IBM Tivoli Remote Control V3.8 Delivers New Functions That Help Enable Secure, Efficient, and Scalable Remote Support for Enterprise Systems and Resources

Overview

Tivoli® Remote Control can help large enterprises save time and money with remote support for distributed systems.

Tivoli Remote Control, a remote control solution with robust security capabilities, can be ideal for IT specialists and help desk analysts that support thousands of end users and systems.

Easy to Deploy and Maintain

With its self-installing and self-updating architecture, Tivoli Remote Control can be easily deployed and maintained.

Benefits

Tivoli Remote Control can help desktop-support call centers:

• Support thousands of desktop users
• Improve first call success rates, and reduce escalation to second level support
• Minimize the need to dispatch technicians
• Lower average call times
• Reduce repeat calls by educating end users while resolving problems

New in this Release

This new release enhances IBM Tivoli Remote Control by:

• Improving security with a firewall-friendly architecture, full data stream encryption and integration with Tivoli Firewall Security Toolbox
• Helping to improve administrators’ productivity with a new Web interface, Controller and Target keyboard synchronization, and better logging capabilities
• Adding support for leading operating platforms, including Windows® XP and Linux

Key Prerequisites

Tivoli Management Framework V3.7.1 or later

At a Glance

Tivoli Remote Control V3.8 can help:

• Provide secure management of systems and servers that lie in the DeMilitarized Zone (DMZ) of an enterprise
• Improve administrators’ productivity with an enhanced file transfer feature and a new Web interface
• Improve central logging, which provides an audit trail of all session actions and bolsters security protection
• Support for new operating platforms, including Windows XP Targets and Linux-based RC Servers

For ordering, contact:
Your IBM representative or the Americas Call Centers at 800-IBM-CALL

Planned Availability Dates

• January 17, 2003
• December 27, 2002 (Electronic Only)
Tivoli Remote Control can help large enterprises remotely support distributed systems with thousands of workstation end users. It is a set of four integrated tools in one that can support your IT specialists and help desk analysts as they perform daily work activities.

With its self-installing and self-updating architecture on both the workstation and the controller, and a pre-defined file package for components, upgrades, and patches, Tivoli Remote Control is easy to deploy and maintain. A searchable list of system names enables quick connection to the right target workstation.

Remote Control

Through integration with Tivoli Management Framework, Tivoli Remote Control invokes its dynamically updated central database to remotely track access to target workstations and administrative roles which helps ensure maximum security. It can help ensure that unauthorized persons won’t be able to access a workstation session without the workstation end-user’s knowledge and approval.

Integration with policy-based applications allows Tivoli Remote Control to provide policy-based authorization whereby administrator access can be authorized by policy region. Roles of remote control, remote monitor, and remote reboot can be defined. A user can change sessions status, suspend a session, or terminate a session at any time. In addition, a user can be prompted to relinquish control of a session via a pop-up window.

Windows terminal support provides the ability for an administrator to access, via a Windows terminal, a remote system where the Tivoli Management Agent (TMA) is installed and take over via Tivoli Remote Control.

Tivoli Remote Control contains a Web-based user interface that provides the ability to start a remote control session from a Web browser without requiring the Tivoli desktop. This enables a virtual help desk to access any remote session from any location and provides virtual 24X7 remote control capability.

File Transfer

A file transfer session can be established allowing the administrator to transfer files and directories from endpoint to endpoint.

Chat Capability

A chat capability can help to establish a direct communication channel between administrators and end users. Tivoli Remote Control sessions can be started from both the Tivoli desktop and through Web access.

Section 508 of the U.S. Rehabilitation Act

IBM Tivoli Remote Control is capable as of January 17, 2003, when used in accordance with IBM’s associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it.

Trademarks

Windows is a registered trademark of Microsoft Corporation. Tivoli is a registered trademark of International Business Machines Corporation or Tivoli Systems Inc. in the United States or other countries or both. Other company, product, and service names may be trademarks or service marks of others.
**Education Support**

Training is available for many IBM Tivoli® products. Education is offered through IBM Learning Services, and through IBM Tivoli Systems. Worldwide information about education offerings is available on the IBM Learning Services home page at:

http://www.training.ibm.com

For current information on IBM Tivoli Systems education, call 888-746-3331, or visit the IBM Tivoli Systems home page at:

http://www.tivoli.com/services/education

**Offering Information**

Product information will be available on day of announcement through Offering Information (OITOOL) at:

http://www.ibm.com/common/ssi

and through the Passport Advantage Web site at:

http://www.ibm.com/software/passportadvantage

**Publications**

The following publications can be ordered from The IBM Publications Center Portal after general availability. They are shipped softcopy only with the program package.

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The IBM Publications Center Portal:

http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided, as well as payment options via credit card. Furthermore, a large number of publications are available online in various file formats, which can currently be downloaded free of charge.

Publications Notification System (PNS) subscribers most often order their publications via the Publication Center. PNS is available by order number/product number. Customers currently subscribing to PNS will automatically receive notifications by e-mail. Customers who wish to subscribe, can visit the PNS Web site location at:


**Displayable Softcopy Publications**

The displayable publications are shipped softcopy only on the same media type as the basic machine-readable material/CD-ROM.

**Technical Information**

**Specified Operating Environment**

**Hardware Requirements**

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**Software Requirements**

IBM Tivoli Remote Control V3.8 supports the following platforms:

Remote Control server and gateway
- AIX® 4.3.3, or 5.1
- HP-UX 11.0, or 11i
- Solaris 2.7 or 2.8
- Red Hat Linux 7.1
- SuSE Linux 7.2
- SuSE Linux 7.0 for S/390
- Windows 2000

Remote Control proxy
- AIX 4.3.3, or 5.1
- Solaris 2.7 or 2.8
- Red Hat Linux 7.1
- SuSE Linux 7.2
- Windows 2000

Remote Control Target
- Windows NT® 4.0 SP6
- Windows 98, Windows 2000, or Windows XP
- OS/2 Warp

Remote Control Controller
- Windows 98, Windows 2000, or Windows XP
- Windows NT 4.0 SP6
- Windows 2000 Terminal Services Client
- Windows Terminal Services Client with Service Pack 5 or Service Pack 6
- OS/2 Warp

Other software required:
- Tivoli Management Framework V3.7.1, or later
- Tivoli Management Agent V3.7.1, or later must be installed on all controller and target workstations
- A Tivoli desktop must be installed to use the Tivoli Remote Control GUI
- One of the following browsers must be installed to use the Tivoli Remote Control Web interface:
  - Netscape 4.6, or later
  - Internet Explorer 5.0 or 5.5 SP1®
  - Tivoli Firewall Security Toolbox (TFST) 1.3, or later

Compatibility: IBM Tivoli Remote Control cannot coexist with other remote control software types.

Planning Information

Direct Customer Support
For technical support or assistance, go to:
http://www.ibm.com/support
or contact your IBM representative for additional assistance.

Packaging
IBM Tivoli Remote Control is distributed with:
- International Program License Agreement (Z125-3301)
- License Information document (GC23-4480)
- CD-ROM
- SoftCopy Only Publications (refer to the Publications section)

This program when downloaded from a Web site, contains the applicable IBM license agreement, and License Information (LI), if appropriate, and will be presented for acceptance at the time of installation of the program. The license and LI will be stored in a directory such as LICENSE.TXT for future reference.

Security, Auditability, and Control
IBM Tivoli Remote Control uses the security and auditability features of the operating system software and the Tivoli Management Framework.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering Information

Product Group: Configuration and Operations
Product Identifier Description: IBM Tivoli Remote Control (5724-C21)
Product Category: Remote Control

Passport Advantage Customer: Media Pack Entitlement
Details
Customers with active Maintenance or subscription for the products listed below are entitled to receive the corresponding media pack.

Entitled Maintenance Offerings

Sub-ID Entitled to Sub-ID Description
Media Pack
- TREMCNLSB02 TIVOLI REMOTE CONTROL CLIENT
- TREMCNLSB07 5697RCL TIV REMOTE CONTROL CLI
- TREMCNLTMP TIV REMOTE CONTROL TMP
- TREMCNTLVALU TIVOLI REMOTE CONTROL PROC

Media Packs Part Description Number
IBM Tivoli Remote Control V3.8.0 Media Pack Mult BJ07RML

Current Licensees: Current licensees with support in effect will receive instructions on how to order this update.

Current licensees of IBM Tivoli Remote Control can order the new distribution medium via MES by specifying the desired distribution medium feature number.

New Licensees: Orders for new licenses will be accepted now.
Shipment will begin on the planned availability date.

Ordering Information for Passport Advantage

Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and for related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, recurs on an annual basis while your Passport Advantage Agreement remains in effect. However, regardless of when Software Maintenance is acquired, the coverage period for Software Maintenance is always up to the anniversary date specified in the acquisition.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Maintenance Handbook for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per processor and per client. To order for Passport Advantage, specify the desired part number and quantity.
**Software Maintenance**

Software Maintenance is included with each product authorization acquired. Software Maintenance provides an easy and effective way by which you have access, during the coverage period, to eligible new versions and releases and to remote technical support for your covered products.

The technical support included in Software Maintenance provides remote support during normal business hours in your country or location as well as access to escalation management 24 hours a day, 7 days a week, for mission-critical (Severity 1) problems.

With Software Maintenance, you receive the following technical support benefits:

- Telephone access and/or electronic access via the Web to an IBM Customer Support Center.
- Support for routine, short duration installation and usage (how-to) questions and code-related problems.
- Support during normal country business hours, namely prime shift hours, Monday through Friday, excluding national or statutory holidays.
- Support for mission-critical (Severity 1) problems during non-prime shift hours, namely all hours outside normal country business hours including national and/or statutory holidays.
- Two hour response time objective during prime shift for voice and electronic submission. The response objective for critical/emergency problems during offshift is also two hours.
- Access to hints, tips, and frequently asked questions.
- Access to escalation management 24 hours a day, 7 days a week.
- Open Authorized Technical Caller list to submit problems to IBM Support Centers on your behalf. Open to any number of technical specialists within your IS organization. Each caller must be registered through the IBM problem submission Web site in order to submit problems. Problem submission is handled by the Site Technical Contact as listed on the Passport Advantage enrollment form.
- eCare for Software is an initiative designed to enhance your electronic support experience by providing the following advantages:
  - Single view of IBM distributed software that includes easy/integrated access to the following information and functions:
    - Marketing
    - Technical
    - Developer
    - Business Partner
    - IBM Services
    - Downloads

    http://www.ibm.com/software/support
  - Comprehensive electronic (via the Web) self-help capabilities available 24 hours a day, 7 days a week.
  - Advanced search capabilities.
  - A single interface to the IBM problem submission/management system for IBM distributed software.

Software Maintenance renewals offer you favorable pricing to continue your coverage without interruption. Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and for related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, recurs on an annual basis while your Passport Advantage Agreement remains in effect. However, regardless of when Software Maintenance is acquired, the coverage period for Software Maintenance is always up to the anniversary date specified in the acquisition.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Maintenance Handbook for specific terms relating to, and a more
Terms and Conditions

Agreement

For orders under Passport Advantage: IBM International Program License Agreement (IPLA), IBM International Passport Advantage Agreement (PAA), and an IBM International Passport Advantage Agreement Enrollment Form.

Transferable: Yes, except for programs acquired at a discount or allowance

Limited Warranty Applies: Yes

Guarantee: 30 day money-back guarantee

Usage Restriction: Yes. Usage is limited to the quantity of processors and clients licensed

Volume Offering (IVO): No

Upgrade Protection Applies: Covered as long as Software Maintenance is in effect

Educational Allowance Available: Yes, to qualified education institution customers

Percentage: 15%

Licensed Program Materials Availability

- Restricted Materials of IBM: None
- Non-Restricted Source Materials: None
- Object Code Only (OCO): All

Maintenance Applies:

- Software Maintenance under Passport Advantage: Yes

Complementary Introductory Support: Not available

Program Services and End of Support: Program services for an IBM Tivoli program are one year from the date IBM or your Business Partner makes the program available to you. The program services duration period shall be less than one year for programs acquired after the announcement of a program’s end-of-support (EOS) date.

EOS for programs or versions/releases of programs will be announced 12 months prior to the effective date.

Software Maintenance for IBM Tivoli Products and Passport Advantage

Software Maintenance:

- Support Center applies: Yes. Access is available through the IBM Support Center, 800-IBM-SERV (426-7378)
- Support Web Site for Problem Reporting: http://www.tivoli.com/support/reporting/
- Availability of Passport Advantage Software Maintenance:
  - Passport Advantage Software Maintenance is provided at no additional charge for each eligible program acquired until the first anniversary date.

For an additional fee, a license can be acquired with maintenance to the second anniversary date.

- Passport Advantage Software Maintenance is provided for renewal for a fee at each anniversary date. Customers who do not renew their Software Maintenance will have to purchase the Maintenance after License option to renew their maintenance agreement when they require a new level of software code or remote technical support.

- Passport Advantage Software Maintenance is available until twelve months after announcement of product discontinuance, (that is, end of life [EOL])

- Passport Advantage Software Maintenance is applicable to the current release.

- APAR Mailing Address:
  IBM
  11400 Burnet Road
  Austin, TX  78758
  USA
  Attention: Product Development

IBM Operational Support Services — Support Line: No

Product Web Site: A complete list of products, terminology definitions, and licensing documents are available at the following Web site:

http://www.tivoli.com/products/licensing/

Prices

Prices are unaffected by this announcement.

Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. For additional information about the Passport Advantage offering, visit the following Web site:

http://www.ibm.com/software/passportadvantage

Order Now

To order, contact the Americas Call Centers or your local IBM representative.

To identify your local IBM representative, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
Internet: ibm_direct@vnet.ibm.com
Mail: The Americas Call Centers
      Dept. YE001
      P.O. Box 2690
      Atlanta, GA 30301-2690

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.
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