IBM SmartCloud Monitoring V7.2.1 adds IBM z/VM support to continue to enhance visibility into cloud infrastructure performance

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At a glance

IBM SmartCloud® Monitoring V7.2.1 provides a consolidated view of heterogeneous cloud environments including z/VM® virtualization.

Overview

IBM SmartCloud Monitoring performance analytics capability helps optimize workloads and provides visibility through health dashboards, helping to increase cloud availability. Performance and resource availability of the host is monitored with the resource consumption of individual workloads providing a single view of virtual resources in their context. This solution manages existing cloud infrastructures and assesses current capacity and planned workload expansion to help properly time resource additions. IBM SmartCloud Monitoring is a bundle that contains:

- IBM® Tivoli® Monitoring V6.3.0.2
- IBM Tivoli Monitoring for Virtual Environments V7.2.0.2
- IBM Tivoli OMEGAMON® XE on z/VM and Linux™ V4.3

IBM SmartCloud Monitoring V7.2.1:

- Includes new functionality for managing the IBM z/VM operating system platform, including Linux on System z®.
- Provides a single user interface for managing virtualization across heterogeneous hypervisor platforms, such as z/VM, VMWare ESX, and IBM PowerVM® hypervisor.
- Leverages the proven reliability and latest features of IBM Tivoli OMEGAMON XE on z/VM and IBM Performance Toolkit for VM. These features include support for single system image, live guest relocation, and self-describing agents for autonomic configuration.
- Helps you assess current capacity, anticipate workload expansion, and balance utilization across all of your hypervisors, including z/VM.

Key prerequisites

IBM SmartCloud Monitoring monitors virtual machines running IBM AIX® , HP-UX, IBM i, Linux, Solaris, and Microsoft™ Windows™.
SmartCloud Monitoring monitors hypervisors running VMware, Kernel-based VM, IBM PowerVM, and IBM z/VM.

Planned availability date

October 25, 2013 Electronic download
November 25, 2013 Media availability

Availability of programs with encryption algorithm in France is subject to French government approval.

Refer to the Availability of national languages section for national language availability.

Description

IBM SmartCloud Monitoring V7.2.1 demonstrates the commitment of IBM Cloud and Smarter Infrastructure to improving your monitoring experience by expanding the breadth of coverage for virtualized cloud and hybrid environments. SmartCloud Monitoring V7.2.1 delivers sophisticated end-to-end performance, availability, and capacity management capabilities to help you optimize your virtualized cloud and hybrid environments. These capabilities are expanded to include the management of IBM z/VM and the Linux instances running as z/VM guests. You can now compare Linux operations side by side with detailed performance metrics from other important systems. Active and passive monitoring is now available for all of your Linux guest systems on z/VM. With dynamic workspace linking, you can easily navigate between IBM Tivoli Enterprise Portal workspaces.

You can now use SmartCloud Monitoring to view and monitor workloads for virtual machines, groups, response times, and logical partitioning (LPAR) reporting on z/VM and Linux. High-level views help executives understand how the cloud infrastructure is performing. With granular views, SmartCloud Monitoring can help IT staff to more easily track complex problems that span multiple systems and platforms, and share related information.

SmartCloud Monitoring V7.2.1 provides the management support of live guest relocation on your IBM System z. It enables visibility into the overall health of the virtual environment. This capability allows the virtualization administrator to carefully select where to move any guest to alleviate resource constraints. The management capabilities offered with single system image allow the virtualization administrator to better control resources within a virtual cluster.

In today's smarter planet, where instrumented, interconnected, and intelligent businesses collect and process more information than ever before, many IT organizations are finding themselves with heterogeneous IT environments. The mainframe can be an ideal platform to support clouds because of the control, reliability, and quality of service they provide.

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


Reference information

For IBM SmartCloud Monitoring V7 details, refer to Software Announcement ZP13-0081, dated February 26, 2013.
Availability of national languages

On October 25, 2013, SmartCloud Monitoring 7.2.1 supports the following languages:

- Brazilian Portuguese
- Czech
- French
- German
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Russian
- Spanish
- Simplified Chinese
- Swedish
- Thai
- Traditional Chinese

Program number

<table>
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<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
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<td>5725-F78</td>
<td>7.2.1</td>
<td>IBM SmartCloud Monitoring</td>
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</table>

Publications

For IBM SmartCloud Monitoring V7 publications, refer to Software Announcement ZP13-0081, dated February 26, 2013.

Technical information

Specified operating environment

Hardware and Software requirements

IBM SmartCloud Monitoring is a bundle that consists of:

- IBM Tivoli Monitoring V6.3.0.2
- IBM Tivoli Monitoring for Virtual Environments V7.2.0.2
- IBM Tivoli Omegamon XE for z/VM and Linux V4.3

Visit the Software Product Compatibility reports for IBM Tivoli Monitoring V6.3 at http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity/index.html

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement.
IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

http://ibm.com/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

Planning information

Packaging

IBM SmartCloud Monitoring V7.2.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Media pack

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

Security, auditability, and control

IBM SmartCloud Monitoring V7.2.1 uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Global Technology Services®

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Licensing metric definitions and pricing examples

Licensing metric definitions

Virtual Server

Virtual Server is a unit of measure by which the program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical
device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. A virtual server is either a virtual computer created by partitioning the resources available to a physical server or an unpartitioned physical server. Licensee must obtain Virtual Server entitlements for each virtual server made available to the Program, regardless of the number of processor cores in the virtual server or the number of copies of the Program on the virtual server.

Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

General charge terms

The program is not licensed for use on unpartitioned physical servers and may be used solely to monitor virtual machines.

Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other license or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes.

Cold: A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

Warm: A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

Hot: A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switch over between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files, or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

Pricing examples

Small machine:

- Intel® x86 - 2 socket - dual core
- 6 virtual machines
- SmartCloud Monitoring licenses to purchase: 6

Medium machine:
• Intel x86 - 2 socket - quad core
• 12 virtual machines
• SmartCloud Monitoring licenses to purchase: 12

Large machine:
• Intel x86 - 4 socket - quad core
• 24 virtual machines
• SmartCloud Monitoring licenses to purchase: 24

Extra large machine:
• Power7 - 8 socket - quad core
• 48 virtual machines
• SmartCloud Monitoring licenses to purchase: 48

SmartCloud Monitoring with Tivoli Omegamon XE on z/VM and Linux:
• IBM System z with 1 IFL, the number of virtual machines is 24.
• SmartCloud Monitoring licenses to purchase: 24.

Ordering information

This product is only available via Passport Advantage®. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp Authorized Portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

http://www.ibm.com/partnerworld/wps/bplocator/

Product group: Availability and Performance products
Product Identifier Description:
5725-F78 IBM SmartCloud Monitoring V7.2.1

Product category: Application Performance Management

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit


Passport Advantage customer: Media pack entitlement details

Customers with active maintenance or subscription for the products listed are entitled to receive the corresponding media pack.

For IBM SmartCloud Monitoring V7 media pack ordering, refer to Software Announcement ZP13-0081, dated February 26, 2013.

New licensees

Orders for new licenses will be accepted now.
Shipments will begin on the planned availability date.

**Basic license**

**Ordering information for Passport Advantage**

For ordering information for IBM SmartCloud Monitoring V7, refer to Software Announcement ZP13-0081, dated February 26, 2013.

**Terms and conditions**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

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IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

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These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

**License Information form number**

L-SKKA-9AYFR3: IBM SmartCloud Monitoring V7.2.1

The program’s License Information will be available for review on the IBM Software License Agreement website


**Limited warranty applies**

Yes

**Limited warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation.
of the program or that IBM will correct all program defects. You are responsible for
the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known
program defects, defect corrections, restrictions, and bypasses at no additional
charge. For further information, consult the IBM Software Support Handbook found at

http://www.ibm.com/support/handbook

IBM will maintain this information for at least one year after the original licensee
acquires the program (warranty period).

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original
licensee, you may obtain a refund of the amount you paid for it, if within 30 days of
your invoice date you return the program and its PoE to the party from whom you
obtained it. If you downloaded the program, you may contact the party from whom
you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International
Passport Advantage offering, this term applies only to your first acquisition of the
program and (2) for programs acquired under any of IBM's On/Off Capacity on
Demand (On/Off CoD) software offerings, this term does not apply since these
offerings apply to programs already acquired and in use by you.

Other terms

Volume orders (IVO)

No

IBM International Passport Advantage Agreement

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance)
is included with licenses purchased through Passport Advantage and Passport
Advantage Express®. Product upgrades and Technical Support are provided by
the Software Subscription and Support offering as described in the Agreements.
Product upgrades provide the latest versions and releases to entitled software and
Technical Support provides voice and electronic access to IBM support organizations,
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license acquired. The initial period of Software Subscription and Support can be
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and code-related questions. IBM provides assistance via telephone and, if available,
electronic access, only to your information systems (IS) technical support personnel
during the normal business hours (published prime shift hours) of your IBM support
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Software Support Handbook at

http://www.ibm.com/support/handbook
Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

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

**System i® Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage.

**Statement of good security practices**

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

**IBM Electronic Services**

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful Web user interface, giving the administrator...
easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

http://www.ibm.com/support/electronic

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer’s system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM. The customer’s business applications or business data is never transmitted to IBM.

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

http://www.ibm.com/support/electronic

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with the customer’s IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

http://www.ibm.com/support/electronic

**Prices**

The prices are unchanged by this announcement.
For all local charges, contact your IBM representative.

**Passport Advantage**

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available at


**Announcement countries**

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