IBM Operations Analytics for z Systems, V2.1.0 enhances domain insights with performance metrics through OMEGAMON integration and SMF-based insights

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At a glance

IBM® Operations Analytics for z Systems™ is a solution that performs problem determination and resolution. It can help application owners, application developers, and subject matter experts (SMEs) to accelerate problem isolation and problem repair.

Key functions:

• Provides performance metrics integration through IBM OMEGAMON® integration and SMF insights
• Provides IBM z/OS® network domain insights
• Includes a real-time SMF data provider

Overview

IBM Operations Analytics for z Systems provides the ability to rapidly search, visualize, and analyze operational data. Based on proven IBM Operations Analytics - Log Analysis technology, it helps accelerate problem identification, isolation, and resolution across platform boundaries.

Key features:

• Provides performance metrics through OMEGAMON integration and SMF 30 insights.
• Provides network domain insights through SYSLOGD, TCPIP, and VTAM® (SYSLOG).
• Includes a real-time SMF data provider.
• Includes ingestion needed for mainframe only logs. (Distributed log ingestions will be priced separately.)

Key prerequisites

z Systems environments with appropriate operating system.

For details, refer to the Hardware requirements and Software requirements sections.
Planned availability date

April 24, 2015

Description

The explosion in big data, led by mobile data volumes, sees global business caught off guard and trying to cope with short-term fixes. When a problem occurs in business operations, the source often lies in the IT infrastructure that supports the function. Subject matter experts are overwhelmed with finding the rich information that is buried in volumes of distracting data from multiple systems and applications. They need to manually parse, correlate, and attempt to understand the cause, location, and scope of a problem. You know it is there, but you just cannot find it or it consumes significant time to find it.

IBM Operations Analytics for z Systems can address this challenge with capabilities that allow you to index, search, and analyze structured and unstructured data across IBM z Systems™ and distributed environments from a single interface. Version 2.1 capabilities have been extended to provide network domain insights through SYSLOG, TCPIP, VTAM, and performance metric integration through OMEGAMON integration and SMF records.

Operations Analytics for z Systems can help application owners, application developers, and subject matter experts alike to benefit from its capabilities and to accelerate problem isolation and problem repair.

Accessibility by people with disabilities

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


Value Unit-based pricing

Value Unit pricing for eligible IBM z Systems™ IBM International Program License Agreement (IPLA) programs enables a lower cost of incremental growth and enterprise aggregation. Each z Systems IPLA product with Value Unit pricing has a single price per Value Unit and a conversion matrix, called Value Unit Exhibit, for converting from some designated measurement to Value Units. Most commonly, Millions of Service Units (MSUs) is the measurement designated by IBM to be converted to Value Units. Some other measurements are engines or messages. Since MSUs are the most common measurement, that measurement will be used for the remainder of this description.

Value Unit pricing offers price benefits for you. For each z Systems IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the required license capacity. Each of the various Value Unit Exhibits stipulate that the larger your required license capacity, the fewer Value Units per MSU you will need. Value Unit Exhibits are uniquely identified by a three-digit code and referred to using the nomenclature VUExxx, where xxx is the three-digit code.

Subsequent acquisitions of Value Unit priced programs offer additional price benefits. The quantity of each z Systems IPLA program that you have acquired is referred to as the entitled license capacity. If you want to grow your entitled license capacity for a z Systems IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each z Systems IPLA program with Value Unit pricing, you should:
- Determine the required license capacity, in MSUs
- Aggregate the MSUs across the enterprise
- Convert the total MSUs to Value Units, using the applicable Value Unit Exhibit
- Multiply the price per Value Unit by the total number of Value Units to determine the total cost

To simplify conversion from the designated measurement to Value Units or vice-versa, use the Value Unit Converter Tool. For additional information or to obtain a copy of the Value Unit Converter Tool, visit the Value Unit Converter Tool website http://www.ibm.com/zseries/swprice/vuctool

Note that Value Units of a given product cannot be exchanged, interchanged, or aggregated with Value Units of another product.

To determine the required license capacity for the z Systems IPLA program you selected, refer to the Terms and conditions section.

### Program number

<table>
<thead>
<tr>
<th>Program number</th>
<th>VRM</th>
<th>Program name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-AAP</td>
<td>2.1.0</td>
<td>IBM Operations Analytics for z Systems</td>
</tr>
</tbody>
</table>

### Product identification number

<table>
<thead>
<tr>
<th>Program PID number</th>
<th>Subscription and Support PID number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-AAP</td>
<td>5698-AAQ</td>
</tr>
</tbody>
</table>

### Offering Information

Product information is available via the Offering Information website http://www.ibm.com/common/ssi

### Publications

No publications are shipped with this product.

### Services

**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.
Technical information

Specified operating environment

Hardware requirements

Each IBM Operations Analytics for z Systems program package consists of:

- A z/OS Log Forwarder. The log forwarder is installed on each z/OS LPAR from which logs are to be collected and forwarded to the analytics server.
- A SMF real-time data provider. The data provider is installed on each z/OS LPAR from which SMF records are to be collected and forwarded to the analytics server.
- The IBM Operations Analytics - Log Analysis server.
- Insight Packs to manage supported z/OS log types and to provide standard domain knowledge and search capabilities for the logs. The Insight Packs are installed on the IBM Operations Analytics - Log Analysis server.

Hardware requirements

- z/OS Log Forwarder: Any IBM z Systems configuration with sufficient storage that supports IBM z/OS V1.13, or later.
- SMF real-time data provider: Any IBM z Systems configuration with sufficient storage that supports IBM z/OS V1.13, or later.
- Insight Packs: There are no separate hardware requirements for this component.

Note: The hardware requirements may vary according to the volume of data ingested or managed by the program. Refer to the IBM Operations Analytics for z Systems, V2.1 documentation for further details and updates about hardware requirements.

Software requirements

z/OS Log Forwarder requirements:

- IBM z/OS V1.13, or later
- IBM Java™ V1.6, or later

SMF real-time data provider requirements:

- IBM z/OS V1.13, or later

Insight Pack requirements:

- There are no separate software requirements for this component.

IBM Operations Analytics - Log Analysis (server) requirements:

- Red Hat Enterprise Linux™ (RHEL) 5.x 64 bit, RHEL 6.x 64 bit, or SUSE Linux Enterprise Server (SLES) 11 64 bit on x86 or z Systems
- Mozilla Firefox Extended Support Release 17, or later, Microsoft™ Internet Explorer V10 or V11, or Google Chrome V27, or later
- Perl V5.8.8, or later
- Python V2.4.3, V2.6.6, V2.6.7, or V2.6.8
- 32-bit and 64-bit compat-libstdc++ and libstdc++ libraries

Note: The software requirements may vary depending on your specific configuration. Refer to the IBM Operation Analytics for z Systems V2.1 documentation for further details and updates about software requirements.
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

Each IBM Operations Analytics for z Systems program package consists of:

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- An SMF real-time data provider. The data provider is installed on each z/OS LPAR from which SMF records are to be collected and forwarded to the analytics server.
- The IBM Operations Analytics - Log Analysis server.
- Insight Packs to manage supported z/OS log types and to provide standard domain knowledge and search capabilities for the logs. The Insight Packs are installed on the IBM Operations Analytics - Log Analysis server.

Security, auditability, and control

IBM Operations Analytics for z Systems uses the security and auditability features of the host software.

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

Consult your IBM representative.

Value Unit exhibit VUE007

<table>
<thead>
<tr>
<th></th>
<th>MSUs minimum</th>
<th>MSUs maximum</th>
<th>Value Units/MSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>1</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Tier A</td>
<td>4</td>
<td>45</td>
<td>0.45</td>
</tr>
<tr>
<td>Tier B</td>
<td>46</td>
<td>175</td>
<td>0.36</td>
</tr>
<tr>
<td>Tier C</td>
<td>176</td>
<td>315</td>
<td>0.27</td>
</tr>
<tr>
<td>Tier D</td>
<td>316</td>
<td>+</td>
<td>0.2</td>
</tr>
</tbody>
</table>
Ordering example

The total number of Value Units is calculated according to the following example.

If your required license capacity is 1,500 MSUs for your selected z Systems IPLA product, the applicable Value Units would be:

Translation from MSUs to Value Units

<table>
<thead>
<tr>
<th>MSUs</th>
<th>Value Units/MSU</th>
<th>Value Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>3</td>
<td>1.00</td>
</tr>
<tr>
<td>Tier A</td>
<td>42</td>
<td>.45</td>
</tr>
<tr>
<td>Tier B</td>
<td>130</td>
<td>.36</td>
</tr>
<tr>
<td>Tier C</td>
<td>140</td>
<td>.27</td>
</tr>
<tr>
<td>Tier D</td>
<td>1,185</td>
<td>.20</td>
</tr>
<tr>
<td>Total</td>
<td>1,500</td>
<td></td>
</tr>
</tbody>
</table>

When calculating the total number of Value Units, the sum is to be rounded up to the next integer.

Ordering z/OS through the Internet

Shopz provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new configuration based on z/OS. Additional products can also be added to your order (including determination of whether all product requisites are satisfied). Shopz is available in the US and several countries in Europe. In countries where Shopz is not available yet, contact your IBM representative (or IBM Business Partner) to handle your order via the traditional IBM ordering process. For more details and availability, visit the Shopz website at http://www.software.ibm.com/ShopzSeries

Charge metric

<table>
<thead>
<tr>
<th>Program name</th>
<th>Part number or PID number</th>
<th>Charge metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Operations Analytics for z Systems</td>
<td>5698-AAP</td>
<td>Value Unit</td>
</tr>
</tbody>
</table>

Basic license

Translation from MSUs to Value Units

<table>
<thead>
<tr>
<th>MSUs</th>
<th>Value Units/MSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base</td>
<td>1-3</td>
</tr>
<tr>
<td>Tier A</td>
<td>4-45</td>
</tr>
<tr>
<td>Tier B</td>
<td>46-175</td>
</tr>
<tr>
<td>Tier C</td>
<td>176-315</td>
</tr>
<tr>
<td>Tier D</td>
<td>316+</td>
</tr>
</tbody>
</table>

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

Program name: IBM Operations Analytics for z Systems V2.1.0

Program PID: 5698-AAP

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
<th>Description</th>
<th>License option/Pricing metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>S017RLH</td>
<td>Operations Analytics for z Systems</td>
<td>Basic OTC, per Value Unit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Basic OTC, per MSU-day TUC</td>
</tr>
</tbody>
</table>
### Orderable supply ID | Language | Distribution medium
--- | --- | ---
S017RLG | English | 3590 tape cartridge

**Subscription and Support PID: 5698-AAQ:**

<table>
<thead>
<tr>
<th>Entitlement identifier</th>
<th>Description</th>
<th>License option/Pricing metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>S017RLL</td>
<td>Operations Analytics for z Systems S&amp;S</td>
<td>Basic MSC, per Value Unit SW S&amp;S</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No charge, decline SW S&amp;S</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Per MSU SW S&amp;S registration</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orderable supply ID</th>
<th>Language</th>
<th>Distribution medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>S017RLK</td>
<td>English</td>
<td>Hardcopy pub</td>
</tr>
</tbody>
</table>

**Subscription and Support**

To receive voice technical support via telephone and future releases and versions at no additional charge, Subscription and Support must be ordered. The capacity of Subscription and Support (Value Units) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program number (PID) referenced above and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products via a separately purchased offering under the terms of the IBM International Agreement for Acquisition of Software Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless canceled by you.

The combined effect of the IPLA license and the Agreement for Acquisition of Software Maintenance gives you rights and support services comparable to those under the traditional ICA S/390™ and z Systems license or its equivalent. To ensure that you continue to enjoy the level of support you are used to in the ICA business model, you must order both the license for the program and the support for the selected programs at the same Value Unit quantities.

**Trade-Up**

Customers with IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - SYSLOG V1.2.0 or IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - IBM WebSphere Application Server V1.2.0 may trade-up or migrate to IBM Operations Analytics for z Systems V2.1.0. Customer’s replaced IPLA license must have active Subscription and Support (S&S), 5698-ARB, 5698-AAC, respectively.

<table>
<thead>
<tr>
<th>IPLA replaced product, SWO</th>
<th>IPLA replacement product, SWO</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - SYSLOG V1.2.0, 5698-ARA</td>
<td>IBM Operations Analytics for z Systems V2.1.0, 5698-AAP</td>
</tr>
<tr>
<td>IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - IBM WebSphere Application Server V1.2.0, 5698-AAB</td>
<td>IBM Operations Analytics for z Systems V2.1.0, 5698-AAP</td>
</tr>
</tbody>
</table>

**Customized Offerings**

Product deliverables are shipped only via CBPDO, ServerPac, SystemPac, FunctionPac, and ProductPac™.
All of these customized offerings are offered for Internet delivery in countries where Shopz product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the Shopz help information at

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

You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac, SystemPac, FunctionPac, and ProductPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO, ServerPac, and SystemPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem. Shopz and CFS W will determine the eligibility based on product requisite checking. For more details on the product ServerPac, visit the Help section on the Shopz website at

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

For additional information on the Product ServerPac option, refer to Software Announcement ZP12-0358, dated July 7, 2012.

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.
- SystemPac, FunctionPac and ProductPac shipments will begin four weeks after general availability due to additional customization, and data input verification.

**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.

**Licensing**

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.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

**Agreement for Acquisition of Software Maintenance**

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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. IBM z Systems Operational Support Services - Support Line is an option if you desire added services.

**License Information number**

- L-VBSD-9UBUXT

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).

**Program support**

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

**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 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.

**Volume orders (IVO)**

No
Passport Advantage applies
No

Software Subscription and Support applies
No

IBM Operational Support Services -- Support Line
Yes

System i Software Maintenance applies
No

Variable charges apply
No

Educational allowance available
Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

ESAP available
Yes, to qualified customers.

Sub-capacity terms and conditions
For each z Systems IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the required license capacity. Your required license capacity is based upon the following factors:

- The z Systems IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

For more information on the Value Unit Exhibit for the z Systems IPLA program you selected, refer to the Ordering information section.

<table>
<thead>
<tr>
<th>Program number</th>
<th>Program name</th>
<th>Terms</th>
<th>Parent, if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-AAP</td>
<td>IBM Operations Analytics for z Systems V2.1.0</td>
<td>Execution based</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Full-capacity mainframes
In cases where full capacity is applicable, the following terms apply.
Execution based, z/OS based, full machine based: The required capacity of a z Systems IPLA program with these terms equals the MSU-rated capacity of the machines where the z Systems IPLA program executes.

For more information on mainframe MSU-rated capacities, visit

Reference based: The required license capacity of a z Systems IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

**Sub-capacity mainframes**

In cases where sub-capacity is applicable, the following terms apply.

Execution based: The required capacity of a z Systems IPLA sub-capacity program with these terms equals the capacity of the LPARs where the z Systems IPLA program executes.

z/OS based: The required license capacity of a z Systems IPLA program with these terms equals the license capacity of z/OS on the machines where the z Systems IPLA program executes.

Reference based: The required license capacity of a z Systems IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Full machine based: The required license capacity of a z Systems IPLA program with full machine based terms equals the MSU-rated capacity of the machines where the z Systems IPLA program executes.

For more information on mainframe MSU-rated capacities, refer to *The IBM z Systems Machines Exhibit*, Z125-3901, or visit the Mainframes section of the z Systems Exhibits website.

http://ibm.com/zseries/library/swpriceinfo/

For additional information for products with reference-based terms, z Systems IPLA sub-capacity programs with reference-based terms adds value to the parent program across the environment, regardless of where in the environment the z Systems IPLA program executes.

An environment is defined as either a single or stand-alone machine or a qualified Parallel Sysplex™. You may have one or more different environments across the enterprise. To determine the required license capacity for each z Systems IPLA program with reference-based terms, each environment should be assessed separately.

When a z Systems IPLA sub-capacity program with reference-based terms is used in a qualified Parallel Sysplex environment, the required license capacity of the z Systems IPLA program must equal the license capacity of the parent program across the Parallel Sysplex. Qualified Parallel Sysplex refers to one:

- Where MLC pricing is aggregated across the sysplex.

**Sub-capacity eligibility**

To be eligible for sub-capacity charging on select z Systems IPLA programs, you must first implement and comply with all terms of either sub-capacity Workload License Charges (WLC) or sub-capacity Entry Workload License Charges (EWLC). To implement sub-capacity WLC or EWLC, a machine must be z Systems (or equivalent). On that machine:

- All instances of the OS/390® operating system must be migrated to the z/OS operating systems.
• Any licenses for the OS/390 operating system must be discontinued.
• All instances of the z/OS operating systems must be running in z/Architecture® (64-bit) mode.

For that machine, you must create and submit a Sub-Capacity Report to IBM each month. Sub-Capacity Reports must be generated using the Sub-Capacity Reporting Tool (SCRT). For additional information or to obtain a copy of SCRT, visit the z Systems Software Pricing website

http://ibm.com/zseries/swprice

You must comply with all of the terms of the WLC or EWLC offering, whichever is applicable:

• The complete terms and conditions of sub-capacity WLC are defined in the IBM Customer Agreement - Attachment for z Systems Workload License Charges(Z125-6516).
• The complete terms and conditions for sub-capacity EWLC are defined in the IBM Customer Agreement - Attachment for EWLC, TWLC, zELC, and z/OS.e License Charges(Z125-6587).

Additionally, you must sign and comply with the terms and conditions specified in the amendment to the IPLA contract -Amendment for Amendment for IBM z Systems Programs Sub-Capacity Pricing(Z125-6929). Once the amendment is signed, the terms in the amendment replace any and all previous z Systems IPLA sub-capacity terms and conditions.

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 24x7 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 is designed to securely transmit either via the Internet (HTTPS or VPN) or modem 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.

For additional information, please refer to IBM Electronic Service Agent

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

More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you 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, you 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 your 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, you are able to see search results that apply specifically to your systems.

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