IBM Cloud Application Performance Management V8.1.4 delivers a new page designer tool and enhanced synthetic monitoring capabilities

At a glance

IBM® Cloud Application Performance Management V8.1.4 brings the following new features and functions to the portfolio:

- A new page designer tool to create and display custom pages and widgets to ensure that the right monitoring information is readily available
- Retention and visualization of historical data for trend analysis
- PDF and CSV reports based on exporting views created with the new designer tool
- An enhanced synthetic monitoring experience
- Expanded monitoring coverage of key application workloads
- A new subscription model that offers flexible deployment freedom

Overview

Cloud Application Performance Management V8.1.4 detects and addresses performance issues in your applications and infrastructure to improve the user experience. Cloud Application Performance Management consists of two core Cloud Service offerings:

- Cloud Application Performance Management, Base
- Cloud Application Performance Management, Advanced

Cloud Application Performance Management offers deployment freedom with the introduction of hybrid subscription entitlements. Hybrid entitlement is a new type of subscription model that provides the deployment flexibility your business requires.

Cloud Application Performance Management, Base

This offering enables you to diagnose slow transactions, capacity issues, and outages. Cloud Application Performance Management, Base includes the following capabilities:

- Application and infrastructure resource monitoring
- Response time monitoring

Additionally, you can select from the following add-ons:
• Cloud Application Performance Management, Infrastructure Extension Pack that includes monitoring of application platforms, such as Amazon Elastic Compute Cloud (EC2) and Citrix Virtual Desktop Infrastructure (VDI)
• Cloud Application Performance Management, Base Extension Pack that provides additional monitoring coverage for Cloud Application Performance Management, Base

New features of Cloud Application Performance Management, Base:

• The capability to create custom views with choice of metrics, the time frame, and the type of chart in which to display the data. These dashboards can also be exported to CSV report.
• Support for Linux™ on IBM Power Systems™ (little-endian) on Linux operating system, IBM WebSphere® Application Server, and IBM Db2® monitoring agents.
• Linux on System z support for Linux operating system, Websphere Application Server, IBM DB2, and Apache Tomcat monitoring agents.

Cloud Application Performance Management, Advanced

This offering provides full visibility and control over your applications and infrastructure. In addition to all the capabilities that are included in Cloud Application Performance Management, Base, Cloud Application Performance Management, Advanced also includes the following capabilities:

• Application and infrastructure resource monitoring
• Response time monitoring and search analytics
• All of the add-on capabilities mentioned for Cloud Application Performance Management, Base, and, additionally, Cloud Application Performance Management, Advanced Extension Pack, which further extends the application domains managed with Cloud Application Performance Management, Advanced
• Transaction tracking and instance-level topology views
• Real user monitoring with historical reporting
• Code level visibility, stack trace details
• SQL response, application, and transaction instance topology
• Hung transaction resolution

New features of Cloud Application Performance Management, Advanced:

• All new capabilities listed for Cloud Application Performance Management, Base
• Resource monitoring of IBM API Connect™ environments
• Linux for System z® support for IBM MQ and IBM Integration Bus monitoring agents
• Resource monitoring and deep-dive diagnostics for Java™ Platform, Standard Edition (J2SE) runtimes
• Transaction tracking and deep-dive diagnostics for Red Hat JBoss runtimes added to the existing resource monitoring capabilities
• Monitoring of Siebel environments
• Cloud Application Performance Management, Advanced Extension Pack for additional monitoring coverage, including SAP HANA, SAP NetWeaver (including transaction tracking and deep diagnostics), and RabbitMQ
• Cloud Application Performance Management’s availability monitoring capability, which provides enhanced synthetic monitoring of web applications from multiple points of presence around the world, available as an optional add-on

Key prerequisites

• Internet connection
• Supported browser
Planned availability date

August 29, 2017

Description

Cloud Application Performance Management focuses on helping you manage your hybrid cloud environments. With the new release, this Cloud Service offering delivers several innovative features.

Quickly build business application dashboards with drag and drop ease

Line of business, DevOps, and IT operations users can easily create new visualization dashboards, using an enhanced, interactive user interface. No coding is necessary. Simply drag and drop the included widgets and templates or create your own in minutes. Users are able to visualize key data and apply analytics in user customizable dashboards that can be accessed from a desktop or mobile device. Dashboards can also be exported to a CSV report.

Enhanced availability monitoring experience

Monitor uptime and response time of your applications, as frequently as every minute, from several geographical locations around the world. Run synthetic tests to measure performance of web page loads, API calls, and simulated user flows through scripted browser interactions by using Selenium. Waterfall analysis helps pinpoint the exact step of failure coming from issues, such as broken links, large images, slow lookups, or external requests. Automatic screenshots of browser failures and historical performance statistics aid diagnosis.

Extended monitoring coverage options for key components

This release provides additional monitoring coverage to manage the health and performance of key application components. Cloud Application Performance Management, Advanced also includes monitoring for API Connect environments; resource monitoring and code-level diagnostics for J2SE runtimes; monitoring, transaction tracking, and code-level diagnostics for JBoss; and monitoring of Siebel environments.

In addition, there are two extension packs, which provide the following additional monitoring coverage:

- Cloud Application Performance Management, Base Extension Pack (available as an add-on to both Cloud Application Performance Management, Base and Cloud Application Performance Management, Advanced) to monitor Hadoop, Cassandra, and Microsoft™ Office 365
- Cloud Application Performance Management, Advanced Extension Pack (available as an add-on to Cloud Application Performance Management, Advanced) to monitor SAP HANA, SAP Netweaver (including transaction tracking and deep diagnostics), and RabbitMQ

Cloud Application Performance Management now offers deployment freedom with the introduction of hybrid subscription entitlements

Hybrid entitlements are new types of flexible subscription models that embrace any type of software deployment that your business requires:

- In the cloud with the capabilities of Cloud Application Performance Management, Base or Cloud Application Performance Management, Advanced
- On-premises with the capabilities of IBM Cloud Application Performance Management, Base private or IBM Cloud Application Performance Management, Advanced private
• As a combination of these, up to your total number of purchased subscription entitlements

Hybrid entitlement provides you with the freedom to respond quickly to the needs of your business through a flexible entitlement model that embraces both cloud and on-premises deployment types, whether needed to transition from an on-premises deployment to the cloud at your own pace or to be able to use both environments on an on-going basis.

### Program number

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<td>Cloud Service</td>
<td>IBM Cloud Application Performance Management</td>
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### Offering Information

Product information is available on the [IBM Offering Information](https://www.ibm.com) website.

More information is also available on the [Passport Advantage](https://www.ibm.com) and [Passport Advantage Express](https://www.ibm.com) website.

### Publications

Cloud Application Performance Management publications are available in [IBM Knowledge Center](https://www.ibm.com).

### Services

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To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

### Technical information

**Specified operating environment**

**Software requirements**

Software requirements are available for Cloud Application Performance Management product in [IBM Knowledge Center](https://www.ibm.com).

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 letter. Documentation and other program content may be supplied only in the English language.
**IBM Client Success Portal**

The *IBM Client Success Portal* is your gateway to technical support. This includes access to forums and technical resources for running and managing your cloud offering. To help save time and simplify support, the Client Success Portal can help you find answers, and submit and track problems. These tools are available through your IBM support agreement at no additional charge. Read about support for offerings in the *IBM SaaS Support Handbook*.

**Planning information**

**Packaging**

This offering is delivered electronically. There are no physical media.

**Ordering information**

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

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

More information can be found on the *IBM Channel Value Rewards* website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the *Find a Business Partner* page.

Product group: Hybrid Cloud

Product identifier description: 5725-M99 -IBM Cloud Application Performance Management

Product category: Hybrid Management

**IBM Advantage**

**IBM Cloud Application Performance Management (5725-M99)**

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**Charge metric**

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<td>5725-M99</td>
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**Metric definitions**

**Average Managed Virtual Server**

Average Managed Virtual Server is a unit of measure by which the Cloud Service can be obtained. 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. Sufficient Average Managed Virtual Server entitlements must be obtained to cover the average number of Virtual Servers managed by the Cloud Service during the measurement period specified in Client's Proof of Entitlement (PoE) or Transaction Document.

Note: The Average Managed Virtual Server licensing metric does not include tiering.

Total price is the unit price multiplied by quantity.

**Pricing example**

To calculate pricing for Cloud Application Performance Management, you must count the average number of application server instances that you intend to monitor during the measurement period.

Consider the following example:

- The customer typically employs 10 application servers.
- During a monthly rollout of new code or during a test phase, the customer doubles the number of application servers during a two-day period, raising the total number of managed servers to 20 during that time.
- Instead of having to purchase 20 entitlements for Average Managed Virtual Servers and only use 10 of them for the majority of the month, the customer estimates the number they will need during the measurement period, which for this example is based on a monthly average. In this case, the customer will need only 11 entitlements, based on the following calculation:
  - 28 days times 10 managed servers equals 280
– 2 days times 20 managed servers equals 40
– Total number of managed servers equals 320

The average number of managed servers equals 10.7 (320 divided by 30 days), which will require entitlements for 11 Average Managed Virtual Servers.

**Million Items**

Million Items is a unit of measure by which the Cloud Service can be obtained. An Item is an occurrence of a specific item that is processed by, managed by, or related to the use of the Cloud Service. Sufficient entitlements must be obtained to cover every Item processed by, managed by, or related to the use of the Cloud Service, rounded to the next one Million, during the measurement period specified in a PoE or Transaction Document.

**Pricing example**

For this Cloud Service, an Item is a Data Point. Data Points are calculated as follows.

If \( T \) synthetic monitoring tests are executed from \( L \) locations, every \( M \) minutes, number of Data Points per month = \( T \times L \times ((60/M)\times24\times30) \). For simple tests (HTTP calls to APIs and web URLs), 1 simple test instance = 1 Data Point. For advanced tests (web page loads, scripted browser user flows using Selenium, scripted REST API sequences), 1 advanced test instance = 100 Data Points. Clients can use their Million Data Points bundle toward a combination of simple and advanced tests. Data Points are calculated in real time based on actual usage added up over the month.

**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 for the acquisition of Cloud Services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use -- General Terms for Cloud Offerings and the applicable offering Service Description.

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**Technical support**

Technical support is provided for Cloud Services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the Cloud Service, as applicable, and therefore governed by the applicable agreement as defined in Client's quote or transaction document. Technical support is included with the Cloud Service and is not available as a separate offering.

Additional technical support information for this Cloud Service offering may be found in the IBM Support Handbook or in service-specific documentation.

**Terms of Use**

Cloud Service offering-specific terms are available on the Cloud Service terms website.

**Limited warranty**

Refer to the warranty defined in the applicable agreement governing Client's acquisition for this offering.
Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

Software Subscription and Support applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

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Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. 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, go to the IBM Electronic Support website.

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 organizations that are Electronic Service Agent tool-enabled 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 human intervention is not required to report errors.

**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 through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization’s system.

For additional information, go to the IBM Electronic Service Agent website.

**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 IBMid entered during activation, you can view system and support information in the My Systems and Premium Search sections of the IBM Electronic Support page.

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 IBMid. 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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Prices

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