IBM Tivoli Enterprise Console V3.9 can help minimize support costs through superior event management

Overview

IBM Tivoli Enterprise™ Console is a powerful, rules-based event management application that performs root cause analysis and correlation, and also integrates network, systems, database, and application management.

IBM Tivoli Enterprise Console®:

- Offers a centralized, global view of your computing enterprise while helping to ensure the high availability of your application and computing resources.
- Can collect, process, and automatically respond to common management events, such as a lost network connection, or completion of a batch process.
- Can act as a central collection point for alarms and events from a variety of sources, including those from other Tivoli® software applications, some third-party and custom applications, network management platforms, and relational database systems.

The following new enhancements in IBM Tivoli Enterprise Console Version 3.9 are designed to help provide better time to value and ease of use with the following:

- Out-of-the-box IBM best practices for better time to value — IBM Tivoli Enterprise Console can now perform root cause problem determination for WebSphere® MQ, DB2® and WebSphere Application Server e-business applications using best practices rules sets. Because the rules are based on predefined associations among these e-business applications, the rules can determine how the failure of one application affects another application identifying the root cause of the problem. IBM Tivoli Enterprise Console also has built in action, escalation and notification capability.
- Use of network management Auto-Discovery capabilities to extend root cause analysis and correlation for easier use — IBM Tivoli Enterprise Console now automatically discovers network relationships and tightly integrates network and systems management. It identifies and remembers key business system resources, and probes for databases, Web services, and other application components. It locates ITM and servers, and evaluates distributed application relationships. It automatically applies best practice rules to these applications.
- Increased productivity with Web-based console — IBM Tivoli Enterprise Console includes a new, Web-based Operators Console for event viewing. This new feature allows secure remote access, comprehensive event management, and requires no local installation or code maintenance.

Key prerequisites

Refer to the Software requirements section of this announcement.

At a glance

Enhancements to IBM Tivoli Enterprise Console Version 3.9 can help to:

- Provide better time to value with out-of-box IBM best practices
- Extend event correlation through Auto-Discovery capabilities
- Improve usability with a Web-based console for better visualization

IBM Tivoli Enterprise Console continues to provide:

- Powerful event filtering and correlation in the IBM Tivoli Enterprise Console gateway
- Database wizard to guide configuration and set up of databases
- A way that can help reduce support costs through:
  - Comprehensive event integration with Tivoli and non-Tivoli products
  - Comprehensive platform support
  - Powerful event correlation, analysis and filtering
  - Event consolidation and display

Planned availability dates

- October 24, 2003: Electronic software delivery
- October 31, 2003: Physical media
- October 31, 2003: Multilanguage documentation pack

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

Reference: YE001
The IBM Tivoli Enterprise Console V3.9 is a powerful event management and root cause analysis application, providing network discovery and correlation out of the box. It is designed to help maintain peak system performance and availability while helping to reduce support costs by maximizing support efficiency.

Tivoli Enterprise Console receives status and warning events from many sources throughout the environment including IBM Tivoli Monitoring, other Tivoli products, custom scripts, third-party applications, and network devices.

IBM Tivoli Enterprise Console helps you effectively filter the high volume of events in a client/server environment by:

- Prioritizing events by their level of importance
- Filtering redundant and low-priority events
- Correlating events with other events from different sources
- Determining who should view and handle specific events
- Initiating automatic corrective actions, when appropriate

Upon receiving each event, IBM Tivoli Enterprise Console analyzes the event using sophisticated rules to process the rule according to specific requirements. Primarily, these rules are designed to analyze each event in the context of all other known events to recognize known patterns (correlation), thereby diagnosing the problem and leading support staff to the root cause of the problem with a minimum of confusion and wasted effort. This correlation is particularly valuable in helping to prevent the wrong support team from wasting effort on problems that originated outside their scope, as often happens when a network failure leads to application problems. Wherever possible, responses can be automated via secure tasks, to address problems nearly instantly without operator intervention. The rules can also eliminate duplicate events, suppress unimportant events, notify support staff (by e-mail, pager, trouble-ticket and so forth). Rules may be written using a powerful rule development language. Every event sent to IBM Tivoli Enterprise Console is also displayed to the console to provide a single, consolidated view of system status throughout the environment. Operators can configure the console to display only those events relevant to his or her job, in the preferred format, to maintain constant awareness of the environment with a minimum of confusion. Every event is stored to a database for future analysis, audit, or reporting of system performance.

IBM Tivoli Enterprise Console V3.9 also integrates, proven network management functionality to consolidate system and network management into a single tool and analyze system problems from the application, middleware, and server right down to the network layers. This can allow companies to integrate the often separate network and systems support teams into a single team, which can help increase efficiency. The integration also allows system operators to access network topology and diagnostics in the context of system problems to help them correct the problems faster.

IBM Tivoli Enterprise Console supports a wide variety of distributed computing platforms and Linux for both distributed and mainframe platforms.

Included with Tivoli Enterprise Console V3.9 is restricted usage of Tivoli Risk Manager, limited to managing security events from 10 processors in total. If you wish to manage security events from more than 10 processors, you must purchase full use authorization of Tivoli Risk Manager. Tivoli Risk Manager can help extend the value of the Tivoli Enterprise Console to manage security events and incidents.

Tivoli Risk Manager helps enable you to manage security incidents, such as denial-of-service attacks and other forms of intrusions, and perform security change management across the enterprise. It addresses the complexity of managing point products by integrating and managing security events across applications, operating systems, and network devices to provide an overall view of the security architecture.

Solution highlights of IBM Tivoli Risk Manager:

- Provides an integrated security management system to monitor, view, and manage security events across the enterprise. This approach enables identification and management of security incidents and vulnerability throughout the organization, and can help you to ensure that access to networks, systems, applications, and desktops is consistent with enterprise security policies.
- Enables system administrators to identify different types of security incidents and attacks using advanced correlation techniques which can help organizations to identify patterns of intrusions, reduce false-positive alerts, identify security threats, and implement security change management.
- Provide business intelligence through an analytical and Web-based historical reporting decision support guide that enables organizations to comprehend their business risks proactively and take immediate action.

The following new enhancements in IBM Tivoli Enterprise Console V3.9 are designed to provide better time to value and ease of use:

- Out-of-the-box IBM best practices
  - Rules that correlate system-related and network-related events, which are based on predefined associations and help in performing root cause analysis.
  - Rules that can understand and automatically process network events.
  - Predefined event console and event groups for network management, which you can use to manage these events immediately.
- Use of network management Auto-Discovery capabilities to extend correlation to IBM Tivoli Enterprise Console
  - Ability to look for key database and Web application servers on their known ports
  - Finds resources and associates them with out-of-the-box rules
- Better visualization with Web console
  - This is a Web version of the event console, which you can use to manage events from a Web browser.

Product positioning

IBM Tivoli Enterprise Console is the IBM event automation and correlation product. It fits in the Tivoli family of systems management products dedicated to monitoring and improving system performance and availability.
Trademarks

Tivoli Enterprise is a trademark of International Business Machines Corporation in the United States or other countries or both.
Tivoli Enterprise Console, Tivoli, DB2, and WebSphere are registered trademarks of International Business Machines Corporation 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, or will be available, for IBM Tivoli® products. Education is offered through IBM Learning Services, and through IBM Tivoli Software Authorized Training Providers.

For current information on IBM Tivoli software education, visit the following IBM Tivoli Software Education home page at:

or call 888-746-3331.

Offering information

Product information will be available on day of announcement through the Offering Information Web site at:

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

and through the Passport Advantage® Web site at:

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

Publications

The following softcopy-only publications are shipped with the product on a CD:

<table>
<thead>
<tr>
<th>Publication title</th>
<th>Order number</th>
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<tbody>
<tr>
<td>IBM Tivoli Enterprise™ Console Release Notes, Version 3.9</td>
<td>SC32-1238</td>
</tr>
<tr>
<td>IBM Tivoli Enterprise Console® Installation Guide, Version 3.9</td>
<td>SC32-1233</td>
</tr>
<tr>
<td>IBM Tivoli Enterprise Console Rule Set Reference</td>
<td>SC32-1282</td>
</tr>
<tr>
<td>Tivoli Event Integration Facility Reference</td>
<td>SC32-1241</td>
</tr>
<tr>
<td>IBM Tivoli NetView® for Windows™ Version 7.1.4 Release Notes</td>
<td>SC32-1240</td>
</tr>
<tr>
<td>IBM Tivoli NetView for UNIX®, Version 7.1.4 Release Notes</td>
<td>SC32-1239</td>
</tr>
<tr>
<td>IBM Tivoli Enterprise Console Adapters Guide Version 3.9</td>
<td>SC32-1242</td>
</tr>
<tr>
<td>IBM Tivoli Enterprise Console Command and Task Reference Version 3.9</td>
<td>SC32-1234</td>
</tr>
<tr>
<td>IBM Tivoli NetView for Windows User’s Guide</td>
<td>SC32-1246</td>
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</tbody>
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The IBM Publications Center:

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. Payment options for orders are via credit card or customer number. A large number of publications are available online in various file formats, and they can all be downloaded free of charge.

The IBM Publications Notification System (PNS):

http://service5.boulder.ibm.com/pnsrege.nsf/messages/welcome

PNS enables subscribers to set up profiles of interest by order number/product number. PNS subscribers automatically receive notifications by e-mail of all new publications defined in their profiles. These may then be ordered/downloaded via the Publications Center.

Technical information

Specified operating environment

Hardware requirements: Hardware that supports the supported operating system environments as specified in the Software requirements section of this announcement.

Software requirements

IBM Tivoli Enterprise Console V3.9 supported platforms

Event Server:
- AIX® V4.3.3, V5.1, V5L, V5.2
- Sun Solaris V8, V9
- HP-UX (PA-RISC) 11.0 spl, 11i
- Windows 2000 Server
- Windows 2003 Server
- Windows 2003 Advanced Server
- SuSE Linux Enterprise Server for IA32 7 (7.2 base)
- SuSE Linux Enterprise Server for zSeries® 7 (7.2 base)
- United Linux for IA32 (SLES 8) V1.0
- United Linux for zSeries (SLES 8) V1.0
- Red Hat Linux for zSeries V7.2
- Red Hat Linux for Advanced Server 2.1 for IA32 V2.1

NetView Server:
- AIX V4.3.3, V5.1, V5L, V5.2
- Sun Solaris V8, V9
- Windows 2000 Server
- Windows 2003 Server
- Windows 2003 Advanced Server
- SuSE Linux Enterprise Server for IA32 7 (7.2 base)
- SuSE Linux Enterprise Server for zSeries 7 (7.2 base)
- United Linux for IA32 (SLES 8) V1.0
- United Linux for zSeries (SLES 8) V1.0
- Red Hat Linux for zSeries V7.2
- Red Hat Linux for Advanced Server 2.1 for IA32 V2.1

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
Adapter Configuration Facility:
- AIX V4.3.3, V5.1, V5L, V5.2
- Sun Solaris V8, V9
- Windows 2000 Server
- Windows 2003 Server
- Windows 2003 Advanced Server
- SuSE Linux Enterprise Server for IA32 7 (7.2 base)
- SuSE Linux Enterprise Server for zSeries 7 (7.2 base)
- United Linux for IA32 (SLES 8) V1.0
- United Linux for zSeries (SLES 8) V1.0
- Red Hat Linux for zSeries V7.2
- Red Hat Linux for Advanced Server 2.1 for IA32 V2.1

User Interface (UI) Server:
- AIX V4.3.3, V5.1, V5L, V5.2
- Sun Solaris V8, V9
- HP-UX (PA-RISC) 11.0 spl, 11i
- Windows 2000 Server
- Windows 2003 Server
- Windows 2003 Advanced Server
- SuSE Linux Enterprise Server for IA32 7 (7.2 base)
- SuSE Linux Enterprise Server for zSeries 7 (7.2 base)
- United Linux for IA32 (SLES 8) V1.0
- United Linux for zSeries (SLES 8) V1.0
- Red Hat Linux for zSeries V7.2
- Red Hat Linux for Advanced Server 2.1 for IA32 V2.1

Event Console (Java™ version):
- AIX V4.3.3, V5.1, V5L, V5.2
- Sun Solaris V8, V9
- HP-UX (PA-RISC) 11.0 spl, 11i
- Windows 2000 Server, XP Pro, 2000 Pro
- Windows 2003 Server
- Windows 2003 Advanced Server
- SuSE Linux Enterprise Server for IA32 7 (7.2 base)
- United Linux for IA32 (SLES 8) V1.0
- Red Hat Linux for Advanced Server 2.1 for IA32 V2.1

Intermediate Manager:
- Sun Solaris V2.6, V2.7, V2.7.1, V2.7.2
- AIX V4.3.3, V5.1
- HP-UX V10.2, V11, SP1® 11.1
- Windows NT4, SP6a, 2000 Server, 2000 Advanced Server

Endpoint:
- AIX V4.3.3, V5.1, V5L, V5.2
- Sun Solaris V8, V9
- HP-UX (PA-RISC) 11.0 spl, 11i
- Windows 2003 Server
- Windows 2003 Advanced Server
- SuSE Linux Enterprise Server for IA32, for zSeries, for iSeries™ and for pSeries® V7.0 (7.2 base)
- United Linux for IA32 (SLES 8) V1.0
- United Linux for pSeries V1.0
- United Linux for zSeries (SLES 8) V1.0
- Redhat Linux for zSeries V7.2
- Redhat Linux for iSeries V7.2
- Redhat Linux for pSeries V7.2
- Redhat Linux Advanced Server for IA32 V2.1
- NetWare V5.1, V6.0
- OS/400® V5R1, V5R2
- OS/2 Warp® V4.5.1, Server for e-business V4.5.1
- IBM z/OS® V1R2, V1R3, V1R4
- Compaq Tru64 V5.1, V6.0
- Reliant Unix V5.4.5
- SCO Unixware V7.1.1, Open, UNIX 8
- SGI Irix 6.5.x
- Sequent® DYNIX®/ptx® 4.6.1
- Solaris ix87 V7, V8

Database Support:
- DB2 Universal Database® V7.2 (fixPack 7) WE, EE, EEE; 8.1 WSE, ESE
- Oracle V8.1.7, 9iV2, 9i for Linux
- Microsoft SQL Server 7.0 SP2®, SP3: SQL Server 2000
- Informix™ 9.3 Dynamic Server 2000
- Sybase V11.9.2, 12.0, 12.5 (Adaptive Server Enterprise for Linux)

WebSphere® Application Server requirements
The Tivoli Enterprise Console Version 3.9 Web console component requires WebSphere Application Server Version 5.0 Base Edition. This product is required for the Web console and can be installed during the installation of the Web console. Other editions of the WebSphere Application Server Version 5.0 are not supported.

Tivoli Management Framework requirements

Web browser requirements
The Web console requires one of the following browsers:
- Microsoft Internet Explorer 6.0, or later.
- Netscape 6.x beginning with 6.2. Netscape 7.x is not supported.

Tivoli Enterprise Console upgrade requirements
To upgrade Tivoli Enterprise Console components, you must have Tivoli Enterprise Console components of Version 3.6.2, or later.

To upgrade Tivoli NetView components, you must have Tivoli NetView components of Version 6.0, or later.

Additional requirements
Because the Tivoli Enterprise Console installation wizard is GUI-based, it requires an xSeries® server environment on the UNIX operating system.

On UNIX operating systems, you must install the compress and uncompress utilities before you install the IBM Tivoli Enterprise Console product. For all UNIX operating systems except Linux, these utilities are installed with the operating system. For Linux, you must install the compress and uncompress utilities separately.

For a complete list of other software requirements, refer to the IBM Tivoli Enterprise Console Release Notes.

Planning information

Packaging
IBM Tivoli Enterprise Console is distributed with:
- International Program License Agreement (Z125-3301)
- License Information document GC23-4482
- Media
- Publications (refer to the Publications section)
Security, auditability, and control

Tivoli Enterprise Console 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.

Ordering information

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

Product information

<table>
<thead>
<tr>
<th>Licensed function title</th>
<th>Product group</th>
<th>Product category</th>
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</thead>
<tbody>
<tr>
<td>Tivoli Enterprise Console</td>
<td>Availability And Performance</td>
<td>Tivoli Enterprise Console Processor</td>
</tr>
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</table>

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.

Tivoli Enterprise Console V3.9.0

<table>
<thead>
<tr>
<th>Entitled maintenance offerings description</th>
<th>Media packs description</th>
<th>Part number</th>
</tr>
</thead>
</table>

New licensees: Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

License transferability: Charge units are product specific and may not be transferred to another product.

Note: There is no transferability in licensing between platforms for end-to-end products where pricing on the IBM zSeries platform is based on MSUs and pricing on other platform servers is per processor.

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. To order for Passport Advantage, specify the desired part number and quantity.
Withdrawal of NetView V7.1.3 media part numbers

Software Maintenance

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 complete description of, technical support provided through Software Maintenance.

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 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.

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

Software Maintenance and end of support (EOS): Software Maintenance for an IBM Tivoli program is one year from the date IBM or your Business Partner makes the program available to you. The Software Maintenance duration period shall be less than one year for programs acquired after the announcement of the program 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:

Passport Advantage Software Maintenance are available until twelve months after announcement of product discontinuance, which is the end of life (EOL) date.

APAR mailing address:
  IBM Tivoli Systems
  11400 Burnet Road
  Austin, TX 78758
  USA
  Attention: Product Development

IBM Operational Support Services — SupportLine: No

IBM Software Support Guide: A document that provides guidelines and reference materials for IBM service and support. Refer to Web site:
  http://techsupport.services.ibm.com/guides/handbook.html

Product Web site: A complete list of products and licensing documents is available at the following Web site:
  http://www.ibm.com/software/tivoli/products

Prices

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

To identify your local IBM Business Partner or IBM representative, call 1 800-IBM-4YOU (426-4968).

Passport Advantage

For Passport Advantage information and charges, contact your IBM Marketing Representative or authorized IBM Business Partner. For additional information about the Passport Advantage offering, visit the following Web site:
  http://www.ibm.com/software/passportadvantage

Prices for Tivoli Enterprise Console are unaffected by this announcement.
To order, contact the Americas Call Centers, your local IBM representative, or your IBM Business Partner.

To identify your local IBM representative or IBM Business Partner, 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.

Trademarks

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UNIX is a registered trademark of the Open Company in the United States and other countries.
DYNIX is a registered trademark of Sequent Computer Systems, Inc., a wholly owned subsidiary of IBM Corporation.
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