



# IBM Tivoli Monitoring for Energy Management links the domains of energy management and service management

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## At a glance

IBM® Tivoli® Monitoring for Energy Management V6.3 can help:

- Unify energy and environmental information across the enterprise from a wide variety of sources
- Provide monitoring that helps to optimize energy consumption
- Tie energy management with service management to give context to energy impact on business services
- Provide alerts when critical energy and environmental thresholds are exceeded
- Deliver insight via reporting, dashboards, and analytics that aid in achieving energy and environmental goals

## Overview

IBM Tivoli Monitoring for Energy Management V6.3 is a powerful enterprise energy monitoring tool that is designed to help organizations gain information needed to optimize energy consumption, minimize risks associated with energy infrastructure, and comply with targets for reducing environmental impact. This offering provides a link between the domains of energy management and service management. This means that energy and environmental are closely tied to the business services that they support. IBM Tivoli Monitoring for Energy Management monitors and reports on key metrics for physical infrastructure across the enterprise, provides alerts when thresholds are exceeded, and aids in taking action to improve energy management.

To help manage energy across the enterprise, this offering ties into information about the physical infrastructure from a variety of sources, whether that infrastructure is information technology, data center infrastructure, building infrastructure, or other assets in the enterprise. This information feeds key dashboards, reports, and analytics that help to realize benefits to their organizations.

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## Key prerequisites

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For details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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November 19, 2010

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## Description

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The management of energy in the enterprise is becoming critically important to a wide variety of stakeholders, both internal and external. Because the operational costs of power are rising significantly and taking a larger share of the budget, enterprises are running into energy-related constraints, for example, lack of available power, temperatures that are too high, or even a lack of space. Without a way to solve these constraints, new capital expenditures are often the answer.

As a key enabler for IBM Smarter Planet™ solutions, IBM Tivoli Monitoring for Energy Management is a powerful energy management tool for the enterprise that helps to address these concerns. It provides a key link between the domains of energy management and service management, with the goal of helping customers reduce energy use while maintaining business service levels.

IBM Tivoli Monitoring for Energy Management helps businesses monitor key energy metrics, provides alerts when critical energy situations are identified, and aids in taking the appropriate actions. Additionally, this offering may be used to provide energy information to other service management tools, helping to further manage energy in a wider context of the services it supports.

To help manage energy across the enterprise, this offering ties into information about the physical infrastructure from a variety of sources, whether that infrastructure is information technology, data center infrastructure, building infrastructure, or other assets in the enterprise. This information feeds key dashboards, reports, and analytics that help to realize benefits to their organizations.

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## Product positioning

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As a key enabler for IBM Smarter Planet solutions, IBM Tivoli Monitoring for Energy Management is a powerful energy management tool for the enterprise. It provides a key link between the domains of energy management and service management, with the goal of helping customers reduce energy use while maintaining business service levels.

IBM Tivoli Monitoring for Energy Management helps businesses monitor key energy metrics, provides alerts when critical energy situations are identified, and aids in taking the appropriate actions. Additionally, IBM Tivoli Monitoring for Energy Management may be used to provide energy information to other service management tools to help manage energy in the wider context of the services it supports. In order to help manage energy across the enterprise, this offering ties into information about the physical infrastructure from a variety of sources, whether that infrastructure is information technology, data center infrastructure, building infrastructure, or other assets in the enterprise. This information feeds key dashboards, reports, and analytics that help to realize benefits to their organizations.

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## Program number

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Program number	VRM	Program name
5725-C20	6.3	IBM Tivoli Monitoring for Energy Management

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## Education support

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Comprehensive education for IBM Tivoli products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit

<http://www-306.ibm.com/software/tivoli/education/>

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## Offering Information

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

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## Publications

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The publication, *IBM Tivoli Monitoring for Energy Management, V6.3 Quick Start Guide* (CF2VSML) will be shipped hardcopy with the program.

Product documentation is included with the program software and may be printed by the customer or ordered through the IBM Publications Center. The following softcopy publications are included on CD-ROM and are listed below with its form number:

The following publications are also available in the Group 1 languages and can be ordered for a fee from the IBM Publications center.

Publication description	Form number
IBM Tivoli Monitoring for Energy Management Agent for Systems Director Active Energy Manager V6.3 User's Guide	SC23-9741
IBM Tivoli Monitoring for Energy Management Agent for Johnson Controls Metasys V6.3 User's Guide	SC27-2394
IBM Tivoli Monitoring for Energy Management Agent for APC InfraStruXure V6.3 User's Guide	SC27-2363
Title: IBM Tivoli Monitoring for Energy Management, V6.3 Offering Guide	SC27-2305
IBM Tivoli Monitoring for Energy Management Agent for Siemens APOGEE V6.3 User's Guide	SC27-2811
IBM Tivoli Monitoring for Energy Management Reporting and Optimization User's Guide	SC27-2418

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 (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

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## Technical information

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### Specified operating environment

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#### **Hardware requirements**

For IBM Tivoli Monitoring hardware requirements, visit

[http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/index.jsp?topic=/com.ibm.itm.doc\\_6.2.2/welcome.htm](http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/index.jsp?topic=/com.ibm.itm.doc_6.2.2/welcome.htm)

**Processor:** For best performance, processor speeds should be at least 1 GHz for RISC architectures and 2 GHz for Intel® architectures. Choosing faster processors should result in improved response time, greater throughput, and lower CPU utilization.

**Disk:** 200 MB per IBM Tivoli Monitoring for Energy Management Agent

**Memory**

Small environment: Estimate 50 MB per IBM Tivoli Monitoring for Energy Management Agent

Large environment: Estimate 100 MB per IBM Tivoli Monitoring for Energy Management Agent

#### **Software requirements**

IBM Tivoli Monitoring V6.2.2, or later

IBM Systems Director Active Energy Manager™ (AEM) software requirements

IBM Director V6.2, or later IBM Director V6.2 fixpack

AEM V4.3 or later AEM V4.3 fixpack

IBM Tivoli Common Reporting software requirements

IBM Tivoli Common Reporting V1.3

Refer to the license document for the terms and conditions of the software listed above.

Supported operating systems for the IBM Tivoli Monitoring for Energy Management Agent for Systems Director Active Energy Manager:

- AIX® 5.3 (32/64-bit)
- AIX 6.1 (64-bit)
- Windows® 2003 Server SE (32-bit) with Service Pack 1, or later
- Windows 2003 Server SE (64-bit) with Service Pack 2, or later
- Windows 2003 Server EE (32-bit) with Service Pack 1, or later
- Windows 2003 Server EE (64-bit)

- Windows Server 2008 SE (32-bit)
- Windows Server 2008 EE (32-bit)
- Windows Server 2008 SE (64-bit)
- Windows Server 2008 EE (64-bit)
- Red Hat Enterprise and Desktop Linux® 4 for Intel
- Red Hat Enterprise Linux 4 for AMD64/EM64T
- Red Hat Enterprise Linux 4 for iSeries® and pSeries®
- Red Hat Enterprise Linux 4.0 for z/Series 31-bit
- Red Hat Enterprise Linux 4.0 for z/Series 64-bit
- Red Hat Enterprise and Desktop Linux 5 for Intel
- Red Hat Enterprise Linux 5 for AMD64/EM64T
- Red Hat Enterprise Linux 5 for iSeries and pSeries
- Red Hat Enterprise Linux 5.0 for z/Series 64-bit
- SUSE Linux Enterprise Server 9 for zSeries® 31-bit
- SUSE Linux Enterprise Server 9 for zSeries 64-bit
- SUSE Linux Enterprise Server 10 for Intel
- SUSE Linux Enterprise Server 10 for zSeries 64-bit
- SUSE Linux Enterprise Server 10 for iSeries and pSeries
- SUSE Linux Enterprise Server 11 for Intel
- SUSE Linux Enterprise Server 11 for iSeries and pSeries

Supported operating systems for the IBM Tivoli Monitoring for Energy Management Agent for APC InfrastruXure:

- AIX 5.3 (32/64-bit)
- AIX 6.1 (64-bit)
- Windows 2003 Server SE (32-bit) with Service Pack 1, or later
- Windows 2003 Server SE (64-bit) with Service Pack 2, or later
- Windows 2003 Server EE (32-bit) with Service Pack 1, or later
- Windows 2003 Server EE (64-bit)
- Windows Server 2008 SE (32-bit)
- Windows Server 2008 EE (32-bit)
- Windows Server 2008 SE (64-bit)
- Windows Server 2008 EE (64-bit)
- Red Hat Enterprise and Desktop Linux 4 for Intel
- Red Hat Enterprise Linux 4 for AMD64/EM64T
- Red Hat Enterprise Linux 4 for iSeries and pSeries
- Red Hat Enterprise Linux 4.0 for z/Series 31-bit
- Red Hat Enterprise Linux 4.0 for z/Series 64-bit
- Red Hat Enterprise and Desktop Linux 5 for Intel
- Red Hat Enterprise Linux 5 for AMD64/EM64T
- Red Hat Enterprise Linux 5 for iSeries and pSeries
- Red Hat Enterprise Linux 5.0 for z/Series 31-bit
- Red Hat Enterprise Linux 5.0 for z/Series 64-bit
- SUSE Linux Enterprise Server 10 for Intel
- SUSE Linux Enterprise Server 10 for zSeries 31-bit
- SUSE Linux Enterprise Server 10 for zSeries 64-bit
- SUSE Linux Enterprise Server 10 for iSeries and pSeries
- SUSE Linux Enterprise Server 11 for Intel

- SUSE Linux Enterprise Server 11 for zSeries 31-bit
- SUSE Linux Enterprise Server 11 for zSeries 64-bit
- SUSE Linux Enterprise Server 11 for iSeries and pSeries

Supported operating systems for the IBM Tivoli Monitoring for Energy Management Agent for Eaton Power Xpert:

- AIX 5.3 (32/64-bit)- Prerequisites 3
- AIX 6.1 (64-bit)
- Solaris V9 (SPARC) (32/64-bit)
- Solaris V10 (SPARC) (64-bit)
- HP-UX 11.11 and 11.23 (32/64-bit) on PA-RISC
- Windows 2003 Server SE (32-bit) with Service Pack 1, or later
- Windows 2003 Server SE (64-bit) with Service Pack 2, or later
- Windows 2003 Server EE (32-bit) with Service Pack 1, or later
- Windows 2003 Server EE (64-bit)
- Windows Server 2008 SE (32-bit)
- Windows Server 2008 EE (32-bit)
- Windows Server 2008 SE (64-bit)
- Windows Server 2008 EE (64-bit)
- Red Hat Enterprise and Desktop Linux 4 for Intel
- Red Hat Enterprise Linux 4 for AMD64/EM64T
- Red Hat Enterprise Linux 4 for iSeries and pSeries
- Red Hat Enterprise Linux 4.0 for z/Series 31-bit
- Red Hat Enterprise Linux 4.0 for z/Series 64-bit
- Red Hat Enterprise and Desktop Linux 5 for Intel
- Red Hat Enterprise Linux 5 for AMD64/EM64T
- Red Hat Enterprise Linux 5 for iSeries and pSeries
- Red Hat Enterprise Linux 5.0 for z/Series 31-bit
- Red Hat Enterprise Linux 5.0 for z/Series 64-bit
- SUSE Linux Enterprise Server 10 for Intel
- SUSE Linux Enterprise Server 10 for zSeries 31-bit
- SUSE Linux Enterprise Server 10 for zSeries 64-bit
- SUSE Linux Enterprise Server 10 for iSeries and pSeries
- SUSE Linux Enterprise Server 11 for Intel
- SUSE Linux Enterprise Server 11 for zSeries 31-bit
- SUSE Linux Enterprise Server 11 for zSeries 64-bit
- SUSE Linux Enterprise Server 11 for iSeries and pSeries

Supported operating systems for the IBM Tivoli Monitoring for Energy Management Agent for Johnson Controls Metasys:

- Windows 2003 Server SE (32-bit) with Service Pack 1, or later
- Windows 2003 Server SE (64-bit) with Service Pack 2, or later
- Windows 2003 Server EE (32-bit) with Service Pack 1, or later
- Windows 2003 Server EE (64-bit)
- Windows Server 2008 SE (32-bit)
- Windows Server 2008 EE (32-bit)
- Windows Server 2008 SE (64-bit)
- Windows Server 2008 EE (64-bit)

Supported operating systems for the IBM Tivoli Monitoring for Energy Management Agent for Siemens APOGEE:

- Windows 2003 Server SE (32-bit) with Service Pack 1, or later
- Windows 2003 Server SE (64-bit) with Service Pack 2, or later
- Windows 2003 Server EE (32-bit) with Service Pack 1, or later
- Windows 2003 Server EE (64-bit)
- Windows Server 2008 SE (32-bit)
- Windows Server 2008 EE (32-bit)
- Windows Server 2008 SE (64-bit)
- Windows Server 2008 EE (64-bit)

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.

## **Planning information**

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### ***Packaging***

IBM Tivoli Monitoring for Energy Management is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (electronic)
- Media
- Publications (refer to the [Publications](#) section)

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**

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IBM Tivoli Monitoring for Energy Management 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**

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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.

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## Ordering information

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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 ValueNet®.

For more information about IBM Software ValueNet, visit

[http://www-01.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

To locate IBM Business Partners for Software ValueNet in your geography for a specific Software ValueNet portfolio, contact your IBM representative.

Product group: Availability and Performance Products  
Product Identifier Description:  
5725-C20 V6.3 IBM Tivoli Monitoring for Energy Management  
Product category: Tivoli Monitoring products

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

<http://www-306.ibm.com/software/support/pa.html>

### 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.

Media pack description	Part number
IBM Tivoli Monitoring for Energy Management V6.3 Media Pack ML	BJ0PVML

### Current licensees

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Current licensees, with support in effect, will automatically be shipped the update.

Current licensees of IBM Tivoli Monitoring for Energy Management must place a new order for the desired distribution medium.

### New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

### Basic license

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### Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Subscription and Support (also referred to as Software Maintenance). Software Subscription and Support in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Subscription and Support (Software



Maintenance) will renew at the common anniversary date for twelve full months of Software Subscription and Support (Software Maintenance).

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

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Processor Value Units. To order for Passport Advantage, specify the desired part number and quantity.

### IBM Tivoli Monitoring for Energy Management V6.3

Description	Part number
IBM Tivoli Monitoring for Energy Management Basic Device Tier RVU Lic + SW S&S 12 Mo	D0H72LL
IBM Tivoli Monitoring for Energy Management Basic Device Tier RVU Annual SW S&S Rnw1	E0AZ6LL
IBM Tivoli Monitoring for Energy Management Basic Device Tier RVU SW S&S Reinstate 12 Mo	D0H73LL
IBM Tivoli Monitoring for Energy Management Basic Dev Tier Lin on z RVU Lic + SW S&S 12 Mo	D0H70LL
ITM Energy Management Basic Dev Tier Lin on z RVU Annual SW S&S Rnw1	E0AZ5LL
IBM Tivoli Monitoring for Energy Management Basic Dev Tier L in on z RVU SW S&S Reinstate 12 Mo	D0H71LL
IBM Tivoli Monitoring for Energy Management Device Tier Resource VU Lic + SW S&S 12 Mo	D0H6WLL
IBM Tivoli Monitoring for Energy Management Device Tier Resource VU Annual SW S&S Rnw1	E0AZ3LL
IBM Tivoli Monitoring for Energy Management Device Tier Resource VU SW S&S Reinstate 12 Mo	D0H6XLL
IBM Tivoli Monitoring for Energy Management Device Tier Lin on Sys z RVU Lic + SW S&S 12 Mo	D0H6YLL
IBM Tivoli Monitoring for Energy Management Device Tier Lin on Sys z RVU Annual SW S&S Rnw1	E0AZ4LL
IBM Tivoli Monitoring for Energy Management Device Tier Lin on Sys z RVU SW S&S Reinstate 12 Mo	D0H6ZLL
IBM Tivoli Monitoring for Energy Management EMS Tier RVU Lic + SW S&S 12 Mo	D0H6SLL
IBM Tivoli Monitoring for Energy Management EMS Tier RVU Annual SW S&S Rnw1	E0AZ1LL
IBM Tivoli Monitoring for Energy Management EMS Tier RVU SW S&S Reinstate 12 Mo	D0H6TLL
IBM Tivoli Monitoring for Energy Management EMS Tier Lin on System z® RVU Lic + SW S&S 12 Mo	D0H6ULL
IBM Tivoli Monitoring for Energy Management EMS Tier Lin on System z RVU Annual SW S&S Rnw1	E0AZ2LL
IBM Tivoli Monitoring for Energy Management EMS Tier Lin on System z RVU SW S&S Reinstate 12 Mo	D0H6VLL
IBM Tivoli Monitoring for Energy Management IT Dev Tier RVU Lic + SW S&S 12 Mo	D0H60LL
IBM Tivoli Monitoring for Energy Management IT Dev Tier RVU Annual SW S&S Rnw1	E0AYHLL
IBM Tivoli Monitoring for Energy Management IT Dev Tier RVU SW S&S Reinstate 12 Mo	D0H61LL
IBM Tivoli Monitoring for Energy Management IT Dev Tier Lin on Sys z RVU Lic + SW S&S 12 Mo	D0H62LL
IBM Tivoli Monitoring for Energy Management IT Dev Tier Lin on Sys z RVU Annual SW S&S Rnw1	E0AYILL
IBM Tivoli Monitoring for Energy Management IT Dev Tier Lin on Sys z RVU SW S&S Reinstate 12 Mo	D0H63LL

To order a media pack for Passport Advantage, specify the part number in the desired quantity from the following table:

Description	Part number
IBM Tivoli Monitoring for Energy Management V6.3 Media Pack ML	BJ0PVML

IBM Tivoli Monitoring for Energy Management is also available, via web download, from Passport Advantage.

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## Terms and conditions

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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.

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

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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.

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-JALI-85MS73

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

<http://www.ibm.com/software/sla/sladb.nsf>

### **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 technical support***

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

### ***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.

### ***Volume orders (IVO)***

Yes. Contact your IBM representative.

### ***Passport Advantage applies***

Yes, and through the Passport Advantage website at

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

### ***Software Subscription and Support (Software Maintenance) 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 (Software Maintenance) 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, worldwide.

IBM includes one year of Software Subscription and Support (Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support (Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage

(how-to) questions, 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 center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your *IBM Software Support Handbook* at

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

Software Subscription and Support (Software Maintenance) 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.

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

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## **IBM Electronic Services**

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IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

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## Prices

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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 ValueNet. Additional information is also available at

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

### **Passport Advantage**

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

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## Announcement countries

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All European, Middle Eastern, and African countries except Iran, Sudan, and Syria.

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<http://www.ibm.com/planetwide/>