



IBM SmartCloud Application Performance Management V7.5 provides holistic, end-to-end performance and availability management

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At a glance

The essential functions of IBM SmartCloud™ Application Performance Management V7.5 include:

- Application environment health dashboards
- End-user experience monitoring
- Problem isolation through transaction tracing
- Application diagnostics
- Reporting and analytics
- Cloud infrastructure performance and availability monitoring
- Capacity planning

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For more information contact the Americas Call Centers at
800-IBM-CALL (426-2255).

Reference: YE001

Overview

IBM SmartCloud Application Performance Management V7.5 provides a comprehensive application performance management solution in a single product, with application discovery, end-user experience monitoring, transaction tracing, deep-dive diagnostics, and data analytics in a single package. You can manage critical applications, whether they run in a cloud, on a virtual machine, in a traditional IT environment, or in a hybrid environment.

Because end users of critical applications no longer accept downtime or poor performance, the business cost of an application outage can be enormous. However, due to ever-increasing application and infrastructure complexity, quickly diagnosing and repairing application problems is harder than ever. When combined with tightened budget constraints, IT centers are relying upon simplified application performance management solutions to ensure application reliability.

IBM SmartCloud Application Performance Management combines a single user interface, single data warehouse, and single reporting capability, to provide comprehensive monitoring and management capabilities across the entire application infrastructure.

Key features:

- Simplified view into the health of the application environment with new easy-to-understand, easy-to-customize dashboards
- Proactively recognizes and isolates transaction performance bottlenecks in business-critical applications
- Measures user response time for both real user and robotic transactions
- Automatically determines transaction topology layouts and performance baselines
- Enables instance-based end-to-end transaction tracking across heterogeneous environments
- Use of agentless technology dramatically improves time-to-value and simplifies deployment
- Supports synchronous and asynchronous transactions
- Supports virtually any domain using agentless tracking technology, in addition to industry-leading, cross-platform, agent-based domain coverage
- Delivers visibility into the IT infrastructure that supports IBM BPM-based business process solutions
- Monitors physical resources that have been abstracted and pooled by a virtualization hypervisor for sharing among virtual machines and clusters
- Uses Web 2.0 health dashboards for rapid assessment of cloud infrastructure health, performance, inventory, and changes
- Creates alerts based on best-practice and dynamic thresholds
- Includes analytics and Cognos-based reporting
- Policy-driven capacity analytics and planning
- Contains what-if workload optimization
- Integrates with a wide range of Tivoli® business and service management tools

Key prerequisites

For details, refer to the [Software requirements](#) section.

Planned availability date

- June 22, 2012: Electronic
- July 13, 2012: Physical media

Description

IBM SmartCloud Application Performance Management V7.5 includes the following components:

- IBM Tivoli Monitoring infrastructure: The infrastructure consists of Tivoli Enterprise Management hub and remote servers, a Tivoli Enterprise Portal server, Tivoli Enterprise Data Warehouse, and various OS support agents.
- IBM Tivoli Monitoring operating system: Agents for a wide range of enterprise operating systems including Windows™ and Linux™, which monitor the health and performance of individual virtual machines running within the cloud.
- Web response time component for passive, agentless monitoring of end-user experience.
- Robotic response time agent for synthetic transaction monitoring.
- Agentless tracking for easy-to-deploy, rapid time-to-value transaction tracking.
- Agent-based tracking for detailed, instance-based transaction tracking.
- Application component monitoring including:

- Business processes supported by IBM Business Process Management Advanced Edition and Standard Edition
- Services hosted on service-oriented architecture (SOA) application infrastructures including IBM WebSphere® Application Server, IBM WebSphere Enterprise Service Bus (ESB), IBM WebSphere Process Server, IBM WebSphere DataPower® , IBM WebSphere Message Broker, IBM CICS® , Microsoft™ .NET, JBoss, SAP NetWeaver, and WebLogic
- J2EE application servers and applications, including support for WebSphere , JBoss, Weblogic, Netweaver, Oracle, and Tomcat
- Web servers
- Packaged applications
- Messaging and collaboration
- Databases
- Management of IBM WebSphere MQ and IBM WebSphere Message Broker
- Virtual Infrastructure Agent: Part of IBM Tivoli Monitoring for Virtual Environments, the Virtual Infrastructure Agent provides remote performance and availability monitoring of VMware ESX, ESXi, and vCenter Server environments. The Virtual Infrastructure Agent remotely monitors the VMware infrastructure by connecting to the Virtual Center or connecting to stand-alone ESX and ESXi hosts. This agent has been certified by VMware in the VMware Ready program.
- KVM Agent: Remote performance and availability monitoring to visualize availability, performance, and capacity trends for Kernel-based Virtual Machines (KVM) and hosts. This agent remotely monitors KVM by connecting to each host.
- NetApp Storage Agent: Remote performance and availability monitoring to visualize capacity, latency, and throughput performance metrics of NetApp and IBM N series storage systems. This agent monitors the Data Fabric Manager Server and remotely connects to the Data Fabric Manager server to obtain performance metrics.
- Capacity analytics: A suite of capacity analytics and planning tools for VMware infrastructures delivered with Tivoli Monitoring for Virtual Environments, featuring reports and what-if placement guidance.

Program number

Program number	VRM	Program name
5725-G70	7.5	IBM SmartCloud Application Performance Management

Offering Information

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>

Publications

No publications will be shipped with this product.

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.

Technical information

Specified operating environment

Software requirements

IBM SmartCloud Application Performance Management V7.5 runs on the following operating systems:

- IBM AIX® V5.2
- IBM AIX V5.3
- IBM AIX V6.1
- IBM AIX V7.1
- Red Hat Enterprise Linux 4.0 AS/ES x86-64
- Red Hat Enterprise Linux 4.0 AS/ES System i® , System p®
- Red Hat Enterprise Linux 5.0 Advanced Platform x86-64
- Red Hat Enterprise Linux 5.0 Advanced Platform x86-32
- Red Hat Enterprise Linux 5.0 Advanced Platform System p
- Red Hat Enterprise Linux Server 6 System p
- Red Hat Enterprise Linux Server 6 x86-32
- Red Hat Enterprise Linux Server 6 x86-64
- Suse Linux Enterprise Server 10.0 IA64
- Suse Linux Enterprise Server 11.0 IA64
- Suse Linux Enterprise Server 9.0/10.0 System i , System p
- Suse Linux Enterprise Server 11.0 System i , System p
- Suse Linux Enterprise Server 8.0 x86-32
- Suse Linux Enterprise Server 9.0 x86-32
- Suse Linux Enterprise Server 10.0 x86-64
- Suse Linux Enterprise Server 11.0 x86-32
- Suse Linux Enterprise Server 11.0 x86-64
- Microsoft Windows 2003 Server
- Microsoft Windows 2003 Server R2
- Microsoft Windows 2008 Server
- Microsoft Windows 2008 Server R2
- HP-UX 11i v2
- HP-UX 11i v3
- Oracle Solaris 9
- Oracle Solaris 10

Detailed platform support for each agent can be found at:

<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM , such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Planning information

Direct customer support

Direct customer support is provided by IBM Operational Support Services - SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services - SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

Packaging

IBM SmartCloud Application Performance Management V7.5 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (L-GGIE-8T28CG)
- Publications (refer to the [Publications](#) section)

Security, auditability, and control

IBM SmartCloud Application Performance Management V7.5 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.

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

Licensing metric definitions and pricing examples

Licensing metric definitions

Managed Virtual Server

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

Standby or backup systems

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

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

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

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

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

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

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

Pricing example

Small machine

Intel x86 - 2 socket - dual core
6 virtual machines
IBM SmartCloud Application Performance Management licenses
to purchase: 6

Medium machine

Intel x86 - 2 socket - quad core
12 virtual machines
IBM SmartCloud Application Performance Management licenses
to purchase: 12

Large machine

Intel x86 - 4 socket - quad core
24 virtual machines
IBM SmartCloud Application Performance Management licenses
to purchase: 24

Extra large machine

Power 7 - 8 socket - quad core
48 virtual machines
IBM SmartCloud Application Performance Management licenses
to purchase: 48

Ordering information

Product group: Availability and Performance products
Product Identifier Description:
5725-G70 IBM SmartCloud Application Performance Management V7.5
Product category: Application Manager

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 SmartCloud Application Performance Management V7.5 Multilingual Multiplatform Media Pack	BJ115ML

Current licensees

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

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 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 Maintenance. Software Maintenance in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Maintenance will renew at the common anniversary date for twelve full months of 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 Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per processor Value Units and per client devices. To order a chargeable option for Passport Advantage, specify the desired part number and quantity.

IBM Smartcloud Application Performance Management V7.5

Description	Part number
IBM SmartCloud App Performance Mmgt per Mgd Virtual Server Lic + SW S&S 12 Mo	D0Q3TLL
IBM SmartCloud App Performance Mmgt per Mgd Virtual Server Annual SW S&S Rnw1	E0DYCLL
IBM SmartCloud App Performance Mmgt per Mgd Virtual Server SW S&S Reinstate 12 Mo	D0Q3ULL
IBM SmartCloud App Performance Mmgt Entry per Mgd Virtual Server Lic + SW S&S 12 Mo	D0Q3VLL
IBM SmartCloud App Performance Mmgt Entry per Mgd Virtual Server Annual SW S&S Rnw1	E0DYDLL

IBM SmartCloud App Performance Mgmt Entry per Mgd Virtual Server SW S&S Reinstate 12 Mo	D0Q3WLL
IBM SmartCloud App Performance Mgmt Non Production per Mgd Virtual Server Lic + SW S&S 12 Mo	D0Q51LL
IBM SmartCloud App Performance Mgmt Non Production per Mgd Virtual Server Annual SW S&S Rnw1	E0DYILL
IBM SmartCloud App Performance Mgmt Non Production per Mgd Virtual Server SW S&S Reinstate 12 Mo	D0Q52LL

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

Description	Part number
IBM SmartCloud Application Performance Management v7.5 Multilingual Multiplatform Media Pack	BJ115ML

IBM SmartCloud Application Performance Management is also available, via web download, from Passport Advantage .

Terms and conditions

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

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License Information form number

L-GGIE-8T28CG.

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

Money-back guarantee

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

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

Other terms

Volume orders (IVO)

No

IBM International Passport Advantage Agreement

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express® . Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

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.

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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>

Prices

Information on charges is available at website

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In the Electronic tools category, select the option for Purchase/upgrade tools.

Passport Advantage

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<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

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Corrections

(Corrected on August 28, 2012)

Changed 5724-G70 to 5725-G70 in the Program number section.