



IBM Enterprise Content Management System Monitor V5.1 adds extended enterprise content management monitoring coverage, enhanced security, and ease of deployment

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At a glance

IBM® Enterprise Content Management System Monitor V5.1 (previously know as IBM FileNet® System Monitor) includes:

- Extended monitoring coverage for IBM Enterprise Content Management products
- Simplified user console, monitoring configuration, and deployment
- Secure password handling
- Extended reporting capabilities
- Extended platform support

Overview

IBM Enterprise Content Management System Monitor V5.1 (previously known as IBM FileNet System Monitor) proactively monitors the health of IBM Enterprise Content Management (ECM) systems and helps organizations maximize their ECM system uptime. It is also designed to help organizations lower the cost of ECM ownership and meet service level agreements.

IBM Enterprise Content Management System Monitor V5.1 includes these enhancements:

- Extended coverage for IBM FileNet Content Manager, IBM FileNet Business Process Manager, IBM Content Manager, IBM Content Manager OnDemand, IBM Datacap Taskmaster Capture, IBM Content Collector, IBM eDiscovery Manager, IBM Content Navigator, IBM Content Search Services, and VMWare ESX monitoring support
- Simplified user console and monitoring configuration
- Easier deployment due to simplification of nonroot UNIX™ and Linux™ client installations
- Adds secure password handling - IBM Security AppScan® tested
- Extended reporting functionalities (trend analysis, ad-hoc reporting, and additional report chart types)
- Extended platform support for the Monitoring Agent (including operating systems, J2EE servers, and databases)

Key prerequisites

Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

Planned availability date

November 16, 2012: Electronic availability

December 7, 2012: Media availability

Description

IBM Enterprise Content Management System Monitor V5.1 provides unsurpassed monitoring coverage for IBM Enterprise Content Management (ECM) products, middleware components, custom monitoring for add-on applications, and seamless integration with IBM Tivoli® Monitoring software and other Information Technology System Management tools. Enterprise Content Management System Monitor increases productivity by automating manual tasks and enables data center network operations to remotely monitor ECM applications.

For additional information, refer to

<http://www-01.ibm.com/software/data/content-management/filenet-system-monitor/>

Section 508 of the US Rehabilitation Act

IBM Enterprise Content Management System Monitor is capable as of November 16, 2012, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT), containing details on the products accessibility compliance, can be requested on the following website

http://www.ibm.com/able/product_accessibility/index.html

Product positioning

- Proactive monitoring of IBM ECM systems with over 1,800 ECM specific monitored parameters increases ECM system uptime and ability to meet service level agreements (SLAs).
- Knowledge base provides faster time to diagnose and correct problems.
- Real-time log file monitoring with reporting of historical events and trend identification.
- System Administrator task automation.
- Standalone or integrate with IBM Tivoli System Manager tools.
- Tightly coupled with IBM ECM roadmap for ongoing compatibility.

Program number

Program number	VRM	Program name
5724-R91	5.1.0	IBM Enterprise Content Management System Monitor

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 are 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.

Technical information

Specified operating environment

Hardware requirements

Hardware requirements can be found at

<https://www-304.ibm.com/support/docview.wss?rs=3302&uid=swg27010374>

Software requirements

Software requirements can be found at

<https://www-304.ibm.com/support/docview.wss?rs=3302&uid=swg27010374>

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.

Limitations

For additional information, refer to the license information document that is available on the IBM Software License Agreement website

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

Planning information

Customer responsibilities

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 (also referred to as 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 (also referred to as Software Maintenance) with each program license 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.

Security, auditability, and control

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.

IBM Software Services for ECM provides packaged and individualized software service offerings to design, develop, deploy, maintain and expand IBM ECM software solutions.

IBM ECM Software Services provides the following implementation and maintenance services to help you prepare, implement, utilize, and maintain your IBM Enterprise Content Management System Monitor solution.

Implementation Services

ECM Implementation Services ensure that our clients have a technically sound and functional system framework necessary for the successful development and deployment of their ECM solution. These services allow clients to be confident that whether their ECM solution is designed and developed by their staff, ECM Software Services, or a certified partner, it will be implemented and supported on a system framework that has been expertly installed, tested, and certified for support by IBM ECM Support.

IBM Enterprise Content Management System Monitor Implementation and Tuning Offering

This service provides the expert resources to install, configure, and deploy the Enterprise Content Management System Monitor software on your IBM ECM environments. After 4 to 6 weeks of System Monitor use, IBM then returns to your site to provide tuning recommendations and guidance based upon the initial configuration. Modifications will be made as needed to validate that appropriate thresholds and filters have been set to meet your monitoring needs.

Maintenance Services

For those clients who have an existing System Monitor implementation, IBM offers a tuning service to help your team leverage the value of System Monitor.

IBM Enterprise Content Management System Monitor Tuning

This service reviews monitor and logfile events, adjusts thresholds, severities, and filters to maintain the effectiveness of your System Monitor configuration. Modifications will be made, as needed, to validate that appropriate thresholds and filters have been set to meet your monitoring needs. In addition, IBM performs best

practice reviews and targeted mentoring as a refresher for System Administrators to continue to maintain and extend the effectiveness of the System Monitor installation and configuration.

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

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

Ordering information

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 Value Plus.

For more information about IBM Software Value Plus, visit

<http://www-01.ibm.com/software/info/itsolutions/softwarevalueplus>

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

Product information

Licensed function title	Product group	Product category
IBM Enterprise Content Management System Monitor	Enterprise Content Management	Enterprise Content Management
IBM Enterprise Content Management System Monitor Employee	Enterprise Content Management	Enterprise Content Management
IBM Enterprise Content Management System Monitor Non-Prod	Enterprise Content Management	Enterprise Content Management
IBM Enterprise Content Management System Monitor Non-Prod Starter Edition	Enterprise Content Management	Enterprise Content Management
IBM Enterprise Content Management System Monitor Starter Edition	Enterprise Content Management	Enterprise Content Management
Program name	PID number	Charge unit description
IBM Enterprise Content Management System Monitor	5724-R91	Per Managed Virtual Server
IBM Enterprise Content Management System Monitor Employee	5724-R91	Per User Value
IBM Enterprise Content Management System Monitor Non-Prod	5724-R91	Per Managed Virtual Server
IBM Enterprise Content Management System Monitor Non-Prod Starter Edition	5724-R91	Per Managed Virtual Server
IBM Enterprise Content Management System Monitor Starter Edition	5724-R91	Per Managed Virtual Server

Charge metrics definitions

User Value Units

Employee User Value Units (EUUVUs) are used for collectively licensing all users who are internal to the organization. This replaces ELA employee licensing. An Employee User is a unique person employed in licensee's enterprise, whether or not given access to the program, or a unique person otherwise paid by or acting on behalf of licensee's enterprise who is given access to the program in any manner

directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Employee User is unique to that Employee User and may not be shared, nor may it be reassigned other than for the permanent transfer.

Product pricing

Each product has a fixed price per EUVU. Customers license the appropriate number of EUVUs to provide access to a corresponding user population.

Cumulative EUVU volume discounting

As the user quantity increases, the number of EUVUs increase albeit at a slower rate. Value Unit license conversion tables establish the required number of UVUs for a specified number of users.

Employee EUVU licensing

EUVU licensing remains available and is unchanged.

Examples

Cumulative number of employees desired: 10,000

Cumulative number of EUVUs required: 8,000

Volume level	Explanation	EUVUS
1	First 2,500 employees, each requires 1.000 Employee UVU.	2,500
2	Next 2,500 employees, each requires 0.800 Employee UVU.	2,000
3	Next 5,000 employees, each requires 0.700 Employee UVU.	3,500
	Total EUVUS	8,000

Cumulative number of employees desired: 100,000

Cumulative number of EUVUs required: 57,000

Volume level	Explanation	EUVUS
1	First 2,500 employees, each requires 1.000 Employee UVU.	2,500
2	Next 2,500 employees, each requires 0.800 Employee UVU.	2,000
3	Next 5,000 employees, each requires 0.700 Employee UVU.	3,500
4	Next 20,000 employees, each requires 0.650 Employee UVU	13,000
5	Next 20,000 employees, each requires 0.550 Employee UVU	11,000
6	Next 50,000 employees, each requires 0.500 Employee UVU	25,000
	Total EUVUS	57,000

Passport Advantage program licenses

IBM Enterprise Content Management System Monitor

Part description	Part number
IBM Enterprise Content Management System Monitor Starter Edition	
IBM Enterprise Content Management System Monitor Starter Edition MVSR Annual SW S&S Rnw1	E0BA2LL
IBM Enterprise Content Management System Monitor Starter Edition MVSR Lic + S&S 12 Mo	D0HL8LL
IBM Enterprise Content Management System Monitor Starter Edition MVSR SW S&S Reinst 12 Mo	D0HL9LL

IBM Enterprise Content Management System Monitor

Part description	Part number
IBM Enterprise Content Management System Monitor	
IBM Enterprise Content Management System Monitor per Managed Virtual Server Annual SW S&S Rnw1	E0AY7LL
IBM Enterprise Content Management System Monitor per Managed Virtual Server Lic + SW S&S 12 Mo	D0H5DLL
IBM Enterprise Content Management System Monitor per Managed Virtual Server SW S&S Reinst 12 Mo	D0H5ELL

IBM Enterprise Content Management System Monitor

Part description	Part number
IBM Enterprise Content Management System Monitor Non-Prod	
IBM Enterprise Content Management System Monitor Non-Prod per Managed Virtual Server Annual SW S&S Rnw1	E0BNRLL
IBM Enterprise Content Management System Monitor Non-Prod Per Managed Virtual Server Lic SW S&S 12 Mo	D0IFILL
IBM Enterprise Content Management System Monitor Non-Prod per Managed Virtual Server SW S&S Reinst 12 Mo	D0IFJLL

IBM Enterprise Content Management System Monitor

Part description	Part number
IBM Enterprise Content Management System Monitor Employee	
IBM Enterprise Content Management System Monitor Employee Per User Value Unit Annual SW S&S Rnw1	E054HLL
IBM Enterprise Content Management System Monitor Employee Per User Value Unit Lic SW S&S 12 Mo	D04JVLL
IBM Enterprise Content Management System Monitor Employee Per User Value Unit SW S&S Reinst 12 Mo	D04JWLL

IBM Enterprise Content Management System Monitor

Part description	Part number
IBM Enterprise Content Management System Monitor Non-Prod Starter Edition	
IBM Enterprise Content Management System Monitor Non-Prod Starter Edition MVSR Annual SW S&S Rnw1	E0BNSLL
IBM Enterprise Content Management System Monitor Non-Prod Starter Edition MVSR SW S&S 12 Mo	D0IFLLL
IBM Enterprise Content Management System Monitor Non-Prod Starter Edition MVSR S&S Reinst 12 Mo	D0IFMLL

Passport Advantage trade-up licenses

IBM Enterprise Content Management System Monitor

Precursor product	Trade-up product	Trade-up part number
IBM Enterprise Content Management Non-Prod IBM Enterprise Content Management Non-Prod Starter Edition	IBM Enterprise Content Management System Monitor NonProd MVSr Trade Up from ECMSM Non-Prod StrPk Lic + SW S&S 12 Mo	D0IFKLL

IBM Enterprise Content Management System Monitor

Precursor product	Trade-up product	Trade-up part number
IBM Enterprise Content Management Non-Prod IBM Enterprise Content Management Starter Edition	IBM Enterprise Content Management System Monitor MVSr Trade Up from ECMSM StrPk MVSr Lic + SW S&S 12 Mo	D0HL7LL

Passport Advantage supply

Program name/description	Part number
IBM Enterprise Content Management System Monitor V5.1 IBM Enterprise Content Management System Monitor V5.1 MP EN Media Pack	BQ02YEN

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.

IBM Enterprise Content Management System Monitor V5.1

Entitled maintenance offerings description	Media packs description	Part number
IBM Enterprise Content Management Employee UVU	IBM Enterprise Content Management System Monitor V5.1 MP EN Media Pack	BQ02YEN
IBM Enterprise Content Management Non-Prod Starter Edition per Managed Virtual Server	IBM Enterprise Content Management System Monitor V5.1 MP EN Media Pack	BQ02YEN
IBM Enterprise Content Management Non-Prod per Managed Virtual Server	IBM Enterprise Content Management System Monitor V5.1 MP EN Media Pack	BQ02YEN
IBM Enterprise Content Management per Managed Virtual Server	IBM Enterprise Content Management System Monitor V5.1 MP EN Media Pack	BQ02YEN
IBM Enterprise Content Management Starter Edition per Managed Virtual Server	IBM Enterprise Content Management System Monitor V5.1 MP EN Media Pack	BQ02YEN

Terms and conditions

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

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

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

License Information form number

Program name	Program number	Form number
IBM Enterprise Content Management System Monitor	5724-R91	L-SHEL-8RCRA8

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 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 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

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

For clarification, note that for programs acquired under the IBM International Passport Advantage Agreement, this term applies only to your first acquisition of the program.

International Passport Agreement

Volume orders (IVO)

No

Passport Advantage applies

Yes, and through the Passport Advantage website at

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

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

Software Subscription and Support applies

Yes. Software Subscription and Support 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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Software Subscription and Support 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>

Other terms

System i Software Maintenance applies

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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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.

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner, or authorized IBM Business Partner for Software Value Plus, if applicable. Additional information is also available at

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

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM , you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

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

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