Tivoli NetView Performance Monitor for TCP/IP Helps Optimize IP Network Performance

Overview
Tivoli® NetView® Performance Monitor for TCP/IP (NPM/IP) provides a comprehensive approach to monitoring the performance of OS/390® TCP/IP-based applications (including FTP, TN3270, SAP, and new e-commerce applications). By proactively identifying and reducing network resource bottlenecks, NPM/IP helps you:
• Optimize your IP network
• Minimize downtime
• Meet service level goals
• Increase application performance, availability, and service

Real-Time Monitoring
NPM/IP gives your network, operations, support, and help desk staff the tools they need to monitor and support mission-critical, TCP/IP-based applications more effectively. The graphical user interface (GUI), provides an enterprise-wide view of your TCP/IP/SNA environment with color-coded, eNetwork™ indicators of system health and performance. NPM/IP service alerts can be routed to NetView for OS/390 for notification, analysis, and resolution via a network operator or via automated routines.

Historical Reporting
NPM/IP features Web-based performance reports as well as easy access to additional analysis by existing batch reporting routines (including MXG, SAS Service Vision, and MICS). Web-based graphical and tabular reports can be used to:
• Monitor service level achievement
• Measure response time
• Identify relevant trends
• Investigate specific performance issues

Key Prerequisites
For the host server:
• OS/390 Version 2 Release 5 or later (5647-A01)

For the workstation client:
One of the following:
• Windows™ 95 or 98
• Windows NT™ V3.5 or later
• Windows 2000

Planned Availability Date
September 8, 2000

At a Glance
Tivoli’s new NetView Performance Monitor for TCP/IP (NPM/IP) software provides you with an automated TCP/IP management solution that:
• Helps optimize IP network/application performance by reducing network bottlenecks
• Provides an enterprise-wide view of TCP/IP/SNA environments
• Monitors SNMP (simple network management protocol) devices and responses for quick isolation and diagnosis
• Identifies network problems quickly with global, eNetwork status indicators
• Provides Web-based reporting that helps you evaluate service level achievement and identify trends for improved, long-term capacity planning
• Enables service alerts to be routed to NetView for OS/390

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

Reference: LE001

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.
Tivoli NetView Performance Monitor for TCP/IP (NPM/IP) provides an effective, automated TCP/IP eNetwork management solution. By proactively identifying and reducing network resource bottlenecks, it allows you to:

- Optimize your IP network
- Minimize downtime
- Meet service level goals
- Increase application performance, availability, and service

From an easy to manage, multihost, multiwindow, NPM/IP graphical workstation, the Operations Manager empowers network, operations, support, and help desk staff with the tools needed to monitor and support mission-critical, TCP/IP-based applications. The Performance Manager provides the real-time and historical information you need for:

- eNetwork performance tuning and management
- Service level planning and trending

**Enterprise Centric IP Management**

By using the power of the OS/390 servers, you can benefit from a central point of control that provides you with the enterprise wide view of OS/390 TCP/IP service, performance, and availability, required for integrated TCP/IP/SNA environments.

**Global eNetwork Status Indicators**

Color-coded icons provide at-a-glance indications of system health and performance. Intuitive drill down capabilities allow the user to pinpoint specific issues which affect performance and/or availability, especially those such as buffer pool utilization and FTP session activity.

**IP Network Service Management**

This feature automatically monitors IP network devices and end-to-end network response times. You can identify, isolate, and diagnose issues which affect application throughput, and take action when service level thresholds are exceeded.

**Application Service Management**

You can automatically monitor usage and traffic for specific applications with Application Service Management. In addition, you can identify individual performance information for mission-critical enterprise TCP/IP applications such as eCommerce, TN3270, FTP, SAP, PeopleSoft, ADSM, and so on.

**SNMP Device Management**

Intelligent Machine instruction buffer (MIB), interrogation, and analysis provides visibility of critical SNMP device information such as:

- Routing tables
- Status
- Alerts and MTU information for any server, router, or other compatible devices

**Web-Based Performance Reporting and Trend Analysis**

These capabilities enable you to:

- Analyze historical NPM/IP network and application performance data with both graphical and tabular reports
- Monitor service level achievement
- Establish daily, weekly, and monthly trends
- Maximum/average/minimum response times
- Investigate specific performance issues

**Integration with Tivoli NetView for OS/390**

NPM/IP service alerts can be routed to Tivoli NetView for OS/390 for notification, analysis, and resolution by the network operator or automation routines.

**Interval Performance Data Stored in SMF Format**

NPM/IP performance data is collected and written, with other system performance data, as “user” SMF interval records. This provides ease of access and additional analysis by existing user batch reporting routines (such as MXG, SAS Service Vision, or MICS).

**End-to-End IP Resource Usage Monitoring**

This feature enables you to monitor, in real-time, the TCP/IP stack resources, including CPU, EXCP memory, I/O Interrupt, and more. In addition, you can analyze communications and system management, (CSM), and VTAM® buffer pool usage. Finally, detailed route analysis provides comprehensive end-to-end IP resource usage for OS/390 diagnostics, tuning, and planning needs.

**Year 2000**

This product is Year 2000 ready. When used in accordance with its associated documentation, it is capable of correctly processing, providing, and/or receiving date data within and between the twentieth and twenty-first centuries, provided that all products (for example, hardware, software, and firmware) used with the product properly exchange accurate date data with it.

**Euro Currency**

This program is not impacted by euro currency.

**Product Positioning**

NPM/IP is not a replacement for the existing Tivoli NetView Performance Monitor product (5655-043), but rather it is a complimentary product.

NPM/IP should be used by customers who:

- Have installed the IBM TCP/IP stack on a S/390® and are looking for performance monitoring information
- Are moving to S/390 e-commerce applications that are critical to the business
- Have increasing pressures to meet Service Level Agreements for their TCP/IP protocol, applications, and network
- Rely heavily on FTP applications
- Require detailed information on CSM and VTAM buffer pools
- Require router availability, response time, and diagnostic information
- Need network response time and capacity information
Reference Information

• Tivoli Systems Introduces Value-Based Pricing for Tivoli Products — A Simpler and More Flexible Pricing Structure Software Announcement 200-017, dated February 15, 2000

• New Value-Based Pricing for Tivoli OS/390 Systems Products Software Announcement 200-100, dated April 25, 2000

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Education Support

Descriptions of all classroom and self-study courses are contained in the Catalog of IBM Education and Training.

For current information on Tivoli Systems education, call 512-436-8000 or visit the Tivoli Systems home page at:

http://www.tivoli.com

Offering Information

Product information will be available on day of announcement through Offering Information (OITOOL) at:

http://www.ibm.com/wwoi

Publications

No publications are shipped with this product. The product documentation will be available on the following Web site:

http://www.tivoli.com/products

The following documents will be available on the following Web site:

http://www.tivoli.com/products

Publication Title
- Installation and Users Guide

The following documents will be shipped with the individual products in hardcopy form.

<table>
<thead>
<tr>
<th>Publication Title</th>
<th>Order Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPLA Pamphlet</td>
<td>Z125-3301</td>
</tr>
<tr>
<td>License Information Program Directory</td>
<td>LC23-4470</td>
</tr>
</tbody>
</table>

Technical Information

Specified Operating Environment

Hardware Requirements

For the host server:

Any processor which supports the following:

- OS/390® Version 2 Release 5 or later (5647-A01)
- One tape drive for installation and problem documentation

For the workstation client:

A Personal Computer with an Intel® Processor (or compatible) with the following configuration:

- Pentium™ 300 MHz processor or greater
- 64 MB of random access memory (RAM)

Optional Hardware

- CD-ROM reader for softcopy books

The selection of Personal Computer model, size, DASD, and memory depends on performance factors, such as the size of the supported network, the number of views, and the amount of network activity.

Software Requirements

For the host server:

- OS/390 Version 2 Release 5 or later (5647-A01)
- IBM TCP/IP

For the workstation client:

One of the following:

- Windows™ 95 or 98
- Windows NT™ V3.5 or later
- Windows 2000

In addition the following hardcopy publications are shipped with the product.

- Tivoli NetView® Performance Monitor for TCP/IP Program Directory (GI11-0755)
- Tivoli Manager for MQSeries® SAS Runtime Program Directory (GI10-4811)

Planning Information

Packaging:

The Tivoli NetView Performance Monitor for TCP/IP program package is shipped on either a 4-mm tape or 3480 tape cartridge.

The workstation client software is shipped on a CD-ROM when either the 4-mm or 3480 tape cartridge media features are ordered.

In addition the following hardcopy documents are also shipped with the product:

- Program Directory for Tivoli NetView Performance Monitor for TCP/IP (GI11-0755)
- Program Directory for Tivoli Manager for MQSeries SAS Runtime (GI10-4811)

Security, Auditability, and Control

This program uses the security and auditability features of the operating system software.

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.
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**

Charges are for applicable quantities based on Tivoli Management Points.

**Terminology Definitions**

**Tivoli Management Points**

Tivoli Management Points are used to compute the license quantities and are program specific. Points cannot be transferred among separate products.

**Tivoli Environment-Managed Model**

The environment-managed model is used to describe the Tivoli price offering that separates licensing from architecture. In an environment-managed model, the price is based on what is managed rather than the more traditional approach of pricing based on the number and type of product component.

**MSU**

An MSU is defined as millions of CPU service units per hour; the measure of capacity used to describe the computing power of the hardware processors on which S/390® software runs. Processor MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs).

Tivoli NetView Performance Monitor for TCP/IP uses the MSU Metric for calculating Tivoli Management Points, based on the MSU values of the S/390 where the OS/390 TCP/IP stack is being monitored.

For Tivoli NetView Performance Monitor for TCP/IP S/390 MSU calculations, the total number of MSU’s is determined by the environment managed/monitored. Therefore, add up all MSUs for all systems managed/monitored to determine the total number of MSUs managed/monitored for Tivoli NetView Performance Monitor for TCP/IP.

To order a basic license, specify the program number, feature number 9001 for asset registration, and the feature number of the desired distribution medium. Also, specify the one-time charge (OTC) feature number from the tables below in the quantity desired (maximum quantity of 250).

Use the following table to order the program products listed below.

**Support Categories**

<table>
<thead>
<tr>
<th>Support Coverage via Web, Phone, Fax, and e-mail</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal Bus Hrs</td>
<td>7 x 24</td>
<td>7 x 24</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Web Support Tools (TIPS, FAQs, White papers, Tools, Patch downloads)</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maintenance and Upgrades</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Support News</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
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<tbody>
<tr>
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<td>Yes</td>
<td>Yes</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Escalation Process</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial “Tivoli Select” Support Review (one customer location and one review per contract)</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
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<table>
<thead>
<tr>
<th>Heightened Responsiveness</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1 — 1 hour</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Severity 2 — 2 hour</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Severity 3 — 4 hour</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Severity 4 — 4 hour</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
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</table>

<table>
<thead>
<tr>
<th>Fast Path to “Tivoli Select” Level 2 Engineer</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Heightened Resolution Priority</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Proactive Tivoli Management Notification</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>On-site when Required (two trips per year not to exceed six days in total)</th>
<th>Standard</th>
<th>Standard 24</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

**Tivoli Systems Support**

Although the first year of support is included in the product price, a No-Charge order must be placed using program number 5698-SPT specifying: feature number 9001 for asset registration and the appropriate First-Year Tivoli Standard Support No-Charge feature number. This 5698-SPT order establishes entitlement records worldwide. If a 5698-SPT order is not placed, the customer will not be entitled to support even during this first year of the license.

Prior to the end of the first 12 months’ support period, customers will be notified of their support renewal options. Unless the customer notifies IBM/Tivoli to discontinue or alter the level of support currently being received, support will automatically be renewed for annual billing at the same level as selected in the first year. Once the subsequent-year support feature numbers are in place, renewals are automatic and billed annually unless support is cancelled by the customer.

Tivoli Systems offers a variety of support options in response to diverse customer requirements. The table below summarize these offerings.
1. **Tivoli Standard Support**

This offering provides:

- Technical support via Web, telephone, fax, and e-mail during normal IBM/Tivoli business hours Monday through Friday, except local holidays
- Corrections (PTFs) or patches that fix substantial deviations of unmodified Tivoli products from the then-current code, publications, and/or informal documentation (that is, release notes and memos)
- Software product updates that are improvements, extensions, or other changes which IBM/Tivoli, at its discretion, deems to be reasonable
- Customer Self-Help Options available via Web 24x7 including:
  - Support Procedures — Maintenance renewal information and registration for access to support
  - Product-Specific Support Pages
  - Technical Documentation — including FAQs, Quick Solution Hints and Tips, Product Certification Information, Release Notes™, Installation Guides, Redbooks, White Papers, and Fix READMEs
  - Knowledge Base — Search engine providing answers to many technical questions; databases include APARs, FAQs and Fix READMEs
  - Education and Training
  - Support Services — Databases allowing customers to download code fixes and report or update problems
  - Links to Support Contacts — providing the Tivoli Support phone number nearest the customer

2. **Tivoli Standard-24**

This offering provides:

- All components offered in Tivoli Standard Support
- In addition, Tivoli Standard-24 Support provides enhanced features including:
  - Enhanced technical support via Web, telephone, fax, and e-mail, 7x24 including holidays
  - Off-shift and holiday support provided on Severity 1 issues only

3. **Tivoli Select**

This offering provides:

- All components offered in Tivoli Standard-24 Support
- In addition, Tivoli Select provides enhanced features including:
  - Initial Tivoli Select support review
  - Heightened responsiveness
    - Severity 1 — 1 hour
    - Severity 2 — 2 hours
    - Severity 3 — 4 hours
    - Severity 4 — 4 hours
  - Fast path to Tivoli Select Level-2 Engineers
  - Heightened Resolution Priority
  - Proactive Tivoli Management Notification
  - Customer Initiated On-Site Support available up to twice per contract period
  - Tivoli Select Support review and recommendations
  - Support provided in English only

A minimum purchase/installation of 40,000 renewable points of Tivoli products in aggregate is required to acquire this support option.

**Support Upgrade**

During the first year of a license, the customer may upgrade to the Tivoli Standard-24 or Tivoli Select Support option by ordering the applicable OTC feature number from the table below. The OTC feature numbers may be specified on the initial order or later via an MES during the first year only. Ordering this OTC feature will not result in an extension of the no-charge support period.

In subsequent years, if a customer wants to upgrade to the Tivoli Standard-24 or Tivoli Select Support option, an MES order must be entered to discontinue the existing support option feature number and to add the feature number for the desired options. After an MES order is entered, the support will be renewed and billed annually at that support level unless support is cancelled by the customer.
### 5698-SPT — First-Year Support Options

Use the following table to order Tivoli Management Points for Support (5698-SPT) for the program products listed below.

The quantity of the billable feature number for support must be equal to the Tivoli Management Points for a licensed product.

<table>
<thead>
<tr>
<th>Support for Program Number</th>
<th>Support for Program Name</th>
<th>Upgrade from 1st Year Support to Standard 24 Support</th>
<th>Upgrade from 1st Year to Select Support</th>
<th>1st Year Upgrade from 24 to Select Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-PMI</td>
<td>Tivoli NetView Performance Monitor for TCP/IP</td>
<td>No Charge</td>
<td>One-Time Charge</td>
<td>One-Time Charge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 1</td>
<td>1287</td>
<td>1288</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 250</td>
<td>1287</td>
<td>1288</td>
</tr>
</tbody>
</table>

### 5698-SPT — Subsequent Year Support Options

Use the following table to order Tivoli Management Points for Support (5698-SPT) for the program products listed below.

The quantity of the billable feature number for support must be equal to the Tivoli Management Points for a licensed product.

<table>
<thead>
<tr>
<th>Support for Program Number</th>
<th>Support for Program Name</th>
<th>Standard Support Annual Charge</th>
<th>Standard Support Annual Charge</th>
<th>Select Support Annual Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>5698-PMI</td>
<td>Tivoli NetView Performance Monitor for TCP/IP</td>
<td>1281</td>
<td>1282</td>
<td>1283</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 1</td>
<td>1281</td>
<td>1282</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Qty of 250</td>
<td>1284</td>
<td>1285</td>
</tr>
</tbody>
</table>

The Standard Support Option, Standard-24 Support Option, and Select Support Option are not transferable among the Tivoli Enterprise products. Support Option feature numbers must be ordered, if desired, for each licensed product. The quantity of the billable feature numbers for support must be equal to the Tivoli Management Points for a licensed product, if support is desired.

### Basic Machine-Readable Material

**Feature Distribution Number Medium**

<table>
<thead>
<tr>
<th>Feature Number</th>
<th>Distribution Medium</th>
<th>Description</th>
<th>Feature Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5702</td>
<td>4-MM tape</td>
<td>Initial Shipments</td>
<td>3444</td>
</tr>
<tr>
<td>5802</td>
<td>3480 tape cartridge</td>
<td>Update Shipments</td>
<td>3480</td>
</tr>
</tbody>
</table>

**Customization Options:** Select the appropriate feature numbers to customize your order with delivery options desired. These features can be specified on the initial or MES orders.
**Terms and Conditions**

**Agreement:** IBM International Program License Agreement (IPLA), IBM International Agreement for Acquisition of Support (IAAS), or International Agreement for Acquisition of Programs and Support (IIAAPS) with the Attachment for Support and its Addendum for Tivoli Systems, and an Order Form

**Transferable:** Applies except when Support is in effect

**Limited Warranty Applies:** Yes

**Guarantee:** Two months

**Getting Started Period:** Not applicable

**Usage Restriction:** Yes. Usage is limited to the quantity of Tivoli Management Points ordered.

**Educational Allowance Available:** Yes, to qualified educational institutional customers

**Percentage:** 15%

**Volume Orders:** Not applicable

**Upgrade Protection Applies:** Covered as long as support remains in effect

**Licensed Program Materials Availability**
- Restricted Materials of IBM: None
- Non-Restricted Source Materials: None
- Object Code Only (OCO): All

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**Entitled Upgrade for Current Upgrade Protection Licensees:** Covered as long as support remains in effect

**Tivoli Support**

**Availability:** The first year of Tivoli Support is available at no additional charge. The first year starts when the product is shipped to the customer.

Subsequent years of Tivoli Support are available, for a fee, as part of the IAAS, IIAAPS, or any equivalent agreement.

**Support Center applies:** Yes

Access is available through the Tivoli Support Center 800-TIVOLI8 (848-6548)

**Applicable for:**
- The current release level
- The Immediate previous release level for twelve months after general availability of the current release.

**Available until the product discontinued:** Twelve months after written notice of product discontinuance, that is, End-of-Life (EOL).

**APAR Mailing Address:** Tivoli Systems Incorporated 9442 Capital of Texas Highway Austin, TX 78759 USA

**Support Line:** No

**Charges**

Contact your IBM representative for charges information for this announcement.

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**Order Now**

Use Priority/Reference Code: LE001

Phone: 800-IBM-CALL
Fax: 800-2IBM-FAX
Internet: ibm_direct@us.ibm.com
Mail: IBM Atlanta Sales Center
Dept. LE001
P.O. Box 2690
Atlanta, GA 30301-2690

You can also contact your local IBM Business Partner or IBM representative. To identify them, call 800-IBM-4YOU.

**Note:** Shipments will begin after the planned availability date.
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Year 2000 Readiness Disclosure