



IBM Security Privileged Identity Manager V1.0 offers new session recording option for improved auditability and compliance

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At a glance

IBM® Security Privileged Identity Manager V1.0:

- Helps thwart insider threats by tracking the use of privileged user credentials.
- Adds a new session recording option that provides detailed visual recording of user activity on managed endpoints and the subsequent playback of these recordings.
- Includes all the IBM Security Identity Manager adapters at no additional charge.

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

Overview

IBM Security Privileged Identity Manager V1.0 delivers a single solution to help secure, automate, and track the use of privileged identities. Based on underlying IBM Security Identity Manager and IBM Security Access Manager for Enterprise Single Sign-On capabilities for licensed privileged users, the solution delivers privileged user entitlement provisioning, strong password management policies, and support for all IBM Security Identity Manager adapter endpoints.

IBM Security Privileged Identity Manager helps thwart insider threat by tracking the use of user credentials with elevated access privileges. It also provides:

- An encrypted credential vault with controlled check out and check in of shared IDs for entitled users.
- Automated login with available strong authentication that delivers an additional level of assurance while hiding the current password from the end user.
- User activity logging that contains an audit trail on use of privileged credentials.
- Password update capability, after use and upon check in, to help ensure passwords are not reused outside the governance structure.

What is new

IBM Security Privileged Identity Manager V1.0 introduces the new Privileged Session Recorder option for IBM Security Privileged Identity Manager V1.0. This new session recording option, available for an additional charge, can be added to IBM Security Privileged Identity Manager V1.0 implementations.

With the Privileged Session Recorder option installed, licensed users can record privileged user endpoint activity in detail. Each user's session activity, including typed characters and mouse clicks, is recorded by Privileged Session Recorder and made available for forensics and compliance review. Auditors and managers can then subsequently search and replay these recordings for governance or troubleshooting purposes.

Key prerequisites

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

Planned availability date

September 20, 2013: For electronic availability

October 18, 2013: For media availability

Description

IBM Security Privileged Identity Manager V1.0 is an identity and access management solution for privileged users. These users include system administrators, database administrators, and sensitive application administrators as well as executives with elevated access privileges to sensitive applications and data.

Administrative users typically share privileged login credentials to target endpoints. For example, multiple IT employees might actually use the same login credential called Administrator. This can be problematic when an inadvertent mistake occurs and the actual employee needs to be contacted to correct the issue. It can be even more problematic when such an employee is terminated but still has potentially damaging access to key resources. Furthermore, because there are so many of these identities, employees often write down the login credentials and display the list openly at their desks. This provides nonentitled employees access to these sensitive credentials. As the number of privileged accounts grows, the security risk and associated administrative burden of supporting these accounts grows as well.

Shared and privileged credentials need to be tracked for individual accountability to help ensure only approved users are able to access the credentials.

IBM Security Privileged Identity Manager addresses these issues by forcing users to check these credentials out of a secure encrypted credential vault and tracking their use. Also, the solution is able to capture both how a privileged credential was used and what a particular user did with that privileged ID. The logged out credentials can be set to expire and a warning note sent to the overdue user to return the credentials. The password for these credentials can be configured to change after every check in. Sharing a set of credentials between privileged users can cut down on the overall number of privileged accounts needed, helping reduce the associated security risk and management burden.

The new, optional Privileged Session Recorder module visually records user activity on both command line, for example UNIX™, and GUI based, for example, Microsoft Windows™ endpoints. The recordings capture every keystroke and are stored for later replay. Administrators, managers, or auditors can search for these recordings based on time of day, endpoint identity, or user. The recordings can help detect misuse or negligence by privileged users. They can also assist with troubleshooting. The Privileged Session Recording module also aids organizations in complying with various security regulations.

IBM Security Identity Manager V6.0 adapters

To provision and maintain privileged user accounts in systems, IBM Security Privileged Identity Manager relies on the underlying adapters of IBM Security Identity Manager, which are included with IBM Security Identity Privileged Manager at no additional charge. For a complete list of IBM Security Identity Manager adapters, visit

<http://www-01.ibm.com/support/docview.wss?uid=swg21599053>

Accessibility by people with disabilities

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

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

Reference information

Refer to Software Announcement [212-327](#), dated October 02, 2012 .

Program number

Program number	VRM	Program name
5725-H30	1.0.0	IBM Security Privileged Identity Manager

Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

<http://www.ibm.com/services/learning/>

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

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

IBM Security Privileged Identity Manager V1.0

English publications and national language publications will be available at electronic availability.

The Quick Start Guide publication will be delivered on a separate publications DVD with the basic machine readable material. It can also be downloaded from the IBM Security Privileged Identity Manager Information Center.

- IBM Security Privileged Identity Manager Quick Start Guide (part number CF3T2ML)
- IBM Security Privileged Identity Manager Deployment Overview Guide (SC27-4382-01)
- IBM Security Privileged Identity Manager Administrator Guide (SC27-5619-00)

Soft copy publications and release notes will be available at electronic availability at

http://pic.dhe.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.ispim.doc_1.0.0.2/kc-homepage.html

IBM Security Access Manager for Enterprise Single Sign-On V8.2.1 soft copy publications and release notes will be available at electronic availability at

http://pic.dhe.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.itamesso.doc_8.2.1/kc-homepage.html

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

Hardware requirements

IBM Security Privileged Identity Manager V1.0 hardware requirements are based on the requirements of the underlying IBM Security Identity Manager and IBM Security Access Manager for Enterprise Single Sign-On products.

IBM Security Privileged Identity Manager V1.0 Privileged Session Recorder server requirements

- Server with Intel Xeon™ processor E5-2620 (15M Cache, 2.00GHz, 6 cores) or equivalent, or better processor, per 200 concurrent users (separate box from IBM Security Identity Manager and IBM Security Access Manager for Enterprise Single Sign-On server)
- Minimum 4 GB physical memory (database not co-located)
- At least 16 GB free hard disk space (database not co-located)

Database sizing information can be found in the product documentation on the IBM Infocenter. Access

http://pic.dhe.ibm.com/infocenter/tivihelp/v2r1/index.jsp?topic=/com.ibm.ispim.doc_1.0.0.2/kc-homepage.html

IBM Security Identity Manager V6.0 requires a minimum of:

- 4 GB RAM
- 30 GB disk storage

IBM Security Access Manager for Enterprise Single Sign-On V8.2.1 component minimum requirements

IBM Security Access Manager for Enterprise Single Sign-On V8.2.1 AccessAgent requirements:

- PC with an x86 or x64 processor, at least 2 GHz processor clock speed
- Minimum 1 GB physical memory for Microsoft Windows Vista
- Minimum 1 GB physical memory for Microsoft Windows 7
- Disk space: At least 200 MB free hard disk space

IBM Security Access Manager for Enterprise Single Sign-On V8.2.1 AccessStudio requirements:

- PC with an x86 or x64 processor, at least 2 GHz processor clock speed
- Minimum 1 GB physical memory for Microsoft Windows Vista
- Minimum 1 GB physical memory for Microsoft Windows 7
- Disk space: At least 300 MB free hard disk space

IBM Security Access Manager for Enterprise Single Sign-On V8.2.1 server requirements:

- PC with an x86 or x64 bit processor, at least 2 GHz processor clock speed
- Minimum 3 GB physical memory (database not co-located)
- At least 8 GB free hard disk space (database not co-located)

Software requirements

IBM Security Privileged Identity Manager V1.0 software requirements are based on the requirements of the underlying IBM Security Identity Manager and IBM Security Access Manager for Enterprise Single Sign-On products.

IBM Security Privileged Identity Manager V1.0 session recording option includes a Privileged Session Recorder server with specific software requirements.

IBM Privileged Session Recorder server requirements:

- Microsoft Windows Server 2008 R2 Service Pack 1 (x64)
- IBM DB2® Enterprise Server Edition 9.7 (x64) with the latest fix pack
- IBM WebSphere® Application Server Network Deployment V7.0 (x64) with the latest fix pack
- IBM WebSphere Application Server V7.0 Web 2.0 and Mobile Feature Pack
- IBM HTTP Server V7.0 (x64) with the latest fix pack
- Microsoft Internet Explorer 9.0 and 10.0
- Mozilla Firefox Extended Support Release (ESR) V10.0 and V17.0

IBM Security Identity Manager V6.0 requires one of the following operating systems:

- AIX® V6.1, V7.1 on IBM System p®
- Oracle Solaris 10 (SPARC) (deprecated)
- Microsoft Windows Server 2008 with SP2 (x86-32, x86-64), 2008 R2 Standard Edition and Enterprise Edition (x86-64)
- Red Hat Linux™ Enterprise 5, 6 for Intel™ (x86-64) and IBM System z®
- SUSE Linux Enterprise Server 10.0 and 11.0 for Intel (x86-64), and System z

Virtualization support:

- VMWare ESX V4.1 and V5
- AIX WPAR and LPAR
- IBM z/VM®

- Solaris Zones and LDOM

IBM Security Identity Manager V6.0 prerequisite releases for optional databases, servers, directory integrators, and browsers

- Databases:
 - IBM DB2 Enterprise Server Edition 10.1, Fix Pack 2, or later (for all supported operating systems)
 - IBM DB2 Enterprise Server Edition 9.7, Fix Pack 4, or later (for all supported operating systems)
 - IBM DB2 Enterprise Server Edition 9.5, Fix Pack 3b, or later (for all supported operating systems except 32-bit Linux and Linux on System p)
 - Oracle Database 10g Release 2 or Oracle Database 11g Release 8
 - Microsoft SQL Server 2005 Enterprise Edition (deprecated)
- Directory servers:
 - IBM Tivoli® Directory Server V6.2 FP1, and V6.3,
 - Oracle Directory Server Enterprise Edition 6.3.1 and 7.0 (formerly known as Sun Java™ Directory Server)
- Application server:
 - IBM WebSphere Application Server Network Deployment V7.0, Fix Pack 23 with Interim Fixes PM64800 and PM66514
IBM Security Identity Manager V6.0 and IBM Security Role and Policy Modeler component do not support WebSphere Application Server V8.x.
- Directory integrator:
 - IBM Tivoli Directory Integrator V7.1 and V7.1.1, Fix Pack 1 with Limited Availability Fix 1
- Supported web browsers:
 - Internet Explorer 8.0 and 9.0
 - Firefox 3.6 (AIX only), and ESR 10 and 17
- Report server support
 - Tivoli Common Reporting V2.1.1, with Interim Fixes 2, 5, and 6 and Tivoli Integrated Portal fix 2.0.0.7

For latest list of software requirements, access

<http://www-01.ibm.com/support/docview.wss?uid=swg27020534>

IBM Security Identity Manager Role and Policy Modeler component supports a subset of the platforms supported by IBM Security Identity Manager V6.0 server.

IBM Security Role and Policy Modeler component requires one of the following operating systems:

- AIX V6.1 and V7.1
- Microsoft Windows Server 2008 (R1) Standard Edition and Enterprise Edition (32 and 64 bit)
- Microsoft Windows Server 2008 (R2) Standard Edition and Enterprise Edition (64 bit)
- Red Hat Linux Enterprise 5 and 6 for Intel (64 bit)
- SUSE Linux Enterprise Server 10 and 11 for Intel (64 bit)

IBM Security Role and Policy Modeler prerequisite databases and browsers

- Databases:
 - IBM DB2 Enterprise 9.7 Fix Pack 4 (for all supported operating systems)
 - Oracle Database 11g R2

- Browsers
 - Internet Explorer 8.0 and 9.0
 - Firefox 3.6 (AIX only) and 10 (ESR)

The following products are included with IBM Security Identity Manager V6.0 for use restricted to Security Identity Manager:

- IBM Tivoli Directory Server V6.3
- IBM Tivoli Directory Integrator V7.1.1
- IBM WebSphere Application Server Network Deployment V7.0
- IBM DB2 Enterprise Server Edition 9.7
- IBM WebSphere Business Process Manager Standard Edition V7.5
- IBM Tivoli Common Reporting V2.1.1 (including both Business Intelligence and Reporting Tools (BIRT) and IBM Cognos® reporting capabilities)

IBM Security Access Manager for Enterprise Single Sign-On

IBM Security Access Manager for Enterprise Single Sign-On AccessAgent and AccessStudio requirements:

- Microsoft Windows 7 Service Pack 1 (x86 and x64)
- Microsoft Windows 8 - nonMetro (ESSO V8.2.1 only)
- Microsoft Windows Server 2003 Service Pack 2 (x86)
- Microsoft Windows Server 2008 Service Pack 2 (x86 and x64)
- Microsoft Windows Server 2008 R2 Service Pack 1 (x64)
- Microsoft Internet Explorer 7.0, 8.0, 9.0
- Mozilla Firefox 3.6, 10 ESR, 17 ESR
- Microsoft.NET Framework 2.0

IBM Security Access Manager for Enterprise Single Sign-On server requirements:

- Microsoft Windows Server 2003 R2 Service Pack 2 (x86)
- Microsoft Windows Server 2008 Service Pack 2 (x86 and x64)
- Microsoft Windows Server 2008 R2 Service Pack 1 (x64)
- WebSphere Application Server V7.0 (x86 and x64) with latest Fix Pack
- AccessAdmin requires Internet Explorer 8.0, 9.0, or Mozilla Firefox 3.6, 10 ESR, 17 ESR

The following are supported:

- Directory:
 - Active Directory 2008 R2 Service Pack 1 (x64)
 - Active Directory 2008 Service Pack 2 (x86 and x64)
 - Active Directory 2003 Service Pack 2 (x86)
 - IBM Tivoli Directory Server V6.3.0 (x86 and x64)
 - IBM Tivoli Directory Server V6.2.0 (x86 and x64)
 - LDAP V3 compatible Directory Servers (x86 and x64)
- Database software requirements:
 - IBM DB2 Enterprise Server Edition 9.7 (x86 and x64)
 - Oracle 11g R2 (x86 and x64)
 - Oracle 11g R1 (x86 and x64)
 - Microsoft SQL Server 2008 R2 Enterprise and Standard Editions (x86 and x64)
 - Microsoft SQL Server 2008 Enterprise and Standard Editions with Service Pack 2 (x86 and x64)

Included with the program package for use restricted to IBM Security Access Manager for Enterprise Single Sign-On are:

- IBM DB2 Enterprise Server Edition 9.7
- IBM WebSphere Application Server Network Deployment V7.0
- IBM WebSphere Application Server V7.0 Web 2.0 and Mobile Feature Pack
- IBM HTTP Server V7.0
- IBM Tivoli Common Reporting V2.1.1 (Version 2.1.1 is only supported in the Privileged Identity Manager deployment.)
- IBM WebSphere Application Server Hypervisor Edition V7.0.0.11
- IBM Tivoli Federated Identity Manager V6.2.1

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.

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

<http://ibm.com/support/servicerequest>

Planning information

Packaging

IBM Security Privileged Identity Manager V1.0 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- CD ROMs
- 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

IBM Security Privileged Identity Manager use 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/>

Ordering information

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<http://www.ibm.com/partnerworld/wps/bplocator/>

Product group: IBM Security
Product Identifier Description (PID)
IBM Security Privileged Identity Manager v1.0 5725-H30

Product category: Security Identity and Access Management

Passport Advantage

IBM Security Privileged Identity Manager (5725-H30)

Program name/Description	Part number
IBM Security Privileged Identity Manager Session Recording per Install License + SW Subscription & Support 12 Months	D11D3LL
IBM Security Privileged Identity Manager Session Recording per Install SW Subscription & Support Reinstatement 12 Months	D11D4LL
IBM Security Privileged Identity Manager Session Recording for Linux on System z per Install License + SW Subscription & Support 12 Months	D11D5LL
IBM Security Privileged Identity Manager Session Recording for Linux on System z per Install SW Subscription & Support Reinstatement 12 Months	D11D6LL
IBM Security Privileged Identity Manager Session Recording per Install Annual SW Subscription & Support Renewal 12 Months	E0IC1LL
IBM Security Privileged Identity Manager Session Recording for Linux on System z per Install Annual SW Subscription & Support Renewal 12 Months	E0IC2LL

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 packs description	Part number
IBM Security Privileged Identity Manager V1.0 DVD media pack - multilingual	BJ11MML

Charge metric

Program name	PID number	Charge metric
IBM Security Privileged Identity Manager - Privileged Session Recorder	5725-H30	Install

Pricing examples

IBM Privileged Identity Manager pricing approach and examples

Pricing approach:

- IBM Security Privileged Identity Manager is priced by User Value Unit (UVU).
- The new Privileged Session Recorder option is priced per Install.
- IBM Security Privileged Identity Manager includes all the adapters provided with IBM Security Identify Manager at no additional charge.
- All unique production and nonproduction authorized users must be counted. This includes not only the direct privileged users, but also any managers or application owners using the system to approve or recertify privileged user credential use, and the administrators of IBM Security Privileged Identity Manager itself. IBM Security Privileged Identity Manager does not provide a nonproduction user counting exemption.
- For both the base product and new session recording option, IBM Security Privileged Identity Manager follows the Software Group high availability definitions for backup. For the typical warm standby (backup copies only working on failover), additional licenses need not be purchased.
- The minimum order quantity is 50 for Security Privileged Identity Manager and the UVUs must be ordered in increments of 10.

IBM Security Privileged Identity Manager trade ups

Customers holding entitlements for IBM Security Identity Manager or IBM Security Access Manager for Enterprise Single Sign-On licenses may exchange (trade up) those entitlements for IBM Security Privileged Identity Manager entitlements. An example follows. However, if the customer has both products, they will need to work with IBM on a Special Bid Offer, as tradeups can only be used for single product license exchange.

Licenses of other products, such as IBM Security Identity Access and Assurance and IBM Tivoli Identity and Access Management, cannot exchange entitlements.

Customers who purchased PVUs for IBM Security Identity Manager cannot trade up.

Pricing examples

IBM Security Privileged Identity Manager purchase

Customer situation: Customer ABC has 10,000 employees. They want their 200 IT administrators and their managers to use the IBM Security Privileged Identity Manager system for increased governance of privileged system activities.

- The total number of employees is irrelevant in this case. You only count the users who will be interacting with the IBM Security Privileged Identity Manager system.

- So in this example, the customer would purchase UVUs for 200 users of IBM Security Privileged Identity Manager.
- If the customer also wants to use the new Privileged Session Recorder option for these 200 users, they would purchase 1 Install of part number D11D3LL. If additional installations are needed, for example, for nonproduction test or development servers, additional Installs must be procured.

Trade-up examples

Trading up from IBM Security Identity Manager

Customer ABC owns entitlements for 10,000 users of IBM Security Identity Manager licenses. This currently includes entitlements for 200 system administrators. The customer now wants to give IBM Security Privileged Identity Manager capabilities to these 200 users.

Customer ABC will buy UVUs for 200 users of IBM Security Privileged Identity Manager trade-up part number (below). They will then have UVUs for 200 users of IBM Security Privileged Identity Manager. They will continue to have entitlement for 9,800 users of IBM Security Identity Manager remaining after the tradeup.

The trade-up license fee includes 12 months of Subscription and Support for IBM Security Privileged Identity Manager.

For example, the customer would order UVUs for 200 users of part number DOT0ELL - Sec Identity Mgr and Role Mgr UVU to Sec Privileged Identity Mgr UVU Trdup Lic + SW S&S 12 Mo.

Trading up from IBM Security Access Manager for Enterprise Single Sign-on

The process would be similar if instead, the customer had existing IBM Security Access Manager for Enterprise Single Sign-on licenses that they wanted to trade up to IBM Security Privileged Identity Manager licenses, except that a different trade-up part number would be ordered (DOT0FLL Sec Access Mgr for ESSO Suite UVU to Sec Privileged Identity Mgr UVU Trdup Lic + SW S&S 12 Mo).

Note that from a technical perspective, licensed IBM Security Privileged Identity Manager customers with previously installed licensed IBM Security Identity Manager V6.0 or IBM Security Enterprise Single Sign-on V8.2 deployments may share those physical deployments with IBM Security Privileged Identity Manager, provided all are separately licensed. A separate physical deployment of IBM Security Identity Manager and IBM Security Access Manager for Enterprise Single Sign-On is supported, but not required, for IBM Security Privileged Identity Manager.

User Value Unit (UVU)

UVU is a unit of measure by which the program can be licensed. UVU Proofs of Entitlement (PoEs) are based on the number and type of users for the given program. Licensee must obtain sufficient entitlements for the number of UVUs required for licensee's environment as specified in the program specific table. The UVU entitlements are specific to the program and type of user and may not be exchanged, interchanged, or aggregated with UVU entitlements of another program or type of user. Refer to the program specific UVU table.

Install

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

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.

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

Licensing

IBM International Program License Agreement including the License Information document and 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).

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

- IBM Security Privileged Identity Manager V1.0 (5725-H30): L-SLEE-98NJ72
- IBM Security Privileged Session Recorder V1.0 (5725-H30): L-SLEE-98YQJW

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

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.

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.

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

While your Software Subscription and Support 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 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

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.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type `smitty esa_main`, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful Web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

Increased uptime: The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

Security: The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM. The customer's business applications or business data is never transmitted to IBM.

More accurate reporting: Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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

Prices

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

Passport Advantage

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

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Corrections

(Corrected on December 10, 2013)

Updated web address in the Description section.