IBM InfoSphere Guardium V9.1 helps you protect your high-value data and automate your compliance policies

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At a glance

Guardium® products can help you eliminate costly and high-risk manual and silo approaches to data security and compliance by unifying and automating regulatory compliance tasks, thereby reducing operational costs while dramatically reducing security risks.

New features and functions in V9.1 help to:

- Protect sensitive data and ensure compliance in unstructured Hadoop-based big data environments.
- Introduce support for new big data environments such as MongoDB, CouchDB, Green Plum, HortonWorks, and Cassandra, and enhance capabilities for Cloudera and IBM® Big Insights.
- Extend security intelligence through integration with other solutions:
  - Customized templates to support feed of security reports and threshold alerts with a variety of security systems, including feeding of compliance reports to IBM Security QRadar SIEM.
  - Integration with IBM InfoSphere® Change Data Capture (CDC) to enhance the activity reports with detailed before-and-after values.
  
  Note: The CDC component license must be purchased separately.
- Reduce total cost of ownership with robust scalability for large enterprise-wide deployments:
  - Support for 64-bit appliances enables you to install Guardium on powerful platforms and boost performance; this deployment mode reduces the number of Guardium collectors needed and reduces ongoing costs.
  - GUI-based troubleshooting tool streamlines and automates the process of data collection to enable swift troubleshooting and quick resolution of technical issues.
  - Connection Profiling quickly identifies outliers, classifies database connections, and easily builds real-time security policies to fit your environment.
  - Create data marts to fit your report and usage profile designed to significantly improve efficiencies and shorten report generation time.
  - Central Management improvements include performance enhancements as well as introduction of Central Management failover and redundancy.
- IBM System z® enhancements include the following:
  - Blocking for IBM DB2® on System z.
- Improved monitoring agent performance, resiliency, and scalability with load balancing and failover capabilities.
- Support for installation of InfoSphere Guardium appliance as a blade directly on the IBM zEnterprise® BladeCenter®.

Other enhancements include the following:
- Platform coverage: Support for additional platforms including the native IBM System i® S-TAP®, the latest versions of MSSQL®, Informix®, DB2, IBM Netezza®, and other platforms.
- New tablet-friendly user interface that includes commonly-used administrative functions as well as a to-do list, incidents, and other exceptions.
- New search capability to enable quick search and intuitive access to the audit trail and security events captured by Guardium.

Overview

The IBM InfoSphere Guardium products deliver a simple, robust solution designed to prevent unauthorized data access, changes, and leaks from databases and files. They can help ensure the integrity of information in the data center and automate compliance controls.

InfoSphere Guardium products are designed to secure and continuously monitor access to data in enterprise databases, data warehouses, file shares, document-sharing solutions, and big data environments such as Hadoop. Additionally, they are designed to assist you to enforce your policies for sensitive data access across the enterprise using a scalable platform.

A centralized audit repository designed to maximize security, combined with an integrated application that automates compliance workflow, enables the products to help you streamline compliance validation activities across a wide variety of mandates.

InfoSphere Guardium products can help you:

- Monitor data activity and protect sensitive data by:
  - Automatically locating databases and discovering and classifying sensitive information within them
  - Enabling high visibility at a granular level into database, file share, warehousing, document-sharing, and Hadoop transactions that involve sensitive data
  - Tracking activities of end users who access data indirectly through enterprise applications
  - Monitoring and enforcing a wide range of policies, including sensitive data access, database change control, and privileged user actions
  - Creating a single, secure centralized audit repository for large numbers of heterogeneous systems and databases
  - Automating the entire compliance auditing process, including creating and distributing reports as well as capturing comments and signatures

- Harden database infrastructure against vulnerabilities by:
  - Automatically assessing database vulnerabilities and configuration flaws
  - Locking down configurations after recommended changes are implemented
  - Discovering existing entitlements to data to assess appropriate access rights

The InfoSphere Guardium solution is designed for ease of use and scalability. It can be configured for a single data repository or a large number of heterogeneous data sources located across the enterprise. It uses integration with IT management and other security management solutions designed to enable comprehensive data protection across the enterprise.
This solution is available as preconfigured hardware appliances shipped by IBM or as software appliances that may be installed on your platform. Optional features can easily be added to your system after installation.

For more information on the InfoSphere Guardium family of products, visit

http://www.ibm.com/software/data/guardium/

or contact an IBM representative.

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**Key prerequisites**

The InfoSphere Guardium solution consists of a modular software suite built on a hardened Linux™ kernel and deployed as a series of preconfigured hardware and software appliances.

For additional information, refer to the Hardware requirements and Software requirements sections.

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**Planned availability date**

- October 25, 2013: Electronic delivery
- November 8, 2013: Physical delivery

Availability of programs with encryption algorithm in France is subject to French government approval.

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**Description**

The InfoSphere Guardium products offer a simple, robust solution designed to prevent unauthorized data access, changes, and leaks from databases, data warehouses, file shares, document-sharing solutions, and big data environments such as Hadoop, helping to ensure the integrity of information in the data center and automating compliance controls. They offer a scalable platform, intended to enable continuous data activity monitoring from heterogeneous sources, as well as enforcement of your policies for sensitive data access enterprise-wide. Designed to be a secure, centralized audit repository combined with an integrated compliance workflow automation application, the products are designed to streamline compliance validation activities across a wide variety of mandates.
The InfoSphere Guardium product architecture enables users to select the modules appropriate for their immediate needs, adding modules as requirements grow and change. Available modules include:

- **Data Activity Monitor and Audit - Standard:**
  - Data Activity Monitoring for databases, file sharing, document sharing, warehouses, and Hadoop
  - Real-time alerts on suspicious activities and other security events
  - Detailed audit reports and built-in compliance workflow engine
  - Application user activity monitoring (Application End-User Identifier)

- **Data Activity Monitor and Audit - Advanced:** All capabilities in Data Activity Monitoring and Audit - Standard, plus the ability to block data traffic according to policy (data-level access control) and mask unauthorized extraction of sensitive data

- **Vulnerability Assess and Monitor - Standard:**
  - Database Vulnerability Assessment Application for detailed vulnerability assessment reports, including recommended remediation steps and ongoing progression analysis.
  - Database Protection Knowledge Base - a subscription-based module to update the system with the latest threats, vulnerabilities, and best-practice recommendations.

- **Vulnerability Assess and Monitor - Advanced:** All capabilities in Vulnerability Assess and Monitor - Standard, plus Configuration Audit System Application (CAS) and Entitlement Reports applications

- **Central Manager and Aggregator Pack:**
  - Central Manager and Aggregator application
  - Advanced Compliance Workflow application

- **Base appliances:**
  - Physical or virtual appliance image or both
  - Enterprise Integrator
The InfoSphere Guardium products address the database security and compliance lifecycle with a unified web console, back-end data store, and workflow automation system, which are intended to help you do the following:

- Locate and classify sensitive information in corporate databases
- Assess database server and operating system vulnerabilities and configuration flaws
- Ensure configurations are locked down after recommended changes are implemented
- Give you high visibility and granularity into data transactions and activity, across all supported platforms and protocols - with an audit trail that supports separation of duties and that is designed to be secure and tamper-proof
- Track activities on major file and document sharing platforms such as Microsoft™ SharePoint
- Monitor and enforce your policies with alerting and blocking for sensitive data access, privileged user actions, change control, application user activities, and security exceptions such as failed logins
- Automate the entire compliance auditing process, including report distribution to oversight teams, sign-offs, and escalations with preconfigured reports relating to Sarbanes-Oxley, PCI DSS, and data privacy
- Create a single, centralized audit repository for enterprise-wide compliance reporting, performance optimization, investigations, and forensics
- Easily scale from safeguarding a single database to protecting a large number of databases in distributed data centers around the world
- Enable deeper data activity insights to IT Security Information and Event Management tools for more accurate and effective security intelligence

Accessibility by people with disabilities

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

Statement of direction

The search function introduced in Guardium V9.1 enables advanced appliance-based search of Guardium security data. IBM intends to expand the scope to enterprise-wide searches.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

Program number

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Education support

Available from IBM training, the newest offerings support your training needs enhance your skills, and boost your success with IBM software. IBM offers a complete portfolio of training options including traditional classroom, private onsite and eLearning courses. Many of our classroom courses are part of IBM's "Guaranteed to run program" ensuring your course will never be canceled. We have an eLearning portfolio including Instructor-Led Online (ILO) courses. A perfect complement to classroom training, our eLearning portfolio offers something for every need and every budget; simply select the style that suits you.

Be sure to take advantage of our custom training plans to map your path to acquiring skills. Enjoy further savings when you purchase training at a discount with an IBM Education Pack - online account - flexible and convenient way to pay, track and manage your education expenses online.

The following key education resources have been updated to reflect InfoSphere Guardium

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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/

Contact your IBM representative for course information.
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

All product publications are provided in softcopy format on the product CD-ROMs and DVDs.

Technical information

Specified operating environment

Hardware requirements
For information on hardware requirements, refer to the Software requirements section.

Software requirements
For information on software requirements, refer to

http://www.ibm.com/support/docview.wss?&uid=swg27039049

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/electronicsupport
Access the IBM Support Portal: http://ibm.com/support
Access the online Service Request tool: http://ibm.com/support/servicerequest

Planning information

Packaging
These products are distributed with:

- Product code and documentation on CD and DVD
- Quick Start Guide in hardcopy format
- License Information on CD
Security, auditability, and control

The InfoSphere Guardium solution is installed as a hardened Linux appliance (physical or virtual). The appliance includes various security, audit, and compliance functions to help guarantee the availability of the solution, confidentiality of the data stored on the appliance, and accountability for any configuration changes. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Global Technology Services®

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

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.ibm.com/partnerworld/page/svp_authorised_portfolio

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

http://www.ibm.com/partnerworld/wps/blocator/

Product group: Guardium

Product Identifier Description

5725-I11 : InfoSphere Guardium Appliance
5725-I12 : InfoSphere Guardium Data Security and Compliance

Product category: Guardium

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


Passport Advantage

InfoSphere Guardium Appliances (5725-I11)

Part number Program name/Description

BB02QML InfoSphere Guardium Aggregator Software Appliance V9.1 Multiplatform Multilingual Media Pack
D0THQLL InfoSphere Guardium Aggregator Software Appliance Install Lic+SW S&S 12 Mo
E0ELFLL InfoSphere Guardium Aggregator Software Appliance Install Annual Sw S&S Rnw1
DOTHRLL InfoSphere Guardium Aggregator Software Appliance
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V9.1  
Multiplatform Multilingual Media Pack

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PVU Lic+SW S&S 12 Mo

EOELHLL  InfoSphere  Guardium Advanced Activity Monitor for Databases 
PVU Annual SW S&S Rnw1

DOTHULL  InfoSphere  Guardium Advanced Activity Monitor for Databases 
PVU SW S&S Reinstall 12 Mo

BB02YML  InfoSphere  Guardium Advanced Vulnerability Assessment 
for Databases  
V9.1  
Multiplatform English Media Pack

DOTILL  InfoSphere  Guardium Advanced Vulnerability Assessment 
for Databases 
Application Instance Lic+SW S&S 12 Mo

EOELVLL  InfoSphere  Guardium Advanced Vulnerability Assessment 
for Databases 
Application Instance Annual SW S&S Rnw1

DOTIKLL  InfoSphere  Guardium Advanced Vulnerability Assessment 
for Databases 
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BB02ZML  InfoSphere  Guardium Central Management and Aggregation Pack 
V9.1  
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PVU Lic+SW S&S 12 Mo

EOELXLL  InfoSphere  Guardium Central Management and Aggregation Pack 
PVU Annual SW S&S Rnw1

DOTIPLL  InfoSphere  Guardium Central Management and Aggregation Pack 
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BB030ML  InfoSphere  Guardium Central Management and Aggregation Pack 
for z/OS® V9.1  
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DOTHWLL  InfoSphere  Guardium Central Management and Aggregation Pack 
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BB031ML  InfoSphere  Guardium Standard Activity Monitor for Databases 
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DOTIHL  InfoSphere  Guardium Standard Activity Monitor for Databases 
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PVU Annual SW S&S Rnw1

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Passport Advantage trade-up

You must have previously acquired licenses for the following precursor products to be eligible to acquire equivalent licenses of the trade-up products.

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Consult your IBM representative if you have any questions.

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.

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### Collector X1000 Appliance
- **InfoSphere Guardium Multiplatform Multilingual Media Pack**

### Collector X2000 Appliance
- **InfoSphere Guardium Multiplatform Multilingual Media Pack**

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IBM is a registered trademark of International Business Machines Corporation
Cross-platform product for use on System z Integrated Facility for Linux (IFL) engines

Order the part numbers that follow when the product is intended to run on the Linux operating system on System z IFL engines. If the product is not intended to run on the Linux operating system on System z IFL engines, order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

Infosphere Guardium Data Security and Compliance (S725-I12)

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EOELRLL InfoSphere Guardium Standard Vulnerability Assessment for Databases for Linux on System z
Application Instance Annual SW S&S Rnwl

DOTICLL InfoSphere Guardium Standard Vulnerability Assessment for Databases for Linux on System z
Application Instance SW S&S Reinstate 12 Mo

Cross-platform product for use on System z

Order the part numbers that follow when the product is used for either the development of code that will be deployed on System z servers or when the product will be communicating or transferring data between a distributed server and a System z server. Otherwise order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

Infosphere Guardium Data Security and Compliance (5725-I12)

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<td>Application Instance</td>
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**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.

**Appliance Install**

Appliance Install is a unit of measure by which the Program can be licensed. An Appliance Install is an installed copy of the Program that is included on a single unit of supporting hardware. Licensee must obtain an entitlement for each Appliance Install of the Program.

**Application Instance**

Application Instance is a unit of measure by which the Program can be licensed. An entitlement is required for each instance of an application connected to or managed by the Program. An application in a test, development, staging, or production environment is each considered to be a separate instance of the application and each must have an entitlement. As well, multiple application instances in a single environment are each considered to be separate instances of the application and each must have an entitlement.

**Note:** For example, in the case of the IBM InfoSphere Guardium Vulnerability Assessment product, the application connected to and managed by the Program is a database, and the "Application Instance" refers to a "Database Instance."

**Processor Value Unit (PVU)**

Processor Value Unit (PVU) is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU Table by processor value, brand, type, and model number at the following website and the number of processors made available to the program.
IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either Full Capacity licensing or Virtualization Capacity (Sub-Capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (see webpage below). If using Full Capacity licensing, Licensee must obtain PVU entitlements sufficient to cover all activated processor cores in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using Virtualization Capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html

1 An Activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Notes:

• Some programs may require licenses for the program and what is being managed. In that case, the following applies: In addition to the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.

• Some programs may be licensed on a managed basis only. In that case, the following applies: Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.

• A few programs on an exception basis may be licensed on a referenced basis. In that case, the following applies: Rather than obtaining entitlements for the activated processor cores available to the program, Licensee must obtain PVU entitlements for this program sufficient to cover the environment made available to the referenced program as if the program itself were executing everywhere the referenced program was executing, independent of the basis on which the referenced program is licensed.

Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the program specific table. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource. Refer to the program-specific RVU table.

Notes:

• Some programs may require licenses for the resources available to and the resources being managed by the program. In that case, the following applies. In addition to the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

• Some programs may be licensed on a managed basis only. In that case, the following applies. Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.
**Processor Value Unit (PVU) sub-capacity licensing**

This software product is eligible for sub-capacity licensing. Customers must accept the terms of the IBM International Passport Advantage Agreement Attachment for Sub-Capacity Licensing Terms (Attachment), and must obtain PVU Proofs of Entitlement (PoEs) for the maximum processor core capacity available to an eligible sub-capacity product when deployed in an eligible virtualization environment. This is also referred to as sub-capacity or virtualization capacity licensing.

Customers must use the IBM License Metric Tool unless they meet the exceptions described in the Attachment.

For information regarding PVU sub-capacity licensing, including terms and IBM License Metric Tool ordering information, visit


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

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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**

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The programs' License Information will be available for review on the IBM Software License Agreement Web site


**Limited warranty applies**

Yes

**Limited warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).
**Program technical support**

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

**Money-back guarantee**

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

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

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

**Usage restriction**

Yes

For additional information, refer to the License Information document that is available on the IBM Software License Agreement Web site


**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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**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Education allowance does not apply.

Education software allowance does not apply.

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Now integrated into the base operating system of AIX® 5.3, AIX 6.1, and AIX 7.1, 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 Web site 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.

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http://www.ibm.com/support/electronic
Prices

Business Partner information

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https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller/emea/channelannouncement

For all local charges, contact your IBM representative.

Passport Advantage

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Corrections

(Corrected on February 4, 2014)
In the Charge metrics section added a note under Application Instance.