IBM SmartCloud Analytics - Log Analysis V1.2 delivers a log analysis solution for rapid analysis of unstructured data

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At a glance

IBM SmartCloud® Analytics - Log Analysis V1.2 adds capabilities, including:

• Enhanced scalability to allow users to monitor more applications and systems.
• Ability to help manage IT with fewer resources, both human and physical, while still maintaining the highest availability and quality of service for your applications.
• Ability to help speed problem resolution by automating the analysis of previously untapped and underutilized sources of data, such as logs and stack traces, and by linking this data to expert advice.

Overview

IBM SmartCloud Analytics - Log Analysis V1.2 includes the following enhancements:

• Distributed indexing capability that allows the solution increased scalability.
• Ability to search expert advice portals to accelerate problem resolution time.
• Ability to detect anomalies over historical logs and data sources.
• Enhanced user experience through improved usability that can help speed time to value.
• New Log Analysis Insight Packs for Syslog, Web logs, Java™ logs, and Microsoft™ Windows™ logs and support for Delimiter Separated Value (DSV) log sources.
• Support for significantly more log sources through integration with Logstash, an open source tool for managing events and logs.

Key prerequisites

For details, refer to the Hardware requirements and Software requirements sections.

Planned availability date

November 29, 2013: Electronic download availability
December 6, 2013: Media general availability
Description

IBM SmartCloud Analytics - Log Analysis provides a log analysis capability that allows users to index, search, and analyze structured and unstructured data. It has the capability to collect data in batch or streaming mode in near real time. This data can then be parsed and annotated to extract key patterns of information. It also includes Log Analysis Insight Packs that allow users to add their own prepackaged domain insights.

SmartCloud Analytics - Log Analysis V1.2:

- Is designed with a clean, web-based user interface. The user is presented with a simple search bar, which can be used to enter queries across a range of ingested data. Search results can also be visualized in reports and dashboards. These can also be included in Log Analysis Insight Packs.
- Supports a distributed indexing capability. This allows the solution to scale out to support much higher volumes of log data.
- Includes a unique expert advice search capability that allows users to search in-house support and service desk portals as well as external sites to help improve problem resolution time.
- Enhances user experience through improved usability that can help speed time to value.
- Features capabilities to create and save dashboards as well as to assist with the data ingestion process.
- Includes the ability to detect anomalies over historical logs and data sources.

SmartCloud Analytics - Log Analysis extends and improves the Log Analysis Insight Packs that are available by:

- Delivering packs for Syslog, Web logs, Java logs, and Microsoft Windows logs, and support for Delimiter Separated Value (DSV) log sources. These new packs extend the capabilities of SmartCloud Analytics - Log Analysis Workgroup Edition that included packs for IBM® DB2®, IBM WebSphere® Application Server, and generic logs in ASCII format.
- Enabling integration with Logstash, an open source tool which extends support to dozens of extra logs sources.
- Extending platform support to include SUSE Linux™ V11.

Refer to the Statement of direction section regarding plans to support System z® logs.

Refer to the Reference information section for links to the announcements of previously released components of SmartCloud Analytics.

Accessibility by people with disabilities

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


Statement of direction

IBM is also announcing that, in the future, SmartCloud Analytics - Log Analysis plans to include support for IBM System z logs.

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.

Reference information

For information about related announcements, refer to:


Program number

<table>
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<th>Program name</th>
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<tbody>
<tr>
<td>5725-K26</td>
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</tr>
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Education support

Comprehensive education for IBM Tivoli® products is offered through Worldwide Tivoli Education Delivery Services. A wide range of training options are available, including classes led by instructors, learning on demand, on-site training, and blended learning solutions.

For additional information, visit http://www-306.ibm.com/software/tivoli/education/

Offering Information

Product information is available via the Offering Information website http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® website http://www.ibm.com/software/passportadvantage

Publications

No printed publications are shipped with this product.

The IBM Publications Center http://www.ibm.com/shop/publications/order

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.
Technical information

Specified operating environment

**Hardware requirements**
The hardware requirements vary according to the volume of data ingested or managed by the program.

Minimum requirements:

- Operating system: Red Hat Enterprise Linux (RHEL) 6.x x86_64 or SUSE Linux Enterprise Server (SLES) 11
- 16 Cores
- 96 GB RAM
- 1.2 TB RAID 1+0

For actual requirements to support your target environment, contact your IBM representative.

**Software requirements**
The software requirements may vary depending on your specific configuration.

Minimum requirements:

- RHEL 5.x 64 bit, or RHEL 6.x 64 bit, or SUSE Linux Enterprise Server (SLES) 11 64 bit
- Firefox Extended Support Release 17, or later
- Perl version 5.8.8, or later
- Python version 2.6.6
- 32 bit and 64 bit compat-libstdc++ and libstdc++ libraries


For additional assistance, contact your IBM representative or sales team.

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.


Planning information

Packaging
IBM SmartCloud Analytics - Log Analysis is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Media

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

SmartCloud Analytics - Log Analysis uses the security and auditability features of the operating system software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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.

Licensing metric definition and pricing example

Licensing metric definition

Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) 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 the licensee's environment for the specific resources as specified in the table below and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

General charge terms

The resource for the purpose of RVU calculation is a gigabyte. A gigabyte is 2 to the 30th power bytes (1,073,741,824 bytes). Sufficient entitlements must be obtained to cover the highest 30-day rolling average of the daily number of gigabytes of data processed by the program.

Resource Value Unit conversion table (VUE103A)

- From 1 to 20 Resources, 1.00 RVU per Resource
- From 21 to 50 Resources, 20.0 RVUs plus 0.83 RVUs per Resource above 20
- From 51 to 100 Resources, 44.9 RVUs plus 0.80 RVUs per Resource above 50
- From 101 to 250 Resources, 84.9 RVUs plus 0.76 RVUs per Resource above 100
- From 251 to 500 Resources, 198.9 RVUs plus 0.60 RVUS per Resource above 250
• From 501 to 1,000 Resources, 348.9 RVUs plus 0.50 RVUs per Resource above 500
• From 1,001 to 5,000 Resources, 598.9 RVUs plus 0.47 RVUs per Resource above 1,000
• From 5,001 to 10,000 Resources, 2,478.9 RVUs plus 0.40 RVUs per Resource above 5,000
• From 10,001 to 25,000 Resources, 4,478.9 RVUs plus 0.36 RVUs per Resource above 10,000
• For more than 25,000 Resources, 9,878.9 RVUs plus 0.33 RVUs per Resource above 25,000

**Pricing example**

Example of 30 days of daily ingestion rate in gigabytes:

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<tr>
<th>Day</th>
<th>1</th>
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<td>10</td>
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<td>20</td>
<td>Day 30</td>
<td>30</td>
</tr>
</tbody>
</table>

Calculation: The 30-day average is calculated by averaging the daily rate of ingestion over a 30-day rolling period, then converting that average to the applicable number of RVUs as shown in RVU conversion table VUE103A.

1. Add the daily ingestion rate for all 30 days. In this example, the total for 30 days is 1,650.
2. Divide the total by 30 to determine the average ingestion rate over 30 days. In this example, the average ingestion rate over 30 days is 55 gigabytes.
3. Convert the average 30 day ingestion rate of 55 gigabytes to RVUs using the VUE130A table. In this example, the applicable line is "From 51 to 100 Resources, 44.9 RVUs plus 0.80 RVUs per Resource above 50". Therefore, the 55 gigabytes average is 44.9 RVUs plus 4 RVUs (.80 x 5) = 48.9, then rounded to 49

The result is that the customer should purchase 49 RVUs of SmartCloud Analytics - Log Analysis.

**Standby or backup systems**

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

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

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

**Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.
**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

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

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

### Ordering information

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

**Product group:** Availability and Performance products  
**Product Identifier:** 5725-K26 IBM SmartCloud Analytics  
**Product category:** Log Analysis

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit [http://www-306.ibm.com/software/support/pa.html](http://www-306.ibm.com/software/support/pa.html)

**Passport Advantage customer: Media pack entitlement details**

Customers with active maintenance or subscription for the product listed are entitled to receive the corresponding media pack.

<table>
<thead>
<tr>
<th>Media pack name</th>
<th>Media pack part number</th>
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<tr>
<td>IBM SmartCloud Analytics - Log Analysis V1.2</td>
<td>BJ14UEN</td>
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</table>

**New licensees**

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

**Basic license**

**Ordering information for Passport Advantage**

Passport Advantage allows you to have a common anniversary date Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of SW S&S. SW S&S in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all SW S&S will renew at the common anniversary date for twelve full months of SW S&S.
Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through Software Subscription and Support (Software Maintenance).

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Resource Value Units. To order for Passport Advantage, specify the desired part number and quantity.

**SmartCloud Analytics - Log Analysis V1.2**

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<thead>
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<th>Description</th>
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<tr>
<td>Per RVU:</td>
<td></td>
</tr>
<tr>
<td>License + SW Subscription &amp; Support 12 Mo</td>
<td>D12Q3LL</td>
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<tr>
<td>Annual SW Subscription &amp; Support Renewal</td>
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<tr>
<td>SW Subscription &amp; Support Reinstatement 12 Mo</td>
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To order a media pack for Passport Advantage, specify the following part number in the desired quantity:

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<thead>
<tr>
<th>Media pack description</th>
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</tbody>
</table>

IBM SmartCloud Analytics - Log Analysis is also available, via web download, from Passport Advantage.

**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.

<table>
<thead>
<tr>
<th>Program name/Description</th>
<th>Part number</th>
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<td>IBM SmartCloud Analytics - Log Analysis V1.2 Per RVU:</td>
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<tr>
<td>License + SW Subscription &amp; Support 12 Mo</td>
<td>D12PZLL</td>
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<tr>
<td>Annual SW Subscription &amp; Support Renewal</td>
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**License Information form number**

The program’s License Information will be available for review on the IBM Software License Agreement website


**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).

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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.

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

Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

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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

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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**

**Passport Advantage**

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

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

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For all local charges, contact your IBM representative.

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http://www.ibm.com/planetwide/