IBM Tivoli Netcool/OMNIbus V7.2 software delivers real-time, centralized, event collection across a broad range of IT domains and complex networks

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At a glance

IBM Tivoli Netcool/OMNIbus V7.2 adds:

- IPv6 support: Both the current IPv4 and the evolving IPv6 networks are able to be monitored by Netcool/OMNIbus software via dual stack environment. This is especially critical for federal government networks as well as for customers in China, Japan, Korea, cable customers in the U.S., and so on.

- Leveraging IBM Tivoli Monitoring and Tivoli Business Service Manager: This includes IBM Tivoli Monitoring, extended self monitoring, and the use of Tivoli Enterprise™ Portal (TEP) for event views.

- Extended platform support: Includes new Windows® and Linux™ platforms.

- Out-of-the-box failover: Improved ease of configuration for high availability systems.

- Accelerated event notification: "Fast-track" event propagation for high priority events with supporting "pop-up" GUI applications.

- Remote help: Improved support for administrators with IBM Support Assistant.

For ordering, contact:

Your IBM representative, an IBM Business Partner, or the Americas Call Centers at

800-IBM-CALL Reference: SE001

Overview

IBM Tivoli® Netcool/OMNIbus software is the leading event management solution for enterprise, service providers, and government organizations. This ultrascalable software delivers real-time, centralized, event management and correlation, as well as direct monitoring of application, system, network, security resources and more complex networks and IT domains. With scalability that exceeds tens of millions of events per day, Tivoli Netcool/OMNIbus software offers round-the-clock management and automation to help you deliver more continuous uptime of business services, improve operational efficiency, and reduce associated costs and accelerate time to market for new services.

Leading service providers use Tivoli Netcool/OMNIbus software to manage their complex networks and applications in real time, helping optimize the availability of fixed and wireless services. The software helps accelerate time to market of new services and maximize network reliability to enhance customer satisfaction and improve operator efficiency.
Leading enterprises rely on Tivoli Netcool/OMNIbus software to consolidate management across IT silos management systems and tools under a single pane of glass view. Advanced correlation capabilities make it easier for enterprises to effectively cross a broad range of event sources, reducing the volume of events to a more manageable number, thereby helping to improve overall staff productivity and reduce mean time to resolution.

Environments supported out of the box by Tivoli Netcool/OMNIbus software include a vast array of business applications, systems, network devices, Internet protocols, and security devices as well as other information technology. Tivoli Netcool/OMNIbus software has been selected by leading enterprise, service provider, and government organization for its rapid deployment, breadth of coverage and out-of-the-box integrations, flexibility and ease of use, and the ability to manage and scale to large and highly complex environments.

Key prerequisites

- Memory size must be at least 1/2 GB
- Available disk space must be at least 1/2 GB

Planned availability dates

- November 23, 2007: Electronic general availability
- December 14, 2007: Media and physical general availability

Description

IBM Tivoli Netcool/OMNIbus Software

The profitability of most organizations depends largely upon their ability to deliver application and network-based services to customers and end users in the most cost-effective manner. From fixed and mobile telecommunications services to online trading and Web banking, the reliability and performance of application and network-based services are intrinsically tied to an organization's success and bottom line.

Use highly scalable fault processing to manage complex, dispersed environments. Many customers use Tivoli Netcool/OMNIbus software to manage tens of millions of raw events daily. Furthermore, the software can be deployed in a distributed, parallel or hierarchical fashion to support complex operations environments that span diverse geographic boundaries. Since it couples scalability with a flexible architecture, the software can deliver robust event management to support environments of any size.

Tivoli Netcool/OMNIbus software provides consolidated management across multiple silos to help organizations improve the end-to-end availability of their application and network-based services. When the software detects faults, the faults are processed in the ObjectServer, a high-speed, in-memory database that collects events from across the infrastructure in real time.

Tivoli Netcool/OMNIbus software then eliminates duplicate events and filters events through an advanced problem escalation engine. The software enables your staff to hone in on the most critical problems and even automate the isolation and resolution of those problems.

Automate problem resolution. Typically, operators diagnose and resolve one alarm at a time leaving several other alarms sitting in the queue for lengthy periods. Tivoli Netcool/OMNIbus software helps organizations improve the efficiency of their problem resolution efforts by providing an advanced capability for automating corrective actions to common problems. By allowing operators to run automated resolution scripts against recurring, predictable problems, your organization can more rapidly resolve routine issues and help minimize manual intervention.

Manage a broad range of application and network-based services and supporting infrastructure. Use Tivoli Netcool Probes to actively collect business and technology events from more than 1,000 sources in real time. These lightweight agents and applications look for events and traps, and monitor network devices across the business. You can also develop and customize Tivoli Netcool Probes to support virtually any kind of event, such as those generated by proprietary business applications.

The probes deliver data to the ObjectServer for collection, filtering, and storage, where your staff
can view and manipulate the information and then take meaningful action. Your organization can create customized filters to view data by severity, device, service, geography, or other criteria you define.

In addition to the Netcool Probes, you can deploy the IBM Tivoli Monitoring family that integrates with Tivoli Netcool/OMNibus software to proactively measure user experiences and performance across applications and generate alarms based on thresholds you establish.

Examples of devices, systems, and applications include but are not limited to:

- **Network infrastructure** — Layer 1, 2 and 3 network routers and switches, such as multiprotocol label switching (MPLS), virtual private network (VPN), asynchronous transfer mode (ATM), frame relay, synchronous optical network (SONET), Voice over IP (VoIP), and legacy Private Branch Exchange (PBX) based services.

- **Applications** — IBM Lotus Notes® and IBM Lotus® Domino®, IBM WebSphere® software, Sybase, SAP, Microsoft® Active Directory, IIS, Exchange and SQL Server, BEA WebLogic, Apache, Oracle, and many more.


- **Wireless infrastructure** — Nokia, Nortel, Class 5 voice switches, Private Automatic Branch Exchange (PABX) voice switches, Signalling System 7 (SS7 or C7), Radio Access Network devices, network transport, multiservice components, and optical equipment.

- **User transactions** — Recording, playback, and performance testing of transactions for user-facing applications such as Java™ applets, and Flash and native Microsoft Windows client applications.

- **Security** — VPNs, firewalls, antivirus programs, authorization programs, and intrusion detection systems (IDS).

- **Systems** — Availability, CPU, log files, memory, disk, application flow, security, and client and server response time.

**Extend the value of existing enterprise management tools and operations support systems**

Tivoli Netcool/OMNibus software can serve as a manager of managers that leverages your existing investments in management systems such as BMC Patrol, HP OpenView, NetIQ, CA Unicenter TNG, and many others. By enabling organizations to manage data from multiple tools under a single console, Tivoli Netcool/OMNibus software can help improve the effectiveness of the entire enterprise operations environment.

For service providers, Tivoli Netcool/OMNibus software provides integration with operations support systems (OSS) such as inventory, provisioning and billing tools. Consequently, the software can help support enhanced Telecom Operations Map (eTOM) initiatives.

Tivoli Netcool/OMNibus software also integrates with help desk and customer relationship management (CRM) applications such as Siebel, Peregrine, and Remedy. It can automatically open trouble tickets and help enable help desk personnel to proactively manage problems by displaying effects of problems on customers and services.

**Gain real-time management views.** Furthermore, your organization can assimilate data from applications and the operations environment into service views by using Tivoli Netcool/Webtop. This Web-enabled interface allows monitoring and viewing of high volumes of management data from the ObjectServer. Tivoli Netcool/Webtop provides your executives, line-of-business managers, operations personnel, and customers with real-time, customizable views of faults, services, and key performance indicators.

Accessible from any Java-enabled Web browser, Tivoli Netcool/Webtop provides operations staff and executives with anytime, anywhere access to service status and actionable information. Highly customizable dashboards offer an array of images, graphical maps, charts, tables, and event lists that can be tailored according to your requirements, showing the big picture of a service or the specific devices that may be causing a problem.

**Integrate real-time information with historical reporting.** Understanding the behavior of applications, services, processes, key performance indicators, and other relevant data is critical to effective decision making. Organizations can purchase reporting to gain intelligence about developing trends and to identify potential hot spots for proactive intervention before larger problems occur.
**About Tivoli software.** The IBM Tivoli software portfolio is used by many of the world’s leading enterprises, service providers, and government organizations for its ability to consolidate and manage events across some of the largest, most complex, heterogeneous environments. The Tivoli software portfolio offers broad collection, consolidation, and correlation capabilities to help organizations rapidly identify and resolve problems and improve operational efficiency. By combining real-time service modeling and impact analysis capabilities with scalable fault management, the Tivoli Netcool software portfolio helps organizations to manage more effectively the availability, performance, and security of business applications and services.

Tivoli software from IBM helps organizations more efficiently and effectively manage information technology (IT) resources, tasks, and processes to help meet ever-shifting business requirements, and deliver more flexible and responsive IT service management while helping to reduce costs. The Tivoli portfolio has a wide range of software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support, and research.

For more information about IBM Tivoli Netcool/OMNIbus software, visit our Web site.


**Accessibility by people with disabilities**

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


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**Product positioning**

IBM Tivoli Netcool/OMNIbus software delivers real-time, centralized event monitoring of complex networks and IT domains providing out-of-the-box consolidation of events from a broad range of event sources, and addresses the issue of correlating large numbers of events using deduplication, filtering, and state-based correlation techniques. Integration with the capabilities provided by the broader IBM Service Management portfolio further enrich this core technology through:

- Business Service Management.
- Event enrichment through real-time integration with corporate business data (Netcool/Impact).
- Application topology and dependency (Tivoli Application Dependency Discovery Manager).
- System and Application Monitoring to extend the consolidation of distributed system events (IBM Tivoli Monitoring).
- System z™ to capture events from the mainframe environment (OMEGAMON®).
- Application and Transaction Performance Monitoring by IBM Tivoli Composite Application Manager to provide consolidated views of composite distributed application events.
- Directing products to proactively identify potential issues (Performance Analyzer).
- Integration with the Tivoli Enterprise Console® (TEC) event sources.
- Network, application, and service topology-based correlation that allows the identification of root-cause and symptom events using downstream, connected, and containment-based relationships for events on both element and links. This is supported by automatic discovery of elements and relationships, and a generalized modeling capability in the Change and Configuration Management Database (CCMDB).
- Causal-relationship correlation based upon rules or models leveraging domain expertise.
- Security information and event management, which requires specialized and dedicated techniques (Tivoli Security Operations Manager).

This approach provides an extensible event management solution (Tivoli Netcool/OMNIbus software), along with modular best-of-breed management capabilities to more effectively balance your immediate, specialized correlation requirements with your strategic, long-term objective of increasing sophistication across the range of event management and operational management processes.
In addition to the breadth and flexibility offered via Tivoli integrations, Netcool/OMNibus software’s third-party integration support has never been broader and features:

- Continued expansion of the third-party applications, systems, and network equipment that can be monitored via the Netcool/OMNibus probes
- Continued expansion of integrations with third-party systems through Netcool/OMNibus gateways that allows other operations management products to benefit from the event correlation and analysis provided in the Tivoli event correlation and analysis suite

 Trademarks

Tivoli Enterprise and System z are trademarks of International Business Machines Corporation in the United States or other countries or both.

Tivoli, WebSphere, Domino, Lotus, Lotus Notes, OMEGAMON, and Tivoli Enterprise Console are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Windows and Microsoft are registered trademarks of Microsoft Corporation.

Java is a trademark of Sun Microsystems, Inc.

Linux is a trademark of Linus Torvalds in the United States, other countries or both.

Other company, product, and service names may be trademarks or service marks of others.

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


Offering Information

Product information is available via the Offering Information Web site

http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® Web site

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

Publications

No publications are shipped with this program.

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.

Licensed documentation: Orders for new licensed material is available from IBM by November 23, 2007. To order, contact your IBM representative.
Technical information

Specified operating environment

Hardware requirements: IBM Tivoli Netcool/OMNibus V7.2 software runs on hardware capable of supporting the software listed in the Software requirements section.

Software requirements: Supported platforms:

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<td>Windows XP Professional x86-32</td>
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Browser support:
• UNIX®
  – Netscape 7.x
  – Mozilla Firefox 1.x (Linux AS/ES/WS 3, 4, and 5 only)
• Windows
  – Internet Explorer 6
  – Mozilla Firefox 1.x
• Java™ Runtime Environment (JRE) 1.5

Planning information

Packaging: IBM Tivoli Netcool/OMNIbus V7.2 software is distributed with:

• International Program License Agreement (Z125-3301)
• License Information document
• CD-ROM
• Publications (refer to the Publications section)

This program, when downloaded from a Web site, 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 Tivoli Netcool/OMNIbus V7.2 software 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.

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 unmatched portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support any critical business need.

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

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

IBM Tivoli Enhanced Value-Based Pricing

Tivoli software products are priced using Tivoli's Enhanced Value-Based Pricing. The Enhanced Value-Based Pricing system is based upon the Tivoli Environment-Managed Licensing Model, which uses a managed-environment approach — whereby price is determined by what is managed rather than the number and type of product components installed.

For example, all servers monitored with Tivoli's monitoring product (IBM Tivoli Monitoring) require entitlements sufficient for those servers. Other Tivoli products may manage clients, client devices, agents, network nodes, users, or other items, and are licensed and priced accordingly.

Unlike typical systems management licensing models that require entitlements of specific software components to specific systems, the IBM Tivoli Environment-Managed Licensing Model provides the customer flexibility to deploy its Tivoli software products within its environment in a manner that can address and respond to the customer's evolving architecture. That is, as the architecture of a customer's environment changes, the customer's implementation of Tivoli software can be altered as needed without affecting the customer's license requirements (as long as the customer does not exceed its entitlements to the software).

Under Enhanced Value-Based Pricing, licensing and pricing of server-oriented applications are
determined based upon the server’s use in the customer's environment. Typically, such applications are licensed and priced in a manner that corresponds to each installed and activated processor of the server managed by the Tivoli application to help correlate price to value while offering a simple solution.

Where a server is physically partitioned, this approach is modified. This partitioning technique is the approach used with systems that have either multiple cards or multiple frames, each of which can be configured independently. For servers capable of physical partitioning (for example, IBM’s System p Scalable POWERParallel Systems® servers, Sun Ultra servers, and HP Superdome servers), an entitlement is required for each processor in the physical partition being managed by the Tivoli application. For example, assume that a server has 24 processors installed in aggregate. If this server is not partitioned, entitlements are required for all 24 processors. If, however, it is physically partitioned into three partitions each containing eight processors, and Tivoli products were managing only one of the three partitions, then entitlements would be required for the eight processors on the physical partition managed by the Tivoli application.

For servers with virtual or logical partitions, entitlements are required for all installed and activated processors on the server. For each Tivoli application managing a clustered environment, licensing is based on the cumulative number of installed and activated processors on each server in the cluster. Where the cluster includes physically partitioned servers, the considerations described above concerning physically partitioned servers apply as well.

Enhanced Value-Based Pricing recognizes the convergence of RISC/UNIX and Microsoft® Windows/Intel® technologies, in order to simplify the customer’s licensing requirements, and to provide a smoother, more scalable model. Pricing and licensing do not differentiate between non-System z™ server platforms or operating systems. For some products, this platform neutrality extends to System z and other host servers as well.

IBM Tivoli Enhanced Value-Based Pricing terminology definitions

Application instance
A license entitlement is required for each instance of the application being connected.

Authorized user
An authorized user is one and only one individual (named or unnamed) within or outside the customer's enterprise. A Proof of Entitlement (PoE) must be obtained for each individual user accessing the program in any manner. A program licensed under an authorized user PoE may be installed on a single computer or server, and accessed by multiple users, provided that a PoE has been obtained for each individual user accessing the program either directly or indirectly (via a multiplexing program, device, or application server) through any means on behalf of the user.

Note that:
- Authorized users have unique, specific identities, and IDs cannot be shared.
- An ID can establish one or more connections and count as a single authorized user.
- Specifics to affected security products
  - An authorized user of IBM Tivoli Federated Identity Manager is any ID that accesses an application or service managed or protected by IBM Tivoli Federated Identity Manager.
  - An authorized user of IBM Tivoli Directory Integrator is one whose identity can be synchronized by Tivoli Directory Integrator or that can access a connected system that can be synchronized by Tivoli Directory Integrator.
  - An authorized user of IBM Tivoli Identity Manager is any ID whose identity is recorded in the Tivoli Identity Manager identity store.
  - An authorized user of IBM Tivoli Access Manager for e-business is any ID that accesses an application or service managed or protected by IBM Tivoli Access Manager for e-business.

Application instance
A license entitlement is required for each instance of the application being connected.

Client device or client
A client device is a computing device that requests the execution of a set of commands, procedures, or applications from another computer system that is typically referred to as a server. Multiple client devices may share access to a common server. A client device generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to, notebook computers, desktop computers, desk-side computers,
technical workstations, appliances, automated teller machines, point-of-sale terminals, tills and cash registers, and kiosks.

**Concurrent user**

A concurrent user is one and only one individual within or outside the customer’s enterprise. The number of PoEs required is for the highest number of users simultaneously accessing the program or any program components either directly or indirectly (via a multiplexing program, device, or application server) through any means on behalf of the user.

**Concurrent user (limited user)**

A concurrent user limited to read-only operation. Refer to concurrent user definition.

**Engine**

An engine is also referred to as a central processor (CP) or processor. Engines for traditional workloads are called General Purpose CPs. Engines for Linux workloads are called Integrated Facility for Linux (IFL) engines or Linux-only engines. Engines for Coupling Facility workloads are called Integrated Coupling Facility (ICF) engines.

**Enterprise**

An enterprise is a person or single entity and the subsidiaries owned by more than 50%.

**External user**

An external user is an authorized user who is not part of the enterprise.

**IBM IFL**

This optional facility enables additional processing capacity exclusively for Linux workload, with no effect on the model designation of a System z or OS/390® server. Consequently, executing Linux workload on the IBM IFL will not, in most cases, result in any increased IBM software charges for z/OS®, OS/390, VM, VSE, or TPF operating systems or applications. There is, as indicated, a charge associated with the IFL, and there may also be a charge for applications that run on the IFL.

The IFL may be dedicated to a single Linux-mode logical partition or it may be shared by multiple Linux-mode logical partitions. Installations should note that the Linux workspace enabled by this facility will not support any of the S/390 traditional operating systems (OS/390, TPF, VSE, or VM). Only Linux applications or Linux operating in conjunction with the Virtual Image Facility™, an environment that operates within a logical partition or in native S/390® mode and provides the capability to create multiple Linux images, is supported by the IBM S/390 IFL.

**IBM Tivoli Directory Integrator Connected System**

A connected system is any directory, database, application, or file integrated or merged by IBM Tivoli Directory Integrator.

**IBM Tivoli Storage HSM for Windows terabyte (TB) capacity**

IBM Tivoli Storage HSM for Windows includes primary HSM disk storage pool size combined with the amount of utilized HSM removable media storage pool. Storage pools are configured on the IBM Tivoli Storage Manager server.

**IBM System Storage™ Archive Manager TB capacity**

IBM System Storage Archive Manager includes primary disk storage pool size combined with the amount of utilized primary removable media storage used by the IBM System Storage Archive Manager server.

Capacity notes:

- Capacity does not include:
  - Copy storage pools for the space-managed data that reside on disk.
  - Copy storage pools for the space-managed data that reside on removable media.
  - Space used on the IBM Tivoli Storage Manager server for any purpose other than the primary storage of space-managed data.
  - Disk on the host being space managed.
- A virtual tape library (VTL) is considered a removable media device, so capacity is based on utilization.
• The minimum amount of capacity that can be purchased is 1 TB.
• Partial capacity will be rounded up to the next whole number of TBs.
• Additional capacity must be added in increments of 1 TB.

IBM TotalStorage® Productivity Center TB capacity
A TB capacity is each individual TB of storage capacity managed by the IBM TotalStorage Productivity Center products. Managed capacity for the IBM TotalStorage Productivity Center for Replication includes both the source and target devices.

Install
An install is a copy or instance of the program in the enterprise.

Instance
An installation or copy of the program in the enterprise.

Managed processor (charging under full capacity in the managed environment)
Charges are based on the active processors on the machines in the computing environment affiliated with the program rather than on the server where the program is run. The managed processors that require PoEs are defined in the License Information's program-unique terms.

Notes:
1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. The program may not run on some or all of the processors for which PoEs are required by the program's valuation method.
4. In the System z IFL environment, each IFL engine is considered a single physical processor.
5. Threading, a technique which makes a single processor seem to perform as two or more, does not affect the count of physical processors.
6. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blades with which the program is affiliated.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage Web site

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

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

For more detailed information about System z software pricing, go to:


Network node or node
Network nodes include routers, switches, hubs, and bridges that contain a network management agent. A single network node may contain any number of interfaces or ports.

Network security device
Network security device is any network-based security appliance or server running network security software that provides a source of security events or logs. Examples include, but are not
limited to, firewalls, application firewalls, intrusion detection systems, intrusion protection systems, virtual private networks (VPNs), threat protection products (antivirus gateways), content filtering (Web, e-mail), identity and access management, directory servers, network anomaly behavior products, and multifunction security appliances.

**Partitions**

A server's resources (CPU, memory, I/O, interconnects, and buses) may be divided according to the needs of the applications running on the server. This partitioning can be implemented with physical boundaries (physical partitions) or logical boundaries (logical partitions).

Physical partitions are defined by a collection of processors dedicated to a workload and can be used with systems that have either multiple cards or multiple frames, each of which can be configured independently. In this method, the partitions are divided along hardware boundaries and processors, and the I/O boards, memory, and interconnects are not shared.

Logical partitions are defined by software rather than hardware and allocate a pool of processing resources to a collection of workloads. These partitions, while separated by software boundaries, share hardware components and run in one or more physical partitions.

**Port**

A port is the physical connection between a device and the network.

**Processor (per processor charging under full capacity)**

In Full capacity charging, PoEs must be acquired for all activated processors (available for use) that are on the server where the program or a component of the program is run.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.

2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.

3. In the System z IFL environment, each IFL engine is considered a single physical processor.

4. Threading, a technique which makes a single processor seem to perform as two or more, does not affect the count of physical processors.

5. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.

6. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.

7. In the System z IFL environment, each IFL engine is considered a single physical processor.

8. Threading, a technique which makes a single processor seem to perform as two or more, does not affect the count of physical processors.

9. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.

10. When a server is shipped with six processors, but two of them are inactive, four processors are active for the customer.

11. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage Web Site

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

**Resource Value Unit**

Resource Value Unit is a pricing charge metric for program license entitlements, which is based upon the quantity of a specific designated measurement used for a given program. Refer to Value Units definition.
Server
A server is a computer system that executes requested procedures, commands, or applications to one or more user and/or client devices over a network. A PoE must be obtained for each server on which the program or a component of the program is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

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 licenses 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, and so forth), the program is considered to be doing work in the "hot" situation and a license or entitlement must be purchased.

Terabyte (T/TB)
1 TB of managed storage = 2 to the 40th power bytes = 1,099,511,627,776 bytes.

Tivoli Management Points
A Tivoli Management Point is a metric used to compute license quantities and is program specific.

Value Units
A Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurements are processor cores and MSUs. However, for select programs, there are other designated measurements such as servers, users, client devices, and messages. The number of Value Unit entitlements required for a specific implementation of the given program must be obtained from a conversion table associated with the program. Customers must obtain a PoE for the appropriate number of Value Unit entitlements for their implementation. The Value Unit entitlements of a given program cannot be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. Whenever the designated measurement is a processor core, not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage Web site

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

Volume Unit Exhibit (VUE) 002 is applicable to the following products:

- IBM Tivoli Netcool/OMNibus
VUE A

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Product and licensing Web sites

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at


Passport Advantage

Through the Passport Advantage Agreement, you may receive discounted pricing based on their total volume of eligible products, across all IBM brands, acquired worldwide. The volume is measured by determining the total Passport Advantage points value of the applicable acquisitions. Passport Advantage points are only used for calculating the Entitled Passport Advantage discount.

To determine the required IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's environment is evaluated on a per-product basis.

Use the following two-step process to determine the total Passport Advantage points value:

1. Analyze your environment to determine the number of charge units for a product. The quantity of each product's part numbers to be ordered is determined by that analysis.

2. Order the Passport Advantage part numbers. A Passport Advantage point value, which is the same worldwide for a specific part number regardless of where the order is placed, is assigned to each IBM Tivoli product part number. The Passport Advantage point value for the applicable part number, multiplied by the quantity for that part number, will determine the Passport Advantage points for that IBM Tivoli product part number. The sum of these Passport Advantage points determines the Passport Advantage point value of the applicable IBM Tivoli product authorizations which then may be aggregated with the point value of other applicable Passport Advantage product acquisitions to determine the total Passport Advantage points value.

The discounted pricing available through Passport Advantage is expressed in the form of Suggested Volume Prices (SVPs), which vary depending on the SVP level. Each SVP level is
assigned a minimum total Passport Advantage point value, which must be achieved, in order to qualify for that SVP level.

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Maintenance 12 Months — This is the product authorization with maintenance to the first anniversary date.
- Annual Software Maintenance Renewal — This is the maintenance renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Maintenance Reinstatement 12 months — This is for customers who have allowed their Software Maintenance to expire, and later wish to reinstate their Software Maintenance.
- Media packs — These are the physical media, such as CD-ROMs, that deliver the product's code.
- Documentation packs — These contain printed documentation such as the User's Guide and Release Notes.

**Pricing example**

**IBM Tivoli Netcool/OMNibus**

IBM Tivoli Netcool/OMNibus software is priced per install. Each application instance of the Object Server is considered a single install of OMNibus. It is also priced by tier by the amount of resources that are managed and the number of users viewing the data. The number of RVUs required per tier is defined below. Volume scaling is applied to each tier as indicated below per specific Volume Unit Exhibit (VUE). The number of:

- Netcool/OMNibus ObjectServer Gateways
- Netcool/OMNibus Probe Consolidation Server
- Netcool/OMNibus Administrator GUI
- Netcool/OMNibus Process Agent
- Netcool utility functions

are not priced and unlimited instances of these are included in each OMNibus entitlement.

**Probe Tier 1 (VUE 002 A) IBM Tivoli Netcool/OMNibus**

This is counted by the number of end devices monitored via:

- SNMP traps
- Syslog messages
- Syslogd messages
- BMC Patrol per processor
- TL1
- Ping
- ISS SiteProtector

And the number of:

- Oracle Tables monitored
- HTTPD Common Log Format monitored
- HTTPD Server Error Log monitored
Windows log files monitored
Cisco PIX monitored
Cisco SDEE monitored
Checkpoint Firewall-1 monitored
Cisco ACS monitored (each instance of Cisco ACS counts as 20 RVUs)
IBM Tivoli Monitoring managed processor monitored
IBM Tivoli Enterprise™ Console managed processor monitored (where these are not consolidated via a Tivoli Enterprise Console server)
Devices integrated via the EIF Probe per managed processor monitored

**Probe Tier 2 (VUE 002 B) IBM Tivoli Netcool/OMNibus**

This is counted by the number of managed devices from the following list:

- Pulsepoint
- RADIUS
- Siemens DCO
- Ericsson AXE 10 per Class 5 Voice Switch
- Nortel DMS per Class 5 Voice Switch
- Alcatel DSC Dex per Class 5 Voice Switch
- Marconi System x™ per Class 5 Voice Switch
- Avaya Definity G3 per switch
- Lucent ECP
- Lucent 5ESS — Class 5 Voice Switch
- Ericsson ACP 1000
- Arcom Environmental Monitoring System
- Converse
- Nortel DMS 10
- Nortel Meridian
- Alcatel MT20
- N.E.T. Promina
- Ericsson MD110

**Probe Tier 3 (VUE 002 B) IBM Tivoli Netcool/OMNibus**

This is counted by the number of managed devices from the following list:

- Hewlett Packard OpenView NNM
- IBM NetView®/6000
- DEC VAX Operator Communication Facility
- Oracle
- Enterprise SNMP EMS
- Polycenter Watchdog
- Sun Solstice Enterprise Manager
- Freshwater Sitescope
- Sun SunNet Manager
- Castlerock SNMPC
• Aprisma Spectrum
• Sun Management Center
• Compaq Tandem
• Hewlett Packard Vantage Point Operations
• Microsoft Operations Manager (MOM)
• Microsoft System Center for Operations 2007 (SCOM 2007)
• CFS Building Management
• CMS400
• FDF Server — Single Connection
• N.E.T. IDNX
• Hewlett Packard IT/Operations Center
• Siemens Landis and Staefa
• Open NerveCenter
• N.E.T. Open/5000
• Netlabs (DiMONS 2G)
• Nortel Multi-service Data Manager

And by the number of:

• E-mail systems
• Sockets
• Executable programs
• FIFO queues
• Stdin feeds
• Log files monitored

**Probe Tier 3 third-party A (VUE 002 B) IBM Tivoli Netcool/OMNibus**

This is counted by the number of managed devices from the following list:

• RoboMon Element Manager
• TEC AIX/HP/Solaris Oracle
• Tivoli Enterprise Console® (ODBC)

And by the number of databases managed using:

• ODBC
• Informix™

**Probe Tier 3 third-party B (VUE 002 B) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to a TIBCO rendezvous system.

**Probe Tier 4 (VUE 002 C) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to the managed devices in the following list:

• Nokia NMS100
• Nortel BSSM
• Nortel TN-MS EC1 Element Controller for TN-1X
• Nortel SB OSSI
- Nortel Universal Signalling Point (USP)
- Nortel BB STP
- Octel Voice Message Switch
- Okeford
- Telco Research ORBi-TEL
- Oryx EMS for Exel Switches
- Ascom PANMAN
- Dantel PointMaster
- Ion Networks Sentinel 2000
- Servelec
- Marconi ServiceOn Access
- Siemens EWSD Logfile
- SNM-OS probe
- Siemens TNMS (SNMP)
- Siemens HMS (rs232)
- Airspan Sitespan
- ECI/Telematics
- Ascom TimePlex TimeView/2000
- Ericsson Xmate
- PDS Snyder
- SNMP Telecom EMS
- Huawei T2000 MML
- Lucent ITM-SC
- Alcatel S12
- Nortel EV-DO
- NORTEL IEMS
- Motorola OMC-R (Iden)
- ADAM NOMS
- Lucent Agile ATM
- Alcatel 1000 E10/OCB-283
- Alcatel OMC-R (Terminal Server Connection)
- Alcatel OMC-S
- Telstra AMS
- Cisco CEMF
- Ascom CLOG
- DAWCOM
- Nortel Digital Fault Management (DFMS)
- Tekelec Eagle STP
- ECI/eNM
- Nortel EIF
- Marconi EMOS
• Fujitsu FENS
• FLEXR
• Inet Geoprobe
• Glenayre VMS
• Hughes
• KBU Fivemere
• Fibermux LightWatch
• Lucent ITM-NM/OMS
• ADC Metrica NPR
• NewNet SMS
• NICAD
• Tellabs 2100
• Alcatel NMC 1300
• Tandem SCP
• Lucent OTAF/SDHLR
• Telcordia ISCP-DRS-SPACE
• Alcatel AWS
• Lucent NFM
• Fujitsu Netsmart
• Lucent Wireless ASCII
• Telcordia Wireless ASCII
• Tekelec LSMS
• Prognosis

**Probe Tier 4 third-party A (VUE 002 C) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to the managed devices in the following list:

• Nortel MG9000
• Nortel PTM

**Probe Tier 4 third-party B (VUE 002 C) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to the managed devices in the following list:

• Marconi ServiceOn Data
• Ericsson BNSI
• Siemens TNMS (CORBA)
• Motorola OMC-R (3GPP)
• Huawei T2000 CORBA
• Huawei N2000 CORBA
• Cisco CTM (CORBA)
• NEC Director (CORBA)
• ECI Lightsoft CORBA
• Fujitsu ICS Probe
• Lucent Wavestar SNMS
• Marconi MV38/PSB MNR
• Lucent OMC (CORBA)
• Ciena On Center
• Lucent JMTE (CORBA)

**Probe Tier 5 (VUE 002 C) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to the managed devices in the following list:

• Alcatel OS-OS
• Nokia Nettact/NMS2000
• Nokia NetAct for Broadband
• Nortel EAI
• Nortel Magellan NMS
• Tellabs 8000/8100
• Alcatel 5620 SAM
• Marconi MV36/PFM
• Nortel MDM
• Alcatel 5620 Logfile

**Probe Tier 5 third-party A (VUE 002 C) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to the managed devices in the following list:

• Nortel Preside Wireless (3GPP)
• Nortel CDMA Element Management System (CEMS)
• Nortel CDMA Element Manager (CNM)
• Ericsson 3GPP (OSS-RC/RANOS/CNOS)
• Nokia NetAct for Wireless (3GPP)
• Alcatel OMC-R (3GPP)
• Siemens Switch/Radio/@vantage Commander (CORBA)
• Alcatel 5620 NM CORBA
• Ericsson RANOS (3GPP)

**Probe Tier 5 third-party B (VUE 002 C) IBM Tivoli Netcool/OMNibus**

This is counted by the number of connections to the managed devices in the following list:

• Nortel OMC-R (Q3)
• Alcatel OMC-R (Q3 Interface)
• Alcatel SMC 1360
• Motorola OMC-R (Q3 Interface)
• Siemens RadioCommander (Q3 Interface)
• Siemens SwitchCommander (Q3 interface)

**Pricing example 1a**

ABC Consumer Goods deploys 2 Application Instances of IBM Tivoli Netcool/OMNibus software on 1 server and is managing 500 devices via SNMP, 5 HP NNM installations, 1 TIBCO rendezvous system, and 5 e-mail systems.
Pricing metric | environment | required | Units required
--- | --- | --- | ---
OMNIbus Install | 2 | 2
OMNIbus Tier 1 | 500 | 389* |
OMNIbus Tier 3 | 11 | 11

* Quantity of 500 requires 389 RVUs per VUE A.

**Pricing example 1b**

XYZ Telco deploys 5 Application Instances of IBM Tivoli Netcool/OMNIbus software on 5 servers and is managing 1,900 devices via SNMP and syslog, 4 Nortel DMS, 5 Alcatel OMC-S, 3 Lucent ITM-SC, 3 Tellabs 8100, 6 Alcatel 5620-SAM, and 7 Nortel MDM. XYZ Telco also wants 8 Netcool/OMNIbus Administrator GUIs and 5 Netcool/OMNIbus Process Agents. They require 5 Omnibus Native clients. There is no charge for the Administrator GUI or the process agents. There are 1,900 Tier 1 resources, 4 Tier 2 resources, 8 Tier 4 resources, and 16 Tier 5 resources. For the clients, purchase (as per the Webtop description) 1 base and 5 concurrent users.

| Pricing metric | Quantity in NetResource | NetResource | Net user |
--- | --- | --- | ---
OMNIbus Install | 5 | 5
OMNIbus Tier 1 | 1,900 | 1,099* |
OMNIbus Tier 2 | 4 | 4
OMNIbus Tier 4 | 8 | 7* |
OMNIbus Tier 5 | 16 | 13* |
Webtop Install | 1 | 1
Webtop Concurrent User | 5 | 5

* Net orderable quantities required after application of appropriate VUEs.

**Ordering information**

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

**Product group:** OMNIbus

**Product Identifier Description (PID):**

IBM Tivoli Netcool/OMNIbus V7.2 (5724S44)

**Product category:** OMNIbus

**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 Tivoli Netcool/OMNIbus Base V7.2 | BP00LML |
IBM Tivoli Netcool/OMNIbus Multiplatform Media Pack Multilingual | |
IBM Tivoli Netcool/OMNIbus Probes Tier 1 V7 | BPQ0AEN |
IBM Tivoli Netcool/OMNIbus Probes Tier 2 V7 | BPQ0BEN |
IBM Tivoli Netcool/OMNIbus Probes Tier 3 V7 | BPQ0CEN |
IBM Tivoli Netcool/OMNIbus Probes Tier 3rd | |
IBM Tivoli Netcool/OMNIbus Probes Tier 3rd V7 | |
IBM Tivoli Netcool/OMNIbus Probes Tier 3rd Party A | |
IBM Tivoli Netcool/OMNIbus Probes Tier 3rd Party B | |
IBM Tivoli Netcool/OMNIbus Probes Tier 4 V7 | |
IBM Tivoli Netcool/OMNIbus Probes Tier 4 V7 Party A | |
IBM Tivoli Netcool/OMNIbus Probes Tier 4 V7 Party B | |
IBM Tivoli Netcool/OMNIbus Probes Tier 4 V7 Party C | |
IBM Tivoli Netcool/OMNIbus Probes Tier 5 V7 | |
IBM Tivoli Netcool/OMNIbus Probes Tier 5 V7 Party A | |
IBM Tivoli Netcool/OMNIbus Probes Tier 5 V7 Party B | |
IBM Tivoli Netcool/OMNIbus Probes Tier 5 V7 Party C | |
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 for Software Maintenance 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 maintenance coverage. Maintenance in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Maintenance will renew at the common anniversary date and include twelve full months of maintenance.

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 Maintenance.

The quantity to be specified for the Passport Advantage part numbers in the following table is per number of required Value Units. A client is based on device. A client device is a computing device that requests the execution of a set of commands, procedures, or applications from another computer system that is typically referred to as a server. Multiple client devices may share access to a common server. A client device generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to, notebook computers, desktop computers, desk-side computers, technical workstations, appliances, automated teller machines, point-of-sale terminals, tills and cash registers, and kiosks. To order for Passport Advantage, specify the desired part number and quantity.

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