IBM Tivoli Storage Productivity Center for Replication for System z, V5.2 now enables control for multiple sysplexes from a single server

At a glance

IBM® Tivoli® Storage Productivity Center for Replication for System z® V5.2:

- Supports SAN Volume Controller Change Volumes
- Supports IBM System Storage® DS8000® Global Mirror pauses with consistency
- Is able to manage HyperSwap® on z/OS® from a Tivoli Storage Productivity Center server on an open system
- Removes the need to install any version of any WebSphere® product on z/OS
- Transfers Easy Tier® Heat Maps on IBM System Storage DS8000 between systems
- Removes the need to do a full volume copy of the data after an unplanned HyperSwap when returning to three-site configuration

Overview

IBM Tivoli Storage Productivity Center for Replication for System z, V5.2 products offer the same capabilities and support that are provided by the replication portion of the IBM Tivoli Storage Productivity Center distributed product version, but for the IBM System z environment.

The Tivoli Storage Productivity Center for Replication for System z products consist of:

- Tivoli Storage Productivity Center for Replication Basic Edition for System z
- Tivoli Storage Productivity Center for Replication for System z

These products can help you to manage more easily and efficiently hundreds of replication sessions across thousands of volumes for both open and System z attached volumes. You can manage point-in-time, continuous volume replication services, monitor sessions, and report on the volumes not in synchronization with the source site. Tivoli Storage Productivity Center for Replication for System z products also adds data protection capabilities with proactive management of copy services operations.

Tivoli Storage Productivity Center for Replication for System z, V5.2 products support managing combinations of copy services available on IBM enterprise storage devices, such as FlashCopy® and Metro Global Mirror, including HyperSwap on IBM z/OS. New in V5.2 is support for SAN Volume Controller Change Volumes, IBM
System Storage DS8000 Global Mirror pause with consistency, and the ability to manage HyperSwap on z/OS from a Tivoli Storage Productivity Center server on an open system. With V5.2, you no longer need to install any version of any WebSphere product on z/OS, and Easy Tier Heat Maps on IBM System Storage DS8000 can now be transferred between systems. Now, after an unplanned HyperSwap in Metro-Global Mirror environments, a full-volume copy of the data is no longer required when returning to the three-site configuration.

**Key prerequisites**

Refer to the [Technical information](#) section.

**Planned availability date**

October 25, 2013

Refer to the [Availability of national languages](#) section for national language availability.

**Description**

IBM Tivoli Storage Productivity Center for Replication for System z products are designed to support hundreds of replication sessions across thousands of volumes for both open and System z attached volumes. These products have a graphical user interface (GUI) and a command line interface (CLI) to help more easily configure source-to-target pairing, execute operations, and monitor progress. These capabilities can increase administrator efficiency by utilizing a single tool to manage copy services functions, thus helping improve overall disaster recovery preparedness.

Tivoli Storage Productivity Center for Replication for System z is a modular integrated set of products that includes:

- Tivoli Storage Productivity Center for Replication Basic Edition for System z
- Tivoli Storage Productivity Center for Replication for System z

**Tivoli Storage Productivity Center for Replication Basic Edition for System z**

Tivoli Storage Productivity Center for Replication Basic Edition for System z enables Basic HyperSwap. This is a no-charge disk availability only solution to help manage single-site disk replication operations.

**Tivoli Storage Productivity Center for Replication for System z**

Tivoli Storage Productivity Center for Replication for System z combines the former Two-site BC and Three-site BC offerings into a single license. It provides support for Metro Mirror and Global Mirror configurations as well as three-site recovery management, supporting IBM System Storage DS8000 Metro Global Mirror and Metro Global Mirror with HyperSwap. It is designed to support fast failover and failback, fast reestablishment of three-site mirroring, data currency at the remote site with minimal lag behind the local site, and quick resynchronization of mirrored sites using incremental changes only.

Tivoli Storage Productivity Center for Replication for System z products support:

- FlashCopy
- Basic HyperSwap
- Metro Mirror
- Metro Mirror with HyperSwap
• Metro Mirror with Open HyperSwap
• Global Mirror
• IBM System Storage DS8000 Metro Global Mirror
• IBM System Storage DS8000 Metro Global Mirror with HyperSwap

What is new

• No longer requires any WebSphere product to run on z/OS - In order to install and use Tivoli Storage Productivity Center for Replication for System z, V5.2, there is no longer a requirement to install any version of any WebSphere product on z/OS. With V5.2, Tivoli Storage Productivity Center for Replication for System z ships with a WebSphere Liberty Profile runtime environment that helps simplify the replication environment and removes the need for setting up and maintaining WebSphere.

• Managing HyperSwap on z/OS from an open system - Control for HyperSwap on z/OS is possible via a Tivoli Storage Productivity Center V5.2 replication server running on a distributed systems (open systems) platform. This allows for a primary Tivoli Storage Productivity Center for Replication for System z replication server to be running on z/OS while a standby Tivoli Storage Productivity Center replication server runs on a potentially less expensive open systems platform. That standby system, after a takeover, is then able to drive the HyperSwap commands to the z/OS system.

• SAN Volume Controller Change Volumes - As Tivoli Storage Productivity Center for Replication for System z can be used to manage volumes that are virtualized on the SAN Volume Controller, V5.2 allows management of the SAN Volume Controller Change Volumes lower bandwidth consuming replication volume type.

• IBM System Storage DS8000 Global Mirror Pause with consistency - Tivoli Storage Productivity Center for Replication for System z, V5.2 takes advantage of the IBM System Storage DS8000 Global Mirror feature to pause Global Mirror at a consistent point.

• Easy Tier Heat Map Transfer - Tivoli Storage Productivity Center for Replication for System z V5.2 integration with Easy Tier Heat Map Transfer for IBM System Storage DS8000 V7.1 and above systems (also referred to as Smart Learning Data Transfer for point-to-point remote copy (PPRC)), facilitates the transfer of Heat Maps between IBM System Storage DS8000s.

• Full copy unnecessary to resume three-site configuration - After Unplanned HyperSwap in Metro Global Mirror occurs, Tivoli Storage Productivity Center for Replication for System z, V5.2 has removed the need for a full volume copy of the data when returning to an active three-site configuration.

Accessibility by people with disabilities

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


Product positioning

Tivoli Storage Productivity Center for Replication for System z is designed to support hundreds of replication sessions across thousands of volumes and supports both open and z/OS attached volumes. In addition, it helps monitor copy session types and reports on the volumes exposed at the disaster recovery site (not in synchronization with the source site).

Reference information

Refer to:
Availability of national languages

Tivoli Storage Productivity Center for Replication Basic Edition for System z V5.2 and Tivoli Storage Productivity Center for Replication for System z V5.2 are available in the following languages on the date shown below.

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<thead>
<tr>
<th>Language</th>
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<tr>
<td>English</td>
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Program number

<table>
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<th>Program name</th>
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<tbody>
<tr>
<td>5698-Z12</td>
<td>5.2</td>
<td>IBM Tivoli Storage Productivity Center for Replication Basic Edition for System z</td>
</tr>
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<td>5698-Z11</td>
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<td>IBM Tivoli Storage Productivity Center for Replication for System z</td>
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Product identification number

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<th>Subscription and Support PID number</th>
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<tr>
<td>5698-Z12</td>
<td>5698-RB1</td>
</tr>
<tr>
<td>5698-Z11</td>
<td>5698-S1A</td>
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</table>

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 website

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

Publications

The publications listed below are available in English and can be downloaded from the following website on the general availability date. Except for the French translation of the IBM Tivoli Storage Productivity Center for Replication for System z V5.2 User's Guide, which will be available at the general availability date, translated publications in selected languages will be available for download within 30 days of
the general availability date. Publications can be downloaded from the IBM Tivoli Storage Productivity Center Information Center at the following location:


<table>
<thead>
<tr>
<th>Title</th>
<th>Order number</th>
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</thead>
<tbody>
<tr>
<td>IBM Tivoli Storage Productivity Center for Replication for System z V5.2 Command-line Interface User's Guide</td>
<td>SC27-4093</td>
</tr>
<tr>
<td>IBM Tivoli Storage Productivity Center for Replication for System z V5.2 Installation and Configuration Guide</td>
<td>SC27-4091</td>
</tr>
<tr>
<td>IBM Tivoli Storage Productivity Center for Replication for System z V5.2 User's Guide</td>
<td>SC27-4092</td>
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<td>IBM Tivoli Storage Productivity Center for Replication for System z V5.2 Problem Determination Guide</td>
<td>SC27-4094</td>
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<td>Program Directory for Tivoli Storage Productivity Center for Replication Basic Edition for System z V5.2.0</td>
<td>GI13-2230</td>
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<td>Program Directory for Tivoli Storage Productivity Center for Replication for System z V5.2.0</td>
<td>GI13-2228</td>
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</tbody>
</table>

The IBM Publications Center


The Publications Center is a worldwide central repository of IBM product publications and marketing material, with a catalog of 70,000 items. Publications are available in electronic format to be viewed or downloaded free of charge.

### Technical information

#### Specified operating environment

**Hardware requirements**

For the minimum hardware requirements for Tivoli Storage Productivity Center for Replication Basic Edition for System z V5.2 and Tivoli Storage Productivity Center for Replication for System z, V5.2, refer to the following publications:

Program Directory for Tivoli Storage Productivity Center for Replication Basic Edition for System z, V5.2.0 (GI13-2230-00)

Program Directory for Tivoli Storage Productivity Center for Replication for System z, V5.2.0 (GI13-2228-00)

These publications are available under Printable documentation in the Tivoli Storage Productivity Center for Replication for System z Information Center at


Refer to the product readme file for any updated hardware requirements.

**Software requirements**

For the software requirements for Tivoli Storage Productivity Center for Replication Basic Edition for System z, V5.2 and Tivoli Storage Productivity Center for Replication for System z, V5.2, refer to the following publications:

Program Directory for Tivoli Storage Productivity Center for Replication Basic Edition for System z, V5.2.0 (GI13-2230-00)

Program Directory for Tivoli Storage Productivity Center for Replication for System z, V5.2.0 (GI13-2228-00)
These publications are available under Printable documentation in the Tivoli Storage Productivity Center for Replication for System z Information Center at


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.

**Companion products**

You should consider IBM Tivoli Storage Productivity Center V5.2 or IBM SmartCloud® Virtual Storage Center V5.2 as a companion product because its advanced functions are designed to help:

- Manage the capacity utilization of file systems and databases, and automate file system capacity provisioning by including Tivoli Storage Productivity Center and IBM Tivoli Provisioning Manager.
- Perform device configuration and management of multiple devices from a single user interface.
- Tune and proactively manage the performance of storage devices on the SAN.
- Manage, monitor, and control SAN fabrics.
- Automate storage tasks such as provisioning with advanced workflows offered in a combined solution.

Tivoli Storage Productivity Center and IBM SmartCloud Virtual Storage Center bring together management of the SAN, storage devices, and host resources, including databases and file systems, in a single control point. In addition, it offers the following benefits:

- Designed to provide over 400 enterprise-wide reports, monitoring and alerts, policy-based action, and file system capacity automation in heterogeneous environments
- Can help automate device discovery, topology rendering, error detection fault isolation, SAN error prediction, zone control, real-time monitoring and alerting, and event management for heterogeneous enterprise SAN environments
- Collects performance statistics from IBM System Storage, Brocade, Cisco, and McDATA fabric switches and directors that implement the SNIA SMI-S specification
- Offers device management, configuration, and disk performance management
- Designed to enable device configuration and management of SAN-attached devices from a single console
- Provides device management and configuration for the IBM System Storage DS6000™ and DS8000 product families, IBM Enterprise Storage Server® (ESS) 800, IBM System Storage SAN Volume Controller, and IBM DS4000® (FAS®T)
- Offers performance management capabilities, including thresholds and gauges, that can help allow proactive management of storage performance
- Designed to allow a user to gather and analyze historical and real-time performance metrics for IBM ESS, DS8000, DS6000, DS4500, DS4800, and SAN Volume Controller
- Includes the Storage Planner, which is designed to analyze workload profiles and can provide advice on the location to choose or create volumes in an IBM DS8000

**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
Tivoli Storage Productivity Center for Replication Basic Edition for System z, V5.2 and Tivoli Storage Productivity Center for Replication for System z, V5.2 are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Tape media
- Publications (refer to the Publications section)

These 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
Tivoli Storage Productivity Center for Replication Basic Edition for System z and Tivoli Storage Productivity Center for Replication for System z use the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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 definitions and pricing examples

Licensing metric definitions

IBM Tivoli Storage Productivity Center terabyte capacity

A terabyte capacity is each individual terabyte of storage capacity managed by the IBM Tivoli Storage Productivity Center for Replication for System z products. Managed capacity for the IBM Tivoli Storage Productivity Center for Replication for System z products is defined as the source device capacity. Only the source device capacity (not the target device) is included in this pricing definition.
**Machine**

A machine is a server and a unit of measure by which the program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. For the purpose of server-based licensing, licensee must obtain entitlements for each server which is made available to the program, regardless of the number of processor cores and/or partitions in the server or the number of copies of the program on the server.

**Terabyte**

Terabyte is a unit of measure by which the program can be licensed. A terabyte is 2 to the 40th power bytes. Licensee must obtain an entitlement for each terabyte of storage available to the program.

Note: 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 terabyte entitlements for this program sufficient to cover the storage managed by the program.

**Value Unit**

Value Unit is a unit of measure by which the program can be licensed. Value Unit Proofs of Entitlement (PoEs) are based on the number of units of users or a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of Value Units required for licensee's environment as specified in the table below. Value Unit entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with Value Unit entitlements of another program.

**Pricing examples**

**Terabyte (TB) based scaling definitions for System z (VUE027)**

<table>
<thead>
<tr>
<th>Usage level, cumulative</th>
<th>Minimum</th>
<th>Maximum</th>
<th>Value Units/TB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>1</td>
<td>12</td>
<td>1.0000</td>
</tr>
<tr>
<td>Tier 2</td>
<td>13</td>
<td>32</td>
<td>0.8455</td>
</tr>
<tr>
<td>Tier 3</td>
<td>33</td>
<td>64</td>
<td>0.6137</td>
</tr>
<tr>
<td>Tier 4</td>
<td>65</td>
<td>100</td>
<td>0.4639</td>
</tr>
<tr>
<td>Tier 5</td>
<td>101</td>
<td>250</td>
<td>0.3870</td>
</tr>
<tr>
<td>Tier 6</td>
<td>251+</td>
<td></td>
<td>0.3097</td>
</tr>
</tbody>
</table>

If you only plan to manage volumes on System z with Basic HyperSwap, you should order Tivoli Storage Productivity Center for Replication Basic Edition for System z at no charge. There is a small fee per machine for service and subscription that covers support for one year. If you are interested in advanced copy services, beyond the capabilities of, or in addition to Basic HyperSwap, you need to order the priced product, Tivoli Storage Productivity Center for Replication for System z. Refer to the scenarios below.

**Scenario 1:** The customer wants to manage 5 TB of storage capacity with Tivoli Storage Productivity Center for Replication for System z, using either FlashCopy, Metro Mirror, Metro Mirror with HyperSwap, or Global Mirror:

<table>
<thead>
<tr>
<th>Systems managed</th>
<th>TB quantity in customer environment</th>
<th>TB entitlements required</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 TB of Tivoli Storage Productivity Center for</td>
<td>5 TB</td>
<td>5 TB of IBM Tivoli Storage Productivity Center for</td>
</tr>
</tbody>
</table>
Replication for System z

**Scenario 2:** The customer wants to manage 10 TB of storage capacity using Metro Global Mirror with Tivoli Storage Productivity Center for Replication for System z.

<table>
<thead>
<tr>
<th>Systems managed</th>
<th>TB quantity in customer environment</th>
<th>TB entitlements required</th>
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</thead>
<tbody>
<tr>
<td>10 TB of Tivoli Storage Productivity Center for System z</td>
<td>10 TB</td>
<td>10 TB of IBM</td>
</tr>
</tbody>
</table>

**Scenario 3:** The customer wants to add 20 more TB of storage capacity to their existing license of 30 TB of storage capacity for Tivoli Storage Productivity Center for Replication for System z:

<table>
<thead>
<tr>
<th>Systems managed</th>
<th>TB quantity in customer environment</th>
<th>Additional TB entitlements required</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 TB of Tivoli Storage Productivity Center for System z</td>
<td>50 TB</td>
<td>20 TB of</td>
</tr>
</tbody>
</table>

**Scenario 4:** The customer wants to perform Basic HyperSwap functions on System z using Tivoli Storage Productivity Center for Replication Basic Edition for System z:

- For each System z server running an active copy of Tivoli Storage Productivity Center for Replication Basic Edition for System z, a copy of Tivoli Storage Productivity Center for Replication Basic Edition for System z is required. If you are managing one or more sysplexes across one or more partitions or servers, where all active copies of Tivoli Storage Productivity Center for Replication Basic Edition for System z are running on a single System z server, then one copy of Tivoli Storage Productivity Center for Replication Basic Edition for System z is required.
- If you are managing multiple sysplexes across multiple servers and the active copies of Tivoli Storage Productivity Center for Replication Basic Edition for System z are running on multiple System z servers, then one copy of Tivoli Storage Productivity Center for Replication Basic Edition for System z is required for each System z server running an active copy of Tivoli Storage Productivity Center for Replication Basic Edition for System z.

**Ordering information**

Consult your IBM representative.

**Value Unit exhibit VUE027**

<table>
<thead>
<tr>
<th>Cumulative usage Level</th>
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<tbody>
<tr>
<td>1 - 12 TB</td>
<td>1 VU/TB</td>
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<tr>
<td>13 - 32 TB</td>
<td>0.8455 VUs/TB</td>
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<tr>
<td>33 - 64 TB</td>
<td>0.6137 VUs/TB</td>
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<tr>
<td>65 - 100 TB</td>
<td>0.4639 VUs/TB</td>
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<tr>
<td>101 - 250 TB</td>
<td>0.3870 VUs/TB</td>
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<tr>
<td>251+ TB</td>
<td>0.3097 VUs/TB</td>
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</tbody>
</table>

**Ordering z/OS through the Internet**

ShopzSeries provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new configuration based on z/OS. Additional products can also
be added to your order (including determination of whether all product requisites are satisfied). ShopzSeries is available in the US and several countries in Europe. In countries where ShopzSeries is not available yet, contact your IBM representative (or IBM Business Partner) to handle your order via the traditional IBM ordering process. For more details and availability, visit the ShopzSeries website at http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp

Current licensees

Current licensees, with support in effect, will automatically be shipped the update.

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for 5698-Z11 and 5698-Z12 non-MSU-based System z offerings

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

Program name: Tivoli Storage Productivity Center for Replication Basic Edition for System z V5.2
Program PID: 5698-Z12

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<td>S01714V</td>
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Orderable supply ID Language Distribution medium
S01714W Multilingual 3590 Tape

Subscription and Support PID: 5698-RB1

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Orderable supply ID Language Distribution medium
S01511M Multilingual Hardcopy pub

Program name: Tivoli Storage Productivity Center for Replication for System z, V5.2
Program PID: 5698-Z11

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<th>Description</th>
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<tbody>
<tr>
<td>S01714Z</td>
<td>Tivoli Storage Productivity Center for Replication Basic OTC, per Value Unit for System z</td>
<td>Basic OTC, per Value Unit</td>
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</table>
Subscription and Support

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Processor Value Units or terabytes) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

Delivery services - Custom QuickShip Program

These products are eligible for the IBM Custom QuickShip Program.

Custom QuickShip combines flexible configurations with fast delivery. Customers and Business Partners are able to create product configuration of their choice by using a combination or stand-alone selection of hardware, software, and a menu of additional features, including the option for software preload. The inclusion of feature number 1748 will ensure Custom QuickShip delivery of the complete product configuration or stand-alone order.

The committed response time under Custom QuickShip is six business days from order acceptance by IBM to customer delivery.

Customized Offerings

Product deliverables are shipped only via CBPDO, ServerPac, SystemPac, FunctionPac, and ProductPac®.

All of these customized offerings are offered for Internet delivery in countries where Shopz product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the Shopz help information at

http://www.software.ibm.com/ShopzSeries
You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac, SystemPac, FunctionPac, and ProductPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO, ServerPac, and SystemPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem. Shopz and CFS W will determine the eligibility based on product requisite checking. For more details on the Product ServerPac, visit the Help section on the Shopz website at


Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.
- SystemPac, FunctionPac and ProductPac shipments will begin four weeks after general availability due to additional customization, and data input verification.

**Terms and conditions**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage® Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

**Licensing**

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

**Agreement for Acquisition of Software Maintenance**

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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.

IBM System z Operational Support Services - SoftwareXcel is an option if you desire added services.

**License Information form number**

IBM Tivoli Storage Productivity Center for Replication Basic Edition for System z (5698-Z12) and IBM Tivoli Storage Productivity Center for Replication for System z (5698-Z11): L-JSHW-8SYMSF
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).

**Program support**

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

**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 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**

No

**Usage restriction**

Yes.

For IBM Tivoli Storage Productivity Center for Replication Basic Edition for System z, usage is limited to the quantity of machines licensed.
For IBM Tivoli Storage Productivity Center for Replication for System z, usage is limited to the quantity of Value Units per terabytes licensed.

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**

No. For operating system software, the revised IBM Operational Support Services - SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the Software Subscription and Support (Software Maintenance) offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised offering, visit

http://www.ibm.com/services/sl/products

**System i® Software Maintenance applies**

No

**Variable charges apply**

Yes

**Educational allowance available**

Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

**ESAP available**

Yes, to qualified customers.

**Statement of good security practices**

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

**IBM Electronic Services**

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

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

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

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

Benefits

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

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

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

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

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

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

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


**Prices**

For all local charges, contact your IBM representative.

**Announcement countries**

All European, Middle Eastern, and African countries except Iran, Sudan, and Syria.

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