



IBM Tivoli Composite Application Manager for Applications V7.1 provides end-to-end performance and availability monitoring for application and SOA environments

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At a glance

IBM® Tivoli® Composite Application Manager for Applications V7.1 essential functions include:

- Application environment health dashboards
- Service-oriented architecture (SOA) application infrastructure monitoring, including IBM WebSphere® DataPower® appliances
- Application performance reporting
- Greater flexibility in domain coverage by offering the ability to order a single monitoring agent

For ordering, contact Your IBM representative or an IBM Business Partner.
For more information contact the Americas Call Centers at
800-IBM-CALL (426-2255).

Reference: YE001

Overview

IBM Tivoli Composite Application Manager for Applications V7.1 provides an end-to-end performance and availability monitoring solution encompassing a broad set of heterogeneous applications and application infrastructures. By providing an integrated solution for monitoring, viewing, analyzing, and managing applications across the enterprise, this release helps IT organizations optimize service levels and contain costs for critical applications and services.

Combining an integrated user interface, single data warehouse, and single reporting capability, IBM Tivoli Composite Application Manager for Applications provides comprehensive monitoring and management capabilities for complex application environments. These include application and database servers, email and collaboration servers, as well as messaging and middleware servers. They help IT operations and administrators maintain high performance and availability levels for applications and services.

Tivoli Composite Application Manager for Applications V7.1 highlights:

- Dramatically simplify your view into the health of the application environment with new easy-to-understand, easy-to-customize dashboards, which provide the

details that you need to help ensure the health of the end-to-end application environment

- Monitor service-oriented architecture (SOA) application infrastructure, a key component of SOA Governance processes
- Use IBM Cognos-based reporting, which allows you to create reports easily and quickly
- Take advantage of multiple enhancements for application domain monitoring
 - Enterprise Resource Planning (ERP) - SAP, Siebel, and Peoplesoft
 - Databases - IBM DB2®
 - Connectivity - IBM WebSphere DataPower appliances
- Simplify the adoption of application environment monitoring with the option to acquire a single IBM Tivoli Composite Application Manager for Applications monitoring agent

Key prerequisites

For details, refer to the [Software requirements](#) section.

Planned availability date

- June 22, 2012: Electronic
- July 13, 2012: Physical media

Description

Tivoli Composite Application Manager for Applications V7.1 includes the capability to monitor the following application and application infrastructure components:

- Services hosted on service-oriented architecture (SOA) application infrastructures, including IBM WebSphere Application Server, IBM WebSphere Enterprise Service Bus, IBM WebSphere Process Server, IBM WebSphere DataPower , IBM WebSphere Message Broker, IBM CICS® , Windows™ Microsoft™ .NET, JBoss, SAP NetWeaver, and WebLogic
- J2EE application servers and applications, including support for IBM WebSphere , JBoss, Weblogic, Netweaver, Oracle, and Tomcat
- Web servers
- Packaged applications
- Messaging and collaboration
- Databases
- IBM WebSphere MQ and IBM WebSphere Message Broker
- Operating systems including AIX® , HP UNIX™ , i5/OS® , Sun Solaris, Linux™ , and Microsoft Windows
- Virtual Servers including, AIX on IBM Power® , VMware, and Citrix

Application environment health dashboards

The Application Performance Management User Interface provides attractive, standardized, fast-response dashboards for managing performance and availability of business applications. The user interface also provides capabilities, including the template, for end users to create highly customized dashboards for a business application.

Features:

- 3-tier application dashboards
 - Application Summary Dashboard

- A simple J2EE Application Health Dashboard composed of HTTP, WebSphere Application Server, WebSphere MQ, and DB2 summary group widgets
- Component dashboards for HTTP, Websphere MQ, and DB2
- Application Summary Dashboard and Application Health dashboard you edit and save

Monitoring of SOA application infrastructures

The end-to-end application and infrastructure monitoring capabilities of Tivoli Composite Application Manager for Applications are expanded to include the monitoring of SOA application infrastructures, featuring monitoring performance service interactions (web services and SCA components), through supported application servers, as well as IBM WebSphere DataPower appliances, IBM WebSphere Enterprise Service Bus, and IBM WebSphere Message Broker. For IBM WebSphere DataPower appliances, Tivoli Composite Application Manager for Applications also provides monitoring of the health of the appliance itself - giving visibility into appliance availability and performance focused on resource utilization, object status, system log, event notifications, transaction latency, as well as the network and connection statistics, and more.

Tivoli Composite Application Manager for Applications also provides support of IBM SOA governance capabilities through integration with WebSphere Service Registry and Repository to deliver automated services level monitoring of Service Level Agreement policy and event notification of operational status. From the registry, the Service Level Definition that is published for a service is used to generate runtime monitoring, alerting and event notification, as well as historical reporting.

In addition, Tivoli Composite Application Manager for Application enables greater flexibility in determining domain coverage by allowing the order of a single monitoring agent.

Program number

Program number	VRM	Program name
5724-v09	7.1.0	IBM Tivoli Composite Application Manager for Applications

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

No publications will be shipped with this product.

The IBM Publications Center

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications

are available online in various file formats, and they can all be downloaded by all countries, free of charge.

Technical information

Specified operating environment

Software requirements

Supported operating systems:

- Windows 2003 Server
- Windows 2003 Server R2
- Windows 2008 Server
- Windows 2008 Server R2
- RHEL 4.0 AS/ES x86-64
- RHEL 4.0 AS/ES
- RHEL 5.0 Advanced Platform
- RHEL 5.0 Advanced Platform
- RHEL 5.0 Advanced Platform
- RHEL Server 6 System p®
- RHEL Server 6 x86-32
- RHEL Server 6 x86-64
- HP-UX 11i V2
- HP-UX 11i V3
- SLES 10.0
- SLES 11.0
- SLES 9.0
- SLES 11.0
- SLES 8.0
- SLES 9.0
- SLES 10.0
- SLES 11.0
- SLES 11.0
- AIX V5.2
- AIX V5.3
- AIX V6.1
- AIX V7.1
- Solaris 9
- Solaris 10

Each agent specified platforms can refer to this website

<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>

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.

Planning information

Direct customer support

Direct customer support is provided by IBM Operational Support Services - SoftwareXcel. This fee service enhances your productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services - SoftwareXcel helps answer questions pertaining to usage and suspected software defects for eligible products.

Installation and technical support is provided by Global Services. For more information call 800-IBM-4YOU (426-4968).

Packaging

IBM Tivoli Application Manager for Applications V7.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document - L-WQIN-8TAA8H
- Publications (refer to the [Publications](#) section)

Security, auditability, and control

IBM Tivoli Application Manager for Applications V7.1 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 extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

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

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

Licensing metric definitions and pricing examples

Licensing metric definitions

Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) are based on the number of units of a specific resource used or managed by the program. Licensee must obtain entitlements for this program sufficient to cover the resources managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for Licensee's environment for the specific resources as specified in the resource table found in the program's announcement and/or License Information document. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

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: 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 entitlement for this copy and there will generally be an additional charge.

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

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

Pricing examples

The resource for the purpose of the RVU calculation is Activated Processor Cores managed by the program. An Activated Processor Core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions. Licensee can deploy the program using either full capacity licensing or virtualization capacity sub-Capacity licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to web page below). If using full capacity licensing, each Activated Processor Core in the physical hardware environment managed by the program must be counted, except for those servers from which the program permanently no longer manages. If using virtualization capacity licensing, the Virtualization Capacity License Counting Rules that defines how many Activated Processor Cores must be counted, is located at

http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html

RVU table for Managed Cores on RVUS

Tier	From quantity	To quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.80
3	10,001	50,000	0.60
4	50,001	150,000	0.40

5 150,001 - 0.20

The RVU table for Client Devices on RVUs

Tier	From quantity	To quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.90
3	10,001	25,000	0.80
4	25,001	50,000	0.70
5	50,001	-	0.50

Pricing example 1

A customer wishes to license for the servers in the following core environment:

Distributed servers

- 20 One Processor, Single Core servers
- 65 One Processor, Dual Core servers
- 12 Two Processor, Dual Core servers
- 10 Two Processor, Quad Core servers
- One Eight Processor, Dual Core server with two virtual or logical partitions
- One Four Processor, Quad Core server
- One z800 server with two uniprocessor IFLs running Linux (also known as " Linux on System z® ")

Note: Linux on System z offerings may not be available for all Tivoli products. This licensing example assumes such availability. Linux on System z offerings have distinctly orderable part numbers in Passport Advantage , which should be used when ordering entitlements for IFLs running Linux .

If pricing products without a Linux on System z offering, you should exclude the z800 server entitlement requirement indicated below. The customer wants to manage the applicable distributed server environment.

Systems managed	Quantity in customer environment	Processor cores to be licensed
One Processor, Single Core	20	20
One Processor, Dual Core	65	130
Two Processors, Dual Core	12	48
Two Processors, Quad Core	10	80
Eight Processors, Dual Core (2 logical partitions)	1	16
Four Processors, Quad Core z800 server with 2 uniprocessor IFLs (requires Linux on System z availability)	1	16
	1	2
Total processors to be licensed		312

Based on the 312 managed cores, the customer would require 312 RVUs.

Passport Advantage for the distributed product

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.

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 Subscription and Support 12 Months - This is the product authorization with Software Subscription and Support to the first anniversary date.
- Software Subscription and Support Annual Renewal - This is the Software Subscription and Support renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.
- Software Subscription and Support Reinstatement 12 months - This is for customers who have allowed their Software Subscription and Support to expire, and later wish to reinstate their Software Subscription and Support.
- 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 ReleaseNotes.

Ordering information

Product group: Availability and Performance Products

Product Identifier Description:

5724-V09 IBM Tivoli Composite Application Manager for Applications

Product category: Tivoli Comp Appl Mgr

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 pack description	Part number
IBM Tivoli Composite Application Manager for Applications DVD Multi platform ML Media Pack	BJ10ZML

On/Off Capacity on Demand (CoD)

On/Off Capacity on Demand (CoD) Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack Proc Day OOCOD Temp Use Chrg	D044ULL
IBM Tivoli Composite Application Manager for Applications Full Pack Proc Day OOCOD Temp Use Chrg	D044VLL
ITCAM for App Single Agent Proc Day OOCOD Temp Use Chrg	D0PU7LL

Current licensees

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 Software Maintenance. Software 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 for 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 processor Value Units and per client devices. To order a chargeable option for Passport Advantage, specify the desired part number and quantity.

IBM Tivoli Composite Application Manager for Applications

Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU Trade up from Tivoli Monitoring RVU Trade Up License + SW Subscription & Support 12 Months Reseller authorization required	D0IDRLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU zEnterprise™ BladeCenter® Extension Linux on System z from Tivoli Monitoring RVU zEnterprise BladeCenter Extension for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D0IDSLL

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

3 Agent Pack RVU	
Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU Lic + SW S&S 12 Mo	D0IDFLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU Annual SW S&S Rnw1	E0BMZLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU SW S&S Reinstate 12 Mo	D0IDGLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU Trade up from Tivoli Monitoring RVU Trade Up License + SW Subscription & Support 12 Months Reseller authorization required	D0IDRLL
3 Agent Pack RVU RVU zEnterprise BladeCenter Extension Linux on System z	
Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU zEnterprise BladeCenter Extension Linux on System z Lic + SW S&S 12 Mo	D0IDDLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU zEnterprise BladeCenter Extension Linux on System z Annual SW S&S Rnw1	E0BMYLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU zEnterprise BladeCenter Extension Linux on System z SW S&S Reinstate 12 Mo	D0IDELL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack RVU zEnterprise BladeCenter Extension Linux on System z from Tivoli Monitoring RVU zEnterprise BladeCenter Extension Linux on System z Tradeup License + SW Subscription & Support 12 Months	D0IDSLL
Single Agent RVU	
Description	Part number
ITCAM for App Single Agent per RVU Lic + SW S&S 12 Mo	D0PU3LL
ITCAM for App Single Agent per RVU Annual SW S&S Rnw1	E0DU8LL
ITCAM for App Single Agent per RVU SW S&S Reinstate 12 Mo	D0PU4LL
Single Agent RVU zEnterprise BladeCenter Extension Linux on System z	
Description	Part number
ITCAM for App Single Agent per RVU for zEnterprise BladeCenter Extension Linux on System z Lic + SW S&S 12 Mo	D0PU5LL
ITCAM for App Single Agent per RVU for zEnterprise BladeCenter Extension Linux on System z Annual SW S&S Rnw1	E0DU9LL
ITCAM for App Single Agent per RVU for zEnterprise BladeCenter Extension Linux on System z SW S&S Reinstate 12 Mo	D0PU6LL
Full Agent Pack RVU	
Description	Part number
IBM Tivoli Composite Application Manager for Applications Full Agent Pack RVU Lic + SW S&S 12 Mo	D0ID7LL
IBM Tivoli Composite Application Manager for Applications Full Agent Pack RVU Annual SW S&S Rnw1	E0BMSLL

IBM Tivoli Composite Application Manager for Applications Full Agent Pack RVU SW S&S Reinstate 12 Mo D0ID8LL

Full Pack RVU Enterprise BladeCenter Extension Linux on System z

Description	Part number
IBM Tivoli Composite Application Manager for Applications Full Pack RVU zEnterprise BladeCenter Extension Linux on System z Lic + SW S&S 12 Mo	D0ID4LL
IBM Tivoli Composite Application Manager for Applications Full Pack RVU zEnterprise BladeCenter Extension Linux on System z Annual SW S&S Rnw	E0BMRL
IBM Tivoli Composite Application Manager for Applications Full Pack RVU zEnterprise BladeCenter Extension Linux on System z SW S&S Reinstate 12 Mo	D0ID5LL

To order a media pack for Passport Advantage , specify the part number in the desired quantity from the following table:

Description	Part number
IBM Tivoli Composite Application Manager for Applications, V7.1 DVD Multiplatform, ML Media Pack	BJ10ZML

IBM Tivoli Composite Application Manager for Applications is also available, via Web download, from Passport Advantage .

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.

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License Information form number

L-WQIN-8TAA8H.

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

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Money-back guarantee

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

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

Other terms**Volume orders (IVO)**

No

IBM International Passport Advantage Agreement**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

Software Subscription and Support applies

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express®. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage website at

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Not applicable.

On/Off Capacity on Demand (CoD)

To be eligible for On/Off CoD pricing, you must be enabled for temporary capacity on the corresponding hardware, and the required contract, Amendment for iSeries® and pSeries® Temporary Capacity On Demand - Software (Z125-6907), must be signed prior to use.

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

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM . Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

Prices

Information on charges is available at website

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

In the Electronic tools category, select the option for Purchase/upgrade tools.

Passport Advantage

For Passport Advantage and charges, contact your IBM representative or your authorized IBM Business Partner. Additional information is also available at

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

Business Partner information

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

Order now

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To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
For IBM representative: callserv@ca.ibm.com

For IBM Business Partner: pwswna@us.ibm.com

Mail: IBM Teleweb Customer Support
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Reference: YE001

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