



# IBM Tivoli Netcool Configuration Manager V6.2 improves time to value

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## At a glance

IBM® Tivoli® Netcool® Configuration Manager V6.2 delivers:

- New pricing tier for very high capacity devices
- New features that improve time to value for management of new devices into the network and improve the robustness of the network

## Overview

IBM Tivoli Netcool Configuration Manager V6.2 is the next generation of intelligent networking solutions for network-driven organizations so they can control, manage, and scale their networks. Tivoli Netcool Configuration Manager V6.2 provides a best-in-class network automation solution for multivendor devices, for example, routers, switches, hubs, and firewalls. This powerful solution includes network configuration and change management, policy-based compliance management, and software upgrades.

With V6.2 of Tivoli Netcool Configuration Manager, you get a new pricing structure and three features to improve time to value, and improve the robustness and reliability of multivendor, critical networks.

### Highlights

- Pre-emptive compliance that enables validation of configuration changes against policies before they are sent to devices.
- IBM Device Terminal command filtering that gives you more control over the changes that individual users can make to devices in their network.
- Capability to manage devices via Simple Network Management Protocol (SNMP) in addition to Command Line Interface (CLI) that reduces time to value.

Tivoli Netcool Configuration Manager V6.2 is designed to meet the scalability and performance requirements of large and complex networks by providing greater standardization and adherence of organizational policies and industry best practices.

## Key prerequisites

Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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- November 12, 2010 : Electronic general availability
- December 03, 2010 : Media and physical general availability

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

Cryptography in this product is limited to password encryption, authentication or digital signature.

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## Description

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Increased diversity and complexity of services delivered over the network force network management organizations to elevate their game in terms of quality and efficiency. Unfortunately, these organizations are restricted in growth by a flat or, at best, modestly growing budget while their operational efficiency is limited by labor intensive tools that cannot ensure the accuracy of device changes, contribute to knowledge transfer, or help enforce corporate best practices. The implication is that networks are managed on a "best-effort" basis and that is no longer good enough when business demands quality of service guarantees.

IBM Tivoli Netcool Configuration Manager V6.2 provides new features including:

- The ability to use Simple Network Management Protocol (SNMP) to manage devices using standard Tivoli Netcool Configuration Manager constructs and use cases such as:
  - Configuration backup and restore
  - Configuration change management
  - Policy detection, severity assignment, and remediation
- Pre-emptive compliance that enables validation of configuration changes against policies before they are sent to devices
- IBM Device Terminal command filtering that gives you more control over the changes that individual users can make to devices in their network. This feature enables the administrator to define the set of commands that a user may enter during an IBM Device Terminal session and, hence, the set of commands that are permissible on the device.
  - Restrict the capability of users to execute damaging commands (for example, reboot, reload) over IBM Device Terminal
  - Has flexible permission assignment on the basis of:
    - User groups
    - RegEx based command definition
    - Realms
    - Vendor, type, model, and operating system (VTMOS) of a device

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### Accessibility by people with disabilities

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

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

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## Product positioning

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IBM Tivoli Netcool Configuration Manager is a configuration management and policy compliance solution which helps enable network device security and control. It can

provide you with distinct value for your operational workflows and complements IBM Tivoli Netcool/OMNIBus™ fault management and enhances IBM Tivoli Network Manager topology solutions with configuration and compliancy data. Tivoli Netcool Configuration Manager, as it provides configuration capabilities of the IP network layer, could also be positioned along side Tivoli Provisioning Manager (TPM) and Tivoli Application Dependency Discovery Manager (TADDM) and Tivoli Change and Configuration Management Database (CCMDB).

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## Program number

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Program number	VRM	Program name
5724-z31	6.2.0	IBM Tivoli Netcool Configuration Manager

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## Education support

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

For additional information, visit

<http://www-306.ibm.com/software/tivoli/education/>

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## Offering Information

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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>

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## Publications

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No publications are shipped with this program.

A softcopy of the publications for IBM Tivoli Netcool Configuration Manager can be found at the IBM Publication 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.

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## Technical information

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### Specified operating environment

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#### Hardware requirements

Item	Requirement
CPU	2 x 2 GHz
Memory	2 GB per Tivoli Netcool Configuration Manager process, and if IBM Device Terminal is to be coresident, another 2 GB.
Disk space	10 GB of space is recommended as a base.

#### Software requirements

- Solaris 10
- Red Hat Linux® 4 or 5
- Oracle 10G
- Microsoft® Internet Explorer 7 or 8
- Firefox 3
- IBM Java™ Runtime Environment V1.6

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

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#### Installability

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 (Software Maintenance) 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 (also referred to as Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

#### Packaging

IBM Tivoli Netcool Configuration Manager is distributed with:

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

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

## **Security, auditability, and control**

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IBM Tivoli Netcool Configuration Manager uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

## **Global Technology Services**

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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.

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## **Licensing metric definitions and pricing examples**

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### **Licensing metric definitions**

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#### **Install**

Install is a unit of measure by which the program can be licensed. An install is an installed copy of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each install of the program.

#### **Resource Value Unit (RVU)**

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) are based on the number of units of a specific resource used or managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the table below. 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.

Instead of the entitlements required for the resources used by the program directly, licensee must obtain entitlements for this program sufficient to cover the resources managed by the program.

#### **Standby or backup systems**

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

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

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

**Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions,

updating of files, synchronization of programs, data, or other resources (for example, active linking with another machine, program, database, or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switch over between programs, databases, or other resources to occur.

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

### **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 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 Subscription and Support 12 Months: This is the product authorization with maintenance to the first anniversary date.
- Annual Software Subscription and Support 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 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 Release Notes.

## Pricing definitions

IBM Tivoli Netcool Configuration Manager is priced using the following chargeable components and metrics.

IBM Tivoli Netcool Configuration Manager Base is licensed per install. A single active database instance is considered a single install.

The following IBM Tivoli Netcool Configuration Manager components are licensed per RVU:

Standard Tier  
 Operating System Manager Tier  
 SmartModel Tier 1  
 SmartModel Tier 2  
 SmartModel Tier 3

- **Standard Tier:** A device in the context of the Standard Device Tier is any element that is managed by IBM Tivoli Netcool Configuration Manager.  
 Note: A Standard Tier entitlement is required for all managed elements. Operating System Manager or SmartModel Tier entitlements are purchased in addition not as replacement.
- **Operating System Manager Tier:** A device in the context of the Operating System Manager Tier is any device for which the licensee needs operating system software upgrade support.  
 Note: Not all devices are supported for this tier. Check with your IBM Tivoli representative for the latest list of operating system upgrade support.
- **SmartModel Tier 1:** A device in the context of the SmartModel Tier 1 is a low-capacity device for which the licensee needs advanced modeling capabilities. Examples include, but are not limited to, consumer Customer Premise Equipment (CPE) type devices or small enterprise routers and switches used as gateways and on-premise equipment typically with 24 or less physical ports.
- **SmartModel Tier 2:** A device in the context of the SmartModel Tier 2 is a high-capacity device for which the licensee needs advanced modeling capabilities. Examples include, but are not limited to, primarily aggregation and core type devices found in the network.
- **SmartModel Tier 3:** meets any one of the following criteria:
  - A very large routing or switching device
  - A high capacity device that is capable of providing higher layer (OSI layer 4+) services
  - A device capable of supporting virtual images

To determine the number of RVUs applicable to licensee use of the program, licensee must multiply the number of managed entities in a tier by the applicable RVU Factors as follows.

A different RVU Factor applies to different number ranges of the managed entities.

RVU factor	Range from	Range to
1.0	1	100
0.9	101	250
0.8	251	500
0.6	501	750
0.5	751	1,250
0.4	1,251	2,000
0.3	2,001, and above	

## Pricing example

ABC Telecom deploys 1 install of IBM Tivoli Netcool Configuration Manager on 1 server and is managing configurations on 2,500 devices. ABC needs operating system software upgrade support for 250 devices (Operating System Manager Tier), and SmartModel capabilities for 1,250 devices, of which 10 are very high capacity (SmartModel Tier 3), 240 are high-capacity, core type devices (SmartModel Tier 2), and 1,000 have 24 or less ports (SmartModel Tier 1).

The customer requires the following:

	Pricing metric	Quantity in customer environment	Installs required	Net Resource Value units required
IBM Tivoli Netcool Configuration Manager Base	Install	1	1	
IBM Tivoli Netcool Configuration Manager Standard Tier	RVU	2,500		1,285*
IBM Tivoli Netcool Configuration Manager OS Manager Tier	RVU	250		235**
IBM Tivoli Netcool Configuration Manager SmartModel Tier 1	RVU	1,000		710***
IBM Tivoli Netcool Configuration Manager SmartModel Tier 2	RVU	240		226*
IBM Tivoli Netcool Configuration Manager SmartModel Tier 3	RVU	10		10****

- \*Quantity of 2,500 requires 1,285 RVUs per RVU Factor table.
- \*\*Quantity of 240 requires 226 RVUs per RVU Factor table.
- \*\*\*Quantity of 1,000 requires 710 RVUs per RVU Factor table.
- \*\*\*\*Quantity of 10 requires 10 RVUs per RVU Factor table.

## Ordering information

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

Product group: IBM Network Management  
 Product Identifier Description PID  
 IBM Tivoli Netcool Configuration Manager 5724-z31  
 Product category: Netcool Configuration Manager

The program in this announcement have Value Unit-Based pricing.

Program number	Program name	Value Unit exhibit
5724-z31	IBM Tivoli Netcool Configuration Manager	VUE002

### Value Unit exhibit VUE002

Usage level	Minimum	Maximum	Value Units/(x uses)
1	1	100	1.0
2 (minimum)	101	250	0.9



3	251	500	0.8
4	501	750	0.6
5	751	1,250	0.5
6	1,251	2,000	0.4
7	2,001, and above		0.3

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

<http://www-306.ibm.com/software/support/pa.html>

### **Current licensees**

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

Current licensees of IBM Tivoli Netcool Configuration Manager must place a new order for the desired distribution medium.

### **New licensees**

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

### **Basic license**

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#### **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 required number of Processor Value Units. To order for Passport Advantage, specify the desired part number and quantity.

Description	Part number
5724-z31	
IBM Tivoli Netcool Configuration Manager Standard Tier RVU Lic + SW S&S 12 Mo	D0DD4LL
Standard Tier RVU Annual SW S&S Rnw1	E08YLL
Standard Tier RVU SW S&S Reinstate 12 Mo	D0DD5LL
IBM Tivoli Netcool Configuration Manager	
Base Install Lic + SW S&S 12 Mo	D0DDCLL
Base Install Annual SW S&S Rnw1	E08Z2LL
Base Install SW S&S Reinstate 12 Mo	D0DDDLL
IBM Tivoli Netcool Configuration Manager	
OS Manager Tier RVU Lic + SW S&S 12 Mo	D0DD6LL
OS Manager Tier RVU Annual SW S&S Rnw1	E08YZLL
OS Manager Tier RVU SW S&S Reinstate 12 Mo	D0DD7LL
IBM Tivoli Netcool Configuration Manager	
SmartModel Tier 1 RVU Lic + SW S&S 12 Mo	D0DD8LL

SmartModel Tier 1 RVU Annual SW S&S Rnw1	E08Z0LL
SmartModel Tier 1 RVU SW S&S Reinstate 12 Mo	D0DD9LL
IBM Tivoli Netcool Configuration Manager	
SmartModel Tier 2 RVU Lic + SW S&S 12 Mo	D0DDALL
SmartModel Tier 2 RVU Annual SW S&S Rnw1	E08Z1LL
SmartModel Tier 2 RVU SW S&S Reinstate 12 Mo	D0DDBLL
IBM Tivoli Netcool Configuration Manager	
SmartModel Tier 3 RVU Lic + SW S&S 12 Mo	D0GWSLL
SmartModel Tier 3 RVU Annual SW S&S Rnw1	E0ATULL
SmartModel Tier 3 RVU SW S&S Reinstate 12 Mo	D0GWTLL

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

Description	Part number
5724-z31	
IBM Tivoli Netcool Configuration Manager V6.2	
Base Multiplatform English Media Pack	BJ0WYEN
Standard Tier Multiplatform English Media Pack	BJ0WZEN
SmartModel Tier 1 Multiplatform English Media Pack	BJ0X0EN
SmartModel Tier 2 Multiplatform English Media Pack	BJ0X1EN
SmartModel Tier 3 Multiplatform English Media Pack	BJ0X2EN
OS Manager Tier Multiplatform English Media Pack	BJ0X3EN

IBM Tivoli Netcool Configuration Manager is also available, via web download, from Passport Advantage.

### 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, Value Units or number of processors) 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 customers to future releases and versions, at no additional charge. Note that the customer is not entitled to new products.

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

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## Terms and conditions

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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.

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

## **Licensing**

IBM International Program License Agreement including the License Information document and PoE govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

### **License Information form number**

License ID: L-JKIY-89HCDX

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

### **Limited warranty**

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

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

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

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

### **Program technical support**

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

beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

### ***Money-back guarantee***

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

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

### ***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 (Software Maintenance) 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 (Software Maintenance) 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 (Software Maintenance) with each program license acquired. The initial period of Software Subscription and Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

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

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

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

### **System i Software Maintenance applies**

No

### **Variable charges apply**

No

### **Educational allowance available**

Education allowance does not apply.

Education software allowance does not apply.

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

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## **IBM Electronic Services**

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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>

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## **Prices**

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### **Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

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

Authorization to resell IBM software products is achieved at the Reseller Authorization group level. You must be authorized in the Tivoli Automation Group to sell this product. To register an opportunity for this product in the Global Partner Portal, you may use Product Family B71T0 - Software: Tivoli Automation. For information on how to become an Authorized Business Partner in IBM Software Value Plus, go to

<https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/svp>

For all local charges, contact your IBM representative.

### **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>

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## **Announcement countries**

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All European, Middle Eastern, and African countries except:

- Iran
- Sudan
- Syria

### **Trademarks**

Netcool/OMNIbus and Electronic Service Agent are trademarks of IBM Corporation in the United States, other countries, or both.

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## **Corrections**

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**(Corrected on November 12, 2010)**

Updated third bullet in the Overview.