



IBM Tivoli Netcool/Reporter V2.2.0 translates IBM Tivoli Netcool/OMNIBus event data, stored in an archival database, into meaningful reports

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Overview

Historical Event Reporting for IBM Tivoli® Netcool/OMNIBus

Over 1,000 enterprise, service provider, and government organizations worldwide use IBM Tivoli Netcool/OMNIBus as a manager of managers to consolidate event management across operational silos and tools. For companies looking to extend the realtime intelligence provided by IBM Tivoli Netcool/OMNIBus, IBM Tivoli Netcool/Reporter V2.2.0 offers out-of-the-box integration with Netcool/OMNIBus, adding historical event reporting across individual silos and tools. Netcool/Reporter provides enhanced visibility across varying time periods and automated analysis of the long-term behavior and service level performance of configuration items across applications, systems, devices, and virtually any other event source.

Enhanced capabilities in V2.2.0

- Enhanced globalization architecture with additional language support including Traditional Chinese, Simplified Chinese, Japanese, and Korean. With extended language support, you can now generate and distribute out-of-the-box and custom reports to a broader audience in your local language helping simplify and improve cross-team communication and planning.
- Enhanced GUI with improved look and greater flexibility, enabling staff to leverage a broader range of reporting options according to individual requirements.
- Enhanced platform, client, and database support that now includes Red Hat Linux™ ES 4.0 (server), Windows Vista® (client), IBM DB2® V9.1, and MS SQL Server 2005 enabling greater flexibility and cost savings via a wider range of deployment options according to the needs of the business.
- Enhanced Java™ support including server side IBM JRE V1.4.2 and client side Java 1.5 plugin, Sun and IBM enabling Java-based, which simplifies the deployment and use of client-server reporting throughout a distributed environment. Users can navigate quickly and easily to the appropriate task whether administering, building, or viewing reports.

Key prerequisites

Refer to the Hardware requirements and Software requirements sections.

Planned availability dates

- December 21, 2007: Electronic general availability — English
- January 18, 2008: Media and physical general availability — English
- May 1, 2008: Electronic general availability — National language version

- May 19, 2008: Media and physical general availability — National language version

For ordering, contact:

Your IBM representative or the Americas Call Centers at

800-IBM-CALL Reference: YE001

Description

IBM Tivoli Netcool/Reporter V2.2.0 is a historical event reporting software application whose primary use is as an add-on to Tivoli's strategic event management offering Netcool/OMNIBus. Netcool/Reporter software provides a central reporting portal across all events collected by Netcool/OMNIBus. It offers customers and channels numerous report development tools to customize output according to unique audience and business requirements, as well as over 50 commonly utilized out-of-the-box reports to delivering immediate value to you.

At the core of IBM Tivoli Netcool/Reporter V2.2.0 is a Java server, and set of applets and drivers to provide database connectivity, scheduling capabilities, report creation, and publishing.

IBM Tivoli Netcool/Reporter V2.2.0 was developed using Sun J2SE and JDK 1.4.x, and it uses ODBC plus native connectivity to databases, a Web server, Apache 1.3.x, and JRun as the servlet engine to deliver the reports.

A Report Designer applet is provided, which connects to RDBMS standard databases including Oracle, Sybase, and MS-SQL Server, and creates SQL and formatting definition files that are saved on the file system. The Report Designer is a wizard-like interface that allows the SQL query to be constructed from a tab-based approach.

A runtime engine submits the queries and formats the data returned, for display in a browser, or for output into HTML, PDF, CSV, XML, GIF, or JPEG files. In addition to the ability to create ad-hoc reports, a series of Event Summary, Fault Diagnosis, and Operational Performance reports are provided in the distribution, along with a set of Service Level Management quality reports, ready to run as soon as the IBM Tivoli Netcool/OMNIBus Gateway generates data.

In addition to the canned reports described above, there are a set of sample reports built using the Freeform Report Designer tool, with a combination of tables, bar charts, and pie charts. Reports can be run in real time, saved as snapshots, or output as CSV or PDF.

A set of JSP tag libraries are provided, which enable the construction of specialized interaction with the Netcool/Reporter server and are the basis for the two JSP tools used for executing reports via a Web address.

It offers a natural extension for reporting on historical event data after it has been cleared from the Netcool/OMNIBus realtime, in-memory database. IBM Tivoli Netcool/Reporter V2.2.0 efficiently captures, stores, analyzes, and displays event data from the Netcool/OMNIBus to help operations staff understand and enhance the behavior of configuration items, across any domain or event source.

Key features and benefits

Netcool/Reporter extends the overall benefits of the Netcool investment, helping organizations to:

- **Plan the investments intelligently:** Netcool/Reporter helps managers proactively determine when and where investments need to be made in terms of applications, systems, networks, and personnel.
- **Avoid costly faults and failures:** Netcool/Reporter provides an intelligent window on fault trends, revealing "hot spots" so managers can intervene before larger problems occur.
- **Expedite problem diagnosis:** Drill-down features, access to journals and details, and dynamic access to event histories allow managers to troubleshoot specific problems quickly and effectively.
- **Improve operational efficiency:** Netcool/Reporter captures event data according to personnel dimensions, allowing managers to efficiently and effectively plan hiring, scheduling, and deployment of personnel.
- **Monitor SLA compliance:** Availability reports, personnel response time measures, and other event measures simplify internal and external communication of service levels based on

specific audience requirements.

Accessibility by people with disabilities

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

Trademarks

Tivoli and DB2 are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Windows Vista is a registered trademark of Microsoft Corporation.

Java is a trademark of Sun Microsystems, Inc.

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

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

Education support

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

For additional information, visit

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

Offering Information

Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage® Web site

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

Publications

No publications are shipped with this program.

The IBM Publications Center

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

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

Technical information

Specified operating environment

Hardware requirements: IBM Tivoli Netcool/Reporter V2.2.0 runs on hardware capable of supporting the software listed in the Software requirements section.

Memory requirements — In order to install all of the components of the Netcool/Reporter server, you must have at least 350 MB of disk space and 512 MB of memory available on the machine on which you are installing IBM Tivoli Netcool/Reporter V2.2.0.

In order to run the Netcool/Reporter server on a Windows® system with 10 concurrent users, it is recommended that 128 MB of memory is available on the computer where Netcool/Reporter server is installed. It is recommended that an additional 10 MB of computer memory is available for each additional concurrent user.

In order to run the Netcool/Reporter server on UNIX® with 10 users, it is recommended that at least 270 MB of memory is available on the computer where Netcool/Reporter server is installed. It is recommended that an additional 10 MB of computer memory is available for each additional concurrent user.

Software requirements: IBM Tivoli Netcool/Reporter V2.2.0 supported database and Netcool/OMNibus gateway in Reporter mode.

IBM Tivoli Netcool/Reporter V2.2.0 supports the following operating systems:

- Server side: Windows Server 2003, Sun Solaris 9 SPARC, Sun Solaris 10 SPARC, AIX® V5.2, AIX V5.3, HP-UX 11i v.11.23 PA-RISC, and Red Hat Linux™ ES 4.0
- Client side: Windows XP Professional, Windows Server 2003, Windows Vista®

Database server platform:

- **Windows Server 2003**
 - DB V2.9.1
 - MS SQL Server 2000
 - MS SQL Server 2005
 - Oracle 9.2.0x (32 bit)
 - Oracle 10g Release 1 (32 bit)
 - Sybase 12.5 (32 bit)
- **Sun Solaris 9 SPARC**
 - DB V2.9.1
 - Oracle 9.2.0x (32 bit)
 - Oracle 9.2.0x (64 bit via lib32)
 - Oracle 10g Release 1 (32 bit)
 - Oracle 10g Release 1 (64 bit via lib32)
 - Sybase 12.5 (32 bit)
- **Sun Solaris 10 SPARC**
 - DB V2.9.1
 - Oracle 9.2.0x (32 bit)
 - Oracle 9.2.0x (64 bit via lib32)
 - Oracle 10g Release 1 (32 bit)
 - Oracle 10g Release 1 (64 bit via lib32)
 - Sybase 12.5 (32 bit)
- **AIX V5.2**
 - DB V2.9.1
 - Oracle 9.2.0x (64 bit)
 - Sybase 12.5 (32 bit)
- **AIX V5.3**

- DB V2.9.1
- Oracle 9.2.0x (64 bit)
- Sybase 12.5 (32 bit)
- **HP-UX 11i y.11.23 PA-RISC**
 - DB V2.9.1
 - Oracle 9.2.0x (32 bit)
 - Oracle 9.2.0x (64 bit via lib32)
 - Sybase 12.5 (32 bit)
- **Red Hat Linux ES 4.0**
 - DB V2.9.1
 - Oracle 9.2.0x (32 bit)
 - Oracle 9.2.0x (64 bit)

Required operating system patches

Some UNIX system versions require patches in order to correctly support Java™ Runtime Environment (JRE). For Solaris systems, refer to Sun Microsystems for a list of required patches. These patches are available from the following Web site or obtained from your operating system vendor.

<https://sunsolve.sun.com/show.do?target=patches/JavaSE>

Host Web server

The machine that hosts the Netcool/Reporter server needs to run a supported version (1.3.x) of the Apache Web server.

Java plug-in for Netcool/Reporter clients

The Netcool/Reporter client Web browsers require version 1.5 of the Java plug-in to operate correctly.

Planning information

Packaging: IBM Tivoli Netcool/Reporter V2.2.0 is distributed with:

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

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

Security, auditability, and control

IBM Tivoli Netcool/Reporter V2.2.0 uses the security and auditability features of the operating system software and the Tivoli Management Framework. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an unmatched portfolio of capabilities. Together, we provide the global reach, intellectual capital,

industry insight, and technology leadership to support any critical business need.

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

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

IBM Tivoli Enhanced Value-Based Pricing

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

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

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

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

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

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

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

IBM Tivoli Enhanced Value-Based Pricing terminology definitions

Authorized user

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

Note that:

- Authorized users have unique, specific identities and IDs cannot be shared.
- An ID can establish one or more connections and count as a single authorized user
- Specifics to affected security products

- An authorized user of IBM Tivoli Federated Identity Manager is any ID that accesses an application or service managed or protected by IBM Tivoli Federated Identity Manager.
- An authorized user of IBM Tivoli Directory Integrator is one whose identity can be synchronized by IBM Tivoli Directory Integrator or that can access a connected system that can be synchronized by IBM Tivoli Directory Integrator.
- An authorized user of IBM Tivoli Identity Manager is any ID whose identity is recorded in the Tivoli Identity Manager identity store.
- An authorized user of IBM Tivoli Access Manager for e-business is any ID that accesses an application or service managed or protected by IBM Tivoli Access Manager for e-business.

Application instance

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

Client device or client

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

Concurrent user

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

Concurrent user (limited user)

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

Engine

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

Enterprise

A person or single entity and the subsidiaries owned by more than 50 percent.

External user

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

IBM IFL

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

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

IBM Tivoli Directory Integrator connected system

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

IBM Tivoli Storage HSM for Windows terabyte (TB) capacity

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

IBM System Storage™ Archive Manager TB capacity

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

Capacity notes:

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

IBM TotalStorage® Productivity Center TB capacity

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

Install

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

Managed processor (charging under full capacity in the managed environment)

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

Notes:

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

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

Millions of Service Units (MSUs)

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

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

http://www-1.ibm.com/servers/eserver/zseries/library/refguides/sw_pricing.html

Network node or node

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

Network security device

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

Partitions

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

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

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

Port

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

Processor (per processor charging under full capacity)

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

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. In the System z IFL environment, each IFL engine is considered a single physical processor.
4. Threading, a technique which makes a single processor seem to perform as two or more, does **not** affect the count of physical processors.
5. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.
6. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
7. In the System z IFL environment, each IFL engine is considered a single physical processor.
8. Threading, a technique which makes a single processor seem to perform as two or more,

does not affect the count of physical processors.

9. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blade on which the program is run.
10. When a server is shipped with six processors, but two of them are inactive, four processors are active for the customer.
11. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage Web Site

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

Resource Value Unit

Resource Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Refer to the Value Units definition.

Server

A server is a computer system that executes requested procedures, commands, or applications to one or more user and/or client devices over a network. A PoE must be obtained for each server on which the program or a component of the program is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

Standby or backup systems

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

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

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

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

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

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

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

Terabyte (T/TB)

1 terabyte of managed storage = 2 to the 40th power bytes = 1,099,511,627,776 bytes.

Tivoli Management Points

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

Value Units

A Value Unit is a pricing charge metric for program license entitlements which is based upon the

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

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

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

IBM Tivoli Netcool Reporter

VUE C

From quantity	To quantity	Factor
0	2	1.00
3	5	0.90
6	10	0.80
11	20	0.70
21	or more	0.60

Product and licensing Web sites

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at

<http://www.ibm.com/software/tivoli/products/licensing.html>

Passport Advantage

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

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

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

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

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

Media packs and documentation packs do not carry Passport Advantage points and are not

eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

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

Pricing example: IBM Tivoli Netcool/Reporter

IBM Tivoli Netcool/Reporter V2.2.0 is priced per install and per resource Value Unit. Each physical site is considered a single install of Netcool/Reporter. Resource Value Unit is defined below. Volume scaling is applied to tiers as indicated below per specific Volume Unit Exhibit (VUE).

Tier 1 (VUE 002 C) IBM Tivoli Netcool/Reporter

Counted by the number of concurrent users.

Ordering information

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

Product group: Network Availability Management

Product Identifier	Description	PID
IBM Tivoli Netcool /Reporter V2.2.0		5724S47

Product category: Netcool /Reporter

Value Unit: A Value Unit is a pricing charge metric for program license entitlements which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurement is a processor core. However, for select programs, there are other designated measurements such as users, client devices, and messages. The number of Value Unit entitlements required for a program depends on how the program is deployed in your environment and must be obtained from a Value Unit table. You must obtain a PoE for the calculated number of Value Unit entitlements for your implementation. The Value Unit entitlements are specific to a program and may not be exchanged, interchanged, or aggregated with Value Unit entitlements of another program.

Passport Advantage customer: Media pack entitlement details

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

Media packs description	Part number
IBM Tivoli Netcool /Reporter V2.2.0 Multiplatform Media Pack English	BPOOVEN
IBM Tivoli Netcool /Reporter V2.2.0 Multiplatform Media Pack Multilingual	BPOOWML

Current licensees

Current licensees of IBM Tivoli Netcool/Reporter V2.1 can order the new distribution medium via MES by specifying the desired distribution medium feature number.

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date for Software Maintenance renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of maintenance coverage. Maintenance in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Maintenance will renew at the common anniversary date and include twelve full months of maintenance.

Refer to the IBM International Passport Advantage Agreement and to the IBM Software Maintenance Handbook for specific terms relating to, and a more complete description of, technical support provided through Software Maintenance.

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

Description	Part number
IBM Tivoli Netcool/Reporter Base per Install License and Software Maintenance 12 Months	D60WULL
IBM Tivoli Netcool/Reporter Base per Install Annual Software Maintenance Renewal	E03RKLL
IBM Tivoli Netcool/Reporter Base per Install Software Maintenance Reinstate 12 Months	D60WLL
IBM Tivoli Netcool/Reporter Tier 1 Resource Value Unit License and Software Maintenance 12 Months	D60WSLL
IBM Tivoli Netcool/Reporter Tier 1 Resource Value Unit Annual Software Maintenance Renewal	E03RJLL
IBM Tivoli Netcool/Reporter Tier 1 Resource Value Unit Software Maintenance Reinstate 12 Months	D60WTLL

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.

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

Licensing: IBM International Program License Agreement including the License Information (LI) document and Proof of Entitlement (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.

License Information form number: L-SCOK-77ZHEW

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

<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. Consult the IBM Software Support Handbook for further information at

<http://techsupport.services.ibm.com/guides/handbook.html>

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 will be available for a minimum of three years from the general availability date, as long as your 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 Maintenance also provides you with access to updates, 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 the IBM On/Off Capacity on Demand (CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Authorization for use on home/portable computer: You may not copy and use this program on another computer without paying additional license fees.

Other terms

Volume orders (IVO): No

IBM International Passport Advantage Agreement

Passport Advantage applies: Yes, and through the Passport Advantage Web site at

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

Usage restriction: Yes.

IBM Tivoli Netcool/Reporter Base — You are authorized to install a single instance of IBM Tivoli Netcool/Reporter Server for each valid PoE to the program that you have acquired.

IBM Tivoli Netcool/Reporter Tier 1 — You are authorized to use a single Netcool/Reporter client connect to IBM Tivoli Netcool/Reporter Server for each valid PoE to the program that you have acquired.

For additional information, refer to the License Information document that is available on the IBM

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

Software Maintenance applies: Yes. Software Maintenance is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the 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 Maintenance with each program license acquired. The initial period of Software Maintenance can be extended by the purchase of a renewal option, if available.

While your 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 Guide at

<http://techsupport.services.ibm.com/guides/handbook.html>

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 Web site at

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

IBM Operational Support Services — SoftwareXcel: No

System i™ Software Maintenance applies: No

Variable charges apply: No

Educational allowance available: Not applicable.

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.

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