



# IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 delivers key application and infrastructure monitoring capabilities

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## At a glance

IBM SmartCloud™ Application Performance Management Entry Edition - VM Image V7.6 delivers essential application and infrastructure monitoring functions from a turnkey virtual appliance that you deploy in your VMware infrastructure. You get:

- Application environment health dashboards
- Internet service monitoring
- Built-in system discovery
- Operating system monitoring
- Database monitoring
- Microsoft™ application monitoring
- Custom application monitoring
- Virtual infrastructure performance and availability monitoring
- Virtual infrastructure workload optimization and capacity planning

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

Because end users of critical applications no longer accept downtime or poor performance, the business cost of an application outage can be enormous, particularly to smaller companies that may rely on a more focused set of mission-critical applications. However, due to ever increasing application and infrastructure complexity, quickly diagnosing and repairing application problems is harder than ever. When combined with tightened budget constraints, IT centers are relying upon simplified application performance management solutions to ensure application reliability.

IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 provides a robust, introductory application performance management solution in a preconfigured virtual image software appliance that users can deploy in their existing VMware infrastructure. Beginning with integrated system discovery and operating system monitoring, extending to virtual infrastructure monitoring,

optimization and capacity planning, and including database and application monitoring, as well as Internet service monitoring, the solution provides full-spectrum monitoring of an application delivery infrastructure, without the challenges often associated with deploying and configuring such a solution.

Integrated, web-based dashboards provide standard health and performance views of applications, the guest operating systems they are running on, and the virtual infrastructure hosting them. Integrated best practices and reports ensure that users can see both high level views of the health of their environment, as well as granular application performance views, without having to perform significant configurations and customizations.

IBM SmartCloud Application Performance Management Entry Edition - VM Image combines a single user interface, single data warehouse, and single reporting capability, to provide comprehensive monitoring and management capabilities across the entire application infrastructure. The virtual appliance delivery platform ensures that the key management functions are installed and configured when the image is deployed in your virtual infrastructure, dramatically speeding time-to-value, and empowering IT staff to focus on their full breadth of responsibilities, rather than having to focus on managing the monitoring infrastructure.

Key features:

- Provides simplified view into the health of the application environment with new easy-to-understand, easy-to-customize dashboards
- Delivers visibility into the IT infrastructure that key applications are deployed to, as well as the health of key application platforms
- Monitors users' access to applications through web services monitoring
- Monitors physical resources that have been abstracted and pooled by a virtualization hypervisor for sharing among virtual machines and clusters
- Uses Web 2.0 health dashboards for rapid assessment of cloud infrastructure health, performance, inventory, and changes
- Creates alerts based on best-practice and dynamic thresholds
- Includes analytics and IBM Cognos-based reporting for applications and the infrastructure
- Includes policy-driven capacity analytics and planning for VMware environments
- Empowers administrators with what-if workload optimization guidance for VMware infrastructures
- Integrates with a wide range of IBM Tivoli® business and service management tools

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## Key prerequisites

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For details, refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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- March 15, 2013 - Electronic general availability
- April 26, 2013 - Planned general availability

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## Description

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IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 provides essential application and infrastructure monitoring for IT operators and applications owners who lack the time or resources to deploy a complicated, multiserver monitoring and capacity planning solution. Deployed in your existing virtual infrastructure as a single VMware virtual machine, SmartCloud Application Performance Management Entry Edition - VM Image is a preconfigured, turnkey suite of tools to monitor application platforms, virtual infrastructure, guest

operating systems, and capacity, through alerts, reports, and intuitive web-based dashboards. Application owners gain insights into the performance of their application components as well as user experience metrics, while infrastructure owners gain a holistic picture of how those applications are interacting with their IT resources. Capacity planning and optimization tools for the VMware environment help them adapt to a dynamic environment in real time, plan for future growth, and optimize virtual machines and their placement to maximize the efficiency with which they run these environments.

IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 includes:

- IBM Tivoli Monitoring infrastructure: The same enterprise monitoring platform proven in the world's largest enterprises, consisting of a single IBM Tivoli Enterprise Management hub server, an IBM Tivoli Enterprise Portal server, IBM Tivoli Enterprise Data Warehouse, and various support agents, all preinstalled and configured in a virtual machine running a Linux™ operating system.
- IBM Tivoli Monitoring operating system agents: Agents for a wide range of enterprise operating systems, including Windows™ and Linux, which monitor the health and performance of individual virtual machines running within the cloud.
- Internet service monitors: They test specific Internet services (such as HTTP and FTP) that emulate the actions of a real user of the service, to test their performance and availability.
- Virtual infrastructure agent: Part of IBM Tivoli Monitoring for Virtual Environments, the virtual infrastructure agent provides remote performance and availability monitoring of VMware ESX, ESXi, and vCenter Server environments. The virtual infrastructure agent remotely monitors the VMware infrastructure by connecting to the virtual center or connecting to stand-alone ESX and ESXi hosts. This agent has been certified by VMware in the VMware ready program.
- Database monitoring agents: These agents deliver performance and availability monitoring for leading database platforms, including IBM DB2®, Oracle, MS SQL, and Sybase, featuring best practices for standard monitoring, as well as intuitive health views and reports.
- Mail and communications server monitoring agents: You get monitoring and reporting for key platforms such as Microsoft Exchange and Lotus® Domino®.
- Web server monitoring agents to monitor HTTP servers: These include Apache, Microsoft Internet Information Server, and iPlanet.
- Additional Microsoft application monitoring agents: You get agents for popular business applications, including SharePoint, BizTalk, Active Directory, Lync Server, and others.
- Kernel-based Virtual Machine (KVM) agent: Remote performance and availability monitoring to visualize availability, performance, and capacity trends for KVM and hosts. This agent remotely monitors KVM by connecting to each host.
- NetApp Storage Agent: Remote performance and availability monitoring to visualize capacity, latency, and throughput performance metrics of NetApp and IBM System Storage® N series. This offering monitors the DataFabric Manager Server and remotely connects to the DataFabric Manager Server to obtain performance metrics.
- Capacity analytics: A suite of capacity analytics and planning tools for VMware infrastructures featuring capacity analytics and trending reports, what-if planning capability, and optimization analysis to guide virtual machine sizing and placement.

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## Product positioning

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Small and medium IT departments face the same challenges as large enterprises in that their mission-critical applications are as important to them and their customers as those found in large enterprises. Smaller enterprise customers must often manage IT with fewer resources - both human and physical - while still maintaining the highest availability and quality of service for their applications. Some lightweight application and infrastructure monitoring solutions may be comparatively easy to

deploy, but often do not provide enough capability or detail to satisfy IT's needs, but more robust solutions can be complex and costly to deploy and maintain.

IBM SmartCloud Application Performance Management Entry Edition - VM Image provides you with key application and infrastructure monitoring capabilities found in IBM's enterprise monitoring suites, in a turnkey bundle, which can be quickly deployed in your existing VMware infrastructure. This eliminates time-consuming installation, configuration and customization tasks, offering users, inexperienced with the platform, a best practices deployment that they can begin using right away to monitor their key applications.

Businesses of all sizes are challenged to improve IT service delivery and reduce the costs to deliver services. Running applications on virtual machines, in the effort to reduce infrastructure costs through improved server utilization, and to improve services by having the ability to rapidly scale for increases in application usage, has become standard operating procedure at companies large and small. As these virtual infrastructures have taken on a greater role in providing IT services, providing an elastic, automated, self-tuning environment is no longer solely the domain of large enterprises. But such an environment requires sophisticated monitoring and capacity planning tools to ensure that service levels are maintained as consolidation cost savings are pursued, and such tools can be daunting for smaller IT departments to acquire and manage.

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## Program number

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| Program number | VRM  | Program name   |
|----------------|------|--|
| 5725-G70       | V7.6 | IBM SmartCloud Application Performance Management Entry Edition - VM Image V7. |

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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 website

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

Also, visit the Passport Advantage® website

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

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## Publications

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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.

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## Technical information

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### Specified operating environment

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#### Hardware requirements

The following specification describes the minimum hardware required for the server to host the virtual machine images:

- 64-bit Intel™ or AMD x86 CPU architecture
- Minimum of 4 cores for each hardware device
- Minimum of 16 GB of RAM for Tivoli Data Warehouse virtual machine
- Minimum of 8 GB of RAM for IBM Tivoli Monitoring virtual machine
- Minimum of 250 GB of hard drive disk capacity for each hardware device

The following table describes the hardware resources that are required for each virtual machine image:

| Virtual machine image                           | Number of processors | Disk space | memory |
|---|----------------------|------------|--------|
| Virtual machine image for Tivoli Data Warehouse | 4 or more            | 150 GB     | 16 GB  |
| Virtual machine image for IBM Tivoli Monitoring | 4 or more            | 80 GB      | 8 GB   |

#### Software requirements

Review the software requirements and ensure that your environment meets the minimum standards before you attempt to install IBM SmartCloud Application Performance Management Entry Edition - VM Image.

The following table summarizes the software requirements for IBM SmartCloud Application Performance Management Entry Edition - VM Image.

#### Software requirements

| Software required                     | Software version   |
|---------------------------------------|--|
| Operating system                      | VMware vSphere requires a Windows operating system   |
| Virtualization executive (hypervisor) | VMware vSphere 4.1, VMware vCenter Server 4.1  |
| Internet browser                      | Mozilla Firefox 3.5;<br>Microsoft Internet Explorer v6.0 through v9.0, with all critical Microsoft updates applied |

#### Operating systems

The server that hosts the VMware vCenter Server must use the Windows operating system that is supported by VMware vSphere 4.1.

Virtualization executive (hypervisor)

Because IBM SmartCloud Application Performance Management Entry Edition - VM Image VMIImage is delivered as virtual machine images, VMware vSphere 4.1 is required to implement the solution.

- VMware vSphere 4.1 - VMware vSphere includes the VMware ESXi 4.1 hypervisor that is required for deployment.
- VMware vCenter Server 4.1.0 - VMware vCenter Server is a required, separately licensed component of a VMware vSphere implementation. VMware Center Server can be installed on physical hardware running a Windows operating system that is supported by VMware vSphere. It can also be installed on a virtual machine that runs a VMware vSphere supported Windows operating system as a guest. The virtual machine can run on one of the provisioned VMware ESXi hypervisors.
- VMware vSphere client - Install the client on a Windows-based administrative workstation that is supported by VMware. The client is used to connect directly to a VMware ESXi host or to the central VMware Center Server installation and manage the virtual infrastructure.

For information about the system requirements for VMware vCenter Server, refer to the ESXi Installable and vCenter Server Setup Guide.

Note: You should be familiar with the installation and configuration of virtual machines when using the VMware ESXi hypervisor software.

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.

### ***IBM Electronic Support***

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools

<http://ibm.com/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

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

### **Planning information**

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#### ***Direct customer support***

For technical support or assistance, contact your IBM representative or visit

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

#### ***Packaging***

IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 is distributed with:

- International Program License Agreement (Z125-3301)

- License Information document (L-WQIN-9349MY)
- Media
- Publications (refer to the [Publications](#) section)

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## Security, auditability, and control

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IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 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.

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## Software Services

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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/>

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## Licensing metric definitions and pricing examples

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### Licensing metric definitions

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#### Managed Virtual Server

Managed Virtual Server is a unit of measure by which the program can be licensed. A server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. A virtual server is either a virtual computer created by partitioning the resources available to a physical server or an unpartitioned physical server. Licensee must obtain Managed Virtual Server entitlements for each virtual server 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.

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### **Pricing examples**

Small machine:

- Intel x86 - 2 socket - dual core
- 6 virtual machines
- IBM SmartCloud Application Performance Management licenses to purchase: 6

Medium machine:

- Intel x86 - 2 socket - quad core
- 12 virtual machines
- IBM SmartCloud Application Performance Management licenses to purchase: 12

Large machine:

- Intel x86 - 4 socket - quad core
- 24 virtual machines
- IBM SmartCloud Application Performance Management licenses to purchase: 24

Extra large machine:

- Power® 7 - 8 socket - quad core
- 48 virtual machines
- IBM SmartCloud Application Performance Management licenses to purchase: 48

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### **Ordering information**

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

Product group: Availability and Performance products  
Product Identifier Description: 5725-G70 IBM SmartCloud Application  
Manager Entry Edition - VM Image  
Product category: Tivoli Monitoring Products

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### **Current licensees**

#### ***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 Software Subscription and Support (SW S&S) 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 SW S&S. SW S&S in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all SW S&S will renew at the the common anniversary date for twelve full months of SW S&S.

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 Subscription and Support (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.

IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6

| Description   | Part number |
|---|-------------|
| IBM SmartCloud Application Performance Entry Edition VM per Managed Virtual Server Lic + SW S&S 12 Mo     | D0YU0LL     |
| IBM SmartCloud Application Performance Entry Edition VM per Managed Virtual Server Annual SW S&S Rnw      | E0H4BLL     |
| IBM SmartCloud Application Performance Entry Edition VM per Managed Virtual Server SW S&S Reinstate 12 Mo | D0YU1LL     |

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

| Media pack description  | Part number |
|---|-------------|
| IBM SmartCloud Application Performance Entry Edition VM V7.6 Multiplatform, ML Media Pack | BJ12YML     |

IBM SmartCloud Application Performance Management Entry Edition - VM Image V7.6 is also available, via web download, from Passport Advantage .

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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 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.

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**

L-WQIN-9349MY.

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 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

<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.

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**Statement of good security practices**

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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.

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**IBM Electronic Services**

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

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

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make

it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

## Benefits

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

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

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

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

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

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

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

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

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## Prices

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Information on charges is available at

<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

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>

Authorization to resell IBM software products is achieved at the Reseller Authorization Group level. You must be authorized in the Tivoli Service Process Automation group to sell these products. To register an opportunity for this product in the Global Partner Portal, you may use Product Family - Software: Tivoli Service Process Automation.

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## Order now

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To order, contact your local IBM representative or your IBM Business Partner.

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](mailto:callserv@ca.ibm.com)

For IBM Business Partner: [pwswna@us.ibm.com](mailto:pwswna@us.ibm.com)

Mail: IBM Teleweb Customer Support  
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3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
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