



# IBM Tivoli Monitoring for Virtual Servers V6.2.3 helps you proactively plan for capacity, and identify and resolve virtual server availability and performance issues

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## At a glance

IBM® Tivoli® Monitoring for Virtual V6.2.3 extends the benefits of end-to-end performance monitoring in a virtualized environment by providing additional hypervisor support and new capacity planning reports. New features include:

- New capacity planning reports
- New Kernel-based Virtual Machine (KVM) performance and availability monitoring
- New Citrix XenServer performance and availability monitoring
- New performance metrics for VMware

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

Reference: YE001

## Overview

IBM Tivoli Monitoring for Virtual V6.2.3 extends the benefits of end-to-end performance monitoring in a virtualized environment by providing additional hypervisor support and new capacity planning reports. New features include:

- New capacity planning reports: Provides workload analysis and what-if analysis reports to determine bottlenecks for adding additional workloads into the VMware virtual environment.
- New Kernel-based Virtual Machine (KVM) performance and availability monitoring: Provides availability and performance monitoring for KVM virtual machines and hosts.
- New Citrix XenServer performance and availability monitoring: Provides availability and performance monitoring for Citrix XenServer virtual machines and hosts.

While virtualization can produce significant cost savings as a result of reducing infrastructure overhead, it does not address the single largest cost element for most data centers - the labor to manage this environment - which can be as high as 40 percent of the overall cost. If not controlled, management costs can negate the

cost savings realized through virtualization. Specific challenges around managing a virtual environment include:

- Capacity management and planning to include controlling virtual server sprawl, proactively identifying when critical resources will reach capacity, and identifying opportunities for further consolidation of resources.
- Proactive identification and isolation of performance problems across server and storage environments.
- Understanding the relationships between physical and virtual resources to help isolate performance problems to the correct resource.

IBM Tivoli Monitoring for Virtual Servers is designed to address the specific challenges described above. Performance monitoring and reporting are vital to understanding how virtual machines are utilizing resources. Utilization reporting can identify resources that tend to run out of capacity and what-if analysis can determine how many more virtual machines can be added to a cluster or host. In addition, availability monitoring can be used to help find problems with critical resources and alert operations teams before users are adversely affected. Specific benefits include:

- Reduced labor costs spent on capacity analysis and planning through enhanced IBM Cognos based what-if analysis
- Reduced time for problem resolution through launch in context problem identification
- Improved application availability, using proactive problem identification features such as predictive trending and using historical baselines for performance alerts
- Reduction in hardware costs by improving utilization and deferring hardware purchases

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## Key prerequisites

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Refer to the [Software requirements](#) section.

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## Planned availability date

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February 25, 2011: Electronic  
March 25, 2011: Physical media

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## Description

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### **Proactive and predictive monitoring to ensure application performance**

IBM Tivoli Monitoring for Virtual Servers V6.2.3 includes the following agents for comprehensive monitoring of virtual environments:

- **Virtual Infrastructure Agent (VI):** Remote performance and availability monitoring of VMware ESX, ESXi, and vCenter Server environments. The VI agent remotely monitors the VMware infrastructure by connecting to the Virtual Center or to standalone ESX and ESXi hosts. This agent has been certified by VMware in the VMware Ready program.
- **KVM Agent:** Remote performance and availability monitoring to visualize availability, performance, and capacity trends for Kernel-based Virtual Machines (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 N series storage systems. This offering monitors the DataFabric Manager Server (DFM) and remotely connects to the DFM server to obtain performance metrics.
- **Citrix XenApp Agent:** Monitoring of Citrix XenApp environments: This agent is installed on the server or virtual machine running Citrix XenApp.

- Citrix XenServer Agent: Remote performance and availability monitoring for XenServer pools, hosts, and virtual machines to include pool master transitions and XenServer license expiration notifications. Each agent instance connects to a XenServer Pool containing 1 to 16 XenServer hypervisors or optionally a standalone XenServer hypervisor. This agent has been certified by Citrix in the Citrix Ready program.

Proactively plan for capacity requirements

To effectively manage capacity requirements to ensure high availability and maximize resource utilization, capacity planning needs to occur at the resource level and from a workload point of view. Capacity planning at the resource level includes:

- Virtual machine right sizing - Virtual machines are initially provisioned with allocated CPU and memory. By understanding real usage of computing resources over time, you can adjust the allocated computing resources to levels needed for the virtual machine. In addition, you can view virtual machines that are no longer active and de-provision these VMs to free up additional computing resources.
- Predicting physical and virtual resource capacity bottlenecks - Preventing performance problems related capacity constraints includes understanding actual usage, allocated capacity, and available capacity for CPU, memory, network, and storage resources for clusters, hosts, VMs, datastores, volumes, host bus adapters (HBA), and network adapters.
- Workload balancing - This activity includes comparing usage and available capacity across clusters and hosts to determine over or under utilized clusters and hosts.

Capacity planning at the workload level includes:

- Determining how many more customers or virtual machines can be serviced with existing resources (including a specified buffer factor) in a cluster or host by using an average or peak VM profile or by inputting the size of the virtual machines that are needed.
- Determining if there is enough capacity on a server or cluster and what the delta gaps are for adding additional virtual machines. This analysis uses the average or peak VM profile or you may input the size of the virtual machines that are needed.

IBM Tivoli Monitoring for Virtual Servers helps organizations by collecting key performance metrics important for capacity planning such as CPU, memory, storage, and network utilization, warehousing this data, and reporting on capacity trends using Cognos-based Tivoli Common Reporting. Tivoli Common Reporting provides out-of-the-box what-if analysis reports for capacity planning in VMware environments but also provides drag-and-drop capabilities for ad-hoc reporting.

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## Program number

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Program number	VRM	Program name
5724-L92	6.2.3	IBM Tivoli Monitoring for virtual Servers

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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

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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 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.

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## Technical information

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### **Specified operating environment**

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#### **Software requirements**

IBM Tivoli Monitoring for Virtual Servers

#### **VMware VI Agent:**

- VMware ESX Server V3.5, or later
- VMware ESXi Server V3.5, or later
- VMware vCenter server V2.5, or later

Runs on these operating systems:

- Red Hat Enterprise Linux® (RHEL) 4.0 AS/ES System z®
- Red Hat Enterprise Linux (RHEL) 5.0 Advanced Platform System z
- SUSE Linux Enterprise Server (SLES) 11.0 System z
- SUSE Linux Enterprise Server (SLES) 10.0 System z
- SUSE Linux Enterprise Server (SLES) - 11.0 x86-32
- SUSE Linux Enterprise Server (SLES) - 11.0 x86-64
- Red Hat Enterprise Linux (RHEL) Advanced Platform - 5.0 x86-32
- Red Hat Enterprise Linux (RHEL) Advanced Platform - 5.0 x86-64
- SUSE Linux Enterprise Server (SLES) - 10.0 x86-32
- SUSE Linux Enterprise Server (SLES) - 10.0 x86-64
- Red Hat Enterprise Linux (RHEL) AS/ES - 4.0 x86-32
- Red Hat Enterprise Linux (RHEL) AS/ES - 4.0 x86-64
- Red Hat Enterprise Linux (RHEL) 6.0 AS/ES x86-64
- Red Hat Enterprise Linux (RHEL) 6.0 AS/ES x86-32

- Windows® Server 2008 Datacenter Edition - R2 x86-64
- Windows Server 2008 Enterprise Edition - R2 x86-64
- Windows Server 2008 Standard Edition - R2 x86-64
- Windows Server 2008 Datacenter Edition x86-32
- Windows Server 2008 Datacenter Edition x86-64
- Windows Server 2008 Enterprise Edition x86-32
- Windows Server 2008 Enterprise Edition x86-64
- Windows Server 2008 Standard Edition x86-32
- Windows Server 2008 Standard Edition x86-64
- Windows Server 2003 Datacenter Edition x86-32
- Windows Server 2003 Datacenter Edition x86-64
- Windows Server 2003 Enterprise Edition x86-32
- Windows Server 2003 Enterprise Edition x86-64
- Windows Server 2003 Standard Edition x86-32
- Windows Server 2003 Standard Edition x86-64

Prerequisites:

- IBM Tivoli Monitoring V6.2.2 Fix Pack 2, or later
- IBM Tivoli Enterprise Portal

**NetApp Storage Agent:**

- Monitors versions of NetApp DataFabric Manager V3.7, or later

Runs on these operating systems:

- SUSE Linux Enterprise Server (SLES) - 11.0 x86-32
- SUSE Linux Enterprise Server (SLES) - 11.0 x86-64
- Red Hat Enterprise Linux (RHEL) Advanced Platform - 5.0 x86-32
- Red Hat Enterprise Linux (RHEL) Advanced Platform - 5.0 x86-64
- SUSE Linux Enterprise Server (SLES) - 10.0 x86-32
- SUSE Linux Enterprise Server (SLES) - 10.0 x86-64
- Red Hat Enterprise Linux (RHEL) AS/ES - 4.0 x86-32
- Red Hat Enterprise Linux (RHEL) AS/ES - 4.0 x86-64
- Windows Server 2008 Datacenter Edition - R2 x86-64
- Windows Server 2008 Enterprise Edition - R2 x86-64
- Windows Server 2008 Standard Edition - R2 x86-64
- Windows Server 2008 Datacenter Edition x86-32
- Windows Server 2008 Datacenter Edition x86-64
- Windows Server 2008 Enterprise Edition x86-32
- Windows Server 2008 Enterprise Edition x86-64
- Windows Server 2008 Standard Edition x86-32
- Windows Server 2008 Standard Edition x86-64

Prerequisites:

- IBM Tivoli Monitoring V6.2.2 Fix Pack 2, or later
- IBM Tivoli Enterprise Portal

**Citrix Agent:**

- Citrix 3.0 - Enterprise Edition

- Citrix 4.0 - Enterprise Edition
- Citrix 4.5 - Enterprise Edition
- Citrix 5.0 XenApp

Runs on these operating systems:

- Windows Server 2003 Datacenter Edition x86-64
- Windows Server 2008 Datacenter Edition x86-64
- Windows Server 2003 Standard Edition x86-64
- Windows Server 2008 R2 Datacenter Edition x86-64
- Windows Server 2008 R2 Standard Edition x86-64
- Windows Server 2003 Enterprise Edition x86-64
- Windows Server 2008 Enterprise Edition x86-64
- Windows Server 2008 Standard Edition x86-64
- Windows Server 2008 R2 Enterprise Edition x86-64

Prerequisites:

- IBM Tivoli Monitoring V6.1 Fix Pack 6, or later
- IBM Tivoli Enterprise Portal

#### **KVM Agent:**

- Versions of libvirt 0.6.3, or later

Runs on these operating systems:

- Red Hat Enterprise Linux (RHEL) 5.0 Advanced Platform x86-64
- SUSE Linux Enterprise Server (SLES) 11.0 x86-64
- Red Hat Enterprise Linux (RHEL) 6.0 AS/ES x86-64
- Red Hat Enterprise Linux (RHEL) 6.0 AS/ES x86-32
- Red Hat Enterprise Linux (RHEL) 4.0 AS/ES x86-32
- Red Hat Enterprise Linux (RHEL) 5.0 Advanced Platform x86-32
- SUSE Linux Enterprise Server (SLES) 11.0 x86-32
- SUSE Linux Enterprise Server (SLES) 10.0 x86-32
- SUSE Linux Enterprise Server (SLES) 10.0 x86-64
- Red Hat Enterprise Linux (RHEL) 4.0 AS/ES x86-64

Prerequisites:

- IBM Tivoli Monitoring V6.2.2 Fix Pack 2, or later
- IBM Tivoli Enterprise Portal

#### **Citrix XenServer Agent:**

- XenServer 5.5 (Free, Advanced, Enterprise, and Platinum Editions)
- XenServer 5.6 (Free, Advanced, Enterprise, and Platinum Editions)

Runs on these operating systems:

- Windows 2003 and 2008 (32 bit and 64 bit)
- Red Hat Enterprise Linux 4,5 and 6 on Intel® (32 bit and 64 bit)
- SUSE Linux Enterprise Server (SLES) 10 and 11 on Intel (32 bit and 64 bit)

Prerequisites:

- IBM Tivoli Monitoring V6.2.1 Fix Pack 2, or later
- IBM Tivoli Enterprise Portal

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

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

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

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

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

### ***Packaging***

IBM Tivoli Monitoring for Virtual Servers is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (L-FKAR-8A7M3B)
- 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**

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IBM Tivoli Monitoring for Virtual Servers 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/>

### Pricing definitions

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#### Processor Value Unit (PVU)

PVU is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology (defined within the PVU table by processor vendor, brand, type, and model number at

[http://www.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

and the number of processors made available to the Program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either full capacity licensing or virtualization capacity (sub-capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the website below). If using full capacity licensing, licensee must obtain PVU entitlements sufficient to cover all activated processor cores\* in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using virtualization capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

[http://www.ibm.com/software/lotus/passportadvantage/Counting\\_Software\\_licenses\\_using\\_specific\\_virtualization\\_technologies.html](http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html)

Instead of the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores for the systems on which the resources managed or processed by the program reside.

\* An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

#### 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 for the distributed product**

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

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

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

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

Media packs and documentation packs do not carry Passport Advantage points and are not eligible for SVP discounting.

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

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

- Documentation packs - These contain printed documentation such as the User's Guide and Release Notes.

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## Ordering information

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

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software ValueNet®.

For more information about IBM Software ValueNet, visit

[http://www-01.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

To locate IBM Business Partners for Software ValueNet in your geography for a specific Software ValueNet portfolio, contact your IBM representative.

IBM Tivoli Monitoring for Virtual Servers  
 Product group: Performance and Availability  
 Product Identifier Description: 5724-L92  
 Product category: Tivoli Monitoring

### 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.

IBM Tivoli Monitoring for Virtual Servers v6.2.3 media pack description	Part number
IBM Tivoli Monitoring for Virtual Servers v6.2.3	BJ0XUML
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer v6.2.3	BJ0XSEN

### Current licensees

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Current licensees, with support in effect, can order the new media packs in this announcement.

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

Description	Part number
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer per 10 Processor Value Units (PVUs) Lic + SW S&S 12 Mo	D0I7HLL
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer per 10 Processor Value Units (PVUs) Annual SW S&S Rnw1	E0BK4LL
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer per 10 Processor Value Units (PVUs) SW S&S Reinstate 12 Mo	D0I7ILL

IBM Tivoli Monitoring for Virtual Servers Agent for Citrix XenServer is not made available in part numbers listed previously. Customers wanting to monitor the Citrix XenServer environment will need to order from the following part numbers:

Description	Part number
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer per 10 Processor Value Units (PVUs) Lic + SW S&S 12 Mo	D0I7HLL
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer per 10 Processor Value Units (PVUs) Annual SW S&S Rnw1	E0BK4LL
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer per 10 Processor Value Units (PVUs) SW S&S Reinstate 12 Mo	D0I7ILL

The following are existing part numbers that are still active:

Description	Part number
IBM TIVOLI MONITORING FOR VIRTUAL SERVERS PROC DAY OOCOD TEMP USE CHRG	D551CLL
IBM Tivoli Monitoring for Virtual Servers per 10 Processor Value Units (PVUs) Lic + SW S&S 12 Mo	D562WLL
IBM Tivoli Monitoring for Virtual Servers per 10 Processor Value Units (PVUs) SW S&S Reinstate 12 Mo	D5631LL
IBM Tivoli Monitoring for Virtual Servers LINUX ON Z 10 Processor Value Units (PVUs) Lic + SW S&S 12 Mo	D5662LL
IBM Tivoli Monitoring for Virtual Servers LINUX ON Z 10 Processor Value Units (PVUs) SW S&S Reinstate 12 Mo	D5663LL
IBM Tivoli Monitoring for Virtual servers per 10 Processor Value	D592GLL
IBM Tivoli Monitoring for Virtual Servers per 10 Processor Value Units (PVUs) Annual SW S&S Rnw1	E0285LL
IBM Tivoli Monitoring for Virtual Servers LINUX ON Z 10 Processor Value Units (PVUs) Annual SW S&S Rnw1	E028ALL

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

Description	Part number
IBM Tivoli Monitoring for Virtual Servers V6.2.3	BJ0XUML
IBM Tivoli Monitoring for Virtual Servers for Citrix XenServer V6.2.3	BJ0XSEN

IBM Tivoli Monitoring for Virtual Servers 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-FKAR-8A7M3B. 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. 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)**

Yes. Contact your IBM representative.

### **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.

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