IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 delivers the tools you need to help reduce the cost and business risk of managing your IBM System z platform and middleware environment

At a glance

Managing your IBM® z/OS® and middleware is complicated. Why complicate things more by choosing different tools to do this key task? IBM Tivoli® OMEGAMON® Performance Management Suite for z/OS V5.1.1 can help with a powerful integrated capability that reduces costs by:

- Improving resource utilization to maximize investment

- Improving personnel interaction for better synergy and efficiency

- Reducing outages or delays

- Reducing meantime to correction of complex problems

- Customizing the enhanced user interface based on the scope and control of your day-to-day job
- Expanding solution throughout IBM z/OS platform

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: LE001).

Overview

IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 provides both real-time and historical performance and availability management capabilities for your IBM z/OS operating system, networks, storage subsystems, IBM DB2®, IBM CICS®, IBM IMS™, IBM WebSphere® MQ for z/OS, and IBM WebSphere Application Server for z/OS.

This single orderable product helps manage performance and availability of your zEnterprise®. It utilizes a common GUI interface while offering an Enhanced 3270 User Interface (Enhanced 3270UI) for select functions. In depth analysis capabilities for the subject matter experts (SMEs) and consolidated views for other groups within the IT organization make this offering truly valuable to multiple users in any company. The suite provides composite alerts from multiple areas to quickly identify root problems, suggests actions to address problems, and fosters greater communication amongst IT groups for a more efficient way of managing the z/OS platform.

SMEs will appreciate the deep dive capabilities for analysis and problem correction enabled for the total z/OS platform and middleware to be monitored. The suite also provides action capabilities needed to address problems that are detected minimizing mean time to correction and avoiding costly outages.

IBM Tivoli OMEGAMON Performance Management Suite for z/OS contains:

- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.1.0
- IBM Tivoli OMEGAMON XE on z/OS V5.1.1
- IBM Tivoli OMEGAMON XE for Mainframe Networks V5.1.1
- IBM Tivoli OMEGAMON XE for Storage on z/OS V5.2.0
- IBM Tivoli OMEGAMON XE for CICS on z/OS V5.1.0
- IBM Tivoli OMEGAMON XE for DB2 Performance Expert on z/OS V5.2.0
- IBM Tivoli OMEGAMON XE for IMS on z/OS V5.1.0
- IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1.0
- IBM Tivoli Composite Application Manager for Web Resources V7.1.0

As a function of the IBM Tivoli Monitoring infrastructure provided with every z/OS based OMEGAMON product, the IBM Tivoli zEnterprise Monitoring Agent is included. This monitoring agent provides visibility into the zEnterprise hybrid infrastructure, including hardware resources, hypervisors, virtual servers, virtual networks, and workload resource groups that span heterogeneous platforms as defined by IBM zEnterprise Unified Resource Manager. This has proactive monitoring of zEnterprise workload resource groups to help them meet the service level objectives that you have defined for the enterprise.

Note: You have the ability to upgrade in to the suite if you own any of the component products.

Key prerequisites

For details, refer to Software requirements section.

Planned availability date

January 31, 2014

Description

IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 offers a broad real-time and historical performance and availability management function for IBM z/OS, networks, storage subsystems, and middleware such as IBM DB2, IBM CICS, IBM IMS, IBM WebSphere MQ for z/OS, and IBM WebSphere Application Server for z/OS technologies. This consolidated offering allows a common GUI shared throughout and Enhanced 3270 User Interface (Enhanced 3270UI) for some of the products that are capable of in-depth analysis. The GUI gives you composite alerts from multiple areas to quickly identify root problems, suggests actions to address problems, and fosters greater operator communication for a more efficient way of managing your environment.

Specific values in the areas of operating systems, networks, storage, DB2, CICS, IMS, WebSphere MQ for z/OS, and WebSphere Application Server for z/OS technologies. Message Queuing on z/OS and WebSphere on z/OS are numerous for subject matter experts (SMEs) and other users of the zEnterprise including users outside of the data center. Management capabilities include resource and workload views of your zEnterprise.

IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 provides the following:

- Consolidated views that allow for quick assessment for the health of your environment
- Composite alerts that quickly isolate problems for faster problem resolution
- Customizable alerts capable of automated take action responses
- Integrated GUI for better utilization of management products for efficiency
- Common views and data for increased effectiveness and communication
- The Tivoli OMEGAMON Enhanced 3270 User Interface that gives you the speed and power of a 3270 screen
- Powerful management capabilities and unique functions for the discipline they have been built to monitor
- Cohesive IBM solution, which is the base for expanding to critical initiatives such as cloud on System z® and big data solutions

Product positioning

The overriding value of Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 is the broad performance and availability management capability covering the operating systems and middleware, For example, the Tivoli OMEGAMON family of products utilizes the Tivoli Enterprise Portal (TEP) to provide the same graphical interface, which allows various end users, from different zEnterprise domains (operating systems, networks, storage, CICS, IMS, WebSphere MQ, and WebSphere Application Server) to utilize the same user interface and leverage information in managing their environment.

Reference information

Following are links to the announcements of the products included in IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1.

- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.1.0, refer to Software Announcement 212-041, dated February 07, 2012 .
- IBM Tivoli OMEGAMON XE on z/OS V5.1.1, refer to Software Announcement 213-273, dated July 09, 2013 .
- IBM Tivoli OMEGAMON XE for Mainframe Networks V5.1.1, refer to Software Announcement 213-273, dated July 09, 2013 .
- IBM Tivoli OMEGAMON XE for Storage on z/OS 5.2.0, refer to Software Announcement 213-202, dated July 09, 2013 .
- IBM Tivoli OMEGAMON XE for CICS on z/OS V5.1.0, refer to Software Announcement 212-041, dated February 07, 2012 .
- IBM Tivoli OMEGAMON XE for DB2 Performance Expert on z/OS V5.2.0, refer to Software Announcement 212-135, dated May 08, 2012 .
- IBM Tivoli OMEGAMON XE for IMS on z/OS 5.1.0, refer to Software Announcement 212-308, dated September 11, 2012 .
- IBM Tivoli OMEGAMON XE for Messaging on z/OS V7.1.0, refer to Software Announcement 212-308, dated September 11, 2012 .
- IBM Tivoli Composite Application Manager for Web Resources V7.1.0 refer to Software Announcement 209-424, dated December 01, 2009 .

Program number

```
Program          Program
number    VRM    name

5698-AA8  5.1.1  IBM Tivoli OMEGAMON Performance Management
```

Suite for z/OS

Product identification number

```
Program PID number     Subscription and Support
host product           PID number

5698-AA8               5698-AA9
```

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/

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

https://www.ibm.com/partnerworld/mem/sla.jsp?num=214-044

Offering Information

Product information is available via the Offering Information website

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

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 US) 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

Refer to the Reference information section for a link to the individual announcements for each product. The Hardware requirements section in each announcement will give detailed information for each product.

Software requirements

Refer to the Reference information section for a link to the individual announcements for each product. The Software requirements section in each announcement will give detailed information for each product.

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/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

Planning information

Packaging

The IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
  – GI13-2300-00 - Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1
- Publications (refer to the Publications section)

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

Security, auditability, and control

IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 products use the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

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

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

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

Licensing metric definitions and pricing examples

Licensing terms and conditions

- Charges for Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1 (the program) are based on Value Unit (VU) entitlements.
- z/OS Environment means the licensee's systems on which z/OS is executing (be that a single machine, multiple machines, a qualified sysplex, and so on) where any portion of any component of the program is installed.
- A qualified sysplex means a parallel sysplex in which z/OS is eligible for (a) aggregated AWLC charges as described in the Charges section of the Attachment for IBM System z Advanced Workload License Charges, or (b) aggregated WLC charges as described in the Charges section of the Attachment for IBM System z Workload License Charges, or (c) aggregated zNALC charges as described in the Charges section of the Attachment for zNALC License Charges on IBM System z, or (d) aggregated PSLC charges as described in the Parallel Sysplex® Environment section of the Exhibit for Parallel Sysplex License Charges.
- Licensee must purchase sufficient VU entitlements to cover the MSU capacity of each of licensee's z/OS environments. For the sake of clarity, if any portion of the program is installed on any portion of a qualified sysplex, then program entitlements must be acquired for the MSU capacity of the entire qualified sysplex. Licensee may run the program or any components of the program on any and all parts of licensee's z/OS environment and monitor any z/OS system in licensee's z/OS environment. The program may not be used on any machines or to manage any resources located outside of the country where the program license is acquired. As licensee's z/OS environment grows, licensee will need to acquire additional VU entitlements to cover the increased capacity.

Example

- For the purpose of illustration only, assume Licensee has 2 machines in its z/OS Environment. The Program runs on Machine A with an MSU rating of 100 and z/OS MSUs of 90. Machine B has an MSU rating of 200 and z/OS MSUs of 180.
  - Under full capacity licensing terms, licensee must acquire VU entitlements sufficient to cover 300 MSUs (100 MSUs for Machine A + 200 MSUs for Machine B).
  - Under sub-capacity licensing terms, licensee must acquire VU entitlements sufficient to cover 270 MSUs (90 z/OS MSUs for Machine A + 180 z/OS MSUs for Machine B).

Licensing metric definitions

Millions of Service Units (MSU)

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-03.ibm.com/systems/z/resources/swprice/

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 entitlement(s) 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 switchover 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 obtained.

Value Units

A Value Unit (VU) is a unit of measure by which the program can be licensed. Value Unit entitlements are based on the quantity of a specific designated measurement, for example MSUs, users, engines, tape drives, for the given software. Licensee must obtain sufficient entitlements for the number of Value Units required for licensee's environment as specified in the specific program terms. The Value Unit entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with other Value Unit entitlements of another program.

Pricing examples

System z software pricing examples (MSU based)

The pricing example below should be used to determine required license entitlements for the following System z software product:

- IBM Tivoli OMEGAMON Performance Management Suite for z/OS

System z server:

1,500 MSU System z server

All products in this example employ Value Unit slope VUE007 (VUE = Value Value Unit Exhibit). If the customer has installed 1,500 MSUs, the applicable number of Value Units will be:

```
MSUs                Value Units/MSU        Value Units

Base        3       1.00                         3.00
Tier A     42        .45                        18.90
Tier B    130        .36                        46.80
Tier C    140        .27                        37.80
Tier D  1,185        .20                       237.00
Total   1,500                                  343.50
```

When calculating the total number of Value Units, the sum is rounded up to the next integer. So the customer will need to license 344 Value Units in this example.

Value Units for non-MSU-based S/390 processors:

```
System              Value Units/System

MP3000 H30              6
MP3000 H50              8
MP3000 H70             12
ESL Models              2
```

Value Units for IBM 9672 processors are based upon the full capacity of these systems. This is applicable to all System z systems measured on MSU capacity. Information on MSU capacities can be found in the IBM System/370, System/390® and System z Machine Exhibit, Z125-3901.

Ordering information

Value Unit exhibit VUE007

```
            MSUs      MSUs
            minimum   maximum    Value Units/MSU

Base          1         3        1
Tier A        4        45        0.45
Tier B       46       175        0.36
Tier C      176       315        0.27
Tier D      316         +        0.2
```

Value Units for mainframes without MSU ratings:

```
Hardware      Value Units/machine

MP3000 H30      6
MP3000 H50      8
MP3000 H70     12
ESL models      2
```

Ordering example

The total number of Value Units is calculated according to the following example.

If your required license capacity is 1,500 MSUs for your selected System z IPLA product, the applicable Value Units would be:

```
Translation from MSUs to Value Units

         MSUs    *   Value Units/MSU = Value Units
Base        3    *   1.00            =    3.00
Tier A     42    *    .45            =   18.90
Tier B    130    *    .36            =   46.80
Tier C    140    *    .27            =   37.80
```

```
Tier D     1,185    *    .20           =  237.00

Total     1,500                         343.50
```

When calculating the total number of Value Units, the sum is to be rounded up to the next integer.

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Ordering information for 5698-AA8 MSU-based System z offerings

- IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

```
Program name: IBM Tivoli OMEGAMON Performance Management Suite
              for z/OS V5.1.1

Program PID: 5698-AA8

Entitlement                          License option/
identifier   Description             Pricing metric

S017D15      IBM Tivoli OMEGAMON     Basic OTC, per Value Unit
             Performance Management
             Suite for z/OS V5.1.1   Basic OTC, per MSU-day TUC

Orderable supply ID    Language              Distribution medium

S017D14                Multilingual          3590 tape
```

Subscription and Support PID: 5698-AA9

```
Entitlement                          License option/
identifier   Description             Pricing metric

S017D18      IBM Tivoli OMEGAMON     Basic ASC, per Value Unit SW S&S
             Performance Management No charge, decline SW S&S
             Suite for z/OS V5.1.1  Per MSU SW S&S registration
             S&S

Orderable supply ID    Language              Distribution medium

S017D17                Multilingual          Hardcopy publication
```

Subscription and Support

Subscription and Support must be ordered to receive voice technical support via telephone during normal business hours, and future releases and versions, at no additional charge. The capacity of Subscription and Support (for example, Processor Value Units or terabytes) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program product number and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products, via a separately purchased offering, under the terms of the IBM International Agreement for Acquisition of Support Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone during normal business hours.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

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

Customized Offerings

Product deliverables are shipped only via CBPDO and ServerPac. These customized offerings are offered for Internet delivery in countries where ShopzSeries product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the Shopz help information at

   http://www.software.ibm.com/ShopzSeries

You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO and , ServerPac. at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem.

Shopz and CFSW will determine the eligibility based on product requisite checking. For more details on the Product ServerPac, visit the Help section on the Shopz website at

   http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.

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.

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.

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

Agreement for Acquisition of Software Maintenance

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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.

IBM System z Operational Support Services - SoftwareXcel is an option if you desire added services.

License Information form number

GI13-2300-00: Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1

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 support

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

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 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

No

Software Subscription and Support applies

Yes. All distributed software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire IBM software and assure technical support coverage for all licenses. Extending coverage for a total of three years from date of acquisition may be elected.

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, every day of the year. 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 this agreement.

For more information about the Passport Advantage Agreement, visit the Passport Advantage website at

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

IBM Operational Support Services - SoftwareXcel

Yes

System i® Software Maintenance applies

No

Variable charges apply

Yes

Educational allowance available

Yes. A 15% education allowance applies to qualified education institution customers.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

IBM Electronic Services

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

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

Prices

Passport Advantage

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

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

Information on charges is available at website

http://www.ibm.com/support

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