



IBM Tivoli Storage Manager Suite for Unified Recovery V6.2 offers terabyte pricing and a feature-rich suite of IBM Tivoli Storage Manager products

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At a glance

IBM® Tivoli® Storage Manager Suite for Unified Recovery V6.2 delivers:

- A bundle of ten IBM Tivoli Storage Manager products
- Simplified pricing and licensing:
 - Pricing on a per terabyte charge metric for data stored within IBM Tivoli Storage Manager primary pools and IBM Tivoli Storage Manager FastBack repositories
 - Install as many of the bundled components as needed to help protect your environment
 - Easy and fast to measure
 - Can use client compression and Tivoli Storage Manager deduplication to lower terabytes managed

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 Storage Manager Suite for Unified Recovery V6.2 delivers a feature-rich storage management software suite that consists of:

- IBM Tivoli Storage Manager Extended Edition V6.2
- IBM Tivoli Storage Manager for Databases V5.5
- IBM Tivoli Storage Manager for Enterprise Resource Planning V6.2
- IBM Tivoli Storage Manager for Mail V6.1
- IBM Tivoli Storage Manager for Space Management V6.2
- IBM Tivoli Storage Manager for Storage Area Networks V6.2
- IBM Tivoli Storage Manager for Virtual Environments V6.2
- IBM Tivoli Storage Manager FastBack V6.1
- IBM Tivoli Storage Manager FastBack for Microsoft® Exchange V6.1
- IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1

IBM Tivoli Storage Manager Suite for Unified Recovery V6.2 offers simplified pricing and licensing based on a per terabyte charge metric for data stored within Tivoli Storage Manager primary storage pools and Tivoli Storage Manager FastBack repositories.

This suite of products delivers data protection capabilities such as:

- Massive scalability with broad platform support
- Target and source-side data deduplication
- Advanced support for virtual environment protection
- Online, consistent, and centralized data protection for:
 - Databases
 - mySAP/SAP R3 environments
 - Email servers running Lotus® Domino® or Microsoft Exchange, including item level recovery of Microsoft Exchange email objects
- LAN-free backup and restore that removes data transfer from the LAN, providing high-performance backup and restore while helping to minimize network traffic
- File system and application-aware snapshots and Continuous Data Protection (CDP)
- Bare machine recovery for Microsoft Windows® and Linux® servers
- Hierarchical Space Management for UNIX® and Linux systems

Planned availability date

- June 3, 2011: Electronic
- June 17, 2011: Media pack

Description

Following is a brief summary of the products included in IBM Tivoli Storage Manager Suite for Unified Recovery V6.2. Refer to the [Reference information](#) section for announcement letters that provide detailed product information on each of these products.

Tivoli Storage Manager Extended Edition V6.2

Tivoli Storage Manager Extended Edition helps businesses manage and control the "information explosion" by delivering a single point of control and administration for storage management needs. This advanced, highly scalable product helps increase the efficiency of your IT operations and helps cut costs related to storage management by providing a wide range of data protection, recovery management, movement, retention, reporting, and monitoring capabilities using policy-based automation.

The Tivoli Storage Manager Extended Edition backup and recovery offering is a centralized solution that employs smart data movement and smart data store technology to help make backups and restores fast, flexible, and low-impact.

Tivoli Storage Manager Extended Edition offers various types of backup and recovery strategies. These range from progressive incremental backup of files to sub-file backup, volume level backup, backup sets, open file backups, and online backup of databases and applications.

Enhanced data reduction capabilities help conserve network bandwidth and data storage. Tivoli Storage Manager Extended Edition helps deliver significant data reduction through progressive incremental backup, built-in source and target data deduplication capability, and client compression.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-extended/>

Tivoli Storage Manager for Enterprise Resource Planning V6.2

Tivoli Storage Manager for Enterprise Resource Planning helps automate data protection, helps reduce the impact of data backups and restores on the SAP database server, and can reduce the administrator workload necessary to help meet data protection and storage management requirements. It seamlessly integrates with the database-specific utilities of IBM DB2® UDB and Oracle (RMAN), and with the SAP BR*Tools. Tivoli Storage Manager for Enterprise Resource Planning is specifically optimized to help protect your vital SAP data. As the intelligent interface to SAP databases, Tivoli Storage Manager for Enterprise Resource Planning supports heterogeneous environments with large volume data backups, data recovery, redirected restore, and disaster recovery of multiple SAP database servers.

Tivoli Storage Manager for Enterprise Resource Planning performs efficient backup of very large SAP databases (for example, databases larger than one terabyte). This is accomplished by breaking up extremely large SAP database objects into multiple smaller objects. This enables more flexibility on server-side maintenance tasks, such as backup storage pool operations, as they can now be interrupted without being required to start all over again.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-erp/>

Tivoli Storage Manager for Storage Area Networks V6.2

Tivoli Storage Manager for Storage Area Networks works with servers and client computers to make data transfers over a Storage Area Network (SAN). It allows SAN-connected Tivoli Storage Manager servers and Tivoli Storage Manager client computers to make maximum use of their direct network connection to storage.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-san/>

Tivoli Storage Manager for Space Management V6.2

Tivoli Storage Manager for Space Management provides Hierarchical Storage Management (HSM), which is an important component of information lifecycle management. Tivoli Storage Manager for Space Management helps free administrators and users from manual file system pruning tasks, and helps control the need for additional disk storage, by automatically and transparently migrating files via policy to near line or offline storage. It is available for AIX® JFS2 and General Parallel File System™ (GPFS™), Linux GPFS, Solaris VxFS, and HP-UX JFS file systems. When used in conjunction with the IBM GPFS, files managed by Tivoli Storage Manager for Space Management can be moved from GPFS disk storage pools to tape while the filename will remain the same, including its directory and file system name.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-space/>

Tivoli Storage Manager for Mail V6.1

Tivoli Storage Manager for Mail helps protect Lotus Domino and Microsoft Exchange data within the Tivoli Storage Manager storage hierarchy. It supports online (hot) backup and exploits the backup-certified interfaces provided by Lotus Domino and Microsoft Exchange. This helps to maximize the protection of the data and the performance of backups and restores. It supports the restoration of a user's mailbox or items from within a mailbox that may have been accidentally deleted and restoration of the mailbox as it existed at a previous point in time.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-mail/>

Tivoli Storage Manager for Databases V5.5

Tivoli Storage Manager for Databases helps protect Oracle and Microsoft SQL data. It supports incremental and full backup to help provide online (hot) backup, and exploits the backup-certified utilities and interfaces provided by Oracle and Microsoft SQL, and uses the Tivoli Storage Manager storage hierarchy for data placement and management. This helps maximize the protection of the data and the performance of the backups and restores, and helps minimize storage hardware costs.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-db/>

Tivoli Storage Manager for Virtual Environments V6.2

Tivoli Storage Manager for Virtual Environments delivers backup efficiencies and advanced recovery capabilities for VMware hypervisors. Using Tivoli Storage Manager for Virtual Environments, the burden of running backups on a virtual machine can be addressed by offloading backup workloads from a VMware ESX-based or ESXi-based server to a centralized vStorage backup server. The vStorage backup server takes full and incremental snapshots of virtual machines, processes backups, and sends the results to a Tivoli Storage Manager V5.5, or later server.

In the virtualized environment, Tivoli Storage Manager for Virtual Environments can provide:

- Improved frequency of backups to help reduce the amount of data at risk
- Fast recovery of data to help reduce downtime following a failure

Incremental backups occur at a block level, thereby leveraging VMware's Changed Block Tracking capability, and periodic full backups can take a non-disruptive snapshot at the virtual machine image level. Near-instant recovery can be applied at a file level or disk volume level. Virtual machine image level can be restored through the vStorage server. These capabilities can provide end users with recovery flexibility from a single-pass image-level backup. Tivoli Storage Manager for Virtual Environments helps simplify day-to-day administration with a single, centralized console.

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-ve/>

Tivoli Storage Manager FastBack V6.1

Tivoli Storage Manager FastBack uses a block level, incremental approach to data protection that has a very low impact on managed servers and applications, and helps eliminate backup windows. In addition, it offers rapid recovery with the ability to almost instantly extract any file or application object from the stored data blocks of any stored snapshot. Tivoli Storage Manager Fastback™ provides this low impact backup and near instant recovery capability for Microsoft Windows platform and for Linux file servers and applications.

In addition, Tivoli Storage Manager FastBack:

- Helps you deal with data growth by providing built-in data deduplication of FastBack server repository data
- Delivers integrated management of policies between Tivoli Storage Manager FastBack and IBM Tivoli Storage Manager Extended Edition
- Launches from the Tivoli Storage Manager Extended Edition Administration Center

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-fastback/>

Tivoli Storage Manager FastBack for Microsoft Exchange V6.1

Tivoli Storage Manager FastBack for Microsoft Exchange is designed to provide quick and easy restore of individual Microsoft Exchange objects such as email messages and attachments, contact lists, calendars, tasks, journal entries, entire folders, and so on. In addition, it delivers extensive support for the Windows environment that can enable fast and easy restore of public folders such as:

- Mail public folders
- Calendar public folders
- Contact public folders
- Task public folders
- Notes public folders

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-fastback-exchange/>

Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1

Tivoli Storage Manager FastBack for Bare Machine Recovery is designed to help you easily recover entire Windows systems. Tivoli Storage Manager FastBack for Bare Machine Recovery helps restore the server operating system volume following a disaster or catastrophic server failure. It enables organizations to perform bare machine recovery in a local office, in a data center, or in a central recovery site. Tivoli Storage Manager FastBack for Bare Machine Recovery leverages Tivoli Storage Manager FastBack to provide near-instant access to applications and data while full recovery takes place in the background. It also facilitates the fast and easy migration of workloads from old hardware or standalone servers to new hardware platforms. For Windows, it helps quickly recover entire systems to a comparable server, a new server with different hardware, or a virtual machine (VMware or Microsoft virtual server).

Refer to

<http://www-01.ibm.com/software/tivoli/products/storage-mgr-fastback-bmr/>

Accessibility by people with disabilities

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

http://www.ibm.com/able/product_accessibility/index.html

Reference information

For complete product information about the products included in Tivoli Storage Manager Suite for Unified Recovery V6.2, refer to:

- Software Announcement [211-028](#), dated February 22, 2011, for Tivoli Storage Manager for Virtual Environments V6.2
- Software Announcement [210-029](#), dated February 16, 2010, for Tivoli Storage Manager Extended Edition V6.2, Tivoli Storage Manager for Storage Area Networks V6.2, Tivoli Storage Manager for Enterprise Resource Planning V6.2, and Tivoli Storage Manager for Space Management V6.2
- Software Announcement [209-364](#), dated December 15, 2009, for Tivoli Storage Manager FastBack V6.1, Tivoli Storage Manager FastBack for Microsoft Exchange V6.1, and Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1
- Software Announcement [209-004](#), dated February 10, 2009, for Tivoli Storage Manager for Mail V6.1
- Software Announcement [207-290](#), dated November 13, 2007, for Tivoli Storage Manager for Databases V5.5

Program number

Program number	VRM	Program name
5724-Z12	6.2	IBM Tivoli Storage Manager Suite for Unified Recovery

Education support

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

For additional information, visit

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

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

Publications

Refer to the announcement letters in the [Reference information](#) section for the individual products included in Tivoli Storage Manager Suite for Unified Recovery V6.2.

In addition, on the general availability date, publications can be found at website

<http://www.ibm.com/support/docview.wss?uid=swg27021420>

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, where IBM does business.

Technical information

Specified operating environment

Hardware and software requirements

Refer to the announcement letters in the [Reference information](#) section for the individual products included in Tivoli Storage Manager Suite for Unified Recovery V6.2.

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

Direct customer support

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

Tivoli Storage Manager Suite for Unified Recovery V6.2 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- DVD media

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

Tivoli Storage Manager Suite for Unified Recovery V6.2 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.

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 metric definitions

Tiered terabytes (1-100), (101-250), (251-500), (501-750), (751-1,250), (1,251-2,000), (2,001+)

Terabyte (1-100), Terabyte (101-250), Terabyte (251-500), (501-750), (751-1,250), (1,251-2,000), (2,001+) is a unit of measure by which the program can be licensed.

Proofs of Entitlement (PoEs) are based on the number of terabytes available to the program. A terabyte is 2 to the 40th power bytes. Licensee must obtain sufficient entitlements required for licensee's environment. The entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with entitlements of another program.

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

Licensee must obtain sufficient entitlements required for all data stored in the designated Tivoli Storage Manager primary storage pool volumes and for all data stored in the designated Tivoli Storage Manager FastBack repository volumes.

Pricing example

Tivoli Storage Manager Suite for Unified recovery uses a tiered terabyte (TB) pricing model. The model consists of seven tiers that are to be used cumulatively. All tiers must be used in order (begin with the first tier and move on to the second tier, and so on) to arrive at the desired total amount of TB.

Based on the actual TB tiers, the following example is an illustration, using variables for prices, that shows how to calculate the prices:

Tier TB range (actual)	\$K/TB
1-100	x
101-250	y
251-500	z
501-750	a
751-1,250	b
1,251-2,000	c
2,001+	d

Total TB ordered	How it is charged
50 TB	$(x * 50 \text{ TB})$
150 TB	$(x * 100 \text{ TB}) + (y * 50 \text{ TB})$
500 TB	$(x * 100 \text{ TB}) + (y * 150 \text{ TB}) + (z * 250 \text{ TB})$
1,200 TB	$(x * 100 \text{ TB}) + (y * 150 \text{ TB}) + (z * 250 \text{ TB}) + (a * 250 \text{ TB}) + (b * 450 \text{ TB})$
1,800 TB	$(x * 100 \text{ TB}) + (y * 150 \text{ TB}) + (z * 250 \text{ TB}) + (a * 250 \text{ TB}) + (b * 500 \text{ TB}) + (c * 550 \text{ TB})$
2,500 TB	$(x * 100 \text{ TB}) + (y * 150 \text{ TB}) + (z * 250 \text{ TB}) + (a * 250 \text{ TB}) + (b * 500 \text{ TB}) + (c * 750 \text{ TB}) + (d * 500 \text{ TB})$

Ordering information

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

Product group: Tivoli Storage Management

Product category: Tivoli Storage Manager

Product Identifier Descriptions	PID number
IBM Tivoli Storage Manager Suite for Unified Recovery	5724-Z12

Passport Advantage customer: Media pack entitlement details

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

Media pack description and entitled maintenance offering description	Part number
TSM Suite for Unified Recovery V6.2	BJ0TNML

Current licensees

New licensees

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

Basic license

Moving existing license entitlements to Tivoli Storage Manager Suite for Unified Recovery V6.2

Current licensees of individual products included in Tivoli Storage Manager Suite for Unified Recovery V6.2 can move their license entitlements to Tivoli Storage Manager for Unified Recovery V6.2 via a special bid. Contact your IBM marketing representative for information.

Ordering information for Passport Advantage

Passport Advantage allows you to have a common anniversary date for 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 terabyte. To order for Passport Advantage, specify the desired part number and quantity.

Description	Part number
IBM Tivoli Storage Manager Suite for Unified Recovery	
Per Terabyte (1-100) License and SW S&S 12 Months	D0BM1LL
Per Terabyte (1-100) Annual SW S&S Renewal	E084XLL
Per Terabyte (1-100) SW S&S Reinstatement 12 Months	D0BM2LL
Per Terabyte (101-250) License and SW S&S 12 Months	D0BM9LL
Per Terabyte (101-250)	

Annual SW S&S Renewal Per Terabyte (101-250) SW S&S Reinstatement 12 Months	E0851LL D0BMALL
Per Terabyte (251-500) License and SW S&S 12 Months Per Terabyte (251-500) Annual SW S&S Renewal Per Terabyte (251-500) SW S&S Reinstatement 12 Months	D0BMBLL E0852LL D0BMCLL
Per Terabyte (501-750) License and SW S&S 12 Months Per Terabyte (501-750) Annual SW S&S Renewal Per Terabyte (501-750) SW S&S Reinstatement 12 Months	D0BMJLL E0856LL D0BMLLL
Per Terabyte (751-1,250) License and SW S&S 12 Months Per Terabyte (751-1,250) Annual SW S&S Renewal Per Terabyte (751-1,250) SW S&S Reinstatement 12 Months	D0BMKLL E0857LL D0BMMLL
Per Terabyte (1,251-2,000) License and SW S&S 12 Months Per Terabyte (1,251-2,000) Annual SW S&S Renewal Per Terabyte (1,251-2,000) SW S&S Reinstatement 12 Months	D0BMULL E085BLL D0BMWLL
Per Terabyte (2,001+) License and SW S&S 12 Months Per Terabyte (2,001+) Annual SW S&S Renewal Per Terabyte (2,001+) SW S&S Reinstatement 12 Months	D0BMVLL E085CLL D0BMXLL

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 Storage Manager Suite for Unified Recovery V6.2 DVD media pack - multilingual	BJ0TNML

IBM Tivoli Storage Manager Suite for Unified Recovery V6.2 is also available via web download from Passport Advantage.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

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

Licensing

IBM International Program License Agreement including the License Information 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.

This program is 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. This program has 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-CKAZ-8FPPG5. 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 three 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>

Usage restriction

Yes. Usage is limited to the quantity of terabytes licensed.

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

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

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 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.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

Prices

Information on charges is available at website

<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 Storage Group to sell this product. To register an opportunity for this product in the Global Partner Portal, you may use Product Family - Software: Tivoli Storage. For information on how to become an Authorized Business Partner in IBM Software Value Plus, go to the following website

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

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To identify your local IBM Business Partner or IBM representative, call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

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