



# IBM Tivoli Performance Management Suite for z/OS V5.3 and IBM Tivoli OMEGAMON for z/OS Management Suite V5.3 updates

## Table of contents

<a href="#">1 Overview</a>	<a href="#">7 Publications</a>
<a href="#">2 Key prerequisites</a>	<a href="#">8 Technical information</a>
<a href="#">2 Planned availability date</a>	<a href="#">12 Ordering information</a>
<a href="#">2 Description</a>	<a href="#">17 Terms and conditions</a>
<a href="#">6 Statement of direction</a>	<a href="#">23 Prices</a>
<a href="#">7 Program number</a>	<a href="#">23 Order now</a>
	<a href="#">24 Corrections</a>

## At a glance

IBM® Tivoli® Performance Management Suite for z/OS® V5.3 and the IBM Tivoli OMEGAMON® z/OS Management Suite V5.3 can help provide cost savings and greater effectiveness while helping you meet your Service Level Agreements by:

- Delivering new Enhanced 3270 User Interface (Enhanced 3270UI) history capability, increased integration, and enhanced install, configuration, and customization capabilities.
- Offering the ability to quickly identify problem situations.
- Isolating and addressing problems quickly.
- Improving resource utilization to maximize investment.
- Improving personnel interaction for better synergy and efficiency.
- Reducing outages or delays.
- 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 V5.3 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.

IBM Tivoli OMEGAMON for z/OS Management Suite V5.3 addresses your IBM z/OS operating systems, mainframe networks, and z/OS storage environment.

Both suites can help maximize efficiency and effectiveness of managing your z/OS environment by utilizing this powerful integrated tool set. New enhancements include historical and integration capabilities in the Enhanced 3270 User Interface (Enhanced 3270UI), easier installation, configuration, and maintenance, as well as

new functions to help reduce monitoring overhead. Additional enhancements are included in the individual Tivoli OMEGAMON products, as well as in the suites.

Updates to five individual products

- IBM Tivoli OMEGAMON XE on z/OS V5.3
- IBM Tivoli OMEGAMON XE for CICS on z/OS V5.3
- IBM Tivoli OMEGAMON XE for Messaging for z/OS V7.3
- IBM Tivoli OMEGAMON XE for Storage on z/OS V5.3
- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.3

These products are available on an individual basis and are also included in the suites.

---

## Key prerequisites

---

For details, refer to [Software requirements](#) section.

---

## Planned availability date

---

September 5, 2014

---

## Description

---

IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.3, a single orderable product, helps manage performance and availability of your IBM 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 help 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 among IT groups for a more efficient way of managing the IBM z/OS platform. This highly integrated solution helps provide advantages in sharing information between the different management groups within your organization to help increase effectiveness, better meet Service Level Agreements (SLAs), and reduce costs through efficiency.

SMEs will appreciate the deep dive capabilities for analysis and problem correction enabled for the total IBM z/OS platform and middleware to be monitored. The suite also provides action capabilities needed to address problems that are detected, helping to minimize mean time to correction and avoiding costly outages. New to the offering is the Enhanced 3270UI near-term history function for z/OS, IBM CICS, messaging and storage, continued advancements in integration, enhancements to installation process, configuration and maintenance, and continued reduction in resource consumption to name just a few new capabilities.

As z/OS and associated middleware technologies and roles of those supporting them change, so do the Cloud and Smarter Infrastructure solutions evolve.

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

- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.3.0 (new)
- IBM Tivoli OMEGAMON XE on z/OS V5.3.0 (new)
- IBM Tivoli OMEGAMON XE for Mainframe Networks V5.1.1
- IBM Tivoli OMEGAMON XE for Storage on z/OS V5.3.0 (new)
- IBM Tivoli OMEGAMON XE for CICS on z/OS V5.3.0 (new)

- 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 for z/OS V7.3.0
- 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 Tivoli OMEGAMON product, 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 to the suite if you own any of the component products.

Tivoli OMEGAMON for z/OS Management Suite for z/OS V5.3 provides both real-time and historical performance and availability management capabilities for your z/OS operating system, networks, and storage subsystems in a single orderable product. It utilizes a common GUI interface while offering an Enhanced 3270UI for select functions. In depth analysis capabilities for the SMEs and consolidated views for other groups within the IT organization help make this offering valuable to multiple users in any company.

Tivoli OMEGAMON for z/OS Management Suite contains:

- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.3.0 (new)
- IBM Tivoli OMEGAMON XE on z/OS V5.3.0 (new)
- IBM Tivoli OMEGAMON XE for Mainframe Networks V5.1.1
- IBM Tivoli OMEGAMON XE for Storage on z/OS V5.3.0 (new)
- IBM Tivoli OMEGAMON XE for z/VM® and Linux™ V4.3.0 (2 cores)

New features of the individual IBM Tivoli OMEGAMON products

IBM Tivoli OMEGAMON XE on z/OS V5.3 provides for the SMEs, such as system programmers, the capability to manage z/OS operating system resources and workloads. It provides the ability to combine information from z/OS and multiple z/OS subsystems, including middleware, into a single screen for greater integrated problem determination capabilities.

New features

- Delivers Enhanced 3270UI near-term history function for better problem analysis when utilizing the new interface.
- Provides Enhanced 3270UI panels to enable SMEs to navigate through the data across products, for example, render z/OS and CICS information on the same workspace, to identify the source of a problem, and resolve the problem through take action commands.
- Has additional workspaces in the Enhanced 3270UI interface.
- Provides a view of IBM System z® Advanced Workload Analysis Reporter (zAware) analytics using Tivoli OMEGAMON XE on z/OS, which helps facilitate resolving problems and taking actions against those resources being detected on an IBM System z.
- Has new zAware information workplace and alerts through Enhanced 3270UI and IBM Tivoli Enterprise Portal (TEP).
- Contains Enhanced 3270UI support of Self Describing Agent, which can help with easier install, configuration, and maintenance.
- Utilizes IPv6 for increased self-managing capabilities and expanded technology adoption.
- Supports new z/OS operating system and mainframe hardware.

IBM Tivoli OMEGAMON XE for CICS on z/OS V5.3 provides users advanced problem determination assistance using focused problem-solving scenarios designed by CICS subject matter experts for the CICS middleware subsystem. This product monitors CICS performance and availability. The information gathered can be leveraged with other IBM monitors through integration for powerful problem solving workspaces for better problem resolution with complex issues that arise.

New features:

- Delivers Enhanced 3270UI near-term history function that enables the user to identify changes to metrics over time. Product provided problem scenario derived workspaces constructed by subject matter experts increased problem analysis capability when utilizing the new Enhanced 3270UI interface.
- Provides Enhanced 3270UI panels to enable SMEs to navigate quickly through the data across products, for example, render CICS and IBM WebSphere MQ information on the same workspace, which helps to quickly identify, isolate, and resolve the problem through take action commands.
- Has zIIP enablement that can help manage and provide greater control at lower CPU.
- Provides users a summarized VSAM I/O count ability to identify usage patterns. This view provides better capability and can reduce tuning efforts.
- Increases overall capability of the Enhanced 3270UI with new workspaces.
- Contains Enhanced 3270UI support of Self Describing Agent that can help with easier install, configuration, and maintenance.
- Utilizes IPv6 for increased self-managing capabilities and expanded technology adoption.
- Supports new CICS Transaction Server and CICS Transaction Gateway.

IBM Tivoli OMEGAMON XE for Messaging for z/OS V7.3 provides users overall in-depth IBM WebSphere MQ and IBM Integration Bus (WebSphere Message Broker) management capability. Monitoring of your queue manager, broker resources, and workloads for problem scenarios can help solve problems and improve mean time to repair. Visibility to view objects, such as queues, channels, and message flows with the same performance metrics that are common between the z/OS and distributed systems, can help increase effectiveness. Integration provided allows use of related data in context and can help provide increased analysis and repair capabilities.

New features:

- Delivers Enhanced 3270UI near-term history function that enables the user to identify changes to metrics over time and can help provide better problem analysis when utilizing the new interface.
- Contains Enhanced 3270UI panels to enable SMEs to navigate quickly through the data across products, for example, render WebSphere MQ and CICS information on the same workspace, which helps to quickly identify, isolate, and resolve the problem through take action commands.
- Contains new Enhanced 3270UI workspaces and commands that help increase the overall capability of interface and currency updates for the recent releases of WebSphere MQ and IBM Integration Bus.
- Now supports Enhanced 3270UI Message Queue Scripting Command (MQSC) display or ping command.
- Supports IBM Websphere MQ V8 and IBM Integration Bus V9, or later (WebSphere Message Broker).

Tivoli OMEGAMON XE for Storage on z/OS V5.3 is the cornerstone monitoring and management tool for z/OS storage. It provides visibility, control, and automation of a wide variety of storage hardware and software subsystems, and links tightly with other Tivoli OMEGAMON products to provide horizontal integration of storage with other z/OS management disciplines. There are links to drill down into other specialty management storage products in areas such as DFSMSHsm, ICF Catalog, and Storage Allocation, for even greater integration and problem determination capability.

#### New features:

- Improved ease of use and information sharing for SMEs, as near-term history can be viewed in the Enhanced 3270UI interface for additional problem solving capability.
- Increased integration of storage monitoring information with other Tivoli OMEGAMON products through new embedded data capability, which can be displayed within the E3270UI interface of Tivoli OMEGAMON XE for z/OS using new embedded data function, which can be displayed across product information within the same workspace from better problem determination capability.
- With Dataset Attribute Group Extractor (DAGX), detailed attribute information about Data Set Attribute Groups can be extracted into a .CSV or spreadsheet format for analysis, trending, and data consolidation, making Tivoli OMEGAMON XE for Storage a good source for storage planning information.
- Enhanced configuration controls are added, which allow options for minimal configuration and collection. This ability helps directly impact resources consumption and data collection.
- Significantly improves resource consumption and performance, adding options for minimal configuration along with performance improvements in cache and LSPACE collection.
- Improved installability with additional PARMGEN enhancements.

#### IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.3:

- Provides the capability to integrate management of z/OS operating system, network, subsystems, and storage management for greater viability, control, and automation of your z/OS environment that can help improve utilization of resources.
- Helps reduce costs by integrating z/OS management functions and alerts, facilitating a more efficient mainframe operation.
- Offers advanced alerting capabilities that integrate problem and availability information from the operating system, network, and subsystem making it easier to find problems. This reduces the mean time to repair and can help with problem avoidance of costly outages and saving time and money.
- Integrates z/OS information with Cloud and Smarter Infrastructure solutions enterprise-wide for an end-to-end performance and availability monitoring capability.

Note: All new Tivoli OMEGAMON V5.3 products utilize installation and configuration through the PARMGEN method and no longer ship with ICAT.

#### **Value Unit-based pricing**

---

Value Unit pricing for eligible IBM System z IBM International Program License Agreement (IPLA) programs enables a lower cost of incremental growth and enterprise aggregation. Each System z IPLA product with Value Unit pricing has a single price per Value Unit and a conversion matrix, called Value Unit Exhibit, for converting from some designated measurement to Value Units. Most commonly, Millions of Service Units (MSUs) is the measurement designated by IBM to be converted to Value Units. Some other measurements are engines or messages. Since MSUs are the most common measurement, that measurement will be used for the remainder of this description.

Value Unit pricing offers price benefits for you. For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity**. Each of the various Value Unit Exhibits stipulate that the larger your required license capacity, the fewer Value Units per MSU you will need. Value Unit Exhibits are uniquely identified by a three digit code and referred to using the nomenclature VUExxx, where xxx is the three digit code.

Subsequent acquisitions of Value Unit priced programs offer additional price benefits. The quantity of each System z IPLA program that you have acquired is referred to as

**entitled license capacity.** If you wish to grow your entitled license capacity for a System z IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each System z IPLA program with Value Unit pricing, you should:

- Determine the required license capacity, in MSUs
- Aggregate the MSUs across the enterprise
- Convert the total MSUs to Value Units, using the applicable Value Unit Exhibit
- Multiply the price per Value Unit by the total number of Value Units to determine the total cost

To simplify conversion from the designated measurement to Value Units or vice-versa, use the Value Unit Converter Tool. For additional information or to obtain a copy of the Value Unit Converter Tool, visit the Value Unit Converter Tool website

<http://ibm.com/zseries/swprice/vuctool>

Note that Value Units of a given product cannot be exchanged, interchanged, or aggregated with Value Units of another product.

To determine the required license capacity for the System z IPLA program you selected, refer to the [Terms and conditions](#) section.

---

## Statement of direction

---

- Cloud and Smarter Infrastructure (C&SI) plans to discontinue the Tivoli OMEGAMON II agents and UIs commonly called Common User Access (CUA).
- C&SI plans to discontinue OMEGAVIEW, which is comprised of Tivoli OMEGAMON II agents
- C&SI plans to discontinue the Epilog component in Tivoli OMEGAMON XE for z/OS.
- IBM plans to remove the NetView® Performance Monitor component from the next release of Tivoli OMEGAMON XE for Mainframe Networks. Tivoli OMEGAMON XE for Mainframe Networks native capabilities will provide the needed replacement functionality.

IBM's statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

---

## Reference information

---

Following are links to the previous announcements of the products in this announcement:

- IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.1.1, refer to Software Announcement [214-044](#), dated January 07, 2014.
- IBM Tivoli OMEGAMON for z/OS Management Suite V5.1.1, refer to [214-090](#), dated July 15, 2014.
- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.1.0, refer to [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 CICS on z/OS V5.1.0, refer to Software Announcement [212-041](#), dated February 07, 2012.
- IBM Tivoli OMEGAMON XE for Messaging for z/OS V7.1.0, refer to Software Announcement [212-308](#), dated September 11, 2012.
- IBM Tivoli OMEGAMON XE for Storage on z/OS 5.2.0, refer to Software Announcement [213-202](#), dated July 09, 2013.

---

## Program number

---

Program number	VRM	Program name
5698-AA8	5.3.0	IBM Tivoli OMEGAMON Performance Management Suite for z/OS
5698-TOM	5.3.0	IBM Tivoli OMEGAMON for z/OS Management Suite
5698-T01	5.3.0	IBM Tivoli OMEGAMON XE on z/OS
5698-T07	5.3.0	IBM Tivoli OMEGAMON XE for CICS on z/OS
5698-B23	7.3.0	IBM Tivoli OMEGAMON XE for Messaging for z/OS
5698-T06	5.3.0	IBM Tivoli OMEGAMON Dashboard Edition on z/OS
5698-T05	5.3.0	IBM Tivoli OMEGAMON XE for Storage on z/OS

---

## Product identification number

---

Program PID number host product	Subscription and Support PID number
5698-AA8	5698-AA9
5698-TOM	5698-Z06
5698-T01	5608-S81
5698-T07	5608-S74
5698-B23	5608-S83
5698-T06	5608-S72
5698-T05	5608-S77

---

## 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=214-272>

---

## 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**

IBM Tivoli OMEGAMON XE on z/OS

Mandatory requisites:

- z/OS V1.13 and z/OS V2.1; z/OS V1.13 or z/OS V2.1
- IBM Tivoli Monitoring V6.3.0 for support of self-describing agents

IBM Tivoli OMEGAMON XE for CICS on z/OS

Mandatory requisites:

- z/OS V1.13 and z/OS V2.1; z/OS V1.13 or z/OS V2.1
- One of the following:
- IBM CICS Transaction Server V3.1, or later
  - IBM Tivoli Monitoring V6.3.0 for support of self-describing agents

IBM Tivoli OMEGAMON XE for Messaging for z/OS

Mandatory requisites:

- z/OS V1.13 and z/OS V2.1; z/OS V1.13 or z/OS V2.1
- IBM Tivoli Monitoring V6.3.0 for support of self-describing agents

IBM Tivoli OMEGAMON Dashboard Edition on z/OS

- z/OS V1.13 and z/OS V2.1; z/OS V1.13 or z/OS V2.1

IBM Tivoli OMEGAMON XE for Storage on z/OS

- z/OS V1.13 and z/OS V2.1; z/OS V1.13 or z/OS V2.1
- Resource Access Control Facility (RACF®) or comparable Security Access Facility (SAF)-based external security manager

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/electronicssupport>

Access the IBM Support Portal

<http://ibm.com/support>

Access the online Service Request tool

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

### **Planning information**

---

#### ***Packaging***

The products are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Media
- Publications (refer to the [Publications](#) section)

#### **Security, auditability, and control**

---

The products in this announcement 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 IBM Tivoli OMEGAMON Performance Management Suite for z/OS V5.3.0 (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 two 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 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 obtained.

#### Value Units

A Value Unit 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, and 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 XE Performance Management Suite for z/OS
- IBM Tivoli OMEGAMON XE for z/OS Management Suite V5.3.0
- IBM Tivoli OMEGAMON XE for z/OS V5.3.0
- IBM Tivoli OMEGAMON XE for Messaging for z/OS V7.3.0
- IBM Tivoli OMEGAMON XE for Storage on z/OS V5.3.0
- IBM Tivoli OMEGAMON XE for CICS on z/OS V5.3.0
- IBM Tivoli OMEGAMON Dashboard Edition on z/OS V5.3.0

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

---

The programs in this announcement all have Value Unit-Based pricing.

Program number	Program name	Value Unit exhibit
5698-AA8	IBM Tivoli OMEGAMON Performance Management Suite for z/OS	VUE007
5698-TOM	IBM Tivoli OMEGAMON for z/OS Management Suite	VUE007
5698-T01	IBM Tivoli OMEGAMON XE on z/OS	VUE007
5698-T07	IBM Tivoli OMEGAMON XE for CICS on z/OS	VUE007
5698-B23	IBM Tivoli OMEGAMON XE for Messaging for z/OS	VUE007
5698-T06	IBM Tivoli OMEGAMON Dashboard Edition on z/OS	VUE007
5698-T05	IBM Tivoli OMEGAMON XE for Storage on z/OS	VUE007

### Value Unit exhibit VUE007

	MSUs minimum	MSUs 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

### 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 MSU-based System z offerings

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: Tivoli OMEGAMON Performance Management Suite for z/OS V5.3  
Program PID: 5698-AA8

Entitlement identifier	Description	License option/ Pricing metric
S017D15	Tivoli OMEGAMON Performance Management Suite for z/OS V5.3	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC
Orderable supply ID	Language	Distribution medium
S017D14	Multilingual	3590 tape

Program name: Tivoli OMEGAMON Performance Management Suite for z/OS Subscription and Support PID: 5698-AA9

Entitlement identifier	Description	License option/ Pricing metric
S017D18	Tivoli OMEGAMON Performance Management Suite for z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S Per MSU SW S&S registration
Orderable supply ID	Language	Distribution medium
S017D17	Multilingual	Hardcopy publication

Program name: Tivoli OMEGAMON for z/OS Management Suite V5.3  
Program PID: 5698-TOM

Entitlement identifier	Description	License option/ Pricing metric
S0173DS	Tivoli OMEGAMON for z/OS Management Suite	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC
Orderable supply ID	Language	Distribution medium
S0173DT	Multilingual	3590 tape

Program name: Tivoli OMEGAMON for z/OS Management Suite Subscription and support PID: 5698-Z06

Entitlement identifier	Description	License option/ Pricing metric
S016T65	Tivoli OMEGAMON for z/OS Management Suite S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S

per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S016T66	Multilingual	Hardcopy publication

Program name: Tivoli OMEGAMON XE on z/OS V5.3  
Program PID: 5698-T01

Entitlement identifier	Description	License option/ Pricing metric
S016ZVS	Tivoli OMEGAMON XE on z/OS V5.3	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S016ZVT	Multilingual	3590 tape

Program name: Tivoli OMEGAMON XE on z/OS  
Subscription and Support: 5608-S81

Entitlement identifier	Description	License option/ Pricing metric
S011KX1	IBM Tivoli OMEGAMON XE on z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S011KX2	English	Hardcopy publication

Program name: Tivoli OMEGAMON on CICS on z/OS V5.3  
Program PID: 5698-T07

Entitlement identifier	Description	License option/ Pricing metric
S016ZVN	Tivoli OMEGAMON on CICS on z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S016ZVP	Multilingual	3590 tape

Program name: Tivoli OMEGAMON XE for CICS on z/OS  
Subscription and Support PID: 5608-S74

Entitlement identifier	Description	License option/ Pricing metric
S011KWH	Tivoli OMEGAMON XE for CICS on z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S011KWJ	English	Hardcopy publication

Program name: Tivoli OMEGAMON XE for Messaging for z/OS V7.3  
Program PID: 5698-B23

Entitlement identifier	Description	License option/ Pricing metric
S0152PK	Tivoli OMEGAMON XE for Messaging for z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S016685	Multilingual	3590 tape

Program name: Tivoli OMEGAMON XE for Messaging for z/OS  
Subscription and Support PID: 5608-S83

Entitlement identifier	Description	License option/ Pricing metric
S011L20	Tivoli OMEGAMON XE for Messaging for z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S011L21	English	Hardcopy publication

Subscription and Support PID: 5608-S83

Entitlement identifier	Description	License option/ Pricing metric
S011L20	Tivoli OMEGAMON XE for Messaging for z/OS S&S	Basic MSC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S011L21	English	Hardcopy publication

Program name: Tivoli OMEGAMON Dashboard Edition for z/OS V5.3  
Program PID: 5698-T06

Entitlement identifier	Description	License option/ Pricing metric
S016ZVW	Tivoli OMEGAMON Dashboard Edition for z/OS	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S016ZVX	Multilingual	3590 tape

Program name: Tivoli OMEGAMON Dashboard Edition for z/OS  
Subscription and Support PID: 5608-S72

Entitlement identifier	Description	License option/ Pricing metric
S011KWT	Tivoli OMEGAMON Dashboard Edition for z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration

Orderable supply ID	Language	Distribution medium
S011KVV	English	Hardcopy publication

Program name: IBM Tivoli OMEGAMON XE for Storage V5.3  
Program PID: 5698-T05

Entitlement identifier	Description	License option/ Pricing metric
S0172S3	IBM Tivoli OMEGAMON XE for Storage V5.3	Basic OTC, per Value Unit Basic OTC, per MSU-day TUC

Orderable supply ID	Language	Distribution medium
S0172S4	Multilingual	3590 tape

Program name: IBM Tivoli OMEGAMON XE for Storage on z/OS  
Subscription and Support PID: 5608-S77

Entitlement identifier	Description	License option/ Pricing metric
S011KW6	IBM Tivoli OMEGAMON XE for Storage on z/OS S&S	Basic ASC, per Value Unit SW S&S No charge, decline SW S&S per MSU SW S&S Registration
Orderable supply ID	Language	Distribution medium
S011KW7	English	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>



For additional information on the Product ServerPac option, refer to Software Announcement [212-272](#), dated July 31, 2012.

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 number***

GI13-2300 - Tivoli OMEGAMON Performance Management Suite for z/OS V5.3  
GI13-2259 - Tivoli OMEGAMON z/OS Management Suite V5.3  
GI13-2250 - Tivoli OMEGAMON XE for Messaging for z/OS V7.3  
GI13-2208 - Tivoli OMEGAMON XE on z/OS V5.3  
GI13-2213 - Tivoli OMEGAMON XE for CICS on z/OS V5.3  
GI13-2211 - Tivoli OMEGAMON Dashboard Edition on z/OS V5.3  
GI13-2306 - Tivoli OMEGAMON XE for Storage on z/OS V5.3

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.

### **Sub-capacity terms and conditions**

---

For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the required license capacity. Your required license capacity is based upon the following factors:

- The System z IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

For more information on the Value Unit Exhibit for the System z IPLA program you selected, refer to the [Ordering information](#) section.

Program number	Program name	Terms	Parent if applicable
5698-AA8	Tivoli OMEGAMON Performance Management Suite for z/OS	z/OS-based	
5698-T0M	Tivoli OMEGAMON for z/OS Management Suite	z/OS-based	
5698-T01	Tivoli OMEGAMON XE on z/OS	z/OS-based	
5698-B23	Tivoli OMEGAMON XE for Messaging for z/OS	Execution based	
5698-T06	Tivoli OMEGAMON Dashboard Edition on z/OS	z/OS-based	
5698-T05	Tivoli OMEGAMON XE for Storage on z/OS	z/OS-based	
5698-T07	Tivoli OMEGAMON XE for CICS on	Reference based	5655-S97 CICS Transaction Server for z/OS V4

**Full-capacity mainframes**

In cases where full capacity is applicable, the following terms apply.

Execution based, z/OS based, full machine based: The required capacity of a System z IPLA program with these terms equals the MSU-rated capacity of the machines where the System z IPLA program executes.

For more information on mainframe MSU-rated capacities, visit

<http://www-1.ibm.com/servers/eserver/zseries/library/swpriceinfo/>

Reference based: The required license capacity of a System z IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

**Sub-capacity mainframes**

In cases where sub-capacity is applicable, the following terms apply.

Execution based: The required capacity of a System z IPLA sub-capacity program with these terms equals the capacity of the LPARs where the System z IPLA program executes.

z/OS based: The required license capacity of a System z IPLA program with these terms equals the license capacity of z/OS on the machines where the System z IPLA program executes.

Reference based: The required license capacity of a System z IPLA program with these terms equals the license capacity of the applicable monthly license charge (MLC) program. This MLC program is called the parent program.

Full machine based: The required license capacity of a System z IPLA program with full machine based terms equals the MSU-rated capacity of the machines where the System z IPLA program executes.

For more information on mainframe MSU-rated capacities, refer to *The IBM System z Machines Exhibit*, Z125-3901, or visit the Mainframes section of the System z Exhibits website

<http://ibm.com/zseries/library/swpriceinfo/>

For additional information for products with reference-based terms, System z IPLA sub-capacity programs with reference-based terms adds value to the parent program across the environment, regardless of where in the environment the System z IPLA program executes.

An environment is defined as either a single or stand-alone machine or a qualified Parallel Sysplex. You may have one or more different environments across the enterprise. To determine the required license capacity for each System z IPLA program with referenced-based terms, each environment should be assessed separately.

When a System z IPLA sub-capacity program with reference-based terms is used in a qualified Parallel Sysplex environment, the required license capacity of the System z IPLA program must equal with the license capacity of the parent program across the Parallel Sysplex. Qualified Parallel Sysplex refers to one:

- Where MLC pricing is aggregated across the sysplex.

### **Sub-capacity eligibility**

To be eligible for sub-capacity charging on select System z IPLA programs, you must first implement and comply with all terms of either sub-capacity Workload License Charges (WLC) or sub-capacity Entry Workload License Charges (EWLC). To implement sub-capacity WLC or EWLC, a machine must be System z (or equivalent). On that machine:

- All instances of the OS/390® operating system must be migrated to the z/OS operating systems.
- Any licenses for the OS/390 operating system must be discontinued.
- All instances of the z/OS operating systems must be running in z/Architecture® (64-bit) mode.

For that machine, you must create and submit a Sub-Capacity Report to IBM each month. Sub-Capacity Reports must be generated using the Sub-Capacity Reporting Tool (SCRT). For additional information or to obtain a copy of SCRT, visit the System z Software Pricing website

<http://ibm.com/zseries/swprice>

You must comply with all of the terms of the WLC or EWLC offering, whichever is applicable:

- The complete terms and conditions of sub-capacity WLC are defined in the IBM Customer Agreement - Attachment for System z Workload License Charges (Z125-6516).
- The complete terms and conditions for sub-capacity EWLC are defined in the IBM Customer Agreement - Attachment for IBM System z 890 and 800 License Charges (Z125-6587).

Additionally, you must sign and comply with the terms and conditions specified in the amendment to the IPLA contract - *Amendment for IBM System z9® and System z Programs Sub-Capacity Pricing* (Z125-6929). Once the amendment is signed, the terms in the amendment replace any and all previous System z IPLA sub-capacity terms and conditions.

---

## **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 24x7 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 via either the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide you a single point of exit from your site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into your system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by you and IBM. Your business applications or business data is never transmitted to IBM.

**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you 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, you 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 your 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, you are able to see search results that apply specifically to your systems.

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

## Prices

---

### Passport Advantage

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

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

Information on charges is available at website

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

In the Electronic tools category, select the option for Purchase/upgrade tools.

---

## Order now

---

To order, contact the Americas Call Centers or your local IBM representative, or your IBM Business Partner.

To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)  
Fax: 800-2IBM-FAX (242-6329)  
Email: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)  
Mail: IBM Teleweb Customer Support  
ibm.com® Sales Execution Center, Americas North  
3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada  
L3R 2Z1

Reference: LE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

**Note:** Shipments will begin after the planned availability date.

### Trademarks

IMS and Electronic Service Agent are trademarks of IBM Corporation in the United States, other countries, or both.

IBM, Tivoli, z/OS, OMEGAMON, DB2, CICS, WebSphere, zEnterprise, z/VM, System z, NetView, RACF, Parallel Sysplex, S/390, System/390, Passport Advantage, System i, OS/390, z/Architecture, System z9, AIX and [ibm.com](http://www.ibm.com) are registered trademarks of IBM Corporation in the United States, other countries, or both.

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

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

### Terms of use

IBM products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. IBM reserves the right to modify or withdraw this

announcement at any time without notice. This announcement is provided for your information only. Additional terms of use are located at

<http://www.ibm.com/legal/us/en/>

For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

<http://www.ibm.com/planetwide/us/>

---

## Corrections

---

**(Corrected on September 8, 2014)**

Updated Title.