



# IBM Operations Analytics for z Systems, V2.1.0 enhances domain insights with performance metrics through OMEGAMON integration and SMF-based insights

## Table of contents

<a href="#">1 Overview</a>	<a href="#">4 Technical information</a>
<a href="#">2 Key prerequisites</a>	<a href="#">6 Ordering information</a>
<a href="#">2 Planned availability date</a>	<a href="#">9 Terms and conditions</a>
<a href="#">2 Description</a>	<a href="#">14 Prices</a>
<a href="#">3 Program number</a>	<a href="#">15 Order now</a>
<a href="#">4 Publications</a>	

## At a glance

IBM<sup>®</sup> Operations Analytics for z Systems<sup>™</sup> is a solution that performs problem determination and resolution. It can help application owners, application developers, and subject matter experts (SMEs) to accelerate problem isolation and problem repair.

Key functions:

- Provides performance metrics integration through IBM OMEGAMON<sup>®</sup> integration and SMF insights
- Provides IBM z/OS<sup>®</sup> network domain insights
- Includes a real-time SMF data provider

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: LE001

## Overview

IBM Operations Analytics for z Systems provides the ability to rapidly search, visualize, and analyze operational data. Based on proven IBM Operations Analytics - Log Analysis technology, it helps accelerate problem identification, isolation, and resolution across platform boundaries.

Key features:

- Provides performance metrics through OMEGAMON integration and SMF 30 insights.
- Provides network domain insights through SYSLOGD, TCPIP, and VTAM<sup>®</sup> (SYSLOG).
- Includes a real-time SMF data provider.
- Includes ingestion needed for mainframe only logs. (Distributed log ingestions will be priced separately.)

---

## Key prerequisites

---

z Systems environments with appropriate operating system.

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

---

## Planned availability date

---

April 24, 2015

---

## Description

---

The explosion in big data, led by mobile data volumes, sees global business caught off guard and trying to cope with short-term fixes. When a problem occurs in business operations, the source often lies in the IT infrastructure that supports the function. Subject matter experts are overwhelmed with finding the rich information that is buried in volumes of distracting data from multiple systems and applications. They need to manually parse, correlate, and attempt to understand the cause, location, and scope of a problem. You know it is there, but you just cannot find it or it consumes significant time to find it.

IBM Operations Analytics for z Systems can address this challenge with capabilities that allow you to index, search, and analyze structured and unstructured data across IBM z Systems™ and distributed environments from a single interface. Version 2.1 capabilities have been extended to provide network domain insights through SYSLOG, TCPIP, VTAM, and performance metric integration through OMEGAMON integration and SMF records.

Operations Analytics for z Systems can help application owners, application developers, and subject matter experts alike to benefit from its capabilities and to accelerate problem isolation and problem repair.

---

### Accessibility by people with disabilities

---

A US 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](http://www.ibm.com/able/product_accessibility/index.html)

---

### Section 508 of the US Rehabilitation Act

---

IBM Operations Analytics for z Systems is capable as of April 24, 2015, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested at

[http://www.ibm.com/able/product\\_accessibility/index.html](http://www.ibm.com/able/product_accessibility/index.html)

---

### Value Unit-based pricing

---

Value Unit pricing for eligible IBM z Systems™ IBM International Program License Agreement (IPLA) programs enables a lower cost of incremental growth and enterprise aggregation. Each z Systems 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 z Systems 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 z Systems IPLA program that you have acquired is referred to as *entitled license capacity*. If you want to grow your entitled license capacity for a z Systems IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each z Systems 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://www.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 z Systems IPLA program you selected, refer to the [Terms and conditions](#) section.

---

## Program number

---

Program number	VRM	Program name
5698-AAP	2.1.0	IBM Operations Analytics for z Systems

---

## Product identification number

---

Program PID number	Subscription and Support PID number
5698-AAP	5698-AAQ

---

## Offering Information

---

Product information is available via the Offering Information website

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

---

## 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<sup>(R)</sup> ID and password are required (use IBM ID).

## Publications

---

No publications are shipped with this product.

## Services

---

### 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/>

## Technical information

---

### Specified operating environment

---

#### Hardware requirements

Each IBM Operations Analytics for z Systems program package consists of:

- A z/OS Log Forwarder. The log forwarder is installed on each z/OS LPAR from which logs are to be collected and forwarded to the analytics server.
- A SMF real-time data provider. The data provider is installed on each z/OS LPAR from which SMF records are to be collected and forwarded to the analytics server.
- The IBM Operations Analytics - Log Analysis server.
- Insight Packs to manage supported z/OS log types and to provide standard domain knowledge and search capabilities for the logs. The Insight Packs are installed on the IBM Operations Analytics - Log Analysis server.

#### Hardware requirements

- z/OS Log Forwarder: Any IBM z Systems configuration with sufficient storage that supports IBM z/OS V1.13, or later.
- SMF real-time data provider: Any IBM z Systems configuration with sufficient storage that supports IBM z/OS V1.13, or later.
- Insight Packs: There are no separate hardware requirements for this component.
- IBM Operations Analytics - Log Analysis (server): Refer to Software Announcement [215-113](#), dated March 10, 2015.

**Note:** The hardware requirements may vary according to the volume of data ingested or managed by the program. Refer to the *IBM Operations Analytics for z Systems, V2.1* documentation for further details and updates about hardware requirements.

#### Software requirements

z/OS Log Forwarder requirements:

- IBM z/OS V1.13, or later

- IBM Java™ V1.6, or later

SMF real-time data provider requirements:

- IBM z/OS V1.13, or later

Insight Pack requirements:

- There are no separate software requirements for this component.

IBM Operations Analytics - Log Analysis (server) requirements:

- Red Hat Enterprise Linux™ (RHEL) 5.x 64 bit, RHEL 6.x 64 bit, or SUSE Linux Enterprise Server (SLES) 11 64 bit on x86 or z Systems
- Mozilla Firefox Extended Support Release 17, or later, Microsoft™ Internet Explorer V10 or V11, or Google Chrome V27, or later
- Perl V5.8.8, or later
- Python V2.4.3, V2.6.6, V2.6.7, or V2.6.8
- 32-bit and 64-bit compat-libstdc++ and libstdc++ libraries

**Note:** The software requirements may vary depending on your specific configuration. Refer to the IBM Operation Analytics for z Systems V2.1 documentation for further details and updates about software requirements.

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

Each IBM Operations Analytics for z Systems program package consists of:

- A z/OS Log Forwarder. The log forwarder is installed on each z/OS LPAR from which logs are to be collected and forwarded to the analytics server.
- An SMF real-time data provider. The data provider is installed on each z/OS LPAR from which SMF records are to be collected and forwarded to the analytics server.
- The IBM Operations Analytics - Log Analysis server.
- Insight Packs to manage supported z/OS log types and to provide standard domain knowledge and search capabilities for the logs. The Insight Packs are installed on the IBM Operations Analytics - Log Analysis server.

### Security, auditability, and control

---

IBM Operations Analytics for z Systems uses the security and auditability features of the host software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

---

## Ordering information

---

### 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 z Systems 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.

### Ordering z/OS through the Internet

Shopz provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new configuration based on z/OS. Additional products can also be

added to your order (including determination of whether all product requisites are satisfied). Shopz is available in the US and several countries in Europe. In countries where Shopz is not available yet, contact your IBM representative (or IBM Business Partner) to handle your order via the traditional IBM ordering process. For more details and availability, visit the Shopz website at

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

### Charge metric

Program name	Part number or PID number	Charge metric
IBM Operations Analytics for z Systems	5698-AAP	Value Unit

### Basic license

Translation from MSUs to Value Units

	MSUs	Value Units/MSU
Base	1-3	3.0
Tier A	4-45	18.90
Tier B	46-175	46.80
Tier C	176-315	37.80
Tier D	316+	237.0

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

### Program name: IBM Operations Analytics for z Systems V2.1.0

#### Program PID: 5698-AAP

Entitlement identifier	Description	License option/Pricing metric
S017RLH	Operations Analytics for z Systems	Basic OTC, per Value Unit
		Basic OTC, per MSU-day TUC
Orderable supply ID	Language	Distribution medium
S017RLG	English	3590 tape cartridge

#### Subscription and Support PID: 5698-AAQ

Entitlement identifier	Description	License option/Pricing metric
S017RLL	Operations Analytics for z Systems 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
S017RLK	English	Hardcopy pub

### Subscription and Support

To receive voice technical support via telephone and future releases and versions at no additional charge, Subscription and Support must be ordered. The capacity of Subscription and Support (Value Units) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program number (PID) referenced above 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 Software Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone.
- 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 canceled by you.

The combined effect of the IPLA license and the Agreement for Acquisition of Software Maintenance gives you rights and support services comparable to those under the traditional ICA S/390<sup>(R)</sup> and z Systems license or its equivalent. To ensure that you continue to enjoy the level of support you are used to in the ICA business model, you must order both the license for the program and the support for the selected programs at the same Value Unit quantities.

### Trade-Up

Customers with IBM SmartCloud<sup>(R)</sup> Analytics - Log Analysis z/OS - Insight Packs - SYSLOG V1.2.0 or IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - IBM WebSphere<sup>(R)</sup> Application Server V1.2.0 may trade-up or migrate to IBM Operations Analytics for z Systems V2.1.0. Customer's replaced IPLA license must have active Subscription and Support (S&S), 5698-ARB, 5698-AAC, respectively.

IPLA replaced product, SWO	IPLA replacement product, SWO
IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - SYSLOG V1.2.0, 5698-ARA	IBM Operations Analytics for z Systems V2.1.0, 5698-AAP
IBM SmartCloud Analytics - Log Analysis z/OS - Insight Packs - IBM WebSphere Application Server V1.2.0, 5698-AAB	IBM Operations Analytics for z Systems V2.1.0, 5698-AAP

### Customized Offerings

Product deliverables are shipped only via CBPDO and ServerPac. These customized offerings are offered for Internet delivery in countries where Shopz 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://www.software.ibm.com/ShopzSeries>



For additional information on the Product ServerPac option, refer to Software Announcement [212-272](#), dated July 7, 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<sup>(R)</sup> 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 z Systems Operational Support Services - SoftwareXcel is an option if you desire added services.

### License Information number

---

- L-VBSD-9UBUXT

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.

### **Volume orders (IVO)**

---

No

### **Passport Advantage applies**

---

No

### **Software Subscription and Support applies**

---

No

### **IBM Operational Support Services -- SoftwareXcel**

---

Yes

### **System i Software Maintenance applies**

---

No

### **Variable charges apply**

---

No

### **Educational allowance available**

---

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

## Sub-capacity terms and conditions

---

For each z Systems 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 z Systems 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 z Systems IPLA program you selected, refer to the [Ordering information](#) section.

Program number	Program name	Terms	Parent, if applicable
5698-AAP	IBM Operations Analytics for z Systems V2.1.0	Execution based	N/A

### 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 z Systems IPLA program with these terms equals the MSU-rated capacity of the machines where the z Systems 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 z Systems 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 z Systems IPLA sub-capacity program with these terms equals the capacity of the LPARs where the z Systems IPLA program executes.

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

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

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

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

For additional information for products with reference-based terms, z Systems IPLA sub-capacity programs with reference-based terms adds value to the parent

program across the environment, regardless of where in the environment the z Systems IPLA program executes.

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

When a z Systems IPLA sub-capacity program with reference-based terms is used in a qualified Parallel Sysplex environment, the required license capacity of the z Systems 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 z Systems 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 z Systems (or equivalent). On that machine:

- All instances of the OS/390<sup>(R)</sup> 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<sup>(R)</sup> (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 z Systems 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 z Systems Workload License Charges(Z125-6516)*.
- The complete terms and conditions for sub-capacity EWLC are defined in the *IBM Customer Agreement - Attachment for EWLC, TWLC, zELC, and z/OS.e 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 Amendment for IBM z Systems Programs Sub-Capacity Pricing(Z125-6929)*. Once the amendment is signed, the terms in the amendment replace any and all previous z Systems 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 is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, please refer to IBM Electronic Service Agent

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

**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

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

---

## Prices

---

For additional information and current prices, contact your local IBM representative.

Information on charges is available at

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

Choose the option entitled Purchase/upgrade tools.

## IBM Global Financing

---

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

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

IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer's credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

For more financing information, visit

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

---

## Order now

---

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

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)

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

### Mail:

IBM Teleweb Customer Support  
ibm.com<sup>(R)</sup> 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

z Systems, IBM z Systems and Electronic Service Agent are trademarks of IBM Corporation in the United States, other countries, or both.  
IBM, OMEGAMON, z/OS, VTAM, PartnerWorld, Passport Advantage, System i, S/390, IBM SmartCloud, WebSphere, Parallel Sysplex, OS/390, z/Architecture, AIX and ibm.com are registered trademarks of IBM Corporation in the United States, other countries, or both.  
Oracle and Java are trademarks of Oracle and/or its affiliates in the United States, other countries, or both.  
Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.  
Microsoft is a trademark of Microsoft Corporation 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

[Terms of use](#)

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/>