



# IBM Tivoli Storage Manager FastBack V6.1 products can deliver FastBack server deduplication, rapid recovery for Linux servers, and protection for PCs

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## At a glance

IBM® Tivoli® Storage Manager FastBack V6.1 delivers:

- Linux® backup and restore support
  - Volume level recovery from a snapshot
  - File level recovery from a snapshot
  - Out-of-the-box scripted application quiescing support for Oracle, IBM DB2®, and Lotus® Domino® running on Linux
- FastBack server deduplication to help reduce storage requirements

IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1 delivers:

- Windows® bare machine recovery from data stored in a deduplicated Tivoli Storage Manager FastBack repository

IBM Tivoli Storage Manager FastBack for Microsoft® Exchange V6.1 delivers:

- Public folder support for fast and easy restore of individual Microsoft Exchange objects

IBM Tivoli Storage Manager

- Has integrated management of policies between IBM Tivoli Storage Manager FastBack V6.1 and IBM Tivoli Storage Manager
- Can launch IBM Tivoli Storage Manager FastBack V6.1 from the IBM Tivoli Storage Manager Administration Center

IBM Tivoli Storage Manager FastBack for Workstations V6.1:

- Is a new product in the Tivoli Storage Manager FastBack family of products

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: SE001

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## Overview

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The explosion of data and information across businesses is driving the need for integrated data protection solutions to address data recovery and business continuity for data and applications, whether they reside in the enterprise, at a small business, at the data center, or at a remote branch office. The ability to manage this tidal wave of data, and provide near instant recovery capabilities in a way that is integrated with the overall data protection environment, is becoming a business imperative. Enhancements to the IBM Tivoli Storage Manager FastBack (Tivoli Storage Manager FastBack) products are designed to continue to help address these challenges.

### **Tivoli Storage Manager FastBack V6.1**

Tivoli Storage Manager FastBack V6.1 uses a block level, incremental approach to data protection that has a very low impact on protected servers and applications, and helps eliminate backup windows. In addition, it offers rapid recovery with the ability to almost instantly extract any file or application object from the stored data blocks of any stored snapshot. Tivoli Storage Manager Fastback V6.1 extends this low impact backup and near instant recovery capability beyond the Microsoft Windows platform to include data protection for Linux file servers and applications.

In addition, Tivoli Storage Manager FastBack V6.1 has been enhanced to:

- Help you deal with data growth by providing built-in data deduplication of FastBack server repository data
- Deliver integrated management of policies between Tivoli Storage Manager FastBack V6.1 and IBM Tivoli Storage Manager
- Launch Tivoli Storage FastBack Manager V6.1 from the Tivoli Storage Manager Administration Center

### **Tivoli Storage Manager FastBack for Microsoft Exchange V6.1**

Tivoli Storage Manager FastBack for Microsoft Exchange V6.1 is designed to provide quick and easy restore of individual Microsoft Exchange objects such as e-mail messages and attachments, contact lists, calendars, tasks, journal entries, entire folders, and so on. It has been enhanced in V6.1 to provide item-level recovery from public folders.

### **Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1**

Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1 is designed to help you easily recover entire Windows systems. For Windows, it helps quickly recover entire systems to a comparable server, a new server with different hardware, or a virtual machine (VMware or Microsoft Virtual Server). Tivoli Storage Manager for Bare Machine Recovery is enhanced in V6.1 to enable Windows bare machine recovery from data stored in a deduplicated Tivoli Storage Manager FastBack repository.

### **Tivoli Storage Manager FastBack for Workstations V6.1**

Tivoli Storage Manager FastBack for Workstations V6.1 is a new addition to the Tivoli Storage Manager family of products. It is designed to deliver transparent, continuous protection for your laptop and desktop critical files. In addition, it provides a central management interface to help manage large deployments of Tivoli Storage Manager FastBack for Workstations.

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## Key prerequisites

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

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## Planned availability date

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- December 18, 2009: Electronic
- January 15, 2010: Media

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## Description

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### **IBM Tivoli Storage Manager FastBack V6.1**

Tivoli Storage Manager FastBack V6.1 delivers enhancements to help you achieve increasingly demanding recovery point, recovery time, and business continuity objectives for Linux servers and applications.

Tivoli Storage Manager FastBack V6.1 combines a number of leading-edge and patented technologies to deliver a data protection and recovery solution for servers and applications, whether they reside in the enterprise data center, at remote branch offices, or at small businesses. It helps eliminate the need for traditional backup windows by continuously tracking data changes at the block level, with extremely low overhead on the systems it protects. Its flexible policy engine can help you improve recovery service levels and meet stringent data protection and retention requirements.

Tivoli Storage Manager FastBack V6.1 extends platform coverage to include Linux to help you meet stringent recovery time objectives and business continuity requirements for Linux servers and applications on Linux. Tivoli Storage Manager FastBack V6.1 support for Linux enables the storage administrator to take frequent and very efficient low impact, block level incremental snapshots. Tivoli Storage Manager FastBack V6.1 supports the rapid recovery of full snapshot images and individual file or directories from a snapshot image. Using Tivoli Storage Manager FastBack V6.1, it is fast and easy to extract files or application objects from the stored data blocks of any stored snapshot.

With FastBack V6.1 Linux support, you can mount a snapshot virtually to a mount point, allowing validation of the backup data as well as file-level and directory-level restore. Tivoli Storage Manager FastBack V6.1 is a software-based solution and does not rely on any particular hardware to enable snapshots. It can enable Local Area Network (LAN)-based and Storage Area Network (SAN)-based backup of Linux servers and applications that run on Linux servers. With SAN backup, the impact of backups can be removed from the LAN. Tivoli Storage Manager FastBack V6.1 is designed to read and write data directly from a SAN (bypassing the server that is being protected), offering a server-free and network-free backup capability.

Tivoli Storage Manager FastBack V6.1 support for the Linux environment delivers:

- Volume level recovery from a snapshot
- The ability to quickly mount a snapshot to help restore individual files, directories, and application objects
- Out-of-the-box scripted application quiescing support for Oracle, IBM DB2, and Lotus Domino running on Linux
- FastBack server data deduplication

Tivoli Storage Manager FastBack V6.1 can provide significant data reduction through a block level, incremental backup model that dramatically helps reduce the amount of backup data. It takes data reduction to an even higher level by introducing built-in data deduplication on the FastBack server.

Key benefits of Tivoli Storage Manager FastBack V6.1 data deduplication:

- Helps reduce FastBack server storage requirements
- Requires no dependency on specific hardware because it is an integrated component of Tivoli Storage Manager FastBack V6.1

- Helps minimize impact to backup duration through post-ingestion (out-of-band) deduplication processing on the Tivoli Storage Manager FastBack server
- Applies to almost all types of stored data
- Delivers transparent client access to deduplicated objects

Tivoli Storage Manager FastBack V6.1 integration with Tivoli Storage Manager - unified recovery management

You may be facing a data and information tidal wave throughout your enterprise. As a result, you may need more holistic and unified data protection solutions to help ensure data recovery and business continuity, and to address compliance both across your data centers and remote offices. Tivoli Storage Manager FastBack V6.1 is enhanced to help you deal with these challenges. For businesses that use Tivoli Storage Manager, the Tivoli Storage Manager Administration Center can provide integrated configuration of policies between Tivoli Storage Manager FastBack V6.1 Windows clients and Tivoli Storage Manager. Using the Tivoli Storage Manager Administration Center user interface, businesses that use Tivoli Storage Manager FastBack V6.1 in a Tivoli Storage Manager environment can configure policies that help control retention of Windows client snapshots on a FastBack server for short-term operational recovery and manage long-term data management, retention, and retrieval of Tivoli Storage Manager FastBack V6.1 data within Tivoli Storage Manager. This policy-based, intelligent data movement is controlled from the Tivoli Storage Manager Administration Center and helps align value and needs of the data to the cost and performance characteristics of the storage media. In addition, administration of an environment that has both Tivoli Storage Manager and Tivoli Storage Manager FastBack V6.1 is simplified with an enhancement to launch the Tivoli Storage Manager FastBack V6.1 manager user interface from the Tivoli Storage Manager Administration Center.

### **IBM Tivoli Storage Manager FastBack for Microsoft Exchange V6.1**

Tivoli Storage Manager FastBack for Microsoft Exchange V6.1 extends Microsoft Exchange protection capabilities through quick and easy restore of individual Microsoft Exchange objects such as e-mail messages and attachments, contact lists, calendars, tasks, journal entries, entire folders, and so on. It uses an intuitive Windows-style graphical user interface (GUI) that can result in reduced downtime and improved productivity.

Tivoli Storage Manager FastBack for Microsoft Exchange V6.1 continues to deliver extensive support for the Windows environment with enhancements that can enable fast and easy restore of public folders such as:

- Mail public folders
- Calendar public folders
- Contact public folders
- Tasks public folders
- Notes public folders

### **IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1**

Tivoli Storage Manager FastBack for Bare Machine Recovery is enhanced in V6.1 to enable Windows bare machine recovery from data stored in a deduplicated Tivoli Storage Manager FastBack repository.

### **IBM Tivoli Storage Manager FastBack Center V6.1**

Tivoli Storage Manager FastBack Center V6.1 is a single, convenient bundle of Tivoli Storage Manager FastBack V6.1, Tivoli Storage Manager FastBack for Microsoft Exchange V6.1, and Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1.

## **IBM Tivoli Storage Manager FastBack for Workstations V6.1**

Tivoli Storage Manager FastBack for Workstations V6.1 is based on IBM Tivoli Continuous Data Protection product technology. It is a real-time, continuous data protection solution for Windows laptops and desktops with centralized management capabilities. It is designed to work well with you even if you are intermittently connected to a network. Tivoli Storage Manager FastBack for Workstations V6.1 can back up your most important files the moment they are saved (real-time) instead of waiting for a scheduled interval. Non-critical files can be backed up on a traditional interval.

Tivoli Storage Manager FastBack for Workstations V6.1 is designed to back up your files to the local disk of your computer and to a remote storage device that is not on your computer. The backup copies are versioned and can be restored by date. The local storage area is available to help create backup copies and restore your data even when your computer is not connected to a network. You can restore your data from the remote backup copies in the event that your computer is lost or damaged.

The following remote storage devices are supported by Tivoli Storage Manager FastBack for Workstations V6.1:

- Network file system
- WebDAV server
- Tivoli Storage Manager server

### Centralized management

Key to providing a unified data protection infrastructure is the ability to centrally control and manage your data protection operations. Tivoli Storage Manager FastBack for Workstations V6.1 provides a centralized management interface that helps you manage thousands of laptops and desktops. This central management interface runs in the same integrated solutions console in which the Tivoli Storage Manager Administration Center runs, helping you to manage data protection across the data center, remote office, and mobile users in a centralized way.

This new centralized management capability allows you to:

- Discover Tivoli Storage Manager FastBack for Workstations V6.1 clients automatically
- View client information such as:
  - Deployment information (operating system version, Tivoli Storage Manager FastBack version, and so on)
  - Amount of storage that a client is using
  - Client activity
  - Current client configurations for potential editing
  - Information about a client's storage target
  - Log files
  - Alerts
- Take client actions such as:
  - Initiate an incremental backup
  - Push a client configuration
  - Lock a client configuration so it can not be changed
  - Deploy updates
  - Configure e-mail alerts for administrators based on your own criteria

### **Entitlement information**

If you have the current offering listed in the table below, you are entitled to the IBM Tivoli Storage Manager FastBack V6.1 product listed as the replacement entitlement. You can move your Subscription and Support entitlements based on

the current Subscription and Support pricing of the replacement offering. You must be current on Software Subscription and Support (also referred to as Software Maintenance) to be eligible for move of Subscription and Support entitlements. If you are not current on Software Subscription and Support, you will have to pay a get-current or Software Subscription and Support reinstatement fee.

The Subscription and Support entitlement move is for the same capacity as currently licensed when moving to the replacement offering. You are entitled to use the software on the same systems that you are currently managing.

For more information on move of Subscription and Support entitlements, contact your IBM representative.

Existing entitlement		Replacement entitlement	
License PID	Program description	License PID	Program description
5724-U93	IBM Tivoli Storage Manager FastBack V5.5	5724-U93	IBM Tivoli Storage Manager FastBack V6.1
5724-U94	IBM Tivoli Storage Manager FastBack for Microsoft Exchange V5.5	5724-U94	IBM Tivoli Storage Manager FastBack for Exchange V6.1
5724-U95	IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V5.5	5724-U95	IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1
5724-V35	IBM Tivoli Storage Manager FastBack Center V5.5	5724-V35	IBM Tivoli Storage Manager FastBack Center V6.1
5608-APG	IBM Tivoli Continuous Data Protections for Files V3 per 25 client devices and per 250 25 client devices	5724-Y96	IBM Tivoli Storage Manager FastBack for workstations V6.1

### **Accessibility by people with disabilities**

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

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

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### **Program number**

Program number	VR	Program name
5724-U93	6.1	IBM Tivoli Storage Manager FastBack
5724-U94	6.1	IBM Tivoli Storage Manager FastBack for Microsoft Exchange
5724-U95	6.1	IBM Tivoli Storage Manager FastBack for Bare Machine Recovery
5724-V35	6.1	IBM Tivoli Storage Manager FastBack Center
5724-Y96	6.1	IBM Tivoli Storage Manager FastBack for workstations

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## Education support

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

For additional information, visit

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

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## Offering Information

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Product information is available via the Offering Information Web site

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

Also, visit the Passport Advantage® Web site

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

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## Publications

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The following publications are shipped on a separate CD-ROM with the basic machine-readable material:

Title

IBM Tivoli Storage Manager FastBack V6.1 Quick Start (SCD7-3948)  
IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1  
Quick Start Guide (SCD7-3949)  
IBM Tivoli Storage Manager FastBack for workstations V6.1 Quick  
Start Guide (CF28LML)

The following publication is included on the product basic machine-readable material:

Title

IBM Tivoli Storage Manager FastBack for Microsoft Exchange V6.1  
Quick Start Guide

The publications listed below will be available in English and can be downloaded from the following Web site on the general availability date. Translated copies in selected languages will be available for download within 60 days of the general availability date.

<http://publib.boulder.ibm.com/infocenter/tsmfbinf/v6/index.jsp>

Title	Order number
IBM Tivoli Storage Manager FastBack V6.1 Installation and User's Guide	SC23-8562
IBM Tivoli Storage Manager FastBack for Microsoft Exchange V6.1 Installation and User's Guide	SC27-2307
IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1 User's Guide	SC27-2308
IBM Tivoli Storage Manager FastBack for workstations V6.1 Installation and User's Guide for Clients	SC27-2808
IBM Tivoli Storage Manager FastBack for workstations V6.1 Installation and User's Guide for Central Administration Console	SC27-2809

In addition, the above publications can be downloaded from the IBM Publications Center after the general availability date at Web site

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. Payment options for orders are via credit card (in the U.S.) or customer number for 20 countries. A large number of publications are available online in various file formats, and they can all be downloaded by all countries, free of charge.

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## Technical information

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### **Specified operating environment**

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#### ***Hardware requirements***

##### **Tivoli Storage Manager FastBack V6.1**

Minimal hardware requirements for the backup server and the disaster recovery server

- Machine: 4 GHz Dual Intel® Pentium® or compatible
- Memory: 3 GB RAM, 2 GB virtual memory
- Available hard disk: 200 MB for FastBack server, 200 MB for the Documents and Settings folder

Minimal hardware requirements for the backup client

- Machine: 1 GHz Intel Pentium or compatible
- Memory: 1 GB RAM, 3 GB virtual memory
- Available hard disk: 300 MB in the Documents and Settings folder

##### **Tivoli Storage Manager FastBack for Microsoft Exchange V6.1**

- Machine: 1.5 GHz Dual Intel Pentium or compatible; recommended 2 GHz Dual Intel Pentium or compatible
- Memory: 1 GB RAM, 2 GB virtual memory: recommended 2 GB RAM, 2 GB virtual memory
- Available hard disk: 200 MB

##### **Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1**

The system being restored must meet your hardware and software requirements. You should check the latest device list to insure that your device is supported.

##### **Tivoli Storage Manager FastBack for Workstations V6.1 base product (desktop and laptops only)**

An Intel Pentium III processor with:

- 500 MHz CPU, or higher
- 384 MB RAM, or higher
- 100 MB free disk space (plus user configured amount of additional space for local file repository)
- 48 MB download, 69 MB install foot print

##### **Tivoli Storage Manager FastBack for Workstations V6.1 central administration console (servers only)**

An Intel Pentium III processor with:

- 500 MHz CPU, or higher
- 3 GB RAM, or higher
- 1 GB free disk space



## **Software requirements**

### **Tivoli Storage Manager FastBack V6.1**

Backup server and disaster recovery server

For Microsoft Windows, one of the following (32-bit, X86 architecture only):

- Windows 2003 Standard Server, Service Pack (SP)1, or later
- Windows 2003 Enterprise Server, SP1, or later
- Windows 2008 Enterprise Server, SP1

Notes:

- The Boot and Windows operating system partitions must be formatted in the NT file system (NTFS).
- Windows 2003 and Windows 2008 are supported on x86 architecture only.

Backup client

For Windows, one of the following (32-bit x86 and 64-bit x64 and IA64 architectures only):

- Windows 2000 Professional, SP3, or later
- Windows 2000 Standard Server, SP3, or later
- Windows 2000 Advanced Server, SP3, or later
- Windows XP Professional, SP1, or later
- Windows 2003 Standard Server, SP1, or later
- Windows 2003 Enterprise Server, SP 1, or later

Notes:

- The Boot and Windows operating system partitions must be formatted in the NTFS.
- Windows 2003 is supported on the following processors:
  - x86
  - 64 - AMD and EM64T
  - IA64 - Itanium®

For Linux, one of the following (32-bit x86 or 64-bit x64 architectures only):

- Red Hat Enterprise Linux 5 Server for x86 32 bit and x64 64 bit, based on Linux 2.6.18 kernel
- Red Hat Enterprise Linux 5 Server Advanced Platform
- SUSE Linux Enterprise Server 10, SP2, for x86 32 bit and x64 64 bit, based on Linux 2.6.16 kernel

The following Linux disk and volume management solutions are supported:

- Master boot record (MBR)
- Logical volume manager (LVM)

The FastBack Linux client supports volumes with one partition, physically located on one disk, and with no special software-based volume management characteristics, such as Mirroring, Raid5, and so on.

### **Tivoli Storage Manager FastBack for Microsoft Exchange V6.1**

One of the following:

- IBM Tivoli Storage Manager FastBack
- IBM Tivoli Storage Manager for Mail

For Microsoft Exchange, one of the following:

- Microsoft Exchange 2003, SP2, or later
- Microsoft Exchange 2007, SP1, or later (refer to Note 1)

For Windows, one of the following:

- Windows 2003 Standard Server, SP1, or later (x86 or x64)
- Windows 2003 Enterprise Server, SP1, or later (x86 or x64)
- Windows 2008 Standard Server (x64)
- Windows 2008 Enterprise Server (x64)

Additional software requirements

- Microsoft .NET Framework 3.0, or later

Note 1: Microsoft Exchange 2007 requires the Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 download from Microsoft.

### **Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1**

- IBM Tivoli Storage Manager FastBack

### **Tivoli Storage Manager FastBack for Workstations V6.1 (desktops and laptops only)**

The minimum hardware configuration for Windows workstations must be compatible with that stated by Microsoft for the respective operating systems.

The following Windows operating systems are supported :

- Windows XP Professional, SP1, SP3 (x86 32 bit)
- Windows XP Professional with Federal Desktop Core Configuration (FDCC) settings, SP1, SP3 (x86 32 bit)
- Windows Vista Ultimate, Business (x86 32 bit)
- Windows Vista Ultimate (x86 64 bit, 64 bit support), Windows code signing
- Windows Vista Basic (x86 32 bit)
- Windows Vista Home Premium (x86 32 bit)
- Windows Vista Enterprise, including SP1 (x86 32 bit)
- Windows Vista Enterprise with FDCC settings, SP1 (x86 32 bit)
- Windows 7 Home Premium (x86 64 bit)
- Windows 7 Starter (x86 32 bit)

Supported browsers

The Tivoli Storage Manager FastBack for Workstations V6.1 GUI supports the following browsers. This browser support applies to the central administration console, desktops, and laptops.

- Microsoft Internet Explorer V7 or V8
- Mozilla Firefox V3.5.3 or V3.6

### **Tivoli Storage Manager FastBack for Workstations V6.1 central administration console (servers only)**

The minimum hardware configuration for Windows servers must be compatible with that stated by Microsoft for the respective operating system.

- Windows Server 2003 Standard Edition, SP1 (x86 32 bit and 64 bit)
- Windows Server 2003 Enterprise Edition, SP1 (x86 32 bit and 64 bit)
- Windows Server 2008 Standard Edition, SP1 (x86 32 bit and 64 bit)
- Windows Server 2008 Enterprise Edition, SP1 (x86 32 bit and 64 bit)

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

## **Planning information**

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

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

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

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

### ***Packaging***

The Tivoli Storage Manager FastBack V6.1 products are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- DVD media
- Publications (refer to the **Publications** section)

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

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

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The Tivoli Storage Manager FastBack V6.1 products use the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Software Services**

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

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

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

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## IBM Tivoli Enhanced Value-Based Pricing

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IBM Tivoli software products are priced using IBM Tivoli's Enhanced Value-Based Pricing. The Enhanced Value-Based Pricing system is based upon the IBM Tivoli Environment-Managed Licensing Model, which uses a managed-environment approach -- whereby price is determined by what is managed rather than the number and type of product components installed.

For example, all servers monitored with IBM Tivoli's monitoring product (IBM Tivoli Monitoring) require entitlements sufficient for those servers. Other Tivoli products may manage clients, client devices, agents, network nodes, users, or other items, and are licensed and priced accordingly.

Unlike typical systems management licensing models that require entitlements of specific software components to specific systems, the IBM Tivoli Environment-Managed Licensing Model provides the customer flexibility to deploy its IBM Tivoli software products within its environment in a manner that can address and respond to the customer's evolving architecture. That is, as the architecture of a customer's environment changes, the customer's implementation of IBM Tivoli software can be altered, as needed, without affecting the customer's license requirements (as long as the customer does not exceed its entitlements to the software).

Under Enhanced Value-Based Pricing, licensing and pricing of server-oriented applications are determined based upon the server's use in the customer's environment. Typically, such applications are licensed and priced in a manner that corresponds to each installed and activated processor of the server managed by the IBM Tivoli application to help correlate price to value while offering a simple solution.

Where a server is physically partitioned, this approach is modified. This partitioning technique is the approach used with systems that have either multiple cards or multiple frames, each of which can be configured independently. For servers capable of physical partitioning (for example, IBM System p® Scalable POWERparallel Systems® servers, Sun Ultra servers, and HP Superdome servers), an entitlement is required for each processor in the physical partition being managed by the Tivoli application. For example, assume that a server has 24 processors installed in aggregate. If this server is not partitioned, entitlements are required for all 24 processors. If, however, it is physically partitioned into three partitions, each containing eight processors, and Tivoli products were managing only one of the three partitions, then entitlements would be required for the eight processors on the physical partition managed by the IBM Tivoli application.

For servers with virtual or logical partitions, entitlements are required for all installed and activated processors on the server. For each IBM Tivoli application managing a clustered environment, licensing is based on the cumulative number of installed and activated processors on each server in the cluster. Where the cluster includes physically partitioned servers, the considerations described above concerning physically partitioned servers apply as well.

Enhanced Value-Based Pricing recognizes the convergence of RISC and UNIX®, and Microsoft Windows and Intel technologies, in order to simplify your licensing requirements, and to provide a smoother, more scalable model. Pricing and licensing does not differentiate between non-System z server platforms or operating systems. For some products, this platform neutrality extends to System z® and other host servers as well.

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### IBM Tivoli Enhanced Value-Based Pricing terminology definitions

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#### Authorized user

An authorized user is one and only one individual (named or unnamed) within or outside your enterprise. A Proof of Entitlement (PoE) must be obtained for each individual user accessing the program in any manner. A program licensed under an authorized user PoE may be installed on a single computer or server, and accessed

by multiple users, provided that a PoE has been obtained for each individual user accessing the program either directly or indirectly (via a multiplexing program, device, or application server) through any means on behalf of the user.

Note that authorized users have unique specific identity and IDs cannot be shared. An ID can establish one or more connections and count as a single authorized user. Specific information to security products.

### **Client device or client**

A client device is a computing device that requests the execution of a set of commands, procedures, or applications from another computer system that is typically referred to as a server. Multiple client devices may share access to a common server. A client device generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to, notebook computers, desktop computers, desk side computers, technical workstations, appliances, automated teller machines, point-of-sale terminals, tills and cash registers, and kiosks.

### **Enterprise**

An enterprise is a person or single entity and those subsidiaries with more than 50 percent ownership.

### **External user**

An external user is an authorized user who is not part of the enterprise.

### **Managed processor (charging under full capacity in the managed environment)**

Managed processor charges are based on the active processors on the machines in the computing environment affiliated with the program rather than on the server where the program is run. The managed processors which require PoEs are defined in the License Information's program-unique terms.

Notes:

1. IBM defines a physical processor in a computer as a functional unit that interprets and executes instructions. A physical processor consists of at least an instruction control unit and one or more arithmetic and logic units.
2. Multicore technology allows two or more processors (commonly called cores) to be active on a single silicon chip. With multicore technology, IBM considers each core to be a physical processor. For example, in a dual-core chip, there are two physical processors residing on the single silicon chip.
3. The program may **not run** on **some or all** of the processors for which PoEs are required by the program's valuation method.
4. In the System z IFL environment, each IFL engine is considered a single physical processor.
5. Threading, a technique which makes a single processor seem to perform as two or more, does **not** affect the count of physical processors.
6. Where blade technology is employed, each blade is considered a separate server and charging is based upon the total number of processors on the blades with which the program is affiliated.
7. Not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor Value Unit conversion table on the Passport Advantage Web site

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

### **Server**

A server is a computer system that executes requested procedures, commands, or applications to one or more user or client devices over a network. A PoE must be obtained for each server on which the program or a component of the program

is run or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

## Partitions

A server's resources (CPU, memory, I/O, interconnects and buses) may be divided according to the needs of the applications running on the server. This partitioning can be implemented with physical boundaries (physical partitions) or logical boundaries (logical partitions).

Physical partitions are defined by a collection of processors dedicated to a workload and can be used with systems that have either multiple cards or multiple frames, each of which can be configured independently. In this method, the partitions are divided along hardware boundaries and processors, and the I/O boards, memory, and interconnects are not shared.

Logical partitions are defined by software rather than hardware and allocate a pool of processing resources to a collection of workloads. These partitions, while separated by software boundaries, share hardware components and run in one or more physical partitions.

## Standby or backup systems

For programs running or resident on backup machines, IBM defines three types of situations: cold, warm and hot. In cold and warm situations, a separate entitlement for the copy on the backup machine is normally not required and typically no additional charge applies. In a hot backup situation, the customer needs to acquire other license or entitlements sufficient for that server. All programs running in backup mode must be solely under the customer's control, even if running at another enterprise's location.

As a practice, the following are definitions and allowable actions concerning the copy of the program used for backup purposes.

**Cold:** A copy of the program may reside, for backup purposes, on a machine as long as the program is not started. There is no additional charge for this copy.

**Warm:** A copy of the program may reside for backup purposes on a machine and is started, but is idling, and is not doing any work of any kind. There is no additional charge for this copy.

**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or entitlements for this copy and there will generally be an additional charge.

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions, updating of files, synchronization of programs, data or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switch over between programs, databases, or other resources to occur.

In the case of a program or system configuration that is designed to support a high availability environment by using various techniques (for example, duplexing, mirroring of files, or transactions, maintaining a heartbeat, active linking with another machine, program, database, or other resource), the program is considered to be doing work in the hot situation and a license or entitlement must be purchased.

## Value Units

A Value Unit is a pricing charge metric for program license entitlements, which is based upon the quantity of a specific designated measurement used for a given program. Each program has a designated measurement. The most commonly used designated measurements are processor cores and MSUs. However, for select programs, there are other designated measurements such as servers, users,

client devices, and messages. The number of Value Unit entitlements required for your specific implementation of the given program must be obtained from a conversion table associated with the program. You must obtain a PoE for the appropriate number of Value Unit entitlements for your implementation. The Value Unit entitlements of a given program cannot be exchanged, interchanged, or aggregated with Value Unit entitlements of another program. Whenever the designated measurement is a processor core, not all processors require the same number of Value Unit entitlements. To determine the number of Value Unit entitlements required, refer to the processor value unit conversion table on the Passport Advantage Web site

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

### **Product and licensing Web sites**

A complete list of IBM Tivoli products is available at

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

IBM Tivoli product licensing documents are available at

<http://www.ibm.com/software/tivoli/products/licensing.html>

### **Passport Advantage**

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

To determine the required IBM Tivoli product configuration under Passport Advantage, the IBM Tivoli Enhanced Value-Based Pricing Model applies. The customer's environment is evaluated on a per-product basis.

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

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

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

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

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

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

### **Tivoli Storage Manager FastBack pricing examples (per Processor Value Unit and per server based)**

The following examples are provided to illustrate the customer's licensing requirements.

References to processor-based licensing **do not** represent the actual number of entitlements required. Entitlement requirements are Value Unit-based. Processors referenced in these examples represent the designated measurement on which the required number of Value Unit entitlements will be calculated. The number of Value Units required per processor will depend on the processor type. For more information, refer to the Value Unit definition in the IBM Tivoli Enhanced Value-Based Pricing terminology definitions. To determine the number of Value Unit entitlements required per processor, refer to the Processor Value Unit conversion table on the Passport Advantage Web site

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

#### **Pricing examples**

Notes:

- Licensing for IBM Tivoli Storage Manager FastBack is per processor core on protected servers.
- A protected server is a server that backs up to, or sends data to a Tivoli Storage Manager FastBack server. Protected servers also include any Tivoli Storage Manager FastBack server sending its data to another Tivoli Storage Manager FastBack server.
- Licensing for Tivoli Storage Manager FastBack Center is per protected server. Tivoli Storage Manager FastBack Center can only be used on a server that contains eight or less processor cores. If you have a server with more than eight cores, you must acquire one or more of the following: Tivoli Storage Manager FastBack, Tivoli Storage Manager FastBack for Microsoft Exchange, Tivoli Storage Manager FastBack for Bare Machine Recovery.
- Licensing for Tivoli Storage Manager FastBack for Workstations is per 25 client devices.
- Any Tivoli Storage Manager FastBack server that is backed up by Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition) will require separate entitlements for Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition).
- Separate entitlements for Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition) are **not** required if the Tivoli Storage Manager FastBack protected servers are restored directly from a Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition) server **and** those Tivoli Storage Manager FastBack protected servers were backed up initially to a Tivoli Storage Manager FastBack server which was then backed up by Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition). In this situation, **only** the IBM Tivoli Storage Manager Fastback server that was backed up by Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition) would require Tivoli Storage Manager (or Tivoli Storage Manager Extended Edition) entitlements.



- Tivoli Storage Manager FastBack for Microsoft Exchange is supported only for use with data backed up by Tivoli Storage Manager FastBack or Tivoli Storage Manager for Mail.
- Tivoli Storage Manager FastBack is a prerequisite for Tivoli Storage Manager FastBack for Bare Machine Recovery.

#### Example 1

The customer has two Tivoli Storage Manager FastBack servers, of which one is backing up three application servers and the other is backing up one application server that is virtualized. Each application server has four processor cores. Each Tivoli Storage Manager FastBack server has eight processor cores.

Systems managed	Quantity in customer environment	Quantity of processor core entitlements
Tivoli Storage Manager FastBack servers (8 processor cores)	2	0
Application server 4 processor cores	3	12
Virtualized application server 4 processor cores (2 logical partitions, 2 processor cores each, 1 of which is protected)	1	2
Total requirements		14

Note: Tivoli Storage Manager FastBack servers that are not protected servers do not require processor core entitlements. This example shows sub-capacity licensing for which a customer needs to agree to the terms of the Sub-capacity Licensing Attachment. Refer to Web site

<http://www-01.ibm.com/software/lotus/passportadvantage/subcaplicensing.html>

#### Example 2

The customer has two Tivoli Storage Manager FastBack servers, each backing up three application servers. Each application server has four processor cores. Each Tivoli Storage Manager FastBack server has eight processor cores. On one of the Tivoli Storage Manager FastBack servers, data is replicated to a Tivoli Storage Manager FastBack disaster recover server at a disaster recovery site.

Systems managed	Quantity in customer environment	Quantity of processor core entitlements
Tivoli Storage Manager FastBack servers (8 processor cores)	2	8
Application server 4 processor cores (2 logical partitions)	3	12
Application server 4 processor cores (2 logical partitions, 1 of which is managed by Tivoli applications)	3	12
Total requirements		32

Note: Tivoli Storage Manager FastBack servers that are not protected servers do not require processor core entitlements.

#### Example 3

The customer has two Tivoli Storage Manager FastBack servers, each backing up three application servers. In each group of three servers, one is an Microsoft Exchange Server, which requires item level exchange recovery capability. Each application server has four processor cores. Each Tivoli Storage Manager FastBack

server has eight processor cores. On one of the Tivoli Storage Manager FastBack servers, data is replicated to a Tivoli Storage Manager FastBack disaster recovery server at a disaster recovery site.

Systems managed	Quantity in customer environment	Quantity of processor core entitlements required for Tivoli Storage Manager FastBack	Quantity of processor core entitlements required for Tivoli Storage Manager FastBack for Microsoft Exchange
Tivoli Storage Manager FastBack servers (8 processor cores)	2	8	0
Application server 4 processor cores (2 logical partitions)	3	12	4
Application server 4 processor cores (2 logical partitions, 1 of which is managed by Tivoli applications)	3	12	4
Total Tivoli Storage Manager FastBack requirements		32	8

Note: Tivoli Storage Manager FastBack servers that are not protected servers do not require processor core entitlements.

#### Example 4

The customer has two Tivoli Storage Manager FastBack servers, each backing up three application servers, all of which need bare machine recovery. Each application server has four processor cores. Each Tivoli Storage Manager FastBack server has eight processor cores. On one of the Tivoli Storage Manager FastBack servers, data is replicated to a Tivoli Storage Manager FastBack disaster recovery server at a disaster recovery site.

Systems managed	Quantity in customer environment	Quantity of processor core entitlements required for Tivoli Storage Manager FastBack	Quantity of processor core entitlements required for Tivoli Storage Manager FastBack for Bare Machine Recovery
Tivoli Storage Manager FastBack servers (8 processor cores)	2	8	0
Application server 4 processor cores (2 logical partitions)	3	12	12
Application server 4 processor cores (2 logical partitions, 1 of which is managed by Tivoli applications)	3	12	12
Total Tivoli Storage Manager FastBack requirements		32	24

Note: Tivoli Storage Manager FastBack servers that are not protected servers do not require processor core entitlements.

#### Example 5

The customer has two Tivoli Storage Manager FastBack servers, each backing up three application servers, all of which are Microsoft Exchange servers that require item level recovery capability and need bare machine recovery. Since the customer will require Tivoli Storage Manager FastBack, Tivoli Storage Manager FastBack for Microsoft Exchange, and Tivoli Storage Manager FastBack for Bare Machine Recovery, and have servers that are eight processors cores or less, they can order Tivoli Storage Manager FastBack Center, which bundles all three products and is licensed on a per server basis. Each Tivoli Storage Manager FastBack server has eight processor cores and all application servers have four processor cores. On one of the Tivoli Storage Manager FastBack servers, data is replicated to a Tivoli Storage Manager FastBack disaster recovery server at a disaster recovery site.

Systems managed	Quantity in customer environment	Quantity of server entitlements required for Tivoli Storage Manager FastBack Center
Tivoli Storage Manager FastBack servers (8 processor cores)	2	1
Application server 4 processor cores (2 logical partitions)	3	3
Application server 4 processor cores (2 logical partitions, 1 of which is managed by Tivoli applications)	3	3
Total Tivoli Storage Manager FastBack requirements		7

Note: Tivoli Storage Manager FastBack Center servers that are not protected servers do not require server entitlements.

#### Pricing example for IBM Tivoli Storage Manager FastBack for Workstations

The customer has 500 desktops and 1,000 laptops (1,500 client devices) and wants to backup all 1,500 client devices.

The customer must obtain the following client device entitlements of IBM Tivoli Storage Manager FastBack for Workstations for the desktops and laptops.

Systems managed	Quantity in customer environment	Total client device entitlements required
Client devices	1,500	1,500
Total client device entitlements		1,500 (Refer to Note 1)

Note 1: To license IBM Tivoli Storage Manager FastBack for Workstations for 1,500 client devices, the customer must purchase 60 of the 25 client device packs.

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## Ordering information

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

Product group: Tivoli Storage Management

Product category: Tivoli Storage Manager FastBack

Product identifier description	PID number
IBM Tivoli Storage Manager FastBack	5724-U93
IBM Tivoli Storage Manager FastBack for Microsoft Exchange	5724-U94
IBM Tivoli Storage Manager FastBack for Bare Machine Recovery	5724-U95
IBM Tivoli Storage Manager FastBack Center	5724-V35
IBM Tivoli Storage Manager FastBack for Workstations	5724-Y96

### Passport Advantage customer: Media pack entitlement details

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

Media pack description and entitled maintenance offering description	Part number
IBM TSM FastBack V6.1.0, ML, Multiplatform, DVD Media Pack	BJ0U6ML
IBM TSM FastBack for MS Exchange V6.1.0, ML, Multiplatform, DVD Media Pack	BJ0U8ML
IBM TSM FastBack for Bare Machine Rec V6.1.0, ML, Multiplatform, DVD Media Pack	BJ0U9ML
IBM TSM FastBack Center V6.1.0, ML, Multiplatform, DVD Media Pack	BJ0U5ML
IBM TSM FastBack Workstation V6.1.0, ML, Multiplatform, DVD Media Pack	BJ0U7ML

### Current licensees

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#### ***New licensees***

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

### Basic license

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#### **Ordering information for Passport Advantage**

Passport Advantage allows you to have a common anniversary date for Software Subscription and Support (SW S&S) renewals, which can simplify management and budgeting for eligible new versions and releases (and related technical support) for your covered products. The anniversary date, established at the start of your Passport Advantage Agreement, will remain unchanged while your Passport Advantage Agreement remains in effect. New software purchases will initially include twelve full months of Software Subscription and Support (also referred to as Software Maintenance). Software Subscription and Support in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all Software Subscription and Support (Software Maintenance) will renew at the common anniversary date for twelve full months of Software Subscription and Support (Software Maintenance).

Refer to the IBM International Passport Advantage Agreement and to the *IBM Software Support Handbook* for specific terms relating to, and a more complete description of, technical support provided through Software Subscription and Support.

IBM Tivoli Storage Manager FastBack for Microsoft Exchange is supported only for use with data backed up by IBM Tivoli Storage Manager FastBack or IBM Tivoli Storage Manager for Mail. IBM Tivoli Storage Manager FastBack is a prerequisite for IBM Tivoli Storage Manager FastBack for Bare Machine Recovery.

Orders for IBM Tivoli Storage Manager FastBack Center are limited to 8 processor cores.

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of 10 Processor Value Units, per server, and per 25 client devices.

To order for Passport Advantage, specify the desired part number and quantity.

Description	Part number
IBM Tivoli Storage Manager FastBack Per 10 Processor Value Units	
License and SW S&S 12 Months	D04R6LL
SW S&S Annual Renewal	E057JLL
SW S&S Reinstatement 12 Months	D04R7LL
Tradeup from IBM Tivoli Storage Manager Express, IBM Tivoli Storage Manager Express for Microsoft SQL, or IBM Tivoli Storage Manager Express for Microsoft Exchange	D04TXLL
IBM Tivoli Storage Manager FastBack for Microsoft Exchange	
Per 10 Processor Value Units	
License and SW S&S 12 Months	D04R8LL
SW S&S Annual Renewal	E057KLL
SW S&S Reinstatement 12 Months	D04R9LL
IBM Tivoli Storage Manager FastBack for Bare Machine Recovery	
Per 10 Processor Value Units	
License and SW S&S 12 Months	D04RALL
SW S&S Annual Renewal	E057LLL
SW S&S Reinstatement 12 Months	D04RBLL
IBM Tivoli Storage Manager FastBack Center Per server	
License and SW S&S 12 Months	D04RDLL
SW S&S Annual Renewal	E057MLL
SW S&S Reinstatement 12 Months	D04RGLL
IBM Tivoli Storage Manager FastBack for workstations	
Per 25 client devices	
License and SW S&S 12 Months	D0BYWLL
SW S&S Annual Renewal	E08A8LL
SW S&S Reinstatement 12 Months	D0BYXLL

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

Description	Part number
IBM Tivoli Storage Manager FastBack V6.1 DVD media pack - multilingual	BJ0U6ML
IBM Tivoli Storage Manager FastBack for Microsoft Exchange V6.1 DVD media pack - multilingual	BJ0U8ML
IBM Tivoli Storage Manager FastBack for Bare Machine Recovery V6.1 DVD media pack - multilingual	BJ0U9ML
IBM Tivoli Storage Manager FastBack Center V6.1 DVD media pack - multilingual	BJ0U5ML
IBM Tivoli Storage Manager FastBack for workstations V6.1 DVD media pack - multilingual	BJ0U7ML

The above IBM Tivoli Storage Manager Fastback products are also available, via Web download, from Passport Advantage.

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## Terms and conditions

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

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

### ***Licensing***

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

### ***License Information form number***

- IBM Tivoli Storage Manager FastBack: L-TGUE-7V43L2
- IBM Tivoli Storage Manager FastBack for Microsoft Exchange: L-KSEL-7VQSGU
- IBM Tivoli Storage Manager FastBack for Bare Machine Recovery: L-TGUE-7V43PZ
- IBM Tivoli Storage Manager FastBack Center: L-TGUE-7V43RC
- IBM Tivoli Storage Manager FastBack for Workstations: L-FAMR-7VNFSK

The program's License Information will be available for review on the IBM Software License Agreement Web site

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

### ***Limited warranty applies***

Yes

### ***Limited warranty***

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

### ***Program technical support***

Technical support of a program product will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates, releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

### ***Money-back guarantee***

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

### ***Authorization for use on home/portable computer***

You may not copy and use this program on another computer without paying additional license fees.

### ***Other terms***

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

No

### ***IBM International Passport Advantage Agreement***

#### ***Passport Advantage applies***

Yes, and through the Passport Advantage Web site at

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

#### ***Usage restriction***

Yes. Usage is limited to the quantity of Processor Value Units, servers, and client devices licensed.

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

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

#### ***Software Subscription and Support (Software Maintenance) applies***

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport

Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support (Software Maintenance) offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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While your Software Subscription and Support (Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support (Software Maintenance) does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, visit the Passport Advantage Web site at

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

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

No

***System i Software Maintenance applies***

No

***Variable charges apply***

No

***Educational allowance available***

Not applicable.

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## **IBM Electronic Services**

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

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



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

To learn how Electronic Services can work for you, visit

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

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## Prices

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Information on charges is available at Web site

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

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

### Passport Advantage

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

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

### Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

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## Order now

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To order, contact your local IBM representative or your IBM Business Partner.

To identify your local IBM Business Partner or IBM representative, 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: [pwswna@us.ibm.com](mailto:pwswna@us.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: SE001

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

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