



# IBM Endpoint Manager V9.0, built on BigFix technology, delivers enhanced capabilities and expanded platform support to provide comprehensive security and operations management solutions

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## At a glance

IBM® Endpoint Manager V9.0 delivers consolidated lifecycle management and security and compliance solutions. The policy-based engine automates day-to-day operational tasks and enforces security and compliance standards to maximize productivity and reduce downtime by:

- Providing heterogeneous support for servers, workstations, laptops and mobile devices, including unified mobile device management capabilities for Android, iOS, Symbian, and Windows™ Mobile and Windows Phone 8
- Streamlining provisioning of new computers, automatically layering on software and configuration policies based on triggers such as group membership
- Reporting on compliance drifts and remedying configuration issues according to desired work-ready state defined policies

## Overview

IBM Endpoint Manager, built on BigFix technology, delivers endpoint lifecycle and security management through a single, lightweight, extensible infrastructure. The solution consolidates management of servers, desktops, laptops and mobile devices with clear, accurate reporting and control over today's increasingly complex physical and virtual infrastructures.

IBM Endpoint Manager enables organizations to securely manage even intermittently connected mobile users, delivering continuous updates regardless of connectivity to the internal corporate network and enforcing policies offline to ensure regulatory compliance. This dynamic, content-driven messaging and management system allows for quick delivery and adoption of new product capabilities and enables organizations to easily tailor solutions to meet their specific requirements. IBM Endpoint Manager unified management platform includes:

- Lifecycle management (asset discovery and inventory, software distribution, patch management, operating system deployment, remote control)
- Security and compliance (security configuration management, vulnerability management, patch management, anti-virus and anti-malware client management, network self-quarantine)
- Patch management
- Power® management

- Software use analysis
- Mobile device management
- Core protection
- Server automation

IBM Endpoint Manager V9.0 adds new core capabilities and extends its platform coverage to include:

- More flexible deployment options with the addition of support for Red Hat Enterprise Linux™ and DB2® as an IBM Endpoint Manager Server platform
- Native encryption capabilities for server to client communication and additional security configuration options for managing Internet connected computers and mobile devices
- Extended support for deployment of agents to Solaris 11, Debian 6, and Ubuntu 12.04 in addition to previously released support for Mac OS X 10.8 and Windows 8 and Windows Server 2012
- New, simplified Representational State Transfer (REST) based application programming interfaces (APIs) and an easy-to-use command line interface

IBM Endpoint Manager for Lifecycle Management:

- Software distribution capability includes an enhanced end-user interface that enables users to provision computers from a list of administrator approved applications.
- Operating system deployment capability includes fully integrated bare metal deployment and re-image capabilities. Additional driver management enhancements make driver library upkeep simple and deploying images a breeze.
- Remote control capability adds Internet brokered connection support for establishing remote control sessions with endpoints located outside of the managed enterprise network.

IBM Endpoint Manager for Security and Compliance:

- Security configuration management capability expands coverage to include support for Center for Internet Security (CIS) security benchmarks and introduces enhanced reporting capabilities.

IBM Endpoint Manager for Patch Management:

- Adds offline patch capabilities for managing virtualized environments, including guest-host relationship reporting for ESXi servers.
- Expands Windows patch coverage to include nonsecurity patch content for critical updates and service packs.

IBM Endpoint Manager for Software Use Analysis:

- Unified Software Catalog capability expands coverage to include support for UNIX™ and Linux operating systems, and IBM Tivoli® Endpoint Manager Analytics component introduces enhanced reporting capabilities.
- Bundles IBM Tivoli Asset Discovery for distributed product.

IBM Endpoint Manager for Mobile Devices:

- Adds unified device management capabilities for Android, iOS, Windows Phone 8, Windows RT, BlackBerry, and Symbian, including integration with mobile application development tools.

IBM Endpoint Manager for Core Protection:

- Adds support for Windows 8 and Windows 2012, VDI Smart Scan optimizations, integrated access to a Threat Encyclopedia to learn more about detected threats, as well as a variety of other enhancements.

- Adds support for Windows 8 and Windows 2012, data loss prevention support for Microsoft™ Office 2013, updated Gmail support, as well as a variety of other enhancements in the data protection add-on for IBM Endpoint Manager.

IBM Endpoint Manager for Server Automation:

- Includes the ability to sequence Tivoli Endpoint Manager Fixlets, tasks, and baselines in an automation plan to suit customer's best practices
- Provides additional hypervisor operations to aid in building and managing virtual machines (for example, create virtual machine from template, modify virtual machine, delete virtual machine, snapshot virtual machine)
- Provides the ability to do simple middleware management tasks to support operating system patching for clustered servers (for example, create, start, stop, drop, instances and profiles for IBM WebSphere® Application Server and IBM DB2 )

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## Key prerequisites

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

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## Planned availability date

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- March 8, 2013 - Electronic general delivery
- April 5, 2013 - Physical media general availability

Refer to the [Availability of national languages](#) section for national language availability.

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## Description

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IBM Endpoint Manager V9.0 provides new security configuration options for managing Internet connected computers and mobile devices as well as native encryption capabilities to enable even simpler setup of secure data transfers and password management policies. Data is encrypted per targeted endpoint and is stored in encrypted form in the database, ensuring only the intended party is able to decrypt the information.

With expanded platform coverage, Endpoint Manager V9.0 introduces an option to deploy the Enterprise Manager server on Red Hat Enterprise Linux and IBM DB2 in addition to existing support for Microsoft Windows and SQL Server configurations. Newly supported agent platforms in V9.0 include Solaris 11, Debian 6, and Ubuntu 12.04 in addition to previously released support for Mac OS X 10.8, Windows 8, Windows RT, and Windows Server 2012.

### Other major enhancements in IBM Endpoint Manager V9.0 products

#### IBM Endpoint Manager for Lifecycle Management

IBM Endpoint Manager for Lifecycle Management delivers comprehensive and powerful solutions for IT operations. The suite adds the following major capabilities:

- Includes enhanced software distribution capabilities
- Enables end users to self-provision software by selecting from a list of administrator-approved applications
- Allows administrators to maintain and update applications lists quickly and easily for end-user self-provisioning and for enforcing policies around required applications
- Retrieves software package block error codes automatically for enhanced troubleshooting and reporting capabilities
- Migrates orphaned software packages

- Provides deeply integrated bare metal and operating system re-imaging support
- Provisions Windows operating systems from bare metal through the Endpoint Manager infrastructure
- Enables administrators to seamlessly trigger deployment of applications and configuration policies post imaging to complete the provisioning process and provides full customization capabilities for desktop personalization
- Supports Internet brokered connections for complete remote control functionality regardless of connection type

### **IBM Endpoint Manager for Security and Compliance**

IBM Endpoint Manager for Security and Compliance ensures endpoint security across the organization. The suite adds the following major capabilities:

- Expands coverage to include Center for Internet Security (CIS) security benchmarks for Windows and UNIX operating systems
- Provides enhanced reporting functions including save to PDF and scheduled report options
- Simplifies management of updates to customized security configuration management policies

### **IBM Endpoint Manager for Patch Management:**

- Provides enhanced AIX® patching capabilities to give administrators the option of installing updates from Network File System (NFS) shares or from the local file system
- Expands Solaris patch content to include support for Critical Patch Updates in addition to existing support for patch clusters and individual security, recommended, and configuration updates
- Adds patch support for CentOS 6 operating systems
- Supports native dependency resolution for Ubuntu utilizing the apt-get tool
- Enhances offline patch management for virtual machines, complete with network quarantine and schedule power on and power off capabilities
- Enhances audit capabilities for ESXi hypervisor host patch management
- Delivers host-guest relationship reporting for virtual environments
- Adds patch support for Windows nonsecurity updates, specifically for critical updates and Service Packs.

### **IBM Endpoint Manager for Power Management:**

- Adds support for complex power profiles
- Provides support for Wake-on-LAN (WOL) redirected broadcasts

### **IBM Endpoint Manager for Software Use Analysis**

IBM Endpoint Manager for Software Use Analysis provides software asset discovery and reporting across heterogeneous operating systems to optimize software spending, effectively manage software compliance with respect to vendor audits, and comply with country and market regulations.

IBM Tivoli Asset Discovery for distributed is now supported as part of IBM Endpoint Manager for Software Use Analysis. If you purchased IBM Endpoint Manager for Software Use Analysis licenses and are current with Software Subscription and Support, you will be entitled to IBM Tivoli Asset Discovery for distributed for use as part of IBM Endpoint Manager for Software Use Analysis. IBM Tivoli Asset Discovery for distributed helps you maintain an up-to-date inventory of installed distributed software, hardware, and software use data and is the recognized IBM product, together with IBM License Metric Tool, for providing audit reports for products that are licensed under the IBM Passport Advantage® virtualization capacity (sub-capacity) licensing. The IBM Endpoint Manager for Software Use Analysis suite adds the following product capabilities:

- Adds support for the Common Inventory Tool component to identify and discover software products based on signatures across operating systems.
- Adds the Software Knowledge Base Tool component for managing complex software signature definitions and differentiating between software identification and software usage signatures across operating systems for IBM , non-IBM, and custom applications.
- The Software Use Analysis server leverages the Tivoli Endpoint Manager Analytics component, which provides:
  - Advanced searching and filtering criteria
  - Table view aggregation of collected software scans and raw usage data for easy navigation and filtering
  - Data export into common separated value (CSV) and portable document format (PDF) format files on all views and reports for improved consumability

#### **IBM Endpoint Manager for Mobile Devices:**

- Delivers a self-service portal for end-user management of mobile devices
  - Simplifies setup through seamless integration with Active Directory and Lightweight Directory Access Protocol (AD/LDAP)
  - Enables end users to issue wipe, lock, and reset password commands from the portal
- Provides customized enrollment options
  - Supports authenticated enrollment through AD/LDAP integration
  - Adds a custom end-user license agreement or enables customization of the enrollment process through organization specific question sets
  - Supports bulk distribution of certificates
- Adds Enterprise Application Store
  - Quickly and easily deploy applications to mobile devices
  - Directly import applications into the Enterprise Application Store from Worklight® Application Center
- Consolidates management for Android, iOS, Windows Phone 8, Windows RT, BlackBerry, and Symbian devices
  - Deploys advanced iOS profile options including Simple Certificate Enrollment Protocol (SCEP), Lightweight Directory Access Protocol (LDAP), Credentials, Access Point Name (APN), web clips, and enterprise Wi-Fi profiles
  - Extends key management functionality for Android devices through support of NitroDesk TouchDown and Samsung's custom enterprise APIs
  - Enables administrators to locate lost devices through location services for iOS
- Ensures security compliance
  - Detects unlocked or jailbroken devices
  - Ensures mobile security compliance through standard checks for Center for Internet Security (CIS) benchmarks

#### **IBM Endpoint Manager for Core Protection:**

- Expands platform coverage to include support for Windows 8 and Windows 2012
- Adds optimized Virtual Desktop Infrastructure Smart Scan to ensure proper resource utilization for virtualized environments
- Provides integrated access to a Threat Encyclopedia for additional information about detected threats
- Introduces data protection add-on module to prevent sensitive data loss

#### **IBM Endpoint Manager for Server Automation:**

- Enables you to automate complex data center tasks through advanced task sequencing capabilities
- Helps provision and manage virtual servers

- Supports creation of new virtual machines from templates
- Provides the ability to create and manage instances and profiles for IBM WebSphere Application Server and IBM DB2

IBM Endpoint Manager unified management platform is made up of four components, which create a lightweight communications fabric for continuous delivery and enforcement of a vast array of third-party enterprise security and system management services. The four components are the endpoint agent, server, policy messages (fixlets), and relays.

### **Endpoint Agent**

The Endpoint Agent is the brain of the IBM Endpoint Manager platform. Continuously assessing the endpoint and enforcing policy, regardless of connectivity, this single, multipurpose agent represents a departure from traditional client-server architectures and powers a resilient distributed intelligent infrastructure.

### **Server**

The IBM Endpoint Manager Server component can manage up to 250,000 agents without requiring advanced resource configuration for the hardware server it will be installed on. You can use available commercial lower end hardware servers to install and run IBM Endpoint Manager Server even when the managed environment consists of 250,000 targets. When needed, scalability for environments over 250,000 endpoints is provided via a multiserver architecture.

### **Policy messages**

Policy messages, also known as IBM fixlet messages, communicate policy information between agents and server environments. Policy messages can contain logical criteria to trigger specific actions, for example, if vulnerability X exists on this client, update software module Y with the appropriate package. Additionally, you can use the policy messages included with IBM Endpoint Manager, which are delivered through the IBM Endpoint Manager content delivery service, or you customize your own:

- Open architecture that allows users to easily create their own policies
- Secure authentication and audit trail

### **Relays**

Relays act as communication and aggregation points and staging areas for policy messages and patch and remediation content. Relays help reduce network bandwidth requirements and provide an added degree of fault-tolerance for the management systems. Relays can be installed on existing hardware, including desktops and multipurpose systems such as file or print servers. No dedicated hardware is required.

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## **Product positioning**

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IBM Endpoint Manager V9.0 provides consolidated security and operations management, simplifying and streamlining endpoint management, while increasing accuracy and productivity.

IBM Endpoint Manager V9.0 drives cost savings for software licensing and compliance with sophisticated detection capabilities across Windows and UNIX platforms.

With the rise in corporate and bring your own device smartphones and tablet devices, IBM Endpoint Manager V9.0 delivers comprehensive mobile device management solutions to address both business and technical controls to ensure data security and compliance.

IBM Endpoint Manager V9.0 extends visibility and control to data center servers and the cloud by improving security through patching offline virtual machines and reducing total cost of ownership (TCO) and downtime with automated server provisioning and configuration tasks.

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## Availability of national languages

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The products in this announcement support Group 1 and Group 2 languages, and will be available on March 8, 2013:

- Brazilian Portuguese
- French
- German
- Italian
- Japanese
- Korean
- Spanish
- Simplified Chinese
- Traditional Chinese

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## Program number

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Program number	VRM	Program name
5725-C43	9.0	IBM Endpoint Manager for Lifecycle Management
5725-C44	9.0	IBM Endpoint Manager for Security and Compliance
5725-C45	9.0	IBM Endpoint Manager for Patch Management
5725-C46	9.0	IBM Endpoint Manager for Power Management
5725-F57	9.0	IBM Endpoint Manager for Software Use Analysis
5725-D25	9.0	IBM Endpoint Manager for Core Protection
5725-H27	9.0	IBM Endpoint Manager for Server Automation
5725-F99	9.0	IBM Endpoint Manager for Mobile Devices

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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 website

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

Also, visit the Passport Advantage website

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

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## Publications

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No publications will be shipped with this product.

The IBM Publications Center

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

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

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## Technical information

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### Specified operating environment

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#### **Hardware and software requirements**

IBM Endpoint Manager supports running the Endpoint Manager server on Windows server operating systems, specifically Windows Server 2003, or later. The supported database versions for Endpoint Manager servers running on Windows are SQL Server 2005, or later.

IBM Endpoint Manager V9.0 introduces additional support for running the Endpoint Manager server on Red Hat 6 64-bit operating systems. The supported database version for Endpoint Manager servers running on Red Hat 6 is IBM DB2 10.1 Workgroup Server Edition (WSE).

View the complete list of supported platforms for each Endpoint Manager product

- IBM Endpoint Manager for Lifecycle Management:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=1343670109960>
- IBM Endpoint Manager for Patch Management:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=0709F340285511E2994EBEF50925FE36>
- IBM Endpoint Manager for Power Management:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=117ECCB0285511E2994EBEF50925FE36>
- IBM Endpoint Manager for Security and Compliance:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=18EB2110285511E2994EBEF50925FE36>
- IBM Endpoint Manager for Core Protection:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=FC5837E0285411E2994EBEF50925FE36>
- IBM Endpoint Manager for Mobile Devices:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=1316186643830>
- IBM Endpoint Manager for Software Use Analysis:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=20343600285511E2994EBEF50925FE36>
- IBM Endpoint Manager for Server Automation:  
<http://pic.dhe.ibm.com/infocenter/prodguid/v1r0/clarity-reports/report/html/osForProduct?deliverableId=13599945328>

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**

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### **Packaging**

IBM Endpoint Management Solution V9.0 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document number:

License number	Pid number	License document name
L-TBRN-947LDU	5725-C43	IEM for Lifecycle Management
L-TBRN-947LS8	5725-C43	IEM Starter Kit for Lifecycle Management
L-TBRN-947LEC	5725-C44	IEM for Security and Compliance
L-TBRN-8XPR2E	5725-C45	IEM for Patch Management
L-TBRN-947LEM	5725-C46	IEM for Power Management
L-TBRN-947LRR	5725-D25	IEM for Core Protection
L-TBRN-947LRX	5725-D25	IEM for Core Protection for Data Protection Add on
L-TBRN-947LR6	5725-F99	IEM for Mobile Devices
L-MRAI-947E4Z	5725-F57	IEM for Software Use Analysis
L-TBRN-947Q69	5725-H27	IEM for Server Automation

- IBM Endpoint Manager Solution V9.0 Quick Start Guide
- CD-ROMs or DVDs

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

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IBM Endpoint Manager Solution V9.0 uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Licensing metric definitions and pricing examples**

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### Client Device

Client Device is a unit of measure by which the program can be licensed. A Client Device is a single user computing device or special purpose sensor or telemetry device that requests the execution of or receives for execution a set of commands, procedures, or applications from or provides data to another computer system that is typically referred to as a server or is otherwise managed by the server. Multiple Client Devices may share access to a common server. A Client Device may have some processing capability or be programmable to allow a user to do

work. Examples include, but are not limited to actuators, appliances, automated teller machines, automatic meter readers, cash registers, disk drives, desktop computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, sensors, smart meters, tape drives, and technical workstations. Licensee must obtain entitlements for every Client Device which runs, provides data to, uses services provided by, or otherwise accesses the program and for every other computer or server on which the program is installed.

#### Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) are based on the number of units of a specific resource used or managed by the program. Licensee must obtain entitlements for this program sufficient to cover the resources managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the resource table found in the program's announcement and/or License Information document. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

#### Standby or backup systems

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

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

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

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

**Hot:** A copy of the program may reside for backup purposes on a machine, is started, and is doing work. The customer must acquire a license or 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 switchover between programs, databases, or other resources to occur.

#### **Pricing examples**

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The resource for the purpose of the RVU calculation is Activated Processor Cores managed by the program. An Activated Processor Core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions. Licensee can deploy the program using either full capacity licensing or virtualization capacity (Sub-Capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to the webpage below). If using full capacity licensing, each Activated Processor Core in the physical hardware environment managed by the program must be counted, except for those servers from which the program permanently no

longer manages. If using virtualization capacity licensing, the Virtualization Capacity License Counting Rules at

[http://www.ibm.com/software/lotus/passportadvantage/Counting\\_Software\\_licenses\\_using\\_specific\\_virtualization\\_technologies.html](http://www.ibm.com/software/lotus/passportadvantage/Counting_Software_licenses_using_specific_virtualization_technologies.html)

defines how many Activated Processor Cores must be counted.

The RVU table for Tivoli Endpoint Manager is below:

Tier	From quantity	To quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.80
3	10,001	50,000	0.60
4	50,001	150,000	0.40
5	150,001	-	0.20

#### Pricing example 1

A customer wishes to license Tivoli Endpoint Manager for the servers in the following core environment.

#### Distributed servers

- 20 one processor, single core servers
- 65 one processor, dual core servers
- 12 two processor, dual core servers
- 10 two processor, quad core servers
- One eight processor, dual core server with two virtual or logical partitions
- One four processor, quad core server
- One z800 server with two uniprocessor IFLs running Linux (also known as Linux on System z® )

Note: Linux on System z offerings may not be available for all Tivoli products. This licensing example assumes such availability. Linux on System z offerings have distinctly orderable part numbers in Passport Advantage , which should be used when ordering entitlements for IFLs running Linux .

If pricing products without a Linux on System z offering, you should exclude the z800 server entitlement requirement indicated below.

The customer wants to manage the applicable distributed server environment with Tivoli Endpoint Manager:

Systems managed	Quantity in customer environment	Processor cores to be licensed
One processor, single core	20	20
One processor, dual core	65	130
Two processors, dual core	12	48
Two processors, quad core	10	80
Eight Processors, Dual Core (2 logical partitions)	1	16
Four Processors, Quad Core	1	16
z800 server with 2 uniprocessor IFLs (requires Linux on System z availability)	1	2
<b>Total processors to</b>		<b>312</b>

be licensed

Based on the 312 managed cores, the customer would require 312 RVUs of Tivoli Endpoint Manager.

#### Pricing example 2

A customer wishes to license Tivoli Endpoint Manager in the following core environment:

Servers with 45,000 Managed Cores  
25,000 Client Devices

The following calculation is used to determine the number of RVUs required to license the 45,000 managed cores in the server environment.

Tier	Quantity of Managed Cores	RVUs
1	2,500	2,500
2	7,500	6,000
3	35,000	21,000
Total		29,500

The first tier based on the RVU table is used to calculate the first 2,500 managed cores at a factor of 1 per core or in the case above 2,500 RVUs (2,500 x 1.) The second tier is used to calculate the managed cores from 2,501 to 10,000 at a .8 factor or 7,500 x .8 = 6,000. The third tier is used for those managed cores between 10,001 and 50,000. In the example, 35,000 of the managed cores reside in tier 3 or 35,000 x .6 = 21,000. Adding the RVUs together for each tier, the customer requires 29,500 RVUs to license the 45,000 managed cores.

In addition, the customer would require 25,000 of the client device part number to license the 25,000 client devices in the environment.

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## Ordering information

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Product group: Tivoli Endpoint Manager  
Product:

- IBM Endpoint Manager for Lifecycle Management (5725-C43)
- IBM Endpoint Manager for Security & Compliance (5725-C44)
- IBM Endpoint Manager for Patch Management (5725-C45)
- IBM Endpoint Manager for Power Management (5725-C46)
- IBM Endpoint Manager for Software Use Analysis (5725-F57)
- IBM Endpoint Manager for Core Protection (5725-D25)
- IBM Endpoint Manager for Server Automation (5725-H27)
- IBM Endpoint Manager for Mobile Devices (5725-F99)

Product category: TVCONFIG (Configurations and Operations)

### 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	Part number
IBM Endpoint Manager for Lifecycle Management V9.0 Multiplatform Multilingual Media Pack	BJ016ML
IBM Endpoint Manager Starter Kit for Lifecycle Management V9.0 Multiplatform Multilingual Media Pack	BJ017ML
IBM Endpoint Manager for Security and Compliance V9.0 Multiplatform Multilingual Media Pack	BJ018ML
IBM Endpoint Manager for Patch Management V9.0 Multiplatform Multilingual Media Pack	BJ019ML
IBM Endpoint Manager for Power Management V9.0 Multiplatform Multilingual Media Pack Pack	BJ01BML

IBM Endpoint Manager for Core Protection V9.0 Multiplatform Multilingual Media Pack	BJ01CML
IBM Endpoint Manager for Core Protection Data Protection Add-on V9.0 Multiplatform Multilingual Media pack	BJ01DML
IBM Endpoint Manager for Software Use Analysis V9.0 Multiplatform Multilingual Media Pack	BJ01FML
IBM Endpoint Manager for Mobile Devices V9.0 for Multiplatform Multilingual Media Pack	BJ01HML
IBM Endpoint Manager for Server Automation V9.0 Multiplatform Multilingual Media pack	BJ01JML

## **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 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 SW S&S. SW S&S in the second year (the first year of renewal) can be prorated to be coterminous with your common anniversary date. Thereafter, all SW S&S will renew at the the common anniversary date for twelve full months of SW S&S.

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

The quantity to be specified for the Passport Advantage part numbers in the following table is per required number of Processor Value Units. To order for Passport Advantage , specify the desired part number and quantity.

The following ordering information has previously been announced in Software Announcement [LP11-0557](#), dated November 15, 2011 . Tivoli has been removed from the product name.

(5725-C43) IBM Endpoint Manager for Lifecycle Management V9.0 name update

Description	Part number
IBM Endpoint Manager for Lifecycle Management Client Device Annual SW Subscription & Support Renewal	E0BDDL
IBM Endpoint Manager for Lifecycle Management Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0HT2LL
IBM Endpoint Manager for Lifecycle Management Client Device License + SW Subscription & Support 12 Months	D0HSILL
IBM Endpoint Manager for Lifecycle Management Client	D0HSJLL

Device SW Subscription & Support Reinstatement 12 Months

IBM Endpoint Manager for Lifecycle Management Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDNLL
IBM Endpoint Manager for Lifecycle Management Client Device from Tivoli Provisioning Manager Express® Trade Up License + SW Subscription & Support 12 Months	DOI19LL
IBM Endpoint Manager for Lifecycle Management FTL for zEnterprise BladeCenter® Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0D7FLL
IBM Endpoint Manager for Lifecycle Management Resource Value Unit Annual SW Subscription & Support Renewal	E0BDCLL
IBM Endpoint Manager for Lifecycle Management Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	DOHT1LL
IBM Endpoint Manager for Lifecycle Management Resource Value Unit License + SW Subscription & Support 12 Months	DOHSGLL
IBM Endpoint Manager for Lifecycle Management Resource Value Unit SW Subscription & Support Reinstatement 12 Months	DOHSHLL
IBM Endpoint Manager for Lifecycle Management Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDMLL
IBM Endpoint Manager for Lifecycle Management Resource Value Unit from Tivoli Provisioning Manager Express Trade Up License + SW Subscription & Support 12 Months	DOI18LL
IBM Endpoint Manager for Lifecycle Management Trade Up from TEMSKFLM Client Device Trade Up License + SW Subscription & Support 12 Months	DOPUMLL
IBM Endpoint Manager for Lifecycle Management Trade Up from TEMSKFLM Resource Value Unit Trade Up License + SW Subscription & Support 12 Months	DOPUKLL
IBM Endpoint Manager for Lifecycle Management Trade Up from TEMSKFLM Resource Value Unit for zBx and Linux on System z Trade Up License + SW Subscription & Support 12 Months	DOPULLL
IBM Endpoint Manager for Lifecycle Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0D6FLL
IBM Endpoint Manager for Lifecycle Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	DON2ELL
IBM Endpoint Manager for Lifecycle Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	DOM1ZLL
IBM Endpoint Manager for Lifecycle Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	DOM20LL

IBM Endpoint Manager Starter Kit for Lifecycle Management:

Description	Part number
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IBM Endpoint Manager Starter Kit for Lifecycle Management Client Device Annual SW Subscription & Support Renewal 12 Months	E0DUTLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0PVNLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Client Device License + SW Subscription & Support 12 Months	D0PVFLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Client Device SW Subscription & Support Reinstatement 12 Months	D0PVGLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0DUZLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0DURLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0PVJLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit License + SW Subscription & Support 12 Months	D0PVBLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0PVCLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0DUWLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit for zBx and Linux on System z Annual SW Subscription & Support Renewal 12 Months	E0DUSLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit for zBx and Linux on System z Initial Fixed Term License + SW Subscription & Support 12 Months	D0PVKLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit for zBx and Linux on System z License + SW Subscription & Support 12 Months	D0PVDLL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit for zBx and Linux on System z SW Subscription & Support Reinstatement 12 Months	D0PVELL
IBM Endpoint Manager Starter Kit for Lifecycle Management Resource Value Unit for zBx and Linux on System z Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0DUXLL

(5725-C44) IBM Endpoint for Security and Compliance V9.0 name update

Description	Part number
IBM Endpoint Manager for Security & Compliance Client Device Annual SW Subscription & Support Renewal	E0BDLLL
IBM Endpoint Manager for Security & Compliance Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0HTALL
IBM Endpoint Manager for Security & Compliance Client Device License + SW Subscription & Support 12 Months	D0HSZLL

IBM Endpoint Manager for Security & Compliance Client Device SW Subscription & Support Reinstatement 12 Months	D0HT0LL
IBM Endpoint Manager for Security & Compliance Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDWLL
IBM Endpoint Manager for Security & Compliance Client Device from Tivoli Security Compliance Manager Trade Up License + SW Subscription & Support 12 Months	D0I1BLL
IBM Endpoint Manager for Security & Compliance FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0N7ALL
IBM Endpoint Manager for Security & Compliance FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0D9YLL
IBM Endpoint Manager for Security & Compliance Resource Value Unit Annual SW Subscription & Support Renewal	E0BDKLL
IBM Endpoint Manager for Security & Compliance Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0HT9LL
IBM Endpoint Manager for Security & Compliance Resource Value Unit License + SW Subscription & Support 12 Months	D0HSXLL
IBM Endpoint Manager for Security & Compliance Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0HSYLL
IBM Endpoint Manager for Security & Compliance Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDVLL
IBM Endpoint Manager for Security & Compliance Resource Value Unit from Tivoli Security Compliance Manager Trade Up License + SW Subscription & Support 12 Months	D0I1ALL
IBM Endpoint Manager for Security & Compliance for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0D7DLL
IBM Endpoint Manager for Security & Compliance for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D0N2BLL
IBM Endpoint Manager for Security & Compliance for zEnterprise BladeCenter Extension and Linux on System z Resource Value	D0N2CLL

(5725-C45) IBM Endpoint Manager for Patch Management V9.0 name update:

Description	Part number
IBM Endpoint Manager for Patch Management Client Device Annual SW Subscription & Support Renewal	E0BDHLL
IBM Endpoint Manager for Patch Management Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0HT6LL
IBM Endpoint Manager for Patch Management Client Device License + SW Subscription & Support 12 Months	D0HSRLL
IBM Endpoint Manager for Patch Management Client Device SW Subscription & Support Reinstatement 12 Months	D0HSSL



IBM Endpoint Manager for Patch Management Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDSLL
IBM Endpoint Manager for Patch Management FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0N2TLL
IBM Endpoint Manager for Patch Management FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0D7PLL
IBM Endpoint Manager for Patch Management Resource Value Unit Annual SW Subscription & Support Renewal	E0BDGLL
IBM Endpoint Manager for Patch Management Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0HT5LL
IBM Endpoint Manager for Patch Management Resource Value Unit License + SW Subscription & Support 12 Months	D0HSPLL
IBM Endpoint Manager for Patch Management Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0HSQLL
IBM Endpoint Manager for Patch Management Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDRLL
IBM Endpoint Manager for Patch Management for zEnterprise® BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0D76LL
IBM Endpoint Manager for Patch Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D0N1TLL
IBM Endpoint Manager for Patch Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0N1ULL

5725-C46 - IBM Endpoint Manager for Power Management V9.0 name update

Description	Part number
IBM Endpoint Manager for Power Management Client Device Annual SW Subscription & Support Renewal	E0BDJLL
IBM Endpoint Manager for Power Management Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0HT8LL
IBM Endpoint Manager for Power Management Client Device License + SW Subscription & Support 12 Months	D0HSVLL
IBM Endpoint Manager for Power Management Client Device SW Subscription & Support Reinstatement 12 Months	D0HSWLL
IBM Endpoint Manager for Power Management Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDULL
IBM Endpoint Manager for Power Management FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0N78LL
IBM Endpoint Manager for Power Management FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0D9XLL

IBM Endpoint Manager for Power Management Resource Value Unit Annual SW Subscription & Support Renewal	E0BDILL
IBM Endpoint Manager for Power Management Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0HT7LL
IBM Endpoint Manager for Power Management Resource Value Unit License + SW Subscription & Support 12 Months	D0HSTLL
IBM Endpoint Manager for Power Management Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0HSULL
IBM Endpoint Manager for Power Management Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0BDTLL
IBM Endpoint Manager for Power Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0D7CLL
IBM Endpoint Manager for Power Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D0N25LL
IBM Endpoint Manager for Power Management for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0N26LL
5725-D25 - IBM Endpoint Manager for Core Protection V9.0 name update	

Description	Part number
IBM Endpoint Manager for Core Protection Client Device Annual SW Subscription & Support Renewal	E0C4QLL
IBM Endpoint Manager for Core Protection Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0JIWLL
IBM Endpoint Manager for Core Protection Client Device License + SW Subscription & Support 12 Months	D0JITLL
IBM Endpoint Manager for Core Protection Client Device SW Subscription & Support Reinstatement 12 Months	D0JIULL
IBM Endpoint Manager for Core Protection Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0C4SLL
IBM Endpoint Manager for Core Protection FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0N2DLL
IBM Endpoint Manager for Core Protection FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0D7ELL
IBM Endpoint Manager for Core Protection Resource Value Unit Annual SW Subscription & Support Renewal	E0C4PLL
IBM Endpoint Manager for Core Protection Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0JIVLL
IBM Endpoint Manager for Core Protection Resource Value Unit License + SW Subscription & Support 12 Months	D0JIRLL
IBM Endpoint Manager for Core Protection Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0JISLL

IBM Endpoint Manager for Core Protection Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0C4RLL
IBM Endpoint Manager for Core Protection for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0D6NLL
IBM Endpoint Manager for Core Protection for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D0M2ILL
IBM Endpoint Manager for Core Protection for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0M2JLL
IBM Endpoint Manager for Core Protection Data Protection add on update	

Description	Part number
IBM Endpoint Manager for Core Protection Data Protection Add-on Client Device Annual SW Subscription & Support Renewal 12 Months	E0DF4LL
IBM Endpoint Manager for Core Protection Data Protection Add-on Client Device Initial Fixed Term License + SW Subscription & Support 12 Months	D0NLXLL
IBM Endpoint Manager for Core Protection Data Protection Add-on Client Device License + SW Subscription & Support 12 Months	D0NLTLL
IBM Endpoint Manager for Core Protection Data Protection Add-on Client Device SW Subscription & Support Reinstatement 12 Months	D0NLULL
IBM Endpoint Manager for Core Protection Data Protection Add-on Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0DF7LL
IBM Endpoint Manager for Core Protection Data Protection Add-on Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0DF2LL
IBM Endpoint Manager for Core Protection Data Protection Add-on Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0NLVLL
IBM Endpoint Manager for Core Protection Data Protection Add-on Resource Value Unit License + SW Subscription & Support 12 Months	D0NLPLL
IBM Endpoint Manager for Core Protection Data Protection Add-on Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D0NLQLL
IBM Endpoint Manager for Core Protection Data Protection Add-on Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months	E0DF5LL
IBM Endpoint Manager for Core Protection Data Protection Add-on zEnterprise BladeCenter Extension and Linux on System z Resource Value unit Annual SW Subscription & Support Renewal 12 Months	E0DF3LL
IBM Endpoint Manager for Core Protection Data Protection Add-on zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months	D0NLWLL
IBM Endpoint Manager for Core Protection Data Protection Add-on zEnterprise BladeCenter Extension and Linux on System	D0NLRLL

z Resource Value Unit License + SW Subscription & Support  
12 Months

IBM Endpoint Manager for Core Protection Data Protection Add-on zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months D0NLSLL

IBM Endpoint Manager for Core Protection Data Protection Add-on zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months E0DF6LL

5725-F57 IBM Endpoint Manager for Software Use Analysis V9.0 name update

Description Part number

IBM Endpoint Manager for Software Use Analysis Client Device Annual SW Subscription & Support Renewal E0BDFLL

IBM Endpoint Manager for Software Use Analysis Client Device Initial Fixed Term License + SW Subscription & Support 12 Months D0HT4LL

IBM Endpoint Manager for Software Use Analysis Client Device License + SW Subscription & Support 12 Months D0HSMLL

IBM Endpoint Manager for Software Use Analysis Client Device SW Subscription & Support Reinstatement 12 Months D0HSNLL

IBM Endpoint Manager for Software Use Analysis Client Device Subsequent Fixed Term License + SW Subscription & Support 12 Months E0BDQLL

IBM Endpoint Manager for Software Use Analysis FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months D0N2SLL

IBM Endpoint Manager for Software Use Analysis FTL for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months E0D7NLL

IBM Endpoint Manager for Software Use Analysis Resource Value Unit Annual SW Subscription & Support Renewal E0BDELL

IBM Endpoint Manager for Software Use Analysis Resource Value Unit Initial Fixed Term License + SW Subscription & Support 12 Months D0HT3LL

IBM Endpoint Manager for Software Use Analysis Resource Value Unit License + SW Subscription & Support 12 Months D0HSKLL

IBM Endpoint Manager for Software Use Analysis Resource Value Unit SW Subscription & Support Reinstatement 12 Months D0HSLLL

IBM Endpoint Manager for Software Use Analysis Resource Value Unit Subsequent Fixed Term License + SW Subscription & Support 12 Months E0BDPLL

IBM Endpoint Manager for Software Use Analysis for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal 12 Months E0D75LL

IBM Endpoint Manager for Software Use Analysis for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months D0N1RLL

IBM Endpoint Manager for Software Use Analysis for zEnterprise BladeCenter Extension and Linux on System z D0N1SLL

Resource Value Unit SW Subscription & Support Reinstatement  
12 Months

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

Media pack description	Part number
-	
IBM Endpoint Manager for Lifecycle Management V9.0 Multiplatform Multilingual Media Pack	BJ016ML
IBM Endpoint Manager Starter Kit for Lifecycle Management V9.0 Multiplatform Multilingual Media Pack	BJ017ML
IBM Endpoint Manager for Security and Compliance V9.0 Multiplatform Multilingual Media Pack	BJ018ML
IBM Endpoint Manager for Patch Management V9.0 Multiplatform Multilingual Media Pack	BJ019ML
IBM Endpoint Manager for Power Management V9.0 Multiplatform Multilingual Media Pack Pack	BJ01BML
IBM Endpoint Manager for Core Protection V9.0 Multiplatform Multilingual Media Pack	BJ01CML
IBM Endpoint Manager for Core Protection Data Protection Add-on V9.0 Multiplatform Multilingual Media pack	BJ01DML
IBM Endpoint Manager for Software Use Analysis V9.0 Multiplatform Multilingual Media Pack	BJ01FML
IBM Endpoint Manager for Mobile Devices V9.0 for Multiplatform Multilingual Media Pack	BJ01HML
IBM Endpoint Manager for Server Automation V9.0 Multiplatform Multilingual Media pack	BJ01JML

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## Terms and conditions

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## **License Information form number**

License number	Pid number	License document name
L-TBRN-947LDU	5725-C43	IEM for Lifecycle Management
L-TBRN-947LS8	5725-C43	IEM Starter Kit for Lifecycle Management
L-TBRN-947LEC	5725-C44	IEM for Security and Compliance
L-TBRN-8XPR2E	5725-C45	IEM for Patch Management
L-TBRN-947LEM	5725-C46	IEM for Power Management
L-TBRN-947LRR	5725-D25	IEM for Core Protection
L-TBRN-947LRX	5725-D25	IEM for Core Protection for Data Protection Add on
L-TBRN-947LR6	5725-F99	IEM for Mobile Devices
L-MRAI-947E4Z	5725-F57	IEM for Software Use Analysis
L-TBRN-947Q69	5725-H27	IEM for Server Automation

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

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Yes

## **Limited warranty**

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## **Money-back guarantee**

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

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the

program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Other terms**

**Volume orders (IVO)**

No

**IBM International Passport Advantage Agreement**

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

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

**Software Subscription and Support applies**

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express . Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

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

**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

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## Statement of good security practices

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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.

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## IBM Electronic Services

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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.

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### Benefits

**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM . The Electronic Service Agent tool securely transmits either via the Internet (HTTPS or VPN) or modem, and can be configured to communicate securely through gateways to provide customers a single point of



exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system. System inventory information is stored in a secure database, which is protected behind IBM firewalls. It is viewable only by the customer and IBM . The customer's business applications or business data is never transmitted to IBM .

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM , problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent . Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

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

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

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## Prices

For all local charges, contact your IBM representative.

### **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**

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Authorization to resell IBM software products is achieved at the Reseller Authorization Group level. You must be authorized in the Tivoli Service Process Automation group to sell these products. To register an opportunity for this product in the Global Partner Portal, you may use Product Family - Software: Tivoli Service Process Automation.

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