



# IBM Tivoli Application Dependency Discovery Manager V7.3 offers robust IT application enhancements

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## At a glance

IBM® Tivoli® Application Dependency Discovery Manager V7.3 will help you:

- See how resources are interdependent.
- Anticipate impact and reduce incident risk of transformative efforts related to private cloud, mobile, virtualization, and consolidation.
- Collaborate with development and stakeholders to prioritize deployments and trigger service assurance efforts.
- Launch and keep intended deployment configuration.
- Understand how infrastructure supports application and services.
- See and communicate how performance and incidents impact business services.
- Support Information Technology Infrastructure Library (ITIL™) configuration management.
- Automatically map business application context.
- Create fast and accurate SME incident assignments.
- Identify incidents before users complain.
- Comply with ITIL incident management

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

## Overview

IBM Tivoli Application Dependency Discovery Manager V7.3 provides robust and automated discovery and application mapping for building an inventory of applications, configurations, and dependencies. This software builds application maps that give you visibility into your complex application infrastructure. It helps administrators understand the structure, status, configuration, and change history of their interdependent business applications. It delivers continued focus on total cost of ownership and reduces cost of ownership through:

- Automated composition mapping and tracking.
- Optimized sensor delivery through simplified and flexible data model.
- Extensibility enhancements.
- Building the foundation for just-in-time and triggered discovery.

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## Key prerequisites

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One of the following operating systems:

- IBM AIX®
- Red Hat Enterprise Linux™
- SUSE Linux Enterprise Server
- Microsoft™ Windows™ Server

Key supported databases:

- IBM DB2®
- Oracle

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## Planned availability date

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- December 05, 2014: Electronic
- December 12, 2014: Physical

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## Description

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IBM Tivoli Application Dependency Discovery Manager V7.3 delivers continued focus on total cost of ownership and helps reduce the cost by:

- Boosting return on investment and lowering the total cost of ownership by using dynamic and automated views of business applications and IT services.
- Enabling you to stay ahead of your fast-changing environment by seeing new or changed equipment, as needed, with new flexible discovery. This gives Operations confidence that new or changed equipment in their IT infrastructure can be readily added to their view of the environment.
- Allowing you to effortlessly see event-pertinent business application dependencies or configuration changes to make decisions and take action promptly.

IBM Tivoli Application Dependency Discovery Manager V7.3 delivers:

- **Automated composition mapping and tracking**
  - Automated creation and changes tracking of business application composition based on application key elements, such as database, application servers, and host, by traversing dependency information discovered
  - Ability to create multiple business application instances from one known application object
  - **Value:**
    - Accurate, actual application model extracted from technology (actual configuration).
    - Up to 90% reduction of mapping time for defining a single business application.
    - Removes reliance on human knowledge or manual rules.
    - Improved efficiency and speed; reduced total cost of ownership for models accuracy maintenance.
    - Up to 95% of time reduction for defining set of similar business applications.
    - Improved accuracy through reduced risk of human error.
    - Up to 99% of time reduction in business application maintenance. (Any change in dependencies is automatically updated in the business application.)

-- Major time reduction for defining most single business applications.

- **Optimized sensor delivery through simplified and flexible data model**

- Implement new and updated sensors with a simple, supplemental install (does not require a full reinstall of IBM Tivoli Application Dependency Discovery Manager)
- Simplified sensor updates when target systems change
- Reduced cost of ownership

- **Extendibility enhancements that enable IT Operations teams' flexibility**

- Add or eliminate detailed attributes about application and infrastructure resources without having to change the common data model
- Create reports and run searches that include extended attributes through removed complexity
- Significant performance improvement when using International Development Markup Language books for books containing extended attributes

- **Building the foundation for just-in-time and triggered discovery**

- Pull (synchronous) discovery through infrastructure through Open Services for Lifecycle Collaboration standards
- Standard IBM Tivoli Monitoring integration
- Script-based discovery for Microsoft Windows (platform and application detail discovery)
- Will now have asynchronous discovery coverage for prevalent platforms
- Enables triggered or just-in-time discovery with no credentials

- **Value:**

- Application detail (Level 3)\* discovery through infrastructure enablement for Microsoft Windows platforms
- Asynchronous discovery coverage for prevalent platforms
- Enablement for push-based discovery scenarios

\* Tivoli Application Dependence Discovery Manager provides three levels of discovery plus utilization discovery. These levels of discovery are defined in the IBM Tivoli Application Dependency Discovery Manager Administration Guide that can be found at

[http://www-01.ibm.com/support/knowledgecenter/SSPLFC\\_7.3.0/com.ibm.taddm.doc\\_7.3/AdminGuide/c\\_cmdb\\_discovery\\_levels.html](http://www-01.ibm.com/support/knowledgecenter/SSPLFC_7.3.0/com.ibm.taddm.doc_7.3/AdminGuide/c_cmdb_discovery_levels.html)

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

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

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

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## **Product positioning**

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IBM Tivoli Application Dependency Discovery Manager V7.3 adds significant value to the IBM Cloud and Smarter Infrastructure, IT Service Management portfolio of solutions by empowering operations management teams to reduce business risk and maximize efficiency with automated application composition, discovery, and mapping.

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## Program number

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Program number	VRM	Program name
5724-N55	7.3.0	IBM Tivoli Application Dependency Discovery Manager

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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 are shipped with this program.

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## Services

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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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## Licensing metric definitions and pricing examples

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### Licensing metric definitions

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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).

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

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### **Client device or client**

Client Device is a unit of measure by which the program can be licensed. A Client Device is a computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from 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 generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to appliances, automated teller machines, cash registers, disk drive, desktop computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, tape drive, and technical workstations. Licensee must obtain entitlements for every Client Device which runs, which uses services provided by, is managed by, or otherwise accesses the program and every other computer or server where the program is installed.

### **Install**

Install is a unit of measure by which the program can be licensed. An Install is an installed copy or instance of the program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each Install of the Program.

### **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 sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the tables below. 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. The RVU tables are shown for each applicable product example below.

### **Server**

Server is a unit of measure by which the program can be licensed. A Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being deployed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate Server. For the purpose of Server-based licensing, licensee must obtain entitlements for each Server, which is made available to the program, regardless of the number of processor cores and/or partitions in the Server or the number of copies of the program on the Server.

## MSU

MSUs are defined as one million Central Processing Unit (CPU) service units per hour; the measure of capacity used to describe the computing power of the hardware processors on which S/390® or System z® software runs. MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs).

### 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.

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.

### IBM Tivoli Application Dependency Discovery Manager V7.3

IBM Tivoli Application Dependency Discovery Manager is priced per Install and per RVU for managed devices.

#### Cumulative entitlements

Install and RVU entitlements are not alternative means for licensing the program. Licensee must obtain sufficient Install entitlements to cover the relevant servers where the program is installed as well as the appropriate number of RVU entitlements for the Servers managed by the program and the MSUs of the Servers where the IBM z/OS® data managed by the program resides.

#### Components used for establishing required install entitlements

When determining the number of entitlements required for licensee's installation or use of the program, the installation or use of only the following program components are taken into consideration. In other words, licensee may install and use program components other than those listed below, under the license terms, but only the listed components are used to determine the number of entitlements required for the program.

- The first domain server in domain server deployment

- Each synchronization server in synchronization server deployment
- Each primary storage server in streaming server deployment

## Definitions

Tivoli Application Dependency Discovery Manager server can represent any of the following terms.

- **Storage server:** A Tivoli Application Dependency Discovery Manager server that processes discovery data that is received from the discovery servers and stores it in the Tivoli Application Dependency Discovery Manager database. The primary storage server both coordinates the discovery servers and all other storage servers, and serves as a storage server. All storage servers that are not the primary are called secondary storage servers.
- **Discovery server:** A Tivoli Application Dependency Discovery Manager server that runs sensors in a streaming server deployment but does not have its own database.
- **Streaming server deployment:** A Tivoli Application Dependency Discovery Manager deployment with a primary storage server and at least one discovery server. This type of deployment can also include one or more optional secondary storage servers. Streaming server deployments are common for larger implementations with multiple discovered domains.
- **Domain server:** A Tivoli Application Dependency Discovery Manager server that runs sensors in a domain server deployment and has its own database.
- **Domain server deployment:** A Tivoli Application Dependency Discovery Manager deployment with one domain server. A Tivoli Application Dependency Discovery Manager deployment with one domain server is generally used for smaller environments discovering a single domain. A domain server deployment can also be part of a synchronization server deployment.
- **Synchronization server:** A Tivoli Application Dependency Discovery Manager server that synchronizes discovery data from all domain servers in the enterprise and has its own database. This server does not discover data directly.
- **Synchronization server deployment:** A Tivoli Application Dependency Discovery Manager deployment with a synchronization server and two or more domain server deployments. (Synchronization server deployments are obsolete. Therefore, in a new Tivoli Application Dependency Discovery Manager deployment where more than one server is needed, use the streaming server deployment.)

## RVU licensing for Tivoli Application Dependency Discovery Manager

The resource for the purpose of RVU licensing is a Server or 100 client devices managed by the program. A Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate server. A client device is a single user computing device, communications device, 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. A client device may have some processing capability or be programmable to allow a user to do work.

## RVU licensing for Tivoli Application Dependency Discovery Manager for z/OS data

The resource for the purpose of RVU licensing is a Million Service Units (MSUs). MSUs are defined as one million Central Processing Unit (CPU) service units per hour; the measure of capacity used to describe the computing power of the hardware processors on which S/390 or System z software runs. MSU values are determined by the hardware vendor, IBM, or Software Compatible Vendors (SCVs). For MSU capacity by vendor and machine, refer to

The RVU entitlements for the managed devices are dependent on the number of unique devices managed by Tivoli Application Dependency Discovery Manager functions. The number of RVUs required per scaled volume tier is defined below.

Usage level	Minimum devices	Maximum devices	Minimum MSUs	Maximum MSUs	RVUs per device or MSU
1	1	100	1	100	20
2	101	500	101	500	18
3	501	1,000	501	1,000	8
4	1,001	10,000	1,001	10,000	4
5	10,001	25,000	10,001	25,000	2
6	25,001		25,001		1

\* Used for System z, when ordering one of the part numbers for z/OS data.

When licensing client devices, use the following conversion:

- 1 server = 100 clients (Clients round up to the nearest 100 for the purpose of RVU calculation). In other words, 75 clients are rounded up to 100 clients for RVU calculation.

The RVUs for servers, clients, and MSUs are calculated independently, using the same scaled volume tiers. RVUs for servers and clients are entitled using the same part number. RVUs for MSUs are entitled using a separate part number.

- Servers:
  - The first 100 servers are valued at 20 RVUs each.
  - The next 50 servers are valued at 18 RVUs each.
- Clients:
  - The first 10,000 clients equate to 100 servers (10,000/100) and are valued at 20 RVUs each.
  - The next 5,000 clients equate to 50 servers (5,000/100) and are valued at 18 RVUs each.
- MSUs:
  - The first 100 MSUs are valued at 20 RVUs each.
  - The next 50 MSUs are valued at 18 RVUs each.

## Pricing examples

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Install examples

Streaming server deployment:

- 1 Primary storage server (PSS) = 1 install license
- 1 Discovery server + 1 PSS = (0 +1) = 1 install license
- 0 Discovery server + 1 PSS + 10 storage servers = (0 +1 +0) = 1 install license
- 0 Discovery server + 2 PSS + 10 storage servers = (0 +2 +0) = 2 install licenses

### Scenario 1

A customer wishes to purchase Tivoli Application Dependency Discovery Manager to manage an environment of 10,000 distributed servers and 150 clients. The recommended architecture includes one primary storage server and at least one discovery server. The customer must obtain one install license for the primary storage server, plus RVU entitlements for the managed servers, and client devices as follows.

Install license required: 1

Devices managed	Quantity in customer environment
Servers	10,000
Clients	150

**RVU calculation for 10,000 servers:**

Servers	Resource value units per server	Resource Value Units
Tier 1 = 100	20	2,000
Tier 2 = 400	18	7,200
Tier 3 = 500	8	4,000
Tier 4 = 9000	4	36,000
Total = 10,000		49,200

Resource value Unit calculation for 150 clients:  
(round up to the nearest hundred = 200)

Clients (100 clients = 1 server)	Resource Value Units per server	Resource Value Units
Tier 1 = 2	20	40
Total = 2		40

In this example, the customer must license 1 install and 49,240 Distributed RVUs (49,200 for servers plus 40 for clients).

**Scenario 2**

A customer wishes to purchase Tivoli Application Dependency Discovery Manager to manage an environment of 10,000 servers and 20,000 MSUs. The recommended architecture includes one primary storage server and at least one discovery server.

Install license required: 1

The customer must also obtain RVU entitlements for the managed servers and MSUs indicated below.

Devices managed	Quantity in customer environment
Servers	10,000
MSUs	20,000

RVU calculation for 10,000 servers:

Servers	Value Units per server	Value Units
Tier 1 = 100	20	2,000
Tier 2 = 400	18	7,200
Tier 3 = 500	8	4,000
Tier 4 = 9000	4	36,000
Total = 10,000		49,200

RVU calculation for 20,000 MSUs:

MSUs	Resource Value Units per MSU	Resource Value Units
Tier 1 = 100	20	2,000
Tier 2 = 400	18	7,200
Tier 3 = 500	8	4,000
Tier 4 = 9,000	4	36,000
Tier 5 = 10,000	2	20,000
Total = 20,000		69,200

In this example, the customer must license at least one install, 118,400 RVU (49,200 for servers plus 69,200 for MSUs). Note that the RVU for servers and the RVUs for MSUs are entitled using separate part numbers.

### Scenario 3

A customer wishes to purchase Tivoli Application Dependency Discovery Manager to manage an environment of 5,000 servers.

The customer has two different lines of business and wishes to manage the supporting infrastructure for each, entirely separate from one another. Each line of business has the managed environment of 2,500 servers.

The customer must obtain two install licenses (to entitle a separate primary storage server for each of the two distinct lines of business). Discovery servers may also be required for each distinct business. This depends on the size, complexity, and depth of information to be managed. After the primary storage server entitlements, any discovery servers needed can be deployed at no charge.

Customer A and customer B both own their respective 5,000 servers that they wish to manage for their distinct lines of business. They must both obtain Value Unit entitlements for the managed servers as show below.

Devices managed	Quantity in customer environment	
Servers	5,000	
Resource value Unit calculation for 5,000 servers:		
Servers	Resource Value Units per server	Resource Value Units
Tier 1 = 10	20	2,000
Tier 2 = 400	18	7,200
Tier 3 = 500	8	4,000
Tier 4 = 4,000	4	16,000
Total = 5,000		29,200

In this example, the customer must obtain 2 install licenses and 29,200 RVU licenses.

### Scenario 4

A customer is currently entitled for a Tivoli Application Dependency Discovery Manager install license and RVUs for 200 servers (3,800 Value Units). The customer has purchased additional hardware and now wishes to add entitlement for 150 more servers, and also 375 client devices in their managed environment. The customer must obtain RVU entitlements for the additional servers, and new clients as shown below.

Quantity devices managed	Current quantity in customer environment	Additional quantity in customer environment	Revised quantity in customer environment
Servers	200	150	350
Clients	0	375	375

RVU calculation for 150 additional servers:

New servers	Resource Value Units per server	Resource Value Unit
Tier 2 = 150	18	2,700
Total = 150		2,700

The customer was already entitled to 3,800 RVUs for servers originally calculated using Tier 1 (100 servers x 20 RVUs) and Tier 2 (100 servers x 18 RVUs) in the

tiered volume scale. Therefore, the additional RVUs for the new 150 servers are calculated starting at the Tier 2 level. This allows the customer the additive benefit of volume scaling for the RVUs already purchased for servers.

**RVU calculation for 375 new clients** (round up to the nearest hundred = 400):

Clients (100 clients = 1 server)	Resource Value Units per server	Resource Value Units
Tier 1 = 4	20	80
Total = 4		80

In this example, the customer must license 2,780 Value Units (2,700 for servers and 80 for clients).

## Scenario 5

Domain server deployment: A customer wishes to purchase Tivoli Application Dependency Discovery Manager to manage an environment of 550 distributed servers and 150 clients, all being discovered with a single discovery server, and managed by a single domain server. The customer must obtain one install license for the domain server, plus RVU entitlements for the managed servers and client devices as follows.

Install license required: 1

1 domain server => 1 install license

Devices	Quantity in managed customer environment
Servers	550
Clients	150

RVU calculation for 550 servers:

Servers	Resource Value Units per server	Resource Value Units
Tier 1 = 100	20	2,000
Tier 2 = 400	18	7,200
Tier 3 = 50	8	400
Total = 550		9,600

RVU calculation for 150 clients (round up to the nearest hundred = 200)

Clients (100 clients = 1 server)	Resource Value Units per server	Resource Value Units
Tier 1 = 2	20	40
Total = 2		40

In this example, the customer must license 1 install and 9,640 Distributed RVUs (9,600 for servers plus 40 for clients).

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## Technical information

### Specified operating environment

#### Hardware requirements

For hardware requirements, reference the following websites.

Server

[http://www-01.ibm.com/support/knowledgecenter/SSPLFC\\_7.3.0/com.ibm.taddm.doc\\_7.3/InstalIGuide/c\\_cmdb\\_server\\_req.html?locale=en](http://www-01.ibm.com/support/knowledgecenter/SSPLFC_7.3.0/com.ibm.taddm.doc_7.3/InstalIGuide/c_cmdb_server_req.html?locale=en)

Client

[http://www-01.ibm.com/support/knowledgecenter/SSPLFC\\_7.3.0/com.ibm.taddm.doc\\_7.3/InstalIGuide/c\\_cmdb\\_install\\_planning\\_clienthardware.html?locale=en](http://www-01.ibm.com/support/knowledgecenter/SSPLFC_7.3.0/com.ibm.taddm.doc_7.3/InstalIGuide/c_cmdb_install_planning_clienthardware.html?locale=en)

### **Software requirements**

For software requirements, reference the following websites.

Server

[http://www-01.ibm.com/support/knowledgecenter/SSPLFC\\_7.3.0/com.ibm.taddm.doc\\_7.3/InstalIGuide/c\\_cmdb\\_swreqs.html?locale=en](http://www-01.ibm.com/support/knowledgecenter/SSPLFC_7.3.0/com.ibm.taddm.doc_7.3/InstalIGuide/c_cmdb_swreqs.html?locale=en)

Client

[http://www-01.ibm.com/support/knowledgecenter/SSPLFC\\_7.3.0/com.ibm.taddm.doc\\_7.3/InstalIGuide/c\\_cmdb\\_install\\_planning\\_clientsoftware.html?locale=en](http://www-01.ibm.com/support/knowledgecenter/SSPLFC_7.3.0/com.ibm.taddm.doc_7.3/InstalIGuide/c_cmdb_install_planning_clientsoftware.html?locale=en)

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 Tivoli Application Dependency Discovery Manager V7.3 is distributed with:

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

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

## Direct customer support

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

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

## Security, auditability, and control

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IBM Tivoli Application Dependency Discovery Manager uses the security and auditability features of the operating system software and the Tivoli process automation engine. 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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## Ordering information

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

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

[http://www.ibm.com/partnerworld/page/svp\\_authorized\\_portfolio](http://www.ibm.com/partnerworld/page/svp_authorized_portfolio)

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

<http://www.ibm.com/partnerworld/wps/bplocator/>

IBM Tivoli Application Dependency Discovery Manager  
Product group: Tivoli IT Service Management  
Product identifier description: 5724-N55  
Product category: Tivoli Change and Config Mgt Database

### 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.

IBM Tivoli Application Dependency Discovery Manager V7.3

Media Pack Description	Part number
IBM Tivoli Application Dependency Discovery Manager V7.3.0 ML MP	BJ16VML

### Current licensees

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Current licensees, with support in effect, will receive instructions on how to order this update.

### New licensees

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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 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 SW S&S.

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

IBM Tivoli Application Dependency Discovery Manager description	Part number
Discovery Manager for zEnterprise® BladeCenter® Extension and Linux on System z Install Annual SW Subscription & Support Renewal	E04TILL
Discovery Manager for zEnterprise BladeCenter Extension and Linux on System z Install License + SW Subscription & Support 12 Months	D0429LL
Discovery Manager for zEnterprise BladeCenter Extension and Linux on System z Install SW Subscription & Support Reinstatement 12 Months	D042ALL
Discovery Manager for zEnterprise BladeCenter Extension and Linux on System z Install from RDS (AAS) Trade Up License + SW Subscription & Support 12 Months	D042TLL
Discovery Manager for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal	E04TJLL
Discovery Manager for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D042BLL
Discovery Manager for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D042CLL
Install Annual SW Subscription & Support Renewal	E02ENLL
Install License + SW Subscription & Support 12 Months	D575LLL
Install SW Subscription & Support Reinstatement 12 Mo	D575MLL
Install from RDS (AAS) Trade Up License + SW Subscription & Support 12 Months	D5831LL
Resource Value Unit Annual SW Subscription & Support Renewal	E02EPLL
Resource Value Unit License + SW Subscription & Support 12 Months	D575NLL

Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D575PLL
for zOS Data Resource Value Unit Annual SW Subscription & Support Renewal	E0461LL
for zOS Data Resource Value Unit License + SW Subscription & Support 12 Months	D61S9LL
for zOS Data Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D61SALL
for zOS Data for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit Annual SW Subscription & Support Renewal	E04TKLL
for zOS Data for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit License + SW Subscription & Support 12 Months	D042DLL
for zOS Data for zEnterprise BladeCenter Extension and Linux on System z Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D042ELL

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

IBM Tivoli Application Dependency Discovery Manager Media pack description	Part number
V7.3.0 ML MP	BJ16VML

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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.

### Licensing

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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.

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## **License Information number**

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L-RADK-9NYGWM.

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

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

## **Limited warranty applies**

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Yes

## **Limited warranty**

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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.

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<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**

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Technical support of a program product version or release 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 (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

## **Money-back guarantee**

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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**

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

No

## **IBM International Passport Advantage Agreement**

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

Yes, and through the Passport Advantage website at

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

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

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

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

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

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

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

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

### ***IBM Operational Support Services - Support Line***

No

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

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No

### ***Variable charges apply***

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No

## Educational allowance available

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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

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**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

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

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

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

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

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

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

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

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## Prices

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### **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>

Information on charges is available at

<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>

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## Order now

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

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

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

Reference: YE001

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

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

### **IBM Software Value Plus**

These products are available under IBM Software Value Plus, either directly from IBM or through authorized Business Partners who invest in skills and high-value solutions. IBM customers may benefit from the industry-specific or horizontal solutions, skills, and expertise provided by these Business Partners.

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