

# IBM Security Guardium V11.1 bolsters threat protection while providing active analytics and simplified user experience, plus a new part is added for IBM Resilient Security Orchestration, Automation, and Response Platform V34.2

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## At a glance

IBM<sup>(R)</sup> Security Guardium<sup>(R)</sup> V11.1 offers new features, configurations, and database support that help security teams detect and remediate threats more easily, while eliminating costly, high-risk, and fragmented approaches to data security and compliance.

Enhancements to Security Guardium V11.1 include:

- Expanded database service support for IBM Security Guardium Data Protection for Databases to facilitate data protection across hybrid clouds
- ServiceNow integration and improved benchmarks for IBM Security Guardium Vulnerability Assessment
- A more simplified and consolidated version of IBM Security Guardium Data Protection for SAP HANA

### IBM Resilient<sup>(R)</sup> Security Orchestration, Automation, and Response Platform V34.2

In addition, a new licensing option based on the Install charge metric, for a new part called Actions Enterprise, is now available for on-premises installations of IBM Resilient Security Orchestration, Automation, and Response (SOAR) Platform V34.2.

## Overview

Security Guardium V11.1 is a robust data protection platform whose threat-handling capabilities are made even more formidable through the enhancements in this release. New features and capabilities include:

### Enhanced Security Guardium Data Protection for Databases V11.1

Security Guardium Data Protection for Databases V11.1 provides expanded support for a wider range of database services to facilitate secure hybrid cloud data protection, including:

- Amazon Relational Database Service (RDS): Aurora PostgreSQL/MySQL, Redshift, and MongoDB Atlas

- Microsoft™ Azure: Cosmos DB, SQL Server, and MongoDB Atlas
- Visibility in the cloud marketplace: Amazon Web Services, Microsoft Azure, Oracle Cloud, Google Cloud Platform, and IBM Cloud™
- Redaction, blocking, and Transport Layer Security (TLS) 1.3 support with External S-TAP<sup>(R)</sup>

Security Guardium Data Protection for Databases V11.1 adds support for Redis, Sybase IQ, and Sybase ASE, and expands S-TAP operating system support to Windows™ 2019 and Ubuntu on IBM Z<sup>(R)</sup>. New features and capabilities include:

- Dynamic welcome page with relevant documentation and "see it in action" videos
- Enhancements to Policy Analyzer to provide drill-down and filtering support for analyzed policies
- Guided and instructive approach to achieving compliance monitoring with Smart Assistant for CCPA (California Consumer Privacy Act)
- Smart Assistant for Applications Data Monitoring with ability to map predefined and configurable application categories to databases
- Application-centric dashboard for visibility into top monitoring use cases
- Basic security monitoring policy to enable organizations to ramp up on basic monitoring use cases quickly while they work through developing final database activity-monitoring policy specific to their data-protection needs
- Best practices document and video highlighting the details and usage for basic security monitoring policy
- Enhanced support for standard threat analytics use cases with Risk Spotter and Active Threat Analytics
- Integration with ServiceNow for closed-loop feedback and remediation
- IPv6 support

### **Enhanced Security Guardium Vulnerability Assessment V11.1**

Security Guardium Vulnerability Assessment V11.1 adds support for the most recent and improved vulnerabilities scanning CVE (Common Vulnerabilities and Exposures) test, STIGs (Security Technical Implementation Guides), and CIS Benchmark updates. Enhancements include:

- Improved CIS Benchmarks for Oracle, Microsoft SQL Server, and additional tests for DataStax Cassandra
- Integration with ServiceNow for closed-loop feedback and remediation

### **Simplified and consolidated version of IBM Security Guardium Data Protection for SAP HANA**

- Discovery, classification, and entitlement reporting
- Vulnerability assessment based on industry standards and SAP HANA Security Guide
- Activity monitoring
- Centralized policy management and reporting

### **IBM Resilient Security Orchestration, Automation, and Response Platform V34 .2**

A new part, Actions Enterprise, which uses a charge metric based on Install licensing, is available for Resilient SOAR Platform V34.2 for on-premises clients. Clients who purchase through Install licensing can gain unlimited access to built-in integrations and external tools that provide data enrichment for security team decision-making and the orchestration of remediation actions.

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## **Key requirements**

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The IBM Security Guardium solution consists of a modular software suite built on a hardened Linux<sup>(R)</sup> kernel and deployed as a series of preconfigured hardware and software appliances.

For detailed requirements information, see the [Software requirements](#) section.

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## Planned availability date

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- October 22, 2019, for IBM Resilient Security Orchestration, Automation, and Response Platform V34.2: Electronic availability
- December 3, 2019, for IBM Security Guardium V11.1: Electronic availability

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

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## Description

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IBM Security Guardium V11.1 is a highly automated data protection platform that helps improve the efficiency of security teams in supporting business-critical needs such as detection of active threat vectors and compliance requirements. It is a solution that can grow with your organization as your data protection needs change through the implementation of additional modules that meet your requirements.

Security Guardium enables security teams to more easily analyze what is happening in critical data environments such as databases, data warehouses, big data platforms, cloud-based data sources, file systems, IBM Z, and IBM i platforms. The solution helps to:

- Minimize risk
- Protect sensitive data from internal and external threats
- Seamlessly adapt to changes as organizations move to adopt modernized and secure infrastructures with the required data security controls

Security Guardium helps ensure the integrity of information in data centres, including automation of compliance controls like CCPA, GDPR, HIPAA, SOX, PCI, and others.

Security Guardium provides a suite of programs organized around components and modules, including:

- IBM Security Guardium Appliances
- IBM Security Guardium Data Security and Compliance
  - IBM Security Guardium Data Protection
  - IBM Security Guardium Database Activity Monitor
  - IBM Security Guardium Vulnerability Assessment
- IBM Security Guardium for Files
  - IBM Security Standard Activity Monitor for Files
  - IBM Security Advanced Activity Monitor for Files
- IBM Security Guardium Data Protection for NAS
- IBM Security Guardium Data Protection for SharePoint

### Security Guardium Data Protection

Security Guardium Data Protection offers an optimised data protection bundle in one product under a convenient pricing model. Capabilities include:

- Active monitoring and reporting using a combination of policy-driven rules and machine learning algorithms

- The ability to take actions proactively, such as blocking and redaction
- Built-in aggregation and centralized management to manage deployment and visibility through a single pane of glass
- Extended capabilities through integration with IBM Business Partner and client extensions

The Guardium Data Protection suite of solutions provides customizable data protection capabilities for the following data source types:

- IBM Security Guardium Data Protection for Databases
- IBM Security Guardium Data Protection for Data Warehouses
- IBM Security Guardium Data Protection for SAP HANA
- IBM Security Guardium Data Protection for Big Data
- IBM Security Guardium Data Protection for Files
- IBM Security Guardium Data Protection for z/OS<sup>(R)</sup>

Security Guardium Data Protection continuously monitors all data access operations in near real-time to detect unauthorized actions based on detailed contextual information, such as the identity, search criteria, location, time, and access routes of each critical data access event. It is supported by an ecosystem of IBM Business Partner applications that extend the functions and features of Security Guardium to meet specific integration needs. These apps, as well as extensions developed by clients, are available for clients to download on a public website through the IBM Security Guardium App Exchange.

### Scalability, agility, and security

Security Guardium is designed for ease of use and scalability. It can be configured for a single data repository or many heterogeneous data sources that are located across the enterprise, on premises or in the cloud. It integrates with IT management and other security solutions that are designed to enable comprehensive data protection across the enterprise.

The solution is available as preconfigured hardware appliances shipped by IBM or as software appliances that can be installed on your platform, on premises or in the cloud. Optional features can be added to your system easily after installation.

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## Availability of national languages

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The user interface for IBM Security Guardium is available in Simplified Chinese, Traditional Chinese, Japanese, German, French, Spanish, Polish, Korean, and Italian.

Translation information, if available, can be found at the [Translation Reports](#) website.

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## Program number

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Program number	VRM	Program name
5725-I11	11.1	IBM Security Guardium Appliances
5725-I12	11.1	IBM Security Guardium Data Security and Compliance
5725-V56	11.1	IBM Security Guardium for Files
5737-H30	11.1	IBM Security Guardium Data Protection for NAS
5737-H31	11.1	IBM Security Guardium Data Protection for SharePoint

<b>Program number</b>	<b>VRM</b>	<b>Program name</b>
5737-A52	34.2	IBM Resilient Security Orchestration, Automation, and Response Platform

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## Education support

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IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the [IBM Skills Gateway](#) website.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogues, schedules, and enrollments.

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## Offering Information

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Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage<sup>\(R\)</sup>](#) and [Passport Advantage Express<sup>\(R\)</sup>](#) website.

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## Publications

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No publications are shipped with these programs.

IBM Security Guardium documentation is published in [IBM Knowledge Center](#).

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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 the lab-based software services team and the business consulting, project management, and infrastructure expertise of the IBM Global Services team. Also, IBM extends the reach of IBM Software Services through IBM Business Partners to provide an extensive portfolio of capabilities. IBM provides 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, contact your Lab Services Sales or Delivery Leader.

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## Technical information

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### **Specified operating environment**

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#### **Hardware requirements**

For information on Guardium hardware requirements, see the [Software requirements](#) section.

For information on Resilient hardware requirements, see the [Software requirements](#) section.

#### **Software requirements**

For information about software and system requirements for Guardium products, see the [System Requirements/Platforms Supported for IBM Guardium V11.0](#) website.

For information about software and system requirements for Resilient, see Software Announcement [A19-0160](#), dated April 16, 2019.

Such information is provided subject to the following terms. 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, misappropriated, or misused, or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service, or security measure can be completely effective in preventing improper use or access. IBM systems, products, and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

**Important:** IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

### ***The IBM Support Community***

The [IBM Support Community](#) is your gateway to technical support tools and resources that are designed to help you save time and simplify support. Support Community tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems, and build skills.

You can also access the [Service requests and PMRs](#) tool for more support.

## **Planning information**

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### ***Packaging***

These offerings are delivered through the internet. There is no physical media.

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

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

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IBM Security Guardium products are installed as a hardened Linux appliance (physical or virtual). The appliance includes various security, audit, and compliance functions to help ensure the availability of the solution, confidentiality of the data stored on the appliance, and accountability for any configuration changes.

The client 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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For ordering information, consult your IBM representative or authorized IBM Business Partner, or go to the [Passport Advantage](#) website.

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

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

More information can be found on the [IBM Channel Value Rewards](#) website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the [Find a Business Partner](#) page.

## Passport Advantage

### IBM Security Guardium Data Security and Compliance (5725-I12)

Part description	Part number
Security Guardium Data Protection for SAP HANA per Resource Value Unit License + SW Subscription & Support 12 Months	D25Y7LL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit Annual SW Subscription & Support Renewal 12 Months	E0QG7LL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit SW Subscription & Support Reinstatement 12 Months	D25Y8LL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit Monthly License	D25YBLL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit for IBM Z License + SW Subscription & Support 12 Months	D25Y9LL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit for IBM Z Annual SW Subscription & Support Renewal 12 Months	E0QG8LL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit for IBM Z Annual SW Subscription & Support Reinstatement 12 Months	D25YALL
IBM Security Guardium Data Protection for SAP HANA per Resource Value Unit for IBM Z Monthly License	D25YCLL

For ordering information on IBM Security Guardium for Files (5725-V56), IBM Security Guardium Data Protection for NAS (5737-H30), IBM Security Guardium for Files (5725-V56), IBM Security Guardium Data Protection for NAS (5737-H30), IBM Security Guardium Protection for SharePoint (5737-H31), IBM Security Guardium Appliances (5725-I11), and IBM Security Guardium Data Security and Compliance (5725-I12), see Software Announcement [A18-0741](#), dated October 23, 2018.

### IBM Resilient Security Orchestration, Automation, and Response Platform, V34.2 (5737-A52)

Part description	Part number
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise per Install License Subscription & Support 12 Months	D268DLL
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise per Install Annual Subscription & Support Renewal	E0QJ2LL
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise per Install Software Subscription & Support Reinstatement 12 Months	D268ELL

Part description	Part number
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise per Install Monthly License	D268LLL
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise for IBM Z per Install License Subscription & Support 12 Months	D268HLL
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise for IBM Z per Install Annual Subscription & Support Renewal	E0QJ3LL
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise for IBM Z per Install Software Subscription & Support Reinstatement 12 Months	D268ILL
IBM Resilient Security Orchestration, Automation and Response Platform Actions Enterprise for IBM Z per Install Monthly License	D268MLL

### Charge metric

The charge metrics for these licensed products can be found in the following License Information documents:

Program identifier	License Information document title	License Information document number
5737-H30	IBM Security Guardium Data Protection for NAS V11.1	<a href="#">L-TEXS-BENLVG</a>
5737-H31	IBM Security Guardium Data Protection for SharePoint V11.1	<a href="#">L-TEXS-BENLXJ</a>
5725-V56	IBM Security Guardium Standard Activity Monitor for Files V11.1	<a href="#">L-TEXS-BENMMZ</a>
5725-V56	IBM Security Guardium Advanced Activity Monitor for Files V11.1	<a href="#">L-TEXS-BENMPG</a>
5725-V56	IBM Security Guardium Data Protection for Files V11.1	<a href="#">L-TEXS-BENMQT</a>
5725-I11	IBM Security Guardium Collector Software Appliance V11.1	<a href="#">L-TEXS-BENMSH</a>
5725-I11	IBM Security Guardium Aggregator Software Appliance V11.1	<a href="#">L-TEXS-BENMTS</a>
5725-I11	IBM Security Guardium Collector x2264 Appliance V11.1	<a href="#">L-TEXS-BENMUS</a>
5725-I11	IBM Security Guardium Collector x3164 Appliance V11.1	<a href="#">L-TEXS-BENMUS</a>
5725-I11	IBM Security Guardium Aggregator x2264 Appliance V11.1	<a href="#">L-TEXS-BENMW6</a>
5725-I11	IBM Security Guardium Aggregator x3164 Appliance V11.1	<a href="#">L-TEXS-BENMW6</a>
5725-I12	IBM Security Guardium Data Protection for SAP HANA V11.1	<a href="#">L-TEXS-BDZKSC</a>



<b>Program identifier</b>	<b>License Information document title</b>	<b>License Information document number</b>
5725-I12	IBM Security Guardium Standard Activity Monitor for Databases V11.1	<a href="#">L-TEXS-BENMYH</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for Databases V11.1	<a href="#">L-TEXS-BENMZ5</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for z/OS <sup>(R)</sup> V11.1	<a href="#">L-TEXS-BENMZY</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack	<a href="#">L-TEXS-BDZMZY</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for z/OS V11.1	<a href="#">L-TEXS-BENN3J</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for z/OS V11.1	<a href="#">L-TEXS-BENN4F</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for Big Data V11.1	<a href="#">L-TEXS-BENN5V</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Big Data V11.1	<a href="#">L-TEXS-BENN6P</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for Big Data V11.1	<a href="#">L-TEXS-BENN7L</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for Data Warehouses V11.1	<a href="#">L-TEXS-BENN8D</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Data Warehouses V11.1	<a href="#">L-TEXS-BENNUP</a>
5725-I12	IBM Security Guardium Vulnerability Assessment for Databases V11.1	<a href="#">L-TEXS-BENNVF</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for Data Warehouses V11.1	<a href="#">L-TEXS-BENNW7</a>
5725-I12	IBM Security Guardium Data Protection for Databases V11.1	<a href="#">L-TEXS-BENNVV</a>
5725-I12	IBM Security Guardium Data Protection for Data Warehouses V11.1	<a href="#">L-TEXS-BENNXV</a>
5725-I12	IBM Security Guardium Data Protection for Big Data V11.1	<a href="#">L-TEXS-BENNYZ</a>
5725-I12	IBM Security Guardium Data Protection for z/OS V11.1	<a href="#">L-TEXS-BENP25</a>
5737-A52	IBM Resilient Security Orchestration, Automation, and Response Platform	<a href="#">L-GBLK-BGJKN4</a>

Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

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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 through 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.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

### Software Maintenance

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

### License Information number

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The following License Information documents apply to the offerings in this announcement. The charge metrics for these licensed products can be found in the following License Information documents:

Program identifier	License Information document title	License Information document number
5737-H30	IBM Security Guardium Data Protection for NAS V11.1	<a href="#">L-TEsx-BENLVG</a>
5737-H31	IBM Security Guardium Data Protection for SharePoint V11.1	<a href="#">L-TEsx-BENLXJ</a>
5725-V56	IBM Security Guardium Standard Activity Monitor for Files V11.1	<a href="#">L-TEsx-BENMMZ</a>
5725-V56	IBM Security Guardium Advanced Activity Monitor for Files V11.1	<a href="#">L-TEsx-BENMPG</a>
5725-V56	IBM Security Guardium Data Protection for Files V11.1	<a href="#">L-TEsx-BENMQT</a>
5725-I11	IBM Security Guardium Collector Software Appliance V11.1	<a href="#">L-TEsx-BENMSH</a>

<b>Program identifier</b>	<b>License Information document title</b>	<b>License Information document number</b>
5725-I11	IBM Security Guardium Aggregator Software Appliance V11.1	<a href="#">L-TEXS-BENMTS</a>
5725-I11	IBM Security Guardium Collector x2264 Appliance V11.1	<a href="#">L-TEXS-BENMUS</a>
5725-I11	IBM Security Guardium Collector x3164 Appliance V11.1	<a href="#">L-TEXS-BENMUS</a>
5725-I11	IBM Security Guardium Aggregator x2264 Appliance V11.1	<a href="#">L-TEXS-BENMW6</a>
5725-I11	IBM Security Guardium Aggregator x3164 Appliance V11.1	<a href="#">L-TEXS-BENMW6</a>
5725-I12	IBM Security Guardium Data Protection for SAP HANA V11.1	<a href="#">L-TEXS-BDZKSC</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for Databases V11.1	<a href="#">L-TEXS-BENMYH</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for Databases V11.1	<a href="#">L-TEXS-BENMZ5</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for z/OS V11.1	<a href="#">L-TEXS-BENMZY</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack	<a href="#">L-TEXS-BDZMZY</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for z/OS V11.1	<a href="#">L-TEXS-BENN3J</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for z/OS V11.1	<a href="#">L-TEXS-BENN4F</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for Big Data V11.1	<a href="#">L-TEXS-BENN5V</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Big Data V11.1	<a href="#">L-TEXS-BENN6P</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for Big Data V11.1	<a href="#">L-TEXS-BENN7L</a>
5725-I12	IBM Security Guardium Advanced Activity Monitor for Data Warehouses V11.1	<a href="#">L-TEXS-BENN8D</a>
5725-I12	IBM Security Guardium Central Management and Aggregation Pack for Data Warehouses V11.1	<a href="#">L-TEXS-BENNUP</a>
5725-I12	IBM Security Guardium Vulnerability Assessment for Databases V11.1	<a href="#">L-TEXS-BENNVF</a>
5725-I12	IBM Security Guardium Standard Activity Monitor for Data Warehouses V11.1	<a href="#">L-TEXS-BENNW7</a>
5725-I12	IBM Security Guardium Data Protection for Databases V11.1	<a href="#">L-TEXS-BENNWV</a>

<b>Program identifier</b>	<b>License Information document title</b>	<b>License Information document number</b>
5725-I12	IBM Security Guardium Data Protection for Data Warehouses V11.1	<a href="#">L-TEXS-BENNXV</a>
5725-I12	IBM Security Guardium Data Protection for Big Data V11.1	<a href="#">L-TEXS-BENNYZ</a>
5725-I12	IBM Security Guardium Data Protection for z/OS V11.1	<a href="#">L-TEXS-BENP25</a>
5737-A52	IBM Resilient Security Orchestration, Automation, and Response Platform	<a href="#">L-GBLK-BGJKN4</a>

Follow-on releases, if any, may have updated terms. See the [License Information documents](#) website for more information.

### **Limited warranty applies**

Yes

### **Limited warranty**

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

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the [IBM Support Guide](#).

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

### **Program technical support**

Technical support of a program product version or release will be available for a minimum of two 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 (by 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 versions, releases, and updates (CD releases, Long Term Support Releases or fixes) of the program. You will be notified, through an announcement letter, of discontinuance of support with six 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.

For additional information on the IBM Software Support Lifecycle Policy, see the [IBM Software Support Lifecycle Policy](#) website.

### **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.

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**Volume orders (IVO)**

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Yes. Contact your IBM representative.

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**Passport Advantage applies**

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Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

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**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 by 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 centre. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the [IBM Support Guide](#). 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.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the [IBM Support Guide](#).

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the [Passport Advantage and Passport Advantage Express](#) website.

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**Variable charges apply**

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No

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**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 intrusion 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 regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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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 organizations that have IBM Systems. 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<sup>(R)</sup> 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, go to the [IBM Electronic Service Agent](#) website.

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 organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

### 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 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization's system.

For additional information, go to the [IBM Electronic Service Agent](#) website.

**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 IBMid entered during activation, you can view system and support information in the *My Systems and Premium Search* sections of the [IBM Electronic Support](#) page.

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 IBMid. 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 go to the [IBM Electronic Support](#) website.

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## Prices

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## Corrections

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**(Corrected on November 8, 2019)**

Updated a part number and the Program technical support section text