

# IBM Netcool Operations Insight V1.6 empowers IT operations and DevOps teams to resolve application, service, and infrastructure problems quickly with new and enhanced operations management capabilities

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## Overview

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IBM<sup>(R)</sup> Netcool<sup>(R)</sup> Operations Insight<sup>(R)</sup> V1.6 empowers IT operations and DevOps teams with flexible, intuitive, and proactive operations management to help restore service when problems occur in production. With this release, Netcool Operations Insight V1.6 continues to build on the theme of delivering innovations for the IT and network operations teams to manage local, hybrid, and multi-cloud environments.

### Component updates

#### Netcool Operations Insight- Operations Management

Netcool Operations Insight- Operations Management provides a market-leading analytics driven event management solution that helps organizations collect, consolidate, correlate events from virtually any event source.

- Includes a new simplified integration framework for fast and simple ingestion of events or outbound communication with other tools
- Provides a new optional modern user experience targeted for line-of-business, DevOps, or other internal or external users

#### Netcool Operations Insight- Agile Service Manager

Updates to Netcool Operations Insight- Agile Service Manager deliver a working understanding of what you have in your environment, how the environment relates to itself, and how the environment has changed over time.

#### Netcool Operations Insight- Network Management

- Delivers extended coverage with new and updated standard integrations
- Includes faster device support with IETF's Network Configuration Protocol (NETCONF) and YANG adoption, which is a data modeling language

#### Netcool Operations Insight- Performance Management

- Extends standard integration coverage to Cisco Wireless Controller for visibility of WiFi network utilization and performance, including metrics, KPIs, and monitoring dashboard
- Has modernized user interface, including faster rendering of data updates and time zoom graph feature so user can zoom in on a particular hour of the day

- Extends device support to include Class-Based (CB) QoS Tech Packs for Cisco, Juniper, and Huawei

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## Key requirements

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Netcool Operations Insight can run on multiple platforms including AIX<sup>(R)</sup>, Linux<sup>(R)</sup>, Microsoft<sup>TM</sup> Windows<sup>TM</sup>. For the containerized version, it can run on IBM Cloud<sup>TM</sup> Private and Red Hat Openshift. Netcool Operations Insight can also run in hybrid mode where core components run traditionally on premises and the new microservice-based components run on IBM Cloud Private or Red Hat Openshift.

For full details about supported platforms, see Netcool Operations Insight in [IBM Knowledge Center](#).

### Solaris support

Previous versions of Netcool Operations Insight, including Netcool Operations Insight V1.5, support Solaris 10 and 11. Starting with this version (1.6) of Netcool Operations Insight, Solaris will no longer be supported.

Reporting using embedded IBM Cognos<sup>(R)</sup> within IBM Tivoli<sup>(R)</sup> Common Reporting is updated and now requires a separate installation of Cognos V11. Cognos V11 is, therefore, added as a supported program to Netcool Operations Insight.

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## Planned availability date

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June 27, 2019

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## Description

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### Netcool Operations Insight V1.6 component updates

#### Netcool Operations Insight- Operations Management

Simplified adoption and control with new cloud native transparent AI framework

- AI adoption lead time reduced and easier experience to get started
- New analytics component, Cloud Native UX, that is built as a cloud native solution, enabling faster time to analytics insight and value
- Event groupings presented to user based on what is most important:
  - Severity of events
  - Frequency of events
  - Number of recurring events
- Explainable and transparent AI that enables organizations to build trust through streamlined review and control workflows
- Option for automatic deployment of analytics insight
- Cloud performance enhancement with flexible scaling so you can add capacity as needed

Automatic action on events and automatic execution of runbooks

- Includes embedded in-context Runbook Automation to help ensure speedy resolution of issues

Simplified and improved way to manage cloud ingestion and outbound communication

Simplified integration framework for fast and simple ingestion of events or outbound communication with other tools, including, but not limited to, the following event sources:

- Event ingestion
- IBM Cloud Availability Monitoring
- IBM UrbanCode<sup>(R)</sup> Deploy
- IBM Continuous Delivery
- Amazon Web Services
- Microsoft Azure
- Microsoft System Center Operations Center
- AppDynamics
- Dynatrace
- New Relic
- Datadog
- SolarWinds
- Splunk Enterprise
- Nagios XI
- Jenkins
- Elasticsearch
- Pingdom
- Prometheus
- Zabbix
- Sumo Logic
- Webhook
- Email
- Outbound integrations
- GitHub
- Service Now
- Slack
- Microsoft Teams
- Webhook

### **Netcool Operations Insight- Agile Service Manager**

- Enhanced dynamic topology analytics, with newly introduced application programming interfaces (APIs) in Dynamic Resource Grouping support, that lets you create new relationship types
- Broader standard integration coverage that includes IBM BigFix<sup>(R)</sup>, Red Hat OpenStack, Dynatrace, Zabbix, Ciena Blue Planet, and Amazon Web Services
- Update configuration and management agents for Observer, also called Agile Service Manager integration agents
- Support for up to 90 days of history
- Improved search and merge capabilities, including a new search in view mode, that helps you easily find a resource in a large topology view
- Improved topology tools capabilities, including the ability to launch from one system's event details (in context) to another system and still use the other system's event details
- Improved topology visualization capabilities, including the ability to comment and journal on the resources managed by Agile Service Manager, and the ability to lock timeline pins to specific points in time
- Includes new guided navigation experience (tech preview) to understand adjacent resource status

- Includes a new policy-based resource styling experience (tech preview)

Netcool Operation Insight V1.6 now includes an alternative simplified user interface aimed at line-of-business and DevOps users. The alternative user interface complements the existing WebUI user interface, which is used for advanced event management use cases and administration functions. This optional alternative user interface can be used as a technical preview.

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## Reference information

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For more information about Netcool Operations Insight V1.5, see Software Announcement [218-388](#), dated September 25, 2018.

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## Program number

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Program number	VRM	Program name
5725-Q09	1.6	IBM Netcool Operations Insight

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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>®</sup>](#) and [Passport Advantage Express<sup>®</sup>](#) website.

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## Publications

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No publications are shipped with this product.

The following publications are available only in PDF format and may be downloaded on June 27, 2019.

Document title	Description
Quick Start Guide (on premises)	Multilingual Quick Start guide to installing the solution. Use this guide if you are installing on premises.
Quick Start Guide (on IBM Cloud <sup>™</sup> Private)	Multilingual Quick Start guide to installing the solution. Use this guide if you are installing on IBM Cloud Private.
Integration Guide	Documents the Netcool Operations Insight solution features and component integration.
IBM Operations Analytics - Log Analysis: Netcool/OMNIBus Insight Pack README	Documents the installation, operation, and customization options for the Insight Pack that enables the Event Search integration between Operations Analytics - Log Analysis and IBM Tivoli Netcool/OMNIBus Insight Pack for Operations Analytics - Log Analysis.
IBM Operations Analytics - Log Analysis: Network Manager Insight Pack README	Documents the installation, operation, and customization options for the Insight Pack that enables the topology search integration between Operations Analytics - Log Analysis and Netcool Operations Insight - Network Management.

The entire set of documentation is available in [IBM Knowledge Center](#) as XHTML files on the planned availability date of June 27, 2019.

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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***

Go to the [Software Product Compatibility Reports](#) website and select Hardware requirements, and then select the information needed under the product version.

#### ***Software requirements***

Go to the [Software Product Compatibility Reports](#) website and select Detailed system requirements, and then select the information needed under the product version.

#### ***Performance considerations***

Netcool Operations Insight V1.6 utilizes IBM Db2<sup>(R)</sup> technology, designed to manage data more effectively and efficiently. Db2 technology offers significantly increased data protection, scalability, and performance for all its database intensive operations. Greater availability is delivered through enhancements, such as online, automated database reorganization. In addition, the increased scalability and the ability to leverage the latest in server technology help deliver increased performance of backup and recovery processes.

#### ***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***

This offering is delivered through the internet as an electronic download. There is no physical media.

The products in the announcement are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document
- Publications (see the [Publications](#) section)

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.

## Direct client support

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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.

Netcool Operations Insight offers Enhanced Support (5 years + 3 years).

Netcool Operations Insight, containerized version for private cloud deployments, offers Continuous Delivery (2 years + 1 year).

## Security, auditability, and control

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The products in the announcement use the security and auditability features of the operating system software.

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.

IBM Netcool Operations Insight V1.6 Multilingual Multiplatform eAssembly media has no part number. It is electronic download only.

There is no new ordering information in this release. As a convenience, the following table lists all currently available part numbers.

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight V1.6 Multilingual Multiplatform eAssembly	Electronic download only
<b>IBM Netcool Operations Insight-Operations Management</b>	
IBM Netcool Operations Insight Operations Management Ten Thousand Monthly Events License + SW Subscription & Support 12 Months	D20LKLL
IBM Netcool Operations Insight Operations Management Ten Thousand Monthly Events Annual SW Subscription & Support Renewal 12 Months	E0PLFLL
IBM Netcool Operations Insight Operations Management Ten Thousand Monthly	D20LLLL

<b>Program name/Description</b>	<b>Part number</b>
Events SW Subscription & Support Reinstatement 12 Months	
IBM Netcool Operations Insight Operations Management Ten Thousand Monthly Events Monthly License	D20LMLL
IBM Netcool Operations Insight Operations Management for Linux on System z <sup>(R)</sup> Ten Thousand Monthly Events License + SW Subscription & Support 12 Months	D20MHLL
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events Annual SW Subscription & Support Renewal 12 Months	E0PLILL
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events SW Subscription & Support Reinstatement 12 Months	D20MILL
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events Monthly License	D20MJLL
IBM Netcool Operations Insight Operations Management 10 Managed Client Devices Monthly License	D1CH6LL
IBM Netcool Operations Insight Operations Management 10 Managed Client Devices License + SW Subscription & Support 12 Months	D1428LL
IBM Netcool Operations Insight Operations Management 10 Managed Client Devices Annual SW Subscription & Support Renewal	E0J9BLL
IBM Netcool Operations Insight Operations Management 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D1429LL
IBM Netcool Operations Insight Operations Management 10 Managed Client Devices from OMNIBus Basic Device Trade Up License + SW Subscription & Support 12 Months	D142ALL
IBM Netcool Operations Insight PA Operations Management 10 Managed Client Device from NNM Event Basic Device Trdup Lic + SW S&S 12 Mo	D15QTLL
IBM Netcool Operations Insight Operations Management Managed Virtual Network Device Monthly License	D1CH8LL
IBM Netcool Operations Insight Operations Management Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1421LL
IBM Netcool Operations Insight Operations Management Managed Virtual Network Device Annual SW Subscription & Support Renewal	E0J99LL
IBM Netcool Operations Insight Operations Management Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1422LL
IBM Netcool Operations Insight Operations Management Managed Virtual Network Device from OMNIBus Device Trade Up License + SW Subscription & Support 12 Months	D1423LL
IBM Netcool Operations Insight Operations Management Managed Virtual Network	D1424LL

<b>Program name/Description</b>	<b>Part number</b>
Device from OMNibus EMS Trade Up License + SW Subscription & Support 12 Months	
IBM Netcool Operations Insight Operations Management Managed Virtual Network Device from OMNibus Q3 EMS Trade Up License + SW Subscription & Support 12 Months	D1425LL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Network Device From NNM EMS Trdup Lic + SW S&S 12 Mo	D15KRLL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Network Device From NNM Q3 E Trdup Lic + SW S&S 12 Mo	D15KSLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Network Device from NNM Event Device Trdup Lic + SW S&S 12 Mo	D15QYLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Network Device from NNM Entey Device Trdup Lic + SW S&S 12 Mo	D15QZLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Network Device from NNM CombinedDevice Trdup Lic + SW S&S 12 Mo	D15R0LL
IBM Netcool Operations Insight Operations Management Managed Virtual Server Monthly License	D18Z5LL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Lic + SW S&S 12 Mo	D141VLL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Annual SW S&S Rnwl	E0J97LL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server SW S&S Reinstate 12 Mo	D141WLL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Server From NNM EMS Trdup Lic + SW S&S 12 Mo	D15RXLL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Server From OMNI EMS Trdup Lic + SW S&S 12 Mo	D141YLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server from NNM Combined Device Trdup Lic + SW S&S 12 Mo	D15R2LL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server from NNM Entry Device Trdup Lic + SW S&S 12 Mo	D15R1LL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server from NNM Event Device Trdup Lic + SW S&S 12 Mo	D15RWLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server from Omni Device Trdup Lic + SW S&S 12 Mo	D141XLL



<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters Managed Client Device Monthly License	D1JCSLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters Managed Client Device License + SW Subscription & Support 12 Months	D1JCJLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0M0MLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1JCKLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices Managed Virtual Network Device Monthly License	D1JCQLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1JCFLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M0KLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1JCGLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices 50000 Managed Device from from OMNibus Device Trade Up License + SW Subscription & Support 12 Months	D1K32LL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices 50000 Managed Device from OMNibus EMS Trade Up License + SW Subscription & Support 12 Months	D1K33LL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from OMNibus Q3 EMS Trade Up License + SW Subscription & Support 12 Months	D1K34LL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from NNM Combined Device Trade Up License + SW Subscription & Support 12 Months	D1K35LL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from NNM Event Device Trade Up License + SW Subscription & Support 12 Months	D1K36LL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from OMNibus Device Trade Up License + SW Subscription & Support 12 Months	D1K37LL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from OMNibus EMS Trade Up	D1K38LL

<b>Program name/Description</b>	<b>Part number</b>
License + SW Subscription & Support 12 Months	
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from OMNibus Q3 EMS Trade Up License + SW Subscription & Support 12 Months	D1K39LL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from NNM Combined Device Trade Up License + SW Subscription & Support 12 Months	D1K3ALL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from NNM Event Device Trade Up License + SW Subscription & Support 12 Months	D1K3BLL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D1K4GLL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D1K4HLL
IBM Netcool Operations Insight Operations Management for Telecoms 50000 Managed Device from NNM EMS Trade Up License + SW Subscription & Support 12 Months	D1L20LL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices Monthly License	D1CH7LL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices License + SW Subscription & Support 12 Months	D142BLL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices Annual SW Subscription & Support Renewal	E0J9CLL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D142CLL
IBM Netcool Operations Insight PA Operations Management 10 Managed Client Device Z from NNM Event Basic Device Z Trdup Lic + SW S&S 12 Mo	D15QSLL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices from OMNibus Basic Devic for Linux on System Trade Up License + SW Subscription & Support 12 Months	D143VLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device Monthly License	D1CH9LL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1426LL
IBM Netcool Operations Insight Operations Management for Linux on System z	E0J9ALL

<b>Program name/Description</b>	<b>Part number</b>
Managed Virtual Network Device Annual SW Subscription & Support Renewal	
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1427LL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from OMNIBus Device for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D143SLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from OMNIBus EMS for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D143TLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from OMNIBus Q3 EMS for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D143ULL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Network Device Z From NNM EMS Trdup Lic + SW S&S 12 Mo	D15KTLL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Network DeviceZ From NNM Q3 E Trdup Lic + SW S&S 12 Mo	D15KULL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from NNM Event Device Trade Up License + SW Subscription & Support 12 Months	D15QWLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D15QXLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Server Monthly License	D18Z6LL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Z Lic + SW S&S 12 Mo	D141ZLL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Z Annual SW S&S RnwI	E0J98LL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Z SW S&S Reinstate 12 Mo	D1420LL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Server Z From NNM EMS From LIN ON SYS Z Trdup Lic + SW S&S 12 Mo	D15R4LL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Server Z From OMNI EMS Trdup Lic + SW S&S 12 Mo	D143RLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server Z from NNM Entry Device Z Trdup Lic + SW S&S 12 Mo	D15R5LL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server Z from NNM Event Device Z Trdup Lic + SW S&S 12 Mo	D15R3LL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server Z from Omni Device Z Trdup Lic + SW S&S 12 Mo	D143QLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters System z Managed Client Device Monthly License	D1JDZLL
IBM Netcool Operations Insight Operations Management for Linux on System z t for 250,000 Smart meters Managed Client Device License + SW Subscription & Support 12 Months	D1JCTLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters System z Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0M0NLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters Systemz Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1JCULL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices zSystems Managed Virtual Network Device Monthly License	D1JCRLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices zSystems Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1JCHLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices System z Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M0LLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices zSystems Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1JCILL
IBM Netcool Operations Insight Operations Management for Telecoms zSystems 50000 Managed Device from NNM EMS Trade Up License + SW Subscription & Support 12 Months	D1L21LL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Netcool Operations Insight-Network Management</b>	
IBM Netcool Operations Insight Network Management 10 Managed Client Devices Monthly License	D18ZDLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device Lic + SW S&S 12 Mo	D15JCLL
IBM Netcool Operations Insight Network Management 10 Managed Client Devices Annual SW Subscription & Support Renewal	E0JSCLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device Annual SW S&S Rnwl	E0JSBLL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device SW S&S Reinststate 12 Mo	D15JDLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device from NNM Network Basic Device Trdup Lic + SW S&S 12 Mo	D15JELL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device from NNM Configuration Standard Basic Device Trdup Lic + SW S&S 12 Mo	D15JFLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device From NNM Smartmodel Basic Device Resource Trdup Lic + SW S&S 12 Mo	D15JGLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device From ITNM Network Basic Device Tier Resource Trdup Lic + SW S&S 12 Mo	D15KNLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device from ITNCM Configuration Standard Basic Device Resource Trdup Lic + SW S&S 12 Mo	D15KPLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device From ITNCM Smartmodel Basic Device Resource Trdup Lic + SW S&S 12 Mo	D15KQLL
IBM Netcool Operations Insight Network Management Managed Virtual Network Device Monthly License	D18Z9LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Lic + SW S&S 12 Mo	D15J0LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Z Lic + SW S&S 12 Mo	D15J7LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Annual SW S&S Rnwl	E0JS9LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Z Annual SW S&S Rnwl	E0JSALL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device SW S&S Reinststate 12 Mo	D15J1LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Z SW S&S Reinststate 12 Mo	D15J8LL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from NNM Entry Device Trdup Lic + SW S&S 12 Mo	D15J2LL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from NNM Combined Device Trdup Lic + SW S&S 12 Mo	D15J3LL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from NNM Network Device Trdup Lic + SW S&S 12 Mo	D15J4LL
IBM Netcool Operations Insight PA Network Management Managed Virtual	D15J5LL

<b>Program name/Description</b>	<b>Part number</b>
Network Device from NNM Configuration Standard Device Trdup Lic + SW S&S 12 Mo	
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from NNM Smart Model Device Resource Trdup Lic + SW S&S 12 Mo	D15J6LL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from NNM Smart Model Complex Device Resource Trdup Lic + SW S&S 12 Mo	D15KILL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from ITNM Network Device Tier Resource Trdup Lic + SW S&S 12 Mo	D15KJLL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from ITNCM Smart Model Device Resource Trdup Lic + SW S&S 12 Mo	D15KKLL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from ITNCM Configuration Standard Device Trdup Lic + SW S&S 12 Mo	D15KLLL
IBM Netcool Operations Insight PA Network Management Managed Virtual Network Device from ITNCM Smart Model Complex Device Resource Trdup Lic + SW S&S 12 Mo	D15KMLL
IBM Netcool Operations Insight Network Management Managed Virtual Server Monthly License	D18ZBLL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Lic + SW S&S 12 Mo	D15ITLL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Annual SW S&S Rnwl	E0JS7LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server SW S&S Reinstate 12 Mo	D15IULL
IBM Netcool Operations Insight PA Network Management Managed Virtual Server from NNM Combined Device Trdup Lic + SW S&S 12 Mo	D15IWLL
IBM Netcool Operations Insight PA Network Management Managed Virtual Server from NNM Entry Device Trdup Lic + SW S&S 12 Mo	D15IVLL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters Managed Client Device Monthly License	D1JE7LL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters Managed Client Device License + SW Subscription & Support 12 Months	D1JE3LL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0M1DLL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters	E0M1ELL

<b>Program name/Description</b>	<b>Part number</b>
System z Managed Client Device Annual SW Subscription & Support Renewal 12 Months	
IBM Netcool Operations Insight Network Management for 250,000 Smart meters Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1JE4LL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices Managed Virtual Network Device Monthly License	D1JE0LL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1JDTLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M1ALL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1JDULL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from ITNM Network Device Tier Resource Trade Up License + SW Subscription & Support 12 Months	D1K3CLL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from ITNCM Configuration Standard Device Trade Up License + SW Subscription & Support 12 Months	D1K3DLL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from ITNCM Smart Model Device Resource Trade Up License + SW Subscription & Support 12 Months	D1K3ELL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from ITNCM Smart Model Complex Device Resource Trade Up License + SW Subscription & Support 12 Months	D1K3FLL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from NNM Combined Device Trade Up License + SW Subscription & Support 12 Months	D1K3GLL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from NNM Network Device Trade Up License + SW Subscription & Support 12 Months	D1K3HLL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from NNM Configuration Standard Device Trade Up License + SW Subscription & Support 12 Months	D1K3ILL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from NNM Smart Model Device Resource Trade Up License + SW Subscription & Support 12 Months	D1K3JLL
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from NNM Smart Model Complex	D1K3KLL

<b>Program name/Description</b>	<b>Part number</b>
Device Resource Trade Up License + SW Subscription & Support 12 Months	
IBM Netcool Operations Insight Network Management for Telecoms 50000 Managed Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D1K3LLL
IBM Netcool Operations Insight Network Management for Linux on System z 10 Managed Client Devices Monthly License	D18ZELL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device Monthly License	D1JE8LL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device Z Lic + SW S&S 12 Mo	D15JHLL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device License + SW Subscription & Support 12 Months	D1JE5LL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device Z SW S&S Reinstate 12 Mo	D15JILL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1JE6LL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device from NNM Network Basic Device Z Trdup Lic + SW S&S 12 Mo	D15JJLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device From ITNM Network Basic Device Tier Resource Z Trdup Lic + SW S&S 12 Mo	D15JKLL
IBM Netcool Operations Insight Network Management for Linux on System z Managed Virtual Network Device Monthly License	D18ZALL
IBM Netcool Operations Insight Network Management For Linux on System z Managed Virtual Network Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D15J9LL
IBM Netcool Operations Insight Network Management For Linux on System Z Managed Virtual Network Device from NNM Network Device Trade Up License + SW Subscription & Support 12 Months	D15JALL
IBM Netcool Operations Insight Network Management For Linux on System Z Managed Virtual Network Device from ITNM Network Device Tier Resource Trade Up License + SW Subscription & Support 12 Months	D15JBLL
IBM Netcool Operations Insight Network Management for Linux on System z Managed Virtual Server Monthly License	D18ZCLL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Z Lic + SW S&S 12 Mo	D15IXLL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Z Annual SW S&S Rnwl	E0JS8LL



<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Z SW S&S Reinstate 12 Mo	D15IYLL
IBM Netcool Operations Insight PA Network Management Managed Virtual Server Z from NNM Device Z Trdup Lic + SW S&S 12 Mo	D15IZLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device Monthly License	D1JE2LL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1JDVLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M1BLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1JDWLL
IBM Netcool Operations Insight Network Management for Telecoms zSystems 50000 Managed Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D1K3MLL
IBM Netcool Operations Insight Network Management for Telecoms zSystems 50000 Managed Device from ITNM Network Device Tier Resource Trade Up License + SW Subscription & Support 12 Months	D1K3NLL
IBM Netcool Operations Insight Network Management for Telecoms zSystems 50000 Managed Device from NNM Network Device Trade Up License + SW Subscription & Support 12 Months	D1K3PLL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Netcool Operations Insight-Performance Management</b>	
IBM Netcool Operations Insight Performance Management 10 Managed Client Devices Monthly License	D1KJ5LL
IBM Netcool Operations Insight Performance Management 10 Managed Client Devices License + SW Subscription & Support 12 Months	D1KIRLL
IBM Netcool Operations Insight Performance Management 10 Managed Client Devices Annual SW Subscription & Support Renewal 12 Months	E0M8ILL
IBM Netcool Operations Insight Performance Management 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D1KISLL
IBM Netcool Operations Insight Performance Management Managed Virtual Network Device Monthly License	D1KJ6LL
IBM Netcool Operations Insight Performance Management Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1KITLL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Performance Management Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M8JLL
IBM Netcool Operations Insight Performance Management Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1KIULL
IBM Netcool Operations Insight Performance Management Managed Virtual Server Monthly License	D1KJ4LL
IBM Netcool Operations Insight Performance Management Managed Virtual Server License + SW Subscription & Support 12 Months	D1KIPLL
IBM Netcool Operations Insight Performance Management Managed Virtual Server Annual SW Subscription & Support Renewal 12 Months	E0M8HLL
IBM Netcool Operations Insight Performance Management Managed Virtual Server SW Subscription & Support Reinstatement 12 Months	D1KIQLL
IBM Netcool Operations Insight Performance Management Smart Meters 250000 Managed Client Device Monthly License	D1TKZLL
IBM Netcool Operations Insight Performance Management Smart Meters 250000 Managed Client Device License + SW Subscription & Support 12 Months	D1TJ4LL
IBM Netcool Operations Insight Performance Management Smart Meters 250000 Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0NP2LL
IBM Netcool Operations Insight Performance Management Smart Meters 250000 Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1TJ5LL
IBM Netcool Operations Insight Performance Management Telecoms 50000 Managed Device Monthly License	D1TKYLL
IBM Netcool Operations Insight Performance Management Telecoms 50000 Managed Device License + SW Subscription & Support 12 Months	D1TJ2LL
IBM Netcool Operations Insight Performance Management Telecoms 50000 Managed Device Annual SW Subscription & Support Renewal 12 Months	E0NP1LL
IBM Netcool Operations Insight Performance Management Telecoms 50000 Managed Device SW Subscription & Support Reinstatement 12 Months	D1TJ3LL
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed Client Device Monthly License	D1TL1LL
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed Client Device License + SW Subscription & Support 12 Months	D1TJ8LL
IBM Netcool Operations Insight Performance Management for Linux on	E0NP4LL

<b>Program name/Description</b>	<b>Part number</b>
System z Smart Meters 250000 Managed Client Device Annual SW Subscription & Support Renewal 12 Months	
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1TJ9LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device Monthly License	D1TL0LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device License + SW Subscription & Support 12 Months	D1TJ6LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device Annual SW Subscription & Support Renewal 12 Months	E0NP3LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device SW Subscription & Support Reinstatement 12 Months	D1TJ7LL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Netcool Operations Insight- Agile Service Manager</b>	
IBM Netcool Operations Insight Agile Service Manager 10 Managed Client Devices Monthly License	D1TL4LL
IBM Netcool Operations Insight Agile Service Manager 10 Managed Client Devices License + SW Subscription & Support 12 Months	D1TJELL
IBM Netcool Operations Insight Agile Service Manager 10 Managed Client Devices Annual SW Subscription & Support Renewal 12 Months	E0NP7LL
IBM Netcool Operations Insight Agile Service Manager 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D1TJFLL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Network Device Monthly License	D1TL3LL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1TJCLL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0NP6LL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1TJDLL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Server Monthly License	D1TL2LL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Server License + SW Subscription & Support 12 Months	D1TJALL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Server Annual SW Subscription & Support Renewal 12 Months	E0NP5LL
IBM Netcool Operations Insight Agile Service Manager Managed Virtual Server SW Subscription & Support Reinstatement 12 Months	D1TJBLL
IBM Netcool Operations Insight Agile Service Manager Smart Meters 250000 Managed Client Device Monthly License	D1TL6LL
IBM Netcool Operations Insight Agile Service Manager Smart Meters 250000 Managed Client Device License + SW Subscription & Support 12 Months	D1TJILL
IBM Netcool Operations Insight Agile Service Manager Smart Meters 250000 Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0NP9LL
IBM Netcool Operations Insight Agile Service Manager Smart Meters 250000 Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1TJJLL
IBM Netcool Operations Insight Agile Service Manager Telecoms 50000 Managed Device Monthly License	D1TL5LL
IBM Netcool Operations Insight Agile Service Manager Telecoms 50000 Managed Device License + SW Subscription & Support 12 Months	D1TJGLL
IBM Netcool Operations Insight Agile Service Manager Telecoms 50000 Managed Device Annual SW Subscription & Support Renewal 12 Months	E0NP8LL
IBM Netcool Operations Insight Agile Service Manager Telecoms 50000 Managed Device SW Subscription & Support Reinstatement 12 Months	D1TJHLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices Monthly License	D1TL9LL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices License + SW Subscription & Support 12 Months	D1TJPLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices Annual SW Subscription & Support Renewal 12 Months	E0NPCLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D1TJQLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device Monthly License	D1TL8LL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1TJMLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device Annual	E0NPBLL

<b>Program name/Description</b>	<b>Part number</b>
SW Subscription & Support Renewal 12 Months	
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1TJNLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server Monthly License	D1TL7LL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server License + SW Subscription & Support 12 Months	D1TJKLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server Annual SW Subscription & Support Renewal 12 Months	E0NPALL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server SW Subscription & Support Reinstatement 12 Months	D1TJLLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device Monthly License	D1TLBLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device License + SW Subscription & Support 12 Months	D1TJTLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0NPELL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1TJULL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device Monthly License	D1TLALL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device License + SW Subscription & Support 12 Months	D1TJRLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device Annual SW Subscription & Support Renewal 12 Months	E0NPDLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device SW Subscription & Support Reinstatement 12 Months	D1TJSLL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Tivoli Netcool Operations Insight-Connection</b>	
IBM Tivoli Netcool Operations Insight Connection Connection Monthly License	D18Z7LL
IBM Netcool Operations Insight PA Connection Lic + SW S&S 12 Mo	D142DLL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight PA Connection Annual SW S&S Rnwl	E0J9DLL
IBM Tivoli Netcool Operations Insight Connection for Linux on System z Connection Monthly License	D18Z8LL
IBM Netcool Operations Insight PA Connection SW S&S Reinstate 12 Mo	D142ELL
IBM Netcool Operations Insight PA Connection from Omni Event Forwarding Trdup Lic + SW S&S 12 Mo	D142FLL
IBM Netcool Operations Insight PA Connection from Omni Data Exchange Trdup Lic + SW S&S 12 Mo	D142GLL
IBM Netcool Operations Insight PA Connection from Impact DSA Tier 1 Trdup Lic + SW S&S 12 Mo	D142HLL
IBM Netcool Operations Insight PA Connection from Impact DSA Tier 2 Trdup Lic + SW S&S 12 Mo	D142ILL
IBM Netcool Operations Insight PA Connection from Impact DSA Tier 3 Trdup Lic + SW S&S 12 Mo	D142JLL
IBM Netcool Operations Insight PA Connection from NNM Event Forwarding Trdup Lic + SW S&S 12 Mo	D15QQLL
IBM Netcool Operations Insight PA Connection from NNM Data Exchange Trdup Lic + SW S&S 12 Mo	D15QRLL
IBM Netcool Operations Insight PA Connection z Lic + SW S&S 12 Mo	D142KLL
IBM Netcool Operations Insight PA Connection z Annual SW S&S Rnwl	E0J9ELL
IBM Netcool Operations Insight PA Connection z SW S&S Reinstate 12 Mos	D142LLL
IBM Netcool Operations Insight PA Connection Z from Omni Event Forwarding Z Trdup Lic + SW S&S 12 Mo	D143WLL
IBM Netcool Operations Insight PA Connection Z from Omni Data Exchange Z Trdup Lic + SW S&S 12 Mo	D143XLL
IBM Netcool Operations Insight PA Connection Z from Impact DSA Tier 1 Z Trdup Lic + SW S&S 12 Mo	D143YLL
IBM Netcool Operations Insight PA Connection Z from Impact DSA Tier 2 Z Trdup Lic + SW S&S 12 Mo	D143ZLL
IBM Netcool Operations Insight PA Connection Z from Impact DSA Tier 3 Z Trdup Lic + SW S&S 12 Mo	D1440LL
IBM Netcool Operations Insight PA Connection Z from NNM Event Forwarding Z Trdup Lic + SW S&S 12 Mo	D15QNLL
IBM Netcool Operations Insight PA Connection Z from NNM Data Exchange Z Trdup Lic + SW S&S 12 Mo	D15QPLL

### **Passport Advantage tradeup**

You must have previously acquired a license for the following product to be eligible to acquire an equivalent license of the trade-up product.

For more information, see:

- IBM Netcool Operations Insight V1.5, Software Announcement [218-388](#), dated September 25, 2018.

- IBM Netcool Operations Insight V1.4.1, Software Announcement [217-009](#), dated June 6, 2017.
- IBM Netcool Operations Insight V1.4.0, Software Announcement [216-028](#), dated February 16, 2016.
- IBM Netcool Operations Insight V1.3.0, Software Announcement [215-117](#), dated March 10, 2015.

Consult your IBM representative if you have any questions.

### Passport Advantage client: Media entitlement details

Clients with active maintenance or subscription for the products listed are entitled to receive the corresponding media, electronic download only.

### IBM Netcool Operations Insight (5725-Q09)

Media packs description	Part number
IBM Netcool Operations Insight V1.6 Multilingual Multiplatform eAssembly	Electronic download only

### Cross-platform product for use on z Systems<sup>(R)</sup>

Order the part numbers that follow when the product is used for either the development of code that will be deployed on z Systems servers or when the product will be communicating or transferring data between a distributed server and a z Systems server. Otherwise order from the other set of part numbers in this announcement. This set of part numbers provides the identical supply and authorization as the other set in this announcement.

There is no new ordering information in this release. As a convenience, the following table lists all currently available part numbers.

Program name/Description	Part number
<b>IBM Netcool Operations Insight-Operations Management</b>	
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events License + SW Subscription & Support 12 Months	D20MHLL
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events Annual SW Subscription & Support Renewal 12 Months	E0PLILL
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events SW Subscription & Support Reinstatement 12 Months	D20MILL
IBM Netcool Operations Insight Operations Management for Linux on System z Ten Thousand Monthly Events Monthly License	D20MJLL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices Monthly License	D1CH7LL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices License + SW Subscription & Support 12 Months	D142BLL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices Annual SW Subscription & Support Renewal	E0J9CLL
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D142CLL
IBM Netcool Operations Insight PA Operations Management 10 Managed	D15QSLL

<b>Program name/Description</b>	<b>Part number</b>
Client Device Z from NNM Event Basic Device Z Trdup Lic + SW S&S 12 Mo	
IBM Netcool Operations Insight Operations Management for Linux on System z 10 Managed Client Devices from OMNIBus Basic Devic for Linux on System Trade Up License + SW Subscription & Support 12 Months	D143VLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device Monthly License	D1CH9LL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1426LL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device Annual SW Subscription & Support Renewal	E0J9ALL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1427LL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from OMNIBus Device for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D143SLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from OMNIBus EMS for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D143TLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from OMNIBus Q3 EMS for Linux on System z Trade Up License + SW Subscription & Support 12 Months	D143ULL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Network Device Z From NNM EMS Trdup Lic + SW S&S 12 Mo	D15KTLL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Network DeviceZ From NNM Q3 E Trdup Lic + SW S&S 12 Mo	D15KULL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from NNM Event Device Trade Up License + SW Subscription & Support 12 Months	D15QWLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Network Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D15QXLL
IBM Netcool Operations Insight Operations Management for Linux on System z Managed Virtual Server Monthly License	D18Z6LL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Z Lic + SW S&S 12 Mo	D141ZLL



<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Z Annual SW S&S Rnwl	E0J98LL
IBM Netcool Operations Insight Operations Management PA Managed Virtual Server Z SW S&S Reinstate 12 Mo	D1420LL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Server Z From NNM EMS From LIN ON SYS Z Trdup Lic + SW S&S 12 Mo	D15R4LL
IBM Netcool Operations Insight Management Managed PA Managed Virtual Server Z From OMNI EMS Trdup Lic + SW S&S 12 Mo	D143RLL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server Z from NNM Entry Device Z Trdup Lic + SW S&S 12 Mo	D15R5LL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server Z from NNM Event Device Z Trdup Lic + SW S&S 12 Mo	D15R3LL
IBM Netcool Operations Insight PA Operations Management Managed Virtual Server Z from Omni Device Z Trdup Lic + SW S&S 12 Mo	D143QLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters System z Managed Client Device Monthly License	D1JDZLL
IBM Netcool Operations Insight Operations Management for Linux on System z t for 250,000 Smart meters Managed Client Device License + SW Subscription & Support 12 Months	D1JCTLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters System z Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0M0NLL
IBM Netcool Operations Insight Operations Management for 250,000 Smart meters Systemz Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1JCULL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices zSystems Managed Virtual Network Device Monthly License	D1JCRLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices zSystems Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1JCHLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices System z Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M0LLL
IBM Netcool Operations Insight Operations Management for Telecoms 50,000 devices zSystems Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1JCILL
IBM Netcool Operations Insight Operations Management for Telecoms zSystems 50000 Managed Device from NNM EMS	D1L21LL

<b>Program name/Description</b>	<b>Part number</b>
Trade Up License + SW Subscription & Support 12 Months	
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Netcool Operations Insight-Network Management</b>	
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Z Lic + SW S&S 12 Mo	D15J7LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Network Device Z SW S&S Reinstate 12 Mo	D15J8LL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0M1ELL
IBM Netcool Operations Insight Network Management for Linux on System z 10 Managed Client Devices Monthly License	D18ZELL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device Monthly License	D1JE8LL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device Z Lic + SW S&S 12 Mo	D15JHLL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device License + SW Subscription & Support 12 Months	D1JE5LL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device Z SW S&S Reinstate 12 Mo	D15JILL
IBM Netcool Operations Insight Network Management for 250,000 Smart meters System z Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1JE6LL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device from NNM Network Basic Device Z Trdup Lic + SW S&S 12 Mo	D15JJLL
IBM Netcool Operations Insight PA Network Management PA 10 Managed Client Device From ITNM Network Basic Device Tier Resource Z Trdup Lic + SW S&S 12 Mo	D15JKLL
IBM Netcool Operations Insight Network Management for Linux on System z Managed Virtual Network Device Monthly License	D18ZALL
IBM Netcool Operations Insight Network Management For Linux on System z Managed Virtual Network Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D15J9LL
IBM Netcool Operations Insight Network Management For Linux on System Z Managed Virtual Network Device from NNM Network Device Trade Up License + SW Subscription & Support 12 Months	D15JALL
IBM Netcool Operations Insight Network Management For Linux on System Z Managed Virtual Network Device from ITNM Network Device Tier Resource Trade Up License + SW Subscription & Support 12 Months	D15JBLL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Network Management for Linux on System z Managed Virtual Server Monthly License	D18ZCLL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Z Lic + SW S&S 12 Mo	D15IXLL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Z Annual SW S&S Rnwl	E0JS8LL
IBM Netcool Operations Insight Network Management PA Managed Virtual Server Z SW S&S Reinstate 12 Mo	D15IYLL
IBM Netcool Operations Insight PA Network Management Managed Virtual Server Z from NNM Device Z Trdup Lic + SW S&S 12 Mo	D15IZLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device Monthly License	D1JE2LL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1JDVLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0M1BLL
IBM Netcool Operations Insight Network Management for Telecoms 50,000 devices System z Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1JDWLL
IBM Netcool Operations Insight Network Management for Telecoms zSystems 50000 Managed Device from NNM Entry Device Trade Up License + SW Subscription & Support 12 Months	D1K3MLL
IBM Netcool Operations Insight Network Management for Telecoms zSystems 50000 Managed Device from ITNM Network Device Tier Resource Trade Up License + SW Subscription & Support 12 Months	D1K3NLL
IBM Netcool Operations Insight Network Management for Telecoms zSystems 50000 Managed Device from NNM Network Device Trade Up License + SW Subscription & Support 12 Months	D1K3PLL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Netcool Operations Insight-Performance Management</b>	
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed Client Device Monthly License	D1TL1LL
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed Client Device License + SW Subscription & Support 12 Months	D1TJ8LL
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed	E0NP4LL

<b>Program name/Description</b>	<b>Part number</b>
Client Device Annual SW Subscription & Support Renewal 12 Months	
IBM Netcool Operations Insight Performance Management for Linux on System z Smart Meters 250000 Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1TJ9LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device Monthly License	D1TL0LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device License + SW Subscription & Support 12 Months	D1TJ6LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device Annual SW Subscription & Support Renewal 12 Months	E0NP3LL
IBM Netcool Operations Insight Performance Management for Linux on System z Telecoms 50000 Managed Device SW Subscription & Support Reinstatement 12 Months	D1TJ7LL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Netcool Operations Insight- Agile Service Manager</b>	
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices Monthly License	D1TL9LL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices License + SW Subscription & Support 12 Months	D1TJPLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices Annual SW Subscription & Support Renewal 12 Months	E0NPCLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z 10 Managed Client Devices SW Subscription & Support Reinstatement 12 Months	D1TJQLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device Monthly License	D1TL8LL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device License + SW Subscription & Support 12 Months	D1TJMLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device Annual SW Subscription & Support Renewal 12 Months	E0NPBLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Network Device SW Subscription & Support Reinstatement 12 Months	D1TJNLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server Monthly License	D1TL7LL

<b>Program name/Description</b>	<b>Part number</b>
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server License + SW Subscription & Support 12 Months	D1TJKLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server Annual SW Subscription & Support Renewal 12 Months	E0NPALL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Managed Virtual Server SW Subscription & Support Reinstatement 12 Months	D1TJLLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device Monthly License	D1TLBLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device License + SW Subscription & Support 12 Months	D1TJTLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device Annual SW Subscription & Support Renewal 12 Months	E0NPELL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Smart Meters 250000 Managed Client Device SW Subscription & Support Reinstatement 12 Months	D1TJULL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device Monthly License	D1TLALL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device License + SW Subscription & Support 12 Months	D1TJRLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device Annual SW Subscription & Support Renewal 12 Months	E0NPDLL
IBM Netcool Operations Insight Agile Service Manager for Linux on System z Telecoms 50000 Managed Device SW Subscription & Support Reinstatement 12 Months	D1TJSLL
<b>Program name/Description</b>	<b>Part number</b>
<b>IBM Tivoli Netcool Operations Insight-Connection</b>	
IBM Tivoli Netcool Operations Insight Connection for Linux on System z Connection Monthly License	D18Z8LL
IBM Netcool Operations Insight PA Connection z Lic + SW S&S 12 Mo	D142KLL
IBM Netcool Operations Insight PA Connection z Annual SW S&S Rnwl	E0J9ELL
IBM Netcool Operations Insight PA Connection z SW S&S Reinstatement 12 Mos	D142LLL
IBM Netcool Operations Insight PA Connection Z from Omni Event Forwarding Z Trdup Lic + SW S&S 12 Mo	D143WLL

Program name/Description	Part number
IBM Netcool Operations Insight PA Connection Z from Omni Data Exchange Z Trdup Lic + SW S&S 12 Mo	D143XLL
IBM Netcool Operations Insight PA Connection Z from Impact DSA Tier 1 Z Trdup Lic + SW S&S 12 Mo	D143YLL
IBM Netcool Operations Insight PA Connection Z from Impact DSA Tier 2 Z Trdup Lic + SW S&S 12 Mo	D143ZLL
IBM Netcool Operations Insight PA Connection Z from Impact DSA Tier 3 Z Trdup Lic + SW S&S 12 Mo	D1440LL
IBM Netcool Operations Insight PA Connection Z from NNM Event Forwarding Z Trdup Lic + SW S&S 12 Mo	D15QNLL
IBM Netcool Operations Insight PA Connection Z from NNM Data Exchange Z Trdup Lic + SW S&S 12 Mo	D15QPLL

### Charge metric

The charge metric for this licensed product can be found in the following License Information document:

Program identifier	License Information document title	License Information document number
5725-Q09	IBM Netcool Operations Insight	<a href="#">L-PKEY-B2ANRV</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.

## Terms and conditions

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

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Licenses under the IBM International Program License Agreement (IPLA) 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 can be extended by the purchase of a renewal option, if available. Two charges apply: 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.

### **Netcool Operations Insight (on premises)**

Technical support of a program product version or release will be available for a minimum of five years from the planned 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 updates (modifications or fixes), releases, and versions of the program. You will be notified, through an 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.

### **Agile Service Manager (optional component)**

Agile Service Manager is designed and developed using a micro service-based architecture and container-based deployment to let you install, deploy, and upgrade to receive function and service more rapidly with the added safeguard of a simple rollback. Therefore, IBM requires you to stay as current on product software as possible and upgrade to the most recent Agile Service Manager modification and fixpack levels (the "M" and "F" in V.R.M.F) to ensure maximum protection and availability of the latest functions, security updates, and defect fixes.

Technical support for Agile Service Manager applies only to the IBM licensed product and its components. If the product runs on an operating system that is no longer supported or with a non-IBM co-requisite or non-IBM prerequisite product that is no longer supported by the provider, IBM technical support may be limited to defects that can be replicated on currently supported environments.

### **For the container-based version of Netcool Operations Insight running on IBM Cloud Private and Red Hat OpenShift**

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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 [Standard and enhanced IBM software support lifecycle policy](#) website.

### **License Information number**

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The following License Information document applies to the offering in this announcement:

<b>Program identifier</b>	<b>License Information document title</b>	<b>License Information document number</b>
5725-Q09	IBM Netcool Operations Insight V1.6	<a href="#">L-PKEY-B2ANRV</a>

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

### **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.

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**

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Technical support of a program version or release of a specific program within this offering will be available as long as:

- The program is still supported
- Your Software Subscription and Support for this offering is in effect

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 (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 updates (modifications or fixes), releases, and versions of the program. You will be notified, through an announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM for any individual program within this offering, contact your IBM representative or IBM Business Partner.

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

### **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.



## **Volume orders (IVO)**

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No

## **Passport Advantage applies**

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

## **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.

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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 center. (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.

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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.

## **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 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

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**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.

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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 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.

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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 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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### Business Partner information

If you are an IBM Business Partner acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [IBM Passport Advantage](#) website.

### Passport Advantage

For Passport Advantage information and charges, contact your IBM representative. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

### IBM Global Financing

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