



# IBM Tivoli Composite Application Manager for Applications V6.2.4 adds performance and availability monitoring for WebSphere MQ File Transfer Edition and Lotus Sametime

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## At a glance

IBM® Tivoli® Composite Application Manager for Applications V6.2.4 provides availability and performance monitoring for applications and application infrastructure. IBM Tivoli Composite Application Manager for Applications adds the following capabilities:

- Supports monitoring WebSphere® MQ File Transfer Edition
- Supports monitoring Lotus® Sametime®
- Supports monitoring Oracle Data Guard
- Supports monitoring individual Siebel user sessions
- Integrates with latest IBM Tivoli Monitoring V6.2.2 FP2
- Supports TCR 1.3 Cognos-based reporting via OPAL
- Supports Agent Management Services for monitoring agent management

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

## Overview

IBM Tivoli Composite Application Manager for Applications V6.2.4 adds performance and availability monitoring for WebSphere MQ File Transfer Edition and Lotus Sametime. Additionally, it addresses key customer requirements for monitoring Oracle Database and Siebel CRM. This release integrates with latest IBM Tivoli Monitoring V6.2.2 FP2, adds TCR V1.3 Cognos-based reporting via OPAL, and supports IBM Tivoli Monitoring Agent Management Services for agent management.

This release will remove the IBM Tivoli Composite Application Manager for Oracle Database component from IBM Tivoli Composite Application Manager for Applications. Oracle monitoring is now provided with the IBM Tivoli Composite Application Manager Extended Agent for Oracle (which was introduced with IBM Tivoli Composite Application Manager for Applications V6.2.3).

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## Key prerequisites

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Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

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## Planned availability date

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- October 29, 2010: Electronic
- November 12, 2010: Physical

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## Description

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IBM Tivoli Composite Application Manager for Applications V6.2.4 provides availability and performance monitoring for applications and application infrastructure. IBM Tivoli Composite Application Manager for Applications adds the following capabilities:

- Supports monitoring WebSphere MQ File Transfer Edition
- Supports monitoring Lotus Sametime
- Supports monitoring Oracle Data Guard
- Supports monitoring individual Siebel user sessions
- Integrates with latest IBM Tivoli Monitoring V6.2.2 FP2
- Supports TCR 1.3 Cognos-based reporting
- Supports Agent Management Services for monitoring agent management

This release will remove the IBM Tivoli Composite Application Manager for Oracle Database component from IBM Tivoli Composite Application Manager for Applications. Oracle monitoring is now provided with the IBM Tivoli Composite Application Manager Extended Agent for Oracle (which was introduced with IBM Tivoli Composite Application Manager V6.2.3).

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## Product positioning

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IBM Tivoli Composite Application Manager for Applications of IBM Tivoli's Application Performance Management (APM) products provides application and application infrastructure monitoring, and is based on the IBM Tivoli Monitoring platform. It is integrated with the Tivoli APM products, including IBM Tivoli Monitoring, IBM Tivoli Monitoring for Virtual Servers, IBM Tivoli Composite Application Manager for Microsoft® Applications, IBM Tivoli Composite Application Manager for Transactions, IBM Tivoli Composite Application Manager for Application Diagnostics, and IBM Tivoli Composite Application Manager for SOA Platform. It is also integrated with OmniBUS for event management, IBM Tivoli Application Discovery Manager for resource discovery, and Tivoli Business Service Manager for business service management.

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## Program number

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Program number	VRM	Program name
5724-V09	6.2.4	IBM Tivoli Composite Application Manager for Applications

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## Education support

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

For additional information, visit

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

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## Offering Information

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Product information is available via the Offering Information website

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

Also, visit the Passport Advantage® website

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

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## Publications

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No publications are shipped with this program.

The IBM Publications Center

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

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

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## Technical information

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### **Specified operating environment**

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

Support Operation System:

- Windows® 2003 Server
- Windows 2008 Server
- RHEL 4.0 AS/ES x86-64
- RHEL 4.0 AS/ES System i/p
- RHEL 5.0 Advanced Platform x86-64
- RHEL 5.0 Advanced Platform x86-32
- HP-UX 11i v2
- HP-UX 11i v3
- SLES 10.0 IA64
- SLES 11.0 IA64
- SLES 9.0/10.0 System i/p
- SLES 11.0 System i/p

- SLES 8.0 x86-32
- SLES 9.0 x86-32
- SLES 10.0 x86-64
- AIX® 5.2
- AIX 5.3
- AIX 6.1
- Solaris 9
- Solaris 10

For more information, refer to

<http://www-01.ibm.com/support/docview.wss?rs=203&uid=swg21067036>

### ***Software requirements***

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

### **Planning information**

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

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

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

#### ***Packaging***

IBM Tivoli Composite Application Manager V6.2.4 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document (electronic - L-WQIN-87364B)
- Publications (refer to the [Publications](#) section)

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

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

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IBM Tivoli Composite Application Manager V6.2.4 uses the security and auditability features of the operating system software. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

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## **Software Services**

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

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

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

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## Licensing metric definitions and pricing examples

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### Pricing definitions

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#### Processor Value Unit (PVU)

Processor Value Unit (PVU) is a unit of measure by which the program can be licensed. The number of PVU entitlements required is based on the processor technology - defined within the PVU Table by Processor Vendor, Brand, Type and Model Number at

[http://www.ibm.com/software/lotus/passportadvantage/pvu\\_licensing\\_for\\_customers.html](http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html)

and the number of processors made available to the program. IBM continues to define a processor, for the purpose of PVU-based licensing, to be each processor core on a chip. A dual-core processor chip, for example, has two processor cores.

Licensee can deploy the program using either Full Capacity licensing or Virtualization Capacity (Sub-Capacity) licensing according to the Passport Advantage Sub-Capacity Licensing Terms (refer to website below). If using Full Capacity licensing, Licensee must obtain PVU entitlements sufficient to cover all activated processor cores<sup>1</sup> in the physical hardware environment made available to or managed by the program, except for those servers from which the program has been permanently removed. If using Virtualization Capacity licensing, Licensee must obtain entitlements sufficient to cover all activated processor cores made available to or managed by the program, as defined according to the Virtualization Capacity License Counting Rules at

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

In addition to the entitlements required for the program directly, Licensee must obtain PVU entitlements for this program sufficient to cover the processor cores managed by the program.

<sup>1</sup> An activated processor core is a processor core that is available for use in a physical or virtual server, regardless of whether the capacity of the processor core can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

#### Standby or backup systems

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

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

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

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

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

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

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

### **Passport Advantage for the distributed product**

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

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

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

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

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

For additional information on Passport Advantage, refer to the following

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

The following Passport Advantage part number categories may be orderable:

- License and Software Subscription and Support 12 Months - This is the product authorization with Software Subscription and Support to the first anniversary date.
- Software Subscription and Support Annual Renewal - This is the Software Subscription and Support renewal for one anniversary that applies when a customer renews their existing coverage period prior to the anniversary date at which it expires.

- Software Subscription and Support Reinstatement 12 months - This is for customers who have allowed their Software Subscription and Support to expire, and later wish to reinstate their Software Subscription and Support.
- Media packs - These are the physical media, such as CD-ROMs, that deliver the product's code.
- Documentation packs - These contain printed documentation such as the *User's Guide* and *Release Notes*.

## Pricing examples

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

References to processor-based licensing do not represent the actual number of entitlements required. Entitlement requirements are Value Unit based. Processors referenced in these examples represent the designated measurement on which the required number of Value Unit entitlements will be calculated. The number of Value Units required per processor core will depend on the processor type. To determine the number of Value Unit entitlements required per processor core, refer to the Processor Value Unit conversion table on the Passport Advantage website

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

### Distributed servers

- Twenty uniprocessor cores
- Sixty-five 2-way servers
- Twelve 4-way servers
- One 8-way server
- One 12-way server with two virtual or logical partitions
- One 14-way server
- One 16-way Sun Ultra server with two 8-way physical partitions (only one of which is managed by Tivoli applications)
- One 24-way server
- One z800 server with two uniprocessor IFLs running Linux® (also known as 'Linux on System z')

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

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

The customer wants to manage the applicable distributed server environment, which requires Processor Value Unit entitlements associated with the following number of processor cores.

Systems Managed	Quantity in Customer Environment	Processor cores to be Licensed
Uniprocessor core	20	20
2-way	65	130
4-way	12	48
8-way	1	8
12-way (2 logical partitions)	1	12
14-way	1	14
16-way (2 physical partitions, one of which is managed by Tivoli applications)	1	16
24-way	1	24
z800 server with 2 uniprocessor IFLs (requires Linux on System z)		

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## Ordering information

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

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

For more information about IBM Software ValueNet, visit

[http://www-01.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

To locate IBM Business Partners for Software ValueNet in your geography for a specific Software ValueNet portfolio, contact your IBM representative.

### Passport Advantage customer: Media pack entitlement details

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

Media Pack Description	Part number
IBM Tivoli Composite Application Manager for Applications, V6.2.4 DVD Multiplatform, ML Media Pack	BJ0WVML

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### Current licensees

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

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

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### Basic license

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

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

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

The quantity to be specified for the Passport Advantage part numbers in the following table is per processor Value Units and per client devices. To order a chargeable option for Passport Advantage, specify the desired part number and quantity.

## IBM Tivoli Composite Application Manager for Applications

Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack Processor Value Unit (PVU) Tradeup from Tivoli Monitoring 10 Processor Value Unit (PVU) Trade Up License + SW Subscription & Support 12 Months Reseller authorization required	D044SLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack Processor Value Unit (PVU) for Linux on System Z Tradeup from Tivoli Monitoring 10 PVU for Linux on System Z Trade Up License + SW Subscription & Support 12 Months	D044NLL

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

### 3 Agent Pack

Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack PVU Lic + SW S&S 12 Mo	D044QLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack PVU Annual SW S&S Rnw1	E04V8LL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack PVU SW S&S Reinstate 12 Mo	D044RLL
IBM Tivoli Composite Application Manager for Applications 3 Ag Pk pPVU Frm ITM p10PVU Trdup Lic + SW S&S 12 Mo	D044SLL

### 3 Agent Pack PVU Linux on System z

Description	Part number
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack PVU Linux on System z Lic + SW S&S 12 Mo	D044LLL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack PVU Linux on System z Annual SW S&S Rnw1	E04V7LL
IBM Tivoli Composite Application Manager for Applications 3 Agent Pack PVU Linux on System z SW S&S Reinstate 12 Mo	D044MLL
IBM Tivoli Composite Application Manager for Applications 3 Ag Pk pPVU Frm ITM p10PVU z Trdup Lic + SW S&S 12 Mo	D044NLL

### Full Pack PVU

Description	Part number
IBM Tivoli Composite Application Manager for Applications Full Pack PVU Lic + SW S&S 12 Mo	D044HLL
IBM Tivoli Composite Application Manager for Applications Full Pack PVU Annual SW S&S Rnw1	E04V3LL
IBM Tivoli Composite Application Manager for Applications Full Pack PVU SW S&S Reinstate 12 Mo	D044ILL

### Full Pack PVU Linux on System z

Description	Part number
IBM Tivoli Composite Application Manager for Applications Full Pack PVU Linux on System z Lic + SW S&S 12 Mo	D044FLL
IBM Tivoli Composite Application Manager for Applications Full Pack PVU Linux on System z Annual SW S&S Rnw1	E04V2LL
IBM Tivoli Composite Application Manager for Applications Full Pack PVU Linux on System z SW S&S Reinstate 12 Mo	D044GLL

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

Description	Part number
IBM Tivoli Composite Application Manager for Applications, v6.2.4 DVD Multiplatform, ML Media Pack	BJ0WWML

IBM Tivoli Composite Application Manager for Applications is also available, via web download, from Passport Advantage.

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## Terms and conditions

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

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

### **Licensing**

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

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

### **License Information form number**

L-WQIN-87364B

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

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

### **Limited warranty applies**

Yes

### **Limited warranty**

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation

of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

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

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

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

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

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

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

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 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)***

No

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

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

Yes, and through the Passport Advantage website at

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

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

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

IBM includes one year of Software Subscription and Support (Software Maintenance) with each program license acquired. The initial period of Software Subscription and

Support (Software Maintenance) can be extended by the purchase of a renewal option, if available.

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

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

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

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

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

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

No

***System i Software Maintenance applies***

No

***Variable charges apply***

No

***Educational allowance available***

Not applicable.

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## **IBM Electronic Services**

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

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

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

questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

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## Prices

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### Passport Advantage

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

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

Information on charges is available at website

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

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

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## Order now

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

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

Phone: 800-IBM-CALL (426-2255)  
Fax: 800-2IBM-FAX (242-6329)  
For IBM representative: [callserv@ca.ibm.com](mailto:callserv@ca.ibm.com)

Mail: IBM Teleweb Customer Support  
ibm.com® Sales Execution Center, Americas North  
3500 Steeles Ave. East, Tower 3/4  
Markham, Ontario  
Canada  
L3R 2Z1

Reference: YE001

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

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

### IBM Software ValueNet

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

Additions to Software ValueNet will be communicated through standard product announcements. For a current list of IBM software available under Software ValueNet, visit

[http://www-01.ibm.com/software/lotus/passportadvantage/IBM\\_SW\\_ValueNet.html](http://www-01.ibm.com/software/lotus/passportadvantage/IBM_SW_ValueNet.html)

Questions regarding IBM Software ValueNet may be sent to [AskSoftwareValueNet@us.ibm.com](mailto:AskSoftwareValueNet@us.ibm.com)

**Trademarks**

Electronic Service Agent is a trademark of IBM Corporation in the United States, other countries, or both.

IBM, Tivoli, WebSphere, Lotus, Sametime, Passport Advantage, AIX, System z, ValueNet, Express and ibm.com are registered trademarks of IBM Corporation in the United States, other countries, or both.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

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For the most current information regarding IBM products, consult your IBM representative or reseller, or visit the IBM worldwide contacts page

<http://www.ibm.com/planetwide/us/>