



IBM InfoSphere Guardium S-TAP for DB2, for IMS, and for Data Sets on z/OS, V9.1 help you collect and take action on changes to data

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At a glance

InfoSphere® Guardium® S-TAP® for DB2® on z/OS® , V9.1 offers the following features and benefits:

- Optional termination of SQL events that are determined to be high risk by the Guardium appliance
- Reduced use of DB2 trace to further simplify operations and improve separation of duties.
- Expanded information for DB2 utility executions

InfoSphere Guardium S-TAP for IMS™ on z/OS , V9.1 offers the following features and benefits:

- Resilience against appliance outages
- Increased use of zIIP processing
- Capture of database and segment reads and changes (insert, update, delete)
- Capture of segment concatenated key and segment data on request for before and after images of updated segments
- Capture of access to IMS data sets outside the control of IMS services, including Database, Image copy, IMS log, and RECON
- Direct streaming of DLI call audit data from z/OS process to a networked Guardium appliance to support near real-time reporting
- IMS online system STOP and START activity as recorded in the IMS log
- Centralized interaction through the Guardium appliance
- More flexible deployment options for simplicity and availability

InfoSphere Guardium S-TAP for Data Sets on z/OS , V9.1 includes the following features and benefits:

- Capture of VSAM Open, Update, Delete, Rename, Create, Alter, and Close events for ESDS, KSDS, RRDS, VRRDS, and LDS files
- Capture of VSAM record level events for select VSAM KSDS, RRDS and VRRDS data sets
- Capture of Create, Close, Delete, and Rename events for non-VSAM data sets including physical sequential, direct, partitioned, and partitioned data set extended

- Enhanced CICS® support including capture of the CICS transaction user ID associated with a logical record request and CICS transaction level filtering for record level monitoring of VSAM data sets.
- Capture of related RACF® (SAF) events
- Monitoring only the data sets of interest
- Direct streaming of audit data from z/OS process to a networked Guardium appliance to support near real-time reporting with improved response time to events.
- Resilience against network and appliance outages

Overview

InfoSphere Guardium S-TAP for DB2 on z/OS is a software component of the InfoSphere Guardium solution that is designed to enable you to capture and deliver database SQL and related activity to a Guardium appliance for processing.

InfoSphere Guardium S-TAP for IMS on z/OS is designed to enable you to capture and deliver IMS database activity to a Guardium appliance for processing.

InfoSphere Guardium S-TAP for Data Sets on z/OS (previously known as S-TAP for VSAM on z/OS) can help you capture and deliver selected data sets, records, and RACF events to a Guardium appliance for processing.

You can employ all three solutions independently in the mainframe environment only, or integrate them with other InfoSphere Guardium database security and monitoring components across the enterprise to help enable a more secure centralized audit repository and management point.

For more information on the InfoSphere Guardium family of products, visit

<http://www.ibm.com/software/data/guardium/>

Key prerequisites

- z/OS V1.12, or later, for V9.1 of InfoSphere Guardium S-TAP for DB2 on z/OS or InfoSphere Guardium S-TAP for IMS on z/OS
- z/OS V1.12, or later, for V9.1 of InfoSphere Guardium S-TAP for Data Sets on z/OS

Planned availability date

October 25, 2013

Description

The InfoSphere Guardium system is a simple, robust solution for preventing data leaks from databases and files, helping to ensure the integrity of information in the data center and automating compliance controls. It delivers a scalable platform, intended to help enable continuous monitoring of heterogeneous database and document sharing infrastructures, as well as enforcement of your policies for sensitive data access enterprise-wide. Designed to be a secure, centralized audit repository combined with an integrated compliance workflow automation application, the system is intended to streamline compliance validation activities across a wide variety of mandates.

The InfoSphere Guardium system is intended to address the entire database security and compliance lifecycle with a unified web console, back-end data store, and workflow automation system, helping to enable you to:

- Locate and classify sensitive information in corporate databases
- Assess database vulnerabilities and configuration flaws
- Ensure configurations are locked down after recommended changes are implemented
- Enable high visibility and granularity into all database transactions -- across all supported platforms and protocols - with an audit trail that supports separation of duties and that is designed to be secure and tamper-proof.
- Track activities on major file-sharing platforms
- Monitor and enforce your policies for sensitive data access, privileged user actions, change control, application user activities, and security exceptions such as failed logins
- Automate the entire compliance auditing process -- including report distribution to oversight teams, sign-offs and escalations with preconfigured reports for SOX, PCI DSS, and data privacy
- Create a single, centralized audit repository for enterprise-wide compliance reporting, performance optimization, investigations, and forensics
- Easily scale from safeguarding a single database to protecting thousands of databases in distributed data centers around the world

Accessibility by people with disabilities

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

http://www.ibm.com/able/product_accessibility/index.html

Program number

Program number	VRM	Program name
5655-STX	V9.1	InfoSphere Guardium S-TAP for Data Sets on z/OS
5655-STY	V9.1	InfoSphere Guardium S-TAP for IMS on z/OS
5655-STR	V9.1	InfoSphere Guardium S-TAP for DB2 on z/OS

Product identification number

Program PID number	Subscription and Support PID number
5655-STX	5655-STW
5655-STY	5655-STN
5655-STR	5697-K16

Education support

IBM® training

Available from IBM training, the newest offerings to support your training needs enhance your skills and boost your success with IBM software. IBM offers a complete portfolio of training options including traditional classroom, private onsite and

eLearning courses. Many of our classroom courses are part of IBM's "Guaranteed to run program" ensuring your course will never be canceled. We have an eLearning portfolio including Instructor-Led Online (ILO) courses. A perfect complement to classroom training, our eLearning portfolio offers something for every need and every budget; simply select the style that suits you.

Be sure to take advantage of our custom training plans to map your path to acquiring skills. Enjoy further savings when you purchase training at a discount with an IBM Education Pack online account, a flexible and convenient way to pay, track and manage your education expenses online.

The following key education resources have been updated to reflect InfoSphere Guardium V9.1.

Check your local Information Management Training and Education website or with your training representative for the most recent training schedule.

Course Title	Classroom	Instructor-led online	Self-paced virtual	Web-based
Infosphere Guardium Technical Training	GU20	3U20		

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

http://www-304.ibm.com/jct03001c/services/learning/ites.wss/tp/en?pageType=tp_search

Contact your IBM representative for course information.

Offering Information

Product information is available via the Offering Information website

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

Publications

The IBM Publications Center portal is at

<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 or customer number. A large number of publications are available online in various file formats. They can all be downloaded free of charge.

The following publications are available on the IBM Publications Center. Also, one copy is shipped automatically with the basic machine-readable material.

Title	Order number
Infosphere Guardium S-TAP for DB2 on z/OS Users Guide	SC27-4467
Infosphere Guardium S-TAP for Data Sets on z/OS Users Guide	SC27-4468
Infosphere Guardium S-TAP for IMS on z/OS Users Guide	SC27-4469

Specified operating environment

Hardware requirements

Refer to the [Software requirements](#) section .

Software requirements

IBM DB2 Data Access Common Collector for z/OS V1.1 is a delivery vehicle for common collector technology leveraged across multiple IBM offerings. It is a prerequisite product for IBM DB2 Query Monitor for z/OS V3.2, and later, releases; IBM InfoSphere Guardium S-TAP for DB2 on z/OS V9.1, and later, releases; and InfoSphere Optim™ Workload Replay for DB2 on z/OS V2.1, and later, releases.

For InfoSphere Guardium S-TAP for DB2 on z/OS : z/OS V1.12 (5694-A01), or later

- Mandatory installation requirements:
 - IBM DB2 Data Access Common Collector for z/OS V1.1 (5639-OLC)
 - DB2 Change Accumulation FEC Common Code (5655-F55)
- One of the following DB/2 versions:
 - DB2 8 (5625-DB2)
 - DB2 8 VUE (5697-N29)
 - DB2 Utilities Suite for z/OS V8.1.0 (5655-K61) plus APAR PM12819
 - DB2 9 (5635-DB2)
 - DB2 9 VUE (5697-P12)
 - DB2 Utilities Suite for z/OS V9.1.0 (5655-N97)
 - DB2 10 (5605-DB2)
 - DB2 11 (5615-DB2)

For InfoSphere Guardium S-TAP for IMS on z/OS :

- z/OS V1.12 (5694-A01), or later
- One of the following IMS versions
 - IMS V11 for z/OS (5635-A02)
 - IMS V12 for z/OS (5635-A03)
 - IMS V13 for z/OS (5635-A04)

For InfoSphere Guardium S-TAP for Data Sets on z/OS :

- z/OS V1.12 (5694-A01), or later
- To access transaction information that is collected from the CICS transaction server: IBM CICS Transaction Server for z/OS V3 Release 1, or later

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

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track

problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge.

Read about the Electronic Support portfolio of tools: <http://ibm.com/electronicssupport>

Access the IBM Support Portal: <http://ibm.com/support>

Access the online Service Request tool: <http://ibm.com/support/servicerequest>

Planning information

Packaging

5655-STX InfoSphere Guardium S-TAP for Data Sets on z/OS , V9.1

- SMP/E installable tape: InfoSphere Guardium S-TAP for Data Sets on z/OS
- CD: License Information (LC27-4471-01)

5655-STY InfoSphere Guardium S-TAP for IMS on z/OS , V9.1

- SMP/E installable tape: InfoSphere Guardium S-TAP for IMS on z/OS
- CD: License Information (LC27-4472-01)

5655-STR InfoSphere Guardium S-TAP for DB2 on z/OS , V9.1

- SMP/E installable tape: InfoSphere Guardium S-TAP for DB2 on z/OS
- SMP/E installable tape: DB2 Change Accumulation FEC Common Code
- CD: License Information (LC27-4470-01)

Security, auditability, and control

The InfoSphere Guardium solution is installed as a hardened Linux™ appliance (physical or virtual). The appliance includes various security, audit, and compliance functions to help guarantee the availability of the solution, confidentiality of the data stored on the appliance, and accountability for any configuration changes. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Global Technology Services®

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Ordering information

Consult your IBM representative.

Ordering z/OS through the Internet

ShopzSeries provides an easy way to plan and order your z/OS ServerPac or CBPDO. It will analyze your current installation, determine the correct product migration, and present your new configuration based on z/OS . Additional products can also be added to your order (including determination of whether all product requisites are satisfied). ShopzSeries is available in the US and several countries in Europe. In countries where ShopzSeries is not available yet, contact your IBM representative (or IBM Business Partner) to handle your order via the traditional IBM ordering process. For more details and availability, visit the ShopzSeries website at

Charge metric

PID number	Charge metric	Program name
5655-STX	Value Units	InfoSphere Guardium S-TAP for Data Sets on z/OS
5655-STY	Value Units	InfoSphere Guardium S-TAP for IMS on z/OS
5655-STR	Value Units	InfoSphere Guardium S-TAP for DB2 on z/OS

The programs in this announcement all have Value Unit-based pricing.

Value unit exhibit	Program number	Program name
VUE007	5655-STX	InfoSphere Guardium S-TAP for Data Sets on z/OS
VUE007	5655-STY	InfoSphere Guardium S-TAP for IMS on z/OS
VUE007	5655-STR	InfoSphere Guardium S-TAP for DB2 on z/OS

For each System z® IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity**. Your required license capacity is based upon the following factors:

- The System z IPLA program you select
- The applicable Value Unit Exhibit
- The applicable terms
- Whether your current mainframes are full capacity or sub-capacity

Value Unit exhibit VUE007

	MSUs minimum	MSUs maximum	Value Units/MSU
Base	1	3	1
Tier A	4	45	0.45
Tier B	46	175	0.36
Tier C	176	315	0.27
Tier D	316	+	0.2

Value Units for mainframes without MSU ratings:

Hardware	Value Units/machine
MP3000 H30	6
MP3000 H50	8
MP3000 H70	12
ESL models	2

Ordering example

The total number of Value Units is calculated according to the following example.

If your required license capacity is 1,500 MSUs for your selected System z IPLA product, the applicable Value Units would be:

Translation from MSUs to value units

	MSUs	*	Value Units/MSU	=	Value Units
Base	3	*	1.00	=	3.00
Tier A	42	*	.45	=	18.90
Tier B	130	*	.36	=	46.80
Tier C	140	*	.27	=	37.80
Tier D	1,185	*	.20	=	237.00

Total 1,500 343.50

When calculating the total number of Value Units, the sum is to be rounded up to the next integer.

Basic license

To order, specify the program product number and the appropriate license or charge option. Also, specify the desired distribution medium. To suppress shipment of media, select the license-only option in CFSW.

Program name:
InfoSphere Guardium S-TAP for Data Sets on z/OS, V9.1
Program PID: 5655-STX

Entitlement identifier	License option/ Pricing metric	Description
S01738G	Basic OTC, per Value Unit	InfoSphere Guardium S-TAP for Data Sets on z/OS

Orderable supply ID	Language	Distribution medium
S0172Z4	English	3590 tape

Program name:
InfoSphere Guardium S-TAP for IMS on z/OS, V9.1
Program PID: 5655-STY

Entitlement identifier	License option/ Pricing metric	Description
S01738H	Basic OTC, per Value Unit	InfoSphere Guardium S-TAP for IMS on z/OS

Orderable supply ID	Language	Distribution medium
S0172Z5	English	3590 tape

Program name:
InfoSphere Guardium S-TAP for DB2 on z/OS, V9.1
Program PID: 5655-STR

Entitlement identifier	License option/ Pricing metric	Description
S01738J	Basic OTC, per Value Unit	InfoSphere Guardium S-TAP for DB2 on z/OS

Orderable supply ID	Language	Distribution medium
S0172Z7	English	3590 tape

Program name:
InfoSphere Guardium S-TAP for Data Sets on z/OS S&S
Subscription and Support PID: 5655-STW

Entitlement identifier	License option/ Pricing metric	Description
S016T7B	Basic MSC, per Value Unit SW S&S Per MSU SW S&S registration No charge, decline SW S&S	InfoSphere Guardium S-TAP for Data Sets on z/OS S&S
Orderable supply ID	Language	Distribution medium
S016T7C	English	Hardcopy pub

Program name:
InfoSphere Guardium S-TAP for IMS on z/OS S&S
Subscription and Support PID: 5655-STN

Entitlement identifier	License option/ Pricing metric	Description
S016T7J	Basic MSC, per Value Unit SW S&S Per MSU SW S&S registration No charge, decline SW S&S	InfoSphere Guardium S-TAP for IMS on z/OS S&S
Orderable supply ID	Language	Distribution medium
S016T7K	English	Hardcopy pub

Program name:
InfoSphere Guardium S-TAP for DB2 on z/OS S&S
Subscription and Support PID: 5697-K16

Entitlement identifier	License option/ Pricing metric	Description
S012JP7	Basic MSC, per Value Unit SW S&S Per MSU SW S&S registration No charge, decline SW S&S	InfoSphere Guardium S-TAP for DB2 on z/OS S&S
Orderable supply ID	Language	Distribution medium
S012JP8	English	Hardcopy pub

Subscription and Support

To receive voice technical support via telephone and future releases and versions at no additional charge, Subscription and Support must be ordered. The capacity of Subscription and Support (Value Units) must be the same as the capacity ordered for the product licenses.

To order, specify the Subscription and Support program number (PID) referenced above and the appropriate license or charge option.

IBM is also providing Subscription and Support for these products via a separately purchased offering under the terms of the IBM International Agreement for Acquisition of Software Maintenance. This offering:

- Includes and extends the support services provided in the base support to include technical support via telephone.
- Entitles you to future releases and versions, at no additional charge. Note that you are not entitled to new products.

When Subscription and Support is ordered, the charges will automatically renew annually unless cancelled by you.

The combined effect of the IPLA license and the Agreement for Acquisition of Software Maintenance gives you rights and support services comparable to those under the traditional ICA S/390® and System z license or its equivalent. To ensure that you continue to enjoy the level of support you are used to in the ICA business model, you must order both the license for the program and the support for the selected programs at the same Value Unit quantities.

On/Off CoD

All products in this announcement are eligible for On/Off CoD with a temporary use charge calculated based on MSUs per-day usage.

Program name:
InfoSphere Guardium S-TAP for Data Sets on z/OS, V9.1
Program PID: 5655-STX

Entitlement identifier	License option/ Pricing metric	Description
S01738G	Basic OTC, per MSU-day TUC	InfoSphere Guardium S-TAP for Data Sets on z/OS

Program name:
InfoSphere Guardium S-TAP for IMS on z/OS, V9.1
Program PID: 5655-STY

Entitlement identifier	License option/ Pricing metric	Description
S01738H	Basic OTC, per MSU-day TUC	InfoSphere Guardium S-TAP for IMS on z/OS

Program name:
InfoSphere Guardium S-TAP for DB2 on z/OS, V9.1
Program PID: 5655-STR

Entitlement identifier	License option/ Pricing metric	Description
S01738J	Basic OTC, per MSU-day TUC	InfoSphere Guardium S-TAP for DB2 on z/OS

Delivery services - Custom QuickShip Program

These products are eligible for the IBM Custom QuickShip Program.

Custom QuickShip combines flexible configurations with fast delivery. Customers and Business Partners are able to create product configuration of their choice by using a combination or stand-alone selection of hardware, software, and a menu of additional features, including the option for software preload. The inclusion of feature number 1748 will ensure Custom QuickShip delivery of the complete product configuration or stand-alone order.

The committed response time under Custom QuickShip is six business days from order acceptance by IBM to customer delivery.

Customized offerings

Product deliverables are shipped only via CBPDO, ServerPac, SystemPac®, FunctionPac, and ProductPac®.

All of these customized offerings are offered for Internet delivery in countries where Shopz product ordering is available. Internet delivery reduces software delivery time and allows you to install software without the need to handle tapes. For more details on Internet delivery, refer to the Shopz help information at

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

You choose the delivery method when you order the software. IBM recommends Internet delivery. In addition to Internet and DVD, the supported tape delivery options include:

- 3590
- 3592

Most products can be ordered in ServerPac, SystemPac, FunctionPac, and ProductPac the month following their availability in CBPDO. z/OS can be ordered via CBPDO, ServerPac, and SystemPac at general availability. Many products will also be orderable in a Product ServerPac without also having to order the z/OS operating system or subsystem. Shopz and CFS will determine the eligibility based on product requisite checking. For more details on the Product ServerPac, visit the Help section on the Shopz web site at

<http://www14.software.ibm.com/webapp/ShopzSeries/ShopzSeries.jsp>

Production of software product orders will begin on the planned general availability date.

- CBPDO shipments will begin one week after general availability.
- ServerPac shipments will begin two weeks after general availability.
- SystemPac, FunctionPac and ProductPac shipments will begin four weeks after general availability due to additional customization, and data input verification.

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.

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.

Agreement for Acquisition of Software Maintenance

The following agreement applies for Software Subscription and Support (Software Maintenance) and does not require customer signatures:

- IBM Agreement for Acquisition of Software Maintenance (Z125-6011)

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. 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

Form number	Product number	Product name
GI13-2065-01	5655-STX	InfoSphere Guardium S-TAP for Data Sets on z/OS
GI13-2066-01	5655-STY	InfoSphere Guardium S-TAP for IMS on z/OS
GI13-2064-01	5655-STR	InfoSphere Guardium S-TAP for DB2 on z/OS

The programs' 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 support

Enhanced support, called Subscription and Support, includes telephone assistance, as well as access to updates, releases, and versions of the program as long as support is in effect. You will be notified of discontinuance of support with 12 months' notice.

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

Passport Advantage applies

No

Usage restriction

Yes

For information on usage restrictions, refer to the License Information document that is available for each product on the IBM Software License Agreement website

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

Software Subscription and Support applies

No. For operating system software, the revised IBM Operational Support Services - SoftwareXcel offering will provide support for those operating systems and associated products that are not available with the Software Subscription and Support (Software Maintenance) offering.

This will ensure total support coverage for your enterprise needs, including IBM and selected non-IBM products. For complete lists of products supported under both the current and revised offering, visit

<http://www.ibm.com/services/sl/products>

System i® Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

ESAP available

Yes, to qualified customers.

Sub-capacity utilization determination

Sub-capacity utilization is determined based on the utilization of a sub-capacity eligible reference product and machine.

On/Off Capacity on Demand (CoD)

To be eligible for On/Off CoD pricing, you must be enabled for temporary capacity on the corresponding hardware, and the required contract, Attachment for IBM System z On/Off Capacity on Demand (Z125-7883) must be signed prior to use.

Statement of good security practices

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered destroyed or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

IBM Electronic Services

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company's strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support all at no additional cost to you.

Now integrated into the base operating system of AIX® 5.3, AIX 6.1, and AIX 7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM , which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type "smitty esa_main", and select "Configure Electronic Service Agent ." In addition, ESA now includes a powerful Web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent , refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

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

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

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

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

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

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

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

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