



# IBM Tivoli Endpoint Manager solution, built on BigFix technology, provides comprehensive endpoint lifecycle, security configuration compliance, and endpoint protection management

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## At a glance

IBM® Tivoli® Endpoint Manager solution helps simplify and automate endpoint lifecycle management tasks and assures endpoint security and compliance. It helps lower the cost of maintaining environments into a compliant and production work-ready state by:

- Automatically enabling adherence and remedying drifts of the environment to configuration compliance desired state policies
- Automatically deploying and updating software and patches according to desired work-ready state defined policies

## Overview

IBM Tivoli Endpoint Manager solution, built on the BigFix technology, provides real-time visibility and control through a single infrastructure, single agent, and single console for systems lifecycle management, endpoint security, and compliance. This approach enables you to securely manage your global IT infrastructures quickly and accurately, resulting in improved governance, control, visibility, and business agility.

IBM Tivoli Endpoint Manager solution leverages a multilayered technology platform that acts as the central nervous system of a global IT infrastructure. A dynamic, content-driven messaging and management system, this innovative technology distributes the work of managing IT infrastructures out to the managed devices themselves. As a result, IBM Tivoli Endpoint Manager is able to operate in real time and deliver the scalability and performance that organizations demand. Additionally, the single, multipurpose agent controls multiple services regardless of where the endpoint roams, optimizing the user experience and minimizing system impact. Specifically, the capabilities delivered via the IBM Tivoli Endpoint Manager unified management platform include:

- Asset discovery and inventory
- Software distribution
- Patch management
- Power® management
- OS deployment

- Remote control
- Software use analysis
- Security configuration management
- Vulnerability management
- Anti-virus and anti-malware client management
- Network self quarantine

IBM Tivoli Endpoint Manager can be installed in just days, even across very large or highly distributed environments, and can then be used to remove outdated tools quickly and cleanly. Additionally, distributed scanning and deep agent inspection makes it possible for operators to get up-to-date information and complete status visibility of the managed environment. Endpoint Manager solution consists of:

- IBM Tivoli Endpoint Manager for Lifecycle Management V8.1
- IBM Tivoli Endpoint Manager for Security and Compliance V8.1
- IBM Tivoli Endpoint Manager for Patch Management V8.1
- IBM Tivoli Endpoint Manager for Power Management V8.1

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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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- February 1, 2011: Electronic
- February 22, 2011: Physical media

Refer to the complete letter for national language availability.

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## Description

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In a world accustomed to multiple, fragmented technologies and point solutions, IBM Tivoli Endpoint Manager solution offers an alternative: the industry's only unified management platform that automates and streamlines systems and security management while delivering speed, visibility, and control across heterogeneous operating environments and devices.

With IBM Tivoli Endpoint Manager unified management model, you can radically simplify and automate infrastructure management, saving costs and improving service delivery through:

- **Automation:** Many unnecessary operational tasks can be eliminated and others significantly streamlined, resulting in abbreviated cycle times. Patch management process cycle times, for example, can typically be compressed by 80%.
- **Consolidation:** Multiple management infrastructures can be consolidated and, over time, eliminated. It is not uncommon for IBM Tivoli Endpoint Manager to replace from five to ten other agent technologies and their management infrastructures.
- **Better decision making:** With IBM Tivoli Endpoint Manager as the "single source of truth" on the state of computing assets, IT makes better and timelier decisions on security policies, asset purchases and allocation, compliance policies, and device configurations.
- **Faster skills development:** With a single management approach and system to learn, training of operations team members is simplified.

Purpose built for today's distributed enterprise, IBM Tivoli Endpoint Manager unified management platform provides real-time visibility and control through a single

infrastructure, single agent, and unified console for systems lifecycle management and endpoint security and compliance. IBM Tivoli Endpoint Manager solution is designed to continuously discover, assess, remediate, and enforce the health and security of servers, desktops, and roaming laptops in real time via a single, policy-driven agent and single console.

IBM Tivoli Endpoint Manager technology solution distributes computing power to the devices themselves, using the intelligent IBM Tivoli Endpoint Manager Agent to provide superior visibility and control. This level of innovation translates into significant advantages in speed, flexibility, and scalability, while reducing the infrastructure and training costs associated with traditional systems and security management.

IBM Tivoli Endpoint Manager unified management platform also extends across a remarkable breadth of computing platforms:

- Desktops, laptops, handhelds - fixed and mobile
- Servers - physical and virtual
- Windows®, UNIX®, Linux®, Macintosh, and virtual operating systems

IBM Tivoli Endpoint Manager solution capabilities are available in the following product domains:

- IBM Tivoli Endpoint Manager for Lifecycle Management V8.1
- IBM Tivoli Endpoint Manager for Security and Compliance V8.1
- IBM Tivoli Endpoint Manager for Power Management V8.1
- IBM Tivoli Endpoint Manager for Patch Management V8.1

### **IBM Tivoli Endpoint Manager for Lifecycle Management**

IBM Tivoli Endpoint Manager for Lifecycle Management streamlines IT operational tasks with a lightweight, single-agent, single-console framework. The suite includes the following major capabilities:

- Asset Discovery provides visibility into all IP-enabled devices on your network.
- Asset Inventory offers deep inspection capabilities to report on hundreds of hardware and software attributes out-of-the-box, across platforms, in real time, at massive scale.
- Patch Management collapses patch and update time scales, reduces staff workloads, cuts cost, and increases the effectiveness of patch processes.
- Remote Control configures and manages:
  - Microsoft® Windows Remote Desktop and Remote Assistance functionality
  - Tivoli Remote Control components to be able to initiate and manage sessions remotely
- Software Distribution automates and adds new levels of assurance to the software deployment process.
- OS Deployment provides bare-metal imaging and provisioning for operating systems.

Additional priced feature capabilities:

- Software Use Analysis helps enterprises identify under used software to manage costs, and over used licenses to stay on the right side of software license agreements.

Product solution benefits:

- Consolidate and simplify key system management services enterprise wide
- Gain real-time visibility into endpoint configurations across the enterprise
- Enjoy short-term return on investment (ROI) through power management, software license additional priced features, and asset discovery, in addition to

longer term ROI through resource reduction (up to 80% for labor requirements), server consolidation (up to a 40:1 ratio), and proven operational efficiencies

- Enable auto discovery of unmanaged assets
- Scale from 1,000 to up to 250,000 endpoints on a single server
- Collapse software update cycles from weeks and months to hours and days
- Transparently manage mobile computers whether connected to the network or not
- Obtain closed-loop confirmation not just that a change command was acknowledged by an endpoint, but whether the change was or was not successfully implemented
- Manage heterogeneous platforms - Windows, Macintosh, UNIX, Linux - running on physical or virtual machines
- Take advantage of "instant on" functionality without additional software or hardware
- Reduce the clutter and expense of multivendor tool sets
- Lower staff learning curves, deepen expertise, improve operational effectiveness

### **IBM Tivoli Endpoint Manager for Security and Compliance**

IBM Tivoli Endpoint Manager for Security and Compliance consolidates a suite of capabilities, including vulnerability management, automated security configuration management, and patch management to cut costs, reduce complexity, and lower security risks. IBM Tivoli Endpoint Manager for Security and Compliance brings together management of multiple endpoint protection tools, network self quarantine, and removable device control under a single infrastructure. This means one management and reporting console, one management server, and one endpoint agent.

IBM Tivoli Endpoint Manager for Security and Compliance includes the following capabilities:

- Asset Discovery identifies suspicious or rogue systems entering your network for proactive risk reduction and continuous policy enforcement.
- Patch Management collapses patch and update time scales, reduces staff workloads, cuts costs, and increases the effectiveness of operating system and application patch processes.
- Security Configuration Management provides a comprehensive set of configuration settings to help IT staff achieve compliance and best practices goals through assessment and enforcement of security policies on their endpoints.
- Vulnerability Management empowers IT organizations to discover, assess, and remediate vulnerabilities at unparalleled scale and speed.
- Client Manager for Endpoint Protection (CMEP) lets you gain pervasive and instant visibility and control over security defenses with a unified, policy-driven approach to third-party endpoint protection modules that continuously protects and remediate desktops, servers, and mobile computers.
- Device Control provides organizations with the ability to see, manage, modify, enforce, and report on access and usage of portable devices on all endpoints.
- Network Self Quarantine allows an endpoint to automatically change network access based on an assessment of its security posture.

Additional integrations with third-party solutions:

- Endpoint protection via a deep command and control integration with Trend Micro's Core Protection Module, adding antimalware protection backed by Trend Micro's Smart Protection Network to the comprehensive security features in IBM Tivoli Endpoint Manager for Security and Compliance without additional management infrastructure or consoles

Product benefits

- Increase speed and accuracy with real-time, host-based configuration management

- Use a single tool to both discover vulnerabilities and remediate them
- Take advantage of a single unified management infrastructure to coordinate more efficiently among IT, security, desktop and server operations, and other teams
- Consolidate and automate key information security services enterprise wide
- Enjoy real-time visibility into security-critical endpoint client (desktop, mobile/laptop, server) configuration specifications
- Shorten remediation cycles - patch deployment, software updates, vulnerability fixes - from weeks to days and hours
- Extend security management to mobile clients on or off the network
- Set alarms to instantly notify administrators of anomalous conditions or suspected rogue activities
- Protect against infection, identity theft, data loss, network downtime, lost productivity, and compliance violations
- Close the security gap with real-time threat intelligence, minimizing the time to protection at the endpoint

### **IBM Tivoli Endpoint Manager for Power Management**

IBM Tivoli Endpoint Manager for Power Management allows IT organizations to enforce conservation policies across the enterprise, while providing granularity that enables application of these policies to a single computer. For end users, IBM Tivoli Endpoint Manager for Power Management maximizes power policy deployment while minimizing usage impact through an optional "opt-in" approach. Granular controls also allow end users to save their work before shutting the system down - ensuring no loss to productivity. IBM Tivoli Endpoint Manager for Power Management can be used either as a stand-alone offering or integrated with IBM Tivoli Endpoint Manager for Lifecycle Management and IBM Tivoli Endpoint Manager for Security and Compliance.

#### Product benefits

- Reduces electric power costs while synchronizing energy conservation with maintenance processes
- Has endpoint power management combining policy-based energy conservation and wake-on-LAN technologies with Intel® vPro power-on

### **IBM Tivoli Endpoint Manager for Patch Management**

IBM Tivoli Endpoint Manager for Patch Management is a comprehensive solution for delivering Microsoft, UNIX, Linux, and Macintosh patches through a single console. It supports over 250,000 endpoints - regardless of their location or connection type or status. And with a single management server and bandwidth and delivery controls, IBM Tivoli Endpoint Manager for Patch Management offers the lowest total cost of ownership in the industry. IBM Tivoli Endpoint Manager for Patch Manager can be used stand-alone or as part of IBM Tivoli Endpoint Manager for Lifecycle Management and IBM Tivoli Endpoint Manager for Security and Compliance for a most comprehensive solution.

#### IBM Tivoli Endpoint Manager unified management platform components

The IBM Tivoli Endpoint Manager unified management platform is made up of four components, which create a lightweight communications fabric for continuous delivery and enforcement of a vast array of third-party enterprise security and system management services. The four components are the agent, server, policy messages, and relays.

#### Agent

The agent is the "brain" of the Tivoli Endpoint Manager platform. Continuously assessing the endpoint and enforcing policy, regardless of connectivity, this single, multipurpose agent represents a departure from traditional client/server architectures and powers a resilient distributed intelligent infrastructure.

#### Agent capabilities and benefits:

- Requires only 2 to 4 MB of endpoint system memory
- Real-time and continuous policy processing, remediation, validation, and reporting
- Policies remain enforced even when remote devices roam from the enterprise network
- Support for on-the-fly queries and management actions
- Encrypted agent-to-server communications
- Policy-based and dynamic bandwidth throttling to work over very small aperture terminal (VSAT), multiprotocol label switching (MPLS) and other bandwidth-constrained networks
- Broad platform support including virtualized operating systems such as VMware ESX Server and Microsoft's Hyper-V

#### Server

The Tivoli Endpoint Manager Server component can manage up to 250,000 agents without requiring advanced resource configuration for the hardware server it will be installed on. You can use available commercial lower end hardware servers to install and run Tivoli Endpoint Manager Server even when the managed environment consists of 250,000 targets.

#### Server capabilities and benefits:

- Graphical user interface to efficiently manage assets
- Built-in reporting and analysis tools
- Support for automatic multiserver synchronization and non-stop service even during a disruptive event
- Integrated security infrastructure controls agent actions and ensures administrator accountability
- Ability to set configuration standards and baselines from defined groups of managed clients
- Standard SQL and SOAP interfaces for integration with other database applications and systems

#### Policy Messages

Policy Messages, also known as Fixlet messages, communicate policy information between agents and server environments. Policy Messages can contain logical criteria to trigger specific actions, for example, "if vulnerability X exists on this client, update software module Y with the appropriate package." Additionally, you can use the Policy Messages included with IBM Tivoli Endpoint Manager (and delivered through IBM Tivoli Endpoint Manager content delivery service, or customize your own:

- Open architecture that allows users to easily create their own policies
- Secure authentication and audit trail

#### Relays

Relays act as communication and aggregation points and staging areas for Policy Messages and patch and remediation content. Relays help reduce network bandwidth requirements and provide an added degree of fault-tolerance for the management systems. Relays can be installed on existing hardware, including desktops and multipurpose systems such as file or print servers. No dedicated hardware is required.

#### Relay capabilities and benefits:

- Provides a virtual infrastructure leveraging existing systems
- Delivers redundancy and lowers network bandwidth requirements

- Ability to serve devices regardless of where they are or the reliability of the network
- Cache, stop, and restart downloads of large software packages to maximize network resources
- Automatic pairing of endpoints to Relays based on location, operating system, and other customer-defined criteria

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

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

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

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### **Product positioning**

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IBM Tivoli Endpoint Manager solution manages endpoint lifecycle to help reduce labor costs through policy-based desired state management and automation, helping to enhance time-to-market. It helps improve the success rate of new application deployments and changes.

IBM Tivoli Endpoint Manager solution is a key product in the operational management suite of products in the service management strategy of IBM.

IBM Integrated Service Management helps organizations better manage their IT infrastructure to more effectively and efficiently deliver IT services.

IBM Tivoli Endpoint Manager solution is positioned as the endpoint lifecycle management engine for integrated solutions that enforce efficient configuration compliance, optimize change management processes, and enable a self-request software management service for the end users.

IBM Tivoli Endpoint Manager solution monitors and enforces security and compliance at the enterprise endpoints, providing a single management platform for endpoint security and compliance.

Together with other IBM security offerings such as the Tivoli Access Manager for Enterprise Single Sign On, the IBM Tivoli Endpoint Manager solution provides comprehensive endpoint management and access control.

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### **Availability of national languages**

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IBM Tivoli Endpoint Manager solution is enabled to support the following language environments and are translated into the following languages, available via the Information Center (including PDF for some of the books). The publications can be found at

<http://publib.boulder.ibm.com/infocenter/tivihelp/v11r1/index.jsp>

- French
- German
- Italian
- Japanese
- Simplified Chinese
- Spanish

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## Program number

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Program number	VRM	Program name
5725-C43	8.1	IBM Tivoli Endpoint Manager for Lifecycle Management
5725-C44	8.1	IBM Tivoli Endpoint Manager for Security and Compliance
5725-C45	8.1	IBM Tivoli Endpoint Manager for Patch Management
5725-C46	8.1	IBM Tivoli Endpoint Manager for Power Management

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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 these programs.

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***

The hardware requirements for IBM Tivoli Endpoint Manager solution can vary on the managed environment and are mainly related to the machine on which the IBM Tivoli Endpoint Manager Server and the IBM Tivoli Endpoint Manager Console will be installed and running.

## IBM Tivoli Endpoint Manager server hardware specifications

The values listed below are recommended hardware specifications that provide good performance for similar sized deployments of IBM Tivoli Endpoint Manager. If your deployment will have over 100 IBM Tivoli Endpoint Manager Console Operators, you should consider raising your hardware specifications to the next higher scale to support the large number of users or contact IBM Tivoli Endpoint Manager Technical Support for more help in selecting hardware.

For best performance, use the following recommendations:

Deployment size	CPU	Memory	Hard disks
< 250	2-3 GHz	2 GB	Standard HD
1,000	2-3 GHz - 2 Cores	4 GB	1 RAID Array (RAID 10, 5)
10,000	2-3 GHz - 2-4 Cores	8 GB	1-2 RAID Arrays (RAID 10)
50,000	2-3 GHz - 4 Cores	16 GB	2 RAID Arrays (RAID 10)
100,000	2-3 GHz - 4-8 Cores	16-32 GB	2 RAID Arrays (RAID 10)
> 200,000	2-3+ GHz - 8-16 Cores	32-64 GB	3 RAID Arrays (RAID 10)

Note: RAID arrays must support your using the disk cache for both reading and writing. The disk cache should be set to 50/50 read/write.

### Disk space requirements

The hard disk configurations listed above are focused on providing high performance disks for the database and IBM Tivoli Endpoint Manager Server. The physical capacity needed for IBM Tivoli Endpoint Manager is generally considered very small. A minimum of 5 GB free disk space is needed by the database, data files, and the file caches to run IBM Tivoli Endpoint Manager. It is recommended that an additional 20 GB to 50 GB of disk space be available for flexibility, when using for administrative tasks such as database backups and to allow for growth.

Multiple RAID arrays normally provide more than enough disk space for IBM Tivoli Endpoint Manager so capacity concerns are not common.

### Network card specifications

The IBM Tivoli Endpoint Manager Server is the central communication hub of a IBM Tivoli Endpoint Manager deployment and should be positioned in a data center with a high-speed network connection.

### Server network speed recommendations:

- 10 Mbps network connection is possible but not recommended for performance reasons.
- 100 Mbps network connection or higher is recommended.
- 1000 Mbps network connection is recommended if possible.

For deployments over 25,000 seats, consider using teamed network cards or 1 GB connections to provide optimal network throughput for the IBM Tivoli Endpoint Manager Server.

### Console hardware specifications

IBM Tivoli Endpoint Manager Consoles are typically installed on personal workstations and Terminal Servers or Citrix Servers.

- Users with high-speed network connections (10 Mbps+) to the IBM Tivoli Endpoint Manager Server database can use any computer that meets the requirements below.
- Remote users will typically need to use a Terminal Server or Citrix Server because their network connection is too slow.

The hardware requirements are based on the number of managed computers, which is the number of computers that a IBM Tivoli Endpoint Manager Console Operator will see in their IBM Tivoli Endpoint Manager Console. In most deployments, an IBM Tivoli Endpoint Manager Console Operator will see a subset of the total number of computers while a Master IBM Tivoli Endpoint Manager Console Operator will see all of the computers.

#### Workstation installations

Number of managed computers	CPU	Memory	Hard disks (free space)
< 250	1 GHZ	512 MB	50 MB free
1,000	2 GHZ	512 MB	100 MB free
10,000	2-3 GHZ	1 GB	250 MB free
50,000	2-3 GHZ - 2 Cores	2 GB	1 GB free
100,000	2-3 GHZ - 2 Cores	3 GB	2 GB free
> 200,000	2-3 GHZ - 2-4 Cores	4 GB	3 GB free

#### Terminal Server and Citrix Server installations

The primary constraints for the IBM Tivoli Endpoint Manager Console are CPU and memory. The memory use of the IBM Tivoli Endpoint Manager Console goes up with the total number of managed IBM Tivoli Endpoint Manager clients. These configurations assume standard usage patterns for up to 10-20 simultaneous IBM Tivoli Endpoint Manager Console users:

Number of IBM Tivoli Endpoint Manager Agents	CPU	Memory	Hard disks (free space)
< 250	2-3 GHZ-2 Cores	2 GB	1 Raid Array (RAID 5, 10)-5 GB free
1,000	2-3 GHZ-2 Cores	4 GB	1 Raid Array (RAID 5, 10)-10 GB free
10,000	2-3 GHZ-4 Cores	8 GB	1 Raid Array (RAID 5, 10)-20 GB free
25,000	2-3 GHZ-4 Cores	8-16 GB	1 Raid Array (RAID 5, 10)-40 GB free
100,000	2-3 GHZ-4-8 Cores	16-32 GB	1 Raid Array (RAID 5, 10)-80 GB free
200,000	2-3 GHZ-8-16 Cores	16-32 GB	1 Raid Array (RAID 5, 10)-150 GB free

Note: The values above reflect the number of simultaneous IBM Tivoli Endpoint Manager Consoles running on a single Terminal Server or Citrix Server, which means a single server can support many more IBM Tivoli Endpoint Manager Console Operators in total depending on IBM Tivoli Endpoint Manager Console usage patterns. Consider using more than one Terminal Server or Citrix Server if you will have more simultaneous users than the values listed here.

Important note: For larger deployments that expect over 50,000 IBM Tivoli Endpoint Manager Agents **or** over 50 IBM Tivoli Endpoint Manager Console operators, consult an IBM Tivoli Endpoint Manager deployment specialist for specific recommendations on Terminal Server and Citrix Server configurations.

#### **Software requirements**

The software requirements for IBM Tivoli Endpoint Manager solution are dependent on its components, which are:

- IBM Tivoli Endpoint Manager Server
- IBM Tivoli Endpoint Manager Console
- IBM Tivoli Endpoint Manager Agent
- IBM Tivoli Endpoint Manager Relay

## IBM Tivoli Endpoint Manager server software specifications

### Supported operating systems

- Windows 2008 (x86/x64) Enterprise
- Windows 2003 (x86/x64) Enterprise

### Supported databases

- SQL Server 2008 (x86/x64) Enterprise
- SQL Server 2005 (x86/x64) Enterprise

SQL Standard edition is usually sufficient for smaller deployments with fewer than 50,000 computers. For more information, refer to the Microsoft knowledge base article

<http://www.microsoft.com/Sqlserver/2005/en/us/compare-features.aspx>

Note: Always apply the latest service pack and hot fixes for SQL server and Windows operating systems.

### Console system requirements

## IBM Tivoli Endpoint Manager Consoles software specifications

### Supported operating systems:

- Microsoft Windows XP
- Microsoft Windows 2003
- Microsoft Windows Vista
- Microsoft Windows 2008
- Microsoft Windows 7

### Required software configurations:

- Internet Explorer 6, or later.
- Microsoft Data Access Components 2.7, or later.
- Office web components.
- Minimum 1024x768 screen resolution.
- High speed network connection to the IBM Tivoli Endpoint Manager Server database.
- IBM Tivoli Endpoint Manager requires MSXML 6 and Windows Installer V3.1.
- Flash Player V9, or later is required to see the dashboards in the IBM Tivoli Endpoint Manager Console (and some of the web reports).

## IBM Tivoli Endpoint Manager Agent software specifications

### Supported operating systems

#### Microsoft Windows

- Windows 2003, Windows XP (x64) (including Windows 2003 R2)
- Windows Vista (x86/x64)
- Windows 2003 Itanium®
- Windows Server 2008 (x86/x64)
- Windows Server 2008 Core (x86/x64)
- Windows Server 2008 R2
- Windows Server 2008 R2 Core
- Windows 2008 Itanium

- Windows 7
- Windows Mobile 2003, 5.0, 6.5
- Windows XP Embedded, Windows Embedded Standard, Windows Embedded for Point of Service (WEPOS), Windows Embedded POS Ready 2009

#### HP UNIX

- HP-UX 11.00, 11.11 (RISC)
- HP-UX 11.23 (RISC)
- HP-UX 11.23 (Itanium, in compatibility mode)
- HP-UX 11.31

#### IBM AIX®

- AIX V5.1, V5.2, V5.3 (PowerPC®)
- AIX V6.1 (PowerPC)

#### Sun Solaris

- Solaris 8, 9, 10 (SPARC)
- Solaris 10 (x86)

#### Linux

- Red Hat Enterprise Linux 5 (x86, 32 bit, 64 bit)
- Red Hat Enterprise Linux 4 (x86, 32 bit, 64bit)
- Red Hat Enterprise Linux 4 (Linux on System z® 64 bit)
- Linux Red Hat Fedora Core 4/5 (x86)
- CentOS 4 (x86/x64)
- CentOS 5 (x86/x64)
- Oracle Enterprise Linux 4 (x86/x64)
- Oracle Enterprise Linux 5 (x86/x64)
- SuSE Linux Enterprise (SLED/SLES) 8, 9, 10 (x86)
- SUSE Linux 10 (SLED/SLES) (x64)
- SUSE Linux 11 (SLED/SLES) (x86/x64)

#### VMWare

- VMWare ESX Server 3.5
- VMWare ESX Server 4

#### Apple

- Mac OS X 10.4, 10.5 (PowerPC)
- Mac OS X 10.4, 10.5, 10.6 (Intel)

#### IBM Tivoli Endpoint Manager Relay software specifications

#### Supported operating systems

##### Microsoft Windows:

- Windows Vista (x86/x64)
- Windows Server 2008 (x86/x64)
- Windows Server 2008 Core (x86/x64)
- Windows Server 2008 R2
- Windows Server 2008 R2 Core

- Windows 7 (x86/x64)

IBM AIX:

- AIX V6.1 (PowerPC)

Sun Solaris

- Solaris 10 (x86, SPARC)

Linux

- Red Hat Enterprise Linux 4 (x86/x64)
- Red Hat Enterprise Linux 5 (x86/x64)

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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### ***Packaging***

IBM Tivoli Endpoint Manager for Lifecycle Management V8.1, IBM Tivoli Endpoint Manager for Security and Compliance V8.1, IBM Tivoli Endpoint Manager for Patch Management V8.1, and IBM Tivoli Endpoint Manager for Power Management V8.1 are distributed with:

- International Program License Agreement (Z125-3301)
- License Information document number L-TBRN-8AFTA6
- IBM Tivoli Endpoint Manager Solution V8.1 Quick Start Guide
- CD-ROMs or DVDs

IBM Tivoli Endpoint Manager for Software Use Analysis V8.1 is distributed with:

- International Program License Agreement (Z125-3301)
- License Information document number L-TBRN-8B3SFE
- IBM Tivoli Endpoint Manager Solution V8.1 Quick Start Guide
- CD-ROMs or DVDs

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 Endpoint Manager V8.1, IBM Tivoli Endpoint Manager for Lifecycle Management V8.1, IBM Tivoli Endpoint Manager for Security and Compliance V8.1, IBM Tivoli Endpoint Manager for Patch Management V8.1, and IBM Tivoli Endpoint Manager for Power Management use the security and auditability features of IBM WebSphere® Application Server. 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

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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.

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## Licensing metric definitions and pricing examples

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### Client Device

Client Device is a unit of measure by which the program can be licensed. A Client Device is a single user computing device or special purpose sensor or telemetry device that requests the execution of or receives for execution a set of commands, procedures, or applications from or provides data to another computer system that is typically referred to as a server or is otherwise managed by the server. Multiple Client Devices may share access to a common server. A Client Device may have some processing capability or be programmable to allow a user to do work. Examples include, but are not limited to actuators, appliances, automated teller machines, automatic meter readers, cash registers, disk drives, desktop computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, sensors, smart meters, tape drives, and technical workstations. Licensee must obtain entitlements for every Client Device which runs, provides data to, uses services provided by, or otherwise accesses the program and for every other computer or server on which the program is installed.

### Resource Value Unit (RVU)

RVU is a unit of measure by which the program can be licensed. RVU Proofs of Entitlement (PoEs) are based on the number of units of a specific resource used or managed by the program. Licensee must obtain entitlements for this program sufficient to cover the resources managed by the program. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment for the specific resources as specified in the resource table found in the program's announcement and/or License Information document. RVU entitlements are specific to the program and the type of resource and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program or resource.

### Standby or backup systems

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

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

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

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

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

Doing work includes, for example, production, development, program maintenance, and testing. It also could include other activities such as mirroring of transactions,

updating of files, synchronization of programs, data, or other resources (for example, active linking with another machine, program, database or other resource, and so on), or any activity or configurations that would allow an active hot switch or other synchronized switchover between programs, databases, or other resources to occur.

## Pricing examples

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The resource for the purpose of the RVU calculation is Activated Processor Cores managed by the program. 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. 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 the website below). If using full capacity licensing, each Activated Processor Core in the physical hardware environment managed by the program must be counted, except for those servers from which the program permanently no longer manages. If using virtualization capacity licensing, 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)

defines how many Activated Processor Cores must be counted.

The RVU table for Tivoli Endpoint Manager is below:

Tier	From quantity	To quantity	Factor
1	0	2,500	1.00
2	2,501	10,000	0.80
3	10,001	50,000	0.60
4	50,001	150,000	0.40
5	150,001	-	0.20

### Pricing example 1

A customer wishes to license Tivoli Endpoint Manager for the servers in the following core environment:

#### Distributed servers

- 20 one processor, single core servers
- 65 one processor, dual core servers
- 12 two processor, dual core servers
- 10 two processor, quad core servers
- One eight processor, dual core server with two virtual or logical partitions
- One four processor, quad core 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 with Tivoli Endpoint Manager:

Systems managed	Quantity in customer environment	Processor cores to be licensed
One processor, single core	20	20
One processor, dual core	65	130
Two processors, dual core	12	48
Two processors, quad core	10	80
Eight processors, dual core (2 logical partitions)	1	16
Four processors, quad core	1	16
z800 server with 2 uniprocessor IFLs (requires Linux on System z availability) is managed	1	2
Total processors to be licensed		312

Based on the 312 managed cores, the customer would require 312 RVUs of Tivoli Endpoint Manager.

Pricing example 2:

A customer wishes to license Tivoli Endpoint Manager in the following core environment:

Servers with 45,000 managed cores  
25,000 client devices

The following calculation is used to determine the number of RVUs required to license the 45,000 managed cores in the server environment.

Tier	Quantity of Managed Cores	RVUs
1	2,500	2,500
2	7,500	6,000
3	35,000	21,000
Total		29,500

The first tier based on the RVU table is used to calculate the first 2,500 managed cores at a factor of 1 per core or in the case above 2,500 RVUs (2,500 x 1.) The second tier is used to calculate the managed cores from 2,501 to 10,000 at a .8 factor or (7,500 x .8 = 6,000). The third tier is used for those managed cores between 10,001 and 50,000. In the example, 35,000 of the managed cores reside in tier 3 or (35,000 x .6 = 21,000). Adding the RVUs together for each tier, the customer requires 29,500 RVUs to license the 45,000 managed cores.

In addition, the customer would require 25,000 of the client device part number to license the 25,000 client devices in the environment.

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## Ordering information

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

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

For more information about IBM Software Value Plus, visit

<https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/svp>

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

Product group: Tivoli

Product:

- IBM Tivoli Endpoint Manager for Lifecycle Management(5725-C43)
- IBM Tivoli Endpoint Manager for Security and Compliance (5725-C44)
- IBM Tivoli Endpoint Manager for Patch Management (5725-C45)
- IBM Tivoli Endpoint Manager for Power Management (5725-C46)

Product category: TVCONFIG (Configurations and Operations)

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www-306.ibm.com/software/support/pa.html>

### Passport Advantage trade up

Below is a list of precursor products for which you must have already acquired a license, in order to be eligible to acquire equivalent licenses using the trade-up part number.

Precursor product	Trade-up product	Trade-up part number
Tivoli Provisioning Manager Express Server	Tivoli Endpoint Manager Lifecycle Management RVU	D0I18LL
Tivoli Endpoint Manager Express Client device	Tivoli Endpoint Manager Lifecycle Management Client Device	D0I19LL
Tivoli Security Compliance Manager PVU	Tivoli Endpoint Manager Security Compliance RVU	D0I1ALL
Tivoli Security Compliance Manager Client Device	Tivoli Endpoint Manager Security Compliance Client Device	D0I1BLL

Consult your IBM representative if you have any questions.

### Passport Advantage customer: Media pack entitlement details

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

IBM Tivoli Endpoint Manager v8.1 media pack:

SUB IDs	Entitled maintenance offerings description
BJ009ML	IBM Tivoli Endpoint Manager for Lifecycle Management, v8.1
TEMP0001SB01	TEM Lifecycle Mgr RVU
TEMP0001SB02	TEM Lifecycle Mgr Term RVU
TEMP0001SB03	TEM Lifecycle Mgr Client Dev
TEMP0001SB04	TEM Lifecycle Mgr Term Client Dev
BJ00AML	IBM Tivoli Endpoint Manager for Software Use Analysis v8.1
TEMP0001SB05	TEM SW Use Analysis RVU
TEMP0001SB06	TEM SW Use Analysis Term RVU
TEMP0001SB07	TEM SW Use Analysis Client Device

TEMP0001SB08	TEM SW Use Analysis Term Client Device
BJ00CML	IBM Tivoli Endpoint Manager for Security and Compliance V8.1
TEMSP001SB01	TEM Sec Compliance RVU
TEMSP001SB02	TEM Sec Compliance Term RVU
TEMSP001SB03	TEM Sec Compliance Client Device
TEMSP001SB04	TEM Sec Compliance Term Client Device
BJ00EML	IBM Tivoli Endpoint Manager for Patch/Power Management V8.1
TEMP0001SB09	TEM Patch Mgr RVU
TEMP0001SB10	TEM Patch Mgr Term RVU
TEMP0001SB11	TEM Patch Mgr Client Device
TEMP0001SB12	TEM Patch Mgr Term Client Device
TEMP0001SB13	TEM Power Mgr RVU
TEMP0001SB14	TEM Power Mgr Term RVU
TEMP0001SB15	TEM Power Mgr Client Device
TEMP0001SB16	TEM Power Mgr Term Client Device

Media pack description	Part number
IBM Tivoli Endpoint Manager for Lifecycle Management, V8.1 Media Pack MP ML	BJ009ML
IBM Tivoli Endpoint Manager SW Use Analysis, V8.1 Media Pack MP ML	BJ00AML
IBM Tivoli Endpoint Manager Patch & Power Management, V8.1 Pack MP ML	BJ00EML
IBM Tivoli Endpoint Manager Security and Compliance, V8.1 Media Pack MP ML	BJ00CML

## Current licensees

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### ***New licensees***

Orders for new licenses will be accepted now.

Shipment will begin on the planned availability date.

## Basic license

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

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

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

IBM Tivoli Endpoint Manager for Lifecycle Management - 5725-C43

Description	Part number
TIVOLI ENDPOINT MGR LIFECYCLE MGT RVU LIC + SW S&S 12 MO	D0HSGLL
TIVOLI ENDPOINT MGR LIFECYCLE MGT RVU ANNUAL SW S&S RNWL	E0BDCLL
TIVOLI ENDPOINT MGR LIFECYCLE MGT RVU SW S&S REINSTATE 12 MO	D0HSHLL
TIVOLI ENDPOINT MGR LIFECYCLE MGT RVU INITL FT LIC+S&S 12 MO	D0HT1LL
TIVOLI ENDPOINT MGR LIFECYCLE MGT RVU SUBSQ FT LIC+S&S 12 MO	E0BDMLL
TIVOLI ENDPOINT MGR LIFECYCLE MGMT CLIENT DEVICE LIC + SW S&S 12 MO	D0HSILL
TIVOLI ENDPOINT MGR LIFECYCLE MGMT CLIENT DEVICE ANNUAL SW S&S RNWL	E0BDDL
TIVOLI ENDPOINT MGR LIFECYCLE MGMT CLIENT DEVICE SW S&S REINSTATE 12 MO	D0HSJLL
TIVOLI ENDPOINT MGR LIFECYCLE MGMT CLIENT DEVICE INITL FT LIC+S&S 12 MO	D0HT2LL
TIVOLI ENDPOINT MGR LIFECYCLE MGMT CLIENT DEVICE SUBSQ FT LIC+S&S 12 MO	E0BDNLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS RVU LIC + SW S&S 12 MO	D0HSKLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS RVU ANNUAL SW S&S RNWL	E0BDELL
TIVOLI ENDPOINT MGR SW USE ANALYSIS RVU SW S&S REINSTATE 12 MO	D0HSLLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS RVU INITL FT LIC+S&S 12 MO	D0HT3LL
TIVOLI ENDPOINT MGR SW USE ANALYSIS RVU SUBSQ FT LIC+S&S 12 MO	E0BDPLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS CLIENT DEVICE LIC + SW S&S 12 MO	D0HSMLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS CLIENT DEVICE ANNUAL SW S&S RNWL	E0BDFLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS CLIENT DEVICE SW S&S REINSTATE 12 MO	D0HSNLL
TIVOLI ENDPOINT MGR SW USE ANALYSIS CLIENT DEVICE INITL FT LIC+S&S 12 MO	D0HT4LL
TIVOLI ENDPOINT MGR SW USE ANALYSIS CLIENT DEVICE SUBSQ FT LIC+S&S 12 MO	E0BDQLL

IBM Tivoli Endpoint Manager for Patch Management - 5725-C45

Description	Part number
TIVOLI ENDPOINT MGR PATCH MGMT RVU LIC + SW S&S 12 MO	D0HSPLL
TIVOLI ENDPOINT MGR PATCH MGMT RVU ANNUAL SW S&S RNWL	E0BDGLL
TIVOLI ENDPOINT MGR PATCH MGMT RVU SW S&S REINSTATE 12 MO	D0HSQLL
TIVOLI ENDPOINT MGR PATCH MGMT RVU INITL FT LIC +S&S 12 MO	D0HT5LL
TIVOLI ENDPOINT MGR PATCH MGMT RVU SUBSQ FT LIC +S&S 12 MO	E0BDRLL
TIVOLI ENDPOINT MGR PATCH MGMT CLIENT DEVICE LIC + SW S&S 12 MO	D0HSRLL
TIVOLI ENDPOINT MGR PATCH MGMT CLIENT DEVICE ANNUAL SW S&S RNWL	E0BDHLL
TIVOLI ENDPOINT MGR PATCH MGMT CLIENT DEVICE SW S&S REINSTATE 12 MO	D0HSSLL
TIVOLI ENDPOINT MGR PATCH MGMT CLIENT DEVICE INITL FT LIC+S&S 12 MO	D0HT6LL
TIVOLI ENDPOINT MGR PATCH MGMT CLIENT DEVICE SUBSQ FT LIC+S&S 12 MO	E0BDSLL

## IBM Tivoli Endpoint Manager for Power Management - 5725-C46

Description	Part number
TIVOLI ENDPOINT MGR POWER® MGMT RVU LIC + SW S&S 12 MO	D0HSTLL
TIVOLI ENDPOINT MGR POWER MGMT RVU ANNUAL SW S&S RNWL	E0BDILL
TIVOLI ENDPOINT MGR POWER MGMT RVU SW S&S REINSTATE 12 MO	D0HSULL
TIVOLI ENDPOINT MGR POWER MGMT RVU INITL FT LIC+S&S 12 MO	D0HT7LL
TIVOLI ENDPOINT MGR POWER MGMT RVU SUBSQ FT LIC+S&S 12 MO	E0BDTLL
TIVOLI ENDPOINT MGR POWER MGMT CLIENT DEVICE LIC + SW S&S 12 MO	D0HSVLL
TIVOLI ENDPOINT MGR POWER MGMT CLIENT DEVICE ANNUAL SW S&S RNWL	E0BDJLL
TIVOLI ENDPOINT MGR POWER MGMT CLIENT DEVICE SW S&S REINSTATE 12 MO	D0HSWLL
TIVOLI ENDPOINT MGR POWER MGMT CLIENT DEVICE INITL FT LIC+S&S 12 MO	D0HT8LL
TIVOLI ENDPOINT MGR POWER MGMT CLIENT DEVICE SUBSQ FT LIC+S&S 12 MO	E0BDULL

## IBM Tivoli Endpoint Manager for Security and Compliance - 5725-C44

Description	Part number
TIVOLI ENDPOINT MGR SEC COMPLIANCE RVU LIC + SW S&S 12 MO	D0HSXLL
TIVOLI ENDPOINT MGR SEC COMPLIANCE RVU ANNUAL SW S&S RNWL	E0BDKLL
TIVOLI ENDPOINT MGR SEC COMPLIANCE RVU SW S&S REINSTATE 12 MO	D0HSYLL
TIVOLI ENDPOINT MGR SEC COMPLIANCE RVU INITL FT LIC+S&S 12 MO	D0HT9LL
TIVOLI ENDPOINT MGR SEC COMPLIANCE RVU SUBSQ FT LIC+S&S 12 MO	E0BDVLL
TIVOLI ENDPOINT MGR SEC COMPLIANCE CLIENT DEVICE SW S&S REINSTATE 12 MO	D0HT0LL
TIVOLI ENDPOINT MGR SEC COMPLIANCE CLIENT DEVICE LIC + SW S&S 12 MO	D0HSZLL
TIVOLI ENDPOINT MGR SEC COMPLIANCE CLIENT DEVICE ANNUAL SW S&S RNWL	E0BDLLL
TIVOLI ENDPOINT MGR SEC COMPLIANCE CLIENT DEVICE INITL FT LIC+S&S 12 MO	D0HTALL
TIVOLI ENDPOINT MGR SEC COMPLIANCE CLIENT DEVICE SUBSQ FT LIC+S&S 12 MO	E0BDWLL

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 Endpoint Manager for Lifecycle Management, v8.1 Windows Multilingual Media Pack	BJ009ML
IBM Tivoli Endpoint Manager for Software Use Analysis v8.1 Multilingual Windows Media Pack	BJ00AML
IBM Tivoli Endpoint Manager for Patch Management and PowerManagement v8.1 Multilingual Windows Media Pack	BJ00EML
IBM Tivoli Endpoint Manager for Security and Compliance v8.1 Multilingual Windows Media Pack	BJ00CML

The IBM Tivoli Endpoint Manager suite 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.

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These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Maintenance with the initial license acquisition of each program acquired. The initial period of 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.

S/390® and System z IBM Operational Support Services - SoftwareXcel is an option if you desire added services.

### **License Information form number**

- IBM Tivoli Endpoint Manager for Lifecycle Management (5725-C43): L-TBRN-8AFTA6
- IBM Tivoli Endpoint Manager for Software Use Analysis (chargeable component): L-TBRN-8B3SFE
- IBM Tivoli Endpoint Manager for Security and Compliance (5725-C44): L-TBRN-8AFTA6
- IBM Tivoli Endpoint Manager for Patch Management (5725-C45): L-TBRN-8AFTA6
- IBM Tivoli Endpoint Manager for Power Management(5725-C46): L-TBRN-8AFTA6

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***

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 (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

### ***Other terms***

#### ***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>

#### ***Usage restriction***

Yes. Usage is limited to the quantity of Value Units, network nodes, and client devices that you have licensed.

#### ***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>

***System i Software Maintenance applies***

No

***Variable charges apply***

No

***Educational allowance available***

Education allowance does not apply.

Education software allowance does not apply.

Special education prices are available for qualified customers through Passport Advantage.

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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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For additional information and current prices, contact your local IBM representative.

### **Passport Advantage**

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

<https://www-304.ibm.com/partnerworld/wps/servlet/ContentHandler/svp>

### **Business Partner information**

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for Resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller/emea/channelannouncement>

For all local charges, contact your IBM representative.

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## Announcement countries

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All European, Middle Eastern, and African countries except Iran, Sudan, and Syria..

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

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## Corrections

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### **(Corrected on February 15, 2011)**

Updated information in the Ordering information and Prices sections.