



Cisco Info Center 7.3 Documentation Guide and Supplemental License Agreement

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This document contains the End User Supplemental License Agreement for Cisco Systems Network Management software and provides links to the Cisco Info Center 7.3 documentation.

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Product Documentation Set

The following sections indicate the URLs for the Cisco Info Center 7.3 documentation.

Documentation Guide and Supplemental License Agreement

Cisco Info Center 7.3 Documentation Guide and Supplemental License Agreement

http://www.cisco.com/en/US/products/sw/netmgts/ps996/products_documentation_roadmaps_list.html

Cisco Info Center 7.3 Release Notes

Release Notes for Cisco Info Center, 7.3

http://www.cisco.com/en/US/products/sw/netmgts/ps996/prod_release_notes_list.html

Tivoli NetCool/OMNIBus Documentation Index Page

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp?toc=/com.ibm.netcool_OMNIBus.doc/toc.xml

Tivoli Netcool/OMNIBus Object Server 7.3 Documentation

- *IBM Tivoli Netcool/OMNIBus Quick Start Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omnibus73_qsq.pdf
- *Tivoli Netcool/OMNIBus 7.3 Administration Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_pdf_adm_master_73.pdf

- *Tivoli Netcool/OMNIBus 7.3 Installation and Deployment Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_pdf_ins_master_73.pdf
- *Tivoli Netcool/OMNIBus Web GUI Administration and User's Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/web_pdf_adm_master_73.pdf
- *Tivoli Netcool/OMNIBus 7.3 Probe and Gateway Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_pdf_pr gw_master_73.pdf
- *Tivoli Netcool/OMNIBus 7.3 Release Notes*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_pdf_rn_master_73.pdf
- *Tivoli Netcool/OMNIBus 7.3 User's Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_pdf_usr_master_73.pdf
- *IBM Tivoli Monitoring for Tivoli Netcool/OMNIBus Agent User's Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_itmagent_73.pdf
- *Tivoli Netcool/OMNIBus 7.3 Event Integration Facility Reference*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNIBus.doc_7.3.0/omn_pdf_eif_master_73.pdf

Netcool Webtop Server 2.2 Documentation

- *Tivoli Netcool/Webtop Version 2.2 Quickstart Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_webtop.doc_2.2.0/C1GU2ML.pdf
- *Tivoli Netcool /Webtop 2.2 Release Notes*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_webtop.doc_2.2.0/web_pdf_rn_master_22.pdf
- *Tivoli Netcool/Webtop 2.2 Installation and Deployment Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_webtop.doc_2.2.0/web_pdf_ins_master_22.pdf

- *Tivoli Netcool/Webtop 2.2 Administration Guide*

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_webtop.doc_2.2.0/web_pdf_adm_master_22.pdf

IBM Tivoli Business Service Manager (TBSM) Documentation

To view the IBM TBSM documentation, go to the following location:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp?topic=/com.ibm.tivoli.itbsm.doc_4.2/welcome.htm

Tivoli Network Manager IP Edition 3.8 Documentation

Network Manager IP Edition allows you to discover, visualize, and monitor your network. The auto-discovery capabilities of Network Manager IP Edition include a wide range of devices and protocols, and both physical and logical containment. Topology-based root cause analysis allows network operators to focus on the real problems rather than responding to symptomatic events. Network Manager IP Edition also uses the event management capabilities of Tivoli Netcool/OMNIBus to present an integrated view of network topology and events.

For information on this product, see:

- *Tivoli Network Manager IP Edition Version 3.8 Quick Start Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/C1P12ML.pdf
- *Tivoli Network Manager IP Edition 3.8 Product Overview*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_ovr_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Release Notes*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_rn_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Installation and Configuration Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_ins_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.0 Network Polling Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_poll_pdf_38.pdf

- *Tivoli Network Manager IP Edition 3.8 Topology Visualization Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_vis_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Topology Database Reference*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_tpdb_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Network Problem Resolution Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_ops_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Management Database Reference*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_ref_dbpdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Language Reference*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_ref_langrefpdf_38.pdf
- *IBM Tivoli Monitoring for Tivoli Network Manager IP Edition User's Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/om_net_agent_knp_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Administration Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_adm_pdf_38.pdf
- *Tivoli Network Manager IP Edition 3.8 Discovery Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.networkmanagerip.doc_3.8/nmip_dsc_pdf_38.pdf

Tivoli Network Manager Transmission Edition 5.6 Documentation

The Tivoli Network Manager Transmission Edition product discovers telecommunications networks on multiple technologies and provides a complete, up-to-date inventory of network assets. It integrates complete inventory, facility, and connection data with Tivoli Netcool/OMNIBus alerts so that operators can locate, diagnose, and solve network problems more easily.

For information on this product, see:

- *Tivoli Network Manager Transmission Edition 5.6 Release Notes*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itnetmant.doc_5.6/ptn_relnotesbookmapxhtml.pdf
- *Tivoli Network Manager Transmission Edition 5.6 Administration Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itnetmant.doc_5.6/ptn_admingdbbookmapxhtml.pdf
- *Tivoli Network Manager Transmission Edition 5.6 Topology Database Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itnetmantip.doc_3.7/7961/NMIP_database.pdf
- *Tivoli Network Manager Transmission Edition 5.6 Topology Visualization Guide*
http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itnetmantip.doc_3.7/7962/NMIP_visualization.pdf

Tivoli Netcool/Reporter 2.2 Documentation

Netcool Reporter is a real-time, web-based, client-server application that provides accurate reporting on a database data repository. Netcool Reporter includes a set of predefined reports for Object Server data. Netcool Reporter can also generate reports from data sources populated by gateways supplied with other Netcool products.

For information on this product, see:

- *Tivoli Netcool/Reporter 2.2 Quick Start Guide*

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_reporter.doc_2.2/C174PEN.pdf

- Release Notes

See the list of Release Notes on the IBM documentation start page.

- *Tivoli Netcool/Reporter 2.2 User Guide*

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_reporter.doc_2.2/re22ug.pdf

- *Tivoli Netcool/Reporter 2.2 Administration Guide*

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_reporter.doc_2.2/re22ag.pdf

Tivoli Netcool Impact 5.1 Documentation

Tivoli Netcool/Impact streamlines event and alert management, business service management, and incident and problem management processes, improving time to resolution.

For information on this product, see the Tivoli Netcool Impact documentation page at this URL:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcoolimpact.doc/welcome.htm>

IBM Tivoli Monitoring Documentation

SSM/ASM 4.0 has been integrated into ITM (IBM Tivoli Monitoring).

Netcool/SSM provides real-time monitoring for systems, applications, and networks. It is a key technology in maintaining overall performance and availability of business and application services. Netcool/SSM is based on the Simple Network Management Protocol (SNMP) and implements the MIB-II, RMON and RMON2 network monitoring standards.

For information on this product, see:

http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/index.jsp?topic=/com.ibm.netcool_ssm.doc/welcome.htm

IBM Tivoli Composite Application Manager Documentation

Netcool Tivoli Composite Application Manager (ITCAM), formerly known as Netcool Internet Service Manager (Netcool/ISM), is a set of software components designed to monitor the availability, response time, and performance of Internet services such as Web sites, Web-based e-commerce applications, electronic mail, as well as the underlying services, such as DNS, LDAP, and SMTP, that those Internet services rely on.

ITCAM works by emulating the actions of a real user. For example, the HTTP monitor tries to access particular Web pages, then measures how well the HTTP service performed. The data recorded by the monitor provides immediate indication of the status of the HTTP service to the service operators, and can also be used later to provide graphical reports on service performance.

For information on ITCAM, see the following URL:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp?topic=/com.ibm.itcamISM.doc/welcome.htm>

Gateway Support Documentation

Specific gateway support documents are available at this URL:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp>

In the Contents frame at the left of the Tivoli Netcool/OMNibus documentation page, click **Network Availability Management**, then click **Tivoli Netcool/Omnibus** and then click **Tivoli Netcool/Omnibus Gateways**. Then, from the directory tree, select a gateway.

For general information on Tivoli Netcool/Omnibus gateways, including bidirectional gateways, see the following URL:

- *Netcool/Omnibus Probe and Gateway Guide*

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNibus.doc/omn_pdf_prgw_master_721.pdf

Probe Support Documentation

In addition to operating with probes that are co-developed by Cisco and IBM, Cisco Info Center 7.3 operates with probes for a wide variety of equipment made by other manufacturers. For a complete list of all the available probes, go to this URL:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp>

Click **Network Availability Management** in the navigation pane at the left of the screen. Then click **IBM Tivoli Netcool/Omnibus > Tivoli Netcool/Omnibus probes and TSMs**. Then, from the directory tree, select the plus sign (+) next to a vendor name, for example, **Cisco**, to see a list of probe documents for that vendor's products.

For general information on Netcool Omnibus probes, see the following URL:

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_OMNibus.doc/omn_pdf_prgw_master_721.pdf

Netcool/Common License Server Documentation Page

The Tivoli Netcool/Common License Server Documentation page provides links to licensing documentation, including the *Netcool/Common License Server Administration Guide*:

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.netcool_lic.doc/nl10b31ag/nl10b31ag.pdf

CISCO SYSTEMS—SUPPLEMENTAL LICENSE AGREEMENT FOR CISCO SYSTEMS NETWORK MANAGEMENT SOFTWARE: CISCO INFO CENTER

IMPORTANT READ CAREFULLY: This Supplemental License Agreement (“SLA”) contains additional limitations on the license to the Software provided to Customer under the End User License Agreement between Customer and Cisco. Capitalized terms used in this SLA and not otherwise defined herein shall have the meanings assigned to them in the End User License Agreement. To the extent that there is a conflict among any of these terms and conditions applicable to the Software, the terms and conditions in this SLA shall take precedence.

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Customers may request license keys for the Cisco Info Center components they have purchased by sending an email to cickeys@us.ibm.com. The email should include the Cisco Info Center components for which license keys are required and the relevant Cisco Sales Order Number for each of the Cisco Info Center components.

Components of this Software are provided to Customer solely to be used with this Software.

Reproduction and Distribution

Customer may not reproduce nor distribute software.

DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS

Please refer to the Cisco Systems, Inc. End User License Agreement.

License Terminology and Packaging

Cisco Info Center Terminology

This section describes terms used in determining licensing requirements for Cisco Info Center.

Asset

Tangible resource or item of value that is managed, including production equipment, facilities, transportation, IT hardware and software.

Application Instance

A license entitlement is required for each instance (Install) of an application connected to the Program.

Client Device or Client

Client Device is a unit of measure by which the program can be licensed. A Client Device is a computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from 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 generally has some processing capability or is programmable to allow a user to do work. Examples include, but are not limited to appliances, automated

teller machines, cash registers, disk drive, desktop computers, kiosks, notebook computers, personal digital assistant, point-of-sale terminals, tape drive, and technical workstations. Licensee must obtain entitlements for every Client Device which runs, which uses services provided by, is managed by, or otherwise accesses the Program and every other computer or server where the Program is installed.

Concurrent User

Concurrent User is a unit of measure by which the Program can be licensed. A Concurrent User is a person who is accessing the Program at any particular point in time. Regardless of whether the person is simultaneously accessing the Program multiple times, the person counts only as a single Concurrent User. The Program may be installed on any number of computers or servers, but Licensee must obtain entitlements for the maximum number of Concurrent Users simultaneously accessing the Program. Licensee must obtain an entitlement for each simultaneous Concurrent User accessing the Program in any manner directly or indirectly (for example: via a multiplexing program, device, or application server) through any means

Concurrent User (Limited User)

A concurrent user limited to read-only operation.

Enterprise

Any legal entity (such as a corporation) and the subsidiaries it owns by more than 50 percent.

Install

Install is a unit of measure by which the Program can be licensed. An Install is an installed copy or instance of the Program on a physical or virtual disk made available to be executed on a computer. Licensee must obtain an entitlement for each Install of the Program.

Network Node or Node

Network nodes include routers, switches, hubs, and bridges that contain a network management agent. A single network node may contain any number of interfaces or ports.

Network Security Device

Network security device is any network-based security appliance or server running network security software that provides a source of security events or logs. Examples include, but are not limited to firewalls, application firewalls, intrusion detection systems, intrusion protection systems, virtual private networks (VPNs), threat protection products (antivirus gateways), content filtering (Web, e-mail), identity and access management, directory servers, network anomaly behavior products, and multifunction security appliances.

Port

A port is the physical connection between a device and the network.

Processor Value Unit

The Processor Value Unit (PVU) is a unit of measure by which the Program can be licensed. Proofs of Entitlement for PVUs are based on processor technology (defined within the PVU Table by Processor Vendor, Brand, Type and Model Number at:

http://www.ibm.com/software/lotus/passportadvantage/pvu_licensing_for_customers.html

A processor, for the purpose of PVU-based licensing, is defined to be each processor core on a chip. The licensee must obtain entitlements sufficient to cover every activated processor core in the environment which is made available to the Program.

The physical hardware environment includes all processor cores:

1. That are activated (available for use) when the server is shipped by the manufacturer or

2. That is activated subsequently through activation codes purchased from the server manufacturer by the customer; in each case, regardless of whether the capacity of the processor cores can be or is limited through virtualization technologies, operating system commands, BIOS settings, or similar restrictions.

Resource Value Unit

Resource Value Unit (RVU) is a unit of measure by which the Program can be licensed. RVU Proofs of Entitlement are based on the number of units of a specific resource used or 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 table(s) below. 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. The RVU tables are shown for each applicable product example below.

Value Units

A Value Unit (VU) is a unit of measure by which the Program can be licensed. Value Unit entitlements are based on the quantity of a specific designated measurement, for example MSUs, Users, Engines, Tape Drives, etc., for the given software. Licensee must obtain sufficient entitlements for the number of Value Units required for Licensee's environment as specified in the specific Program terms. The Value Unit entitlements are specific to the Program and may not be exchanged, interchanged, or aggregated with other Value Unit entitlements of another program.

Server

Server is a unit of measure by which the Program can be licensed. A Server is a physical computer that is comprised of processing units, memory, and input/output capabilities and that executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being deployed, each separable physical device (e.g., a blade or a rack-mounted device) that has the required components is considered itself a separate Server. For the purpose of Server-based licensing, Licensee must obtain entitlements for each Server which is made available to the Program, regardless of the number of processor cores and/or partitions in the Server or the number of copies of the Program on the Server.

Standby or Backup Systems

For programs running or resident on backup machines, three types of situations are defined: 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. In 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 entitlement(s) for this copy and there will generally be an additional charge.

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

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

Cisco Info Center Omnibus and Network Manager

Cisco Info Center OMNIbus is priced using the following chargeable components and metrics:

- **Base per Install**—Each application instance of an ObjectServer is considered a single installation.
- **Resource Value Unit (RVU) per Tier**—RVU is a unit of measure based on the number of units of a specific resource used or managed. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment as specified in the table below. RVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program. The unit of measure for this program is per tier described below:
 - **Event Device Tier**—A Device in the context of the Event Device Tier is an element that has the capability to initiate a notification or respond to a request for notification. Examples include, but are not limited to, servers, routers, and switches.
 - **Event Basic Device Tier**—A Basic Device in the context of the Event Basic Device Tier is an infrastructure sensor or network Subscriber Unit that has the capability to initiate a notification or respond to a request for notification. Examples include, but are not limited to, point-of-sale terminals, printers, VoIP telephones, DSLAMs, cable modems, and plant equipped with sensors for event notification.
 - **Event EMS Tier**—An Element Management System (EMS) in the context of the Event EMS Tier is an instance of an or application managed using generic technologies excluding applications used solely for consolidation of multiple data sources (for example, trap consolidation) where device pricing is to be applied. Examples include third-party and vendor element management systems, Oracle, mainframe systems per 400 MSUs, and Cisco Info Center Monitoring only for the forwarding of situation events relating to performance data.
 - **Event Q3 EMS Tier**—A Q3 EMS in the context of the Event Q3 EMS Tier is an instance of an Element Management System interfaced to via the Q3 protocol.

To determine the number of RVUs applicable to licensee use of the program, the licensee must multiply the number of managed entities in a tier by the applicable RVU Factors as follows:

A different RVU Factor applies to different number ranges of the managed entities. Apply an RVU Factor of:

- 1.0 to the range from 1 to 100
- 0.9 to the range from 101 to 250
- 0.8 to the range from 251 to 500
- 0.6 to the range from 501 to 750
- 0.5 to the range from 751 to 1,250
- 0.4 to the range from 1,251 to 2,000
- 0.3 to the range above 2,000

Pricing Example

A customer installs two instances of the Cisco Info Center OMNibus ObjectServer, and is managing 300 point-of-sale terminals and three EMSs.

The customer requires the following:

- Quantity of 2 Cisco Info Center Base Install (1 for each instance installed)
- Quantity of 3 Cisco Info Center Event EMS Tier (3 instances multiplied by factor of 1.0)
- Quantity of 275 Cisco Info Center Basic Device Tier (100 multiplied by factor of 1.0, added to 150 multiplied by a factor of 0.9, added to 50 multiplied by a factor of 0.8)

Cisco Info Center Omnibus and Network Manager is priced using the following chargeable components and metrics:

- Base per install - Each application instance of an ObjectServer is considered a single installation.
- Resource Value Unit (RVU) per tier - RVU is a unit of measure based on the number of units of a specific resource used or managed. Licensee must obtain sufficient entitlements for the number of RVUs required for licensee's environment as specified in the table below. RVU entitlements are specific to the program and may not be exchanged, interchanged, or aggregated with RVU entitlements of another program. The unit of measure for this program is per tier described below:
- Event Device Tier

- Event Basic Device Tier
- Event EMS Tier
- Event Q3 EMS Tier
- Network Device Tier
- Network Basic Device Tier
- Entry Tier

These tiers have the following characteristics:

- **Event Device Tier or Network Device Tier**—A Device in the context of the Event Device Tier or Network Device Tier is an element that has the capability to initiate a notification or respond to a request for notification. Examples include, but are not limited to, servers, routers, and switches.
- **Event Basic Device Tier or Network Basic Device Tier**—A Basic Device in the context of the Event Basic Device Tier or Network Basic Device Tier is an infrastructure sensor or network Subscriber Unit that has the capability to initiate a notification or respond to a request for notification. Examples include, but are not limited to, point-of-sale terminals, printers, VoIP telephones, dslams, cable modems, and plant equipped with sensors for event notification.
- **Event EMS Tier**—An EMS in the context of the Event EMS Tier is an instance of an Element Management System or application managed using generic technologies excluding applications used solely for consolidation of multiple data sources (for example, trap consolidation) where Device pricing is to be applied. Examples include third-party and vendor element management systems, Oracle, mainframe systems per 400 MSUs, and Cisco Info Center Monitoring only for the forwarding of situation events relating to performance data.
- **Event Q3 EMS Tier**—A Q3 EMS in the context of the Event Q3 EMS Tier is an instance of an Element Management System interfaced to via the Q3 protocol.
- **Entry Tier**—The Entry Tier provides Event and Network Management for a device.

The licensee may purchase RVUs to entitle management of a maximum of 1,000 devices at the Entry Tier.

To determine the number of RVUs applicable to licensee use of the program, the licensee must multiply the number of managed entities in a tier by the applicable RVU Factors as follows.

A different RVU Factor applies to different number ranges of the managed entities. Apply an RVU Factor of:

- 1.0 to the range from 1 to 100
- 0.9 to the range from 101 to 250
- 0.8 to the range from 251 to 500
- 0.6 to the range from 501 to 750
- 0.5 to the range from 751 to 1,250
- 0.4 to the range from 1251 to 2,000
- 0.3 to the range above 2,000

The following are not priced and unlimited instances of these are included in each Cisco Info Center entitlement.

- Object Server to Object Server Gateways
- Probe Consolidation Server
- OMNIBus Administrator GUI
- OMNIBus Process Agent
- Integration to Tivoli Service Request Manager
- Integration to the Tivoli Data Warehouse
- OMNIBus utility functions

VUE 002 Tables

The following Value Unit Exhibit (VUE) Tables apply to the Impact, Service Quality Manager, Reporter, Business Service Manager and Webtop products that are described later in this document.

VUE Tables A and B

Table A

From Quantity	To Quantity	Factor
0	10	1.00
11	250	0.85
251	750	0.70
751	1250	0.55
1251	or more	0.40

Table B

From Quantity	To Quantity	Factor
0	10	1.00
11	100	0.90
101	250	0.80
251	500	0.65
501	or more	0.45

VUE Table C

From Quantity	To Quantity	Factor
0	2	1
3	5	.9
6	10	.8
11	20	.7
21		.6

Table D		
From Quantity	To Quantity	Factor
0	2,000	1.00
2,001	10,000	0.70
10,001	20,000	0.50
20,001	40,000	0.40
40,001	60,000	0.25
60,001	80,000	0.15
80,001	120,000	0.10
120,001	160,000	0.05
160,001	or more	0.02

Table E

From Quantity	To Quantity	Factor
0	5 Million	.004500
5 Million	10 Million	.001000
10 Million	50 Million	.000600
50 Million	100 Million	.000575
100 Million	175 Million	.000550
175 Million	300 Million	.000525
300 Million	500 Million	.000500
500 Million	Or More	.000425

Table F

From Quantity	To Quantity	Factor
1	60,000	0.050
60,001	300,000	0.045
300,001	600,000	0.040
600,001	1,200,000	0.035
1,200,001	1,800,000	0.030
1,800,000	2,400,000	0.025
2,400,001	3,600,000	0.020
3,600,000	And more	0.015

Cisco Info Center Impact

Cisco Info Center Impact is priced per install; each Impact application instance is considered a single install of Impact. It is also priced by tier by the amount of each type of technology that each Impact install (application instances) uses. The number of RVUs required per tier is defined below. Volume scaling is applied to each tier as indicated below per VUE, and as indicated in VUE 002 Table C.

Tier 1 (VUE C) Impact

This is counted by the number of Impact installs (application instances) any of each of the following technologies is used with:

- DB2®
- Informix™
- Microsoft SQL server
- ODBC
- Oracle
- PostgresSQL
- Sybase
- MySQL
- Flat files
- XML destinations
- LDAP
- TCP/IP Socket

Tier 1 (VUE C) Third Party Impact

This is counted by the number of Impact installs (application instances) any of each of the following technologies is used with:

- SNMP

Tier 2 (VUE C) Impact

This is counted by the number of Impact installs (application instances) any of each of the following technologies is used with:

- Alcatel 5620
- Cramer Dimension
- Smallworld

Tier 3 (VUE C) Impact

This is counted by the number of Impact installs (application instances) any of each of the following technologies is used with:

- Vitria
- JMS

Tier 3 (VUE C) Third Party Impact

This is counted by the number of Impact installs (application instances) any of each of the following technologies is used with:

- Tibco
- Web Services

Pricing Examples

Example 1a

ABC Consumer Goods deploys Cisco Info Center Impact over two application instances across four processor cores (multiprocessor core capable) on two servers and each appliance instance interfaces to Oracle, LDAP, and DB2 databases.

Calculation: two Impact application instances connecting to three Tier 1 databases each = six DSA Tier 1 connections.

Example 1b

ABC Consumer Goods deploys Impact over three application instances across six processor cores (multiprocessor core capable) on three servers and each application instance interfaces to Oracle databases, LDAP systems, TCP/IP Sockets, and XML.

Calculation: 3 Impact application instances interfacing to 4 Tier 1 databases each
= 12 DSA Tier 1 connections.

Cisco Info Center Service Quality Management Center

Service Quality Management Center is a bundle of three components: Business Service Manager, Service Quality Manager, and Customer Experience Manager. The bundle is priced by the following chargeable components and metrics.

All Components

All components require the following metric:

- **Base per Install**—Per physical site, production, hot standby, non-production are each considered a single install. The number of bases per install components required are the same, regardless of how many components of the bundle are being licensed.

Service Quality Manager

Service Quality Manager requires:

- **Data Source Tier 1 per Connection**—Per data source type (for example, PM data, CDR data, Probe data)
- **Subscribers Tier 2 per Resource Value Unit**—The license for a SQM Service Solutions is derived from counting the total number of subscribers in the network and using the VUE 002 Table E above to determine the appropriate resource Value Units required.

Netcool Customer Experience Manager

Netcool Customer Experience Manager requires:

- **Data Source Tier 1 per Connection**—Per data source type (for example, PM data CDR data, Probe data).
- **Subscribers Tier 2 per Resource Value Unit**—The license for a CEM Service Solution is derived from counting the total number of subscribers in the network and using VUE 002 Table E above to determine the appropriate resource Value Units required.

Business Service Manager

Business Service Manager requires:

- **Tier 1 Devices per Resource Value Unit**—The following probes or devices are considered Tier 1. The number of Resource Value Units required is based on VUE002 Table B.

This is counted by the number of end devices monitored via:

- SNMP traps
- Syslog messages
- Syslogd messages
- BMC Patrol per processor
- TL1
- Ping
- ISS SiteProtector

And the number of:

- Oracle Tables monitored
- HTTPD Common Log Format monitored
- HTTPD Server Error Log monitored
- Windows log files monitored
- Cisco PIX monitored
- Cisco SDEE monitored
- Checkpoint Firewall-1 monitored

- Cisco ACS monitored (each instance of Cisco ACS counts as 20 RVUs)
- IBM Tivoli Monitoring managed processor monitored
- IBM Tivoli Enterprise Console managed processor monitored (where these are not consolidated via a TEC server)
- **Tier 2 Devices per Resource Value Unit**—The following probes or devices are considered Tier 2. The number of Resource Value Units required is based on VUE 002 Table B.

This is counted by the number of managed devices from the following list:

- Pulsepoint
- RADIUS
- Siemens DCO
- Ericsson AXE 10 per Class 5 Voice Switch
- Nortel DMS per Class 5 Voice Switch
- Alcatel DSC Dex per Class 5 Voice Switch
- Marconi System X per Class 5 Voice Switch
- Avaya Definity G3 per switch
- Lucent ECP
- Lucent 5ESS - Class 5 Voice Switch
- Ericsson ACP 1000
- Arcom Environmental Monitoring System
- Comverse
- Nortel DMS 10
- Nortel Meridian
- Alcatel MT20
- N.E.T. Promina
- Ericsson MD110
- Hewlett Packard OpenView NNM
- IBM NetView/6000
- DEC VAX Operator Communication Facility

- Oracle
- Enterprise SNMP EMS
- Polycenter Watchdog
- SUN Solstice Enterprise Manager
- Freshwater Sitescope
- SUN SunNet Manager
- Castlerock SNMPC
- Aprisma Spectrum
- Sun ManagementCenter
- Compaq Tandem
- CA Unicenter TNG
- Hewlett Packard Vantage Point Operations
- Microsoft Operations Manager (MOM)
- Microsoft System Center for Operations 2007 (SCOM 2007)
- CFS Building Management
- CMS400
- FDF Server - Single Connection
- N.E.T. IDNX
- Hewlett Packard IT/Operations Center
- Siemens Landis and Staefa
- Open NerveCenter
- N.E.T. Open/5000
- Netlabs (DiMONS 2G)
- Nortel Multi-service Data Manager
- And by the number of:
 - E-mail systems
 - Sockets
 - Executable programs
 - FIFQueues

- Stdin feeds
- Log files monitored
- RoboMon Element Manager
- TEC [AIX|HP|Solaris] Oracle
- Tivoli Enterprise Console (TEC ODBC)

This is also counted by the number of databases managed using ODBC or Informix, which is counted by the number of connections to the managed devices in the following list:

- Nokia NMS100
- Nortel BSSM
- Nortel TN-MS EC1 Element Controller for TN-1X
- Nortel SB OSSI
- Nortel Universal Signalling Point (USP)
- Nortel BB STP
- Octel Voice Message Switch
- Okeford
- Telco Research ORBi-TEL
- Oryx EMS for Exel Switches
- Ascom PANMAN
- Dantel PointMaster
- Ion Networks Sentinel 2000
- Servelec
- Marconi ServiceOn Access
- Siemens EWSD Logfile
- SNM-OS probe
- Siemens TNMS (SNMP)
- Siemens HMS (rs232)
- Airspan Sitespan
- ECI/Telematics

- Ascom TimePlex TimeView/2000
- Ericsson Xmate
- PDS Snyder
- SNMP Telecom EMS
- Huawei T2000 MML
- Lucent ITM-SC
- Alcatel S12
- Nortel EV-DO
- NORTEL IEMS
- Motorola OMC-R (Iden)
- ADAM NOMS
- Lucent Agile ATM
- Alcatel 1000 E10/OCB-283
- Alcatel OMC-R (Terminal Server Connection)
- Alcatel OMC-S
- Telstra AMS
- Cisco CEMF
- Ascom CLOG
- DAWCOM
- Nortel Digital Fault Management (DFMS)
- Tekelec Eagle STP
- ECI/eNM
- Nortel EIF
- Marconi EMOS
- Fujitsu FENS
- FLEXR
- Inet Geoprobe
- Glenayre VMS
- Hughes

- KBU Fivemere
- Fibermux LightWatch
- Lucent ITM-NM/OMS
- ADC Metrica NPR
- NewNet SMS
- NICAD
- Tellabs 2100
- Alcatel NMC 1300
- Tandem SCP
- Lucent OTAF/SDHLR
- Telcordia ISCP-DRS-SPACE
- Alcatel AWS
- Lucent NFM
- Fujitsu Netsmart
- Lucent Wireless ASCII
- Telcordia Wireless ASCII
- Tekelec LSMS
- Prognosis
- Nortel MG9000
- Nortel PTM
- Marconi ServiceOn Data
- Ericsson BNSI
- Siemens TNMS (CORBA)
- Motorola OMC-R (3GPP)
- Huawei T2000 CORBA
- Huawei N2000 CORBA
- Cisco CTM (CORBA)
- NEC Director (CORBA)
- ECI Lightsoft CORBA

- Fujitsu ICS Probe
- Lucent Wavestar SNMS
- Marconi MV38/PSB MNR
- Lucent OMC (CORBA)
- Ciena On Center
- Lucent JMTE (CORBA)
- Alcatel OS-OS
- Nokia Netact/NMS2000
- Nokia NetAct for Broadband
- Nortel EAI
- Nortel Magellan NMS
- Tellabs 8000/8100
- Alcatel 5620 SAM
- Marconi MV36/PFM
- Nortel MDM
- Alcatel 5620 Logfile
- Nortel Preside Wireless (3GPP)
- Nortel CDMA Element Management System (CEMS)
- Nortel CDMA Element Manager (CNM)
- Ericsson 3GPP (OSS-RC/RANOS/CNOS)
- Nokia NetAct for Wireless (3GPP)
- Alcatel OMC-R (3GPP)
- Siemens Switch/Radio/@vantage Commander (CORBA)
- Alcatel 5620 NM CORBA
- Ericsson RANOS (3GPP)
- Nortel OMC-R (Q3)
- Alcatel OMC-R (Q3 Interface)
- Alcatel SMC 1360
- Motorola OMC-R (Q3 Interface)

- Siemens RadioCommander (Q3 Interface)
- Siemens SwitchCommander (Q3 interface)

Pricing Example

A service provider deploys Service Quality Management Center at its country site. The customer only wants to deploy the Service Quality Manager (TNSQM) component of the solution in its environment to manage two services (for example VoIP and IPTV). The customer uses several servers at its country site and has seven million subscribers for both services. The services they want to manage require a total of five data source types.

Chargeable Component Metric	Quantity in Customer Environment	Installs Required, quantity of part numbers to order	Connections Required, quantity of part numbers to order	Net Resource Value Units Required, quantity of part numbers to order
Install	1	1		
TNSQM Data Sources	5		5	
TNSQM Subscribers	14M*			29,900*



Note

14 million subscribers of SQM (7 million subscribers x 2 services) require 29,900 resource Value Units per VUE002 Table E. The quantity to order of SQM Tier 2 is 29,900. The first 5 million subscribers require a factor of .0045, the next 5 million require a factor of .001 and the remaining 4 million require .0006.

In a future period, the service provider expands its network to nine million users and wants to deploy Customer Experience Manager (TNCM) in its environment. The service provider will need to entitle all nine million subscribers for the Customer Experience Manager component. However, the service provider is already entitled to the install for the entire solution. In addition, the service provider has entitlement for seven million subscribers for Service Quality Manager for two services (VoIP and IPTV.) For the additional 4 million subscribers (2 million x 2 services) of Service Quality Manager, the service provider will use the .0006 factor in VUE 002 Table E.

Chargeable Component Metric	Additional Quantity in Customer Environment	Installs Required, quantity of part numbers to order	Connections Required, quantity of part numbers to order	Net Resource Value Units Required, quantity of part numbers to order
TNSQM Subscribers	4M			2,400*
TNCEM Data Sources	5		5	
TNCEM Subscribers	18M**			32,300**

**Note**

The 2 million additional SQM subscribers entitled to the 2 services require 4 million additional subscriber licenses at .0006 factor per VUE002 Table E or 2,400 Resource Value Units. The service provider is now entitled to nine million subscribers of the Service Quality Manager component for two services.

**Note**

The 9 million SQM subscribers for two new services require 32,300 Resource Value Units per VUE002 Table E. The quantity to order of SQM Tier 2 is 32,300. The first 5 million subscribers require a factor of .0045, the next 5 million require a factor of .001 and the remaining 8 million require .0006. In another future period, the service provider wants to deploy the Business Service Manager (BSM) component. For BSM, the service provider's network consists of 3,000 Tier 1 devices and 20 Tier 2 devices as outlined in the metric descriptions above. The service provider is already entitled to the install metric from their original purchase of the solution.

To deploy BSM, the service provider will need to entitle their 3,000 Tier 1 devices and their 20 Tier 2 devices, as shown in the following table.

Chargeable Component Metric	Additional Quantity in Customer Environment	Installs Required, quantity of part numbers to order	Connections Required, quantity of part numbers to order	Net Resource Value Units Required, quantity of part numbers to order
TNBSM Tier 1 Devices	3,000			1,499*
TNBSM Tier 2 Devices	20			19**



Note

Using VUE 002 Table B, the service provider requires 1,499 RVUs to entitle their 3,000 Tier 1 devices. The quantity to order is 1,499 Resource Value Units. The first 10 are at a factor of 1.0, the next 90 at a factor of .9, the next 150 at a factor of .8, the next 250 at a factor of .65, and the final 2,500 at a factor of 45.



Note

Using VUE 002 Table B, the service provider requires 19 Resource Value Units to entitle their 20 Tier 2 devices. The quantity to order is 19 Resource Value Units. The first 10 at a factor of 1.0 and the next 10 at a factor of .9.

Netcool/Reporter

Reporter is priced per install and per RVU. Each physical site per environment (production, hot standby, non-production) is considered a single install of Netcool/Reporter. RVU is defined below. Volume scaling is applied to tiers as indicated per specific VUE as indicated in VUE 002 Table C above.

- **Tier 1 (VUE C) Reporter**—Counted by the number of concurrent users.

Business Services Manager

Business Service Manager is priced per install and per tier RVU (Resource Value Unit). Each physical site is considered a single install of Business Services Manager.

Base per Install per physical site, production, hot standby, and non-production are each considered a single install. The number of base per install components required are the same regardless of how many components of the bundle are being licensed.

RVU per Tier is described below. Volume scaling is applied to tiers as indicated below per specific VUE.

- **Tier 1 Devices per Resource Value Unit**—The following probes or devices are considered Tier 1. The number of Resource Value Units required is based on VUE 002 Table B above. This is counted by the number of end devices monitored via:

- SNMP traps
- Syslog messages
- Syslogd messages
- BMC Patrol per processor
- TL1
- Ping
- ISS SiteProtector

And the number of:

- Oracle Tables monitored
- HTTPD Common Log Format monitored
- HTTPD Server Error Log monitored
- Windows log files monitored
- Cisco PIX monitored
- Cisco SDEE monitored
- Checkpoint Firewall-1 monitored
- Cisco ACS monitored (each instance of Cisco ACS counts as 20 RVUs)
- IBM Tivoli Monitoring managed processor monitored
- IBM Tivoli Enterprise Console managed processor monitored (where these are not consolidated via a TEC server)
- Devices integrated via the EIF Probe per managed processor monitored

- **Tier 2 Devices per Resource Value Unit**—The following probes or devices are considered Tier 2. The number of Resource Value Units required is based on VUE 002 Table B above.

This is counted by the number of managed devices from the following list:

- Pulsepoint
- RADIUS
- Siemens DCO
- Ericsson AXE 10 per Class 5 Voice Switch
- Nortel DMS per Class 5 Voice Switch
- Alcatel DSC Dex per Class 5 Voice Switch
- Marconi System X per Class 5 Voice Switch
- Avaya Definity G3 per switch
- Lucent ECP
- Lucent 5ESS - Class 5 Voice Switch
- Ericsson ACP 1000
- Arcom Environmental Monitoring System
- Comverse
- Nortel DMS 10
- Nortel Meridian
- Alcatel MT20
- N.E.T. Promina
- Ericsson MD110
- Hewlett Packard OpenView NNM
- IBM NetView/6000
- DEC VAX Operator Communication Facility
- Oracle
- Enterprise SNMP EMS
- Polycenter Watchdog
- SUN Solstice Enterprise Manager

- Freshwater Sitescope
- SUN SunNet Manager
- Castlerock SNMPC
- Aprisma Spectrum
- Sun ManagementCenter
- Compaq Tandem
- CA Unicenter TNG
- Hewlett Packard Vantage Point Operations
- Microsoft Operations Manager (MOM)
- Microsoft System Center for Operations 2007 (SCOM 2007)
- CFS Building Management
- CMS400
- FDF Server - Single Connection
- N.E.T. IDNX
- Hewlett Packard IT/Operations Center
- Siemens Landis and Staefa
- Open NerveCenter
- N.E.T. Open/5000
- Netlabs (DiMONS 2G)
- Nortel Multi-service Data Manager

And by the number of:

- E-mail systems
- Sockets
- Executable programs
- FIFO queues
- Stdin feeds
- Log files monitored
- RoboMon Element Manager
- TEC [AIX|HP|Solaris] Oracle

- Tivoli Enterprise Console (TEC ODBC)

And by the number of databases managed using ODBC or Informix

This is counted by the number of connections to the managed devices in the following list:

- Nokia NMS100
- Nortel BSSM
- Nortel TN-MS EC1 Element Controller for TN-1X
- Nortel SB OSSI
- Nortel Universal Signalling Point (USP)
- Nortel BB STP
- Octel Voice Message Switch
- Okeford
- Telco Research ORBi-TEL
- Oryx EMS for Exel Switches
- Ascom PANMAN
- Dantel PointMaster
- Ion Networks Sentinel 2000
- Servelec
- Marconi ServiceOn Access
- Siemens EWSD Logfile
- SNM-OS probe
- Siemens TNMS (SNMP)
- Siemens HMS (rs232)
- Airspan Sitespan
- ECI/Telematics
- Ascom TimePlex TimeView/2000
- Ericsson Xmate
- PDS Snyder
- SNMP Telecom EMS

- Huawei T2000 MML
- Lucent ITM-SC
- Alcatel S12
- Nortel EV-DO
- NORTEL IEMS
- Motorola OMC-R (Iden)
- ADAM NOMS
- Lucent Agile ATM
- Alcatel 1000 E10/OCB-283
- Alcatel OMC-R (Terminal Server Connection)
- Alcatel OMC-S
- Telstra AMS
- Cisco CEMF
- Ascom CLOG
- DAWCOM
- Nortel Digital Fault Management (DFMS)
- Tekelec Eagle STP
- ECI/eNM
- Nortel EIF
- Marconi EMOS
- Fujitsu FENS
- FLEXR
- Inet Geoprobe
- Glenayre VMS
- Hughes
- KBU Fivemere
- Fibermux LightWatch
- Lucent ITM-NM/OMS
- ADC Metrica NPR

- NewNet SMS
- NICAD
- Tellabs 2100
- Alcatel NMC 1300
- Tandem SCP
- Lucent OTAF/SDHLR
- Telcordia ISCP-DRS-SPACE
- Alcatel AWS
- Lucent NFM
- Fujitsu Netsmart
- Lucent Wireless ASCII
- Telcordia Wireless ASCII
- Tekelec LSMS
- Prognosis
- Nortel MG9000
- Nortel PTM
- Marconi ServiceOn Data
- Ericsson BNSI
- Siemens TNMS (CORBA)
- Motorola OMC-R (3GPP)
- Huawei T2000 CORBA
- Huawei N2000 CORBA
- Cisco CTM (CORBA)
- NEC Director (CORBA)
- ECI Lightsoft CORBA
- Fujitsu ICS Probe
- Lucent Wavestar SNMS
- Marconi MV38/PSB MNR
- Lucent OMC (CORBA)

- Ciena On Center
- Lucent JMTE (CORBA)
- Alcatel OS-OS
- Nokia Netact/NMS2000
- Nokia NetAct for Broadband
- Nortel EAI
- Nortel Magellan NMS
- Tellabs 8000/8100
- Alcatel 5620 SAM
- Marconi MV36/PFM
- Nortel MDM
- Alcatel 5620 Logfile
- Nortel Preside Wireless (3GPP)
- Nortel CDMA Element Management System (CEMS)
- Nortel CDMA Element Manager (CNM)
- Ericsson 3GPP (OSS-RC/RANOS/CNOS)
- Nokia NetAct for Wireless (3GPP)
- Alcatel OMC-R (3GPP)
- Siemens Switch/Radio/@vantage Commander (CORBA)
- Alcatel 5620 NM CORBA
- Ericsson RANOS (3GPP)
- Nortel OMC-R (Q3)
- Alcatel OMC-R (Q3 Interface)
- Alcatel SMC 1360
- Motorola OMC-R (Q3 Interface)
- Siemens RadioCommander (Q3 Interface)
- Siemens SwitchCommander (Q3 interface)

The customer's environment consists of 3,000 Tier 1 devices and 20 Tier 2 devices as outlined in the metric descriptions above. The customer will need to entitle their 3,000 Tier 1 devices and their 20 Tier 2 devices.

The following tables describe the metrics for Tier 1 devices and Tier 2 devices.

Chargeable Component metric	Quantity in Customer Environment	Net Resource Value Units required, quantity of part numbers to order
Tier 1 devices	3,000	1,499 *
Tier 2 devices	20	19 **

* Using VUE002 Table B, the customer requires 1,499 RVUs to entitle their 3,000 Tier 1 devices. The quantity to order is 1,499 Resource Value Units. The first 10 are at a factor of 1.0, the next 90 at a factor of .9, the next 150 at a factor of .8, the next 250 at a factor of .65, and the final 2,500 at a factor of .45.

** Using VUE002 Table B, the customer requires 19 Resource Value Units to entitle their 20 Tier 2 devices. The quantity to order is 19 Resource Value Units. The first 10 at a factor of 1.0 and the next 10 at a factor of .9.

Webtop

Webtop is priced per install, per concurrent user, and per limited use concurrent user (read-only). Each physical site per environment (production, hot standby, non-production) is considered a single install of Netcool/Webtop. Resource Value Unit (RVU) per tier is described below.

Volume scaling is applied to tiers per specific VUE, as indicated in VUE 002 Tables A and B above:

- Per Concurrent User (VUE Table B)—IBM Tivoli Netcool/Webtop.
- Per Limited Use Concurrent User (VUE Table A)— IBM Tivoli Netcool/Webtop.

Pricing Metric	Quantity in Customer Environment	Install Required	Net User Licenses Required
Webtop Install	2	1	
Concurrent User	20		19*
Limited Use Concurrent User	100		87*

Gateways

IBM Tivoli Netcool/OMNIBus Gateways is priced per connection (Tier 1) and application instance (Tier 2).

Tier 1 Gateways

This is counted by:

- The number of Oracle databases
- The number of SNMP forwarding devices or applications
- The number of sockets (software communication points) that connection is made to

Tier 1 Third-Party Gateways:

This is counted by the number of databases from the following list that connection is made to:

- Sybase
- ODBC (MySQL)
- DB2
- Informix
- MS SQL

Tier 2 Gateway

This is counted by the number of application systems from the following list that connection is made to:

- Siebel Call Center
- Metasolv TMS
- Clarify
- Vantive
- Peregrine Service Center
- Remedy ARS
- Siebel eCommunications
- Siebel Field Service Desk
- Hewlett Packard Service Desk
- Cramer

Distributed Pricing Examples (Processor Core and Processor Value Unit Based)

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

References to processor-based licensing do not represent the actual number of entitlements required. Entitlement requirements are Value Unit based. Processors referenced in these examples represent the designated measurement on which the required number of Value Unit entitlements will be calculated.

The number of Value Units required per processor core will depend on the processor type. For more information, refer to the Value Unit definition in the terminology definitions. References to all other non-processor-based metrics do represent the actual number of entitlements required, unless other designated measurements are referenced or unless otherwise specified.

The pricing example below should be used to determine required license entitlements for the following distributed products:

- Composite Application Manager for WebSphere and J2EE/IBM
- Composite Application Manager for SOA and SOA Platform*,
- Composite Application Manager for Transactions *
- Composite Application Manager for Applications

- Monitoring Express*
- Monitoring for Energy Management*
- Monitoring for Microsoft applications*

Products with an asterisk (*) indicator also have program-specific licensing terms, which are described later in this document. Consult the program-specific licensing terms to determine total licensing requirements for the applicable products.

Pricing Example

The following customer network (referred to as the core environment) applies to all of the examples to enable the reader to see where products tend to manage something less than the entire environment. The customer's overall core environment includes:

- Distributed servers
- 20 uniprocessor cores
- 65 2-way servers
- 12 4-way servers
- One 8-way server
- One 12-way server with two virtual or logical partitions
- One 14-way server
- One 16-way Sun Ultra server with two 8-way physical partitions (only one of which is managed by Tivoli applications)
- One 24-way server
- One z800 server with two uniprocessor IFLs running Linux (also known as "Linux on System z")

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

Systems Managed	Quantity in Customer Environment	Processor cores to be Licensed
Uniprocessor core	20	20
2-way	65	130
4-way	12	48
8-way	1	8
12-way (2 logical partitions)	1	12
14-way	1	14
16-way (2 physical partitions, one of which is managed by Tivoli applications)	1	16
24-way	1	24
z800 server with 2 uniprocessor IFLs (<i>requires Linux on System z availability</i>)	1	2
Total Processors to be Licensed		274

Composite Application Manager for SOA

DataPower SOA Appliances are priced using a fixed one processor charge. In addition to the core environment described above (processor value unit entitlements associated with the 274 Managed Processor requirement for the IBM Tivoli Composite Application Manager for SOA program), the customer decides to manage ten (10) DataPower SOA Appliances. The customer must obtain processor Value Unit entitlements associated with the following number of processors with a processor Value Unit assignment of 100 Value Units per processor, as indicated in the following table:

No. of DataPower SOA appliances	Fixed 1 processor charge	Processor to be Licensed
10	1	10

Composite Application Manager for Applications

If you have licensed the Full Agent Pack, you may use and install any and all agents that are provided. If you have licensed the Three Agent Pack, you are authorized to install and use, on the same managed physical server, only up to 3 of the agents that are provided.

Exclusions

The agents listed below may be installed in addition to the 3 agent limitation described above.

- Monitoring 5.x Endpoint Agent
- Universal Agent
- IAIX Premium Agent
- VIOS Premium Agent
- CEC Base Agent
- HMC Base Agent
- UNIX Log Agent

Installation and use of more than three agents requires licensing of the Full Agent Pack.

Composite Application Manager for Transactions

Determine the number of licenses required for the monitoring application as follows.

Client Response

Count the number of clients on which the client response monitor will be run. For example, to monitor Lotus Notes on 100 Windows XP desktop systems requires 100 Client Device licenses.

Web Response

The customer wants to manage the Web server environment, which requires Value Unit entitlements associated with the following number of processor cores, as shown in the following tables:

Systems Managed	Quantity in Customer Environment	Processor Cores to be Licensed
Uniprocessor core	20	20
2-way	65	130
4-way	12	48
8-way	1	8
12-way (2 logical partitions)	1	12
14-way	1	14
16-way (2 physical partitions, one of which is managed by Tivoli applications)	1	16
24-way	1	24
z800 server with 2 uniprocessor IFLs (<i>requires Linux on System z availability</i>)	1	2
Total Processor Cores to be Licensed		274

Robotic Response

This is similar to Web response monitoring, but in the case of robotic response monitoring, the number of licenses is determined by where the robot is being run, sometimes called points of presence. It does not matter how many servers or devices make up the transaction. In this example, the customer wants to monitor transactions from several points of presence, which requires Value Unit entitlements associated with the following number of processor cores, as shown in the following table:

Systems managed	Environment	Licensed
Uniprocessor core	4	4
2-way	4	8
4-way	2	8
Total processor cores to be licensed		20

Transaction Tracking

Transaction tracking is licensed based on the environment through which the transaction is being tracked, which determines the number of required Value Units. In the example shown in the following table, the transactions run across the following environment:

Systems Managed	Quantity in Customer Environment	Processor Cores to be Licensed
Uniprocessor core	20	20
2-way	65	130
4-way	12	48
8-way	1	8
12-way (2 logical partitions)	1	12
14-way	1	14
16-way (2 physical partitions, one of which is managed by Tivoli applications)	1	16
24-way	1	24
z800 server with 2 uniprocessor IFLs (<i>requires Linux on System z availability</i>)	1	2
Total Processor Cores to be Licensed		274

Composite Application Manager for J2EE Operations

IBM Tivoli Composite Application Manager for J2EE Operations V6.0 is licensed by managed server. A license is required for each server that is managed by the program. As shown in the following table, if the customer's managed environment include the servers shown in the following table, the requirements are as indicated in the following table:

Systems Managed	Quantity in Customer Environment	Server Entitlements Required
Uniprocessor core	20	20
2-way	25	25
4-way	12	12
Total Server Entitlements		57

Composite Application Manager for Internet Service Monitoring

A license is required for each protocol on each server that is managed by the program. IBM Tivoli Composite Application Manager for Internet Service Monitoring is licensed by protocol for each managed server. If the customer's managed environment includes:

- 20 uniprocessor core servers
- 25 2-way servers
- 12 4-way servers
- Protocols - HTTP and LDAP on each of the above servers

The customer will require the entitlements shown in the following table:

Systems Managed	Quantity in Customer Environment	Server Entitlements Required
Uniprocessor core	20	40
2-way	25	50
4-way	12	24
Total Server Entitlements		114

Monitoring for Microsoft Applications Entry

IBM Tivoli Monitoring for Microsoft Applications Entry is licensed by managed servers. The customer's overall managed environment includes the number of servers indicated in the Quantity in Customer Environment column for the specified number of servers to be systems managed, as shown in the following table.

Systems Managed	Quantity in Customer Environment	Client Entitlements Required
Uniprocessor core	20	20
2-Way	25	25
4-Way	12	15
8-Way	10	10
Total Servers to be Licensed		70

Monitoring for Energy Management

Monitoring for Energy Management is priced based on the managed environment approach. For example, to manage the Assets in the environment described below requires the following licenses, as shown in the following table:

Asset Managed	Quantity in Customer Environment	Assets to be Licensed
2-way Server	10	10
4-way Server	8	8
IBM zSeries 900	1	1
Uninterruptible Power System	1	1
Generator	1	1
Power Distribution Units	5	5
Total		27

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.htm>

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