

IBM Tivoli License Compliance Manager for IBM Software

Answers to Commonly Asked Questions

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Table of Contents

IBM Tivoli License Compliance Manager for IBM Software Q&As.....3
 Overview..... 3
 IBM Tivoli License Compliance Manager 4
 Compliance Process 5

IBM Tivoli License Compliance Manager for IBM Software Q&As

Overview

Q1: Why do I need IBM Tivoli License Compliance Manager for IBM Software?

A: Customers who acquire software from IBM under the terms of sub-capacity licensing are required to monitor and report their usage of said software with IBM Tivoli License Compliance Manager for IBM Software, as stated in the Passport Advantage Agreement Attachment for Sub-Capacity Terms.

Q2: What is sub-capacity licensing, and how is it different from what IBM offers today?

A: Sub-capacity licensing lets you license a software program for use on less than the full processor capacity of your machine, when the software program is used within one or more partitions. Prior to this announcement, customers were required to obtain a license entitlement for each processor in the server, regardless of how the software was deployed.

IBM's sub-capacity offering:

- Enables customers to more effectively consolidate their infrastructure and reduce their overall total cost of ownership (TCO)
- Allows flexible software licensing supporting IBM's advanced virtualization capabilities such as shared processor pools, micro-partitioning and dynamic reallocation of resources
- Gives growing customers the flexibility to choose how to add workload environments without making tradeoffs between hardware design and software licensing
- Enables customers to license software only for the LPAR in which it really runs
- Provides a tool which allows the customer to track and manage their own SW license usage

Q3: Is IBM Tivoli License Compliance Manager for IBM Software different from IBM Tivoli License Compliance Manager?

A: IBM Tivoli License Compliance Manager for IBM Software, which is made available to sub-capacity licensed customers at no charge, is the same program as the for-fee IBM Tivoli License Compliance Manager, with a few exceptions. The no-charge version of the software is provided with a catalog that will only monitor IBM middleware programs, whereas the commercial version will allow you to monitor usage of IBM middleware and select third party software programs. There are other minor differences, but the programs are essentially the same.

Q4: Now that I've acquired license entitlements that are governed by sub-capacity licensing terms, what do I do next?

A: Once you've acquired the license entitlements, you should download IBM Tivoli License Compliance Manager for IBM Software V2.2 in order to take advantage of newly announced support for the x86/x64 architecture, and for expanded support of the RISC architecture. The following summarizes the procedure you should follow, from installation through reporting:

- i. Install the IBM middleware you acquired under sub-capacity terms.
- ii. Install IBM Tivoli License Compliance Manager for IBM Software V2.2.
- iii. Configure the Administration Server as described in the instructions found at www.ibm.com/lotus/sub-capacity.
- iv. Register your Administration Server at www.ibm.com/software/lms.
- v. Monitor your usage of sub-capacity licensed IBM middleware continuously.
- vi. Run the IBM Use Report, found in IBM Tivoli License Compliance Manager for IBM Software between the 1st and 9th day of the month following the end of the calendar quarter. (This will generate an XML file)
- vii. Upload the XML file to www.ibm.com/software/lms by the 9th day of the month following the end of a calendar quarter.

IBM Tivoli License Compliance Manager

Q5: How is IBM Tivoli License Compliance Manager V2.2 different from IBM Tivoli License Manager V2.1?

A: [IBM Tivoli License Compliance Manager V2.2 is the follow-on to IBM Tivoli License Manager V2.1 and replaces it upon electronic availability scheduled for February 24, 2006.](#)

Q6: If I already have IBM Tivoli License Manager V2.1 installed am I required to upgrade to IBM Tivoli License Compliance Manager V2.2?

A: [Customers who do not require the new functions available in IBM Tivoli License Compliance Manager V2.2 are not required to upgrade.](#)

Q7: How do I get IBM Tivoli License Compliance Manager? Does it come automatically with sub-capacity product orders? Do I have to buy it?

A: [You will automatically receive an entitlement for IBM Tivoli License Compliance Manager for IBM Software when ordering sub-capacity part numbers, as it is ordered by your IBM Sales Representative or IBM Business Partner on your behalf. IBM Tivoli License Compliance Manager for IBM Software is offered free of charge to affected customers. You will receive download and registration information in the Proof of Entitlement you receive for IBM Tivoli License Compliance Manager for IBM Software. You still have the option to purchase the fully functional IBM Tivoli License Compliance Manager 2.1 chargeable version if you would like the additional benefits of monitoring software usage throughout your enterprise, including non-IBM software.](#)

Q8: Am I only required to run IBM Tivoli License Compliance Manager if I purchased the product with sub-capacity terms? Or do I need to worry about IBM Tivoli License Compliance Manager even if I don't buy the product via sub-capacity?

A: [IBM Tivoli License Compliance Manager is only required if you acquire or convert licenses under sub-capacity terms.](#)

Q9: How often does IBM Tivoli License Compliance Manager record usage within the partition?

A: [It's configurable by the customer, but the default value is 5 minutes. The maximum period between readings is 10 minutes.](#)

Q10: Does IBM Tivoli License Compliance Manager require a separate administration server, or is this just the preferred method? Can IBM Tivoli License Compliance Manager be installed on the same partition where it's monitoring, or can it only monitor partitions other than its own?

A: [IBM Tivoli License Compliance Manager does not require a separate administration server, but it is the preferred approach. IBM Tivoli License Compliance Manager can monitor its own partition \(by installing the Agent along with the Server\). In most cases users need to meter partitions running production application servers, and it is not usual to install management applications like IBM Tivoli License Compliance Manager server in the same partition as production applications.](#)

Q11: How do I get Technical Support for IBM Tivoli License Compliance Manager for IBM Software?

A: [You will receive at no charge Technical Support for IBM Tivoli License Compliance Manager for IBM Software as long as you operate software under sub-capacity terms. IBM also has a services team ready to help you deploy IBM Tivoli License Compliance Manager for IBM Software for a fee, dependent on the deployment. IBM also is able to provide you with web-based education for IBM Tivoli License Compliance Manager for IBM Software, at no charge.](#)

Q12: How much resource does IBM Tivoli License Compliance Manager require?

A: [Resource requirements for IBM Tivoli License Compliance Manager are platform dependent. More detail is provided below.](#)

Requirements for Administration and Runtime Server
(Database server must be installed on a different machine)

Operating System	Processors	RAM
Microsoft® Windows® server	Intel® Pentium® 4 (or equivalent) processor @ 1.5 GHz minimum	1 GB

IBM Tivoli License Compliance Manager for IBM Software Questions and Answers – SWG Middleware

IBM pSeries® server	2 RS/6000 Model 7044/270 processors @ 375 MHz minimum	1 GB
Sun Solaris server	SunBlade 2000 model, two UltraSparc III processors or equivalent	1 GB
HP server	rp2470, two PA RISC 650 MHz processors or equivalent	1 GB
Linux on IBM zSeries®	1 dedicated processor	1 GB
Linux on IBM iSeries®		1 GB
Linux on IBM xSeries	Intel® Pentium® 4 (or equivalent) processor @ 1.5 GHz minimum	1 GB

For the agent:

1MB available disk space for code and 10MB of available disk space for data

For the Web Graphical User Interface:

Internet Explorer 5.5 or later on Windows platforms

Mozilla 1.4 and 1.5 on Solaris, HP/UX, SUSE LINUX Enterprise Server and Red Hat Enterprise Linux

- Q13: Can IBM Tivoli License Compliance Manager be installed in a partition on the same machine where another partition needs to be monitored?
- A: Yes, it is possible, but it is more efficient to install IBM Tivoli License Compliance Manager on a separate server.
- Q14: Is IBM Tivoli License Compliance Manager for IBM Software the required monitoring tool to which the special bid sub-capacity agreements refer?
- A: Yes.
- Q15: For sub-capacity installments IBM Tivoli License Compliance Manager is required. What is the content of the quarterly report? Which data will be transferred to IBM?
- A: IBM Tivoli License Compliance Manager will report only IBM middleware that is identified by the customer as being "sub-capacity licensed". The IBM Use Report only shares the aggregated view of usage across the servers where sub-capacity licenses are running; that is, we do not see data from each individual server, but from aggregation of all servers where sub-capacity licensed programs are running. The customer identifies these servers when they install IBM Tivoli License Compliance Manager and the sub-capacity licensed product.
- Q16: Can I use an IBM eServer™ iSeries server as the IBM Tivoli License Compliance Manager administration server?
- A: No, IBM Tivoli License Compliance Manager does not allow the use of the IBM eServer™ iSeries server to act as the administration server at this time.
- Q17: Is IBM Tivoli License Compliance Manager supposed to be managed by site, or by contract?
- A: You may choose to set up IBM Tivoli License Compliance Manager to report by site, or to report by contract, or across multiple sites or contracts.

Compliance Process

- Q18: I signed IBM's sub-capacity program document through a special bid but in the document it states I must install the IBM License Manager Program. Would you be able to give any ETA as to when this may be ready?
- A: IBM Tivoli License Compliance Manager V2.2 is the official tool for sub-capacity, and is available now. You will be required to install IBM Tivoli License Compliance Manager for IBM Software V2.2 by October 25, 2006.

IBM Tivoli License Compliance Manager for IBM Software Questions and Answers – SWG Middleware

- Q19: The sub-capacity special bid agreement states that I have up to six (6) months to install an IBM License Manager Program. When will I be expected to install a tool?
- A: You will be required to install, and begin operating, IBM Tivoli License Compliance Manager for IBM Software V2.2 by October 25, 2006. You must submit your first IBM Use Report by January 9, 2007, and subsequent reports by the ninth day of the month following a calendar quarter, to be considered “in compliance” with existing terms.
- Q20: It’s not clear if it’s an implicit additional authorization or if I am booted up to the full machine capacity pricing model if IBM Tivoli License Compliance Manager for IBM Software indicates an increased usage beyond my entitlements. What is the policy?
- A: An increase in usage will be treated as incremental sub-capacity authorizations, not an automatic move to full capacity. Terms & Conditions require you to obtain additional entitlements prior to running the software on additional processors.
- Q21: Is IBM Tivoli License Compliance Manager mandatory for sub-capacity pricing entitlement? If I already have a tool in place that provides the same information as IBM Tivoli License Compliance Manager, would IBM still insist that I use IBM Tivoli License Compliance Manager?
- A: Our official announcement requires the use of IBM Tivoli License Compliance Manager for monitoring and reporting purposes. Contact Pricing or CSO/CF to understand the exception process.
- Q22: Are you saying that if I have a product, WebSphere Application Server for instance, that has sub-capacity terms and conditions, I would need to report on all equipment that has WebSphere Application Server installed, whether or not that equipment has sub-capacity capability?
- A: Not necessarily. If you convert all licenses of WebSphere Application Server (WAS) to sub-capacity terms and conditions, IBM would require IBM Tivoli License Compliance Manager to be used on all machines where WAS is running. Otherwise, IBM Tivoli License Compliance Manager is only required on the machines where sub-capacity licenses are running.
- Q23: If IBM will let me use another monitoring tool while I am phasing out that equipment what period of time would IBM see as reasonable for the phasing out?
- A: If there is a transition period required, IBM will work with you to understand the capacity requirements and work to coordinate an appropriate transition period. We would expect you to adopt IBM Tivoli License Compliance Manager for IBM Software at the end of the transition period.
- Q24: When do I submit an IBM Use Report, and to whom do I submit it?
- A: You must submit an IBM Use Report on a quarterly basis. Reports are due by January 9th, April 9th, July 9th, and October 9th of each year. These reports are uploaded by you to www.ibm.com/software/lms; the web site address is included within the IBM International Passport Advantage Agreement Attachment for Sub-Capacity Terms.
- Q25: How does IBM determine if I am in compliance with the sub-capacity terms and conditions?
- A: IBM Customer Fulfillment/Customer Service Organization (CF/CSO) will compare your IBM Use Report with the number of entitlements on record to determine if you are maintaining compliance with sub-capacity terms and conditions.
- Q26: What happens if I do not submit an IBM Use Report?
- A: IBM will send a letter to you, asking you to submit your IBM Use Report, or to contact your IBM Sales Representative or Business Partner to clarify why a report was not submitted. If you decline to submit the report, you will be converted back to full capacity terms and conditions, and you must ensure that you have acquired enough license entitlements for each processor on the server(s) running the software. IBM also has the ability to audit a customer’s site if required.
- Q27: What happens if I do not agree with the IBM Use Report prior to submitting to IBM?
- A: You should contact their IBM Sales Representative or Business Partner to resolve any issues raised.
- Q28: What happens if I don’t want to use IBM Tivoli License Compliance Manager for compliance?

IBM Tivoli License Compliance Manager for IBM Software
Questions and Answers – SWG Middleware

A: You should notify their IBM Sales Representative or Business Partner to discuss alternatives.

Q29: Does IBM have the right to audit me?

A: Yes, IBM has the right to audit a customer in accordance with the Passport Advantage Agreement.