

VISUAL messagecenter

Supported Tango/04 Product Versions

Supported Tango/04 Product Versions

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Copyright Notice

Copyright © 2011 Tango/04 All rights reserved.

Document date: February 2011

Document version: 1.3

Product version: All products

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Tango/04.

Trademarks

Any references to trademarked product names are owned by their respective companies.

Technical Support

For technical support visit our web site at www.tango04.com.

Tango/04 Computing Group S.L.

Avda. Meridiana 358, 5 A-B

Barcelona, 08027

Spain

Tel: +34 93 274 0051

Table of Contents

Table of Contents.....	iii
Chapter 1. Supported Product Versions	1
Appendix A: Further Information.....	3
A.1. Using Tango/04 PDF Documentation.....	3
A.2. Tango/04 University.....	3
A.3. Contacting Tango/04	5
About Tango/04 Computing Group	6
Legal notice	7

Chapter 1

Supported Product Versions

The following table details Tango/04 products and the date that support will be terminated for particular versions. Please note that all products are supported indefinitely unless stated below.

Any product versions not included in this table are no longer supported by Tango/04.

**Important**

Please be aware that this document is constantly updated as new product versions are released. Before referring to this document please make sure you download the latest version from our Website at: www.tango04.com.

Product	Version	Supported Until
AccessServer	1.2	
Applications Agent	2.0	
Database Settings Administrator	3.3	
Data Monitor for iSeries	5.1	
Data Monitor for SQL Server	1.2	No longer supported
Graphical Analyzer	5.5	No longer supported (since June 2010)
NiceLink	5.1	
Notifier	7.0	
Reporting System	3.6	June 2011
VISUAL Compressor	4.2	No longer supported
VISUAL Control LPAR Tuner	2.15	No longer supported
VISUAL Debugger - 5250 Edition	5.2	
VISUAL Message Center Dashboards	1.0	April 2011
	2.0	
DashboardServer	1.1	No longer supported (since June 2010)

Product	Version	Supported Until
VISUAL Message Center Debugging Agent	5.0	
VISUAL Message Center Events	1.3	
VISUAL Message Center (iSeries Modules)	6.0	
VISUAL Message Center iSeries Performance Manager	9.0	
VISUAL Message Center iSeries Support Agent	5.1	
VISUAL Message Center Performance Agent	9.0	
VISUAL Message Center Reports	1.0	
VISUAL Message Center SmartConsole	7.2	No longer supported (since January 2011)
	7.5	
VISUAL Message Center ThinkServer	1.6	
VISUAL Message Center Web SmartConsole	2.0	No longer supported (since January 2011)
	2.5	
Windows Server Agent	2.5	No longer supported (since June 2010)

Appendix A

Further Information

A.1 Using Tango/04 PDF Documentation

Tango/04 documentation is available directly from the Tango/04 solutions DVD.

To open the Tango/04 documentation that is provided in PDF files use Adobe Acrobat Reader. Acrobat Reader lets you view, search, and print the documentation. You can download Acrobat Reader for free from the Adobe Web site (<http://www.adobe.com>).



Tip

We advise printing PDF documentation for easy reference. Please ensure you familiarize yourself with a products user guide before attempting to use the product.

To access PDF documents on the DVD:

- Step 1.** Navigate to a *product suite* (VISUAL Message Center for example) and click on the **Product Documentation** link to open a list of all the User Guides available for that product suite. The list contains direct links to the documents in PDF format.
- Step 2.** Alternatively, you can navigate within the DVD menu to a particular *product* and click on the **Product Documentation** link to open the User Guide in PDF format for that product.

A.2 Tango/04 University

In a continuous effort to provide all users of Tango/04 technologies with high quality training and education, Tango/04 Computing Group presents the new training program open to partners and users worldwide.

Tango/04 University is aimed at providing Tango/04 users and partners with the most effective tools and knowledge to manage Tango/04 technologies and products and use them at their highest potential.

Attendance of the training course and passing the related exams is mandatory in order to qualify as Tango/04 Business Partner for the technology area covered by the course, and will offer you important benefits such as:

- Tango/04 Official Certifications - Tango/04 partners will be required to have a number of certified consultants, depending on the Business Partner Level

- Exploit the full potential of Tango/04 technologies - Solutions such as VISUAL Message Center and VISUAL Security Suite are very broad solutions that feature much functionality. Knowing all these functions and how to use them is key to getting the most out of the product
- Integration with other solutions - Tango/04 is constantly growing: knowing the new products and agents may allow you to integrate other parts of the IT infrastructure into Tango/04 Solutions
- Tango/04 Business Partners will learn how to effectively deploy a monitoring project in order to obtain the maximum effectiveness and customer satisfaction.

Participants' profile: Consultants, System Administrators, operators and technical staff, with knowledge of Windows, iSeries, Linux and Unix systems who will be involved in managing or deploying Tango/04 technology.

Pre-requisites: Being Tango/04 Business Partner or Tango/04 Customer.

A.3 Contacting Tango/04

North America

Tango/04 North America
One Phoenix Mill Lane - Suite 201
NH 03458 Peterborough
USA

Phone: 1-800-304-6872 / 603-924-7391
Fax: 858-428-2864
sales@tango04.net
www.tango04.com

Italy

Tango/04 Italy
Viale Garibaldi 51/53
13100 Vercelli
Italy

Phone: +39 0161 56922
Fax: +39 0161 259277
Contact: Ferdinando Caccianotti
info@tango04.it
www.tango04.it

Sales Office in Switzerland

Tango/04 Switzerland
18, Avenue Louis Casaï
CH-1209 Genève
Switzerland

Phone: +41 (0)22 747 7866
Fax: +41 (0)22 747 7999
Contact: Mr. Jean-Philippe Fourche
contact@tango04.net
www.tango04.fr

Sales Office in Peru

Barcelona/04 PERÚ
Centro Empresarial Real
Av. Víctor A. Belaúnde 147, Vía Principal 140
Edificio Real Seis, Piso 6
L 27 Lima
Perú

Phone: +51 1 211-2690
Fax: +51 1 211-2526
info@barcelona04.net
www.barcelona04.com

EMEA

Tango/04 Computing Group S.L.
Avda. Meridiana 358, 5 A-B
08027 Barcelona
Spain

Phone: +34 93 274 0051
Fax: +34 93 345 1329
info@tango04.net
www.tango04.com

Sales Office in France

Tango/04 France
La Grande Arche
Paroi Nord 15ème étage
92044 Paris La Défense
France

Phone: +33 01 40 90 34 49
Fax: +33 01 40 90 31 01
Contact: Mr. Jean-Philippe Fourche
contact@tango04.net
www.tango04.fr

Latin American Headquarters

Barcelona/04 Computing Group SRL (Argentina)
Avda. Federico Lacroze 2252, Piso 6
1426 Buenos Aires Capital Federal
Argentina

Phone: +54 11 4774-0112
Fax: +54 11 4773-9163
info@barcelona04.net
www.barcelona04.com

Sales Office in Chile

Barcelona/04 Chile
Nueva de Lyon 096 Oficina 702,
Providencia
Santiago
Chile

Phone: +56 2 234-0898
Fax: +56 2 2340865
info@barcelona04.net
www.barcelona04.com

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances



Partnerships

- IBM Business Partner
- IBM Autonomic Computing Business Partner
- IBM PartnerWorld for Developers Advanced Membership
- IBM ISV Advantage Agreement
- IBM Early code release
- IBM Direct Technical Liaison
- Microsoft Developer Network
- Microsoft Early Code Release

Awards



The information in this document was created using certain specific equipment and environments, and it is limited in application to those specific hardware and software products and version and releases levels.

Any references in this document regarding Tango/04 Computing Group products, software or services do not mean that Tango/04 Computing Group intends to make these available in all countries in which Tango/04 Computing Group operates. Any reference to a Tango/04 Computing Group product, software, or service may be used. Any functionally equivalent product that does not infringe any of Tango/04 Computing Group's intellectual property rights may be used instead of the Tango/04 Computing Group product, software or service

Tango/04 Computing Group may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents.

The information contained in this document has not been submitted to any formal Tango/04 Computing Group test and is distributed AS IS. The use of this information or the implementation of any of these techniques is a customer responsibility, and depends on the customer's ability to evaluate and integrate them into the customer's operational environment. Despite the fact that Tango/04 Computing Group could have reviewed each item for accurateness in a specific situation, there is no guarantee that the same or similar results will be obtained somewhere else. Customers attempting to adapt these techniques to their own environments do so at their own risk. Tango/04 Computing Group shall not be liable for any damages arising out of your use of the techniques depicted on this document, even if they have been advised of the possibility of such damages. This document could contain technical inaccuracies or typographical errors.

Any pointers in this publication to external web sites are provided for your convenience only and do not, in any manner, serve as an endorsement of these web sites.

The following terms are trademarks of the International Business Machines Corporation in the United States and/or other countries: iSeries, iSeriese, iSeries, i5, DB2, e (logo)@Server IBM ®, Operating System/400, OS/400, i5/OS.

Microsoft, SQL Server, Windows, Windows NT, Windows XP and the Windows logo are trademarks of Microsoft Corporation in the United States and/or other countries. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and/or other countries. UNIX is a registered trademark in the United States and other countries licensed exclusively through The Open Group. Oracle is a registered trade mark of Oracle Corporation.

Other company, product, and service names may be trademarks or service marks of other companies.