

IBM Appliance Support Handbook



www.ibm.com/software/appliance/support

Version 2.1.4

APPLIANCES AT IBM!

At IBM, appliances are not new. IBM has had many offerings that fall into the definition of an appliance. Some are traditional hardware-based appliances while others are software-only or virtual appliances.

As more appliances and appliance offerings make their way into the marketplace, we created this handbook as a reference to make it easier for you to support your appliances.

Throughout this document you will find useful links. They are all summarized in [Appendix O](#). For easy access, the online version of this document is available at <http://www.ibm.com/software/appliance/support/>.

We appreciate your feedback on what you like and what you think should be improved about this document. Use the Feedback link on the above URL to send us comments and feedback. If you have any questions about this guide or the policies and procedures included in it, contact us by email at askappl@us.ibm.com.

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Disclaimer: IBM reserves the right to make changes to the Appliance Support Guide and the policies within it at any time to improve or enhance the support provided to our clients. All changes will be posted to our Web version of this guide at <http://www.ibm.com/software/appliance/support> and will be included in future printed editions of this guide.

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2 INTRODUCTION

This handbook provides guidelines and reference materials to help you when you need IBM service and support for your IBM appliance. Actual terms and conditions are found in the license materials and IBM agreements for your appliance. We produced this guide with the following objectives in mind:

- To introduce you to IBM Appliance Service and Support.
- Provide information on service and support programs, policies, and procedures.
- Explain how you can enhance your IBM appliance service and support with additional services to meet your needs.
- Help you to work with IBM effectively when you need service and support for your appliance.
- Introduce you to the people of IBM appliance service and support.

The IBM Passport Advantage agreement defines an appliance as:

an Eligible Product, designed for a particular function and not for general purpose computing tasks, that may be a Program (in the case of a “Virtual Appliance”) or composed of a Program Component, a Machine Component, and any Machine Code Component that IBM may provide to the Client (customer).



Figure 1: Appliances

See [Appendix H](#) for a list of IBM appliances.

As this definition shows, an appliance is comprised of hardware components ("Machine") and software components ("Program"). However, these components are licensed and sold as one. Service and support for your IBM appliance is also sold and delivered with one point of contact into IBM. This one point of contact, often called a single point of entry (SPOE), provides you with access to the service and support for all of the technologies contained in your appliance.

Throughout this guide 'appliance service and support' refers to:

- **Warranty** - your first year(12 months) of IBM appliance warranty, subscription, and support service
- **Maintenance** -- your subsequent years of IBM appliance maintenance, subscription, and support service.

A key concept is that your appliance has a machine type and model number along with a unique serial number. This combination of identifiers is the single unique identification for your appliance. You receive service and support for your IBM appliance through a single point of entry (SPOE). This single point provides you with access to the service and support for all of the technologies contained in your appliance.

Appliance service and support applies to all the components that comprise the appliance.

Please review this guide carefully as it contains important information regarding the service and support of your IBM appliances.

Thank you for choosing IBM appliances!

2.1 THE IBM COMMITMENT

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing you with solutions to your information technology problems. We also recognize that in order to enable you to concentrate on your core business issues, we must provide world-class information technology services that complement our information system solutions.

IBM Appliance Service and Support intends to provide you with the quality service and support you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates IBM in the marketplace by providing:

- A single point for engaging IBM when you need service and support for your appliance
- Rapid response to your requests
- Fast relief to high impact and critical impact event problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information

We are committed to achieving the highest level of client satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of IBM appliances. As your solutions partner, we are dedicated to enabling your success.

2.2 IBM SUPPORT ORGANIZATION

IBM's support organization is a global network of centers with expertise across our appliance portfolio. The organization is made up of teams that work together to provide you with the responsive support that you require. Our worldwide centers are structured to provide you with local language access in most major countries and with the skills to help you identify the source of your problem among the appliances for which you have purchased support.

For complex problems, we have specialized, skilled product teams with access to the experts in our Development Laboratories and Solutions Centers as required. Therefore, you have access to the right level of IBM expertise when you need it — no matter where they are located.

IBM Appliance Service and Support brings to bear the collective skill and experience on IBM's technologies contained in your appliance.

The people of our support organizations are highly skilled, motivated, and energetic. They are eager to solve your problems or answer your questions. Our goal is to ensure your satisfaction each time you need to contact us for support by:

- Responding to your requests within targeted guidelines
- Providing ongoing communication about the status of your problem until the problem is resolved
- Taking ownership of your request for support
- Providing a defined escalation process when management assistance is needed
- Maintaining our commitment to continuous improvement of our service processes

2.3 SUPPORT FOUNDATION

Support Foundation offerings provide comprehensive, high-quality remote and onsite technical support to your IT organization.

- **Remote technical support** – you can get assistance from IBM for suspected defects and appliance-specific, task-oriented questions about the installation and operation of currently-supported IBM appliances.
- **Onsite service** – you can get assistance for a suspected hardware defect. In the process of diagnosing the issue, if deemed necessary by IBM, onsite service is delivered. Onsite service delivery is generally reserved for hardware issues.

These offerings do not extend the announced end of service date (program services) or warranties. The remote and onsite technical support included in this offering is provided until the end of service date for an appliance. Support Foundation offerings are not intended for end-user help desk support.

2.4 APPLIANCE SERVICE AND SUPPORT FOUNDATION OFFERINGS

Appliance service and support foundation offerings supplement your support staff skills by providing electronic or telephone access to IBM's technical support knowledgebase and technical product specialists.

For your appliances covered under warranty or active maintenance, appliance service and support foundation offerings provide:

- Remote problem analysis and assistance during normal country business hours in your time zone. For example, in North America, those hours would be Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding national or statutory holidays.

- Assistance with identifying the failing appliance or component.
- Electronic access via the web or telephone (voice) access, in countries where it is available.
- Support for routine, short duration installation and usage questions.
- 7 day, 24 hour support for mission-critical emergencies (severity 1) during off-shift hours.
- Available by voice in most countries.
- Provided in English, with the local language accommodated when possible.
- Response time objective of two hours during prime shift for electronic and voice problem submissions.
- Response objective of two hours for critical or emergency problems during off-shift hours is two hours.
- Unlimited number of technical support incidents.
- Onsite problem analysis (as deemed necessary by IBM) and assistance for hardware issues during normal country business hours in your time zone after a hardware issue has been identified.

2.5 APPLIANCE SERVICE AND SUPPORT SINGLE POINT OF ENTRY (SPOE)

The entry point for your request for assistance with your appliance is through the Single Point of Entry (SPOE). The IBM Planetwide link provides the details of contacting IBM in your specific country or region.

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

When you contact IBM, choose the 'Software' support option when you contact IBM electronically or by phone. IBM Appliance Service and Support is delivered through our Software Technical Support centers.

Whether your issue is with the hardware part of the appliance or the software part of the appliance, the IBM appliance technical support expert can help you.

Our target for initial, remote response objectives are as follows:

Severity	Impact	Response Objective
1	Critical business impact ¹	Within two(2) hours
2	Significant business impact	Within two (2) business hours
3	Some business impact	Within two (2) business hours
4	Minimal business impact	Within two (2) business hours

Table 1: Appliance Support Response Objectives

¹ Appliance Warranty Service Upgrade offerings and Appliance Service Upgrade offerings are available to address issues related to business critical systems.

Please note: IBM will use commercially reasonable efforts to respond to service requests from your authorized callers as shown above. Our initial response may result in resolution of your request, or it will form the basis for determining what additional actions are required to achieve technical resolution of your request.

2.6 SUPPORT CENTER HOURS

IBM Support Center hours cover the prevailing business hours for the country where your appliance or contract is registered.

There may be exceptions for countries where Monday – Friday is not the normal work week. Also, business working time may not be the same as for your country due to different time zones. In those cases contact your Business Partner/Reseller or IBM Sales Representative to get your hours of coverage.

Appliance Warranty Service Upgrade, Appliance Service Upgrade, Post Warranty Service, Business Critical Warranty Service upgrade and Business Critical Service are valid only in the country where the appliance was purchased. To avoid any disruption to your appliance support, contact your sales person before relocating IBM Appliances.

2.7 OFF-SHIFT SUPPORT

During off-shift hours we will use commercially reasonable efforts to respond within two hours to service requests which you specify to be Customer Critical problems (severity 1).

Normal country business hours are defined by your time zone and the prevailing business hours within your country, for example, 8:00 a.m. to 5:00 p.m. in North America or 9:00 a.m. to 6:00 p.m. in some parts of Asia and Europe, Monday through Friday, except national holidays.

Off-shift hours are defined as all other hours outside of normal country business hours. Off-shift support will be provided in English however, we try to accommodate your local language where possible. An appropriately-skilled technical person from your site must be available to work with IBM's technical support staff during the entire time we are performing support services outside of normal country business hours.

2.8 CUSTOMER SUPPORT PLAN (CSP)

The Customer Support Plan (CSP) for your appliance is an important document that helps speed your ability to get help from IBM Appliance Service and Support. A partial example is shown below:

[Quick Guide to IBM Technical Support for the IBM PureData System for Operational Analytics](#)

IBM Customer Support Plan

Welcome to the IBM PureData System for Operational Analytics!

This is a Quick Guide for accessing technical support for IBM PureData System for Operational Analytics.

Support for your IBM PureData System for Operational Analytics is delivered through a single point of entry to our world-class technical support organization. You will receive support from highly skilled IBM Technical Support Engineers in a Solution Support Competency Center (SSCC).

- To customize your support experience, start with the IBM Support Portal - <http://www.ibm.com/support>.
- You may register and then customize your page, MySupport (<http://www.ibm.com/support/mysupport>).
- You can use the IBM Service Request tool to create and update your Problem Management Records (PMRs).
- If you need to transfer large files (greater than 2GB), you can ftp the files to IBM Support from our Standard upload site.

See these sites:

- Electronic Service Request (SR) Tool - <http://www.ibm.com/support/servicerequest/>
- IBM Appliance Support Handbook - <http://www.ibm.com/software/appliance/support>
- IBM PureData System for Operational Analytics – <http://www.ibm.com/ibm/puresystems>
- IBM Customer Data Repository - <http://www.ecurep.ibm.com/app/upload>

If you need help with your IBM PureData System for Operational Analytics, please open a service request by utilizing the IBM Service Request (SR) tool for Software (<http://www.ibm.com/support/servicerequest/>). **This is the best option for engaging IBM for technical support for hardware, software and firmware problems.**

Alternatively, you may consult the IBM Planetwide site (<http://www.ibm.com/planetwide>) for local contact options. Select the **Software** path for hardware, software and firmware problems. Your call will connect you with a remote IBM Technical Support Engineer who will help you diagnose your problem, and, if not resolved, will help you create a plan to resolve it.

Before Engaging IBM Technical Support
The following information is required when opening an IBM PureData System for Operational Analytics service request.

<ul style="list-style-type: none">• Your IBM Customer Number (ICN) associated with the IBM PureData System for Operational Analytics purchase.• IBM PureData System for Operational Analytics - Machine Type and Model Number<ul style="list-style-type: none">◦ 8279-Axx	<ul style="list-style-type: none">• Description of the problem including the steps that led to the error and the error message• The severity and business impact of the problem• Other pertinent information (any other error messages and/or logs)
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Figure 2: Customer Support Plan Example

This document contains helpful references that are specific to your appliance.

The specific Customer Support Plan for your appliance provides guidance on how to request support.

You may find and search the IBM Customer Support Plans from the link:

<http://www.ibm.com/support/techdocs/atsmastr.nsf/Web/CSPs>

Once you engage IBM Appliance Service and Support your request is handled by experts who know your appliance and have the subject matter expertise to resolve your issue.

3 APPLIANCE SUPPORT PORTFOLIO

Your IBM appliance comes with Standard Support, which may be customized. IBM offers several types of support for IBM appliance products. The graphic below outlines the levels of support available.

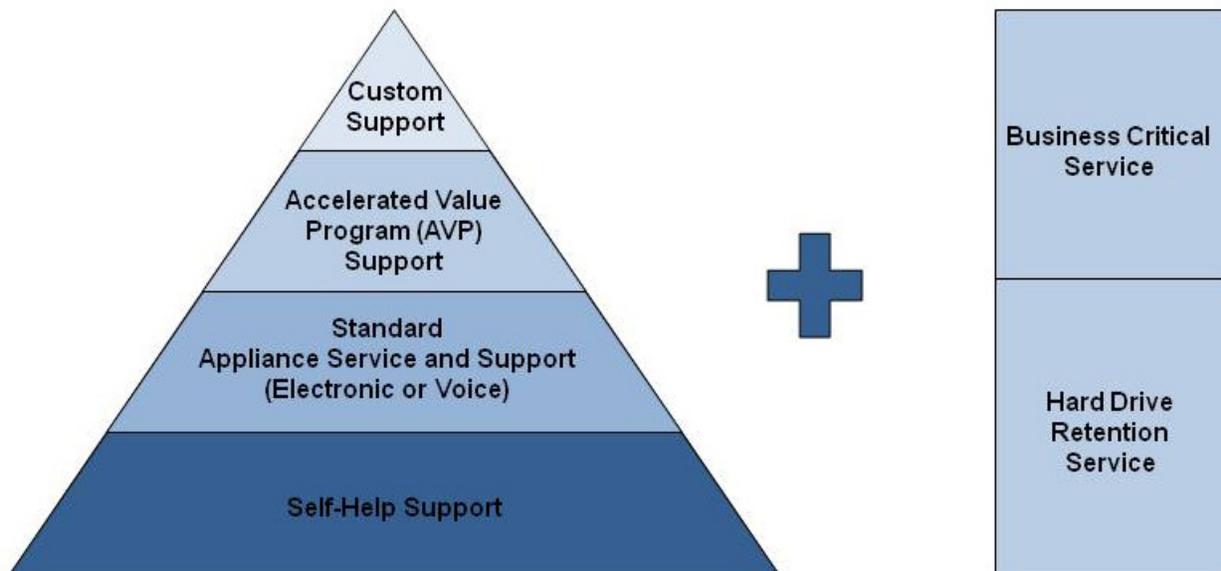


Figure 3: Standard Support Levels and Customizations

Custom support provides the highest customization for your appliance support. With self-help, you and your information technology staff can leverage your in-house resources for the effective running of your IBM Appliance.

Remote technical support problems are reported to IBM by using the IBM Service Request tool, located at <http://www.ibm.com/support> or by phone. Refer to the Contacting IBM section of this handbook for more information.

The Selected Support offerings are purchased annually and are available for purchase through Passport Advantage or Passport Advantage Express.

3.1 SELF HELP SUPPORT

General self-help capabilities include features like:

- Basic search capability for the components of your appliance.
- IBM Appliance defects and service bulletins for all components of your appliance.
- Appliance fixes.
- Technotes for resolved issues.
- Information on how to purchase appliance service and support.
- Marketing information, such as product overviews, newsletters, IBM Redbooks® publications, white papers, and announcement letters.
- Technical information, such as IBM Redbooks® publications and white papers.
- Links to education and training information.
- Links to this *IBM Appliance Support Handbook* and other IBM support handbooks.

3.2 ELECTRONIC SUPPORT

All IBM clients are entitled to take advantage of the Electronic Support services available at <http://www.ibm.com/software/support/>. We offer a vast range of online service offerings designed to enhance the value of your IT operation. With these resources and tools, our self-help support Internet site can meet many of your support needs.

IBM Electronic Support offers a portfolio of online support tools and resources that provides comprehensive technical information to diagnose and resolve problems and maintain your IBM products. IBM has developed many smart online tools and proactive features that can help you prevent problems from occurring or quickly and easily troubleshoot problems when they occur. With improved personalization of support resources, you can focus on and be alerted to exactly the information you need for efficient and effective problem prevention and resolution.

IBM Electronic Support addresses five critical areas to ensure you have the best possible support experience:

- Simplifying support and creating more consistency across all IBM products.
- Delivering intelligent resources and tools that display information focused on the products you use.
- Providing proactive capabilities that solve problems before operations are affected.
- Connecting you to worldwide support networks and knowledge through thriving collaborative communities.

- Enabling seamless and smooth transition between online and live support teams for quick problem resolution.

3.3 VOICE ACCESS

The preferred method for engaging IBM Technical Support is electronically through the Service Request tool. However, IBM Voice Support is available for most appliances to all current support contract holders through a Single Point of Entry (SPOE) telephone number in your country (where available).

You will be required to provide your IBM Customer Number for validation of the support service to which you are entitled. To set up your access, refer to Appendix J on setting up your Site Technical contact (STC) for Passport Advantage.

3.4 APPLIANCE SERVICE AND SUPPORT

Appliance service and support is a single offering composed of specific services for Program Components, Machine Components, and, if available, the Machine Code Component of an IBM appliance. It is the single delivery of service and support for an entitled IBM appliance.

The initial appliance service and support period is the warranty period. When the warranty period ends, the warranty service and support for the appliance converts to standard appliance service and support.

The warranty period covers appliance service and support for the first 12 months. You can get standard appliance service and support as a renewal of the Service Period on an annual basis. When you renew your appliance service and support, you are provided the same level of service and support, if available, that was entitled during the warranty period.

Appliance service upgrades may be purchased and renewed for coverage during the warranty period and after the warranty period on anniversary dates.

IBM will announce the availability and withdrawal of appliance service and support services along with appliance service upgrades.

3.5 STANDARD APPLIANCE SERVICE AND SUPPORT OFFERING

Passport Advantage and Passport Advantage Express are comprehensive IBM offerings that cover the acquisition of appliances, software licenses, product updates and technical support under a single, common set of agreements, processes and tools. This ensures that you always have access to the latest level of your appliance and to appliance service and support (remote and onsite). Appliance service and support is renewable on an annual basis.

Technical support offers you an integrated technical support solution for IBM appliances. In addition to the Support Foundation features, the following features are also included:

- Access to registered websites for enhanced electronic support features
- Download interim fixes and fix packs
- Search for technotes, authorized program analysis reports (APARs) and other product and technical information to help answer technical questions.
- Receive weekly email updates for flashes and fixes that can be enabled through the My Notifications function.
- Submit and track problem management records (PMRs) electronically by using the Service Request tool.
- Ability to assign a site technical contact (STC) who maintains the list of technical staff that you authorize to submit/view problem records to IBM.
- No limit to the number of technical staff who can be authorized to submit problems to the IBM Support specialists.

Refer to [Appendix I](#) and the Passport Advantage website for more information about Passport Advantage and Passport Advantage Express:

<http://www.ibm.com/software/howtobuy/passportadvantage/>

Onsite problem analysis (as deemed necessary by IBM), and assistance for hardware issues during normal country business hours in your time zone once a hardware issue has been identified.

Machine component types may require the installation and use of remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution.

3.6 IBM SOFTWARE ACCELERATED VALUE PROGRAM FOR APPLIANCES

The Accelerated Value Program (AVP) was designed to serve the needs of clients who use their appliances for mission-critical applications with a requirement to be highly or continuously available. This personalized service provides a trusted advisor to work with you on a long-term, ongoing basis to help minimize operational cost and risk, and assist with maximizing your team's efficiency and productivity in working with the appliance.

The Accelerated Value Program assigns you an advocate to bring focused attention to problem management, status updates, and escalation for issues where you feel such attention is required.

3.6.1 WHAT THE SERVICE INCLUDES:

- Highest level of support available for the appliance.
- Access to a trusted advisor with appliance expertise who gets to know your environment and serves as your support advocate within IBM.
- Customized advice to help your team exploit the appliance's features to the fullest extent possible within your environment.
- Continuity of working with a consistent focal point for technical discussions.
- Proactive guidance on minimizing risk to schedules and system stability.
- Management of open support issues, including escalations, status updates, and weekly reporting.
- Foster efficiency in your appliance operations and support interactions.
- Customize your customer support plan to align communication paths and escalation plans with how you prefer to engage with IBM.

3.6.2 SCOPE:

When ordered through a part number as part of an appliance transaction, the service scope includes:

- Coverage for the hardware and software that are part of the appliance.
- Remote delivery of the service.
- Delivered during prime shift business hours.
- Applies to the appliance hardware and software included in the same transaction; does not include legacy hardware or future purchases.

- Authorization for 2 technical individuals from your staff to serve as primary contacts for your IBM advisor. Other members of your team filter their requests for assistance through these two people.
- If you have needs outside of this scope, such as coverage for additional environments, or onsite visits, you may use a statement of work instead of ordering the part number to customize the service to your requirements.

For more information on IBM Software Accelerated Value Program contact the sales specialist for your region:

<http://www.ibm.com/software/support/premium/contactus.html> or email: software_accelerated_value@us.ibm.com.

Visit our website: <http://www.ibm.com/software/support/acceleratedvalue/>

3.7 CUSTOM SUPPORT

Customized support covering a wide range of service offerings is available. Visit <http://www.ibm.com/services/>

4 APPLIANCE SERVICE UPGRADE OFFERINGS

Your IBM appliance comes with a standard warranty. You may upgrade this support with Appliance Warranty Service Upgrade offerings. These offerings include:

- Upgrade to Appliance Business Critical onsite service 24 hours per day x 7 days per week with a response objective of 4 hours from the time a hardware issue is identified.
- Upgrade to Appliance Hard Drive Retention (HDR).

After the warranty period, you may purchase Appliance Service and Support as well as these service upgrades.

Standard	Service upgrade	Service upgrade
Standard Appliance Service and Support You may contact IBM (24 hours x 7 days per week) for assistance	Business Critical¹ Upgrade to 24 hours x 7 days onsite for hardware issues	Hard Drive Retention¹ With HDR, you retain the replaced hard drive.
IBM targets remote response based on severity of the issue Severity 1: Within 2 hours. 24 hours per day x 7 days per week Severity 2-4: Within 2 business hours. 9 hours per day x 5 days per week.	Same targets as Standard Appliance Service and Support	
If IBM deems necessary, IBM targets onsite response for hardware issues² Any severity. next business day. 9 hours per day x 5 days per week.	If IBM deems necessary, IBM targets onsite response for hardware Any severity. Within 4 hours of dispatch. ³ 24 hours per day x 7 days per week.	If IBM deems necessary, IBM will replace the hard drive. IBM normally retrieves the replaced hard drive.

Table 2: Appliance Service Upgrade Offerings

¹ These upgrades are not offered for all appliances in all countries. See Appendix I for more information

² Refers to service type 5 only. See section 10 for information on this and other service types

³ Some countries have a different target due to environmental factors – please work with your Sales Representative to confirm the onsite target in your country.

4.1 BUSINESS CRITICAL SERVICE

The base response objectives may not be sufficient for your production or business critical systems. For business critical systems you may want to increase the responsiveness for onsite repairs and replacement of components.

There are three options available. See your *International Passport Advantage Agreement Supplement for Purchase of IBM Appliances and IBM Appliance Services* document for the coverage you have for your IBM appliance.

- Base – 9x5 next business day
- Same Business Day – 9x5 same business day
- Business Critical - 24x7 4 hours (response objective from identification of a hardware issue).

Under the Business Critical service option, when you contact IBM for support we will target to be onsite for repair or hardware appliance parts replacement within 4 hours, 24 hours per day, 7 days per week . This target is measured from the time onsite hardware replacement or repair is deemed necessary. IBM will contact your representative to arrange for the onsite visit .

Some countries have a different target due to environmental factors – please work with your sales representative to confirm the onsite target in your country.

4.2 HARD DRIVE RETENTION SERVICE

In the normal case when a hard drive or solid state device is replaced by IBM, the defective device must be returned to IBM.

If you must adhere to standards for data privacy and security by properly disposing of sensitive data, IBM offers the Hard Drive Retention Option. With this offering, you keep the defective hard drive or solid state device that is replaced in the course of service by IBM.

If your reported problem requires replacing a hard drive or solid state device, a replacement hard drive or solid state device will be supplied by IBM, and the removed defective hard drive or solid state device will be provided to you as your property for your disposal.

You identify a representative who will receive the retained defective drive from IBM. Your representative can ensure the proper disposal of the digital information on the hard drive or solid state device.

4.3 IBM SOFTWARE SERVICES FOR APPLIANCE MIGRATIONS

The IBM Software Services for Appliance Migrations was designed to serve the needs of customers who are looking for support from IBM on moving from an old IBM appliance to a newer generation of the same appliance.

4.3.1 WHAT THE SERVICE INCLUDES:

When ordered through a part number as part of an appliance transaction, the service scope includes:

- Project Management
- Migration Planning:
 - Review of the Customer Pre-Engagement Checklist, Migration Planning Questionnaire (to be provided by IBM) and migration requirements
 - Review current application architecture in the production environment
 - Review the data flow and usage patterns on the production appliance.
 - Support development of Customer test strategy.
 - Review external migration dependencies and any approaches to address
 - Develop a Migration Plan.
- Migration Execution for one environment from a legacy appliance to a current model
 - Install or migrate tooling as appropriate to the appliance
 - Where applicable, set up monitoring on production system
 - Execute migration scripts
 - Migrate data and associated objects to the new appliance
- Post Migration Validation & Analysis
 - Perform basic unit test to validate the migration
 - Check integrity of data migrated from the old appliance to the new
 - Test appliance connectivity to client applications in the environment

4.3.2 ASSUMPTIONS:

- All new appliance hardware must be installed prior to this service commencing
- Ensure that a network throughput of at least 1 Gbps is available between the old and new appliance
- Only connectivity to the Customer's ancillary technologies (ETL, reports, etc.) is included under this effort. Manipulation to code or upgrades/downgrades to such technologies are not included
- Customer will develop and execute overall test strategy. No system or user acceptance testing will be performed under this service, only basic unit testing.
- All system and user acceptance testing post migration is the responsibility of the customer.
- Customer is responsible for removing all data from the legacy appliance prior to IBM removal of the appliance;

- This part number provides migration of a limit of one appliance.
- No more than 10 terabytes of data will be migrated to the new appliance under this part number, and all must be migrated in a single data transfer.

For more information on IBM's Information Management Lab Services for appliances, please contact: imoffer@us.ibm.com

Visit our Website: <http://www.ibm.com/software/data/services/>

4.4 IBM SECURE SUPPORT VIA US CITIZENS FOR APPLIANCES

This service is available only to customers within the United States and is provided only during US business hours. Support requests during off-shift hours must use the standard 24x7 support process.

WHAT THE SERVICE INCLUDES

Under the Secure Support via US Citizens service, IBM provides standard appliance support services exclusively by US citizens who are located in the United States. The tasks performed by the US-based staff under this service include the remote processes for problem determination and product source identification. This service does not include performance of onsite hardware repairs.

During business hours, data analysis and call data is contained in an isolated network within the Secure Support Facility, which meets US Government security specifications.

During the support handling process, the US staff handling these support incidents may seek assistance from non-US citizens in IBM development; however, sensitive customer data is not released outside of the Secure Support Facility.

IBM verifies subscription and support entitlement using standard processes and personnel. Such verification does not fall under this Secure Support service.

Support response objectives for this service are the same as for standard support.

YOUR RESPONSIBILITIES

1. You must maintain a current Service & Subscription agreement for appliance maintenance as a pre-requisite to the Secure Support service.
2. You must follow the processes provided by IBM to open support incidents in order to ensure the issue is routed to the Secure Support infrastructure.

3. You must not send data that requires US-only handling through the Electronic Service Request system, as that is not secured to US-only access.

5 PREPARING TO CONTACT IBM FOR SUPPORT

Now that you know of all the support offerings available and you understand how IBM appliance service and support works, you are prepared to contact IBM when you need assistance.

First, ensure your Customer Support Plan is consulted. Consider filling out the problem identification worksheet ([Appendix D](#)) to document the problem or issue.

Remember that when you contact IBM for appliance service and support to select the 'Software' option from your local phone or Service Request options. Your IBM customer number along with your appliance name, machine type, and serial number will ensure you engage IBM Appliance Service and Support.

If you have any upgraded service coverage for your IBM appliance like the Business Critical Service, ensure you use it.

5.1 GETTING IBM SUPPORT

IBM prides itself on delivering world-class technical support with highly skilled, client-focused people. However, IBM support can never take the place of your company's internal help desk. Many successful companies have found the best way to interact with IBM Appliance Service and Support is through a cadre of highly skilled and trained employees who understand their company's environment and act in conjunction with their internal help desk. These senior staff members are able to filter, sort, and prioritize their company's problems and direct them toward the best resource (IBM and non-IBM) for resolution. These are the people who become authorized callers to collaborate with IBM Appliance Service and Support for fast resolution of IBM problems as well as assuming a similar role with other vendors.

We encourage you to adopt such a structure, if you haven't already, as it will help us secure the success of your IBM solutions.

5.2 BEFORE CONTACTING IBM APPLIANCE SERVICE AND SUPPORT

To resolve your support service request in the most expedient way possible, take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the support specialist. The following steps are an example of what is required:

5.2.1 DEFINE THE PROBLEM

If you can describe the problem and symptoms your appliance is experiencing before contacting support, you can expedite the problem solving process. Be as specific as possible when explaining a problem or question to our support specialists. Our specialists want to give you the right solution, so the better they understand your specific problem, the better they are able to resolve it. Consider using the problem identification worksheet (see [Appendix D](#)) to guide you.

GATHER BACKGROUND INFORMATION

To solve problems effectively, the software support specialist needs to have all of the relevant information about the problem. Use the [problem identification worksheet](#) (see Appendix D) to help you gather this information.

5.2.2 GATHER RELEVANT DIAGNOSTIC INFORMATION (IF POSSIBLE)

It is often necessary that our technical support specialists analyze specific diagnostic information, such as relevant logs, storage dumps, and traces in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product-specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems.

If you are unsure about what documentation is required, you can check out IBM Support Assistant (<http://www.ibm.com/software/support/isa/>), try searching on MustGather and the product with which you are having trouble. Not all products have an IBM Support Assistant plug-in available but you may find additional information on the individual product support page under troubleshooting. You can always contact IBM support for assistance in gathering the needed diagnostic information.

5.2.3 DETERMINE THE SEVERITY LEVEL

You need to initially assign a severity level to the problem when you report it. After that, severity levels are determined during a mutual discussion by you and the support analyst, based on the business impact of the issue. If you designated a problem as a severity 1, IBM will work on it remotely through the SPOE and remote support teams, 7 days a week, 24 hours a day, providing you are also available to work during those hours. You can change the severity level of a problem if circumstances change from when it was first entered to match current business impact conditions.

Severity/Business impact	Guideline	Response objective	Business Critical* Service Upgrade response objective
1 Critical Appliance condition requires an immediate solution	System down. Emergency. Production unavailable. Clients unable to access. Issue with "crippling impact". Temporary relief/workaround reduced to severity 2.	Remote diagnose, repair or replace appliance component(s). • 2 hours 24x7 If deemed necessary, onsite Repair or replace for hardware component(s). • Next business day 9x5 ¹	If deemed necessary, onsite Repair or replace for hardware component(s). • 4 hours 24x7 ¹
2 Significant Appliance is usable but severely limited	Root cause analysis. One of more components unable to access. Critical appliance errors.	Remote diagnose, repair or replace appliance component(s). • 2 hours 9x5	
3 Some Appliance is usable but less significant features impacted	Problem affecting near-term schedule. Appliance returns or applications return errors at execution.	If deemed necessary, onsite Repair or replace for hardware component(s).	
4 Minimal Appliance is usable. Little impact or a reasonable workaround is in place	General question.	• Next business day 9x5 ¹	

Table 3: Severity Level Descriptions

¹ Response target from the time a hardware component repair or replace is identified

When communicating with a technical support specialist, you should also mention the following items if they apply to your situation:

- You are under business deadline pressure
- Your availability (that is, when you can work with IBM Appliance Service and Support)

- Alternate ways to reach you, more than one phone number, pager, email address
- You can designate a knowledgeable alternate contact with whom we can speak
- You have other open problems (PMRs/Incidents) with IBM regarding this service request
- You have researched this situation prior to contacting IBM and have detailed information or documentation to provide for the problem.

5.3 ACCESSING IBM APPLIANCE SERVICE AND SUPPORT

When submitting a problem to IBM Appliance Service and Support about a particular service request you will be contacting IBM specialists familiar with your appliance. Please have the following information ready:

- IBM customer number
- Machine type/model/serial number (needed for us to see your entitlements for support)
- Company name
- Contact name
- Preferred means of contact (electronic or voice)
- Telephone number where you can be reached if the request is for voice callback
- Related appliance model information
- Related operating system information
- Detailed description of the issue
- Severity of the issue in relationship to the impact of it affecting your business needs (according to the above table).

Recently, you might have noticed a change when contacting IBM to open a support ticket either through the Service Request website or over the phone. You are now being asked to provide the machine type and serial number for your appliances, where before you were asked only to provide an IBM customer number and component ID.

Appliance service and support delivery is based on a single entity experience. When you purchase an appliance, a single ordering part is used for the appliance. Support is delivered in the same manner. A Solutions Support Centre of Competency is engaged to provide a single point of entry for any issues. This single point of entry gives you one front door for obtaining help and assistance with your appliances, whether the issue is related to appliance hardware or software.

CUSTOMER ENTITLEMENT

Entitlement for IBM software products is normally based on an IBM customer number. This customer number entitles you to support for your product during year one (warranty) and

subsequent years for which you purchased support, regardless of the system that software may be installed on.

SYSTEM ENTITLEMENT

Entitlement for IBM hardware products is based on the machine type and the serial number of the hardware products. IBM Appliance Service and Support considers the main component of the appliance to be the hardware, and your entitlement is tied to the machine type and serial number.

GETTING IN THE FRONT DOOR

Entitlement occurs when:

- You use the Service Request Tool for electronic submission
- You contact IBM by telephone for voice submission

TRANSITION FROM CUSTOMER TO SYSTEM ENTITLEMENT

A period of transition is in place to allow entitlement for our legacy appliances and the more recent appliance models. The newest appliances will be system entitled. If you have a mix of newer and older appliances, you may be prompted for machine type and serial number, or your IBM customer number when opening cases with IBM. Below are examples of the types of screens you will see in the Service Request tool when opening issues.

We ask for your patience during this period of transition. If you encounter any issues contacting IBM for support with your appliances, send a question to askappliance@us.ibm.com or ask for a duty manager.

SUPPORTING REFERENCE MATERIAL

- [Appliance Support Handbook](#)
- YouTube Video : [IBM ServiceRequest Streamlined Problem Submission Process](#)
- Questions may be sent to askappliance@us.ibm.com
- [Pure Data System for Analytics Customer Support Plan](#)
- [Finding your Machine Type and Serial Number](#)

TACTICAL AND STRATEGIC PARTS

For legacy appliances, entitlement was accomplished using tactical parts and were based on IBM customer number entitlements. Appliance strategic parts that used machine type and serial number were not yet available.

CHANGES

Our newest appliances are now enabled as system entitled (using the machine type and serial number) for entitlement. This functionality was integrated into our ordering and entitlement systems and was deployed for appliances in October 2012.

- Appliances that moved from tactical parts to strategic parts will change to use machine type and serial number for entitlement.
- The current timeline for all legacy appliances to use system entitlement is targeted for 2Q 2014. Therefore, some customers will experience a blend of tactical (IBM customer number entitled) and strategic (system machine type and serial number entitled) products in their entitled product listing.

5.4 SUBMITTING PROBLEMS ELECTRONICALLY

Through the [IBM Support Portal](#), you may post support questions and problems electronically to IBM Appliance Service and Support specialists. Before you submit a problem over the Internet, you will need the same information as if you were placing a problem by telephone. With the IBM Support Portal you can put all of the pertinent information about your problem into the problem record over the Internet without having to wait for someone to call you back. This should save you time and help with problem resolution time.

If you are submitting a severity 1 problem and it is outside of normal business hours in your country, you should open your problem by voice or follow-up your web submission with a call to your local support center referencing the problem number you receive on the web. We want to ensure that your emergency call is handled in the appropriate time frame.

6 BEST PRACTICES

6.1 CALL HOME

Many IBM appliances have the ability to "call home". This feature automatically generates a request to IBM Appliance Service and Support when problematic events occur. Enable this function to take advantage of this best practice.

Some IBM appliances may require the installation and use of remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution.

Many IBM appliances also use a single interface as a console for diagnosis of status. This single interface gives you one view into the state of the appliance. These tools also interface with our remote technical support delivery teams so that remote diagnosis can be performed with our Assist on Site tooling. This option is useful when interacting with IBM Appliance Service and Support technicians remotely.

6.2 ROUTINE CARE

Periodic maintenance and care of your appliance contributes to its highest value for your business. When you register your appliance, you will benefit from access to information, updates, best practices, service bulletins, and notices of any recalls for your appliance.

7 PROBLEM HANDLING BEST PRACTICES

We have found that the following practices help us to ensure we can provide the timeliest resolution to your question or problem:

- Submitting problems electronically enables the resolution team to better understand the issue and be more prepared with the right skill and guidance to respond to your concern. It also allows you to make the best use of your time.
- Keeping your questions and issues separate (one problem per PMR/Incident/Support Case) we can provide better service to you.
- Selecting the appropriate severity and letting us know the business impact helps to get the right focus on your problem
- Keeping IBM Support informed of major upgrades or implementations.
- Staying current on appliance release levels
- Providing timely feedback on recommendations and closing the PMR/Incident/Support Case when you feel the problem has been resolved. If the problem reoccurs, you may reopen the original PMR/Incident/Support Case by contacting your local support center or resubmitting the problem electronically.

7.1 ESCALATION PROCEDURES

We believe IBM support is superior. If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this handbook), call our attention to this problem by doing one or all of the following steps:

- Be certain to explain the business impact of your problem to the service representative.
- Raise the severity level of the problem.
- Ask to speak to the person's manager - Escalations to an IBM manager receive prompt attention and management focus.
- Ask for a duty manager - The duty manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
- Escalate by opening a complaint or nominate your problem as a critical situation, if warranted.

7.2 REOPENING A PMR/INCIDENT/CASE

If the recommendations that we provide you to resolve your problem fail to satisfy your requirements, you may reopen the PMR/Incident/Support Case by contacting your local support center and referencing the original PMR/Incident or Support Case number. For PMRs/Incidents, this must be done within 28 days of original closing date.

8 PREVENTING PROBLEMS

Regardless of what type of system you are running, from the largest to the smallest, you want your system to be available when you need it to get your work done. The data should also be secure from loss or contamination, ensuring confidence in the accuracy of the results. IBM recommends the installation of preventive service packages to proactively avoid impacting problems caused by defects already known and corrected by IBM. You should consider, at a minimum, a yearly update to your appliance using preventive service packages.

8.1 PREVENTIVE SERVICE PACKAGES

The delivery mechanism and media varies by operating system platform and in some cases by the product or appliance, but the idea is the same: to install fixes for bugs (APARs) that may affect the stability of your system or the security of your data before you experience a problem.

Preventive service packages are updated frequently. If you have a stable environment where you never encounter problems, you do not need to install every package. However, we recommend periodically installing these packages, since fixes are nearly always built at the latest maintenance level. Keeping fairly current with service reduces the volume of change required if you need a fix for a problem you are experiencing. The frequency of these installations is based on your operating environment.

There are several types of maintenance. Typically, a fix is a resolution for a specific product defect. A fix is also called a patch, a program temporary fix (PTF) or an update. A fix pack is a cumulative fix that resolves multiple product defects. It is also referred to as a patch, an update or a preventive service package. An upgrade is a new version of software with new functions added.

Your appliance contains many components, some of which may be products that are also sold separately and have their own fix packs. It is important to only install fix packs provided for your specific appliance as they have been bundled, tested, and optimized to provide the best possible performance. Installing fix packs for component products separately can result in serious issues with your appliance and may void your services contract and require you to obtain [reinstatement](#). For more information about reinstatement, see “Reinstating support for an appliance” in [Appendix I](#).

8.1.1 IBM APPLIANCE CONFIGURATION

Each IBM appliance may be constructed or configured to perform a particular function. Some appliances function in the configurations outlined below.

- Stand-alone single appliance.
- Require use of a configured set of collectors, aggregators, transceivers, or other CRUs/FRUs.
- Require the need for many appliances either in a single site location or spread across multiple site locations to work together as a collective to provide feeds to a single console, or the single console provides feeds back to the multiple appliances.
- Are provide security feeds from a single system or multiple systems externally in order to properly maintain appliance and network security.

Your installation may include a single configuration or combine multiple configuration noted in Table 4, and may also require a specific flash, firmware, or software upgrade or updates to be supported. These appliances are connected or networked to provide a particular solution, the set or combination of interconnected appliances noted in Table 4 is termed an "Appliance configuration."

For an appliance configuration to operate at full capacity or to adequately troubleshoot any issue, the appliance configuration must be operating as it is licensed at minimum as defined in the Appliance Supplement. Maintenance, subscription, and support must also be maintained on all appliances in any appliance configuration noted in Table 4. This appliance configuration definition applies to all current and future IBM appliances including CastIron, DataPower, Guardium, ISS, PureData, PureApplication, Q1, and WebSeal.

Before making any changes to your appliance configuration, consult with your IBM sales contact to ensure that these changes do not alter the appliance configuration to a noncompliant or nonsupported instance.

8.2 FIX CENTRAL

Fix Central makes it simpler to find the fixes from IBM; you can search by appliance or even by APAR ID or fix ID.

Fix Central can be found at <http://www.ibm.com/eserver/support/fixes/>.

8.3 STAY INFORMED

We realize it is a challenge to stay informed. That is why we have a system that emails you when new fixes or alerts come out. You create a profile indicating what kinds of information you are interested in, so you receive only the information you are looking for.

Support subscriptions can be set up through My Notifications which allows you to receive security advisories and alerts that maintenance fixes are available. See www.ibm.com/software/support/einfo.html for the complete list of what you can sign up for. The basic free service is extremely helpful, but you can also choose to expand the capabilities of this service.

Lists of fixes for these HIPER APARs and firmware updates are available from IBM appliance service and support in preventive service planning.

8.4 APPLIANCE ALTERATIONS

Your IBM appliance is licensed, sold, warranted, serviced, and supported as one entity.

IBM has selected and configured all the components (hardware and software) of your appliance to provide you with the best possible range of functionality and performance. We have also trained our service and support staff to provide you with world-class support for your appliance based on what we announced, built (including preloading of programs), and shipped to you.

Therefore, the only modifications that may be made to your IBM appliance are those that are IBM approved for your appliance. Any other appliance modifications (hardware or software) or usage for which the product was not originally designed may void the warranty or services contract that you have with IBM for your appliance and require you to obtain [reinstatement](#). For more information about reinstatement, see “Reinstating support for an appliance” in [Appendix I](#).

If you are unsure whether the modification you are about to make will void your warranty or services contract, please contact your sales representative.

8.5 MOVING APPLIANCES

IBM service for hardware appliances is provided only at the address on record. If you are contemplating relocating your appliance to another location, contact your IBM representative.

Moving Software appliances from one country to another:

While it remains IBM's policy to maintain software products in the original country of sale, we recognize that our clients may occasionally request to move IBM software appliances from one

country to another for valid business reasons. To make such a request, please submit your [request online](#). Please be informed that moving a Software appliance cross border remains an exception process, and every request will be evaluated and approved prior to any actions taken by IBM to initiate the migration. Once your request has been submitted, you will be advised automatically via email when it is assigned and completed. Please note that this process can be lengthy, depending on the complexity of the situation.

9 IBM APPLIANCE PRODUCTION STATUS CODES

The machine component of an IBM appliance is assigned a production status code which is based on the specific production scenario for that machine component. In all cases, as called out in the Passport Advantage Agreement section 4.4.1. Each IBM machine component is manufactured from parts that may be new or used. In some cases, an IBM machine component may not be new and may have been previously installed. Regardless, IBM's applicable warranty terms described in Part 2.3 (of the Passport Advantage Agreement) apply.

The production status code for your appliance is indicated on the Passport Advantage Agreement - Sales Supplement. An IBM appliance will be assigned one of the following production status codes:

9.1 PRODUCTION STATUS CODE #1

This IBM appliance is manufactured from new parts, or new and used parts. production status code 1 systems are typically shipped directly from the IBM authorized manufacturing facility.

9.2 PRODUCTION STATUS CODE #2

This IBM appliance is not new.

9.3 PRODUCTION STATUS CODE #3

This IBM appliance production status is not determined.

9.4 PRODUCTION STATUS CODE #5

The title to this IBM appliance has never been transferred. This IBM appliance been installed in joint IBM/client proof of concept trials typically lasting less than 90 days. These systems have been returned to an IBM authorized manufacturing facility and have been reset, updated, or both to the latest IBM appliance product specifications.

- IBM certified manufacturing and test operations have been conducted to deliver the same level of quality expected on IBM systems, including:

- Removal of all trial data
- Replacement of parts having engineering levels no longer used in production
- Replacement of all parts that do not meet IBM quality requirements
- Complete refresh of all software, including firmware
- Comprehensive IBM appliance system test.

10 TYPES OF APPLIANCE SERVICE AND SUPPORT DURING WARRANTY

IBM provides certain types of service to keep machine components in, or restore them to, conformance with their specifications. IBM will inform you of the available types of service for a machine component. At its discretion, IBM will:

- either repair or exchange the failing machine component¹
- provide the service either at your location or a service center

¹ Please note that IBM will use commercially reasonable efforts in sending a replacement machine component back to you.

10.1 TYPE 1 & TYPE 2 - CUSTOMER REPLACEABLE UNIT (“CRU”) SERVICE

IBM provides replacement customer replaceable units (CRUs) to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request. CRUs are designated as being either a tier 1 (mandatory) or a tier 2 (optional) CRU. Installing a Tier 1 CRU is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your machine. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

10.2 TYPE 5 - CRU AND ONSITE SERVICE

At IBM’s discretion you will receive CRU service or IBM or your reseller will repair the failing machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose.

10.3 TYPE 6 - CRU AND COURIER OR DEPOT SERVICE

At IBM’s discretion you will receive CRU service or you will disconnect the failing machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your machine to a designated service center. A courier will pick up your machine and deliver it

to the designated service center. After its repair or exchange, IBM will arrange the return delivery of the machine to your location. You are responsible for its installation and verification of operation.

10.4 TYPE 7 - CRU AND CUSTOMER CARRY-IN OR MAIL-IN SERVICE

At IBM's discretion you will receive CRU service or you will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the machine, IBM will make it available for your collection or, for mail-in service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for its installation and verification of operation.

10.5 TYPE 8 - CRU AND MACHINE EXCHANGE SERVICE

At IBM's discretion you will receive specified CRU service or IBM will initiate shipment of a replacement machine to your location. You must pack the failing machine into the shipping container that contained the replacement machine and return the failing machine to IBM. Transportation charges, both ways, are paid by IBM. You may be charged for the replacement machine if IBM does not receive the failing machine within 15 days of your receipt of the replacement machine. You are responsible for its installation and verification of operation.

11 IBM APPLIANCE SERVICE AND SUPPORT LIFECYCLE

The business value your IBM appliance provides has a lifecycle. This lifecycle allows the maximum value of the appliance to be realized, and ensures your investment is protected with Standard, Enhanced, and Continuing support.

The IBM appliance service and support lifecycle specifies how long support is available for IBM appliances. You can buy appliance service and support from the first availability of an appliance to the time the appliance is no longer supported. You can track how long your version and release of an IBM appliance is supported, and you can plan your investment effectively, without any breaks in support.

IBM has historically provided service and support for at least three (3) years following a product's withdrawal from marketing. While IBM does not guarantee that any product will have a particular period of support following withdrawal from marketing, IBM does not presently plan to deviate from its historical service and support practice with appliances. However, IBM's plans may change at its sole discretion without notice. IBM will announce a product's end of service (EOS) date at least 12 months before product support is withdrawn. In some geographies, when EOS is announced, service and support may still be available through a special bid or other appliance service and support offerings.

Your IBM appliance is warranted for one (1) year. For appliances that you set up, the warranty is for one (1) year from the date of shipment. For appliances that IBM installs, the warranty is for one (1) year from the date of installation.

Standard appliance service and support for your IBM Appliance will be available for five (5) years from the end of marketing (EOM) date.

Once standard support for your appliance is discontinued no new updates are made generally available. Known problems may be reviewed and ordered via electronic vehicles such as the internet (for example, <http://www.ibm.com/software/support/>) however support provided by the IBM client support representatives, will be discontinued.

Exceptions may exist for specific appliances. To obtain the most accurate lifecycle information for your appliance, subscribe to RSS updates and view the lifecycle dates under the appliance lifecycle A-Z list. Visit:

<http://www.ibm.com/software/support/lifecycle/>

IBM may modify this policy at any time, and will communicate the modification and any exceptions through an appliance announcement letter, or in a general policy announcement.

11.1 PLAN UPGRADES MORE EFFICIENTLY

Check the IBM software product lifecycle website (<http://www.ibm.com/software/info/supportlifecycle/>) regularly for advance notification of end of service dates or links to IBM announcement letters. With that information, you can be more proactive and efficient in planning product upgrades. Not all options are available in all geographies.

11.2 YOUR RESPONSIBILITIES

IBM does not warrant that our products are defect free; however we do endeavor to fix them to work as designed. You play a key role in this effort. Our remote technical support is available to provide you assistance and guidance. However, we assume that you will provide information about your system and the failing component, information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or softcopy, to the remote support center. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. Sometimes fixing a problem will mean the installation of a later release of the soft components of the appliance because some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with an IBM support center. If you do not have the required skill or are not positioned to do the work, you can engage a services provider such as IBM Technical Support Services (TSS) or a business partner to assist you, for an additional fee. If you are already involved in a services engagement in which TSS or a business partner is designing and implementing an application for you, you should ensure the statement of work is very clear as to whose responsibility it is to work suspected code defect issues with IBM, to ensure proper entitlement for remote support.

APPENDIX A: CONTACTING IBM

Global contact information IBM maintained at the IBM Planetwide internet site:

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

APPENDIX B: FINANCING

You can simplify the acquisition of your appliance with a funding strategy that conserves cash and reduces the risk of technological obsolescence. IBM Global Financing can help you implement a strategic plan to fund and manage your investment. Rather than a single upfront payment, your business can implement a plan to align expenses to anticipated project milestones, adapt to changing capacity needs, and lower total cost of ownership by up to 16%. You can proceed with confidence with a plan that meets the financial and operational goals of your project and helps your organization grow.

IBM Global Financing offers customized lease and loan options with highly competitive rates, flexible terms and the ability to offer multiple-period financing for the full solution – including consulting services, software and hardware from IBM and non-IBM IT suppliers. IBM Global Asset Recovery Services can help you retire technology that is being replaced. We can help you safely dispose of obsolete equipment and sell your marketable assets, regardless of brand, via our buyback programs. Our resources and experience in the secondary market means we can build a plan to accommodate your unique requirements.

Ask your IBM representative about the following options, and then select the approach that is best for your project:

Options	Benefits
Fair Market Value (FMV) Lease	<ul style="list-style-type: none">• Realize lower total cost of ownership through leasing rather than purchasing with cash• Increase capacity during the lease with little change in monthly payments• Shift obsolescence and risk to IBM
Loan	<ul style="list-style-type: none">• Maximize purchasing power with a predictable payment over a fixed term• Reduce upfront costs and preserve cash and credit lines• Simplify billing for multi-vendor projects
Global Asset Recovery Services	<ul style="list-style-type: none">• Dispose of older equipment in compliance with local environmental regulations• Receive cash for older marketable equipment to help fund new investments

Ask your IBM Representative or Business Partner about payment options. To learn more, visit ibm.com/financing/us/eis

APPENDIX C: PURCHASING AN EXPANSION

Certain IBM Appliances (PureApplication System, PureData for Transactions, and PureData for Operational Analytics) are set up to facilitate expansion – growing the appliance to a larger size system (larger configuration).

Ordering an Appliance expansion is very similar to the ordering process used to order the initial Appliance. Additional information is required when the expansion is ordered. This includes the base Appliance Serial Number, a revised TDA (Technical and Delivery Assessment), and an understanding of any additional service offerings that are entitled on the base system. The existing additional service offerings will need to be reordered (at the larger configuration level) at the same the expansion is ordered. For example, Business Critical and Hard Drive Retention service upgrades must also be added to the Appliance expansion.

The expansion order includes:

- Machine component (hardware)
- Installation service (installing the hardware)
- Program component (software and subscription and support at upgraded level for 1 year)
- Hardware maintenance support on the entire appliance for 12 months

APPENDIX D: PROBLEM IDENTIFICATION WORKSHEET

Complete this form before contacting IBM Technical Support. This form helps you identify problems and assists IBM Technical Support in finding solutions.

Appliance Customer Number	
Appliance Name	
Appliance Machine Type / Model	
Appliance Serial Number	
System Information	
Failing Appliance Version or Release	
Version / Release	
Operating system	
Maintenance applied?	
Problem Description	
Expected Results?	
Command or Activity being executed?	
Symptoms and Syntax?	
What is or isn't happening. Include exact error number, message text, device indicators?	
Is anyone else experiencing the problem?	
Is this the first time the operation is being attempted?	
Is this the first time the problem has occurred?	
If the problem does not occur every time, under what conditions does the problem not occur?	
Environments	
When did the activity work last?	
What has changed since the activity last worked?	
Is there any software running on the system which may be conflicting with the appliance software?	
Problem Isolation	
Identify the specific feature of the machine or program component causing the problem.	
Can the problem be reproduced? If so, please provide a reproducible test case or instructions on how to reproduce the error condition.	

Table 4: Problem Identification Worksheet

APPENDIX E: IBM SUPPORT PORTAL

The [IBM Support Portal](#) is a unified, customizable view of all technical support tools and information for all IBM systems, appliances, software, and services. It brings all the support resources available for IBM hardware and software offerings together in one place and is replacing all legacy IBM technical support sites.

The [IBM Support Portal](#) provides powerful features that make it fast and easy to find the exact information or tool you need.

- Enter your IBM appliance name in the 'Find and Activate a Product' in the 'Choose Your Products' section.
- Browse featured support links that guide you to the most critical and useful information and tools.
- Filter the results of a simple text search with one click to pinpoint the most appropriate documents.

How does the [IBM Support Portal](#) help you?

You get a unified, centralized view for all:

- Technical support tools and information
- Hardware, software, and services

You can personalize it by:

- Moving, adding, deleting, and reorganizing modules
- Adapting it to the way you work

It is an improved experience that:

- Exploits IBM's solutions and integration
- Provides more efficient access to a wealth of technical information
- Simplifies your experience, with a single place for support

It's part of current support contracts, so there's no extra charge! That's complete, customized support.

And what does it mean to you and your business?

It can lower your total cost of ownership for IBM technology by giving you flexibility and choice and making you more efficient in keeping that technology – and your business – running.

Getting started on the [IBM Support Portal](#) is easy:

1. Go to the IBM Support Portal
2. Select the products in which you are interested.
3. View your page!

To further customize your portal, click the Sign in link in the masthead and login using your IBM ID. Those without an IBM ID can create one from any IBM web page.

APPENDIX F: YOUR LICENSES

You will receive license information for your appliance from IBM.

A Machine Code Component or your appliance is licensed under the terms and restrictions of the Machine Code license agreement provided with the Machine Code Component. The terms of this Agreement are available at:

http://www.ibm.com/systems/support/machine_warranties/machine_code.html

APPENDIX G: EXCHANGING DATA WITH IBM

Our support specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically. To accomplish this, you may be offered several options by the IBM support specialist. By the terms and conditions of the applicable support agreements, this information will be non-confidential (for example, not labeled “your company confidential”)

Once your documentation is completely received by IBM approved means, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to provide support for IBM products or services. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy or return it when it is no longer required. If you elect to have us return physical media, you will be responsible for arranging for return transport of the media. IBM will provide the media to your designated carrier at the IBM location, but otherwise will have no responsibility/liability for return of the media.

For more information on exchanging diagnostic data with IBM, please refer to the Service Users License Agreement at: <http://www.ibm.com/de/support/ecurep/service.html>.

If you and the IBM support specialist agree, you may decide to send your problem information or test cases to IBM. There are several approved methods and tools that can be used. Please refer to the document “Exchanging Information with IBM Technical Support” for more information. The IBM support specialist working with you can help you set up the transfer.

The following site discusses different ways to send and receive files to and from IBM: <http://www.ibm.com/software/support/exchangeinfo.html>, and the following discusses how to use ECURep to send files to IBM: <http://www.ibm.com/de/support/ecurep/>.

Please understand and acknowledge that IBM may use its global resources, including but not limited to, IBM Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of your data exported to, or otherwise accessible by IBM is controlled as a defense article under the US International Traffic in Arms Regulation (ITAR) or under any other country’s laws or regulations.

APPENDIX H: IBM SOFTWARE GROUP APPLIANCES

IBM Appliances include:

- IBM WebSphere DataPower
- IBM PureSystems
- IBM Security Systems
- IBM InfoSphere Guardium
- Q1 Labs, an IBM Company
- IBM MessageSight
- IBM SoftLayer
- The Now Factory
- IBM Software appliances and Lenovo

IBM SUPPORT FOR DATAPOWER APPLIANCES

IBM WebSphere DataPower SOA Appliances are purpose-built, easy-to-deploy network devices that simplify, help secure, and accelerate your XML and Web services deployments while extending your SOA infrastructure. These new appliances offer an innovative, pragmatic approach to harness the power of SOA while simultaneously enabling you to leverage the value of your existing application, security, and networking infrastructure investments.

Support for WebSphere DataPower appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware. Clients with 7x24 contracts will continue to get the off-shift support to which they are entitled.

Additional information regarding DataPower support offerings and self-help is available at: <http://www.ibm.com/support/docview.wss?rs=2362&uid=swg21260903>. This information covers a range of support topics including:

- WebSphere DataPower extended maintenance and support services
- Specifics for clients with valid support contracts on how to contact IBM WebSphere DataPower Technical Support
- WebSphere DataPower SOA Appliances Support page
- Firmware and documentation downloads including a download wizard
- My Notifications weekly custom email with important news about the IBM appliances and products you select
- IBM WebSphere DataPower SOA Appliance forum on developerWorks

[Lifecycle - DataPower](#)

IBM SUPPORT FOR PURESYSTEMS APPLIANCES

PureSystems combine the flexibility of a general purpose system, the elasticity of cloud and the simplicity of an appliance. They are integrated by design and come with built in expertise gained from decades of experience to deliver a simplified IT experience.

The IBM PureApplication System is a platform system designed and tuned specifically for transactional web and database applications. This workload-aware, flexible platform is designed to be easy to deploy, customize, safeguard and manage. Whether you operate in a traditional or private cloud environment, this IBM solution can provide you with superior IT economics.

PureData™ System, the newest member of the PureSystems™ family is optimized exclusively for delivering data services to today's demanding applications with simplicity, speed and lower cost.

Support for the following appliances may be found at:

Pure Application System:

www.ibm.com/support/entry/portal/overview/software/puresystems/pureapplication_system

<http://www.ibm.com/support/docview.wss?uid=swg27039159>

<http://www.ibm.com/support/docview.wss?uid=swg21626976>

[Customer Support Plan - Pure Application System](#)

[Lifecycle - Pure Application System](#)

Pure Data System for Operational Analytics:

www.ibm.com/support/entry/portal/overview/software/puresystems/puredata_system_for_operational_analytics

[Customer Support Plan - Pure Data System for Operational Analytics](#)

[Lifecycle - Pure Data System for Operational Analytics](#)

Pure Data System for Transactions:

www.ibm.com/support/entry/portal/overview/software/puresystems/puredata_system_for_transactions

[Customer Support Plan - Pure Data System for Transactions](#)

[Lifecycle - Pure Data System for Transactions](#)

Pure Data System for Analytics:

http://www.ibm.com/support/entry/portal/overview/software/puresystems/puredata_system_for_analytics_%28powered_by_netezza_technology%29

[Customer Support Plan - Pure Data System for Analytics](#)

[Lifecycle - Pure Data System for Analytics](#)

IBM SUPPORT FOR IBM SECURITY SYSTEMS APPLIANCES

IBM Security Systems (formerly known as IBM Internet Security Services) appliances are purpose-built host based security assessment and intrusion prevention appliances.

Technical support for IBM Security Systems appliance products is provided by IBM Software Support for both firmware and hardware.

Additional support resources and self-help information for IBM Security Systems is available at:

IBM Security Network Intrusion Prevention System, SiteProtector and IBM Security Web Gateway Appliances:

<http://www-01.ibm.com/support/docview.wss?uid=swg21447087>

Lifecycle

[Lifecycle - Security Network Intrusion Prevention System](#)

[Lifecycle - SiteProtector](#)

[Lifecycle - Security Web Gateway](#)

IBM Security QRadar Appliances:

<http://www.ibm.com/support/docview.wss?uid=swg21616144>

[Lifecycle - QRadar](#)

IBM SUPPORT FOR INFOSPHERE GUARDIUM

IBM InfoSphere Guardium appliances are virtual appliances purpose-built for real time database activity monitoring by deploying centralized and standardized controls for real-time database security and monitoring, fine-grained database auditing, automated compliance reporting, data-level access control, database vulnerability management and auto-discovery of sensitive data.

Support for InfoSphere Guardium appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware.

Additional information regarding InfoSphere Guardium support offerings and self-help is available at:

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

[Customer Support Plan - InfoSphere Guardium](#)

[Lifecycle - InfoSphere Guardium](#)

IBM SUPPORT FOR MESSAGESIGHT

IBM MessageSight delivers the simplicity, value and performance organizations need to accommodate the ever growing multitude of mobile devices and sensors. IBM MessageSight extends messaging networks, delivering messaging for the edge of the enterprise to reach out to the expanding Internet of Things. These capabilities allow today's organizations to be more engaged to support new systems of interaction with clients, partners, and employees by unlocking information in systems of record to enable business to be conducted anywhere. The

appliance enables large volumes of events to be streamed into analytic engines for processing big data.

Support for MessageSight may be found at: [MessageSight support](#)

[Lifecycle - MessageSight](#)

IBM SUPPORT FOR SOFTLAYER

Founded in 2005 and acquired by IBM in July 2013, SoftLayer is an infrastructure provider with a diverse customer portfolio from Web startups to global enterprises.

SoftLayer unified platform gives clients cloud computing without compromise (virtual/bare metal, public/private), deployed on demand, billed hour-to-hour or month-to-month, with a single pane of glass for systems management.

It has data centers and network points of presence in the United States, Asia and Europe.

SoftLayer provides superior technical capabilities critical to a cloud infrastructure, expansive programmable interfaces (APIs) and hundreds of hardware and network configurations.

- Customers mix and match bare metal servers, virtual server instances and turnkey private clouds and manage them from a single control pane or API
- All deployed on demand and provisioned automatically in real time

Our appliance teams are beginning to utilize SoftLayer Cloud Servers in addition to the appliance hardware servers. Our software patterns will be enabled on either platform.

For more information about SoftLayer Cloud Servers: <http://www.softlayer.com/cloud-servers>

THE NOW FACTORY

The Now Factory enhances IBM's [Big Data Platform](#) to bring a new class of analytics solutions to the market. For example, [IBM InfoSphere Streams](#) augments The Now Factory data mediation and analytics, and extends the range of use cases to include more real-time analytics on data in motion. The Now Factory's clients can also access [IBM PureData System for Analytics](#) and Hadoop-based [IBM InfoSphere BigInsights](#) for exploration and deep analysis of subscriber and network data.

IBM SOFTWARE APPLIANCES AND LENOVO

All materials that comprise this handbook remain the same for the owners of our appliances. When you have an issue with your appliance, continue to contact the IBM Company or your authorized partner to obtain service and support. There are no changes to how our IBM Software Appliances are serviced and supported. Be assured you will continue to receive the best appliance service and support.

The following links describe the relationship between the IBM Corporation and the Lenovo Corporation. You will find Frequently Asked Questions (FAQ) references. If your question or issue is not covered for your appliance please send it to askappliance@us.ibm.com.

- [IBM web page](#) detailing "Transitioning x86 To Lenovo"
- [FAQ on the x86 Lenovo Transition](#). PDF Version [Here](#).

We look forward to continuing our relationship and providing you the best service and support for your appliances.

IBM ACQUIRED APPLIANCES

A note about IBM acquired appliances.

Welcome, clients and clients of acquired companies. We will be working over the coming months to integrate the support for acquired appliance support organizations into IBM.

With most IBM acquisitions, IBM strives to deliver a consistent integration of the acquired company's technology within an IBM product portfolio. However, there is a transition period during which existing client contracts and support delivery may be available to you based on current legacy support contracts, or using existing support infrastructure and contact methods.

APPENDIX I: PASSPORT ADVANTAGE AND PASSPORT ADVANTAGE EXPRESS APPLIANCE SERVICE AND SUPPORT COVERAGE

When you renew your annual IBM Appliance Service and Support for an appliance at a site, you should renew for all appliances. You must renew Appliance Service and Support for all appliances for which you want technical support.

You are entitled to Appliance Service and Support only on the appliances covered.

For software, when you renew Subscription & Support for a product at a site, you should renew Subscription & Support for all copies/licenses of that program at that site, no matter how you acquired those copies, and you must renew Subscription & Support for all copies/licenses of that program for which you want technical support.

(Note: To be authorized to upgrade your licenses or contact Technical Support with questions or issues, the license must be covered with current Subscription & Support.)

You are entitled to Software Subscription & Support only on the licenses covered.

REINSTATING SUPPORT FOR AN APPLIANCE

If you need Appliance Service and Support for your appliance with lapsed coverage, you will need to acquire Appliance Service and Support Reinstatement. This is the only way you will be able to reinstate your Appliance Service and Support coverage and licenses.

Once an appliance's coverage has lapsed you will no longer be able to contact IBM for Appliance Service and Support. Any repairs will be done on a time and materials cost to you. Clients currently covered by Appliance Service and Support will have priority.

If an IBM Appliance ever goes out of maintenance, reinstatement of appliance maintenance is contingent upon an appliance reinstatement inspection conducted. If the appliance is found to not meet reinstatement standards, bringing the appliance up to standard would be a separate client cost.

APPENDIX J: HOW TO: SITE TECHNICAL CONTACT (STC) FOR PASSPORT ADVANTAGE (PA):

Appliance Service and Support is acquired through Passport Advantage. Site Technical Contacts (STCs) need to be identified. Each site, including the originating and all additional sites, enrolling in the Passport Advantage (PA) program must designate a Site Technical Contact (STC) responsible for the Appliance Service and Support offering at that site.

More information about the PA Site Enrollment Form can be found on the PA website at:

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

This person will be responsible for:

- Allocating and/registering Authorized Callers to enable them to have access to electronic technical support.
- Keeping all access and caller overall compliance for the software products within their site current

If you do not have a Site Technical Contact or you do not know who your Site Technical Contact is, fill out and send an SR contact form at www.ibm.com/software/support/help-contactus.html. The SR help desk will then assist you with your request.

SITE TECHNICAL CONTACT PROCESS FOR ADDING AUTHORIZED CALLERS:

The Site Technical Contact (STC) is responsible for ensuring that your company's IS support personnel understand how to work with IBM remote technical support.

To take full advantage of the features and benefits of IBM's support services on our Support website that includes web-based access to personalized features such as My Notifications, entitled content, and IBM's Service Request (SR) tool, you must first register with IBM by going to www.ibm.com/software/support/ and selecting "Register" that is located in the top right-hand corner. If you already have an IBM ID and password from another participating ibm.com website such as Passport Advantage Online, you can use that same ID and password to log in to the IBM Support website.

IBM's Service Request (SR) is IBM's electronic problem submission tool that you can use to create service requests to report and manage issues you are having while installing or using IBM software. To access SR, all users must 1) be registered with IBM and 2) be on your company's SR Authorized Caller list.

Please note that not all methods of accessing remote technical support are included in all support offerings. The information below applies to SR.

There are 3 levels of technical caller status:

- Active - user can submit new Incidents/PMR's, as well as view/update existing problems
- Inactive - user is in view-only mode - and cannot create or update problem records/incidents
- Terminated - user is not authorized to access support at all

The STC will be added as an Authorized Caller by IBM. The STC will then add Authorized Callers to SR. After the STC is added, they will receive an email Welcome Letter that is specifically designed for their access to SR. The STC is to follow the instructions in the email Welcome Letter. It is important that the STC use the link embedded in the email and follows the instructions contained in the email to ensure that their Authorized Caller record is set up correctly.

After the STC has used the URL in the email Welcome Letter to access SR the first time, they can then access SR directly from the IBM Appliance Service and Support website at www.ibm.com/software/support/, by clicking on the "Open service request" tab, then click "SR" and use their IBM ID and password to log in.

The STC is responsible for creating and managing a list of Secondary Site Technical Contacts (SSTCs) and Authorized Callers who can access SR. SSTCs can add Authorized Callers and submit and create service requests.

Authorized Callers can submit and create service requests. To add Authorized Callers, users must have first registered with IBM and give the STC or SSTC their IBM ID. The STC then logs in to SR, selects "Relationship administration" from the left side of the page and then selects "Add caller", which is also located on the left side of the page. After a user has been added as an SSTC or Authorized Caller in SR, a welcome email will be sent to the new user with instructions on how to access SR. The new user can then electronically submit and track service requests using SR.

Users can also electronically request access to SR by using the SR Caller Self-Nomination form, which can be accessed by logging into SR. If you are not a caller on a contract, the form will be displayed. Complete and submit it. If you are already a caller on a contract, and want to be added to another contract, log in to SR, select "Relationship administration" from the left side of the page, and then select "Add relationship" and complete and submit the form.

Each time a user requests access to SR using the SR Caller Self-Nomination form, the STC will receive an email notifying them of the request. The STC or SSTC can approve or deny the request by logging into SR, selecting "Relationship management" from the left side of the page

and selecting “Manage nominations”, which is also located on the left side of the page. If the user is approved, an email will be sent to the new user containing instructions on how to access SR.

TO ACCESS ADDITIONAL INFORMATION ON SERVICE REQUEST (SR):

Go to our Support website at <http://www.ibm.com/software/support>, click the “Assistance” tab and then click “SR Help”, log in to SR then click “Help” or “SR Help” located on the left side of the page.

You can also access SR Help directly at:

<http://www.ibm.com/support/electronic/portal/navpage.wss?category=25>.

Note: Adding and updating the Authorized Caller information in SR applies only to SR. You must update Passport Advantage Online (www.ibm.com/software/passportadvantage/) and choose the Passport Advantage Online tab and then “Customer sign in”) for any changes to your Passport Advantage program contacts, including the Site Technical Contact, to apply there.

ENHANCED ELECTRONIC CAPABILITIES

The enhanced electronic support features allows IBM to provide clients with “around-the-clock self-service” capabilities.

Electronic support capabilities are found at <http://www.ibm.com/software/support> and provide the following items:

- Advanced Search Searching across multiple technical repositories to resolve a problem or answer a question you may have had
- Download fixes to problems
- Electronic Problem Submission Submit problems on line if you didn’t find what you needed in your search. Establish real-time collaboration between you and our technicians, when appropriate
- Personalization Customizable web views of support content based on user preferences
- Automatic Language Translation/Dynamic web translation of technical content into one of several languages

Note: above services not available in all countries or for all products at this time

For more information on the Software Maintenance Offering - a valuable option in our Passport Advantage program - please visit the www.ibm.com/software/passportadvantage/ website and review the tutorial.

HOW A DEFECT IS HANDLED

During this investigation process, the Resolution Team determines if your defect issue falls into one of three categories as described below.

A KNOWN DEFECT-RELATED ISSUE IN AN IBM APPLIANCE.

If the Resolution Team determines that the issue is the result of an appliance defect that has previously been reported, the following actions may be taken:

- A fix or workaround is provided to circumvent or correct the issue. This could be a hardware or software fix. Any replacement assumes the warranty or maintenance service status of the replaced item
- If no workaround is available and it is determined that one is required, the Resolution Team will work with you to find the best feasible workaround

The Resolution Team will advise you when the defect (APAR) is closed, assists in fix implementation and updates the client's problem record.

A NEW DEFECT

If the Resolution Team determines that the issue is the result of an IBM appliance defect that has not been reported before, we will work with you to create an Authorized Program Analysis Report (APAR) or Software Problem Report (SPR) to track the resolution of the defect. These APAR's and SPRs, along with any necessary documentation that you may be asked to provide are routed to the appropriate development teams.

The development teams analyze the APAR or SPR to determine how the defect will be addressed. One of a number of fix actions may result:

- The defect is determined to be of high impact, a code fix is created and delivered to you
- The defect is determined to be of lower impact which does not require an immediate, permanent fix, we may defer the fix for a future release. APARs will reflect deferred fixes with a closing code of "FIN" (Fixed If there is a Next release) to designate plans for inclusion in a future release.

Because of the complexities of the environments supported, APARs and SPRs will often take several weeks, possibly months, to debug and to write, test, package and distribute a fix. For high impact problems, we will make every reasonable effort to develop a bypass or workaround that you can use until the APAR has been resolved and a Program Temporary Fix (PTF) has been created. Code fixes for IBM products may be distributed via software subscriptions, service packages or in a future release of the product.

Note: If the Resolution Team determines that the issue is not a software defect in supported IBM code, we will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

After you have received a program fix, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact the support center so that the PMR/Incident/Support Case may be placed in a resolved status. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while IBM support personnel continue to work on the problem. The PMR/Incident/Support Case will not be closed until the problem has been resolved to your satisfaction.

For onsite fixes the Resolution Team will dispatch the appropriate technical resource to investigate and repair or replace the problematic component.

HOW TECHNICAL QUESTIONS (HOW-TO/INSTALL) ARE HANDLED

For Clients covered by warranty or a standard services and support contract

Technical question support allows you to obtain assistance from IBM for product specific, task-oriented questions regarding the installation and operation of currently supported IBM software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you with short duration problems involving:

- Usage (how-to) of your appliance
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as IBM Redbooks® or manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for upgrades or appliance fixes

APPENDIX K: SERVICE UPGRADE AVAILABILITY FOR IBM APPLIANCES

Below is the current list of service upgrades available by type¹ of IBM appliance:

	Appliance Service Upgrades		
	Business Critical	Hard Drive Retention	Accelerated Value Program
PureApplication System	Y	Y	Y ²
PureData System for Operational Analytics	Y	Y	Y
PureData System for Analytics	Y	Y	Y ²
PureData System for Transactions	Y	Y	Y
InfoSphere Guardium	Y	Y	Y ²
Infrastructure Protection Products (IPS and Site Protector)	N ³	NA ³	Y ³
QRadar appliances (formerly known as Q1Labs appliances)	Y	Y	Y
IBM Security Web Gateway Appliance	N	NA	N
Data Power	Y	Y ²	Y

¹ For a full list of service upgrades by country please contact your IBM sales representative.

² Available through a custom contract.

³ Special offerings are available for these appliances in Japan. For more information please consult this web site: [\(日本国内向けプレミアム・サービスのサービス内容について\)](#)

APPENDIX L: ACRONYMS & OTHER TERMS

The following acronyms and terms are used frequently in the course of solving your problems.

APAR

Authorized Program Analysis Report. A formal report to IBM development, of a problem caused by a suspected defect in a current unaltered release of an IBM program. An APAR may be used by development to document new function delivered in the maintenance stream

APPLIANCE

A single purpose device. IBM's appliances contain technologies from the IBM portfolio of hardware and software in one product.

APPLIANCE CONFIGURATION

See [IBM Appliance Configuration](#).

ALC

Annual License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

CALL

A single telephone call from the Customer Authorized Caller to the Support Center. An incident may involve one or many telephone calls

CBPDO

Custom Built Product Delivery Option. OS/390 deliverable which can include product and service, but is used by many Clients as a vehicle for preventive service

CCC

Call Center Coordinator. CCC is a term within Lotus for people who will dispatch or triage all client incidents

CONSOLE

A Lotus Support function which routes phone messages, handles expired Support ID's and answers support entitlement questions

CRU

Customer Replaceable Unit

CSD

Corrective Service Delivery. Means by which some products deliver their service.

CUSTOMER CRITICAL PROBLEM

Means a problem for which you have no known work around resulting in a critical disruption in your business operations.

CUSTOMER-SET-UP MACHINE COMPONENT

An IBM Machine Component that Customer is responsible for installing according to instructions provide with it.

DATE OF INSTALLATION

- a. for a Customer-set-up Machine Component, the date on Customer's purchase invoice or sales receipt for the Appliance is the Date of Installation, unless IBM or Customer's IBM reseller informs Customer otherwise.
- b. For an IBM Machine Component that IBM is responsible for installing, the business day after the day IBM installs it or, if Customer defers installation, makes it available to Customer for subsequent installation by IBM.

EMEA

IBM Geographic unit consisting of Europe, Middle East, and Africa

END OF SERVICE DATE

The date when IBM will no longer support, update, patch or maintain a product.

EOM

End Of Marketing date.

EOS

End Of Support date. The date listed is the last date on which IBM will deliver Standard Support services for a given version/release of a product.

ESO

Expanded Service Options. OS/390 service deliverable used by many Clients for preventive service

ESP

Early Support Program. A program where clients get a pre release level of a product in order to help IBM evaluate the fitness of the product and the readiness of IBM support

FIN

Fixed-If-Next. An APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Client and IBM)

FIX PACK

A cumulative collection of all fixes available to registered clients since the last release of the product. It can include fixes that have not been previously released and can span multiple products or components. A fix pack can be applied on top of any previously shipped maintenance to bring the system up to the current fix pack level.

FRU

Field Replaceable Unit

FSS

Field Support Services provided by a Lotus Support Field representative who engage in short term technical projects for clients

FSU

Fast Service Upgrade. A process for upgrading an installed VSE release level with a newer one.

FTP

File Transfer Protocol. Method for transferring files to or from IBM and Lotus and their Websites

FULLSHIFT

Means 24 hours a day, seven days a week, including national holidays.

GENERAL AVAILABILITY

The date listed as the latest date that a version/release of the product is available to all users, regardless of language or media.

GTS

Global Technical Service. Organization within IBM specializing in delivering the highest quality services to our Clients.

HIPER

Literally, "High Impact Pervasive". An APAR that describes a serious problem and may be one that has a wide spread impact. The APAR should be reviewed and if applicable, the PTF should be installed as soon as possible.

IBM

International Business Machines.

ICA

IBM Customer Agreement. An agreement under which IBM software products are licensed. The ICA is signed by the Client and by IBM.

INTERIM FIX

A tested and verified fix available to registered clients. It can contain fixes for one or more product defects (APARs). The associated APARs are closed

IPLA

International Program License Agreement. An agreement under which IBM software products are licensed. The IPLA is shipped with the product and does not require signatures.

Lotus Knowledge Base

An interactive, web-based support tool allowing a Client to search for specific support information

MACHINE COMPONENT

A hardware device, features, conversions, Upgrades, elements, or accessories, or any combination of them. The term "Machine Component" includes an IBM Machine Component and any non-IBM Machine Component (including other equipment) that IBM may provide to Client.

MACHINE CODE COMPONENT

Microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, diagnostics, and any other code (all subject to any exclusions in the license provided with it) delivered with an IBM Machine Component for the purpose of enabling the Machine Component's function, as stated in its Specifications.

MLC

Monthly License Charge. Pricing methodology for some software products, primarily mainframe, which uses monthly payments

MR

Maintenance Release - Each time a new feature release for a Lotus product is introduced to the market, a subsequent trail of regularly scheduled bug fix releases are typically provided. At Lotus this is called a maintenance release. A maintenance release is denoted by the use of a third digit in the release number

MU

Maintenance Update. An MU is a Lotus term for a small release, with only a few fixes, or perhaps just one fix. An MU is represented by an additional letter. For example, the MU for R5.0.4 was R5.0.4a

OFF-SHIFT

Means all hours outside of Prime Shift (please see Prime Shift definition)

ONSITE

Technical support delivered physically at the client location.

OS/390

Mainframe server platform built on the MVS family of products

OTC

One Time Charge. Pricing methodology for most software products which are purchased by a single payment at the time the product is acquired.

PD

Problem Determination. The process of isolating the source of a suspected problem to hardware or software.

Pervasive

Designation of an APAR which has the potential to affect many Clients

PLC

Primary License Charge. A method of paying for some IBM software products, usually as a part of a PLC/ALC agreement.

PMP

Preventive Management Planning.

PMR

Problem Management Record. A record of the activities performed during the course of resolving a client reported problem. Clients with access to IBMLink can view their PMRs.

PRIME SHIFT

Means standard IBM business hours in the local time zone where you receive the Service (for example, 8 a.m. To 5 p.m. Monday through Friday), excluding national holidays.

PROGRAM

The following, including the original and all whole or partial copies: 1) machine-readable instructions and data, 2) components, 3) audio-visual content (such as images, text, recordings, or pictures), 4) related licensed materials, and 5) license use documents or keys, and documentation.

PROGRAM COMPONENT

an IBM Program or Non-IBM Program that is pre-installed on a Machine Component.

System p

Performance Series from IBM, based on the RS6000 technology

PSI

Problem Source Identification. The process of isolating the source of a suspected software problem to the failing software product or component.

PSLC

Parallel Sysplex License Charge. A special software pricing methodology for mainframe Clients receiving the benefits of the parallel Sysplex technology.

PSP

Preventive Service Planning. A facility that contains information concerning a product's installation or service. A PSP entry consists of upgrades and subsets.

PSP

Personal Software Products. The software platform including the OS/2 family of products

PTF

Programming Temporary Fix. A fix to a reported defect that can consist of documentation and/or code. A PTF is temporary only in the sense that it disappears with the next release of the product, when the patch is integrated into the base product code

REFRESH PACK

A cumulative collection of all of the function and fixes that are available to registered clients since the last release of the product. The function and fixes may not have been previously released, and can span multiple products or components. A refresh pack can be applied on top of any previously-shipped maintenance to bring the system up to the current refresh pack level.

RETAIN

Remote Technical Assistance Information Network. IBM's problem and defect management tool

RLC

Recurring License Charge. A method of paying for some IBM software products.

RMA

Return Merchandise Authorization. The process of having an entire appliance replaced instead of just parts of the appliance. The client returns the product back to the company and gets a new or repaired product back. See [TYPE 8 - CRU AND MACHINE EXCHANGE SERVICE](#) for more information.

RMP

Recommended Maintenance Package. Service deliverable for RS/6000 which allows the preventive installation of a set of IBM recommended fixes between maintenance levels

RSU

Recommended Service Upgrade. Service deliverable for OS/390 and VM which allows the preventive installation of a set of IBM recommended fixes

SID

Support ID. A unique number that identifies a Designated Caller or set of callers. This ID is used by the Lotus telephone system to automatically verify entitlement.

SMP/E

Systems Maintenance Program Extended. Program to manage function and maintenance in a z/OS system. With the new Internet Delivery Service, it will even download the latest maintenance for your z/OS platform products on the schedule you determine.

SPECIAL ATTENTION

Special Attention APARs, while not as critical as HIPER APARs, do require special Client consideration as they can represent pervasive problems, cross-system (sysplex) problems, new function, installability or serviceability improvements, or other, key product specific considerations.

SPOC

Single Point of Contact

SPOE

Single Point of Entry

SPR

Software Problem Report. A record in the Lotus software problem reporting system that is used to track an identified software problem — similar to IBM's APAR, however an SPR may also be used within the incident tracking database to classify an incident's status.

SSA

System Support Agreement. An expanded maintenance agreement which includes some level of enhanced software support services, normally replaced with Service Suite

STATUS

The most recent assessment of an incident's/PMR's current place in the resolution process

SUF

Service Upgrade Facility. An OS/390, VM, and VSE tool announced in 1997 which uses the Internet to help automate preventive and corrective service application. It was replaced by the SMP/E Internet Service Retrieval function in 2006

SVP

Suggested Volume Price. A letter between C and H which gives the Client's discount level in the Passport Advantage program

System i

Integrated Series from IBM, based on the AS400 technology

TEST FIX

A temporary or uncertified fix with limited IBM testing that is provided to one or more clients for testing purposes. It is not available to all registered clients. The associated APAR is not closed.

UR1

Unable to be reproduced on the next product release. Like “FIN”, this APAR closing code is also used for an APAR whose fix will be deferred until a future release of the product (by mutual agreement between the Client and IBM)

APPENDIX M: WEB LINK SUMMARY

Below is a summary of all the links found in this document:

Link	Description
http://www.ibm.com/software/appliance/support/	Appliance Support Handbook (this document)
http://www.ibm.com/support/handbook/	Software Support Handbook
http://www.ibm.com/support	IBM Support Portal Home Site
http://www.ibm.com/software/support/	IBM Support Portal Site (software support section)
http://www.ibm.com/support/electronic/portal/navpage.wss?category=25	Service Request Help
http://www.ibm.com/planetwide	Details on how to contact IBM support in your specific country or region
http://www.ibm.com/software/isa/	IBM Support Assistant
http://www.ibm.com/eserver/support/fixes/	Fix Central
http://www.ibm.com/software/support/lifecycle/	Appliance Lifecycle information
http://www.ibm.com/systems/support/machine_warranties/machine_code.html	Machine Code License Agreements
http://www.ibm.com/de/support/ecurep/service.html	Service Users License Agreement
http://www.ibm.com/software/support/exchangeinfo.html	Enhanced Customer Data Repository – How to exchange data with IBM
http://www.ibm.com/support/techdocs/atmastr.nsf/Web/CSps	IBM Customer Support Plans
http://www.ibm.com/software/passportadvantage/	Passport Advantage Site
http://www.ibm.com/software/support/acceleratedvalue/productfamily.html	IBM Software Accelerated Value Program - Products
http://www.ibm.com/software/howtobuy/passportadvantage/	Information on how to buy passport advantage
http://www.ibm.com/software/support/acceleratedvalue/	IBM Software Accelerated Value Program Home Site
http://www.ibm.com/software/support/premium/contactus.html	IBM Software Accelerated Value Program - Sales Contacts
http://www.ibm.com/services/	IBM Custom Support Site
http://www.ibm.com/support/docview.wss?rs=2362&uid=s	Data Power Support Site

wg21260903	
www.ibm.com/support/entry/portal/overview/software/information management/ibm netezza	Netezza Support Site
www.ibm.com/support/entry/portal/overview/software/puresystems/pureapplication system	Pure Application System Support Site
www.ibm.com/support/entry/portal/overview/software/puresystems/puredata system for operational analytics	Pure Data System for Operational Analytics Support Site
www.ibm.com/support/entry/portal/overview/software/puresystems/puredata system for transactions	Pure Data System for Transactions Support Site
http://www.ibm.com/support/entry/portal/overview/software/puresystems/puredata system for analytics %28powered by netezza technology%29	Pure Data System for Analytics Support Site
https://www.ibm.com/support/docview.wss?uid=swg21447087	Infrastructure Protection Appliances (IPS and Site Protector) Support Site
https://www.ibm.com/support/docview.wss?uid=swg21447087	IBM Security Web Gateway Appliance Support Site
http://www.ibm.com/support/docview.wss?uid=swg21616144	IBM Security QRadar Appliances Support Site
http://www.ibm.com/software/data/guardium/	Guardium Support Site

Table 5: Website Summary

APPENDIX N: DOCUMENT UPDATES

Below is a list of changes made to this document since the last version (v 2.1.3):

- Expanded section 8.5 MOVING APPLIANCES



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