IBM Qradar Appliances Type 4379
Problem Determination and Service Guide

Service information for: 4379-Q24 / Q05

If your IBM X-series Server was purchased as part of a Software Group Appliance, certain information contained in the product documentation may or may not apply to your particular product. Information that may differ is:

1. The warranty period
2. Parts replacement procedure
3. Service support call flow

The information in this document supersedes the Problem Determination and Service Guide for IBM System x3630 M3 Type 7377. The table below maps the Software Group Appliance Part Number to the IBM Systems and Technology Group System X Part Number.

Appliance Name	Appliance Model Type	IBM System X Name	IBM System X Model Type
IBM Security QRadar Core Appliance XX24	4379-Q24	x3630 M3	7377-AC1
IBM Security QRadar Core Appliance XX05	4379-Q05		

This Product is not intended to be connected directly or indirectly by any means whatsoever to interfaces of public telecommunications networks.

本製品は、電気通信事業者の通信回線への直接、またはそれに準ずる方法での接続を目的とするものではありません。

Chapter 4. Parts listing

Field Replaceable Unit (FRU): FRUs must be installed only by trained service technicians. IBM will perform On-Site install for FRUs, at no additional charge.

All structural parts, and Tier 1/Tier 2 parts listed in the Problem Determination and Service Guide for IBM System x3630 M3 Type 7377 are delegated as FRUs for your IBM QRadar Appliance Type 4379. The only exception is the FIPs Kit (Part 00AN000) which is a Tier 1 CRU.

Description	FRU part number
Federal Information Processing Standard (FIPS) Kit	00AN000

Chapter 5. Removing and replacing server components

IBM Service Technician should follow Problem Determination and Service Guide for IBM System x3630 M3 Type 7377 and x3550 M3 Type 7944 to remove, replace, and/or install all parts.

Replacing the System Board

IBM Service Technician should follow removing/replacing the System Board Instructions in the Problem Determination and Service Guide for IBM System x3630 M3 Type 7377 and x3550 M3 Type 7944.

For System Board replacement IBM Service Technician should update VPD to reflect the MT of the System X Product.

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Replacing Federal Information Processing Standard (FIPS) Mylar Pieces, Security Software and Tamper Labels

If you are a customer being serviced as a US based Government entity and require FIPS 140 Security Compliance, you should have received additional Mylar Pieces and Tamper labels along with instructions with the original appliance shipgroup to use during repair actions.

Mylar Piece
Please provide the IBM Service Technician with the instructions and the mylar pieces you received with your appliance ship group should you need assistance. If you have misplaced the mylar pieces or instructions, please advise IBM Remote support to send the FIPS CRU Kit PN 00AN000 when they dispatch the SSR with the replacement component. If the mylar pieces are not available prior to the SSR coming onsite to replace the component, you may order the part as a CRU, but will be responsible to apply the mylar pieces on the component.

IBM Service Technician should refer to the document entitled 'Instructions for Installing QRadar FIPS Mylar Pieces' that were provided in the shipgroup, are included Hardcopy in the FIPS CRU Kit, and is also available through IBM Internal documentation.

Tamper-proof Labels
Customers are responsible to install the QRADAR FIPS Software and sequential Tamper-Proof labels after a service request. You should have received FIPS Software install instructions and an extra set of Tamper-Proof labels with the original appliance ship group. If additional Tamper-Proof labels are needed, the customer can order FIPS FRU Kit PN 00AN000. Tamper-Proof Label Instructions will be included Hardcopy in the FIPS FRU Kit or available at the following URL:

http://www-947.ibm.com/support/entry/portal/docdisplay?Indocid=MIGR-5094851

Appendix A. Getting help and technical assistance

Using the documentation

Please visit http://www.ibm.com/security/secintel/lic for information on how to obtain the latest documentation for your QRadar Appliance.

Software and Hardware service and support

When calling IBM for service please select the Software Service Option as the Product type for your QRadar Appliance. You are required to provide your IBM Customer Number for Support.

All Service Support calls should be directed to the ISM Software Support Line. The Software support team owns the engagement with the customer and will engage the hardware support team when necessary.