

## IBM Qradar Appliances Type 4379, 4378 Problem Determination and Service Guide

Service information for: 4379-Q24 / Q05, 4378-Q21 / QC2 / QD1 / QSR / QLR / QC1

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 and x3550 M3 Type 7944. The table below maps the Software Group Appliance Part Number to the IBM Systems and Technology Group System X Part Numbers.

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		
IBM Security QRadar Core Appliance 21XX/1501	4378-Q21	X3550 M3	7944-AC1
IBM Security QRadar QFlow Collector 1202	4378-QC2		
IBM Security QRadar QFlow Collector 1301	4378-QD1		
IBM Security QRadar QFlow Collector 1310-SR	4378-QSR		
IBM Security QRadar QFlow Collector 1310-LR	4378-QLR		
IBM Security QRadar QFlow Collector 1201	4378-QC1		

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. In addition to the list of FRUs below, all Consumables (components, such as batteries), Structural parts (components such as chassis assembly, top cover, bezel), and Tier 1/Tier 2 parts listed in the Problem Determination and Service Guide for IBM System x3630 M3 Type 7377 and x3550 M3 Type 7944 are delegated as FRUs for your IBM QRadar Appliance Type 4379/4378.

Description	FRU part number
NT4E-STD 4-Port 10 M / 100 M / 1 G Ethernet PCIe	00W0992
NT20E 2-Port 10 G Ethernet PCIe	00W0993
Copper SFP-10/100/1000BASE-T	00W0994
Fiber Fiber SFP-1000BASE-SX-ET	00W0995
SR XFP-10GBASE-SR	00W0996
XFP-10GBASE-LR	00W0997
2 GB DDR2 RAM Module	00W0998

### Chapter 5. Removing and replacing server components

See Chapter 4. Parts listing above.

### Appendix A. Getting help and technical assistance

#### Using the documentation

Please visit [ibm.com/security/secintel/lic](http://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.

(1P) P/N: 00W0982

