**IBM Qradar Appliances Type 4378
Problem Determination and Service Guide**

Service information for: 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 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 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 in the table below, all consumables, structural parts, and Tier 1/Tier 2 parts listed in the Problem Determination and Service Guide for IBM System x3550 M3 Type 7944 are delegated as FRUs for your IBM QRadar Appliance Type 4378.

Description	FRU part number
NT4E-STD 4-Port 10 M / 100 M / 1 G Ethernet PCIe	47C7732
NT20E 2-Port 10 G Ethernet PCIe	47C7733
Copper SFP-10/100/1000BASE-T	47C7734
Fiber Fiber SFP-1000BASE-SX-ET	47C7735
SR XFP-10GBASE-SR	47C7736
XFP-10GBASE-LR	47C7737
2 GB DDR2 RAM Module	47C7738

Chapter 5. Removing and replacing server components

IBM Service Technician should follow Problem Determination and Service Guide for IBM System 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 x3550 M3 Type 7944.

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

Replacing NT4E-STD 4-Port 10 M / 100 M / 1 G Ethernet PCIe and NT20E 2-Port 10 G Ethernet PCIe

IBM Service Technician should follow removing/installing the PCI riser-card assembly Instructions in the Problem Determination and Service Guide for IBM System x3550 M3 Type 7944.

When replacing NT20E 2-Port 10 G Ethernet PCIe, IBM Service Technician should also remove and reinstall 2GB DDR2 RAM Module.

Procedure:

1. Remove NT20E 2-Port 10G Ethernet PCIe, according to the remove PCI riser-card assembly instructions in the Problem Determination and Service Guide for IBM System x3550 M3 Type 7944.
2. Insert and secure 2GB DDR2 RAM Module by pressing until you hear a 'click'.
3. Re-Install NT20E 2-Port 10G Ethernet PCIe according to the install PCI riser-card assembly instructions in the Problem Determination and Service Guide for x3550 M3 Type 7944.
4. Verify the Transceiver are properly seated in the NT20E 2-Port 10G Ethernet PCIe.
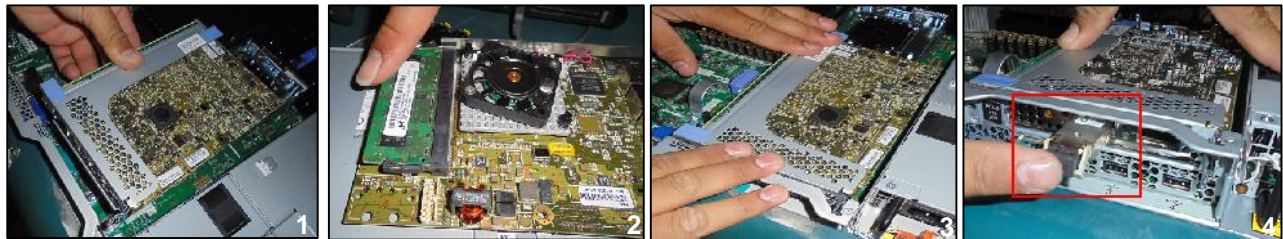
Appendix A. Getting help and technical assistance

Using the documentation

Please visit 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.