

IBM InfoSphere Guardium Appliances Type 3840 Problem Determination and Service Guide

Service information for: 3840-C01 / C02 / A01 / G2A / G3A/ G4A / G5A / G6A / G7A

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 M4 Type 7914.

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 InfoSphere Guardium Collector X1000	3840-C01	x3550 M4	7914-AC1
IBM InfoSphere Guardium Collector X2000	3840-C02		
IBM InfoSphere Guardium Aggregator X2000	3840-A01		
IBM InfoSphere Guardium Collector X2132	3840-G2A		
IBM InfoSphere Guardium Aggregator X2132	3840-G3A		
IBM InfoSphere Guardium Collector X2164	3840-G4A		
IBM InfoSphere Guardium Aggregator X2164	3840-G5A		
IBM InfoSphere Guardium Collector X3064	3840-G6A		
IBM InfoSphere Guardium Aggregator X3064	3840-G7A		

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 consumables, structural parts, and Tier 1/Tier 2 parts listed in the Problem Determination and Service Guide for IBM System x3550 M4 Type 7914 are delegated as FRUs for your IBM InfoSphere Guardium Appliance Type 3840.

Chapter 5. Removing and replacing server components

IBM Service Technicians should follow the Problem Determination and Service Guide for IBM system x3550 M4 Type 7914 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 M4 Type 7914.

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

Appendix A. Getting help and technical assistance

Using the documentation

Guardium Quick Start Guide is included with your appliance in Hard Copy format.
Guardium Help Book is available in the application Software pre-installed on the appliance.

Software and Hardware service and support

When calling IBM for service please select the Software Service Option as the Product type for your Guardium 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.