

SAS Connectivity Card (CIOv) for IBM BladeCenter



# Installation and User's Guide



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**Note:** Before using this information and the product it supports, read the general information in Appendix B, "Warranty," on page 23 and Appendix C, "Notices," on page 43 and the *IBM Safety Information* and *IBM Systems Environmental Notices and User Guide* documents on the IBM Documentation CD.

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## Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

Antes de instalar este produto, leia as Informações de Segurança.

在安装本产品之前，请仔细阅读 **Safety Information** (安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

Ennen kuin asennat tämän tuotteen, lue turvaohjeet kohdasta Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφαλείας (safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Antes de instalar este produto, leia as Informações sobre Segurança.

Перед установкой продукта прочтите инструкции по технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Antes de instalar este producto, lea la información de seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

**Important:**

Each caution and danger statement in this document is labeled with a number. This number is used to cross reference an English-language caution or danger statement with translated versions of the caution or danger statement in the *Safety Information* document.

For example, if a caution statement is labeled “Statement 1,” translations for that caution statement are in the *Safety Information* document under “Statement 1.”

Be sure to read all caution and danger statements in this document before you perform the procedures. Read any additional safety information that comes with the server or optional device before you install the device.



**Statement 1:**



**DANGER**

**Electrical current from power, telephone, and communication cables is hazardous.**

**To avoid a shock hazard:**

- **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
- **Connect all power cords to a properly wired and grounded electrical outlet.**
- **Connect to properly wired outlets any equipment that will be attached to this product.**
- **When possible, use one hand only to connect or disconnect signal cables.**
- **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
- **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.**
- **Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.**

**To Connect:**

1. Turn everything OFF.
2. First, attach all cables to devices.
3. Attach signal cables to connectors.
4. Attach power cords to outlet.
5. Turn device ON.

**To Disconnect:**

1. Turn everything OFF.
2. First, remove power cords from outlet.
3. Remove signal cables from connectors.
4. Remove all cables from devices.

**Statement 21:**



**CAUTION:**

**Hazardous energy is present when the blade server is connected to the power source. Always replace the blade server-cover before installing the blade server.**



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# Chapter 1. Introduction

This *Installation and User's Guide* contains instructions for and information about:

- Installing the SAS Connectivity Card (CIOv) for IBM® BladeCenter® in a BladeCenter blade server
- Removing the SAS Connectivity Card from a blade server
- Updating the blade firmware and device drivers for the SAS Connectivity Card
- Performing basic troubleshooting of the SAS Connectivity Card
- Getting help, service, and technical assistance

The SAS Connectivity Card is a space-efficient, Serial Attached SCSI (small computer system interface) (SAS) device. Data is sent and received from the blade server through the SAS Connectivity Card to the I/O-module bays in the BladeCenter unit. For additional information, see “SAS technology overview” on page 3.

For installation details, see Chapter 2, “Installing and removing the SAS Connectivity Card,” on page 7.

For additional information about the installation and configuration requirements for expansion cards, I/O modules, BladeCenter units, blade servers, and other BladeCenter components, see the BladeCenter documentation that comes with these devices. Some of this documentation is described in “Related documentation” on page 4.

## Notes:

1. The illustrations in this document might differ slightly from your hardware.
2. Throughout this document, the SAS Connectivity Card (CIOv) for IBM BladeCenter is generically referred to as the SAS Connectivity Card or the I/O expansion card.
3. Throughout this document, a compatible switch module is generically referred to as an I/O module.  
  
However, for certain specific product names or supported product types in BladeCenter unit I/O-module bays, the term *switch module* might apply; for example, the SAS Switch Module for IBM BladeCenter.  
  
With respect to certain screen contents or titles, a compatible switch module might be referred to as an I/O module, a switch module, or a switch, because the term *I/O module*, *switch module*, or *switch* appears on those screens.
4. The I/O modules in the target BladeCenter unit I/O-module bays must support SAS operation. An example of a supported I/O module is a SAS connectivity module, such as the SAS Switch Module for IBM BladeCenter.
5. The screens that are described or referenced in this document might differ slightly from the screens that are displayed by your system. Screen content varies according to the type of BladeCenter unit and the firmware versions and options that are installed.
6. Unless otherwise stated, references to the BladeCenter unit apply to all supported BladeCenter unit types, such as the IBM BladeCenter S unit (Type 8886), BladeCenter H unit (Type 8852 or 7989), and others.
7. Unless otherwise stated, references to the management module apply to all supported types of BladeCenter management modules, such as the BladeCenter Advanced Management Module.

8. Using the CIOv expansion card in combination with a CFFh expansion card in a blade server provides simultaneous connections to two I/O-module bays in all supported BladeCenter unit types.

In some system configurations, using the CIOv expansion card in combination with a CFFh expansion card in a blade server supports blade-server I/O connectivity to both standard and high-speed I/O-module bays in supported BladeCenter high-speed chassis.

9. The SAS Connectivity Card does not require cabling. If you need to attach other devices to the blade server or the BladeCenter unit with cables, contact your IBM marketing representative or authorized reseller for information about ordering the required cables, and see the applicable documentation for cabling instructions. For additional cabling information, see the *Configuration and Options Guide* at <http://www.ibm.com/servers/eserver/xseries/cog/>. For additional information about compatible devices, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.
10. Changes are made periodically to the IBM Web site. Procedures for locating firmware and documentation might vary slightly from what is described in this document.
11. This document might contain references or links to other companies' Web sites, also known as *non-IBM Web sites*. As of the date of this document, the non-IBM Web sites are correct. However, these sites might be updated after this document has been published. Certain conditions apply to the usage of non-IBM Web sites. For additional information, see Appendix C, "Notices," on page 43.

The SAS Connectivity Card comes with a one-year limited warranty. For information about your warranty, see Appendix B, "Warranty," on page 23. You can obtain up-to-date information about the SAS Connectivity Card and other IBM server products at <http://www.ibm.com/systems/x/>.

This *Installation and User's Guide* and the most recent versions of other documents that provide detailed information about your BladeCenter unit, blade server, and available options are provided in Portable Document Format (PDF) at <http://www.ibm.com/systems/support/>.

For service or assistance, see Appendix A, "Getting help and technical assistance," on page 21.

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## SAS technology overview

SAS is a data transport technology used for mass storage attachments. The SAS Connectivity Card allows you to attach a blade server to the SAS connectivity module and external SAS storage fabric. The SAS Connectivity Card provides two ports (channels) with up to 3 Gb of full-duplex bandwidth per channel.

The blade server system board contains a SAS controller that passes-through the SAS Connectivity Card. The SAS controller has four channels. Two channels are connected to the two hard disk drives that are installed in the blade server, and two channels handle the pass-through activity through the SAS Connectivity Card to the I/O modules.

The SAS Connectivity Card strengthens the data transmission signals between the SAS controller and the I/O modules in the BladeCenter.

Since the SAS Connectivity Card operates as a pass-through device and the SAS controller is located on the system board of the blade server, the related installation, configuration, and troubleshooting requirements apply to the blade servers, I/O modules, and BladeCenter units. Thus, to complete your system installation, configuration, operation, and troubleshooting requirements, you must follow the instructions in the documentation that comes with your BladeCenter components. Some of this documentation is described in “Related documentation” on page 4.

There is no configurable or manageable firmware on the SAS Connectivity Card.

For information about the types of SAS I/O modules that are compatible with both the SAS Connectivity Card and the blade server, contact your IBM marketing representative or authorized reseller. For a list of supported optional devices for the SAS Connectivity Card, the SAS I/O module, the blade server, and the BladeCenter unit, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>. For additional information about SAS I/O modules, see the documentation that comes with the I/O module that you have purchased.

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## Related documentation

This *Installation and User's Guide* contains instructions for installing, removing, and troubleshooting the SAS Connectivity Card. This document also contains information about updating the firmware and device drivers for the SAS Connectivity Card. This document is provided on the *Documentation* CD that comes with the SAS Connectivity Card. Follow the instructions in this *Installation and User's Guide* after you read the IBM *Important Notices* document that comes with the SAS Connectivity Card.

### Notes:

- The most recent versions of this *Installation and User's Guide* and all other BladeCenter documentation are at <http://www.ibm.com/systems/support/>.
- Other IBM BladeCenter CDs, such as the IBM *BladeCenter Documentation* CD, might come with other BladeCenter devices that you have purchased. Depending on your blade-server model and BladeCenter unit type, the IBM BladeCenter CDs might contain additional documents and other information. Use the subdirectories to help you find information quickly.
- If applicable, additional information about the SAS Connectivity Card might be available at <http://www.ibm.com/systems/support/>.
- For more information about documentation requirements, see "Using the documentation" on page 21.

The following related IBM documentation comes with the SAS Connectivity Card, I/O module, BladeCenter unit, blade server, or other BladeCenter devices that you have purchased. This documentation contains important, useful information to help you with the setup, installation, configuration, operation, and troubleshooting processes for these devices. This documentation is available at <http://www.ibm.com/systems/support/>:

- *IBM Important Notices*  
Read this document before you install the SAS Connectivity Card in the blade server. This document contains the warranty information, safety information, and environmental notices that apply to all class A devices. The product-specific documentation is provided on the IBM *Documentation* CD that comes with this product.
- IBM BladeCenter unit *Installation and User's Guide*  
Each type of BladeCenter unit has a customized *Installation and User's Guide*.
- IBM BladeCenter blade server *Installation and User's Guide*  
Each type of blade server has a customized *Installation and User's Guide*.
- *Safety Information*  
This multilingual document contains translated versions of the caution and danger statements that appear in the documentation for your server. Each caution and danger statement has an assigned number, which you can use to locate the corresponding statement in your native language.
- *IBM Problem Determination and Service Guide*  
This document contains information to help you solve problems yourself or to provide helpful information to a service technician.
- *Environmental Notices and User Guide*  
This document contains translated environmental notices.

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## Features, specifications, and standards

The following features, specifications, and standards apply to the SAS Connectivity Card:

- Basic input/output system (BIOS) utility program to customize the configuration parameters on the BladeCenter expansion card and attached drives
- Support for Serial SCSI Protocol (SSP) and Serial Management Protocol (SMP)
- Compliance with the following U.S. and international safety and emissions standards:
  - UL 60950-1, 1st Edition
  - CSA C22.2 No 60950-1-03, 1st Edition
  - C-Tick
  - CISPR 22 Class A
  - VCCI Class 2
  - FCC Class A
  - CE-Mark
  - EN 55022/55024 1998

*Table 1. SAS Connectivity Card specifications*

Type	Specification
SAS Connectivity Card specifications	<ul style="list-style-type: none"><li>• Bandwidth: Supports two full-duplex ports (channels) at 3 Gb per second maximum per channel</li><li>• Support for SAS, SSP, and SMP protocols</li><li>• Support for full-duplex operation</li><li>• Copper interface ac coupled</li></ul>
SAS device	The SAS controller on the blade server has a single-chip design with four independent 3 Gb SAS channels.
Connectors (internal only)	One BladeCenter expansion card connector
Dimensions (approximate values)	Width: 53 mm (2.09 in) Height: 84 mm (3.31 in) Depth: 12.7 mm (0.50 in) Weight: .113 kg (0.25 lb)
Operating environment	Temperature: 10° C to 35° C (50° F to 95° F) Relative humidity: 8% to 80%, noncondensing
Operating power	Approximately 2 watts

For additional information about the features and specifications of the SAS Connectivity Card and the applicable standards for the SAS Connectivity Card, see the documentation available at <http://www.ibm.com/systems/support/>.

---

## Inventory checklist

The option package includes the following items:

- One SAS Connectivity Card (CIOv) for IBM BladeCenter
- The *Documentation* CD that contains the *SAS Connectivity Card (CIOv) for IBM BladeCenter Installation and User's Guide*
- The IBM *Important Notices* document

If any of these items are missing or damaged, contact your authorized reseller for replacement.

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## Notices and statements used in this document

The caution and danger statements used in this document are also in the multilingual *Safety Information* document provided on the IBM *BladeCenter Documentation* CD and at <http://www.ibm.com/systems/support/> on the World Wide Web. Each caution and danger statement is numbered for reference to the corresponding statement in the *Safety Information* document.

The following types of notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate possible damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.
- **Caution:** These statements indicate situations that can be potentially hazardous to you. A caution statement is placed just before the description of a potentially hazardous procedure step or situation.
- **Danger:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A danger statement is placed just before the description of a potentially lethal or extremely hazardous procedure step or situation.



---

## Chapter 2. Installing and removing the SAS Connectivity Card

This chapter provides information about and instructions for installing the SAS Connectivity Card in a blade server, and removing the SAS Connectivity Card from a blade server.

To support each SAS I/O module that you install in an I/O-module bay in the BladeCenter unit, you must also install a compatible SAS expansion card in each blade server that you want to communicate with the SAS I/O module. The SAS Connectivity Card can only be installed into blade servers whose system board contains a CIOv connector. You can install a maximum of two SAS I/O modules in the BladeCenter unit. You can install one SAS Connectivity Card per blade server.

### Notes:

- The illustrations in this document might differ slightly from your hardware.
- For the locations of the blade server bays and information about installing an expansion card in the blade server, see the documentation that comes with your blade server.
- For the locations of the BladeCenter unit I/O-module bays and information about installing an I/O module in the BladeCenter unit, see the documentation that comes with your BladeCenter unit.
- The blade servers or BladeCenter units that are described or shown in this document might be different from your blade server or BladeCenter unit. For additional information, see the documentation that comes with your blade server or BladeCenter unit.
- Configuration requirements for expansion cards, blade servers, and the BladeCenter unit might vary. You can obtain up-to-date information about these devices at <http://www.ibm.com/systems/bladecenter/>.
- Changes are made periodically to the IBM Web site. Procedures for locating firmware and documentation might vary slightly from what is described in this document.
- This document might contain references or links to other companies' Web sites, also known as *non-IBM Web sites*. As of the date of this document, the non-IBM Web sites are correct. However, these sites might be updated after this document published. Certain conditions apply to the usage of non-IBM Web sites. For additional information, see Appendix C, "Notices," on page 43.

See the following BladeCenter documentation for additional information:

- The *Installation and User's Guide* for your blade server provides blade-server specific expansion card installation requirements.
- The *Installation Guide* or *Installation and User's Guide* for your BladeCenter unit shows the I/O-module bay locations. This document also contains installation and configuration instructions for other types of I/O modules that you might need to install in the BladeCenter unit; for example, a power module.

---

## Installation guidelines

Before you install the I/O module or the blade server in the BladeCenter unit, read the following information:

- Read the safety information that begins on page v, “Handling static-sensitive devices” on page 9, and the safety statements in the BladeCenter unit documentation. This information will help you work safely.
- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- Blue on a component indicates touch points, where you can grip the component to remove it from or install it in the blade server or BladeCenter unit, open or close a latch, and so on.
- Orange on a component or an orange label on or near a component on the I/O module, blade server, or BladeCenter unit indicates that the component can be hot-swapped, which means that if the BladeCenter unit and operating system support hot-swap capability, you can remove or install the component while the BladeCenter unit is running. (Orange can also indicate touch points on hot-swap components.) See the instructions for removing or installing a specific hot-swap component for any additional procedures that you might have to perform before you remove or install the component.
- You do not have to turn off the BladeCenter unit to install or replace any of the hot-swap modules on the front or rear of the BladeCenter unit.
- When you install a SAS I/O module in the BladeCenter unit, you must also install a compatible SAS expansion card, such as the SAS Connectivity Card, in the blade server to support the SAS I/O module.
- When you are finished working on the blade server or BladeCenter unit, reinstall all safety shields, guards, labels, and ground wires.
- Make sure that you are using the latest versions of device drivers, firmware, and BIOS code for your blade server, management module, SAS I/O modules, and SAS controller that are used by the I/O expansion card. See <http://www.ibm.com/systems/support/> for the latest information about upgrading the device drivers, firmware, and BIOS code for BladeCenter components. See the latest instructions in the documentation that comes with the updates.
- For a list of supported optional devices for the BladeCenter unit and other IBM products, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.

For additional information, see the following BladeCenter documentation:

- The *Installation and User's Guide* for your blade server provides server-specific I/O expansion card installation requirements.
- The *Installation Guide* or *Installation and User's Guide* for your BladeCenter unit shows I/O-module bay locations.
- The I/O module *Installation Guide* provides installation and configuration instructions for the I/O module.

## System reliability guidelines

To help ensure proper cooling, performance, and system reliability, make sure that the following requirements are met:

- Each of the module bays on the rear of the BladeCenter unit contains either a module or a filler module.
- A removed hot-swap module is replaced with an identical module or filler module within 1 minute of removal.
- A removed hot-swap blade server is replaced with another blade server or filler blade within 1 minute of removal.
- The ventilation areas on the sides of the blade server are not blocked.
- You have followed the reliability guidelines in the documentation that comes with the BladeCenter unit and the blade server.

Although the SAS Connectivity Card does not require cabling, certain other devices do require cabling. Cable requirements for the SAS I/O module and other devices are described in the IBM *Configuration and Options Guide* at <http://www.ibm.com/servers/eserver/xseries/cog/>. See the documentation that comes with the blade server for cable-routing information. If you must install cables for other BladeCenter components, see the cable-routing information in the documentation that comes with the BladeCenter components and the cables.

## Handling static-sensitive devices

**Attention:** Static electricity can damage the BladeCenter unit and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of electrostatic discharge, observe the following precautions:

- Limit your movement. Movement can cause static electricity to build up around you.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed printed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an *unpainted* metal surface of the BladeCenter unit chassis or an *unpainted* metal surface on any other grounded rack component in the rack that you are installing the device in for at least 2 seconds. This drains static electricity from the package and from your body.
- Remove the device from its package and install it directly into the BladeCenter unit without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the BladeCenter unit or on a metal surface.
- Take additional care when you handle devices during cold weather. Heating reduces indoor humidity and increases static electricity.
- Some types of BladeCenter units come with electrostatic discharge (ESD) connectors. If the BladeCenter unit is equipped with an ESD connector, see the documentation that comes with the BladeCenter unit for using the ESD connector.

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## Installing the SAS Connectivity Card in a blade server

Before you install the SAS Connectivity Card in a blade server, consider the following BladeCenter expansion card, blade server, and other related device information:

- The appearance of your blade server or system boards might be different from the illustrations in this document.
- Depending on the model of blade server in which the SAS Connectivity Card is being installed, the specific location of connectors and other components might be different from the illustrations in this document or your BladeCenter documentation.
- See the blade server documentation for detailed instructions about installing various types of expansion cards in a blade server. The installation procedure for the SAS Connectivity Card is similar to the installation procedure for a standard-form-factor expansion card.
- Figure 1 in step 7 shows the installation procedure for the SAS Connectivity Card on the system board of a supported blade server.

To install the SAS Connectivity Card in a blade server, complete the following steps:

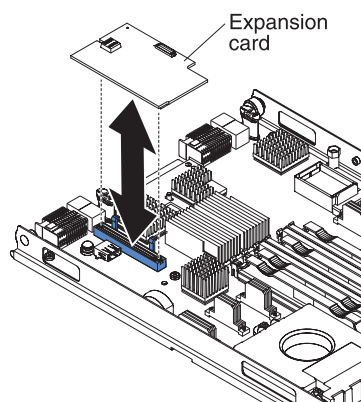
1. Read the safety information that begins on page v and “Installation guidelines” on page 8.
2. Turn off the blade server. Remove the cover from the blade server. For instructions, see the *Installation and User's Guide* that comes with your blade server.
3. If the system board in the blade server contains an expansion card, such as a CFFh expansion card, that is blocking access to the SAS Connectivity Card, remove the expansion card that is blocking access. For the location of the SAS Connectivity Card connector, see the blade-server *Installation and User's Guide*.
4. If you have not already done so, touch the static-protective package that contains the SAS Connectivity Card to any *unpainted* metal surface of the BladeCenter unit or any *unpainted* metal surface on any other grounded rack-component for at least 2 seconds.
5. Remove the SAS Connectivity Card from its static-protective package.
6. Locate the SAS Connectivity Card expansion-card connector on the system board in the blade server, as shown in Figure 1 in step 7.
7. Align the SAS Connectivity Card over the system board in the blade server, as shown in Figure 1, so that the connector on the reverse side of the SAS Connectivity Card is correctly aligned with the expansion-card connector on the blade-server system board.

### **CAUTION:**

**When you apply pressure to both sides of the SAS Connectivity Card to seat the card in the blade server in step 8 on page 11, press the SAS Connectivity Card gently, so that you do not damage it.**

Install the SAS Connectivity Card as shown in Figure 1.

Figure 1. Installing the SAS Connectivity Card in a blade server



8. To correctly seat the SAS Connectivity Card in the blade server, align the card with its mating connector. Push back the touch point blue clip latches while simultaneously pressing down on both blue touch points and the white labels containing the statement: **Press Here**. Ensure that the card seats completely flat in the connector and that the touch point blue clip latches are engaged after seating.
9. If you removed an expansion card that was blocking access to the SAS Connectivity Card connector on the blade-server system board as described in step 3 on page 10, reinstall the expansion card.
10. Reinstall the cover on the blade server. For instructions, see the *Installation and User's Guide* that comes with your blade server. Turn on the blade server, and continue with your BladeCenter system activities.

---

## Configuring a command session

After you install the I/O expansion card, turn on the blade server; then, use the following list to determine how to set up a command session:

- If the blade server supports local console connection through the management-module switch control of the keyboard/video/mouse (KVM) to the blade server. See the *Installation and User's Guide* for the blade server for instructions.
- If the blade server does *not* support local console connection, see the *Installation and User's Guide* for the blade server for instructions for setting up a command session with the blade server.

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## Removing the SAS Connectivity Card from a blade server

To remove the SAS Connectivity Card from a blade server, complete the following steps:

1. Read the safety information that begins on page v and “Installation guidelines” on page 8.
2. Turn off the blade server. Remove the cover from the blade server. For instructions, see the *Installation and User's Guide* that comes with your blade server.
3. If the system board in the blade server contains an expansion card, such as a CFFh expansion card, that is blocking access to the SAS Connectivity Card, remove the expansion card that is blocking access to the SAS Connectivity card. For the location of the SAS Connectivity Card and connector, see Figure 1 in step 7 on page 10.

**CAUTION:**

**When you apply pressure to both sides of the SAS Connectivity Card to lift the card out of the blade server in step 4, lift the SAS Connectivity Card gently, so that you do not damage it.**

4. Push back the touch point blue clip latches and simultaneously lift up on both sides of the SAS Connectivity Card; then, disconnect the SAS Connectivity Card from the expansion-card connector on the blade-server system board, and gently lift the SAS Connectivity Card out of the blade server.
5. If you are not replacing the SAS Connectivity Card, store the removed SAS Connectivity Card in a static-protective environment. Continue with step 7.
6. If you are replacing the SAS Connectivity Card, follow the instructions in step 4 on page 10 through step 10 on page 11.
7. If you removed an expansion card that was blocking access to the SAS Connectivity Card on the blade-server system board as described in step 3, reinstall the expansion card.
8. Reinstall the cover on the blade server. For instructions, see the *Installation and User's Guide* that comes with your blade server. Turn on the blade server, and continue with your BladeCenter system activities.

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## Chapter 3. Updating the boot code and firmware and installing device drivers

After you install the I/O expansion card, make sure that the latest boot code and firmware are installed on the blade server; then, install the device drivers.

### Notes:

1. The supported operating systems vary, depending on:
  - The types of blade servers and other hardware that you are using
  - The software packages that you are using
2. For the latest information about supported operating systems, versions of device drivers, utilities, and documentation, see <http://www.ibm.com/systems/support/>.
3. Changes are made periodically to the IBM Web site. Procedures for locating firmware and documentation might vary slightly from what is described in this document.
4. This document might contain references or links to other companies' Web sites, also known as *non-IBM Web sites*. As of the date of this document, the non-IBM Web sites are correct. However, these sites might be updated after this document has been published. Certain conditions apply to the usage of non-IBM Web sites. For additional information, see Appendix C, "Notices," on page 43.

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### Installing the device drivers

The latest device drivers, utilities, firmware upgrades, documentation, and installation instructions for the following supported operating systems are provided at <http://www.ibm.com/systems/support/>:

- Microsoft® Windows®
- Red Hat® Enterprise Linux® Advanced Server
- SUSE Linux Enterprise Server (SLES)





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## Chapter 4. Parts listing

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit (CRU):** You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your server.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

For information about the terms of the warranty, see Appendix B, “Warranty,” on page 23.

The replaceable components in the following table are Tier 1 CRUs.

Name of component	CRU/FRU identifier
SAS Connectivity Card (CIOv) for IBM BladeCenter	46C4069 (Tier 1 CRU)

If other BladeCenter components require replacement, see the following documentation that comes with these devices:

- BladeCenter *Problem Determination and Service Guide* or *Hardware Maintenance Manual and Troubleshooting Guide*
- *Installation and User's Guide* or *Installation Guide*

### Notes:

1. The latest versions of these documents are on the IBM Support Web site, <http://www.ibm.com/systems/support/>.
2. Changes are made periodically to the IBM Web site. Procedures for locating firmware and documentation might vary slightly from what is described in this document.



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## Chapter 5. Solving problems

This chapter provides basic troubleshooting information to help you solve some problems that might occur while you are setting up the SAS Connectivity Card.

If you are having a problem with the SAS Connectivity Card, use the following information to help you determine the cause of the problem and the action to take. Additional troubleshooting and debugging procedures are available in the *Problem Determination Service Guide* or *Hardware Maintenance Manual and Troubleshooting Guide* for the:

- BladeCenter unit
- Blade server

To reduce problems, perform the following tasks:

1. Make sure that the BladeCenter unit supports the types of blade servers that support the SAS Connectivity Card.
2. Before you install the SAS Connectivity Card in a blade server, make sure that you are using a blade server that supports the SAS Connectivity Card.
3. Make sure that the SAS I/O modules are compatible with the target SAS Connectivity Cards that you want to communicate with the SAS I/O modules. Where applicable, the SAS I/O modules in the BladeCenter unit must support the target SAS Connectivity Cards in the blade server.
4. Make sure that the other I/O modules are compatible with the target expansion cards that you want to communicate with these I/O modules. Where applicable, certain other I/O modules in the BladeCenter unit must support the target expansion cards in the blade server.
5. Make sure that the SAS I/O modules and all other I/O modules are correctly installed in the supported I/O-module bays of the BladeCenter unit. See your BladeCenter documentation for detailed instructions about installing I/O modules into the BladeCenter unit.
6. Make sure that the SAS Connectivity Card is installed correctly in a supported blade server. For instructions, see Chapter 2, “Installing and removing the SAS Connectivity Card,” on page 7.
7. Make sure that all other expansion cards are installed correctly in a supported blade server. For instructions and additional information, see the *Installation and User's Guide* that comes with the blade server.
8. Make sure that the blade server is correctly installed in the BladeCenter unit. For instructions and additional information, see the *Installation and User's Guide* that comes with the blade server and the *Installation and User's Guide* that comes with the BladeCenter unit.

9. Make sure that you are using the latest versions of device drivers, firmware code, and BIOS code for:

- The blade server
- The management module
- The SAS I/O modules and SAS controller that are used by the SAS Connectivity Card in the blade server
- Other I/O modules that are used by other expansion cards in the blade server

If the previously listed devices are obsolete, the BladeCenter unit might not recognize one or more of the following devices, and might not turn on the BladeCenter unit:

- The SAS Connectivity Card
- Other expansion cards
- The SAS I/O modules
- Other I/O modules

To download the most recent device drivers and firmware and BIOS boot code updates, go to <http://www.ibm.com/systems/support/> for the latest information about upgrading the device drivers, firmware, and BIOS code for BladeCenter components. The instructions are in the documentation that comes with the updates.

10. Make sure that the BladeCenter unit, blade server, and all other BladeCenter components are correctly configured. Also determine whether the system board in the blade server requires a special configuration. For additional information about configuration requirements, see the documentation that comes with your BladeCenter unit, blade server, and other BladeCenter components.
11. Make sure that all parameters, internal devices, and external devices have been enabled, where required. For additional information, see the documentation that comes with the management module and the applicable utility programs and devices.
12. Determine whether the BladeCenter unit contains integrated SAS drive enclosures with additional diagnostic capabilities. For additional information, see:
  - The documentation that comes with the blade server SAS subsystem
  - The SAS switch module problem determination documentation

13. Make sure that all peripheral devices are:
- Correctly connected to the I/O modules
  - Turned on
  - Operating correctly

**Notes:**

- For additional information, see the following documentation:
  - The *Installation and User's Guide* for the blade server
  - The *Installation and User's Guide* for the BladeCenter unit
  - The documentation that comes with the BladeCenter management module
  - The documentation that comes with the I/O modules, system board, peripheral devices, and other devices
  - The IBM *Configuration and Options Guide* at <http://www.ibm.com/servers/eserver/xseries/cog/>
- The most recent versions of BladeCenter documentation are available at <http://www.ibm.com/systems/support/>.
- For additional information about compatible devices, see <http://www.ibm.com/servers/eserver/serverproven/compat/us/>.
- Changes are made periodically to the IBM Web site. Procedures for locating firmware and documentation might vary slightly from what is described in this document.
- This document might contain references or links to other companies' Web sites, also known as *non-IBM Web sites*. As of the date of this document, the non-IBM Web sites are correct. However, these sites might be updated after this document has been published. Certain conditions apply to the usage of non-IBM Web sites. For additional information, see Appendix C, "Notices," on page 43.

If you cannot locate and correct a problem by using the information in this chapter, see Appendix A, "Getting help and technical assistance," on page 21.



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## Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This section contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your system, and whom to call for service, if it is necessary.

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### Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system and any optional devices are turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system. Information about diagnostic tools is in the *Problem Determination and Service Guide* on the IBM Documentation CD that comes with your system.
- Go to the IBM support Web site at <http://www.ibm.com/systems/support/> to check for technical information, hints, tips, and new device drivers or to submit a request for information.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the documentation that is provided with your IBM product. The documentation that comes with IBM systems also describes the diagnostic tests that you can perform. Most systems, operating systems, and programs come with documentation that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the documentation for the operating system or program.

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### Using the documentation

Information about your IBM system and preinstalled software, if any, or optional device is available in the documentation that comes with the product. That documentation can include printed documents, online documents, readme files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/systems/support/> and follow the instructions. Also, some documents are available through the IBM Publications Center at <http://www.ibm.com/shop/publications/order/>.

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### Getting help and information from the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM systems, optional devices, services, and support. The address for IBM System x® and xSeries® information is <http://www.ibm.com/systems/x/>. The address for IBM BladeCenter information is <http://www.ibm.com/systems/bladecenter/>. The address for IBM IntelliStation® information is <http://www.ibm.com/intellistation/>.

You can find service information for IBM systems and optional devices at <http://www.ibm.com/systems/support/>.

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## Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with System x and xSeries servers, BladeCenter products, IntelliStation workstations, and appliances. For information about which products are supported by Support Line in your country or region, see <http://www.ibm.com/services/sl/products/>.

For more information about Support Line and other IBM services, see <http://www.ibm.com/services/>, or see <http://www.ibm.com/planetwide/> for support telephone numbers. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

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## Hardware service and support

You can receive hardware service through your IBM reseller or IBM Services. To locate a reseller authorized by IBM to provide warranty service, go to <http://www.ibm.com/partnerworld/> and click **Find a Business Partner** on the right side of the page. For IBM support telephone numbers, see <http://www.ibm.com/planetwide/>. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

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## IBM Taiwan product service

台灣 IBM 產品服務聯絡方式：  
台灣國際商業機器股份有限公司  
台北市松仁路 7 號 3 樓  
電話：0800-016-888

IBM Taiwan product service contact information:

IBM Taiwan Corporation  
3F, No 7, Song Ren Rd.  
Taipei, Taiwan  
Telephone: 0800-016-888



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## Appendix B. Warranty

IBM provides hardware warranty service for this product equivalent to that described in the IBM Statement of Limited Warranty ("SOLW"), a copy of which is included, notwithstanding the section entitled, "What this Warranty Does not Cover" of the SOLW. All references to "Machine" in the SOLW apply to this product (except for its firmware or accompanying software) for purposes of the warranty. References to "IBM's Official Published Specifications" mean the specifications for the product designated by IBM. Any firmware or software included in or which accompanies this product is subject to the terms and conditions of the manufacturer's end user license agreement.

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### IBM Statement of Limited Warranty Z125-4753-10 08/2008

#### Part 1 - General Terms

This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. For purposes of this Statement of Limited Warranty, "IBM" means the IBM entity that provided your Machine to you or to your reseller—for example, International Business Machines Corporation in the U.S. or IBM World Trade Corporation or the local IBM entity in your country.

The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently, or otherwise. **NOTHING IN THIS STATEMENT OF LIMITED WARRANTY AFFECTS ANY STATUTORY RIGHTS OF CONSUMERS THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT.**

This Statement of Limited Warranty is available, in multiple languages, at the following IBM Internet website: [http://www.ibm.com/systems/support/machine\\_warranties/](http://www.ibm.com/systems/support/machine_warranties/).

#### What this Warranty Covers

IBM warrants that each Machine is free from defects in materials and workmanship and conforms to its Specifications. "Specifications" is information specific to a Machine in a document entitled "Official Published Specifications", which is available upon request.

During the warranty period, IBM provides repair and exchange service for the Machine under the type of warranty service IBM designates for the Machine. The warranty period for the Machine is a fixed period starting on its original Date of Installation. The date on your purchase invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. The warranty period, type of warranty, and service level that apply to your Machine are designated in Part 3.

Many features, conversions, or upgrades involve the removal of parts and their return to IBM. An IBM part that replaces a removed part will assume the warranty service status of the removed part. An IBM part that is added to a Machine without

replacing a previously-installed part is subject to warranty effective on its Date of Installation. Unless IBM specifies otherwise, the warranty period, type of warranty, and service level of such part is the same as the Machine on which it is installed.

Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.

**THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTY OF TITLE OR NON-INFRINGEMENT. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

#### **What this Warranty Does not Cover**

This warranty does not cover the following:

- a. failure or damage resulting from misuse (including, but not limited to, use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, operation in other than the specified operating environment or improper maintenance by you or a third party;
- b. failure due to events beyond IBM's control;
- c. failure caused by a product for which IBM is not responsible;
- d. any non-IBM products, including those provided with, or installed on, an IBM Machine at your request;
- e. accessories, supply items and consumables (e.g. batteries and printer cartridges), and structural parts (e.g. frames and covers);
- f. service of Machine alterations; and
- g. service of a Machine on which you are using capacity or capability, other than that authorized by IBM in writing.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance with “how-to” questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND**.

#### **How to Obtain Warranty Service**

If the Machine does not function as warranted during the warranty period, refer to the service documentation that shipped with your Machine for support assistance

and problem determination procedures. A copy of the service documentation for your Machine can also be found at the following IBM website: <http://www.ibm.com> under "Support and downloads".

If you are unable to resolve your problem with the service documentation, contact IBM or your reseller to obtain warranty service. Contact information for IBM is provided in Part 3. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

### **What IBM Will Do to Correct Problems**

IBM will attempt to diagnose and resolve your problem over the telephone or electronically by access to an IBM Internet website. Certain Machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. When you contact IBM for service, you must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, a service technician will be scheduled for service at your location.

You are responsible for downloading or obtaining from IBM, and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates in a timely manner from an IBM Internet website or from other electronic media, and following the instructions that IBM provides. You may request IBM to install Machine Code changes, however, you may be charged for that service.

Some parts of IBM Machines are designated as Customer Replaceable Units ("CRUs"). If your problem can be resolved with a CRU (e.g. keyboard, memory, hard disk drive), IBM will ship the CRU to you for you to install.

If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of Machine Code or software updates, or with a CRU, IBM or its subcontractor or a reseller that has been approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM or its subcontractor or the reseller is unable to do either, you may return the Machine to your place of purchase and your money will be refunded.

IBM or its subcontractor or the reseller will also manage and install selected engineering changes that apply to the Machine.

### **Exchange of a Machine or Part**

When the warranty service involves the exchange of a Machine or part, the item IBM or its subcontractor or the reseller replaces becomes IBM's property, and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

### **Your Additional Responsibilities**

You agree:

- a. before IBM or its subcontractor or the reseller exchanges a Machine or part, to remove all features, parts, options, alterations, and attachments not under warranty service and ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
- b. to obtain authorization from the owner to have IBM or its subcontractor or the reseller service a Machine that you do not own;
- c. where applicable, before service is provided:
  1. follow the service request procedures that IBM or its subcontractor or its reseller provides;
  2. backup and secure all programs, data, and funds contained in the Machine; and
  3. inform IBM or its subcontractor or the reseller of changes in the Machine's location;
- d. to provide IBM or its subcontractor or the reseller with sufficient and safe access to your facilities to permit IBM to fulfill its obligations;
- e. to allow IBM or its subcontractor or the reseller to install mandatory engineering changes, such as those required for safety;
- f. when the type of warranty service requires that you deliver a failing Machine to IBM, you agree to ship it suitably packaged, as IBM specifies, to a location IBM designates. After the Machine has been repaired or exchanged, IBM will return the repaired Machine or provide a replacement Machine to you at its expense, unless IBM specifies otherwise. IBM is responsible for loss of, or damage to, your Machine only while it is 1) in IBM's possession; or 2) in transit in those cases where IBM is responsible for the transportation charges; and
- g. to securely erase from any Machine you return to IBM for any reason all programs not provided by IBM with the Machine, and data, including without limitation the following: 1) information about identified or identifiable individuals or legal entities ("Personal Data"); and 2) your confidential or proprietary information and other data. If removing or deleting Personal Data is not possible, you agree to transform such information (e.g., by making it anonymous or encrypting it) so that it no longer qualifies as Personal Data under applicable law. You also agree to remove all funds from Machines returned to IBM. IBM is not responsible for any funds, programs not provided by IBM with the Machine, or data contained in a Machine that you return to IBM. You acknowledge that, to perform its responsibilities under this Statement of Limited Warranty, IBM may ship all or part of the Machine or its software to other IBM or third party locations around the world, and you authorize IBM to do so.

### **Limitation of Liability**

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. Regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM's entire liability for all claims in the aggregate arising from or related to each Product will not exceed:

- a. damages for bodily injury (including death) and damage to real property and tangible personal property; and
- b. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

This limit also applies to IBM's suppliers, subcontractors, and resellers. It is the maximum for which IBM and its suppliers, subcontractors, and resellers are collectively responsible.

**UNDER NO CIRCUMSTANCES IS IBM OR ITS SUPPLIERS, SUBCONTRACTORS, OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS, REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

#### **Governing Law**

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.**

#### **Jurisdiction**

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

## **Part 2 - Country-unique Terms**

### **AMERICAS**

#### **Jurisdiction:**

*The following sentence is added to this section as it applies to countries in bold print below:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by 1) in **Argentina**; the Ordinary Commercial Court of the city of Buenos Aires; 2) in **Bolivia**; the courts of the city of La Paz; 3) in **Brazil**; court of Rio de Janeiro, RJ; 4) in **Chile**; the Civil Courts of Justice of Santiago; 5) in **Colombia**; the Judges of the Republic of Colombia; 6) in **Ecuador**; the civil judges of Quito for executory or summary proceedings (as applicable); 7) in **Mexico**; the courts located in Mexico City, Federal District; 8) in **Paraguay**; the courts of the city of Asuncion; 9) in **Peru**; the judges and tribunals of the judicial district of Lima, Cercado; 10) in **Uruguay**; the courts of the city of Montevideo; 11) in **Venezuela**; the courts of the metropolitan area of the city of Caracas.

### **BRAZIL**

#### **Exchange of a Machine or Part:**

*Delete the last sentence:*

The replacement assumes the warranty service status of the replaced item.

## **CANADA**

### **What this Warranty Covers:**

*The following replaces the 2<sup>nd</sup> paragraph to this section:*

During the warranty period, IBM provides repair and exchange service for the Machine under the type of warranty service IBM designates for the Machine. The warranty period for the Machine is a fixed period starting on its original Date of Installation. The date on your purchase invoice or sales receipt is the Date of Installation unless IBM informs you otherwise. The warranty period, type of warranty, and service level that apply to your Machine are designated in Part 3.

### **Limitation of Liability:**

*The following replaces item a and item b of this section:*

- a. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and
- b. the amount of any other actual direct damages, up to the greater of \$100,000.00 or the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

### **Governing Law:**

*The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

## **PERU**

### **Limitation of Liability:**

*The following is added at the end of this section:*

In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

## **UNITED STATES**

### **Governing Law:**

*The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York

## **ASIA PACIFIC**

## **AUSTRALIA**

### **What this Warranty Covers:**

*The following paragraph is added to this section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

### **Limitation of Liability:**

*The following is added to this section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

### **Governing Law:**

*The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory

## **CAMBODIA AND LAOS**

### **Governing Law:**

*The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America

## **CAMBODIA, INDONESIA AND LAOS**

### **Arbitration:**

*The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.



If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## **HONG KONG S.A.R.**

As applies to transactions initiated and performed in Hong Kong S.A.R., phrases throughout this Agreement containing the word “country” (for example, “country of purchase” and “country of Installation”) are replaced with “Hong Kong S.A.R.”

## **INDIA**

### **Limitation of Liability:**

*The following replaces item a and item b of this section:*

- a. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and
- b. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term “Machine” includes Machine Code and Licensed Internal Code (“LIC”).

### **Arbitration:**

*The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## **JAPAN**



**Governing Law:**

*The following sentence is added to this section:*

Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

**MACAU S.A.R.**

As applies to transactions initiated and performed in Macau S.A.R., phrases throughout this Agreement containing the word “country” (for example, “country of purchase” and “country of Installation”) are replaced with “Macau S.A.R.”

**MALAYSIA****Limitation of Liability:**

*The word “**SPECIAL**” in item 3 of the last paragraph is deleted.*

**NEW ZEALAND****What this Warranty Covers:**

*The following paragraph is added to this section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

**Limitation of Liability:**

*The following is added to this section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

**PEOPLE’S REPUBLIC OF CHINA (PRC)****Governing Law:**

*The following replaces “laws of the country in which you acquired the Machine” in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).

**PHILIPPINES****Limitation of Liability:**

*Item 3 in the last paragraph is replaced by the following:*

**SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR**

**Arbitration:**

*The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

**SINGAPORE**

**Limitation of Liability:**

*The words “**SPECIAL**” and “**ECONOMIC**” in item 3 in the last paragraph are deleted.*

**EUROPE, MIDDLE EAST, AFRICA (EMEA)**

**THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:**

*The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.*

**How to Obtain Warranty Service:**

*Add the following paragraphs in **Western Europe** (Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):*

The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries.

If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service.

If you purchase a Machine in a Middle East or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

### **Governing Law:**

*The phrase “the laws of the country in which you acquired the Machine” is replaced by:*

1) “the laws of Austria” in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan;** 2) “the laws of France” in **Algeria, Benin, Burkina Faso, Cameroon, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Libya, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;** 3) “the laws of Finland” in **Estonia, Latvia, and Lithuania;** 4) “the laws of England” in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe;** 5) “the laws of South Africa” in **South Africa, Namibia, Lesotho and Swaziland;** 6) “the laws of Switzerland” in **Liechtenstein;** and 7) “the laws of Czech republic” in **Czech republic.**

### **Jurisdiction:**

*The following exceptions are added to this section:*

1) In **Austria;** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe;** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) in **Belgium and Luxembourg;** all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) in **France, Algeria, Benin, Burkina Faso, Cameroon, Central African Republic, Chad,**

**Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Libya, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) in **South Africa, Namibia, Lesotho and Swaziland;** both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 6) in **Turkey;** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 7) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**; 8) in **the United Kingdom;** both of us agree to submit all disputes relating to this Statement of Limited Warranty to the exclusive jurisdiction of the English courts; 9) in **Liechtenstein;** all of our rights, duties, and obligations are settled exclusively by the competent court of Zurich; and 10) “to the competent courts of Czech republic”.

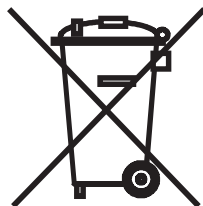
#### **Arbitration:**

*The following is added under this heading:*

**In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Libya, FYR Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan** all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation.

**In Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

#### **EUROPEAN UNION (EU) BATTERY DIRECTIVE**



**Notice:** This mark applies only to countries within the European Union (EU).

Batteries or packaging for batteries are labeled in accordance with European Directive 2006/66/EC concerning batteries and accumulators and waste batteries and accumulators. The Directive determines the framework for the return and recycling of used batteries and accumulators as applicable throughout the European Union. This label is applied to various batteries to indicate that the battery is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European Directive 2006/66/EC, batteries and accumulators are labeled to indicate that they are to be collected separately and recycled at end of life. The label on the battery may also include a chemical symbol for the metal concerned in the battery (Pb for lead, Hg for mercury, and Cd for cadmium). Users of batteries and accumulators must not dispose of batteries and accumulators as unsorted municipal waste, but use the collection framework available to customers for the return, recycling, and treatment of batteries and accumulators. Customer participation is important to minimize any potential effects of batteries and accumulators on the environment and human health due to the potential presence of hazardous substances.

The retail price of batteries, accumulators and power cells includes the cost of the environmental management of their waste. For proper collection and treatment, contact your local IBM representative.

#### **THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:**

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

**DENMARK, FINLAND, GREECE, ITALY, LIECHTENSTEIN, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND**

#### **Limitation of Liability:**

*The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

- a. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

- b. **UNDER NO CIRCUMSTANCES IS IBM, OR ITS SUPPLIERS, SUBCONTRACTORS, OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

## FRANCE AND BELGIUM

### Limitation of Liability:

*The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

- a. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited in the aggregate to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

This limit also applies to IBM's suppliers, subcontractors, and resellers. It is the maximum for which IBM and its suppliers, subcontractors and resellers are collectively responsible.

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

- b. **UNDER NO CIRCUMSTANCES IS IBM, OR ITS SUPPLIERS, SUBCONTRACTORS, OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

## THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:

### AUSTRIA AND GERMANY

#### What this Warranty Covers:

*The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraph is added to this section:*

The minimum warranty period for Machines is 12 months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a price reduction as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

*The second paragraph does not apply.*

#### What IBM Will Do to Correct Problems:

*The following is added to this section:*

During the warranty period, transportation for the delivery of the failing Machine to IBM will be at IBM's expense.

**Limitation of Liability:**

*The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item "b":*

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

**IRELAND**

**What this Warranty Covers:**

*The following is added to this section:*

Except as expressly provided in these terms and conditions or Section 12 of the Sale of Goods Act 1893 as amended by the Sale of Goods and Supply of Services Act, 1980 ("the 1980 Act"), all conditions or warranties (express or implied, statutory or otherwise) are hereby excluded including, without limitation, any warranties implied by the Sale of Goods Act 1893 as amended by the 1980 Act (including, for the avoidance of doubt, section 39 of the 1980 Act).

**Limitation of Liability:**

*The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

- a. IBM will accept unlimited liability for death or personal injury caused by the negligence of IBM.
- b. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damages to your tangible property resulting from the negligence of IBM.
- c. Except as provided in items "a" and "b" above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.



## **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item “a” above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

- a. loss of, or damage to, data;
- b. special, indirect, or consequential loss; or
- c. loss of profits, business, revenue, goodwill, or anticipated savings.

## **SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND**

### **Limitation of Liability:**

*The following is added to this section:*

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

## **TURKEY**

### **What this Warranty Covers:**

*The following is added to this section:*

The minimum warranty period for Machines is 2 years.

## **UNITED KINGDOM**

### **Limitation of Liability:**

*The following replaces the terms of this section in its entirety:*

For the purposes of this section, a “Default” means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM.

This section sets out the extent of IBM's liability and your sole remedy.

- a. IBM will accept unlimited liability for:
  - 1. death or personal injury caused by the negligence of IBM; and
  - 2. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
- b. IBM will accept unlimited liability, subject always to the Items for Which IBM is Not Liable below, for physical damage to your tangible property resulting from the negligence of IBM.



- c. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items a and b above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

### Items for Which IBM is Not Liable

Save with respect to any liability referred to in item a above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

- a. loss of, or damage to, data;
- b. special, indirect, or consequential loss;
- c. loss of profits, business, revenue, goodwill, or anticipated savings; or
- d. third party claims against you for damages.

## Part 3 - Warranty Information

Machine - SAS Connectivity Card (CIOv) for IBM BladeCenter

Country of Purchase	Warranty Period	Type of Warranty Service*	Service Level*
Worldwide	1 year	1	1
* See "Types of Warranty Service" and "Service Levels" for explanations of warranty-service types and service levels.			

Scheduling of a warranty service will depend upon the following: 1) the time your request for service is received, 2) Machine technology and redundancy, and 3) availability of parts. Contact your local IBM representative or the subcontractor or reseller performing services on behalf of IBM for country and location specific information.

### Types of Warranty Service

#### Type 1 - Customer Replaceable Unit ("CRU") Service

IBM provides replacement 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. Installation of 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, 1) return instructions and a container are shipped with the replacement CRU, and 2) 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.

#### Type 5 - CRU and On-site 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.

**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. Following 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.

**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.

**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.

**Service Levels**

Service levels specified below are response-time objectives only and are not guarantees. The specified service level may not be available in all worldwide locations. Charges may apply outside IBM's normal service area. Response times are based on local standard business days and working hours. Unless otherwise specified, all responses are measured from the time the customer contacts IBM for problem determination until IBM has resolved the problem remotely or scheduled service to be performed. Same Business Day Warranty Service (SBD) is based on local standard business days and working hours. Next Business Day Warranty Service (NBD) is based on commercially reasonable effort.

IBM encourages you to use available remote support technologies. Failure to install and use available remote connectivity tools and equipment for direct problem reporting, remote problem determination and resolution may result in an increased service level response-time due to resource requirements.

1. Next Business Day (NBD), 9X5
2. Same Business Day (SBD), 9X5
3. Same Day (SD), 24X7

**IBM Contact Information**

For IBM in Canada or the United States, call 1-800-IBM-SERV (or 1-800-426-7378). For IBM in the European Union (EU), Asia Pacific, and Latin America countries,

contact IBM in that country or visit the IBM Directory of Worldwide Contacts at the following IBM Internet website: <http://www.ibm.com/planetwide/>.



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## Appendix C. Notices

This information was developed for products and services offered in the U.S.A.

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UNIX is a registered trademark of The Open Group in the United States and other countries.

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## Important notes

Processor speed indicates the internal clock speed of the microprocessor; other factors also affect application performance.

CD or DVD drive speed is the variable read rate. Actual speeds vary and are often less than the possible maximum.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for 1024 bytes, MB stands for 1 048 576 bytes, and GB stands for 1 073 741 824 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity can vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives that are available from IBM.

Maximum memory might require replacement of the standard memory with an optional memory module.

IBM makes no representation or warranties regarding non-IBM products and services that are ServerProven®, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. These products are offered and warranted solely by third parties.

IBM makes no representations or warranties with respect to non-IBM products. Support (if any) for the non-IBM products is provided by the third party, not IBM.

Some software might differ from its retail version (if available) and might not include user manuals or all program functionality.

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## Electronic emission notices

### Federal Communications Commission (FCC) statement

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### Industry Canada Class A emission compliance statement

This Class A digital apparatus complies with Canadian ICES-003.

### Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

### Australia and New Zealand Class A statement

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

### United Kingdom telecommunications safety requirement

#### Notice to Customers

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

### European Union EMC Directive conformance statement

This product is in conformity with the protection requirements of EU Council Directive 2004/108/EC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

European Community contact:  
IBM Technical Regulations  
Pascalstr. 100, Stuttgart, Germany 70569  
Telephone: 0049 (0)711 785 1176  
Fax: 0049 (0)711 785 1283  
E-mail: tjahn@de.ibm.com

### Taiwanese Class A warning statement

警告使用者：  
這是甲類的資訊產品，在  
居住的環境中使用時，可  
能會造成射頻干擾，在這  
種情況下，使用者會被要  
求採取某些適當的對策。

### Chinese Class A warning statement

聲 明  
此为 A 级产品。在生活环境中，  
该产品可能会造成无线电干扰。  
在这种情况下，可能需要用户对其  
干扰采取切实可行的措施。

### Japanese Voluntary Control Council for Interference (VCCI) statement

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に  
基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を  
引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求  
されることがあります。



## Korean Class A warning statement

이기는 업무용으로 전자파 적합등록을 받은 기기  
이오니, 판매자 또는 사용자는 이점을 주의하시기  
바라며, 만약 잘못 구입하셨을 때에는 구입한 곳에  
서 비업무용으로 교환하시기 바랍니다.



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