IBM QRadar Appliances Type 4380
Problem Determination and Service Guide

Service information for: 4380-Q1C / Q2C / Q3C / Q4C / Q5C / Q6C / Q1E / Q2E

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

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

The information in this document supersedes the Problem Determination and Service Guide for IBM System x3550 M4 Type 7914 and x3650 M4 BD Type 5466. The table below maps the Software Group Appliance Part Number to the IBM Systems and Technology Group System X Part Number.

Appliance Name	Appliance Model Type	IBM System X Name	IBM System X Model Type
IBM Security QRadar Core Appliance 21XX G2	4380-Q1C	System x3550 M4	7914-AC1
IBM Security QRadar QFLOW Collector 1201 G2 / IBM Security QRadar Event Collector 1501 G2	4380-Q2C		
IBM Security QRadar QFLOW Collector 1202 G2	4380-Q3C		
IBM Security QRadar QFLOW Collector 1301 G2	4380-Q4C		
IBM Security QRadar QFLOW Collector 1310-SR G2	4380-Q5C		
IBM Security QRadar QFLOW Collector 1310-LR G2	4380-Q6C		
IBM Security QRadar Core Appliance XX05 G2	4380-Q1E	System x3650 M4 BD	5466-AC1
IBM Security QRadar Core Appliance XX28 G2	4380-Q2E		

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

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

Chapter 4. Parts listing

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

In addition to the list of FRUs in the table below, all structural parts, and Tier 1/Tier 2 parts listed in the Problem Determination and Service Guide for IBM System x3550 M4 Type 7914 and x3650 M4 BD Type 5466 are delegated as FRUs for your IBM QRadar Appliance Type 4380.

Description	FRU part number
NT4E-STD 4-Port 10 M / 100 M / 1 G Ethernet PCIe	47C7732
N20E2 2-Port 10 G Ethernet PCIe	00FE197
Copper SFP-10/100/1000BASE-T	47C7734
Fiber SFP-1000BASE-SX-ET	47C7735
10GBASE-SR SFP+	00FE210
10GBASE-LR SFP+	00FE211

Chapter 5. Removing and replacing server components

IBM Service Technician should follow the Problem Determination and Service Guide for IBM System x3550 M4 Type 7914 and x3650 M4 BD Type 5466 to remove, replace, and/or install all parts.

Replacing the System Board

The IBM Service Technician should follow Removing and Replacing System Board Instructions in the Problem Determination and Service Guide for IBM System x3550 M4 Type 7914 and x3650 M4 BD Type 5466.

Important: Before replacing the System Board, the IBM Service Technician should record all system configuration information, including the Vital Product Data (Machine Type, Model Number, Serial Number, and Asset Tag)

The Appliance Machine Type, Model and Serial Number will be stored in the VPD Asset Tag field in this format:

SYSTEM_PROD_DATA.SysEncloseAssetTag: AAAABBB1234567

Where AAAA is the Appliance MT, BBB is the Appliance Model, and 1234567 is the Appliance Serial Number.

Important: The IBM Service Technician is responsible for reactivating Features on Demand keys after a hardware replacement using the IBM Feature on Demand User Guide located at the following URL: http://public.dhe.ibm.com/systems/support/system_x_pdf/00d2411_english.pdf

All 4380 Type QRadar Appliances use the following Server-Based Feature on Demand features:

Integrated Management Module II Advanced

4380 Type Q1E and Q2E Model QRadar Appliances use the following Server-Based Feature on Demand features:

Integrated Management Module II Advanced
ServeRAID M5200 Series RAID 6 Upgrade

Replacing NT4E-STD 4P 1GbE PCIe and NT20E2 2P 10GbE PCIe

IBM Service Technician should follow removing/installing the PCI riser-card assembly Instructions in the Problem Determination and Service Guide for IBM System x3550 M4 Type 7914.

Appendix A. Getting help and technical assistance

Using the documentation

Please visit http://www-03.ibm.com/security/secintel/lic/ for information on how to obtain the latest documentation for your QRadar Appliance.

Software and Hardware service and support

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

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