IBM offers ServicePac for Support Line for Windows or Linux operating system on IBM System x

Table of contents

1 At a glance
1 Overview
1 Availability date

1 Description
2 Prices
3 Announcement countries

At a glance

ServicePacs provide remote technical software support for clients on Windows® or Linux® operating systems. Support is combined within a single part number for ease of sale with IBM® System x® servers.

Overview

This IBM ServicePac® offering provides access to Microsoft® Windows and Linux (Red Hat and Novell SUSE versions) software support skills in a convenient format, allowing customers to benefit from IBM's experience in supporting Microsoft or Linux environments. It allows customers to realize their return on investment that much sooner through the knowledge that they have IBM Support Line ready to meet their needs.

Availability date

August 4, 2009

Description

Support Line for Windows or Linux operating system on System x

<table>
<thead>
<tr>
<th>Entitlement Service type</th>
<th>Remote Telephone Software Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage</td>
<td>24 x 7 Severity 1 cover</td>
</tr>
<tr>
<td>Machine type</td>
<td>System x</td>
</tr>
<tr>
<td>Machine model</td>
<td>Any running Microsoft Windows server/Red Hat/Novell Linux (supported versions only) or Microsoft Windows Small Business Server or Essential business Server (Premium and Standard editions)</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>System x server running supported versions of Microsoft Windows or Red Hat/Novell SUSE Linux</td>
</tr>
</tbody>
</table>
The following ServicePac part numbers are included in this announcement.

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
<th>ServicePac Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPAC 1yr WINDOWS or LINUX software support on System x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-socket server</td>
<td>51J9294</td>
<td>PC898</td>
</tr>
<tr>
<td>2-socket server</td>
<td>51J9295</td>
<td>PC899</td>
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<tr>
<td>4-socket server</td>
<td>51J9296</td>
<td>PC900</td>
</tr>
<tr>
<td>8-socket server</td>
<td>51J9297</td>
<td>PC901</td>
</tr>
<tr>
<td>SPAC 1yr WINDOWS or LINUX software support on 1 BladeCenter® chassis (including installed Blades)</td>
<td>51J9298</td>
<td>PC902</td>
</tr>
<tr>
<td>SPAC 3yr WINDOWS or LINUX software support on System x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-socket server</td>
<td>51J9299</td>
<td>PC903</td>
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<tr>
<td>2-socket server</td>
<td>51J9300</td>
<td>PC904</td>
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<td>4-socket server</td>
<td>51J9301</td>
<td>PC905</td>
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<tr>
<td>8-socket server</td>
<td>51J9302</td>
<td>PC906</td>
</tr>
<tr>
<td>SPAC 3yr WINDOWS or LINUX software support on 1 BladeCenter chassis (including installed Blades)</td>
<td>51J9303</td>
<td>PC907</td>
</tr>
<tr>
<td>Microsoft Windows Small Business Server and Essential Business Server support options</td>
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<tr>
<td>1yr Software Support for Microsoft SBS/EBS - (Standard or Premium edition)</td>
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<td></td>
</tr>
<tr>
<td>Support on Standard Edition</td>
<td>65Y4934(^1)</td>
<td>PC1038</td>
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<tr>
<td>Support on Premium Edition</td>
<td>65Y4935(^1)</td>
<td>PC1039</td>
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<tr>
<td>3yr Software Support for Microsoft SBS/EBS - (Standard or Premium edition)</td>
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<td></td>
</tr>
<tr>
<td>Support on Standard Edition</td>
<td>65Y4936(^1)</td>
<td>PC1040</td>
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<tr>
<td>Support on Premium Edition</td>
<td>65Y4937(^1)</td>
<td>PC1041</td>
</tr>
</tbody>
</table>

\(^1\) Restricted countries

For further information on ServicePac, visit

http://www.ibm.com/services/europe/maintenance/servicepac.html

**Prices**

For pricing information, contact your IBM representative or your IBM Business Partner.
Announcement countries

- Algeria
- Angola
- Austria
- Belgium
- Botswana
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Kazakhstan
- Kenya
- Luxembourg
- Libya
- Mauritius
- Morocco
- Mozambique
- Netherlands
- Nigeria
- Norway
- Poland
- Portugal
- Romania
- Russia
- Slovakia
- Slovenia
- South Africa
- Spain
- Sweden
- Switzerland
- Tanzania
- Tunisia
- Turkey
- United Kingdom

2 Software Support for Microsoft SBS/EBS only available in selected countries
3 Excluding French Polynesia and overseas territories

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