IBM Express Portfolio is updated to include new IBM 4-core M4 models

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Overview

The information for these models is based on standard models, but is not an exact match.

Review the specifications included in this announcement and in the IBM® Hardware Announcements listed in the Reference information section for specific information regarding technical specifications, warranty, and terms and conditions applicable to these models.

<table>
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<th>IBM Announcement number</th>
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<td>7382B2G</td>
<td>ZG12-0218</td>
<td>July 31, 2012</td>
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Key prerequisites

None

Planned availability date

November 06, 2012

Description

Express® models

7382-K1G

Processor: Xeon E5-2403 4C (80W)
Internal speed: 1.8 GHz
External speed: 6.4 GTS
Number standard: 1
Maximum: 2
L3 cache (full-speed): 10 MB
Memory PC3L-10600-CL9: 8 GB ECC RDIMM
DDR3 1333MHz: 1x 8 GB (2Gb,2Rx4,1.35V)
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<thead>
<tr>
<th>Feature</th>
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<tr>
<td>DIMM sockets</td>
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<tr>
<td>Capacity</td>
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<td>Video</td>
<td>SVGA</td>
</tr>
<tr>
<td>Memory</td>
<td>16 MB</td>
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<td>HDD controller</td>
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<td>Channels</td>
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<td>Connector internal</td>
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<tr>
<td>Connector external</td>
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<tr>
<td>RAID controller</td>
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<td>5.25-in tape</td>
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<td>Simple-swap (3.5-in)</td>
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<td>Fixed disk standard</td>
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<tr>
<td>Auto restart</td>
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</table>

**7160-K2G**

<p>| Processor                        | Xeon E5-2407 4C (80W) |
| Internal speed                   | 2.2 GHz              |
| External speed                   | 6.4 GTS              |
| Number standard                  | 1                    |
| Maximum                          | 2                    |
| L3 cache (full-speed)            | 10 MB                |
| Memory                            | 8 GB ECC RDIMM       |
| DDR3                              | 1 x 8 GB (2Gb,2Rx4,1.35V) |
| DIMM sockets                     | 12                   |
| Capacity                         | 192 GB               |
| Video                            | SVGA                 |
| Memory                           | 16 MB                |
| HDD                              | 3.5&quot; HS SAS/SATA     |
| HDD controller                   | SAS/SATA             |
| Channels                         | 8                    |
| Connector internal               | 2                    |
| Connector external               | 0                    |
| RAID controller                  | M5110 (no cache/flash) |
| Fixed disk standard              | Open-bay 3.5&quot; HS SAS/SATA |
| <strong>Total bays</strong>                   | 4                    |
| 5.25 slim                        | 0                    |
| 3.5-in tape                      | 0                    |
| Hot-swap (3.5-in)                | 4                    |
| Hot-swap (2.5-in)                | 0                    |
| Internal capacity                | 12 TB                |
| <strong>Bays available</strong>               | 4                    |
| 5.25 slim                        | 0                    |</p>
<table>
<thead>
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<th>Feature</th>
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<td>System management</td>
<td>Standard</td>
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<td>Ethernet controller</td>
<td>2x 1GB standard</td>
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<tr>
<td>Optical drive (SATA)</td>
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<td>Power supply</td>
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<td>L3 cache (full-speed)</td>
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<tr>
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<td>DDR3 1333MHz RDIMMs</td>
<td>1x 8 GB (2Gb,2Rx4,1.35V)</td>
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<td>Capacity</td>
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<td>Channels</td>
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<td>Connector internal</td>
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<td>RAID controller</td>
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<td>3.5-in tape</td>
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<td>PCI_E Gen3 x16 (FH/HL or LP)</td>
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<tr>
<td>System management</td>
<td>Standard</td>
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<tr>
<td>Ethernet controller</td>
<td>2x 1GB standard</td>
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<tr>
<td>Optical drive (SATA)</td>
<td>Multiburner</td>
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<tr>
<td>Power supply</td>
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<td>Number standard</td>
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<td>Maximum</td>
<td>2</td>
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<td>Hot-swap</td>
<td>Yes</td>
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<tr>
<td>Redundant power</td>
<td>Optional</td>
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<tr>
<td>Auto restart</td>
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</table>
7158-K1G

**Processor**
- Xeon E5-2407 4C (80W)
- Internal speed: 2.2 GHz
- External speed: 6.4 GTS
- Number standard: 1
- Maximum: 2

**L3 cache (full-speed)**
- 10 MB

**Memory**
- PC3L-10600-CL9
- 8 GB ECC RDIMM
- 1x8 GB (2Gb, 2Rx4, 1.35V)
- DIMM sockets: 12
- Capacity: 192 GB

**Video**
- SVGA

**HDD**
- 3.5" HS SAS/SATA
- Controller: SAS/SATA
- Channels: 8
- Connector internal: 2
- Connector external: 0
- RAID controller: M5110 (no cache/flash)
- Fixed disk standard: Open-bay 3.5" HS SAS/SATA

**Total bays**
- 9
- 5.25 slim: 1
- 3.5-in tape: 0
- Hot-swap (3.5-in): 8
- Hot-swap (2.5-in): 0
- Internal capacity: 24 TB

**Bays available**
- 8
- 5.25 slim: 0
- 3.5-in tape: 0
- Hot-swap (3.5-in): 8
- Hot-swap (2.5-in): 0

**Total PCI slots**
- 5
- PCI_E Gen3 8 FH/FL: 1
- PCI_E Gen3 8 FH/HL: 1
- PCI_E x4 slotless: 1
- Slots available: 4
- PCI_E Gen3 8 FH/FL: 2
- PCI_E Gen3 8 FH/HL: 2
- PCI_E x4 slotless: 0

**System management**
- Standard

**Ethernet controller**
- 2x 1GB standard

**Optical drive (SATA)**
- Multiburner

**Power supply**
- 550 W
- Number standard: 1
- Maximum: 2
- Hot-swap: Yes
- Redundant power: Optional
- Auto restart: Yes

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1. 192 GB maximum is based on 12x 16 GB RDIMMs when two processors fitted.
2. Based upon 4x 3 TB 3.5-inch 7K2 6 Gbps NL SATA Gen2 HDD.
3. Based on installation of 8x 1 TB 2.5-inch 7K2 6 Gbps NL SAS or SATA HDDs.
   
For the latest information on supported HDD options, visit


4. Full Height / Full Length slot.
5. Full Height / Half Length slot.
6. Additional Gen3 x8 (x8 link) Full Height / Half Length slot when second processor is fitted.
7. Additional 2x 1 GB available via optional FoD.
8. x16 mechanical, x8 electrical.
9. x8 mechanical, x4 electrical used for hardware RAID cards.
10. There is no optical bay for 3.5-inch models.
Based upon 8x 3 TB 3.5-inch 7K2 6 Gbps NL SAS/SATA Gen2 HDDs.

The capability can be upgraded to 4x 1 GB via purchase of Feature On Demand option.

x16 mechanical, x8 electrical. Some PCIe slots can be enabled by a second CPU.

**Accessibility by people with disabilities**

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


**Reference information**

For product information, refer to the following IBM Hardware Announcements:

- Hardware Announcement ZG12-0218, dated July 31, 2012
- Hardware Announcement ZG12-0148, dated May 14, 2012
- Hardware Announcement ZG12-0149, dated May 14, 2012

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**Product number**

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<th>Machine type</th>
<th>Model</th>
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<td>Express Model x3300 M4</td>
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<td>K1G</td>
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<td>K2G</td>
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<td>Express Model x3530 M4</td>
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<td>K1G</td>
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x3300 M4 Details

- 7382K1G 1x Xeon E5-2403 1.8GHz 10M 4C 1066MHz (80W), 8GB (1x 8GB (2Rx4, 1.35V) 1333MHz LP RDIMM), O/B 3.5" HS SAS/SATA, M5110, DVD, 1x550W HS PSU

x3530 M4 Details

- 7160K2G 1x Xeon E5-2407 2.2GHz 10M 4C 1066MHz (80W), 8GB (1x 8GB (2Rx4, 1.35V) 1333MHz LP RDIMM), O/B 3.5" HS SAS/SATA, M5110, No Optical, 1x460W HS PSU

- 7160K3G 1x Xeon E5-2407 2.2GHz 10M 4C 1066MHz (80W), 8GB (1x 8GB (2Rx4, 1.35V) 1333MHz LP RDIMM), O/B 2.5" HS SAS/SATA, M5110 (512MB flash), Multiburner, 1x460W HS PSU

x3630 M4 Details

- 7158K1G 1x Xeon E5-2407 2.2GHz 10M 4C 1066MHz (80W), 8GB (1x 8GB (2Rx4, 1.35V) 1333MHz LP RDIMM), O/B 3.5" HS SAS/SATA, M5110, Multiburner, 1x550W HS PSU
Announcement countries: Refer to the listed countries in the Announcement countries section.

Services

Global Technology Services

IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an on-demand business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or visit

http://www.ibm.com/services/

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

http://www.ibm.com/services/continuity

For details on education offerings related to specific products, visit


Select your country, and then select the product as the category.

Technical information

Planning information

Supplies
None

Security, auditability, and control

For a complete description of each product, refer to the IBM Hardware Announcements in the Reference information section.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

Global Technology Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings, for the efficient installation, implementation, and/or integration of this product.

Terms and conditions

To obtain copies of the IBM Statement of Limited Warranty, contact your reseller or IBM.
**Warranty period**

Three years.

An IBM part or feature installed during the initial installation of an IBM machine is subject to a full warranty effective on the date of installation of the machine. An IBM part or feature which replaces a previously installed part or feature assumes the remainder of the warranty period for the replaced part or feature. An IBM part or feature added to a machine without replacing a previously installed part or feature is subject to a full warranty effective on its date of installation. Unless specified otherwise, the warranty period, type of warranty service and service level of a part or feature is the same as the machine it is installed in.

**Warranty service**

If required, IBM provides repair or exchange service depending on the type of warranty service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response-time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside IBM's normal service area. Contact your local IBM representative or your reseller for country- and location-specific information.

The type of service is Customer Replaceable Unit (for example, keyboard, mouse, speaker, memory, or hard disk drive) Service and On-site Service.

**Customer Replaceable Unit (CRU) Service**

IBM provides a replacement CRU 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. A CRU is designated as being either a Tier 1 or a Tier 2 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 specified below, On-site Service.

Based upon availability, a CRU will be shipped for next-business-day (NBD) delivery. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and 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.

The following have been designated as a Tier 1 CRU:

**x3300 M4**

- DDR3-1333 Memory
- Memory expansion card
- Hard disk drive
- Hot-swap power supply
- Optical drive
- PCI adapter
- PCI divider
- CMOS battery
- Misc Kit
- SAS Cable (430R)
- IAS Cable (680R)
- SAS Cable (450R)
- Backplane signal Y cable for Norton (3.5 inches)
- SAS 700MM Cable
- Backplane signal Y cable for Raptor (2.5 inches) I2C Y CBL ASM
- Front IO module
- Simple swap back plate
- Hot-Swap SAS/SATA cage 8x2.5 inches
- Redundant Power Cage
- Power SMBUS Cable
- 24-inch SATA Cable
- NVIDIA Quadro 600
- NVIDIA Quadro 2000
- Half-High SATA DVD-ROM
- Half-High SATA Multi-Burner
- 550W Redundant PSU
- 750W High Efficiency Platinum AC Power Supply
- 8GB (2Gb 2Rx4)PC3L-10600R-999 RDIMM
- 16GB (2Gb,4Rx4) RDIMM
- 2GB (1x2GB, 1Rx8, 1.35V) UDIMM
- 4GB (2Gb 2Rx8) UDIMM
- 2GB (2Gb, 1Rx8) RDIMM
- 4GB (2Gb, 1Rx4) RDIMM
- 4GB (2Gb, 2Rx8) RDIMM
- 4GB (2Gb 1Rx4) DIMM
- 16GB (1x16GB, 2Rx4, 1.35V) PC3L-10600 CL9 ECC DDR3 1333MHz LP RDIMM
- Backplane
- CMA, 2U/4U
- 4U Rack Kit
- ServeRAID M1115 SAS/SATA Controller
- ServeRAIDM5120
- ServeRAID H1110 SAS/SATA Controller
- Power Converter from Raptor to Norton Cable
- 900GB HD
- 300GB HD
- 1TB 7.2K 6Gbps NL SAS 2.5-inch SFF HS HDD
- 1TB 7.2K 6Gbps NL SATA 2.5-inch SFF HS HDD
- 500GB 7.2K 6Gbps SATA 3.5-inch HDD
- 2TB 7.2K 6Gbps SATA 3.5-inch HDD
- 3TB 7.2K 6Gbps SATA 3.5-inch LFF Gen-II HS HDD
- 500GB 7.2K 6Gbps SATA 3.5-inch SS HDD
- 2TB 7.2K 6Gbps SATA 3.5-inch SS HDD
- 3TB 7.2K 6Gbps SATA 3.5-inch LFF Gen-II SS HDD
- Dual Port 10GbE Adapter
- 8GB(2Gb, 2Rx4)
- 4GB(2Gb 2Rx8)
- ServeRAIDM5110
- Backplane ASM
- PCI-X interposer conversion Riser Card
- 1TB 3.5-inch HDD
- 2TB 7.2K 6Gbps SAS 3.5-inch PI HDD
- 256GB SSD, 6Gbps SATA 2.5-inch SFF Slim
- 128GB SSD, 6Gbps SATA 2.5-inch SFF Slim
- 600GB HDD, 10K 6Gbps SAS 2.5-inch SFF G2 HS
- 300GB HDD, 10K 6Gbps SAS 2.5-inch SFF G2 HS
- 146GB 15K 6Gb SAS (Gen2)
- 500GB 7.2K 6Gb SAS (Gen2)
- Broadcom NetXtreme I Quad Port GbE Adapter
- Broadcom NetXtreme I Dual Port GbE Adapter
- Raptor_CR2 Backplane
- 460W Fixed PSU
- Emulex 10GbE Virtual Fabric Adapter III
- USB/Lightpath cable bracket asm

The following parts have been designated as Tier 2 CRUs:
- YA Heatsink
- Planar
- CPU board
- Additional CPU Mech kit
- CPU Extraction Tool
- Intel Xeon™ Processor E5-2470 8C 2.3GHz 20MB Cache 1600MHz 95W
- Intel Xeon Processor E5-2450 8C 2.1GHz 20MB Cache 1600MHz 95W
- Intel Xeon Processor E5-2440 6C 2.4GHz 15MB Cache
- Intel Xeon Processor E5-2430 6C 2.2GHz 15MB Cache 1333MHz 95W
- Intel Xeon Processor E5-2407 4C 2.2GHz 10MB Cache 1066MHz 80W
- Intel Xeon Processor E5-2403 4C 1.8GHz 10MB Cache 1066MHz 80W
- E5-1403 2C 2.6GHz 5MB Cache 1066MHz 80W
- E5-1407 2C 2.8GHz 5MB Cache 1066MHz 80W
- Intel Xeon Processor E5-2450L 8C 1.8GHz 20MB Cache 1600MHz 70W
- E5-2430L 6C 2.0GHz 15MB Cache 1333MHz 60W
- Redundant Power Kit

The following parts have been designated as Structural:
- Tower Bezel Kit
- Rack kit
- Label GBM
- Chassis base
- Chassis Top
- Chassis Left
- Air Duct
- Bezel blanks
- 2.5-inch HS HDD Filler
- 3.5-inch HS Filler
- 3.5-inch SS Filler
- PSU Filler
- EMC shield kit
- SS EMC Plate Kit
- Filler, 5.25-inch drive bay
- Filler, 2.5-inch cage filler
- Filler, 3.5-inch cage filler
- Filler, rack kit
- Filler, power supply bay
- Foot kit, rear
- Foot kit, stabilizer, front
- Remote RAID battery tray
- Keylock assembly, universal
- Keylock assembly
- Cover, right-side
- Cover, left-side
- Cover, top
- Bezel, rack
- Cable bracket asm
- Simple-swap fan cage asm
- Fan cage/guide arm Asm
- Opt wheel USB
- 120mm Fan Asm
- Power cord
- Rack bezel asm
- Key card asm
- W2008 CDs
- Keyboards
- USB/Lightpath cable bracket asm

**Structural parts:** Purchase and replacement of structural parts (components, such as chassis assembly, top cover, and bezel) is customer responsibility. If IBM acquires or installs a structural component at your request, you will be charged for the service.

**x3530 M4**

The following have been designated as consumables, supply items, or structural parts and therefore not covered by this warranty:

- Tape filler
- EMC blank filler
- EIA sET kit
- Safety cover
- Airflow baffle
- Gen-III slide kit
- Gen-III 1U CMA kit
- DVD blank filler
- Blank fan filler
- MISC part kit
- Battery holder
- PSU filler
- CMA Assembly Kit
- CMA, 2U/4U kit
• Remote battery tray
• Gen-III 2U CMA Kit
• Slide kit
• Hard Drive cage

The following parts or features have been designated as Tier 2 CRUs:

• System Planar Board
• Processors (CPUs)/Heatsink

Other parts, including the following been designated as Tier 1 CRUs:

• CMOS batteries
• Hard disk drives
• System fan
• Power supply
• Memory DIMM
• Optical drive
• PCI adapter
• Power cord
• Service label
• System label
• Hyper visor USB key
• PCI riser
• RAID card without Battery
• Tape drive
• Ethernet daughter card
• Backplanes/backplate

**x3630 M4**

The following have been designated as consumables, supply items, or structural parts and therefore not covered by this warranty:

• Tape filler
• EMC blank filler
• EIA sET kit
• Safety cover
• Airflow baffle
• Gen-III slide kit
• Gen-III 1U CMA kit
• DVD blank filler
• Blank fan filler
• MISC part kit
• Battery holder
• PSU filler
• CMA Assembly Kit
• CMA, 2U/4U kit
• Remote battery tray
• Gen-III 2U CMA Kit
• Slide kit
• Hard Drive cage
The following parts or features have been designated as Tier 2 CRUs:

- System Planar Board
- Processors (CPUs)/Heatsink

Other parts, including the following have been designated as Tier 1 CRUs:

- CMOS batteries
- Hard disk drives
- System fan
- Power supply
- Memory DIMM
- Optical drive
- PCI adapter
- Power cord
- Service label
- System label
- Hyper visor USB key
- PCI riser
- RAID card
- Tape drive
- Ethernet daughter card
- Backplanes/backplane

**On-site Service**

This provides On-site Repair, 9 hours per day, Monday through Friday excluding holidays, NBD response. IBM or your reseller will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well lit, and suitable for the purpose. On-site Service is not available in all countries, and some countries have kilometer or mileage limitations from an IBM service center. In those locations where On-site Service is not available, the normal in-county service delivery is used.

**International Warranty Service (IWS)**

IWS is available in selected countries or regions.

The warranty service type and the service level provided in the servicing country may be different from that provided in the country in which the machine was purchased.

Under IWS, warranty service will be provided with the prevailing warranty service type and service level available for the IWS-eligible machine type in the servicing country and the warranty period observed will be that of the country in which the machine was purchased.

To determine the eligibility of your machine and to view a list of countries where service is available, visit [http://www-947.ibm.com/support/entry/portal/docdisplay?lndocid=GCOR-3FBJK2](http://www-947.ibm.com/support/entry/portal/docdisplay?lndocid=GCOR-3FBJK2)

For more information, refer to Marketing Announcement ZS01-0168, dated September 25, 2001.
**ServicePac® Service Upgrades**

The announced hardware products may also be eligible for ServicePac warranty upgrades. ServicePac provides a higher level of service to enhance the base IBM Machine Warranty and a selection of software support services.

ServicePacs can be purchased from your IBM Business Partner and are specific to the machines/products listed.

The upgrade level of service is dependant on country.

For a full list of ServicePac offerings and prices refer to the IBM ServicePac Product Selector Tool at


**Announcement countries for ServicePac**

Announcement is restricted to the following countries:

- Algeria
- Angola
- Austria
- Bahrain
- Belgium
- Botswana
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Egypt
- Estonia
- Finland
- France (Except overseas territories)
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Jordan
- Kazakhstan
- Kenya
- Kuwait
- Latvia
- Lebanon
- Lithuania
- Libya
- Luxembourg
- Mauritius
- Morocco
- Mozambique
- Netherlands
• Nigeria
• Norway
• Oman
• Pakistan
• Poland
• Portugal
• Qatar
• Romania
• Russia
• Saudi Arabia
• Serbia
• Slovakia
• Slovenia
• South Africa
• Spain
• Sweden
• Switzerland
• Tanzania
• Tunisia
• Turkey
• UK (Mainland only)
• Ukraine
• United Arab Emirates

Order and registration via Finland

Maintenance
The products in this document are also covered by Maintenance Agreements and ServiceSuite® contracts.

Licensing
Programs included with this product are licensed under the terms and conditions of the License Agreements that are shipped with the system.

Field installable features
Yes

Model conversions
No

Machine installation
Customer setup. Customers are responsible for installation according to the instructions IBM provides with the machine.

Terms and Conditions for Express Seller Products
The designated products are available only as part of the IBM Express Seller program. For full details of the terms and conditions, refer to the Express Seller Program Terms and Conditions applicable to a specific Business Partner.
Note: Copies of the Express Seller Program Terms and Conditions are available locally.

In summary:

- Orders for Express Seller Products must be placed on an order specifically identified as 'Express Seller' and should not contain any other (non-Express Seller) product.
- Orders may only be placed for currently eligible Express Seller products.
- IBM will undertake to deliver products purchased under the terms of the Express Seller program within a specified number of days. For full details of the delivery terms for your country, refer to the Express Seller Program Terms and Conditions.
- Products purchased under this program are eligible for 15 days price protection from the date of shipment. For full details, refer to the program terms and conditions.
- There is no accommodation for the return to IBM of any products ordered under the terms of this program.
- Products purchased under the terms of this offering are not available to be sold as part of a special bid.

IBM hourly service rate classification
Two

Field-installable features
Yes

Model conversions
No

Machine installation
Customer setup. Customers are responsible for installation according to the instructions IBM provides with the machine.

Graduated program license charges apply
No

Licensed machine code
IBM machine code is licensed for use by a customer on the IBM machine for which it was provided by IBM under the terms and conditions of the IBM License Agreement for machine code, to enable the machine to function in accordance with its specifications, and only for the capacity authorized by IBM and acquired by the customer. You can obtain the agreement by contacting your IBM representative or visiting


If the machine does not function as warranted and your problem can be resolved through your application of downloadable machine code, you are responsible for downloading and installing these designated machine code changes as IBM specifies. If you would prefer, you may request IBM to install downloadable machine code changes; however, you may be charged for that service.

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled
solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

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http://www.ibm.com/support/electronic

**Prices**

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**Announcement countries**

The following countries only:

- Russia
- Armenia
- Belarus
- Georgia
- Kazakhstan
- Kyrgyzstan
- Ukraine
• Azerbaijan
• Tajikistan
• Turkmenistan
• Uzbekistan

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