



IBM WebSphere DataPower XC10 Appliance V2 can save time, money, and rackspace

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At a glance

Version 2 of the WebSphere® DataPower® XC10 Appliance offers an innovative, pragmatic approach to harness the power of distributed caching as a complete, purpose-built, easy-to-use solution. It allows you to leverage the value of your existing infrastructure investments.

This version of DataPower XC10 Appliance offers:

- Better performance
- Increased cache size
- Support for non-Java clients
- DataPower XI50 integration
- Improved monitoring

Overview

The DataPower XC10 Appliance is a purpose-built, easy-to-use appliance designed for simplified deployment, exceptional performance, and hardened security at the caching tier of your enterprise application infrastructure. It adds distributed caching functions to the IBM® DataPower line of appliances, enabling your business-critical applications to cost effectively scale with consistent performance.

The DataPower XC10 Appliance is designed for simple installation and use within a broad context of environments including deep integration with WebSphere Application Server V6.1 and V7.0 and simple support for non-WebSphere Application Server and non-Java environments through REST APIs. DataPower XC10 Appliance's fault tolerance and large 240 GB cache can enable you to achieve better performance and scalability with the dynamic cache service of WebSphere Application Server.

The DataPower XC10 Appliance offers the following benefits for consistent and predictable performance for your business-critical applications:

- Easy use for common distributed caching scenarios with little or no code changes to existing applications
- Ability to quickly and easily increase cache capacity and throughput as needs grow
- Flexible and simple user management interface for monitoring and administration
- Fault tolerance for higher user satisfaction, faster task completion, and increased e-commerce conversion rates

Version 2 of the DataPower XC10 Appliance offers:

- Performance improvements: DataPower XC10 Appliance leverages the latest-generation hardware technology that can increase performance and capacity, including support for 1Gb and 10Gb ethernet.
- Enhanced Cache Capacity: DataPower XC10 Appliance now provides a larger, 240GB cache. A combination of memory and state of the art solid-state drives provides high speed access to your data.
- Service Response Caching: DataPower XC10 Appliance V2 can now be integrated with a WebSphere DataPower XI50 Appliance. Using the DataPower XC10 Appliance as a side cache for XI50 can significantly reduce the load on the back end systems by eliminating redundant requests and improving the response time while increasing total system throughput.
- Support for non-Java applications: The DataPower XC10 Appliance now expands the range of clients able to access simple data grids with the release of the REST Gateway feature. Non-Java-based clients with HTTP capabilities, including PHP and .NET clients, can utilize the DataPower XC10 Appliance for elastic caching via the REST Gateway.
- Improved monitoring capabilities through support of Simple Network Management Protocol (SNMP).

Feature exchange

Not applicable

Planned availability date

June 15, 2011

Description

Maximize performance and availability while scaling simply and cost-effectively

Today's dynamic business environments and economic uncertainty mean organizations must work smarter to remain competitive and responsive to changing customer demands. The key to working smarter is business agility and cost optimization. Our planet is becoming increasingly smart and interconnected. As more people around the planet join the digital world, they drive exponential growth of business and non-business transactions for everything from web commerce and RFID processing in dynamic supply chains to online banking and social networking. In order to meet these demands, you need to ensure that critical applications experiencing huge demand levels, and requiring immediate response times, can satisfy those criteria.

The DataPower XC10 Appliance is a purpose-built, easy-to-use unit designed for simplified deployment, exceptional performance, and hardened security at the caching tier of your enterprise application infrastructure. It incorporates and builds upon the IBM DataPower line of appliances, adding distributed caching functions that enable your business-critical applications to be expanded while maintaining consistent performance.

The DataPower XC10 Appliance is designed for simple installation and use within a broad context of environments including deep integration with WebSphere Application Server V6.1 and V7.0 and simple support for non-WebSphere Application Server and non-Java environments through REST APIs. It can deliver a cost-effective, distributed caching solution in support of common distributed caching scenarios like HTTP Session Replication, getting better performance and scalability from the dynamic cache service of WebSphere Application Server. With minimal application code changes, the DataPower XC10 Appliance can also provide an easy-to-use, web-side-cache accessed via a network connection.

Version 2 of the DataPower XC10 Appliance offers:

- Performance enhancements
- Increased cache size to 240 GB
- Support for non-Java client access to the cache via REST
- Integration with DataPower XI50 to improve service response time and consistency
- Improved monitoring through support for SNMP

The DataPower XC10 Appliance V2 firmware enhancements are compatible with the DataPower XC10 Appliance V1 hardware configuration.

This release expands applicability of DataPower XC10 Appliance beyond the initial scenarios (HTTP Session, expansion of the WebSphere Application Server dynamic cache service, and simple side cache). DataPower XC10 Appliance V2 introduces a REST Gateway to support non-Java clients and integration with DataPower XI50 Appliance.

HTTP session replication

The WebSphere DataPower XC10 Appliance can provide the quickest, least invasive option for handling HTTP session management. This removes the need for costly application changes. This specialized, purpose-built, appliance can bring a number of benefits including higher qualities of service across scenarios spanning application server cell boundaries and even heterogeneous application server environments.

- Higher qualities of service - The DataPower XC10 Appliance V2 appliance can provide faster and more robust replication than WebSphere Application Server alone. It can provide an assured level of replication as it will retry saving a session object if the initial attempt fails. Additionally, HTTP session data can be replicated without the performance overhead seen when using the synchronous replication in WebSphere Application Server.
- With the DataPower XC10 Appliance, session data is not restricted to a WebSphere Application Server cell boundary as they are with WebSphere Application Server on its own. The DataPower XC10 Appliance is built to serve as an easily installed solution outside WebSphere Application Server. It automatically sets up stand-alone grid clusters that can be used by many applications and cells.
- Cross application and platform access - It can be easy to configure the DataPower XC10 Appliance to allow different applications to access the session object for the same user. Because it does not have a dependency on WebSphere Application Server, this replication can actually be from application server environments such as Apache Geronimo.

Extension for WebSphere Application Server dynamic cache service

The DataPower XC10 Appliance provides a consistent, distributed cache for enterprise applications running on WebSphere Application Server. The dynamic cache API is available to Java™ Platform Enterprise Edition (Java EE) applications that are deployed in WebSphere Application Server and can be leveraged to cache business data, generated HTML, or to synchronize the cached data in the cell by using the data replication service (DRS). Previously, the only service provider for the dynamic cache API was the default dynamic cache engine built into WebSphere Application Server.

With the DataPower XC10 Appliance, you can now use the dynamic cache service provider interface in WebSphere Application Server to plug into the dynamic cache. By setting up this capability, you can enable applications written with the dynamic cache API or applications using container-level caching (such as servlets) to leverage the features and performance capabilities of the DataPower XC10 Appliance, including replication over the network, high availability, scalability, and cache partitioning.

Elastic dynamic cache (Plug-in for WebSphere Application Server dynamic cache service) provides more efficient storage of data in a grid rather than multiple redundant copies that are difficult to keep synchronized.

Web-side cache

Each DataPower XC10 Appliance unit provides a large 240 GB cache that is accessed via a network connection. This can:

- Accelerate your applications' performance by putting your data closer to your applications/services
- Help reduce power consumption and rack space
- Lower your dependencies on more expensive systems and databases.

Side-cache for WebSphere DataPower XI50 Appliance

DataPower XC10 Appliance V2 can now be integrated with a WebSphere DataPower XI50 Appliance. Using the DataPower XC10 Appliance's simple data grid as a side cache for XI50 can significantly reduce the load on the back end systems by eliminating redundant requests to the back ends, improving the response time to the clients and increasing total system throughput.

Expanded support for non-Java Clients

DataPower XC10 Appliance V2 expands the range of clients able to access simple data grids with the release of the REST Gateway feature. Non-Java-based clients with HTTP capabilities, including PHP and .NET clients, can now utilize the DataPower XC10 Appliance for elastic caching via the REST Gateway.

For additional information on WebSphere DataPower XC10 Appliance, visit

<http://www.ibm.com/software/webservers/appserv/xc10>

For additional information on Extreme Transaction Processing, visit

<http://www.ibm.com/XTP>

Accessibility by people with disabilities

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

http://www.ibm.com/able/product_accessibility/index.html

Product positioning

The DataPower XC10 Appliance complements the WebSphere Application Server family of products. It provides a distributed caching platform for WebSphere business applications, and can run with any WebSphere Application Server V6.1 and V7.0. The appliance provides a purpose-built network attached cache, whereas IBM software offerings such as WebSphere eXtreme Scale and WebSphere Business Events eXtreme Scale enable more sophisticated caching scenarios, where the applications and cached data may be located on the same server. WebSphere Business Events eXtreme Scale software integrates WebSphere eXtreme Scale and WebSphere Business Events into a single product supporting customers with high volumes of business events flowing through their enterprise.

The DataPower XC10 Appliance can provide excellent value for your business-critical web applications that:

- Need to offer automatic failover of web sessions
- Cannot tolerate session failures which result in lost revenue and user satisfaction problems

- Use the WebSphere Application Server dynamic cache service
- Require better performance and scalability of their caching investment
- Need faster task completion and increased e-commerce conversion rates

Examples include:

- E-commerce sites where the session is a shopping cart
- E-commerce sites whose performance gets worse as transaction volumes grow
- Web sites that cache catalog data, master data, or user profiles
- Enterprise applications that access multiple systems

Reference information

For information about WebSphere eXtreme Scale V7.1, refer to Software Announcement [210-125](#), dated April 30, 2010.

For information about WebSphere DataPower XC10 Appliance V2 Support Registration, refer to Software Announcement [211-136](#), dated April 5, 2011.

Product number

Description	Machine	Model
IBM WebSphere DataPower XC10 Appliance V2	7199	92X

Specify features

Description	Machine	Model	Feature
Line cord - 2.8m, 10A/250V, C13 to GB 2099.1 (China)	7199	92X	6210
Line cord - 2.8m, 10A/250V, C13 to AS/NZ 3112 (Australia/NZ)	7199	92X	6211
Line cord - 2.8m, 10A/250V, C13 to IEC 309 Type 2P + Gnd (Europe)	7199	92X	6212
Line cord - 2.8m, 10A/250V, C13 to DK2-5a (Denmark)	7199	92X	6213
Line cord - 2.8m, 10A/250V, C13 to SABS 164 (S Africa)	7199	92X	6214
Line cord - 2.8m, 10A/250V, C13 to BS 1363/A (UK)	7199	92X	6215
Line cord - 2.8m, 10A/250V, C13 to SEV 1011-S24507 (Swiss)	7199	92X	6216
Line cord - 2.8m, 220-240V, C13 to IMQ CEI 23-16 (Italy/Chile)	7199	92X	6217
Line cord - 2.8m, 10A/250V, C13 to SI 32 (Israel)	7199	92X	6218
Line cord - 2.8m, 12A/100V, C13 to KETI (Korea)	7199	92X	6219
Line cord - 2.8m, 10A/250V, C13 to IRAM 2073 (Argentina)	7199	92X	6222
Line cord - 2.8m, 10A/125V, C13 to IEC320 (Brazil)	7199	92X	6223
Line cord - 2.8m 10A/250V, C13(2P+Gnd) (India)	7199	92X	6269
Line cord - 2.8m, 10A/125V, C13 to NEMA 5-15P (US)	7199	92X	6313
Line cord - 2.8m, 12A/100V, C13 to JIS C-8303(Japan)	7199	92X	6314
Line cord - 2.8m, 10A/125V, C13 to CNS 10917-3 (Taiwan)	7199	92X	6386
Rail kit	7199	92X	6799

Model conversions

Not applicable

Publications

The WebSphere DataPower XC10 Appliance V2 Quick Start Guide is included with the appliance.

Other publications will be available for viewing at the IBM website after general availability.

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

<http://www.ibm.com/services/learning/index.html>

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

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=111-043>

Technical information

Specified operating environment

Physical specifications

- Height: 8.89 cm (3.5 in.) (2U)
- Width: 43.8 cm (17.25 in.)
- Depth: 58.4 cm (23 in.)
- Weight: 21 kg (46.2 lbs)

The IBM 7199 DataPower XC10 Appliance must be installed in an EIA-310-D 19-inch rack with at least 28 inches of depth (from rail flange to rail flange).

To assure installability and serviceability in non-IBM industry-standard racks, review the installation planning information for any product-specific installation requirements.

Standards

- FCC - Verified to comply with Part 15 of the FCC Rules, Class A
- Canada ICES-003, issue 4, Class A
- UL/IEC 60950-1
- CSA C22.2 No. 60950-1-03
- NOM-019

Operating environment

- Temperature
 - 10.0 to 35.0 degrees C (50 to 95 degrees F) at 0 to 914 m (0 to 3,000 ft)
 - 10.0 to 32.0 degrees C (50 to 90 degrees F) at 914 to 2,133 m (3,000 to 7,000 ft)
- Powered off: 10 to 43 degrees C (50 to 109.4 degrees F), maximum altitude: 2133.6 m (7,000 ft.)
- Relative humidity: 8% to 80%

Shipping environment

- Temperature: -40 to 60 degrees C (-40 to 140 degrees F)
- Relative humidity: 8% to 80%

Electrical power

100 to 127 or 200 to 240 vac at 50 Hz or 60 Hz

Power® usage:
10 A for 120 vac
5 A for 220 vac

The 7199 appliance contains two 720-watt power modules that operate at 100 to 127 Vac or 200 to 240 Vac at 50 or 60 Hz.

Both power supply modules must be connected to the same power source to prevent ground voltage potential difference between the two power modules.

Hardware requirements

For first-time configuration of the software, this appliance requires a compatible RS-232c terminal or terminal emulator with a male DB-9 serial port connector. The terminal must support the following RS-232c serial parameters:

- 9600 baud
- One stop bit
- No parity
- XON/XOFF handshaking

The terminal must support ANSI/VT-100 control sequences. Microsoft® Windows® "Hyperterminal" and Linux® "Minicom" are appropriate terminal emulators.

Unattended or remote installation may be performed through a network-attached terminal server.

Software requirements

The 7199 series appliance comes with IBM-supplied software. It is not possible to install any other software.

Planning information

Customer responsibilities

This product is designated for customer setup. Customer setup instructions are shipped with the product.

Cable orders

Each 7199 appliance contains 8 1-Gigabit Ethernet connections. The RJ-45 connectors provide a 10/100/1000 Base-T interface (either at half-duplex or full-duplex) for connecting twisted-pair cable to the Ethernet network. Cabling is not included with the appliance. To connect the Ethernet interface to a repeater or switch, use an unshielded twisted pair (UTP) cable with RJ-45 connectors at both ends. For 100 Mbps or higher operation, Category 5 cabling must be used. For 10 Mbps operation, Category 3, or better cabling, must be used.

Each 7199 appliance contains 2 10-Gigabit Ethernet connections. The provided SFP+ connectors allow for three options: 10GBASE-SR transceivers (for 300 m multimode fiber), 10GBASE-LR transceivers (for 10 Km singlemode fiber) or 10GBASE-Cu "direct attach" twin-axial cables, up to 10 m.

Each 7199 appliance contains a single RS-232c serial port connection. The RJ45 connector provides a 9600 baud asynchronous serial interface for connecting a serial cable to a console terminal (typically a terminal emulator running on an IBM PC). A 6-foot long "NULL modem" cable, with one RJ45 connector and one female DB-9 connector, is provided with the appliance for this purpose. The terminal's serial parameters should be set to 9600 baud, no parity, one stop bit, and XON/XOFF handshaking.

Installability

Each 7199 series appliance requires approximately 30 minutes for installation. Installation includes unpacking, rack-mounting, connecting network and console cables, and powering on the system. Additional time is required to configure the software.

Packaging

The 7199 series appliance is shipped in a single package.

- Single pack dimensions: 89 cm x 63 cm x 28 cm (35 in. x 24.8 in. x 11 in.)
- Single pack weight: 26 kg (57.2 lbs)

The 7199 series appliance carton contains:

- 7199 series appliance (model-specific)
- Resource CD (model-specific)
- Rack-mount kit including two power cords
- Console serial cable
- Rail kit
- Two rack power cords
- Safety Pointer
- Quick Start Guide
- Welcome Flyer

Security, auditability, and control

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

Terms and conditions

IBM Global Financing

Yes

Warranty period

WebSphere DataPower XC10 Appliance hardware - One year

Warranty service

If required, IBM provides repair or exchange service depending on the types of warranty service specified for the machine. IBM will attempt to resolve your problem over the telephone, or electronically via an IBM website. Certain Machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts. If applicable to your product, parts considered Customer Replaceable Units (CRUs) will be provided as part of the machine's standard warranty service.

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 the normal IBM service area. Contact your local IBM representative or your reseller for country and location-specific information.

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 upon your request. CRUs are designated as being either a Tier 1 (mandatory) or a Tier 2 (optional) CRU.

Tier 1 (mandatory) CRU

Installation of Tier 1 CRUs, as specified in this announcement, is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.

Tier 2 (optional) CRU

You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge.

Based upon availability, CRUs 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. 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 parts have been designated as Tier 1 CRUs:

- Hard disk drive
- Fan
- Ethernet modules

- Power cord
- Power supply
- Network modules
- Rack mounting kit

CRU and On-site Service

At IBM's discretion, you will receive specified CRU service, or IBM 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.

Service level is:

- Nine hours per day, Monday through Friday, excluding holidays, next business day (NBD) response. Calls must be received by 5 pm local time in order to qualify for next business day response.
- Twenty-four hours per day, 7 days a week, 4-hour average, same day response. Same day service level includes the installation of Tier 1 CRUs at no additional charge.

CRU and Courier or Depot Service

At IBM's discretion, you will receive specified 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.

CRU and Customer Carry-In or Mail-In Service

At IBM's discretion, you will receive specified 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 the subsequent installation and verification of the machine.

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 are responsible for its installation and verification of operation. You must pack the failed machine into the shipping container that contained the replacement machine and return the failed 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 failed machine within 15 days of your receipt of the replacement.

Non-IBM parts service

Warranty service

IBM is now shipping machines with selected non-IBM parts that contain an IBM field replaceable unit (FRU) part number label. These parts are to be serviced during the IBM machine warranty period. IBM is covering the service on these selected non-IBM parts as an accommodation to their customers, and normal warranty service procedures for the IBM machine apply.

Warranty service upgrades

During the warranty period, warranty service upgrades provide an enhanced level of On-site Service for an additional charge. Service levels are response-time objectives and are not guaranteed. See the Warranty services section for additional details.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain Machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts.

Maintenance service options

CRU and On-site Service

At IBM's discretion you will receive CRU service or IBM 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. The following on-site response-time objectives are available as warranty service upgrades for your machine. Available offerings are:

- Nine hours per day, Monday through Friday, excluding holidays, 4-hour average, same business day response
- Twenty-four hours per day, 7 days a week, 4-hour average response, same day

Customer Replaceable Units (CRUs) may be provided as part of the machine's standard warranty CRU Service except that you may install a CRU yourself or request IBM installation, at no additional charge, under the CRU and On-site Service level specified above. For additional information on the CRU Service, see the warranty information.

Maintenance services

If required, IBM provides repair or exchange service depending on the types of maintenance service specified for the machine. IBM will attempt to resolve your problem over the telephone or electronically, via an IBM website. Certain Machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts.

Service levels are response-time objectives and are not guaranteed. The specified level of maintenance service may not be available in all worldwide locations. Additional charges may apply outside the normal IBM service area. Contact your local IBM representative or your reseller for country and location-specific information. The following service selections are available as maintenance options for your machine type.

On-site Service

IBM 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.

Service levels are:

- Nine hours per day, Monday through Friday, excluding holidays, NBD response
- Twenty-four hours per day, 7 days a week, 4-hour average response, same day

Customer Replaceable Unit (CRU) Service

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, or hard disk drive), and depending upon the maintenance service offerings in your geography, IBM will ship the replacement CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM upon your request.

Based upon availability, CRUs will be shipped for 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, 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.

CRUs may be provided as part of the machine's standard maintenance service except that you may install a CRU yourself or request IBM installation, at no additional charge, under any of the On-site Service levels specified above.

CRU and Courier or Depot Service

At IBM's discretion you will receive CRU service or you must 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.

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 the subsequent installation and verification of the machine.

<http://www.ibm.com/services/europe/maintenance/>

CRU and Machine Exchange Service

At IBM's discretion you will receive CRU service or IBM will initiate shipment of a replacement machine to your location. You are responsible for its installation and verification of operation. You must pack the failed machine into the shipping container that contained the replacement machine and return the failed 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 failed machine within 15 days of your receipt of the replacement.

Non-IBM parts service

Under certain conditions, IBM provides services for selected non-IBM parts at no additional charge for machines that are covered under warranty service upgrades or maintenance services.

This service includes hardware problem determination (PD) on the non-IBM parts (for example, adapter cards, PCMCIA cards, disk drives, memory) installed within IBM machines and provides the labor to replace the failing parts at no additional charge.

If IBM has a Technical Service Agreement with the manufacturer of the failing part, or if the failing part is an accommodations part (a part with an IBM FRU label), IBM may also source and replace the failing part at no additional charge. For all other non-IBM parts, customers are responsible for sourcing the parts. Installation labor is provided at no additional charge, if the machine is covered under a warranty service upgrade or a maintenance service.

Warranty service upgrades

Usage plan machine

No

IBM hourly service rate classification

Not applicable

When a type of service involves the exchange of a machine part, the replacement may not be new, but will be in good working order.

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 internal code and licensed machine code

This product does not contain Licensed Internal Code or Licensed Machine Code.

Educational allowance

Not applicable

Pricing**Product charges**

With each appliance acquired, IBM includes one year of appliance support consisting of 9 hours per day, Monday through Friday, excluding holidays, next business day response. The initial period of maintenance can be upgraded by the purchase of warranty service upgrade or extended by the purchase of a renewal option, if available.

Description	Machine type	Model
IBM WebSphere DataPower XC10 Appliance V2	7199	92X

Specify features

Description	Machine type	Model	Feature
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Line cord - 2.8m, 10A/125V, C13 to NEMA 5-15P (US)	7199	92X	6313
Line cord - 2.8m, 12A/100V, C13 to JIS C-8303(Japan)	7199	92X	6314
Line cord - 2.8m, 10A/25V, C13 to CNS 10917-3 (Taiwan)	7199	92X	6386
Rail Kit	7199	92X	6799

Feature Install summary

Machine Type	Feature number	Field install only	Plant install only	MES removal	MES add charge	Cables required
7199	6210	N	Y	N	N	N
7199	6211	N	Y	N	N	N
7199	6212	N	Y	N	N	N
7199	6213	N	Y	N	N	N
7199	6214	N	Y	N	N	N
7199	6215	N	Y	N	N	N
7199	6216	N	Y	N	N	N
7199	6217	N	Y	N	N	N
7199	6218	N	Y	N	N	N
7199	6219	N	Y	N	N	N
7199	6222	N	Y	N	N	N
7199	6223	N	Y	N	N	N
7199	6269	N	Y	N	N	N
7199	6313	N	Y	N	N	N
7199	6314	N	Y	N	N	N
7199	6386	N	Y	N	N	N
7199	6799	N	N	N	N	N

ServicePac prices

For ServiceElect (ESA) maintenance service charges, contact IBM Global Services at 888-IBM-4343 (426-4343).

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