IBM Power System S824 server delivers improved performance and unmatched price/performance value for integrated Linux applications

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At a glance

The IBM® Power® S824 (8286-42A) server is a powerful 2-socket server that ships with up to 24 activated cores and I/O configuration flexibility to meet today's growth and tomorrow's processing needs. The server features:

- The following fully activated IBM POWER8™ dual-chip module (DCM) processor configurations in a 4U rack-mount form factor:
  - 6-core or 12-core 3.89 GHz
  - 8-core or 16-core 4.15 GHz
  - 24-core 3.52 GHz
- High-performance 1600 Mbps DDR3 ECC memory
  - 16 GB (#EM8B), 32 GB (#EM8C), or 64 GB (#EM8D) memory features
  - Up to 1 TB memory with two Power Systems™ processor DCMs
  - Up to 512 GB memory with one Power Systems processor DCM
- Choice of storage features:
  - Twelve SFF-3 Bays/DVD Bay
  - Eighteen SFF-3 Bays/ eight 1.8-inch SSD bays/DVD Bay/Dual IOA with Write Cache
  - Split feature to 6+6 SFF-3 Bays: Add a second SAS Controller
- Hot-swap PCIe Gen 3 Slots
- Integrated:
  - Service processor
  - EnergyScale™ technology
  - Hot-swap and redundant cooling
  - Four USB 3.0 ports for general use
  - Two USB 2.0 ports for non-general use
  - Two HMC 1GbE RJ45 ports
  - One system port with RJ45 connector
- Four hot plug, redundant power supplies
- 19-inch rack-mount hardware (4U)
Overview

The new IBM Power S824 server is designed to put data to work. With a strong commitment to optimizing AIX® and IBM i workloads, these new systems deliver improved performance compared to the prior generation of systems and additionally offer unmatched price/performance value for integrated Linux™ applications.

IBM Power Systems based 1-socket and 2-socket servers provide the ideal foundation for private and public cloud infrastructure. The new Power S824 server, based on POWER8 processors, delivers superior throughput compared to Intel™ based offerings for comparable workloads and provides superior economics for scale-out deployments. For customers looking to deploy advanced analytics, Power can now deliver superior response time for sorting and querying unstructured big data sets and can deliver a superior number of business reports per hour for typical business analytics over competing solutions. For Java™ workloads, the new systems deliver unprecedented performance. Other scenarios for use of the Power S824 include:

- Consolidating of UNIX™, IBM i, and Linux workloads
- Running analytics and small to midsize database applications on the same server
- Gaining faster insights with the POWER8 processor and smart acceleration enabled by Coherent Accelerator Processor Interface (CAPI) technologies
- Reducing energy consumption by utilizing advanced energy control

The Power S824 server (8286-42A) supports two processor sockets, offering 6-core or 12-core 3.89 GHz, 8-core or 16-core 4.15 GHz, or 24-core 3.52 GHz configurations in a 19-inch rack-mount, 4U (EIA units) drawer configuration. All the cores are active.

The Power S824 server supports a maximum of 16 DDR3 CDIMM slots. Memory supported are 16 GB, 32 GB, and 64 GB and run at speeds of 1600 Mbps, allowing for a maximum system memory of 1024 GB.

- Rich I/O options in the system unit include:
  - Four PCIe G3 x16 full-height, full-length slots (one CAPI controller per socket at direct PCIe x16 slot from each socket)
  - Six PCIe G3 x8 full-height, half-length slots (1 of 4 PCIe G3 x8 LP slots will not be available if the high-function RAID controller installed.)
  - Eighteen 2.5-in. HDD SFF bays and eight 1.8-in. SSDs
  - RAID 0, 5, 6, 10, 5T2, 6T2, and 10T2 support
  - One DVD
  - One PCIe G3 x8 slot for 1GbE 4-port LAN controller integrated
- Two front and two rear USB 3.0 ports; one rear system port
- Service processor
- 2+2 Redundant hot-swap ac power supplies in each enclosure
- 19-inch rack-mount 4U configuration
- PowerVM®
- Red Hat Enterprise Linux (RHEL) 6.5, or later; SUSE Linux Enterprise Server (SLES) 11 Service Pack 3, or later; AIX 6.1, 7.1, or later; or IBM i 7.1, 7.2, or later, operating system support

Key prerequisites

- Red Hat Enterprise Linux 6.5, or later
- SUSE Linux Enterprise Server 11 Service Pack 3, or later
- AIX 6.1, 7.1, or later
• IBM i 7.1, 7.2, or later

Refer to the Hardware requirements section and Software requirements section for details.

### Planned availability date

- June 10, 2014, for all features except ESDS, ELSS, ESDU, ELSU, and EJ12
- July 25, 2014, for the following features:
  - ESDS (283 GB 10k RPM SAS SFF-3 Disk Drive (IBM i))
  - ELSS (#ESDS Load Source Specify (283 GB 10k SAS SFF3 for IBM i))
  - ESDU (139 GB 15k RPM SAS SFF-3 Disk Drive (IBM i))
  - ELSU (#ESDU Load Source Specify (139 GB 15k SAS SFF3 for IBM i))
  - EJ12 (PCIe3 FPGA Accelerator Adapter)

**Note:** Feature EJ0N is required to be combined with feature EJ0S (Split #EJ0N to 6+6 SFF-3 Bays: Adds Second SAS Controller).

### Description

**Summary of standard features for Power S824:**

- Power Systems server built with POWER8 processor modules
  - 6-core or 12-core 3.89 GHz
  - 8-core or 16-core 4.15 GHz
  - 24-core 3.52 GHz
- High-performance 1600 Mbps DDR3 ECC memory
  - 16 GB (#EM8B), 32 GB (#EM8C), or 64 GB (#EM8D) memory features
  - Up to 1 TB memory with two Power System processor DCMs
  - Up to 512 GB memory with one Power System processor DCM
- Choice of two storage features
  - Choice one: twelve SFF bays, one DVD bay, one integrated SAS controller without cache, and JBOD, RAID 0, 5, 6, or 10
    -- Optionally, split the above SFF bays and add a second integrated SAS controller without cache.
  - Choice two: eighteen SFF bays; one DVD bay, a pair of integrated SAS controllers with cache, RAID 0, 5, 6, 10, 5T2, 6T2, and 10T2; and a 8-bay 1.8-inch SSD cage
    -- Optionally, attach an EXP24S SAS HDD/SSD Expansion Drawer to the dual IOA.
- Hot-swap PCIe Gen 3 Slots
  - Eleven¹ slots with two Power Systems processor DCMs: four x16 slots and seven² x8 slots
  - Seven¹ slots with one Power Systems processor DCM: two x16 slots and five² x8 slots
- Integrated:
  - Service processor
  - EnergyScale technology
  - Hot-swap and redundant cooling
  - Four USB 3.0 ports for general use
  - Two USB 2.0 ports for non-general use
  - Two HMC 1GbE RJ45 ports
– One system port with RJ45 connector
• Four hot plug, redundant power supplies
• 19-inch rack-mount hardware (4U)

1 One fewer PCIe slot is available with the dual IOA storage backplane feature EJ0U.
2 One x8 PCIe slot is used for integrated LAN adapter.

PowerVM

IBM PowerVM, which delivers industrial-strength virtualization for IBM AIX, IBM i, and Linux environments on IBM POWER® processor-based systems, has been enhanced with a virtualization-oriented performance monitor and performance statistics are available through the HMC. These performance statistics can be used to understand the workload characteristics and to prepare for capacity planning.

Capacity backup

The Power S824 server’s CBU designation enables you to temporarily transfer IBM i processor license entitlements and IBM i user license entitlements purchased for a primary machine to a secondary CBU-designated system for HA/DR operations. Temporarily transferring these resources instead of purchasing them for your secondary system may result in significant savings. Processor activations cannot be transferred.

The CBU specify feature 0444 is available only as part of a new server purchase. Certain system prerequisites must be met and system registration and approval are required before the CBU specify feature can be applied on a new server. Standard IBM i terms and conditions do not allow either IBM i processor license entitlements or IBM i user license entitlements to be transferred permanently or temporarily. These entitlements remain with the machine they were ordered for. When you register the association between your primary and on-order CBU system, you must agree to certain terms and conditions regarding the temporary transfer. After a new CBU system is registered along with the proposed primary and the configuration is approved, you can temporarily move your optional IBM i processor license entitlement and IBM i enterprise enablement (#5250) entitlements from the primary system to the CBU system when the primary system is down or while the primary system processors are inactive. The CBU system can then support failover and role swapping for a full range of test, disaster recovery, and high availability scenarios. Temporary entitlement transfer means that the entitlement is a property transferred from the primary system to the CBU system and may remain in use on the CBU system as long as the registered primary and CBU system are in deployment for the high availability or disaster recovery operation. The intent of the CBU offering is to enable regular role-swap operations.

Before you can temporarily transfer 5250 entitlements, you must have more than one 5250 Enterprise Enablement entitlement on the primary server and at least one 5250 Enterprise Enablement entitlement on the CBU system. You can then transfer the entitlements that are not required on the primary server during the time of transfer and that are above the minimum of one entitlement. The minimum number of permanent entitlements on the CBU is one however you are required license all permanent workload such as replication workload. If for example, the replication workload consumes four processor cores at peak workload, then you are required to permanently license four cores on the CBU.

For example, if you have a 12-core Power 740 as your primary system with six IBM i processor license entitlements (five above the minimum) and two 5250 Enterprise Enablement entitlements (one above the minimum), you can temporarily transfer up to five IBM i entitlements and one 5250 Enterprise Enablement entitlement. During the temporary transfer, the CBU system’s internal records of its total number of IBM i processor entitlements are not updated, and you may see IBM i license noncompliance warning messages from the CBU system.
The CBU specify feature 0444 is available only as part of a new server purchase. Certain system prerequisites must be met and system registration and approval are required before the CBU specify feature can be applied on a new server. Standard IBM i terms and conditions do not allow either IBM i processor license entitlements or 5250 enterprise enablement entitlements to be transferred permanently or temporarily. These entitlements remain with the machine they were ordered for. When you register the association between your primary and on-order CBU system, you must agree to certain terms and conditions regarding the temporary transfer.

The servers with P20 or higher software tiers do not have user entitlements that can be transferred, and only processor license entitlements can be transferred.

- 760 (9109-RMD)
- 770 (9117-MMB)
- 770 (9117-MMC)
- 770 (9117-MMD)
- 750 (8408-E8D)
- 740 (8205-E6B)
- 740 (8205-E6C)
- 740 (8205-E6D)
- 750 (8233-E8B)
- 730 (8231-E2D)
- S824 (8286-42A)

### Power S824 system configuration

The minimum Power S824 initial order must include a processor module, 32 GB of memory, a storage backplane, one HDD or SSD DASD device, a PCIe2 4-port 1GbE controller, four power supplies and line cords, an operating system indicator, a cover set indicator, and a Language Group Specify.

The minimum defined initial order configuration, if no choice is made, when AIX or Linux is the primary operating system, is as follows:

<table>
<thead>
<tr>
<th>Feature number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPXE</td>
<td>6-core 3.89 GHz POWER8 Processor module</td>
</tr>
<tr>
<td>EPYE</td>
<td>Processor core entitlement activations for EPYE to equal total processor cores ordered</td>
</tr>
<tr>
<td>EM88 x 2</td>
<td>16 GB DDR3 Memory</td>
</tr>
<tr>
<td>EJ0N</td>
<td>Storage Backplane: 12 SFF-3 Bays and DVD Bay, JBOD, RAID 0, 5, 6, 10</td>
</tr>
<tr>
<td>ESDT x 1</td>
<td>146 GB 15k RPM SAS SFF-3 Disk Drive for AIX/Linux</td>
</tr>
<tr>
<td>EB2L x 4</td>
<td>CEC AC Power Supply ~ 900W</td>
</tr>
<tr>
<td>6458 x 4</td>
<td>PCIe2 4-port 1GbE Adapter</td>
</tr>
<tr>
<td>9300/97xx</td>
<td>Language Group Specify</td>
</tr>
<tr>
<td>EJTC</td>
<td>Front Bezel for 12-Bay BackPlane</td>
</tr>
<tr>
<td>2146</td>
<td>Primary Operating System Indicator - AIX</td>
</tr>
<tr>
<td>2147</td>
<td>Primary Operating System Indicator - Linux</td>
</tr>
</tbody>
</table>

### Notes:

- The racking approach for the initial order must be either a 7014-T00, 7014-T42, or 7953-94Y.
- If an additional rack is required for I/O expansion drawers as an MES to an existing system, either a feature 0551, 0553, or ER05 rack must be ordered.
- No internal HDD or SSD is required if feature 0837 (Boot from SAN) is selected. A Fibre Channel adapter must be ordered if feature 0837 is selected.
- Feature EJ0N is required to be combined with feature EJ0S.
AIX is small tier licensing

The minimum defined initial order configuration, if no choice is made, when IBM i is the primary operating system, is:

<table>
<thead>
<tr>
<th>Feature number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EPXE</td>
<td>6-core 3.89 GHz POWER8 Processor card</td>
</tr>
<tr>
<td>EPYE</td>
<td>Processor core entitlement activations for EPYE to equal total processor cores ordered</td>
</tr>
<tr>
<td>EM88 x 2</td>
<td>16 GB DDR3 Memory</td>
</tr>
<tr>
<td>EJON</td>
<td>Storage Backplane: 12 SFF-3 Bays and DVD Bay, JBOD, RAID 0, 5, 6, 10</td>
</tr>
<tr>
<td>ESDU x 2</td>
<td>139 GB 15k RPM SAS SFF-3 Disk Drive for IBM i</td>
</tr>
<tr>
<td>EB2L x 4</td>
<td>CEC AC Power Supply - 900W</td>
</tr>
<tr>
<td>5899 x 1</td>
<td>PCIe2 4-port 1GbE Adapter</td>
</tr>
<tr>
<td>6458 x 4</td>
<td>Power Cord 4.3m (14-ft), Drawer to Wall/IBM PDU (250V/10A)</td>
</tr>
<tr>
<td>9300/97xx</td>
<td>Language Group Specify</td>
</tr>
<tr>
<td>EJTC</td>
<td>Front Bezel for 12-Bay BackPlane</td>
</tr>
<tr>
<td>2145</td>
<td>Primary Operating System Indicator - IBM i</td>
</tr>
<tr>
<td>0040</td>
<td>Mirrored System Disk Level Specify Code</td>
</tr>
<tr>
<td>0567 or EB72</td>
<td>IBM i 7.1 indicator or IBM i 7.2 indicator</td>
</tr>
<tr>
<td>5550 or 5557</td>
<td>System Console on HMC Indicator or System Console-Ethernet No IOP</td>
</tr>
</tbody>
</table>

Notes:

- The racking approach for the initial order must be either a 7014-T00, 7014-T42, or 7953-94Y.
- If an additional rack is required for I/O expansion drawers as an MES to an existing system, either a feature 0551, 0553, or ER05 rack must be ordered.
- No internal HDD or SSD is required if feature 0837 (Boot from SAN) is selected. A Fibre Channel adapter must be ordered if feature 0837 is selected.
- When IBM i is the primary operating system (#2145), a DVD device is not required to be ordered. A DVD device will be needed for normal system operations, but not required on all systems.
- Feature EJ0N is required to be combined with feature EJ0S.
- IBM i operating system performance: Clients with write-sensitive disk/HDD workloads should upgrade from the EJ0N backplane to the EJ0P backplane to gain the performance advantage of write cache.
- IBM i is tier 20 licensing, which does not have user based licensing and includes the 5250 features.

Processor modules

- A minimum of one processor is required on an order with six, eight, or twelve processor cores on the processor. A maximum of two processors is allowed on an order. A quantity of one or two of the processor features EPXE, EPXF, or EPXH can be ordered.
- All processor cores must be activated. The following defines the allowed quantities of processor activation entitlements:
  - One 6-core, 3.89 GHz processor (#EPXE) requires that six processor activation codes be ordered. A maximum of six processor activation code feature EPYE is required.
  - Two 6-core, 3.89 GHz processors (#EPXE) require that twelve processor activation codes be ordered. A maximum of twelve processor activation code feature EPYE is required.
  - One 8-core, 4.15 GHz processor (#EPXF) requires that eight processor activation codes be ordered. A maximum of eight processor activation code feature EPYE is required.
  - Two 8-core, 4.15 GHz processors (#EPXF) require that sixteen processor activation codes be ordered. A maximum of sixteen processor activation code feature EPYE is required.
Two 12-core, 3.52 GHz processor (#EPXH) requires that twenty-four processor activation codes be ordered. A maximum of twenty-four processor activation code feature EPYE is required.

**System memory**

- A minimum 32 GB of memory is required on the Power S824 system.
- Memory is required to be ordered in pairs. Base memory is two 16 GB, 1600 Mbps DDR3 memory modules (#EM8B).

Plans for future memory upgrades should be taken into account when deciding which memory feature size to use at the time of initial system order.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Minimum DIMM quantity</th>
<th>Maximum DIMM quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 GB 1600 Mbps</td>
<td>EM8B</td>
<td>0</td>
</tr>
<tr>
<td>32 GB 1600 Mbps</td>
<td>EM8C</td>
<td>0</td>
</tr>
<tr>
<td>64 GB 1600 Mbps</td>
<td>EM8D</td>
<td>0</td>
</tr>
</tbody>
</table>

**Power supply**

Four power supplies: 2 900 Watt 100-127 V ac or 200-240 V ac options (4 x #EB2L)

**Redundant fans**

Redundant fans are standard.

**Power cords**

Four power cords are required. A maximum of four feature 6458 cords are allowed on the system unless a valid I/O drawer or tower is attached to the system. The Power S824 supports power cord 4.3m (14-ft). Drawer to Wall/IBM PDU (250V/10A) in the base shipment group. Refer to the feature listing for other options.

**I/O support**

**PCIe slots**

The Power S824 has up to 11 PCIe hot plug Gen 3 slots, providing excellent configuration flexibility and expandability. For even more PCIe slots, see the Statement of general direction section for an I/O drawer with PCIe slots.

With two POWER8 processor DCMs, 11 PCIe Gen 3 slots are available. Four are x16 full-height and full-length slots. Seven are x8 Gen 3 full-height, half-length slots.

With one POWER8 processor DCM, seven PCIe Gen 3 slots are available. Two are x16 full-height and full-length slots. Five are x8 Gen 3 full-height, half-length slots. Four other PCIe slots are physically present, but are not available for use until a second processor DCM is installed.

The x16 slots can provide up to twice the bandwidth of x8 slots because they offer twice as many PCIe lanes. PCIe Gen 3 slots can support up to twice the bandwidth of a PCIe Gen 2 slot and up to four times the bandwidth of a PCIe Gen 1 slot, assuming an equivalent number of PCIe lanes.
At least one PCIe Ethernet adapter is required on the server by IBM to ensure proper manufacture, test, and support of the server. One of the x8 PCIe slots is used for this required adapter, identified as the C10 slot.

The new servers are smarter about energy efficiency for cooling the PCIe adapter environment. They sense which IBM PCIe adapters are installed in their PCIe slots, and if an adapter requires higher levels of cooling, they automatically speed up fans to increase airflow across the PCIe adapters. In contrast, POWER7® servers required the user to enter a "non-acoustic mode" command to speed up the fans. Note that faster fans increase the sound level of the server. Higher wattage PCIe adapters include the PCIe3 SAS adapters, PCIe2 SAS adapters, and SSD/flash PCIe adapters (#EJ0J, #EJ0M, #EL3B, #EJ0L, #ESA1, #ESA2, #ESA3, and #5913).

IBM is also introducing a gzip acceleration adapter (#EJ12). This PCIe adapter incorporates the latest in FPGA technology to provide significant performance improvements for customers running workloads such as IBM WebSphere®, which require frequent gzip compressions and decompressions. Customers running Java workloads using java/util/gzip will also see impressive performance improvements. This feature is particularly effective for workloads requiring transfer of large buffers. Utilizing this adapter can reduce both storage requirements and network congestion in a customer's environment. This feature is only supported in AIX.

**SAS bays and storage backplane options**

Three backplane options provide a great deal of flexibility and capability. One of these three must be configured:

- **Storage Backplane 12 SFF-3 Bays/DVD Bay (#EJ0N)**
- **Features EJ0N and EJ0S (split backplane)**
- **Storage Backplane 18 SFF-3 Bays/eight 1.8-inch SSD bays/DVD Bay/Dual IOA with Write Cache and Easy Tier® functionality (#EJ0P)**

Each of the three backplane options provides SFF-3 SAS bays in the system unit. These 2.5-inch or small form factor (SFF) SAS bays can contain SAS drives (HDD or SSD) mounted on a Gen 3 tray or carrier. Thus the drives are designated SFF-3. SFF-1 or SFF-2 drives do not fit in an SFF-3 bay. All SFF-3 bays support concurrent maintenance or "hot plug" capability.

Each of the three backplane options uses leading-edge, integrated SAS RAID controller technology designed and patented by IBM. A custom-designed PowerPC® based ASIC chip is the basis of these SAS RAID controllers and provides industry-leading RAID 5 and RAID 6 performance levels, especially for SSD. Internally, 13 (no cache) or 16 (with cache) 6Gb SAS ports are implemented and provide plenty of bandwidth. Similar SAS RAID technology was first introduced with the PCIe Gen 3 SAS controllers, features EJ0J and EJ0L. The integrated SAS controllers are placed in dedicated slots and do not reduce the number of available PCIe slots.

The feature EJ0N storage backplane option provides twelve SFF-3 bays, one SAS controller with zero write cache, and a DVD drive bay.

By optionally adding the feature EJ0S split backplane feature, a second integrated SAS controller with no write cache is provided and the twelve SFF-3 bays are logically divided into two sets of six bays. Each SAS controller independently runs one of the six-bay sets of drives.

The feature EJ0P storage backplane option has expanded function compared to the feature EJ0N backplane. Feature EJ0P provides eighteen SFF-3 bays; a pair of integrated SAS controllers, each with 1.8 GB physical (effectively up to 7.2 GB with compression) write cache; a DVD bay; two SAS ports enabled for attaching an external feature 5887 EXP24S Disk Drawer; an eight-bay, 1.8-inch SSD Cage; and Easy Tier functionality. The SAS ports are indicated by the EJ0Z feature and must be ordered with feature EJ0P. The SAS ports are physically mounted on the rear of the server and use up one PCIe x8 slot. The SSD cage is indicated by feature EJTM feature and must also be ordered with feature EJ0P.
The dual SAS controllers provide both performance and protection advantages. Patented Active-Active capabilities enhance performance when there is more than one array configured. Each of the dual controllers has access to all the backplane SAS bays and can back up the other controller if there were to be a problem with the other controller. Each controller mirrors the other’s write cache, providing redundancy protection. Integrated flash memory for the write cache content provides protection against electrical power loss to the server and avoids the need for write cache battery protection and battery maintenance.

All three of these backplane options support HDDs or SSDs or a mixture of HDDs and SSDs in the SFF-3 bays. If mixing HDDs and SSDs, they must be in separate arrays (unless using Easy Tier function).

All three of these backplane options can offer different drive protection options: RAID 0, RAID 5, RAID 6, or RAID 10. RAID 5 requires a minimum of three drives of the same capacity. RAID 6 requires a minimum of four drives of the same capacity. RAID 10 requires a minimum of two drives. Hot spare capability is supported with RAID 5 or RAID 6. The high-performance, expanded-function dual-IOA backplane also proves Easy Tier functionality, which is also called RAID 5T2 (2-tiered RAID 5), RAID 6T2 (2-tiered RAID 6), and RAID 10T2 (2-tiered RAID 10).

**Note:** I/O performance-sensitive workloads with an appreciable percentage of writes should strongly consider using the feature EJ0P backplane with SAS controllers with write cache or use PCIe SAS controllers with write cache, especially for HDD. Note also that RAID 5 and RAID 6 result in more drive write activity than mirroring or than unprotected drives.

All three of these backplane options are supported by AIX, IBM i, Linux, and VIOS. If used by IBM i, to be a supported configuration, the drives must be protected by methods such as RAID 5, RAID 6, or mirroring. If used by AIX, Linux, or VIOS, it is highly recommended that the drives be protected, but not required.

If the client needs a change after the server is already installed, the backplane option can be changed. For example, the feature EJ0S split backplane can be added to an existing feature EJ0N backplane. Or the feature EJ0N can be removed and replaced by the expanded-function dual IOA feature EJ0P backplane. Or a feature EJ0P backplane could be replaced by a feature EJ0N and EJ0S backplane.

Unlike the hot plug PCIe slots and SAS bays, concurrent maintenance is not available for the integrated SAS controllers. Scheduled downtime is required if a service action is required for these integrated resources.

**SSD cage**

In addition to supporting HDDs and SSDs in the SFF-3 SAS bays, the expanded-function feature EJ0P supports a mandatory 8-bay, 1.8-inch SSD Cage (#EJTM). All eight bays are accessed by both of the integrated SAS controllers. The bays support concurrent maintenance (hot plug). SSD 1.8-inch drives such as the 387 GB capacity feature ES16 or ES17 are supported.

**DVD drive bay**

Included in the feature EJ0N or EJ0P backplanes is a slimline media bay that can optionally house a SATA DVD-RAM (#5771). The DVD drive is run by the integrated SAS controllers, and a separate PCIe controller is not required.

**Storage Backplane Integrated Easy Tier function**

The Easy Tier function is provided with the dual IOA, high-performance storage backplane (#EJ0P). Conceptually, this function is like the Easy Tier function found in the IBM Storage products such as the DS8000®, Storwize® V7000, or SVC, but implemented just within the integrated Power Systems SAS controllers, the integrated SAS bays, and, optionally, an EXP24S I/O drawer. Hot data is automatically moved to SSDs, and cold data is automatically moved to disk (HDD) in an AIX, Linux, or VIOS environment. No user application coding is required.
Clients commonly have this hot/cold characteristic for their data. It is typical for 10% - 20% of the data to be accessed 80% - 90% of the time. This is called the hot data. If you can get the hot data onto SSDs, it can dramatically improve the performance of I/O-bound applications. And by keeping the cold data on HDDs, the total cost per gigabyte of the solution can be minimized. You can end up with high I/O performance at a very reasonable price. By avoiding the need for lots of HDD arms for performance, you can reduce the number of I/O drawers, maintenance, rack/floor space, and energy.

On a 4U server, up to 26 internal HDD/SSD SAS bays, and, optionally, with the EXP24S drawer, an additional 24 SAS bays are supported with the integrated Easy Tier function. In addition or alternatively on 4U servers, the previously announced PCIe Gen 3 large cache SAS controllers (#EJOL) can provide additional capacity or configuration options for the Easy Tier function.

Easy Tier function is configured using RAID 5T2 (2-tiered RAID 5), RAID 6T2 (2-tiered RAID 6), or RAID 10T2 (2-tiered RAID 10). HDD and SSD are combined in the same array and the controller or adapter swaps 1M or 2M bands of data between HDD and SSD, automatically moving the hot data to SSD and the cold data to SSD. The HDD and SSD can be different capacities in this array. If an array has multiple capacity points, for example, 300 GB HDD and 600 GB HDD, only 300 GB of the larger 600 GB HDD will be used. Similarly, if the array has 387 GB SSD and 775 GB SSD, only 387 GB of the 775 GB will be used. Note that the block size of the drives in the array must match. All drives must be 5xx byte sectors or all must be 4k byte sectors.

Easy Tier function requires AIX V7.1 TL3 SP3, or later; AIX V6.1 TL9 SP3, or later; RHEL 6.5, or later; SLES 11 SP3, or later; or VIOS 2.2.3.3, or later.

**I/O drawer attachment**

The EXP24S SAS HDD/SSD Expansion Drawer (#5887) is attached to SAS ports on either a PCIe SAS adapter located in the server or to the SAS ports on the rear of the server. Two SAS ports on the rear of the server are enabled with the expanded-function storage backplane with dual IOA support.

- One feature 5887 EXP24S drawer in mode 1 can be attached to the two SAS ports on the rear of the server using two SAS YO cables such as feature ECBT, ECBU, ECBV, or ECBW. Either SSDs or HDDs can be placed in this drawer, but SSDs and HDDs cannot be mixed in this drawer.
- The feature 5887 EXP24S drawer can be attached to SAS ports of PCIe SAS adapters using SAS YO or X cables. Up to 14 EXP24S drawers can be attached. The specific SAS cables used will depend on the specific adapter selected and drawer mode selected. Either SSDs or HDDs can be placed in the drawer, depending on the capabilities of the adapter running the bays. Note that longer distance SAS cables are thicker and can fill the Cable Management Arm more quickly.

Clients migrating from earlier generation servers may have been using I/O drawers such as the GX++ attached feature 5802 or 5877 PCIe 12X I/O Drawers with PCIe Gen 1 slots. Though most PCIe adapters in the feature 5802 or 5877 drawers can be moved to this server, and its disk drives converted and moved to the feature 5887 EXP24S drawer, the feature 5802 and 5877 drawers are not supported on this newer Power Systems technology-based server. Similarly, the GX++ attached EXP30 Ultra SSD Drawer (#EDR1 or #5888) is not supported.

The older 3.5-inch-based feature 5886 EXP12S SAS Disk Drawer and feature 5786 EXP24 SCSI Disk Drawer are not supported.

IBM offers a 1U multimedia drawer that can hold one or more DVDs, tape drive, or RDX docking stations. The 7226-1U3 is the most current offering. The earlier 7216-1U2 and 7214-1U2 are also supported. Up to six of these multimedia drawers can be attached.
Cable management arm

A folding arm is attached to the server’s rails at the rear of the server. The server’s power cords and the cables from the PCIe adapters or integrated ports run through the arm and into the rack. The arm enables the server to be pulled forward on its rails for service access to PCIe slots, memory, processors, and so on without disconnecting the cables from the server. Approximately 1 meter or 3 feet of cord/cable length is needed for the arm.

Integrated I/O ports

In addition to the integrated SAS controllers and SAS ports associated with the storage backplane, there are two HMC ports, one system port, and six USB ports. The two HMC ports are RJ45 supporting 1Gb Ethernet connections.

The one system port is RJ45 and is supported by AIX and Linux for attaching serial devices such as an asynchronous device like a console. If the device does not have a RJ45 connection, a converter cable such as feature 3930 can provide a 9-pin D-shell connection. Note that serial devices can have very individual characteristics (different pin outs) and the feature 3930 may not be appropriate for all possible devices. In this case, the user should acquire an OEM converter cable appropriate for their device.

Four USB-3 ports available for general client use and two USB-2 ports are available for limited client use. Two USB-3 ports are located on the front of the server, and the other four USB ports (two USB-3 and two USB-2) are on the rear. The USB-2 ports are on the service processor card and there primarily for IBM use; however, IBM i can use one of the USB-2 ports for communicating the status of a UPS (uninterruptible power supply). A converter cable, feature ECCF, provides a USB-to-9-pin D-Shell connection for this function. Connection to a serial port for this UPS communication function for IBM i is not supported.

Accessibility by people with disabilities

A US 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

Reliability, Availability, and Serviceability

Reliability, fault tolerance, and data correction

The reliability of systems starts with components, devices, and subsystems that are designed to be highly reliable. During the design and development process, subsystems go through rigorous verification and integration testing processes. During system manufacturing, systems go through a thorough testing process to help ensure the highest level of product quality.

Memory subsystem RAS

The memory has error detection and correction circuitry designed such that the failure of any one specific memory module within an ECC word by itself can be corrected absent any other fault.

In addition, a spare DRAM per rank on each memory port provides for dynamic DRAM device replacement during runtime operation. Also, dynamic lane sparing on the DMI link allows for repair of a faulty data lane.

Other memory protection features include retry capabilities for certain faults detected at both the memory controller and the memory buffer. Memory is also periodically scrubbed to allow for soft errors to be corrected and for solid single-cell
errors reported to the hypervisor, which supports operating system deallocation of a page associated with a hard single-cell fault.

**Mutual surveillance**

The service processor monitors the operation of the firmware during the boot process and also monitors the hypervisor for termination. The hypervisor monitors the service processor and reports service reference code when it detects surveillance loss. In the PowerVM environment, it will perform a reset/reload if it detects the loss of the service processor.

**Environmental monitoring functions**

The Power Systems family does ambient and over temperature monitoring and reporting.

**Availability enhancement functions**

The Power Systems family continues to offer and introduce significant enhancements designed to increase system availability.

**POWER8 processor functions**

As in POWER6®, POWER7, and POWER7+™, the POWER8 processor has the ability to do processor instruction retry for some transient errors and alternate processor recovery for a number of core-related faults. This significantly reduces exposure to both hard (logic) and soft (transient) errors in the processor core. Soft failures in the processor core are transient (intermittent) errors, often due to cosmic rays or other sources of radiation, and generally are not repeatable. When an error is encountered in the core, the POWER8 processor will first automatically retry the instruction. If the source of the error was truly transient, the instruction will succeed and the system will continue as before. On IBM systems prior to POWER6, this error would have caused a checkstop.

Hard failures are more difficult, being true logical errors that will be replicated each time the instruction is repeated. Retrying the instruction will not help in this situation. As in POWER6, POWER7, and POWER7+ technology, processors have the ability to extract the failing instruction from the faulty core and retry it elsewhere in the system for a number of faults, after which the failing core is dynamically deconfigured and called out for replacement in the PowerVM environment. These features are designed to avoid a full system outage.

As in POWER6 and POWER7+, the POWER8 processor includes single processor check stopping for certain faults that cannot be handled by the availability enhancements described in the preceding section. This significantly reduces the probability of any one processor affecting total system availability.

**Partition availability priority**

Also available is the ability to assign availability priorities to partitions. In the PowerVM environment if an alternate processor recovery event requires spare processor resources in order to protect a workload, when no other means of obtaining the spare resources is available, the system will determine which partition has the lowest priority and attempt to claim the needed resource. On a properly configured POWER8 processor-based server, this allows that capacity to be first obtained from, for example, a test partition instead of a financial accounting system.

**Cache availability**

The L2 and L3 caches in the POWER8 processor and L4 cache in the memory buffer chip are protected with double-bit detect, single-bit correct error detection code (ECC). In addition, a threshold of correctable errors detected on cache lines can result in the data in the cache lines being purged and the cache lines removed from further operation without requiring a reboot in PowerVM environment. In addition, the L3 cache has the ability to dynamically substitute a spare bit-line for a faulty bit-line, allowing an entire faulty "column" of cache, impacting multiple cache lines, to
be repaired. An ECC uncorrectable error detected in these caches can also trigger a
purge and delete of cache lines. This results in no loss of operation if the cache lines
contained data unmodified from what was stored in system memory.

Modified data would be handled through Special Uncorrectable Error handling. L1
data and instruction caches also have a retry capability for intermittent errors and a
cache set delete mechanism for handling solid failures.

**Special Uncorrectable Error handling**

Special Uncorrectable Error (SUE) handling prevents an uncorrectable error in
memory or cache from immediately causing the system to terminate. Rather, the
system tags the data and determines whether it will ever be used again. If the error
is irrelevant, it will not force a check stop. If the data is used, termination may be
limited to the program/kernel or hypervisor owning the data; or the I/O adapters
controlled by an I/O hub controller would freeze if data were transferred to an I/O
device.

**PCI extended error handling**

PCI extended error handling (EEH)-enabled adapters respond to a special data
packet generated from the affected PCI slot hardware by calling system firmware,
which will examine the affected bus, allow the device driver to reset it, and continue
without a system reboot. For Linux, EEH support extends to the majority of
frequently used devices, although some third-party PCI devices may not provide
native EEH support.

**Predictive failure and dynamic component deallocation**

Servers with Power processors have long had the capability to perform predictive
failure analysis on certain critical components such as processors and memory.
When these components exhibit certain symptoms that may indicate a failure is
imminent, the system can dynamically deallocate and call home, when enabled,
about the failing part before the error is propagated system-wide. In many cases,
the system will first attempt to reallocate resources in such a way that will avoid
unplanned outages. In the event that insufficient resources exist to maintain full
system availability, these servers will attempt to maintain partition availability by
user-defined priority.

**Uncorrectable error recovery**

When the auto-restart option is enabled, the system can automatically restart
following an unrecoverable software error, hardware failure, or environmentally
induced (ac power) failure.

**Serviceability**

The purpose of serviceability is to efficiently repair the system while attempting to
minimize or eliminate impact to system operation. Serviceability includes system
installation, MES (system upgrades/downgrades), and system maintenance/repair.
Depending upon the system and warranty contract, service may be performed by
the customer, an IBM representative, or an authorized warranty service provider.

The serviceability features delivered in this system provide a highly efficient service
environment by incorporating the following attributes:

- Design for Customer Set Up (CSU), Customer Installed Features (CIF), and
  Customer Replaceable Units (CRU)
- Detection and Fault Isolation (ED/FI)
- First Failure Data Capture (FFDC)
- Lightpath service indicators:
  - Service labels and service diagrams available on the system and delivered
    through IBM Knowledge Center
  - Step-by-step service procedures documented in IBM Knowledge Center or
    available through the Hardware Management Console
- CRU videos planned to be available on the web at general availability
- Mobile access to important customer service functions available by scanning a QR label

**Service environment**

In the PowerVM environment, the HMC is a dedicated server that provides functions for configuring and managing servers for either partitioned or full-system partition using a GUI or command-line interface (CLI). An HMC attached to the system allows support personnel (with client authorization) to remotely log in to review error logs and perform remote maintenance if required.

The POWER8 processor-based platforms support two main service environments:

- Attachment to one or more HMCs is a supported option by the system with PowerVM. This is the default configuration for servers supporting logical partitions with dedicated or virtual I/O. In this case, all servers have at least one logical partition.
- No HMC. There are two service strategies for non-HMC systems.
  - Full-system partition with PowerVM: A single partition owns all the server resources and only one operating system may be installed.
  - Partitioned system with PowerVM: In this configuration, the system can have more than one partition and can be running more than one operating system. In this environment, partitions are managed by the Integrated Virtualization Manager (IVM), which provides some of the functions provided by the HMC.

**Service interface**

The service interface allows support personnel to communicate with the service support applications in a server using a console, an interface, or a terminal. Delivering a clear, concise view of available service applications, the service interface allows the support team to manage system resources and service information in an efficient and effective way. Applications available through the service interface are carefully configured and placed to give service providers access to important service functions.

Different service interfaces are used, depending on the state of the system, hypervisor, and operating environment. The primary service interfaces are:

- LEDs
- Operator Panel
- Service Processor menu
- Operating system service menu
- Service Focal Point on the HMC with PowerVM
- Service Focal Point Lite on IVM with PowerVM

In the light path LED implementation, the system can clearly identify components for replacement by using specific component-level LEDs, and can also guide the servicer directly to the component by signaling (turning on solid) the amber system fault LED, enclosure fault LED, and component FRU fault LED. The servicer can also use the identify function to blink the FRU-level LED. When this function is activated, a roll-up to the blue enclosure locate and system locate LEDs will occur. These LEDs will turn on solid and can be used to follow the light path from the system to the enclosure and down to the specific FRU in the PowerVM environment.

**First Failure Data Capture and error data analysis**

First Failure Data Capture (FFDC) is a technique that helps ensure that when a fault is detected in a system, the root cause of the fault will be captured without the need to re-create the problem or run any sort of extending tracing or diagnostics program. For the vast majority of faults, a good FFDC design means that the root cause can also be detected automatically without servicer intervention.
FFDC information, error data analysis, and fault isolation are necessary to implement the advanced serviceability techniques that enable efficient service of the systems and to help determine the failing items.

In the rare absence of FFDC and Error Data Analysis, diagnostics are required to re-create the failure and determine the failing items.

**Diagnostics**

General diagnostic objectives are to detect and identify problems so they can be resolved quickly. Elements of IBM’s diagnostics strategy include:

- Provide a common error code format equivalent to a system reference code with PowerVM, system reference number, checkpoint, or firmware error code.
- Provide fault detection and problem isolation procedures. Support remote connection ability to be used by the IBM Remote Support Center or IBM Designated Service.
- Provide interactive intelligence within the diagnostics with detailed online failure information while connected to IBM’s back-end system.

**Automatic diagnostics**

Because of the FFDC technology designed into IBM servers, it is not necessary to perform re-create diagnostics for failures or require user intervention. Solid and intermittent errors are designed to be correctly detected and isolated at the time the failure occurs. Runtime and boot-time diagnostics fall into this category.

**Stand-alone diagnostics with PowerVM**

As the name implies, stand-alone or user-initiated diagnostics requires user intervention. The user must perform manual steps, including:

- Booting from the diagnostics CD, DVD, USB, or network
- Interactively selecting steps from a list of choices

**Concurrent maintenance**

The determination of whether a firmware release can be updated concurrently is identified in the readme information file that is released with the firmware. An HMC is required for the concurrent firmware update with PowerVM. In addition, hot plugging of PCIe adapters is supported with PowerVM. Concurrent maintenance of the Operator Panel is supported through ASMI.

**Service labels**

Service providers use these labels to assist them in performing maintenance actions. Service labels are found in various formats and positions and are intended to transmit readily available information to the servicer during the repair process. Following are some of these service labels and their purpose:

- Location diagrams: Location diagrams are located on the system hardware, relating information regarding the placement of hardware components. Location diagrams may include location codes, drawings of physical locations, concurrent maintenance status, or other data pertinent to a repair. Location diagrams are especially useful when multiple components such as DIMMs, CPUs, processor books, fans, adapter cards, LEDs, and power supplies are installed.
- Remove/replace procedures: Service labels that contain remove/replace procedures are often found on a cover of the system or in other spots accessible to the servicer. These labels provide systematic procedures, including diagrams, detailing how to remove or replace certain serviceable hardware components.
- Arrows: Numbered arrows are used to indicate the order of operation and the serviceability direction of components. Some serviceable parts such as latches, levers, and touch points need to be pulled or pushed in a certain direction and in a certain order for the mechanical mechanisms to engage or disengage. Arrows generally improve the ease of serviceability.
Packing for service

The following service enhancements are included in the physical packaging of the systems to facilitate service:

- Color coding (touch points): Terracotta-colored touch points indicate that a component (FRU/CRU) can be concurrently maintained. Blue-colored touch points delineate components that are not concurrently maintained -- those that require the system to be turned off for removal or repair.

- Tool-less design: Selected IBM systems support tool-less or simple tool designs. These designs require no tools or simple tools such as flathead screw drivers to service the hardware components.

- Positive retention: Positive retention mechanisms help to assure proper connections between hardware components such as cables to connectors, and between two cards that attach to each other. Without positive retention, hardware components run the risk of becoming loose during shipping or installation, preventing a good electrical connection. Positive retention mechanisms like latches, levers, thumb-screws, pop Nylatches (U-clips), and cables are included to help prevent loose connections and aid in installing (seating) parts correctly. These positive retention items do not require tools.

Error handling and reporting

In the event of system hardware or environmentally induced failure, the system runtime error capture capability systematically analyzes the hardware error signature to determine the cause of failure. The analysis result will be stored in system NVRAM. When the system can be successfully restarted either manually or automatically, or if the system continues to operate, the error will be reported to the operating system. Hardware and software failures are recorded in the system log. When an HMC is attached in the PowerVM environment, an ELA routine analyzes the error, forwards the event to the Service Focal Point (SFP) application running on the HMC, and notifies the system administrator that it has isolated a likely cause of the system problem. The Service Processor event log also records unrecoverable checkstop conditions, forwards them to the SFP application, and notifies the system administrator.

The system has the ability to call home through OS to report platform recoverable errors and errors associated with PCI adapters/devices.

In the IVM environment, call home is supported through an IVM partition.

In the HMC managed environment, a call home service request will be initiated and the pertinent failure data with service parts information and part locations will be sent to an IBM service organization. Customer contact information and specific system-related data such as the machine type, model, and serial number, along with error log data related to the failure, are sent to IBM Service.

Live Partition Mobility

With Live Partition Mobility, users can migrate an AIX, Linux, or IBM i partition running on one POWER partition system to another POWER system without disrupting services. The migration transfers the entire system environment, including processor state, memory, attached virtual devices, and connected users. It provides continuous operating system and application availability during planned partition outages for repair of hardware and firmware faults.

Service processor

The service processor provides the capability to diagnose, check the status of, and sense the operational conditions of a system. It runs on its own power boundary and does not require resources from a system processor to be operational to perform its tasks.

Under PowerVM the service processor supports surveillance of the connection to the HMC and to the system firmware (hypervisor). It also provides several remote power
control options, environmental monitoring, reset, restart, remote maintenance, and diagnostic functions, including console mirroring. The service processors menus (ASMI) can be accessed concurrently with system operation, allowing nondisruptive abilities to change system default parameters.

**Call home**

*Call home* refers to an automatic or manual call from a customer location to the IBM support structure with error log data, server status, or other service-related information. Call home invokes the service organization in order for the appropriate service action to begin. Call home can be done through HMC or most non-HMC managed systems through Electronic Service Agent™ running on top of operating system. While configuring call home is optional, clients are encouraged to implement this feature in order to obtain service enhancements such as reduced problem determination and faster and potentially more accurate transmittal of error information. In general, using the call home feature can result in increased system availability. The Electronic Service Agent application can be configured for automated call home. Refer to the next section for specific details on this application.

**IBM Electronic Services**

Electronic Service Agent and the IBM Electronic Services web portal comprise the IBM Electronic Services solution, which is dedicated to providing fast, exceptional support to IBM customers. IBM Electronic Service Agent is a no-charge tool that proactively monitors and reports hardware events such as system errors, performance issues, and inventory. Electronic Service Agent can help focus on the customer’s company business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues.

System configuration and inventory information collected by Electronic Service Agent also can be viewed on the secure Electronic Services web portal and used to improve problem determination and resolution between the customer and the IBM support team. As part of an increased focus to provide even better service to IBM customers, Electronic Service Agent tool configuration and activation comes standard with the system. In support of this effort, a new HMC External Connectivity security whitepaper has been published, which describes data exchanges between the HMC and the IBM Service Delivery Center (SDC) and the methods and protocols for this exchange. To read the whitepaper and prepare for Electronic Service Agent installation, go to the "Security" section at

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

Select your country. Click "IBM Electronic Service Agent Connectivity Guide."

**Benefits: increased uptime**

Electronic Service Agent is designed to enhance the warranty and maintenance service by providing faster hardware error reporting and uploading system information to IBM Support. This can optimize the time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. And 24x7 monitoring and reporting means no more dependency on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, refer to IBM Electronic Service Agent

http://www-01.ibm.com/support/esa/
More accurate reporting

Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support

Using the IBM ID entered during activation, customers can view system and support information in the "My Systems" and "Premium Search" sections of the Electronic Services website.

The Electronic Services web portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This web portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The newly improved My Systems and Premium Search functions make it even easier for Electronic Service Agent-enabled customers to track system inventory and find pertinent fixes.

My Systems provides valuable reports of installed hardware and software using information collected from the systems by IBM Electronic Service Agent. Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Service Agent information that has been collected from the system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, visit the following website or contact an IBM Systems Services Representative

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

Product positioning

IBM Power S824 server solutions and services, designed for midsized businesses, help your business capitalize on new opportunities, manage business risk while meeting high service levels, and keep within tight budget constraints.

Mobile

Worklight® on Power provides a mobile application platform to speed development and ongoing management of mobile applications, enabling our clients to extend their business to mobile devices. It includes a comprehensive development environment, mobile-optimized runtime middleware, a private enterprise application store, and an integrated management and analytics console. Worklight on Power enables clients to:

• Simplify operations and reduce complexity by co-locating applications on a more scalable and reliable server
• Streamline access to data and applications, with secure, high-performance virtual networking
• Grow seamlessly and accelerate deployment of new applications and services
• Reduce overhead by leveraging existing production and disaster recovery infrastructure

Analytics

IBM Power Analytics solutions give organizations with high volumes of data the building blocks they need to implement capabilities that enable them to quickly make data-driven business decisions. Each solution can be implemented separately
or in combination to deliver a reliable and high-performance infrastructure for business intelligence (BI) and predictive analytics. The software is installed and configured on the server before being shipped, reducing the time and effort required to gain the benefits of the solution. These analytics solutions are available for any new POWER8 processor-based system:

- IBM Solution for Analytics Power Systems Edition
- IBM BLU Acceleration Power Systems Edition

IBM Solution for Analytics Power Systems Edition is a flexible, integrated solution that provides options to preload and configure one or more IBM analytics applications with data warehouse acceleration. IBM Solution for Analytics Power Systems Edition delivers Cognos® Business Intelligence capabilities on POWER8 processor-based servers running AIX or Linux. Cognos Business Intelligence is designed to help business users, executives, and analysts in an organization understand the business and make smarter decisions. The solution offers a full range of BI capabilities, including reports, analysis, dashboards, scorecards, mobile BI, and more.

IBM Solution for Analytics Power Systems Edition also delivers SPSS® predictive analytics combined with business rules capabilities on a Power server platform running AIX. SPSS Modeler, SPSS Collaboration and Deployment Services, and Analytical Decision Management help empower organizations to make the right decision each time for high-demand, mission-critical business requirements. This solution combines and integrates predictive analytics, rules, scoring, and optimization techniques into an organization's processes to deliver recommended actions at the point of impact.

BLU Acceleration Power Systems Edition is updated to deliver DB2® dynamic in-memory, columnar data warehouse acceleration on a POWER8 processor-based server running AIX. BLU Acceleration is an integral part of DB2 Advanced Workgroup Edition and Advanced Enterprise Edition, enabling organizations to use both row-based and columnar data storage simultaneously. With BLU Acceleration, organizations can dramatically reduce the time to get analytic query results and reports from existing data warehouses. Time and effort to set up analytics is reduced by eliminating the need for aggregates, indexes, tuning, and partitions. InfoSphere® DataStage® is also a preload option for providing extract, transform, and load (ETL) capabilities from an existing data warehouse to the BLU Acceleration warehouse. A separate purchase of the DB2 and InfoSphere software is required to meet license use requirements.

For details, refer to Software Announcement LG14-0082, dated April 28, 2014.

**Statement of general direction**

**POWER8 I/O Planning Insights:**

IBM plans to introduce an I/O drawer which will expand the number of PCIe Gen3/Gen2 slots available on POWER8 processor-based Power Systems

**FPGA CAPI Capability:**

IBM plans to enable Coherent Accelerator Processor Interface (CAPI) technology capabilities for all POWER8 processor-based Power Systems using industry standard accelerator technologies as a priced feature. IBM intends to build solutions with its partners in order to further increase performance through faster computational efficiency and by requiring fewer resources to accomplish tasks through direct integration of workload accelerator(s) in the system.

IBM intends to continue working with Red Hat to support the Power S822, Power S814, Power S824, Power S822L, and Power S812L servers with an upcoming Red Hat Enterprise Linux 7 release. For additional questions about the availability of this release and supported Power servers, consult the Red Hat Hardware Catalog at
IBM intends to continue working with SUSE to support the Power S822, Power S814, Power S824, Power S822L, and Power S812L servers with an upcoming SUSE Linux Enterprise Server V12 release. For additional questions about the availability of this release and supported Power servers, consult https://www.suse.com/

Enterprise Power:

IBM plans to bring POWER8 capability to the full Power Systems portfolio, with the intent to deliver the most scalable, highest performing enterprise-class Power System with an advanced version of the POWER8 processor. These enterprise systems are designed to deliver the industry's best per-core performance and will support AIX, Linux and IBM i applications, concurrently. The new system architecture incorporates the resiliency characteristics of IBM's Power 795 with the intent to drive substantial improvements in energy efficiency and floor space utilization for mid-sized and large enterprises. These systems will use IBM's modular design to enable clients to leverage the innovations in POWER8 processor technology and the latest advancements in enterprise-class systems and Capacity on Demand, to help enable growth seamlessly and affordably.

IBM also plans to provide upgrade paths from the current POWER7+ Power 770 and 780 servers to enterprise-class POWER8 processor-based servers. It is intended that clients with multiple systems can leverage PowerVM Live Partition Mobility to help maintain application availability during the upgrade process.

IBM plans to preserve client investment in Power Systems by enabling POWER8 processor-based Power Systems to interoperate and share Mobile Capacity on Demand (COD) resources with Power7 and Power7+ processor-based Power Systems servers in a single Power Enterprise Pool, at no additional charge. IBM also plans to offer clients an option to permanently transfer their Mobile CoD processor and memory activation features from a Power 770, 780 or 795 to a designated POWER8 processor-based Power System within the same Power Enterprise Pool.

Standard Red Hat Disclaimer

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IBM’s statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

### Product number

The following are newly announced features on the specific models of the IBM Power Systems 8286 machine type:

<table>
<thead>
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<th>Description</th>
<th>Machine type</th>
<th>Model</th>
<th>Feature number</th>
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<td>42A</td>
<td></td>
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<tr>
<td>EMEA Bulk MES Indicator</td>
<td>8286</td>
<td>42A</td>
<td>0004</td>
</tr>
<tr>
<td>One CSC Billing Unit</td>
<td>8286</td>
<td>42A</td>
<td>0010</td>
</tr>
<tr>
<td>Ten CSC Billing units</td>
<td>8286</td>
<td>42A</td>
<td>0011</td>
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<td>PCIe3 12GB Cache RAID SAS Adapter Quad-port 6Gb x8</td>
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<td>Storage Backplane 12 SFF-3 Bays/DVD Bay</td>
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<td>Storage Backplane 18 SFF-3 Bays/eight 1.8-inch</td>
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<td>Split #EJ0J to 6+6 SFF-3 Bays: Add 2nd SAS Controller</td>
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<td>SAS Ports/Cabling for Dual IOA BackPlane</td>
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<td>PCIe3 FPGA Accelerator Adapter</td>
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<td>Specify mode-2 (1)5901/5278 for EXP24 #5887 or #EL1S</td>
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<td>Specify mode-2 (2)5901/5278 for EXP24 #5887 or #EL1S</td>
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<td>Specify mode-4 (2)5901/5278 for EXP24 #5887 or #EL1S</td>
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**Feature conversions**

The existing components being replaced during a model or feature conversion become the property of IBM and must be returned.

Feature conversions are always implemented on a "quantity of one for quantity of one" basis. Multiple existing features may not be converted to a single new feature. Single existing features may not be converted to multiple new features.
The following conversions are available to customers:

**Feature conversions for 8286-42A virtualization engine features**

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<th>From FC:</th>
<th>To FC:</th>
<th>Return parts</th>
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**Publications**

IBM Power Systems hardware documentation provides clients with the following topical information:

- Licenses, notices, safety, and warranty information
- Planning for the system
- Installing and configuring the system
- Troubleshooting, service, and support
- Installing, configuring, and managing consoles, terminals, and interfaces
- Installing operating systems
- Creating a virtual computing environment
- Enclosures and expansion units
- Glossary

You can access the product documentation at

http://www.ibm.com/support/knowledgecenter/POWER8

Product documentation is also available on DVD (SK5T-7087).

The following information is shipped with the 8286-42A:

- Power Hardware Information DVD SK5T-7087
- Installing the 8286-42A
- Important Notices
- Warranty Information
- License Agreement for Machine Code

Hardware documentation such as installation instructions, user's information, and service information is available to download or view at

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

You can access IBM i documentation at

http://www.ibm.com/support/knowledgecenter/ssw_ibm_i/welcome

You can access AIX documentation at

http://www.ibm.com/support/knowledgecenter/ssw_aix/welcome

You can access documentation about Linux on IBM systems at


The IBM Systems Information Center provides you with a single information center where you can access product documentation for IBM systems hardware, operating
systems, and server software. Through a consistent framework, you can efficiently find information and personalize your access. Visit the IBM Systems Information Center, at

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

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

Technical information

Specified operating environment

Physical specifications

- Width: 443 mm (17.5 in.)
- Depth: 756 mm (29.8 in.)
- Height: 173 mm (6.9 in.)
- Weight: 43.8 kg (97 lb)

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

Operating environment

- Temperature: (nonoperating) 5° to 45°C (41° to 113°F); recommended temperature (operating) 18° to 27°C (64° to 80°F); allowable operating temperature 5° to 35°C (41° to 95°F)
- Relative humidity: Nonoperating 8% to 80%; recommended 5.5°C (42°F) dew point to 60% RH and 15°C (59°F) dew point
- Maximum dew point: 28°C (84°F)(operating)
- Operating voltage: 900 W PSU: 100-127 V ac or 200-240 V ac
- Operating frequency: 47/63 Hz
- Maximum measured power consumption: 2,300 watts (maximum)
- Power factor: 0.98
- Thermal output: (7,848 Btu/hour) (maximum)
- Power-source loading
  - 2.38 kVa (maximum configuration)
  - Maximum altitude: 3,050 m (10,000 ft)
**Note:** The maximum measured value is the worst case power consumption expected from a fully populated server under an intensive workload. The maximum measured value also accounts for component tolerance and non-ideal operating conditions. Power consumption and heat load vary greatly by server configuration and utilization. The IBM Systems Energy Estimator should be used to obtain a heat output estimate based on a specific configuration


**Noise level and sound power**

- Rack-mount system: 6.8 bels operating; 6.8 bels idling

**EMC conformance classification:**

This equipment is subject to FCC rules and shall comply with the appropriate FCC rules before final delivery to the buyer or centers of distribution.

- US: FCC Class A
- Europe: CISPR 22 Class A
- Japan: VCCI-A
- Korea: Korean Requirement Class A
- China: People's Republic of China commodity inspection law Class A

**Homologation -- Telecom environmental testing (Safety and EMC):**

Homologation approval for specific countries has been initiated with the IBM Homologation and Type Approval (HT&A) organization in LaGaude, France. This Power Systems model and applicable features meet the environmental testing requirements of the country telecom and have been designed and tested in compliance with the Full Quality Assurance Approval (FQAA) process as delivered by the British Approval Board for Telecom (BABT), the UK Telecom regulatory authority.

This product is not certified for connection by any means whatsoever to interfaces of public telecommunications networks. Certification may be required by law prior to making any such connection. Contact an IBM representative or reseller for any questions.

**Product safety/Country testing/Certification**

- UL 60950 Underwriters Laboratory, Safety Information
- CSA C22.2 No. 60950-00, Canadian Standards Association
- EN60950 European Norm
- IEC 60950, Edition 1, International Electrotechnical Commission, Safety Information
- Nordic deviations to IEC 60950-1 1st Edition

**General requirements**

The product is in compliance with IBM Corporate Bulletin C-B 0-2594-000 Statement of Conformity of IBM Product to External Standard (Suppliers Declaration).

**Homologation**

This product is not certified for direct connection by any means whatsoever to interfaces of public telecommunications networks. Certification may be required by law prior to making any such connection. Contact an IBM representative or reseller for any questions.

**Hardware requirements**

The Power S824 offers 6-core, 8-core, and 12-core configurations with one or two processor modules. The system can contain up to 1024 GB of system memory,
storage backplane options of twelve or eighteen SFF-3 disk/SSD bays and eight 1.8-inch SSD modules, four PCIe x 16 Gen 3 adapters (full-height, full-length slots), six PCIe x 8 Gen 3 adapters (full-height, half-length slots), and multiple media devices, as desired. This flexibility is made available through the many optional features for the Power S824.

One system central electronics complex (CEC) enclosure with the following items:

- Choose one or two processor modules from:
  - One or two 6-core 3.89 GHz Processor module (#EPXE)
  - One or two 8-core 4.15 GHz Processor module (#EPXF)
  - Two 12-core 3.52 GHz Processor module (#EPXH)

  **Notes:**
  - If two processor modules are ordered, they must be the same feature number.
  - The total number of processor activation features must equal to the total number of cores on the system.

- Choose 32 GB minimum memory from:
  - 16 GB CDIMM, 1600 Mbps, 4 Gb DDR3 DRAM (#EM8B)
  - 32 GB CDIMM, 1600 Mbps, 4 Gb DDR3 DRAM (#EM8C)
  - 64 GB CDIMM, 1600 Mbps, 4 Gb DDR3 DRAM (#EM8D)

- Choose storage backplane from:
  - Twelve SFF-3 Bays/DVD Bay (#EJ0N).
  - Eighteen SFF-3 Bays/ eight 1.8-inch SSD bays/DVD Bay/Dual IOA with Write Cache (#EJ0P).
  - Split feature EJ0N to 6+6 SFF-3 Bays: Add a second SAS Controller (#EJ0S).

- One PCIe2 4-port 1 GbE Adapter (#5899).

  **Note:** The adapter takes up one PCIe slot.

- Choose HDDs and SSDs from any orderable SFF HDD or SSD. The defaults are 283 GB 15K RPM SAS SFF-3 for IBM i (2 x #ESDA) and 300 GB 15K RPM SAS SFF-3 for AIX/Linux (#ESDB).

  **Notes:**
  - When feature 2145, the IBM i operating system, is selected, a minimum of two HDDs or SSDs is required.
  - No internal HDD or SSD is required if feature 0837 (Boot from SAN) is selected. In this case, a Fibre Channel or Fibre Channel over Ethernet adapter must also be ordered.

- Choose the Primary Operating System Indicator from:
  - IBM i (#2145 -- requires #0566 or #0567, and #0040)
  - AIX (#2146)
  - Linux (#2147)

- One Language Group, Specify (#9300 or #97xx)
- Four 900 watt AC power supplies (4 x #EB2L)
- Four PDU power cords (#6665, #6458, #6672, #6671, #6577, #6660, #6460, #6469, or 6669)

- Choose a cover set from:
  - IBM Rack-mount Drawer Bezel and Hardware (#EJTC, used with #EJ0N backplane)
  - IBM Rack-mount Drawer Bezel and Hardware (#EJTD, used with #EJ0P backplane)
  - OEM Rack-mount Drawer Bezel and Hardware (#EJTE, used with #EJ0N backplane)
  - OEM Rack-mount Drawer Bezel and Hardware (#EJTF, used with #EJ0P backplane)
Hardware Management Console (HMC) machine code

An HMC or IVM is required to manage the Power S824 (8286-42A) implementing partitioning with PowerVM. Multiple POWER6, POWER7, and POWER8 processor-based servers can be supported by a single HMC. If an HMC is used to manage the Power S824, the HMC code level V8.810 can only be loaded on a rack-mount model CR5, or later, or deskside model C08.

If you are attaching an HMC to a new server or adding function to an existing server that requires a firmware update. The HMC machine code may need to be updated because HMC code must always be equal to or higher than the managed server's firmware. Access to firmware and machine code updates is conditioned on entitlement and license validation in accordance with IBM policy and practice. IBM may verify entitlement through customer number, serial number, electronic restrictions, or any other means or methods employed by IBM at its discretion.

To determine the HMC machine code level required for the firmware level on any server, go to the following web page to access the Fix Level Recommendation Tool (FLRT) on or after the planned availability date for this product. FLRT will identify the correct HMC machine code for the selected system firmware level.


If a single HMC is attached to multiple servers, the HMC machine code level must be updated to be at or higher than the server with the most recent firmware level. All prior levels of server firmware are supported with the latest HMC machine code level.

The HMC code level V8.810 contains the following:

- Support for managing IBM Power System S824, S822, S814, S812L and S822L systems.
- Support for the new HMC model 7042-CR8.
- Support for PowerVM functions such as new HMC GUI interface for VIOS management.
- GUI for HMC's Performance and Capacity Monitoring function.
- A new HMC command to initiate a Remote Restart operation. This removes the requirement of VMControl for the PowerVM Remote Restart function.
- For PowerVM GUI functions, VIOS V2.2.3.3 is recommended.

Software requirements

The Power S824 supports:

- Red Hat Enterprise Linux 6.5, or later
- SUSE Linux Enterprise Server 11 Service Pack 3, or later
- AIX Version 7.1 with the 7100-03 Technology Level and Service Pack 3, with APAR IV56367, or later
- AIX Version 6.1 with the 6100-09 Technology Level and Service Pack 3, with APAR IV56366, or later
- These additional AIX levels are supported in an LPAR using virtualized I/O only:
  - AIX Version 7.1 with the 7100-03 Technology Level and Service Pack 1, or later
  - AIX Version 7.1 with the 7100-02 Technology Level and Service Pack 1, or later
  - AIX Version 7.1 with the 7100-01 Technology Level and Service Pack 6, or later
  - AIX Version 6.1 with the 6100-09 Technology Level and Service Pack 1, or later
  - AIX Version 6.1 with the 6100-08 Technology Level and Service Pack 1, or later
  - AIX Version 6.1 with the 6100-07 Technology Level and Service Pack 6, or later
- IBM i 7.1 with TR8, or later, 7.2, or later
- VIOS 2.2.3.3 with interim fix IV56366, or later
System limitations

- Integrated system port is not supported under AIX or Linux when the HMC ports are connected to an HMC. Either the HMC ports or the integrated system ports can be used, but not both. FSP2 USB 2.0 port is used for communication to a UPS.
- The integrated system port is supported for modem and TTY terminal connections by AIX or Linux. Any other application using serial ports requires a serial port adapter to be installed in a PCI slot. The integrated system port does not support HACMP™ configurations.

Boot requirements

- If IBM i (#2145) is selected as the primary operating system and SAN boot is not selected (#0837), one of the following Load Source specify codes must be specified:

  #0871 Load Source Specify for 139 GB 15k RPM SAS SFF-2 Disk Drive for IBM i (#1947)
  #0872 Load Source Specify for 283 GB 15k RPM SAS SFF-2 Disk (#1948)
  #0874 Load Source Specify for 283 GB 10k RPM SAS SFF-2 Disk (#1956)
  #0875 Load Source Specify for 571 GB 10k RPM SAS SFF-2 Disk (#1962)
  #0880 Load Source Specify for 856 GB 10k RPM SAS SFF-2 Disk (#1738)
  #0894 Load Source Specify for 387 GB SFF-2 SSD for IBM i (#ES0D)
  #0911 Load Source Specify for 1.1 TB 10K RPM SAS SFF-2 Disk (#ESD2)
  #ELS4 Load Source Specify for 571 GB 10K RPM SAS SFF-3 for IBM i (#ESD4)
  #ELS8 Load Source Specify for 1.1 TB 10K RPM SAS SFF-3 for IBM i (#ESD8)
  #ELSA Load Source Specify for 283 GB 15K RPM SAS SFF-3 for IBM i (#ESDA)
  #ELSK Load Source Specify for 387 GB 1.8" SSD for IBM i (#ES0K)
  #ELSM Load Source Specify for 387 GB SFF-3 SSD for IBM i (#ES0M)
  #ELSP Load Source Specify for 775 GB SFF-3 SSD for IBM i (#ES0P)
  #ELTA Load Source Specify for 283 GB 15K RPM SAS SFF-3 4K Block - 4224 (#ESFA)
  #ELTE Load Source Specify for 571 GB 15K RPM SAS SFF-3 4K Block - 4224 (#ESFE)
  #ELTN Load Source Specify for 571 GB 15K RPM SAS SFF-2 4K Block - 4224 (#ESFN)
  #ELTY Load Source Specify for 283 GB 15K RPM SAS SFF-2 4K Block - 4224 (#ESEY)

- If IBM i (#2145) is selected and the load source disk unit is not in the CEC (system unit), one of the following specify codes must also be selected:

  #0719 Load Source Not in CEC and are to be placed in I/O drawers or in external SAN-attached disk.
  #0728 Load Source Specifies DASD are placed in an EXP24S SFF Gen 2 bay Drawer (#5887 or #EL1S)
  #0837 SAN Operating System Load Source Specify

- If IBM i (#2145) is selected, one of the following system console specify codes must be selected:

  #5550 -- System Console on HMC
  #5557 -- System Console - Internal LAN

Planning information

Cable orders

No additional cables are required.
Security, auditability, and control

This product uses the security and auditability features of host software and application software.

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

IBM Electronic Services

Electronic Service Agent and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues.

System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type "smitty esa_main", and select "Configure Electronic Service Agent." In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to

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

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

Benefits

**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the "symptoms," diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, refer to IBM Electronic Service Agent

http://www-01.ibm.com/support/esa/

**More accurate reporting:** Since system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, customers are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data
is run through a data knowledge management system and knowledge articles are appended to the problem record.

**Customized support:** Using the IBM ID entered during activation, customers can view system and support information in the "My Systems" and "Premium Search" sections of the Electronic Support website at

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

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with the customer's IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, customers are able to see search results that apply specifically to their systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

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**Terms and conditions**

**Volume orders**

Contact your IBM representative.

**Products -- terms and conditions**

**Warranty period**

Three years.

Alternative warranty options are available on a special bid basis from your IBM representative or Business Partner.

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 that 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 are the same as those for the machine in which it is installed.

**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 through an IBM website. IBM may request Electronic Service Agent (ESA) activation and you must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend the time of your call and is subject to parts availability. 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, may be limited in some areas, 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-specific 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:

- DASD SFF Drive
- DASD SSD Drive
- DVD Drive
- Fan
- Fan Cage
- All PCI Adapters
- High-Function RAID Card Cable
- Memory DIMMs
- Native USB Serial Card
- Operator Panel
- Operator Panel Cable
- Power Supply
- Line/power cord
- Keyboard
- Mouse
- External cables
- Power Bus Signal Cable
- Display
- GXP adapter
- Time of Day (TOD) Battery

**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:

- 9 hours per day, Monday through Friday, excluding holidays, next-business-day response. Calls must be received by 5:00 p.m. local time in order to qualify for next-business-day response.
**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 above 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.

**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:

- 9 hours per day, Monday through Friday, excluding holidays, 4-hour average, same business day response
- 24 hours per day, 7 days a week, 4-hour average response, same day
- 24 hours per day, 7 days a week, 2-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 IBM’s normal service area. Contact your local IBM representative or your reseller for country-specific 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:

- 9 hours per day, Monday through Friday, excluding holidays, next-business-day response
- 9 hours per day, Monday through Friday, excluding holidays, 4-hour average response, same business day
- 24 hours per day, 7 days a week, 4-hour average response, same day
- 24 hours per day, 7 days a week, 2-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 next-business-day 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.

**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.

**Usage plan machine**

No

**IBM hourly service rate classification**

Two

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.

**General terms and conditions**

**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
Yes. The applicable processor tier is: Small

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


Machine using LMC Type Model: 8286-42A
Access to Machine Code updates is conditioned on entitlement and license validation in accordance with IBM policy and practice. IBM may verify entitlement through customer number, serial number, electronic restrictions, or any other means or methods employed by IBM in its discretion.

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.

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Prices

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**Corrections**

(Corrected on June 26, 2014)
In the Operating environment section, the noise level and sound power information was revised.

**Corrcted on May 30, 2014**

In the Prices section, the information in the Initial/MES/Both/Support column was changed to "Both" for feature 2893.

**Corrcted on May 23, 2014**

In the Description section, under Power S824 system configuration, the minimum defined initial order configuration was revised for feature EM8B. In the Product number section, Feature 5289 was changed to no longer available.