



IBM System Storage DS Remote Support Manager for Storage delivers enhanced service and support for IBM System Storage Midrange Disk systems

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At a glance

IBM® System Storage DS® Remote Support Manager for Storage (DS-RSM) manages and analyzes alert notifications with accuracy, efficiency, and cost-effectiveness and has the following characteristics:

- Provides fast response time to alerts
- Offers detailed information on each alert for error analysis
- Has low IT cost and is designed to manage up to 50 DS5000/DS4000/DS3000 storage systems per implementation
- Sends logs and status information along with the alert to IBM for fast problem resolution
- Enables the IBM service support center to dispatch inquiries to obtain information to problem determination and speed problem resolution

For additional information on the DS-RSM, visit

<http://www-03.ibm.com/systems/storage/disk/rsm/index.html>

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: YE001).

Overview

DS-RSM is designed to manage problem reporting and help analyze alert notifications for IBM's midrange disk storage subsystems.

The DS-RSM (1818-RS1) attaches to the LAN and collects alerts from midrange disk systems within the data center and expedites forwarding of the alerts to an IBM service support center.

Additionally, the DS-RSM is designed to enable:

- IBM to establish communication with the attached supported storage systems
- Faster response time on processing alerts
- The ability to transfer detailed information to help error analysis
- Enhanced problem resolution

The DS-RSM is highly recommended to help optimize and facilitate service and support for the DS5000 series disk storage system. Additionally, IBM highly recommends that each data center

with a DS5000 employed, install at least one DS-RSM that will be operational with all of the DS5000/DS4000/DS3000 controllers located at the site. Each DS-RSM unit has the capability to manage a combination of up to 50 DS5000/DS4000/DS3000 storage systems.

Key prerequisites

- DS-RSM is compatible with the following System Storage# midrange disk systems:
 - DS3000 series
 - DS4000# series
 - DS5000 series
- IBM highly recommends that data centers with DS5000 series employed, install a minimum of one DS-RSM to be operational with all DS5000/DS4000/DS3000 controllers at the site.
- Refer to the [Limitations](#) section for additional details on DS-RSM setup and customer facility requirements.

Planned availability date

November 21, 2008

Description

DS-RSM (1818-RS1) is designed to manage problem reporting and help analyze alert notifications for IBM System Storage midrange disk systems.

The DS-RSM delivers a rack-mount server in a 1U enclosure containing dual power supplies, SLES OS, RSM code, RSM installation CD, RSM documentation, rack mounting rails, and rack power cords.

DS-RSM is designed to provide an integrated IBM offering for customers interested in having a bundled solution that accurately manages and analyzes alert notifications with efficiency and cost-effectiveness. In a single offering, the DS-RSM provides hardware and software that facilitates a timely response to alerts by sending logs and status to IBM for a quick response. Each DS-RSM unit has the capability to manage up to 50 System Storage DS5000/DS4000/DS3000 disk systems.

DS-RSM attaches to the LAN to collect alerts from storage systems within the data center and to expedite forwarding alerts to IBM at the onset of problem reports. Additionally, the DS-RSM is designed to facilitate IBM to establish communication with the attached supported storage system, to allow faster response time on processing alerts, to transfer detailed information to help error analysis and accuracy, and to provide enhanced problem resolution.

There are several important details associated with the DS-RSM setup and customer facility requirements. Specifically, the customer must select one of two approaches to allow IBM to gain remote access to the DS-RSM: 1) "modem approach" or 2) "secure shell approach." Refer to the [Limitations](#) section for additional details on other important customer facility requirements.

For the modem approach, customers may purchase an optional internal modem feature (#2512) for integration into the 1U server. The internal modem has been qualified for use in many countries, which are listed in the [Limitations](#) section. For other regions and countries where the internal modem has not been qualified, customers may desire to use an external modem that has been qualified and is supported by the 1U server for that region. For the secure shell approach, customers may choose to use the secure shell capability that is provided as part of the DS-RSM capability. Refer to the DS-RSM user documentation for more details.

The DS-RSM has two optional features available for ordering:

- RS1 Keyboard/Video Display/Mouse (#2510)
- RS1 Internal Modem (#2512)

The RS1 Keyboard, Video Display, Mouse (#2510) provides a 1U rack-mount, slide-out Keyboard, Video Display, Mouse assembly (KVM). A KVM is required to perform a number of actions during installation and setup of the DS Remote Support Manager as described in the DS-RSM user documentation. If the KVM feature (#2510) is not ordered, customers are required to provide a keyboard, video display, and mouse that are compatible with the 1U server. The server has an SVGA video signal output equipped with a female (D-shell) DE-15 connector. Mouse and keyboard connections to the server are available standard USB ports.

The RS1 Internal Modem option (#2512) is available only at time of initial plant order of the DS-RSM and provides an internal modem installed in the 1U server enclosure. The internal modem is qualified in many countries. Refer to the [Limitations](#) section for details. For other regions not supported by the internal modem, the customer can provide an "external" modem that is supported by the 1U server for that region. The use of a modem is optional because customers also have the ability to use the secure shell method to allow IBM to gain remote access to the DS-RSM; however, customers must use either the modem approach or the secure shell approach to implement the DS-RSM.

Accessibility by people with disabilities

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

http://www-03.ibm.com/able/product_accessibility/index.html

Section 508 of the U.S. Rehabilitation Act

The DS Remote Support Manager for Storage is capable as of November 21, 2008, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it.

Product number

Description	Machine type	Model	Feature number
DS Remote Support Manager	1818	RS1	
RS1 keybd/video-dsply/mouse	1818	RS1	2510
RS1 Internal Modem	1818	RS1	2512
Field Integrate	1818	RS1	9202

Business Partner information

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

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=108-827>

Publications

A CD-ROM that contains a softcopy version (PDF format) of the product documentation is shipped with the hardware product.

In addition, the most up-to-date product documentation is available and downloadable from the following DS5000 support site

Services

Global Technology Services

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

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

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

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

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

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

For details on education offerings related to specific products, visit

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

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

Technical information

Specified operating environment

Physical specifications

IBM System Storage DS Remote Support Manager for Storage (1818-RS1)

- Height: 43 mm (1.69 in)
- Width: 440 mm (17.3 in)
- Depth: 711 mm (28.0 in)
- Weight: 15.4 kg (34.0 lb)

Operating environment

IBM System Storage DS Remote Support Manager (1818-RS1)

Temperature (operating):

- 10 to 35 degrees C (50 to 95 degrees F) at 0 to 914 m (0-3,000 ft)

Relative humidity (operating):

- 8% to 80%

Relative humidity (storage):

- 5% to 80%

Electrical power (per power supply, system rating):

- Voltage range: 100-240 V ac

- Input kilovolt-amperes: 0.194 kVA - 0.700 kVA
- Frequency: 47/63 Hz

Heat dissipation: Minimum configuration (662 BTU per hour)

Heat dissipation: Maximum configuration (2390 BTU per hour)

Noise level (normal operation): 6.8 bels

Hardware requirements

For a list of hardware requirements, refer to product documentation or visit

<http://www-304.ibm.com/systems/support/supportsite.wss/allproducts?brandind=5000028&taskind=1@ui=gc>

Software requirements

For a list of software requirements, refer to product documentation or visit

<http://www-304.ibm.com/systems/support/supportsite.wss/allproducts?brandind=5000028&taskind=1&ui=gc>

Compatibility

For compatibility information, refer to product documentation or visit

<http://www-304.ibm.com/systems/support/supportsite.wss/allproducts?brandind=5000028&taskind=1&ui=gc>

Limitations

DS-RSM setup and customer facility requirements

Users must select and deploy one of two approaches to allow IBM to gain remote access to the DS-RSM unit:

- Modem approach
 - If the user wants to use the "modem approach" to perform call home, the user is required to supply a dedicated phone line for each installed DS-RSM to establish communication with IBM.
 - Users may purchase the RS1 Internal Modem option (#2512) in the approved countries listed below or may provide an external modem that is supported by the DS-RSM server for other regions.
- Secure shell approach
 - If the user wants to use the "secure shell method" to perform call home, the user is required to provide all of the necessary LAN connections, firewall tunneling, or other IT accommodations to allow IBM to establish a secure shell communication to the RSM machine.

Users are required to provide a LAN connection between the installed DS-RSM and all midrange disk systems that will receive support.

Customers are required to provide a keyboard, video display, and mouse. This is a requirement to perform specific actions during installation and setup of the DS-RSM. These actions are described in the DS-RSM user documentation. Customers may purchase Keyboard/Video Display/Mouse feature (#2510) or provide a keyboard, video display, and mouse compatible with the DS-RSM server. The 1U server has an SVGA video output equipped with a female D-shell DE-15 connector. Mouse and keyboard connections to the server are available via standard Universal Serial Bus (USB) ports.

Users are required to have DS Storage Manager loaded on a management server before the SSR (CE) arrives to install the DS-RSM server. Users must also complete all other customer responsibilities before the SSR arrives to install the DS-RSM server.

The RS1 Internal Modem option (#2512) is qualified for use in the following countries:

Argentina, Australia, Bahrain, Bulgaria, Canada, Chile, Croatia, Czech Republic, Ecuador, Egypt, EEA + (Austria, Belgium, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Leichtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, UK, Bulgaria, Romania, Acores, Madeira, Canarias, Guyane, Guadeloupe, Martinique, Reunion), Hong Kong, Hungary, Indonesia, Israel, Japan, Jordan, Korea, Lebanon, Mexico, Morocco, New Zealand, Oman, Pakistan, Peru, Philippines, Romania, Russia, Saudi Arabia, Singapore, Taiwan, Thailand, Turkey, UAE, Uruguay, US, and Venezuela.

The RS1 Internal Modem feature (#2512) is shipped with a telephone cord equipped with RJ11 adapters (IBM part number 42R5087). Users may need a telco adapter to connect the phone cord to the wall jack used in their country or region. A source for these adapters can be found by visiting

<http://www.multitech.com/products/categories/accessories/adapters/>

If users want to provide their own Keyboard/Video Display/Mouse (KVM), the KVM must be compatible with the following DS-RSM server connections capability:

- The DS-RSM 1U server has two SVGA Video ports, one located at the front of the chassis and one at the rear. The connectors are 15-pin D-shell (DE-15) female connectors (for use with a DE-15 three-row 15-pin male plug).
- USB-attached keyboard and mouse. The server has four USB ports, two ports on the rear and two on the back. The server has no PS/2 style connectors (that is, keyboard or mouse).

Planning information

You are responsible for downloading or obtaining from IBM, and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM machine) and other software updates in a timely manner from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides. You may request IBM to install Machine Code changes; however, you may be charged for that service.

Direct customer support

Direct customer support for IBM Midrange Disk Systems is provided by IBM Operational Support Services -- Support Line. This fee service provides voice and electronic access into the IBM support organization. IBM Operational Support Services -- Support Line helps answer questions pertaining to product and feature usage ("how to"), configuration, and product compatibility for eligible products. For a list of the products supported via Support Line, visit

<http://www.ibm.com/services/sl/products/>

For more information on services, call 800-IBM-4YOU (426-4968).

Security, auditability, and control

This product uses the security and auditability features of the host hardware, 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

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster

problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

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

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

To learn how Electronic Services can work for you, visit

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

Terms and conditions

Volume orders: Contact your IBM representative.

IBM Global Financing

Yes

Warranty period

One year

Warranty services

If required, IBM provides repair or exchange service, depending on the types of warranty service specified for the machine. IBM will attempt to resolve your problem over the telephone, or electronically via an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. If applicable to your product, parts considered Customer Replaceable Units (CRUs) will be provided as part of the machine's standard warranty service.

Service levels are response-time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside IBM's normal service area. Contact your local IBM representative or your reseller for country- and location-specific information. The products in this announcement are covered by the following types of service.

Customer Replaceable Unit Service and On-Site for other selected parts

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 or a Tier 2 CRU.

Tier 1 CRU

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

Tier 2 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:

- None

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 level is 24 hours per day, 7 days a week, 4-hour average, same-day response. Same-day service level includes the installation of Tier 1 CRUs at no additional charge.

Warranty service upgrades

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

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability.

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. The following on-site response-time objectives are available as warranty service upgrades for your machine. Available offerings are:

Service level is:

- 24 hours per day, 7 days a week, 2-hour average response

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 one of the On-site Service levels 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 Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response-time objectives and are not guaranteed. The specified level of 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- 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

- 24 hours per day, 7 days a week, 4-hour average response
- 24 hours per day, 7 days a week, 2-hour average response

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 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.

Usage plan machine

No

IBM hourly service rate classification

One

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

Field-installable features

Yes

Model conversions

No

Machine installation

Installation is performed by IBM. IBM will install the machine in accordance with the IBM installation procedures for the machine. In the United States, contact IBM at 800-IBM-SERV (426-7378). In countries other than the United States, contact the local IBM office.

Graduated program license charges apply

No

Licensed machine code

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

http://www-1.ibm.com/servers/support/machine_warranties/machine_code.html

IBM may release changes to the Machine Code. IBM plans to make the Machine Code changes available for download from the IBM System Storage technical support Web site

<http://www-304.ibm.com/systems/support/supportsite.wss/allproducts?brandind=5000028&taskind=1&ui=gc>

You may also obtain updated code by contacting your IBM representative.

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

Educational allowance

A reduced charge is available to qualified education customers. The educational allowance may not be added to any other discount or allowance.

The educational allowance is 15% for the products in this announcement.

Prices

For additional information and current prices, contact your local IBM representative.

Description	Machine type	Model	Feature number
DS Remote Support Manager	1818	RS1	
RS1 Keybd/Video-Dsply/Mouse	1818	RS1	2510
RS1 Internal Modem	1818	RS1	2512
Field Integrate	1818	RS1	9202

Description	Type	Model	Feature	List price
DS Rem. Supp.Manager	1818	RS1		\$6,275
RS1 Keybd/disp/mouse	1818	RS1	2510	\$3,550
RS1 internal modem	1818	RS1	2512	\$275

Annual minimum maintenance charges

Machine type/model	IOR IBM On-site Repair (IOR, 24 x 7, 4 hr)
1818-RS1	

Description	Type	Model	TP(A M L)	IOR24
DS Rem. Supp.Manage	1818	RS1	M	\$48

ServiceSuite# and ServiceElect (formerly ESA) Maintenance and Warranty Service Upgrade

Warranty Service Upgrade

Machine type/model	W2H IBM On-site Repair (IOR, 24 x 7, 2 hr)
1818-RS1	

Description	Type	Model	OS24x7x2
DS Rem. Supp.Manage	1818	RS1	\$250

Maintenance Service

Machine type/model	E95 IBM On-site Repair (IOR, 9 x 5, NBD)	E4H IBM On-site Repair (IOR, 9 x 5, 4 hr)
1818-RS1		

Machine type/model	E24 IBM On-site Repair (IOR, 24 x 7, 4 hr)	E2H IBM On-site Repair (IOR, 24 x 7, 2 hr)
1818-RS1		

Description	Type	Model	TP(A M)	SLCC	REF	OS24x7x2	OS24x7	OS9x5x4	OS9x5
DS Rem. Supp.Manage	1818	RS1	M	1828	24X7	\$63.00	\$42.00	\$38.00	\$30.00

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

IBM Global Financing

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit

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

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For more financing information, visit

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

Order now

To order, contact the Americas Call Centers, your local IBM representative, or your IBM Business Partner.

Identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)
Fax: 800-2IBM-FAX (242-6329)
Internet: callserv@ca.ibm.com
Mail: IBM Teleweb Customer Support
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3500 Steeles Ave. East, Tower 3/4
Markham, Ontario
Canada
L3R 2Z1

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.

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<http://www.ibm.com/planetwide/us/>