



IBM System Storage ProtecTIER Entry Edition Version 3.1 supports many-to-many, bi-directional data replication

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At a glance

IBM® System Storage® ProtecTIER® Entry Edition V3.1 software has been enhanced to support many-to-many, bi-directional replication, additional ProtecTIER plug-ins for the Symantec NetBackup OpenStorage API, and other enhancements.

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

Overview

IBM System Storage ProtecTIER Entry Edition V3.1 software introduces many-to-many, bi-directional replication between two to four Virtual Tape Library (VTL) ProtecTIER systems. ProtecTIER V3.1 continues the support for the Symantec NetBackup OpenStorage API announced with ProtecTIER V2.5, and enhances it with support for the Solaris and Red Hat Linux® operating systems. Simple Network Management Protocol (SNMP) alerting improvements have also been included in ProtecTIER V3.1.

IBM System Storage ProtecTIER Entry Edition V3.1 is the follow-on to ProtecTIER Entry Edition V2.5.

Key prerequisites

ProtecTIER Entry Edition requires IBM System Storage TS7610 Deduplication Express® appliance hardware. Only backup data passed to ProtecTIER from NetBackup is eligible to utilize the optional OpenStorage interface.

Planned availability date

June 3, 2011

Description

ProtectTIER Entry Edition V3.1 introduces support for many-to-many, bi-directional replication between two to four VTL ProtectTIER systems, additional plug-ins for the Symantec NetBackup OpenStorage API, and SNMP alerting enhancements. ProtectTIER Entry Edition V3.1 systems may be configured as a VTL or as an OpenStorage interface system. At this time, a ProtectTIER system may only function as a VTL system or an OpenStorage system; it cannot function as both.

Additional SNMP alerting options have been included in ProtectTIER V3.1, enhancing the ability to receive system generated notification when exception conditions have been identified as defined by management policies.

IBM System Storage ProtectTIER Entry Edition V3.1 is the follow-on to ProtectTIER Entry Edition V2.5.

OpenStorage API

The OpenStorage interface is a NetBackup application programmable interface (API) supporting communication between NetBackup systems and OpenStorage enabled ProtectTIER systems.

A ProtectTIER plug-in for OpenStorage must be installed on the NetBackup media server. The API communication occurs between the NetBackup media server and the plug-in. Backup images are transferred between the plug-in and the ProtectTIER system through Ethernet connections. Two 1Gb Ethernet links are supported for TS7610 OpenStorage enabled systems.

ProtectTIER V3.1 also supports the following OpenStorage plug-ins which have been introduced since ProtectTIER V2.5 availability:

- Oracle Solaris 10 (SPARC)
- Red Hat 5.4

Virtual tape library

The replication capabilities of ProtectTIER V3.1 have been enhanced to support many-to-many, bi-directional replication between two to four ProtectTIER systems. Uni-directional, hub and spoke replication from up to twelve spoke systems to a single hub system continues to be supported as available in ProtectTIER V2.5 and earlier releases.

For other attributes of ProtectTIER VTL systems, refer to IBM System Storage ProtectTIER Entry Edition V2.5 Software Announcement [210-376](#), dated October 26, 2010.

Accessibility by people with disabilities

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

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

Product positioning

TS7610 ProtectTIER Deduplication Appliance Express expands data protection offerings to mid-sized customers. ProtectTIER can help greatly change the economics of data protection by enabling storage of up to 25 times more data on a given amount of physical disk capacity.

TS7610 Appliance is designed with capacity, price, performance, function, and RAS (reliability, availability, and serviceability) characteristics to appeal to the mid-sized customer, and to the enterprise customer with data backup and protection requirements in remote offices.

ProtectTIER Entry Edition V3.1 supports the OpenStorage interface to NetBackup software, providing greater control over of the TS7610 Appliance from the NetBackup application.

TS7610 Appliance complements and integrates with many other IBM hardware and software offerings:

- IBM Tivoli® Storage Manager is compatible with TS7610 Appliance and can take advantage of a TS7610 Appliance as a target to increase backup performance and reliability
- IBM Tape Systems, such as the TS3500 Tape Library, can be used in conjunction with the TS7610 Appliance to provide a comprehensive end-to-end backup and recovery environment that takes advantage of the strengths of both disk and tape

Reference information

For information about IBM System Storage TS7610 ProtecTIER Appliance (IBM 3959-SM1), refer to Hardware Announcement [110-193](#), dated July 20, 2010, and [110-238](#), dated October 26, 2010.

For information about IBM System Storage ProtecTIER Entry Edition V2.1, refer to Software Announcement [210-244](#), dated July 20, 2010.

For information about IBM System Storage ProtecTIER Entry Edition V2.5, refer to Software Announcement [210-376](#), dated October 26, 2010.

Program number

Note: The Software Maintenance program numbers have been previously announced in Software Announcement [210-244](#), dated July 20, 2010.

| Program number | VRM | Program name |
|----------------------|-------|---|
| 5639-PTC | 3.1.0 | IBM System Storage ProtecTIER Entry Edition V3.1 Software |
| Software maintenance | | |
| 5639-TAB | | ProtecTIER Entry Edition Reg./Ren. 1 year |
| 5639-TAC | | ProtecTIER Entry Edition After license 1 year |
| 5639-TAD | | ProtecTIER Entry Edition Registration 3 year |
| 5639-TAE | | ProtecTIER Entry Edition Renewal 3 year |
| 5639-TAF | | ProtecTIER Entry Edition After license 3 year |
| 5639-TAG | | ProtecTIER Entry Edition Registration 2 year |
| 5639-TAH | | ProtecTIER Entry Edition Registration 4 year |
| 5639-TAI | | ProtecTIER Entry Edition Registration 5 year |

Product identification number

Note: The Software Maintenance program numbers have been previously announced in Software Announcement [210-244](#), dated July 20, 2010.

| Program PID number | First Yr Reg and Maintenance 1 year Renewal PID number | Maintenance 1 year After License PID number |
|--------------------|--|---|
| 5639-PTC | 5639-TAB | 5639-TAC |
| | Maintenance 3 year Registration PID number | Maintenance 3 year Renewal PID number |
| | 5639-TAD | 5639-TAE |

Maintenance 3 year
After License
PID number

5639-TAF

Maintenance 2 year
Registration PID number

5639-TAG

Maintenance 5 year
Registration PID number

5639-TAI

Maintenance 4 year
Registration PID number

5639-TAH

Offering Information

Product information is available via the Offering Information website

<http://www.ibm.com/common/ssi>

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=211-157>

Publications

All required publications are shipped with the corequisite IBM 3959-SM1 hardware order when the software preload feature is ordered on ProtecTIER Entry Edition software.

Publications with software relevance included in the TS7610 Publications CD-ROM, LCD7-4787, when the media supply feature is ordered for ProtecTIER Deduplication Appliance Express include:

| Title | Order number |
|---|--------------|
| IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Introduction and Planning Guide | GA32-0913 |
| IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Installation and Setup Guide for Virtual Tape Systems and Open Storage Systems | GA32-0914 |
| IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Software Upgrade Guide | SC27-3641 |
| IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Service Guide | GA32-0915 |
| IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express - ProtecTIER User's and Maintenance Guide | GA32-0916 |
| IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express - | SC27-3642 |

Increasing Capacity on the 3959 SM1
from 4.0 TB to 5.4 TB
(Feature Code 9314)

Publications are available on the IBM Publications Center website and are included on the *IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Publications CD-ROM LCD7-4787*.

To order additional selected hardcopy publications for a fee or download free PDF format publications, visit the IBM Publications Center website

<http://www.ibm.com/shop/publications/order>

Technical information

Specified operating environment

Hardware requirements

General platform prerequisites

A TS7610 Appliance OpenStorage (OST) solution with IBM ProtecTIER Deduplication software requires the IBM 3959 Model SM1 hardware with the following features:

- One 1Gb dual port Ethernet adapter feature #3448
- One OST feature #9023
- One SW Capacity feature #9313 or #9314
- One power cord feature #9950 or #9953

A TS7610 Appliance VTL solution with IBM ProtecTIER Deduplication software requires the IBM 3959 Model SM1 hardware with the following features:

- One Fibre Channel dual port HBA - Host feature #3458 or #3459
- One VTL feature #9022
- One SW Capacity feature #9313 or #9314
- One power cord feature #9950 or #9953

Customer provided monitor and keyboard are required for system installation and maintenance.

ProtecTIER Manager

ProtecTIER Manager is required for service or maintenance of ProtecTIER systems, and must be installed on a customer provided workstation.

The customer provided workstation must be capable of operating one of the following operating systems:

- Microsoft® Windows® 2003, Windows XP, or Windows 7
- Red Hat Enterprise 4 or 5

The workstation must also have:

- At least 1.2 GB of available disk space
- At least 256 MB of RAM

The workstation must have access to the ProtecTIER service nodes at IP address (port 3501 is open on the firewall).

ProtecTIER Manager can support more than one ProtecTIER server. If the ProtecTIER Manager workstation is connected to more than one ProtecTIER server, they can be

connected to a workstation via a switch box or via a terminal server. The workstation and switch box must be provided by the customer.

Confer with your IBM representative for workstation configuration alternatives.

Supported configurations

TS7610 appliance offers two software configurations with usable repository sizes of approximately 4.4 TB and 5.9 TB. Tested platforms are listed in the Installation Guide under **Release notes**.

Software requirements

Operating system prerequisites

The appropriate operating system is included with ProtecTIER Entry Edition V3.1 software and is loaded on the TS7610 Appliance with the initial order.

The ProtecTIER plug-in for OpenStorage must be installed on a NetBackup media server running NetBackup V6.5 or V7.0, and one of the following operating systems:

- AIX® 5.3
- AIX 6.1
- Windows 2003
- Windows 2008
- Oracle Solaris 10 (SPARC)
- Red Hat 5.4

Connectivity prerequisites

The supported Fiber Channel switches are listed in the System Storage Operation Center (SSIC) located at

<http://www-03.ibm.com/systems/support/storage/config/ssic/>

If this TS7610 ProtecTIER Deduplication Appliance is to be accessed via ProtecTIER Manager installed on another computer, network connections must be configured to allow access.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a README file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

Compatibility

The ProtecTIER Entry Edition V3.1 software emulates the IBM System Storage TS3500 tape library with IBM Ultrium 3 Tape Drives.

Limitations

ProtecTIER Entry Edition V3.1 software is only supported for installation on TS7610 ProtecTIER Deduplication Appliance Express hardware (3959 Model SM1).

Planning information

Customer responsibilities

Physical planning is a customer responsibility. Detailed planning information is in the *IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Introduction and Planning Guide (GA32-0913)*.

This guide is available at no charge at the IBM Publications Center. Refer to the [Publications](#) section.

Direct customer support

Less than one hour is required to install and configure the management software on the management console.

For technical support or assistance, contact your IBM representative or visit

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

IBM Global Services

IBM Technical Support Services provides comprehensive hardware and software support, including hardware and software implementation for the ProtecTIER TS7650 Deduplication solution.

Technical Support Services are designed to support your installations of IBM System Storage hardware and software. Offering the best solutions for storage management and data migration, IBM Technical Support Services can assist you in developing and deploying storage solutions to enable your success and satisfaction. For more information, contact your IBM representative or Business Partner.

Packaging

For new orders of IBM System Storage ProtecTIER Entry Edition V3.1 (5639-PTC), the following media are shipped:

- With media feature 5806:
 - IBM System Storage ProtecTIER Entry Edition - Small Capacity (LCD7-5221)
 - IBM System Storage ProtecTIER Manager (LCD7-5217)
 - IBM System Storage ProtecTIER OpenStorage Plug-in (LCD7-5219)
 - IBM System Storage ProtecTIER Maintenance and Recovery Disk for 3959-SM1 (LCD7-5222)
 - IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Publications CD-ROM (LCD7-4787)
 - IBM License Agreement for Machine Code (Z125-5468)
 - IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Software Upgrade Guide (SC27-3641)
- With media feature 5816:
 - IBM System Storage ProtecTIER Entry Edition - Medium Capacity (LCD7-5223)
 - IBM System Storage ProtecTIER Manager (LCD7-5217)
 - IBM System Storage ProtecTIER OpenStorage Plug-in (LCD7-5219)
 - IBM System Storage ProtecTIER Maintenance and Recovery Disk for 3959-SM1 (LCD7-5222)
 - IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Publications CD-ROM (LCD7-4787)
 - IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express - Increasing Capacity on the 3959 SM1 from 4.0 TB to 5.4 TB (SC27-3642)
 - IBM License Agreement for Machine Code (Z125-5468)
 - IBM System Storage TS7610 ProtecTIER Deduplication Appliance Express Software Upgrade Guide (SC27-3641)

The paid invoice with associated customer number acts as Proof of Entitlement (PoE) for all orders of IBM System Storage ProtecTIER Entry Edition V3.1 software.

Refer to the [Ordering information](#) section and to the Hardware Announcements listed in the [Reference information](#) section for correlated hardware order features.

Media feature 5806 causes the software DVDs for the Base Small Capacity to be shipped, and media feature 5816 causes the software DVDs for the Base Medium Capacity to be shipped.

Serial number only feature 3444 suppresses software DVDs from being shipped.

Security, auditability, and control

This product uses the security and auditability features of host hardware, host software, or application software to which it is attached. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

<http://www.ibm.com/software/sw-services/>

Ordering information

Charge metric

| Program name | Part number or PID number | Charge metric |
|--------------------------------------|------------------------------|--------------------|
| ProtectTIER Entry Edition V3.1 | 5639-PTC | per Storage Device |

Effective June 3, 2011, IBM System Storage ProtecTIER Entry Edition V3.1 replaces the IBM System Storage ProtecTIER Entry Edition V2.5 for all new system orders. On or after this date, IBM System Storage ProtecTIER Entry Edition V2.5 will remain active only to support capacity updates to existing licenses.

IBM System Storage ProtecTIER Entry Edition V3.1

Storage Device is a unit of measure by which the Program is licensed. A Storage Device is an independently powered, channel attached device that stores or controls the storage of data on magnetic disks or solid state drives, such as disk controllers and their respective expansion units, each constituting separate Storage Devices. Licensee must obtain entitlements for every Storage Device which runs, uses services provided by, or otherwise accesses the Program and for every Storage Device on which the Program is installed.

In addition to the entitlements required for the Program directly, Licensee must obtain entitlements for this Program sufficient to cover the Storage Devices managed by the Program.

The Product Identification (PID) number for the IBM System Storage ProtecTIER Entry Edition V3 license is 5639-PTC. Following is a description of each of the ProtecTIER Entry Edition billing features:

- Feature #0001 - ProtecTIER VTL Small Cap: This feature must be selected to order a base license for each TS7610 Appliance that ProtecTIER Entry Edition will be loaded on where a 4.4 TB* (4.0 TiB**) VTL repository will be authorized. The maximum quantity of ProtecTIER VTL Small Cap is 1. This feature is mutually exclusive with features #0002, #0004 and #0006.
- Feature #0002 - ProtecTIER OpenStorage Small Cap: This feature must be selected to order a base license for each TS7610 Appliance that ProtecTIER Entry Edition will be loaded on where a 4.4 TB* (4.0 TiB**) OpenStorage repository will be authorized. The maximum quantity of ProtecTIER OpenStorage Small Cap is 1. This feature is mutually exclusive with features #0001, #0004 and #0006.
- Feature #0003 - ProtecTIER Repl Small Cap: This feature must be selected to entitle the use of ProtecTIER replication on a TS7610 Appliance Express device with the small capacity repository. The maximum quantity of ProtecTIER Repl Small Cap is 1. For an initial order of #0003, either feature #0001 or #0002 must be included. To order ProtecTIER Repl Small Cap as an upgrade, either feature #0001 or #0002 must be present in the current license.
- Feature #0004 - ProtecTIER VTL Med Capacity: This feature must be selected to order a base license for each TS7610 Appliance that ProtecTIER Entry Edition will be loaded on where a 5.9 TB* (5.4 TiB**) virtual tape library repository will be authorized. The maximum quantity of ProtecTIER VTL Med Capacity is 1. This feature is mutually exclusive with features #0001, #0002 and #0006.
- Feature #0005 - Upgrade from VTL Small Capacity: This feature must be selected to trade-up from ProtecTIER VTL Small Cap to ProtecTIER VTL Med Capacity. The maximum quantity of feature #0005 is 1.
- Feature #0006 - ProtecTIER OpenStorage Med Cap: This feature must be selected to order a base license for each TS7610 Appliance that ProtecTIER Entry Edition will be loaded on where a 5.9 TB* (5.4 TiB**) OpenStorage repository will be authorized. The maximum quantity of ProtecTIER OpenStorage Med Cap is 1. This feature is mutually exclusive with features #0001, #0002 and #0004.
- Feature #0007 - Upgrade from OpenStorage Small Cap: This feature must be selected to trade-up from ProtecTIER OpenStorage Small Cap to ProtecTIER OpenStorage Med Capacity. The maximum quantity of feature #0007 is 1.
- Feature #0008 - ProtecTIER Repl Med Capacity: This feature must be selected to entitle the use of ProtecTIER replication on a TS7610 Appliance Express device with the medium capacity repository. The maximum quantity of ProtecTIER Repl med Capacity is 1. For an initial order #0008, either feature #0004 or #0006 must be included. To order ProtecTIER Repl Med Capacity as a upgrade, either feature #0004, #0005, #0006 or #0007 must be present in the current license.
- Feature #0009 - Upgrade from Repl Small Capacity: This feature must be selected to migrate from ProtecTIER Repl Small Cap to ProtecTIER Repl Med Capacity. The maximum quantity of feature #0009 is 1.

* 1 TB is defined as 10 to the 12th power bytes, or 1,000,000,000,000 bytes.

** 1 TiB is defined as 2 to the 40th power bytes, or 1,099,511,627,776 bytes.

A Software Maintenance PID must also be included to register for Software Maintenance and to be entitled for Software Subscription and Support. Registration PIDs are available for 1 year, 2 year, 3 year, 4 year, or 5 year periods.

ProtecTIER Entry Edition V3.1 billing features

Supply Feature Codes:

Small Capacity: 5806

Medium Capacity: 5816

5639-PTC:

IBM System Storage ProtecTIER Entry Edition V3

Use Authorizations
with One Year Software Maintenance

One-time charge features

ProtecTIER Entry Edition V3.1

per Storage Device
with 1 Year SW Maintenance

| Feature description | OTC Feature number |
|------------------------------------|--------------------|
| ProtectTIER VTL Small Cap | 0001 |
| ProtectTIER OpenStorage Small Cap | 0002 |
| ProtectTIER Repl Small Cap | 0003 |
| ProtectTIER VTL Medium Capacity | 0004 |
| Upgrade from VTL Small Capacity | 0005 |
| ProtectTIER OpenStorage Medium Cap | 0006 |
| Upgrade from OpenStorage Small Cap | 0007 |
| ProtectTIER Repl Med Capacity | 0008 |
| Upgrade from Repl Small Capacity | 0009 |

Note: The Software Maintenance program numbers have been previously announced.

IBM System Storage ProtecTIER Entry Edition Software Maintenance

Order Software Maintenance Registration corresponding to each ProtecTIER Entry Edition V3.1 product base, capacity, and cluster authorization feature, for both new and upgrade orders.

Order renewals prior to the expiration of the original Software Maintenance registration period or previous Software Maintenance renewal.

ProtectTIER Entry Edition billing features

The billing features and pricing information for ProtecTIER Entry Edition remain unchanged. Details may be found in:

- Software Announcement [210-376](#), dated October 26, 2010
- Software Announcement [210-244](#), dated July 20, 2010

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage® Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

Licensing

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

This software license includes Software Subscription and Support (also referred to as Software Maintenance).

Agreement for Acquisition of Software Maintenance

The IBM Agreement for Acquisition of Software Maintenance (Z125-6011) agreement applies for Subscription and Support (also referred to as Software Maintenance) and does not require customer signatures.

These programs are licensed under the IBM Program License Agreement (IPLA) and the associated Agreement for Acquisition of Software Maintenance, which provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support (also referred to

as Software Maintenance) can be extended by the purchase of a renewal option, if available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information form number

L-KAVZ-8EJS6D

The program's license information will be available for review on the IBM Software License Agreement website

<http://www-03.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

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

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

Other terms

Volume orders (IVO)

Yes. Contact your IBM representative.

Passport Advantage applies

No

Usage restriction

Yes

IBM System Storage ProtecTIER Entry Edition V3.1 software (5639-PTC) is licensed on a per storage device basis.

Software Subscription and Support (Software Maintenance) applies

Yes. All distributed software licenses include Software Subscription and Support (also referred to as Software Maintenance) for a period of 12 months from the date of acquisition, providing a streamlined way to acquire IBM software and assure technical support coverage for all licenses. Extending coverage for a total of two, three, four, or five years from date of acquisition may be elected.

While your Software Subscription and Support (Software Maintenance) is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult your IBM Software Support Handbook at

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

Software Subscription and Support (Software Maintenance) does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under this agreement.

IBM Operational Support Services - SoftwareXcel

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Yes. A 15% education allowance applies to qualified education institution customers.

Prices

Information on charges is available at

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

Choose the option entitled Purchase/upgrade tools.

5639-PTC:
IBM System Storage ProtecTIER Entry Edition V3

Use Authorizations
with One Year Software Maintenance

One-time charge features

ProtecTIER Entry Edition V3.1
per Storage Device
with 1 Year SW Maintenance

| Feature description | OTC Feature number |
|------------------------------------|--------------------|
| ProtectTIER VTL Small Cap | 0001 |
| ProtectTIER OpenStorage Small Cap | 0002 |
| ProtectTIER Repl Small Cap | 0003 |
| ProtectTIER VTL Medium Capacity | 0004 |
| Upgrade from VTL Small Capacity | 0005 |
| ProtectTIER OpenStorage Medium Cap | 0006 |
| Upgrade from OpenStorage Small Cap | 0007 |
| ProtectTIER Repl Med Capacity | 0008 |
| Upgrade from Repl Small Capacity | 0009 |

| Feature description | OTC Feature number |
|---------------------------|--------------------|
| Small Capacity - feature | 5806 |
| Medium Capacity - feature | 5816 |

| Feature description | Feature number |
|---------------------|----------------|
| Serial number only | 3444 |

Pricing terms

Prices in the following PDF prices link are suggested list prices on day of announcement for the U.S. only. They are provided for your information only. Dealer prices may vary, and prices may also vary by country. IBM list price does not include tax or shipping and is subject to change without notice.

[ENUS-211-157-List_prices_2011_05_09.PDF](#)

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Reference: YE001

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Note: Shipments will begin after the planned availability date.

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<http://www.ibm.com/legal/us/en/>

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

Corrections

(Corrected on July 26, 2011)

MCP 32-bit has been removed from the ProtecTIER Manager section under Hardware requirements.

(Corrected on July 7, 2011)

Feature code number 3444 has been added to the Prices section.

(Corrected on May 31, 2011)

Supply feature codes 5806 and 5816 were added to the Prices section.