



Remote Technical Support Services

IBM ServicePac for Remote Technical Support Services

Supported Products List
May 11, 2005

Features and benefits

- **Remote Technical Support**
 - for xSeries® (page 4)
 - for Storage Devices (page 8)
 - for Open Power Systems (page 10)
- Comprehensive technical support to assist with
 - basic, short duration installation, usage, and configuration questions;
 - questions regarding IBM Supported Product publications;
 - diagnostic information review to assist in isolation of a problem cause;
 - code-related problem questions; and
 - for known defects, available corrective service information and program fixes which you are entitled to receive.
- Get the answers you need to get your system installed and to keep it operational
- Unlimited calls and unlimited callers – call as often as needed
- For more information, visit <http://www.ibm.com/services/us/index.wss/so/its/a1000229>

Limitations of Service

- 1-year and/or 3-year only agreement for remote technical support services will not automatically renew annually.
- Service cannot be prorated, refunded or transferred.
- ServicePac® MUST BE ACTIVATED after purchase in order to use the service. To activate service, visit <http://www.ibm.com/services/servicepac/us> Service activation is required immediately following purchase (within 30 days). Machine type, model and serial number will be necessary for activation and registration.
- Prices are subject to change without notice.
- Services are available for machines normally used for business, professional, or trade purposes, rather than personal, family or household purposes. Not all machine types and models are covered.
- Remote technical support services can only be ordered for machines that were released and purchased in the United States.
- Remote technical support services are available only for the machines and software listed in the supported products list.
- Access to this Service will end either one year or three years (depending on purchase) from the date the service was purchased.
- IBM will provide you or your authorized end user with a toll-free number to access the IBM Services Specialist.

ServicePac for xSeries

Service Scope

- Remote Technical support for xSeries® and IntelliStation® systems
- Conveniently packaged:
 - ServicePac for xSeries
 - xSeries
 - IntelliStation
 - Microsoft® Windows®
 - Linux
 - IBM Director
 - ServicePac for xSeries with VMware
 - ServicePac for xSeries products, plus
 - VMware
- 1-year and/or 3-year agreements
- Unlimited calls and callers

For more information, visit

<http://www.ibm.com/services/us/index.wss/so/its/a1000229>

Coverage Hours and Response Times

If not answered live, we will use commercially reasonable efforts to respond to your call within the criteria outlined in the table below.

Problem Severity	Coverage Hours	Response Time (Prime-shift)	Response Time (Off-shift)
1	24x7	2 hours	2 hours
2	9x5	2 hours	N/A
3	9x5	2 hours	N/A
4	9x5	2 hours	N/A

Notes:

Prime Shift means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

Off Shift means all hours outside of Prime Shift.

24x7 means 24 hours a day, seven days a week, including national holidays.

9x5 means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

IBM's ability to meet response times is dependent on many factors, including but not limited to parts availability, service location, service-contract terms and the time of day the service call is received.

ServicePac for xSeries – Supported Software Products

■ xSeries and IBM Director

- xSeries Drivers, BIOS, Firmware
- Internal xSeries Devices
- IBM Director (v4.x)
- IBM Director Agent (v4.x)
- IBM Director Server Plus Pack (v4.x)
- IBM Remote Deployment Manager (v4.x)
- IBM Director Software Distribution (v4.x)
- Real-Time Diagnostics
- UpdateXpress
- ServeRAID Manager
- Flight Data Recorder

■ VMware

- VMware ESX Server (v1.5, v2.x)
- VMware GSX Server (v2.5.x, v3.x)"
- VMware Virtual SMP (v2.x)
- VMware VirtualCenter (v1.x)
- VMware Virtual Infrastructure Node
- VMware VMotion

■ Windows*

- Microsoft Windows 2000 Advanced Server
- Microsoft Windows 2000 Server
- Microsoft Windows 2000 Professional
- Microsoft Windows 2003 Server Enterprise
- Microsoft Windows 2003 Server Standard Edition
- Microsoft Windows 2003 Server Web
- Microsoft Windows XP 64-Bit Edition
- Microsoft Windows XP Professional Edition

■ Linux

- Red Hat Enterprise Linux AS (v2.1.0, v3.0.0)
- Red Hat Enterprise Linux ES (v2.1.0, v3.0.0)
- Red Hat Enterprise Linux WS (v2.1.0, v3.0.0)
- SuSE Linux Enterprise Server (v8.0.0, v9.0.0)
- TurboLinux Enterprise Server (v8.0.0)

* Service is available for Operating System only. Microsoft Applications, such as Microsoft SQL Server, are excluded from coverage.

ServicePac for xSeries – Supported Hardware, Part Numbers and Pricing

Eligible Machine Type* (listed in ascending order)	Service Description	IBM Part Number	List Price
xSeries, Netfinity, IntelliStation 6204, 6214, 6216, 6217 , 6219, 6220, 6221, 6223, 6224, 6225, 6226, 6229, 6230, 6231, 6233, 6836, 6846, 6849, 6850, 6851, 6865, 6866, 6867, 6868, 6878, 6888, 6889, 6893, 6894, 6897, 6898, 6899, 8476, 8477, 8478, 8479, 8480, 8481, 8482, 8644, 8487 , 8652, 8653, 8655, 8657, 8673, 8836 All models	1 year Remote Technical Support for xSeries, IBM Director, Windows and Linux	96P2701	\$300
	3 year Remote Technical Support for xSeries, IBM Director, Windows and Linux	29R5395	\$825
	1 year Remote Technical Support for xSeries, IBM Director, Windows and Linux <u>and</u> VMware	96P2704	\$750
	3 year Remote Technical Support for xSeries, IBM Director, Windows and Linux <u>and</u> VMware	29R5398	\$2063
xSeries, Netfinity, IntelliStation, Blade Center 8488 , 8645, 8646, 8647, 8648, 8649, 8654, 8656, 8658, 8659, 8664, 8668, 8669, 8670, 8671, 8672, 8674, 8675, 8676, 8678, 8827, 8830, 8832, 8834, 8835, 8837, 8840, 8841, 8842, 8843, 8847, 8848, 8850 All models	1 year Remote Technical Support for xSeries, IBM Director, Windows and Linux	96P2702	\$500
	3 year Remote Technical Support for xSeries, IBM Director, Windows and Linux	29R5396	\$1375
	1 year Remote Technical Support for xSeries, IBM Director, Windows and Linux <u>and</u> VMware	96P2705	\$1500
	3 year Remote Technical Support for xSeries, IBM Director, Windows and Linux <u>and</u> VMware	29R5399	\$4125

[Updates are indicated in blue and underlined](#) * Machine type, model and serial number are needed for activation. Only available for machines released and purchased in the United States. Eligible machine types, models, features and list pricing are subject to change without notice. This document is published once a month. Check http://www-918.ibm.com/spl_w.htm for the most recent product and pricing information. Prices provided in this document are for informational purposes only and are subject to change. IBM's official pricing is provided through IBM product announcements and not through this document.

ServicePac for xSeries – Supported Hardware, Part Numbers and Pricing

Eligible Machine Type* (listed in ascending order)	Service Description	IBM Part Number	List Price
xSeries, Netfinity, IntelliStation, BladeCenter 8651, 8660, 8661, 8662, 8665, 8666, 8680, 8681, 8682, 8683, 8685, 8686, 8687, 8688, 8839, 8855, 8861, 8862, 8863, 8870 All models	1 year Remote Technical Support for xSeries, IBM Director, Windows and Linux	96P2703	\$700
	3 year Remote Technical Support for xSeries, IBM Director, Windows and Linux	29R5397	\$1925
	1 year Remote Technical Support for xSeries, IBM Director, Windows and Linux <u>and</u> VMware	96P2706	\$3,000
	3 year Remote Technical Support for xSeries, IBM Director, Windows and Linux <u>and</u> VMware	29R5400	\$8250

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ServicePac for Storage Devices

Service Scope

- Remote Technical support for
 - DS300
 - DS400
 - FAStT100 / DS4100
 - FAStT 200
 - FAStT 600 / DS4300
 - FAStT 700 / DS4400
 - FAStT 900 / DS4500
- Storage Expansion Units (EXPs)
- Supported Software Products
 - Storage Manager
 - ServeRAID Manager
- 1-year only agreements
- Unlimited calls and callers

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2	9x5	2 hours	N/A
3	9x5	2 hours	N/A
4	9x5	2 hours	N/A

Notes:

Prime Shift means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

Off Shift means all hours outside of Prime Shift.

24x7 means 24 hours a day, seven days a week, including national holidays.

9x5 means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

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ServicePac for Storage Devices – Supported Hardware, Part Numbers and Pricing

Eligible Machine Type* (listed in ascending order)	Service Description	IBM Part Number	List Price
DS300, DS400, DS4100, FAStT 100, FAStT 200 1700, 1701, 1724, 3542 All models	1 year Remote Technical Support for storage devices	29R5810	\$700
DS4300, FAStT 600** 1722 All models	1 year Remote Technical Support for storage devices	39K2302	\$900
DS4400, DS4500, FAStT 700 FAStT 900 1742 All models	1 year Remote Technical Support for storage devices	39K2303	\$1,500

Note: Support for Storage Expansion Units (EXPs) attached to a Storage Server is included in this service.

**FAStT 600 and DS4300 coverage includes support for the Turbo version. When activating ServicePacs on the Turbo product, please ensure that the Machine Type and Model numbers are used and not the product Part Number.

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ServicePac for OpenPower Systems

Service Scope

- Remote Technical support for
 - OpenPower 720
- 1-year and/or 3 year agreements
- Unlimited calls and callers
- 9x5 or 24x7 options available

Supported Software Products

- SUSE LINUX Enterprise Server for POWER
- Red Hat Enterprise Linux AS for POWER
- IBM Director (v4.1.x)
- IBM Director Agent (v4.1.x)
- IBM Director Server Plus Pack (v4.1.x)
- IBM Remote Deployment Manager (v4.1.x)
- IBM Director Software Distribution (v4.1.x)

For more information, visit

<http://www.ibm.com/services/us/index.wss/so/its/a1000229>

Coverage Hours and Response Times

If not answered live, we will use commercially reasonable efforts to respond to your call within the criteria outlined in the table below.

9x5 Part Numbers:

Problem Severity	Coverage Hours	Response Time (Prime-shift)	Response Time (Off-shift)
1,2,3,4	9x5	2 hours	N/A

24x7 Part Numbers:

Problem Severity	Coverage Hours	Response Time (Prime-shift)	Response Time (Off-shift)
1	24x7	2 hours	2 hours
2,3,4	24x7	2 hours	4 hours

Notes:

Prime Shift means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

Off Shift means all hours outside of Prime Shift.

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9x5 means 8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday (excluding national holidays).

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and the time of day the service call is received.

ServicePac for OpenPower Systems – Supported Hardware, Part

Eligible Machine Type* (listed in ascending order)	Service Description	IBM Part Number	List Price
Open Power 710 9123 All Models	1 year (9x5) Remote Technical Support for open power systems	38R2975	\$600
	1 year (24x7) Remote Technical Support for open power systems	38R2976	\$810
	3 year (9x5) Remote Technical Support for open power systems	38R2977	\$1,650
	3 year (24x7) Remote Technical Support for open power systems	38R2978	\$2,228

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ServicePac for OpenPower Systems – Supported Hardware, Part

Eligible Machine Type* (listed in ascending order)	Service Description	IBM Part Number	List Price
OpenPower 720 9124 All models	1 year (9x5) Remote Technical Support for open power systems	38R2979	\$800
	1 year (24x7) Remote Technical Support for open power systems	38R2980	\$1,080
	3 year (9x5) Remote Technical Support for open power systems	38R2981	\$2,200
	3 year (24x7) Remote Technical Support for open power systems	38R2982	\$2,970

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