



R14

Highlight and replace with session ID

Leveraging Service and Support to enhance your xSeries experience

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WW Technical Support IBM eServer xSeries

IBM **@server**xSeries
Technical Conference

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Chicago, IL



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12/2001

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- 3 Available where ServicePacs are sold and available.
- 4 The High Availability Services offering for an availability guarantee is an optional service and is only offered for eligible xSeries environments at this time. IBM reserves the right to change the terms and conditions of the program at any time, without notice.

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xSeries Servers are Raising the Bar in the Intel Space

**Support is no longer
limited to one's ability to
resolve hardware
problems.**

**It now includes solution
optimization, maximizing
availability and outage
prevention.**

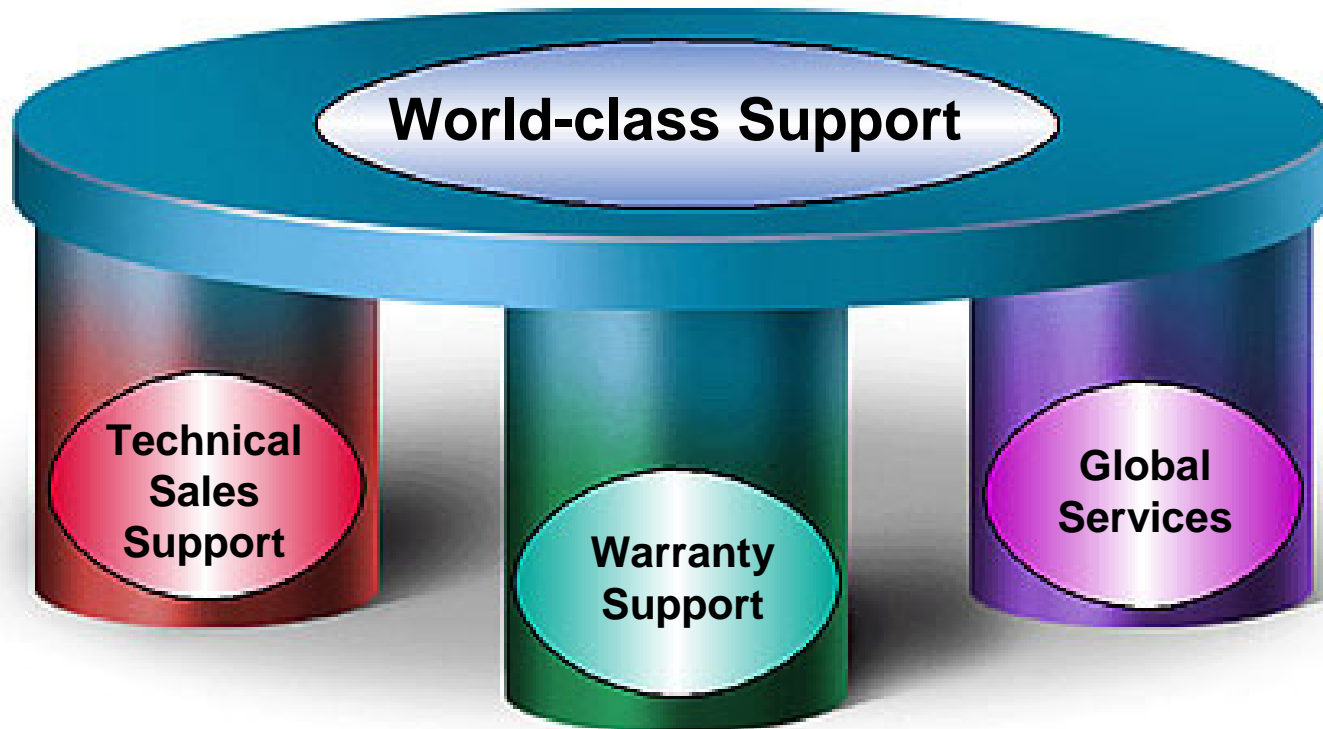


IBM MEANS SERVICE

Technical Support Guiding Principles

World-class Products and Solutions by Design

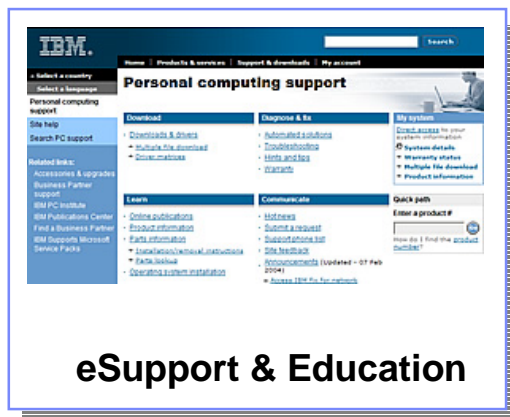
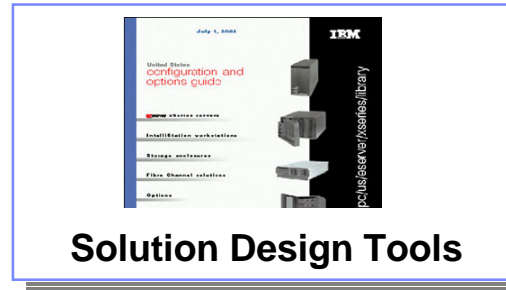
Industry Standard Support Built on Reliability, Availability, and Serviceability



"Once you get an xSeries server running, it just runs. The performance of the xSeries servers has well exceeded our demands, offering us a cohesive system that is easy to support and allows to do better things—like offer our users an enhanced computing environment with Windows 2000."

- Dean Flanders, Head of Informatics, Friedrich Miescher Institute

xSeries Service and Support Advantage



- **Solution Design Tools**
 - COG
 - xSCA
 - IBM.com
 - Solutions Assurance / eSAR
 - Rack Tool
 - TCONow
- **Unique Self Help Tools**
 - UpdateXpress
 - Real Time Diagnostics
 - IBM Director and VE
- **eSupport & Education**
 - Product Support Information
 - Installation & Planning
 - Warranty
 - Education & ITSO
- **Warranty Service**
 - Parts Network
 - Flexible Terms & Conditions
- **IBM Services**
 - End to End Technical Support
 - IBM SMB Express
 - Product Customization Services
 - xSeries Lab Services



Solution Design Tools

■ Configuration and Options Guide (COG)

- Information on currently marketed IBM eServer xSeries products
- Recommended combinations of memory and hard disk drive configurations in a quick reference format
- Building Block for all configurators (eCIM, Rack, xSCA)
- Updated on a regular basis to include new and updated products

■ xSeries Sales Configuration Aid (xSCA)

- Downloadable configurator updated biweekly
- Microsoft Excel spreadsheet based
- Wizard or Classic interface with WW utilization
- Enhancements
 - Datacenter
 - FastT
 - BladeCenter Technology
- GEO specific w/ regional pricing information



For more information see:

<http://www.pc.ibm.com/us/eserver/xseries/library/configtools.html>

Solution Design Tools continued

■ xSeries Rack Configurator

- Local downloadable tool
- Server and Options Rack placement
- Power and weight requirements
- Recently increased function and integrated with e1350 tool
- Targeted 6-8 week update cycle



■ IBM.com / Easy Access

- IBM current web configurators supporting new product and product updates
- Limited enhancements, due to the Configurator consolidation effort
- Introduction of basic Services and IBM Software offerings
- Easy Access Demo

<http://www.ibm.com/gold/portal/servlet/gold/eacto/welcome>

For more information see:

<http://www.pc.ibm.com/us/eserver/xseries/?c=xseries&n=xseries&t=ad>



Solution Design Tools continued

■ TCONow

- TCONow is a Server Consolidation Competitive Analysis Tool,
- Total Solutions based overview costs:
- Hardware & Software, People, Facilities, Maintenance,
- Services & Downtime
- Jointly developed between CIOview and IBM

For more information see:

<http://w3.ibm.com/sales/systems/ibmsm.nsf/MainFrameset?OpenForm&cdoc=tcono>
Or Partner World

■ Electronic Solution Assurance Review (eSAR) tool

- Connected or Local Solution Assurance Tool
- Windows or Web based platform
- Question and Answer based
- Over 3000 Questions, Help and Action items
- Ability to review overall solution, offer a Risk Assessment and list Action Items
- Continuing to add new Software and hardware offerings (i.e., Citrix, Legato and others)

For more information see:

<http://w3.ibm.com/esar/esarhome.nsf/hps?OpenForm&d=eSARHome>

Customer Requirements	
<u>10.</u>	Are the customer's desired business <input type="radio"/> Yes <input type="radio"/> No
<u>11.</u>	Are the customer's desired informati <input type="radio"/> Yes <input type="radio"/> No
<u>12.</u>	Are the customer's critical success fa <input type="checkbox"/> Critical success factors for each obj <input type="checkbox"/> Availability requirements <input type="checkbox"/> Scalability requirements <input type="checkbox"/> Performance requirements <input type="checkbox"/> Cost parameters
<u>13.</u>	Are the customer's capacity requiren <input type="checkbox"/> Number and location of users <input type="checkbox"/> Database size, temporary spaces, te <input type="checkbox"/> LAN/WAN/connectivity throughput <input type="checkbox"/> Environment access hours (producti <input type="checkbox"/> Application requirements <input type="checkbox"/> Anticipated growth requirements
<u>14.</u>	Have specific throughput, response t matching the proposed system? <input type="radio"/> Yes <input type="radio"/> Only indirect methods (e.g. standard <input type="radio"/> No <input type="radio"/> Customer has no specific performan
<u>15.</u>	Are the customer's design requireme <input type="checkbox"/> Central/remote/distributed

Solutions Assurance Advantage

What is Solution Assurance?

- ***A Technical Inspection of a Completed Solution Design by uninvolved Technical subject matter experts, which address the following questions:***
 - *Will the Solution work?*
 - *Is the Implementation plan sound?*
 - *Will it meet customer requirements?*
- **Why Perform a Solution Assurance Review?**
 - Deliver the right solution the first time
 - Improve ease of implementation
 - Reduce Risk (less than 1% of SA'ed solutions result in a CritSit)



More Information for Customers, Business Partners and IBMers

★ http://www.ibm.com/partnerworld/pwhome.nsf/techsupport/tech_support.html

★ <http://w3.ibm.com/esar/esarhome.nsf/hps?OpenForm&d=PCSHome&l=&h=2&t=>

xSeries Service and Support Advantage

- **Solution Design Tools**
 - COG
 - xSCA
 - IBM.com
 - Solutions Assurance / eSAR

- **Unique Self Help Tools**
 - UpdateXpress
 - Real Time Diagnostics
 - IBM Director and VE

- **eSupport & Education**
 - Product Support Information
 - Installation & Planning
 - Warranty
 - Education & ITSO

- **Warranty Service**
 - Parts Network
 - Flexible Terms & Conditions

- **IBM Services**
 - End to End Technical Support
 - IBM SMB Express
 - Product Customization Services
 - xSeries Lab Services



Unique Self Help Tools

- Tools designed to enrich your Support experience by providing functions that can include: proactive resolution, automated self-service, problem diagnosis, and provide access to experts
- FREE download from support site
- Available in English, French, Italian, German, Spanish, Portuguese, Mandarin, and Japanese

IBM Always there for you.

UpdateXpress



✓ New in 2004

- **Iflash/wflash f/w packages on UX-CD and web**
 - Prioritized order, BIOS, RSA2 (wrapped by F/W dev), Diagnostics, SP
 - Availability on web as soon as .IMG files release to web
- **PowerQuest packages for remainder**
 - Auto generated in build lab and SDK available for vendors.
 - Linux packages
 - Hard drive, Tape packages generated by UX team.
- **Improved XML generation**

UpdateXpress – More Ways to Update

UpdateXpress Package:

Today's solution (1Q 2004)



CD 1

- Bootable CD support for Firmware updates
- Device Drivers support for Windows 2003/2000 & NT
- CD bootable on USB CD-ROM (Blade Center)

CD 2

- Linux Packages
- XML enabled
- Director support

Change Management: Software Health

RemoteUX - examine

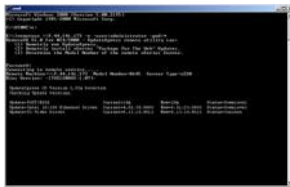
Reports current levels on remote system

Scriptable

RemoteUX - compare

Compares current levels with CD levels

Scriptable



Remote Updates: RemoteUX

Point to Point

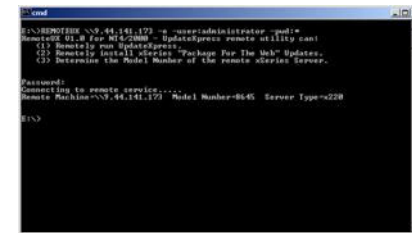
Command line based

Remotely run Update Packages

Remotely run UpdateXpress CD

Windows based

Software Health (Single System)



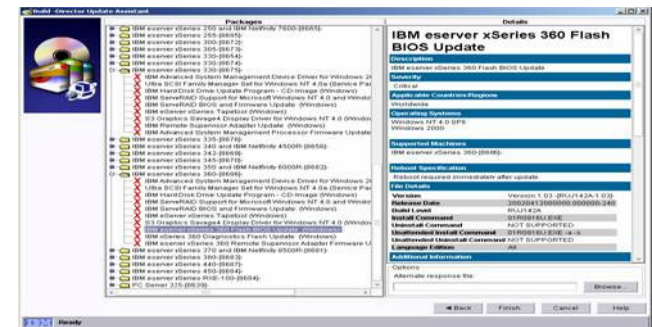
Remote Updates: Director Update Assistant

Today's solution (1Q 2004)

Available since Director 4.1

Uses UpdateXpress CD and Update packages as source

Group support



Unique Self Help Tools - Real Time Diagnostics

Features

- Diagnostics without downtime
- Supports all CIM (Common Information Model) NOS
- Integrated as part of IBM Director (supports service agents from Access Support, IBM Director and Intel)
- Supports all xSeries servers
- Diagnosis of all system and subsystem components
- Healthcheck of PFA and fault isolation systems

The screenshot shows the 'System Diagnostics' application window. It features a title bar with the text 'System Diagnostics'. Below the title bar, there are two dropdown menus: 'Component to test:' with the text 'Select a device' and 'Test to use:' with the text 'Select a test'. A section titled 'Test Options' contains several controls: 'Error handling:' with a checkbox for 'Stop test upon first error'; 'Logging:' with a group box containing three checkboxes: 'Include Soft errors', 'Test status messages', and 'Test warnings'; 'Coverage:' with a spin box set to '100' and the text 'percent', and two checkboxes: 'Use quick mode' and 'Looping' with a spin box set to '1'. At the bottom right of the 'Test Options' section are two buttons: 'Start Test' and 'Stop Test'. Below this section is a 'Results Log' area, which is a large empty rectangular box. At the bottom of the 'Results Log' area are three buttons: 'Full Screen View', 'Clear Log', and 'Save Log'.

Manageability Challenge



Datacenter Servers

Business Challenges

- Skills
- Resources
- Time
- Money
- Locations
- Service Levels



Distributed Servers

Complex Environment

- User / Department / Datacenter
- Local / Remote
- Multi-vendor install base

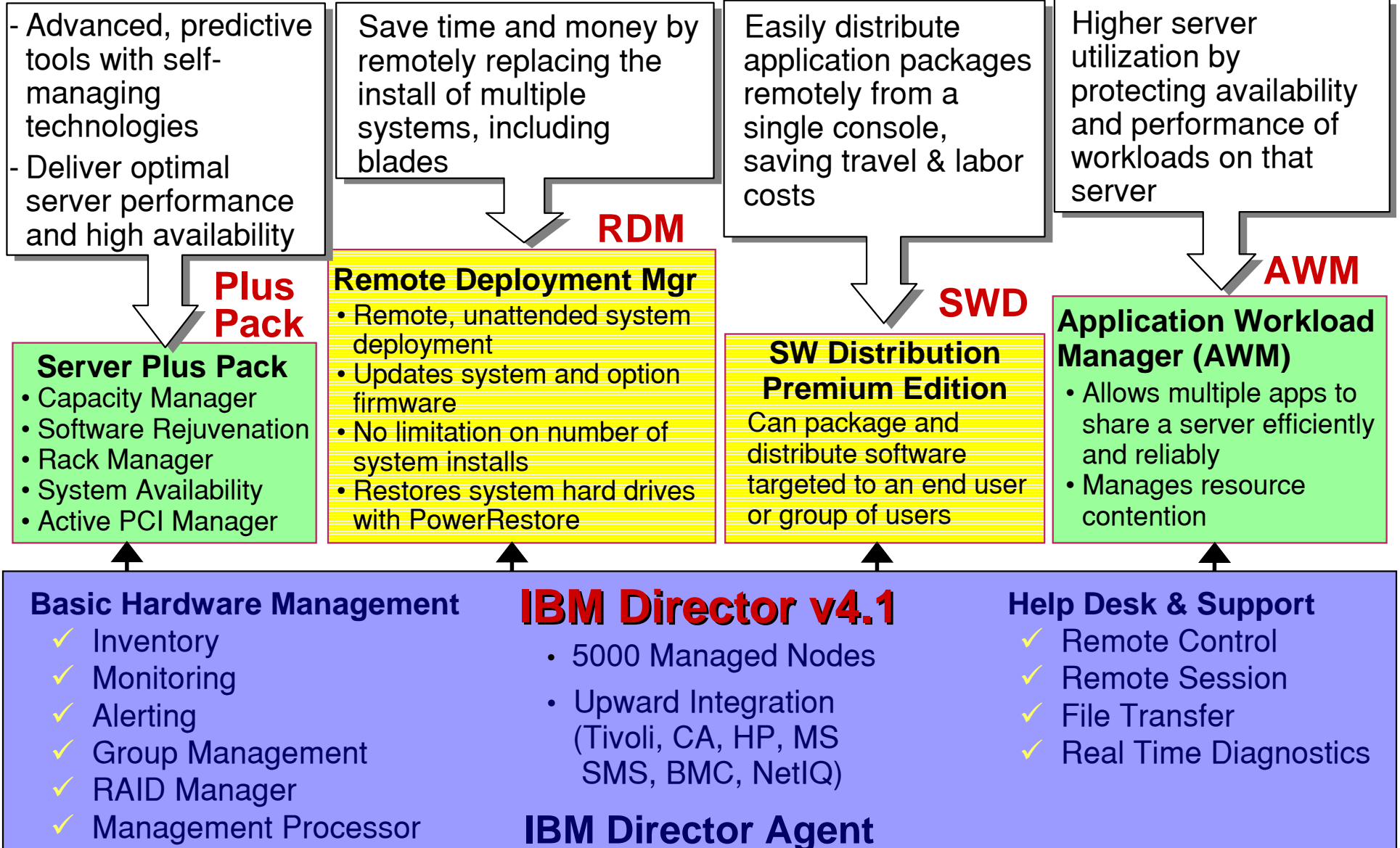


Client Systems
Notebooks / Desktops / Workbooks / POS

Critical Tasks

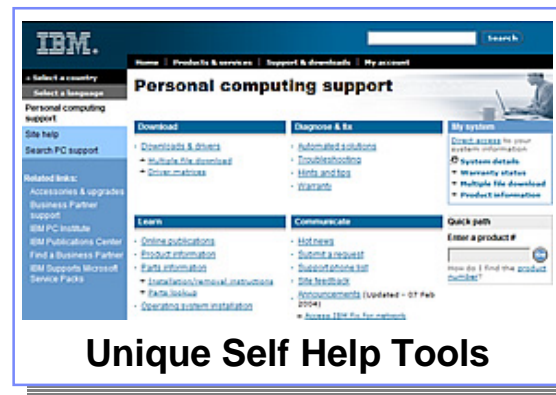
- Deploy
- Inventory
- Upgrade
- Status
- Monitor
- Control
- Optimize
- Dispose

IBM Director Portfolio



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Always available support means you can get to the answer when you need it and get back to work quickly

xSeries eSupport & Education

- WW Web eSupport
 - Available 24x7x365
 - Multiple language support
 - Configuration, Installation, and Planning Information
 - Troubleshooting
 - Online support via 'Submit a Request'
 - Hot News, Hints, Tips & FAQs
 - Ability to 'Personalize' Information
 - Device Drivers
 - IBM Software
 - Technical Documentation

eSupport can be reached by visiting ibm.com/pc/support

eSupport – Installation and Planning

- ServerProven reviews the hardware, software and middleware for capability issues and produces easy to read matrix's.
- Ensure that all you components are on the ServerProven listing.

<http://www.pc.ibm.com/ww/eserver/xseries/serverproven/>



Compatibility for Hardware, Applications, and Middleware

The IBM ServerProven® program validates selected products for compatibility with IBM **@server** xSeries servers.

Through the ServerProven Program, IBM works with [industry leaders](#) to test their equipment with ours. Because we recognize that you deserve the most innovative solutions...even if they're not all from IBM. Click [here](#) . . . for additional device driver and other info.

Compatibility Info by Product Type		
Applications <ul style="list-style-type: none"> • IBM • Non-IBM 	Peripherals <ul style="list-style-type: none"> • Monitors,mice... • Rack Enclosures/Kits 	Storage Devices <ul style="list-style-type: none"> • CD-ROM/DVD-ROM • Disk Controllers • External Expansion • Fibre Channel • Hard Disk Drives • SCSI Repeater Cards • Shared Storage • Tape Backup Units
Communications <ul style="list-style-type: none"> • Host Attach Adapters • LAN Adapters • Wide-Area Networking 	System Upgrades <ul style="list-style-type: none"> • Memory • Power • Security • System Management • Processor 	
Other Products <ul style="list-style-type: none"> • Cables • Network Stations • Point of Sale 	<ul style="list-style-type: none"> → Drivers and other info 	<ul style="list-style-type: none"> → Active PCI Info → Operating System Installation Support

Memory Compatibility		Page 1 of 1															
Manufacturer	Part Number	Description	x455-8855	x450-8688	x445-8870	x440-8687	x382-8834	x365-8861,8862	x360-8686	x345-8670	x335-8676,8830	x305-8673	x255-8685	x235-8671	x225-8647	x205-8480	
IBM	10K0067	IBM 256M PC2100 CL2.5 ECC DDR SDRAM UDIMM															✓
IBM	10K0069	512M PC2100 CL2.5 ECC DDR SDRAM UDIMM															✓
IBM	10K0071	1G PC2100 CL2.5 ECC DDR SDRAM UDIMM															✓
IBM	31P8300	IBM 1GB PC133 ECC SDRAM RDIMM				✓											
IBM	33L3281	256MB PC1600 DDR SDRAM RDIMM							✓				✓				
IBM	33L3283	512M PC1600 CL2 ECC DDR SDRAM RDIMM							✓				✓				
IBM	33L3285	1GB PC1600 CL2 ECC DDR SDRAM RDIMM							✓				✓				
IBM	33L3287	2GB PC1600 CL2 ECC DDR SDRAM RDIMM							✓				✓				
IBM	33L3324	IBM 512MB PC133 ECC SDRAM RDIMM				✓											
IBM	33L5036	128MB PC2100 CL2.5 ECC DDR SDRAM DIMM												✓	✓		
IBM	33L5037	256MB PC2100 CL2.5 ECC DDR SDRAM DIMM					✓		✓	✓	✓	✓	✓	✓	✓		
IBM	33L5038	512MB PC2100 CL2.5 ECC DDR SDRAM DIMM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
IBM	33L5039	1GB PC2100 CL2.5 ECC DDR SDRAM DIMM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
IBM	33L5040	2GB PC2100 CL2.5 ECC DDR SDRAM DIMM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
IBM	73P2031	1GB PC2100 CL2.5 ECC DDR SDRAM RDIMM (512Mbit)						✓									
IBM	73P9710	Memory Card Upgrade						✓									

eSupport - Warranty Information - Individual

- Search for an individual machine or International warranty information
 - Go to ibm.com/pc/support
 - Choose "Warranty"
 - **Specific**
 - Type or Serial Number
 - **International Warranty**
 - Type

Personal computing support

Download

- [Downloads & drivers](#)
 - [Multiple file download](#)
 - [Driver matrices](#)

Diagnose & fix

- [Automated solutions](#)
- [Troubleshooting](#)
- [Hints and tips](#)
- **Warranty**

Learn

- [Online publications](#)
- [Product information](#)
- [Parts information](#)
 - [Installation/removal instructions](#)
 - [Parts lookup](#)
- [Operating system installation](#)

Communicate

- [Hot news](#)
- [Submit a request](#)
- [Support phone list](#)
- [Site feedback](#)
- [Announcements](#) (Updated - 07 Feb 2004)
 - [Access IBM fix for network performance](#)

IBM

Home | Products & services | Support & downloads | My account

Warranty

→ Select a country

Select a language

Personal computing support

Warranty

Automated solutions

Troubleshooting

Submit a request

Support phone list

Site feedback

Site help

Search PC support

Related links:

- Accessories & upgrades
- Business Partner support
- IBM PC Institute
- IBM Publications Center
- Find a Business Partner
- IBM Supports Microsoft Service Packs

Warranty status

Determine if your machine is in warranty and when the warranty expires.

Automatically detect the warranty status for your system.

Enter system information to get the warranty status.

→ [Detect and continue](#)

Type	Serial#
<input type="text"/>	<input type="text"/>
e.g., 2644	e.g., 23AB123 e.g., 23-18123

How do I find the [type and serial number](#)?

→ [Continue](#)

My system

[Direct access](#) to your system information

- ☑ [System details](#)
 - [Warranty status](#)
 - [Multiple file download](#)
 - [Product information](#)

Quick path

Enter a product #

How do I find the [product number](#)?

→ [Continue](#)

International warranty service (IWS)

View a list of countries and phone numbers where you may obtain [international warranty service](#).

Automatically detect if your system is IWS eligible.

Enter your system information to determine IWS eligibility.

→ [Detect and continue](#)

Type
<input type="text"/>
e.g., 2644

Get warranty information for your machines

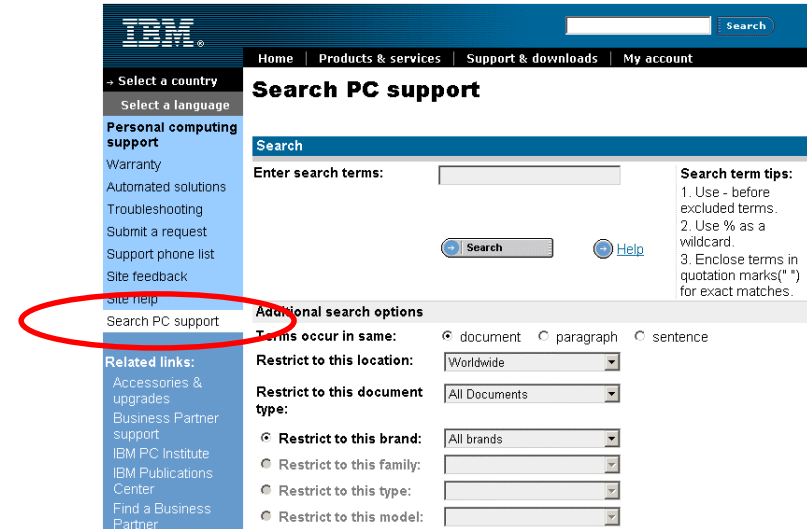
eSupport - Warranty Information - Batch

- Search for warranty information on multiple machines

- Go to ibm.com/pc/support

- Select “Search PC Support”

- Search for “multiple warranty”
- Download the Icon for your desktop
- Create an input file (Machine Type/Model)
- Run your input file against the database
 - Choose sort (MTM/warranty)
 - Choose warranty expiration (30 – 120 days)
- Report is created



Warranty information for IBM products
Number of systems: 35
Date generated: 12 Feb 2004

[Update my warranty report](#)

Machine type	Serial#	Comments	Warranty
2628	78GNDN1	Testing comment	2006-01-05 On ServicePac agreement Warranty upgrade information
2628	78GNDR5	Testing comment 2	2006-01-05 On ServicePac agreement Warranty upgrade information
2628	78GNFM3	-	2006-01-05 On ServicePac agreement Warranty upgrade information

Get warranty information for your machines

eSupport – Personalized Support

- **My Support**

- Downloadable files
- Flashes
 - Critical Information
- Weekly e-mail update

- **Go to:** ibm.com/support



The screenshot displays the IBM eSupport website layout. It is organized into three main columns. The left column, titled 'Technical support', includes a search box for technical support, a list of product categories (Personal computing, Software, Servers, Storage, Printing systems, Networking), and a section for electronic tools. The middle column, titled 'Downloads', features a search for downloads and drivers, a list of featured downloads (Trials & betas, Multiple file download for personal computing), and a section for administrative services. The right column, titled 'Personalized support', contains a call to action to visit 'My support' for fast access to favorite features, and a 'Find resources' section with various links like support phone numbers, Redbook publications, technical documentation, announcement letters, software support guide, product descriptions, upgrades, accessories and parts, and IBM e-news. A large red arrow on the right side of the page points from the 'Personalized support' section towards the 'My Support' text, which is written in white on the red arrow.

Technical support	Downloads	Personalized support
Search technical support Search using enhanced functionality and help features	Downloads & drivers Search for personal computing drivers, software fixes and updates	Visit My support for fast access to your favorite features
Get product support for: <ul style="list-style-type: none">• Personal computing• Software• Servers• Storage• Printing systems• Networking	Featured downloads <ul style="list-style-type: none">• Trials & betas• Multiple file download for personal computing	Find resources <ul style="list-style-type: none">• Support phone numbers / contacts• Redbook publications• Technical documentation• Announcement letters• Software support guide• Product descriptions• Upgrades, accessories and parts• Subscribe to IBM e-news
Access electronic tools: <ul style="list-style-type: none">• Open or manage service requests• Access Electronic Service Agent• Access premium services	Administrative services <ul style="list-style-type: none">• Online shopping support• General warranty information• Contracts• Order and delivery• Inventory• Invoices and payments• Maintenance• Services	

Getting Involved With Education

Training Options to meet your needs

- Provides hands-on and distance education to enhance your skills and proficiency on IBM eServer xSeries servers
- Available WW through these media vehicles:
 - "Lunch & Learns" / Audio
 - Traditional Classroom
 - Web Lecture
- **Sample Topics:**
 - Products & Technologies
 - Clustering
 - Systems Management
 - Server Performance
 - Certification
- **Recent redesign of portal**
 - One stop shop
 - Easier to navigate

The Campus > Client > eServer xSeries

The Campus
Your source for IBM eServer and TotalStorage education

xSeries Education

xSeries servers featuring the Intel® Xeon™ processor provide outstanding availability and price/performance capabilities that help better manage and provision your IT environment.

Additional Information

- xSeries Home Page
- Sales Training
- Technical Training
- Service Training
- Take a Course Now
- xREF
- Distance Learning
- Certification
- Events
- Essential Links

Service

- Education

ibm.com/eServer/education

Education - Redbooks / ITSO

- **Redbooks - In depth "how-to" technology books**
 - Extend your understanding of IBM eServer xSeries server products
 - Accelerate the deployment of IBM technology solutions
- **Redbook and Redpieces:**
 - Unpublished or recently published redbooks edited especially for the Web
- **URL: www.ibm.com/Redbooks**
- **Sample xSeries specific:**
 - xSeries 365 Technical Introduction
 - xSeries 365 Solution Assurance Product Review Guide
 - xSeries 455 Planning and Installation Guide
 - The Cutting Edge: IBM eServer BladeCenter
 - xSeries 445 Planning and Installation Guide
- **Residencies and Workshops**
 - A unique program that teams IBM technical professionals with Business Partners, customers, and IBM product development staff
 - Opportunity to build specialized skills working with state-of-the-art technology

w3 Home
Redbooks Home

Publications

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What's New

Featured Residencies

IBM Start Now Solutions for e-business

Join the team developing one of the Start Now Solution Scenarios for e-business.

Several residencies are currently available for Business Partners and IT professionals.

Click below to:
- See a list of available residencies
- Learn more about the Start Now program

Residency

Recent Draft Books (aka Redpieces)

- ➔ [IBM eServer xSeries 455 Planning & Installation Guide](#)
Last updated on January-16-2004
- ➔ [JMS Solutions for High Availability and High Message Rate](#)
Last updated on January-15-2004
- ➔ [Content Manager Backup/Recovery and High Availability Strategies, Options, and Procedures](#)
Last updated on January-15-2004

Recently Published

- ➔ [Linux on iSeries Sales Guide](#)
Redbook, published on January-15-2004
- ➔ [Portal Application Design and Development Guidelines](#)
Redpaper, published on January-15-2004
- ➔ [IBM eServer xSeries 365 Solution Assurance Product Review Guide](#)
Redpaper, published on January-13-2004
- ➔ [WebSphere for IBM eServer iSeries Server Buying and Selling Guide](#)
Redpaper, published on January-12-2004

Featured Events and other news

- ➔ Real-time updates on latest Redbook publications via RSS feed [XML](#) ([What is RSS?](#))
- ➔ [New website feature: Rate books](#) on a scale from ★☆☆☆☆ to ★★★★★
- ➔ [Tips for reading IBM Redbooks in PDF format](#)

xSeries Service and Support Advantage

- **Solution Design Tools**
 - COG
 - xSCA
 - IBM.com
 - Solutions Assurance / eSAR
- **Unique Self Help Tools**
 - UpdateXpress
 - Real Time Diagnostics
 - IBM Director and VE
- **eSupport & Education**
 - Product Support Information
 - Installation & Planning
 - Warranty
 - Education & ITSO
- **Warranty Service**
 - **Parts Network**
 - **Flexible Terms & Conditions**
- **IBM Services**
 - End to End Technical Support
 - IBM SMB Express
 - Product Customization Services
 - xSeries Lab Services



**"If I could shout IBM's
praise from mountain tops,
I would! I love your
products that much!!!!"**
- Katie Schwartz,
Author and Playwright

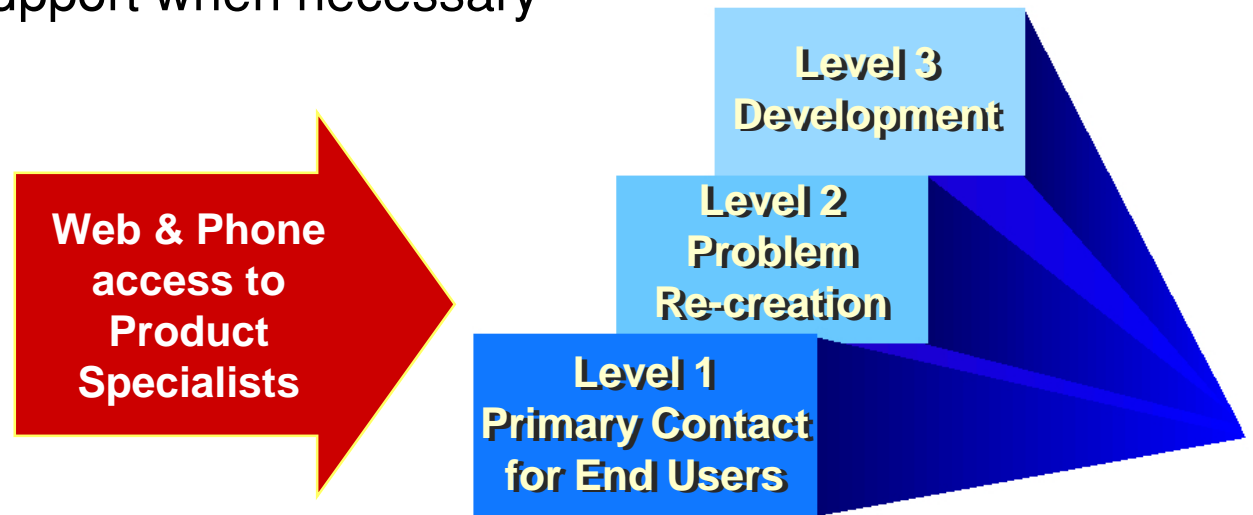
IBM Warranty Service

- Longest history of Server support experience
- Warranty service available in over 160 countries
 - Flexible service levels available for fast on-site response
 - 475 main parts stocking locations worldwide
- Handle over 6 Million Calls/Year in 17 Languages
- International Warranty available w/no registration
- Supports warranty self maintainers
- Over 3000+ Business Partners worldwide
 - PartsExpress for Business Partners

***Local expertise and personalized support
powered by IBM.***

Warranty Service – Series Worldwide Problem Determination

- Takes ownership of the problem
- Accesses the right level of skills
- Uses documented escalation processes
- Engages critical situation team when appropriate
- Supports help desks, MIS team leads, end users...
- Provides On-site support when necessary

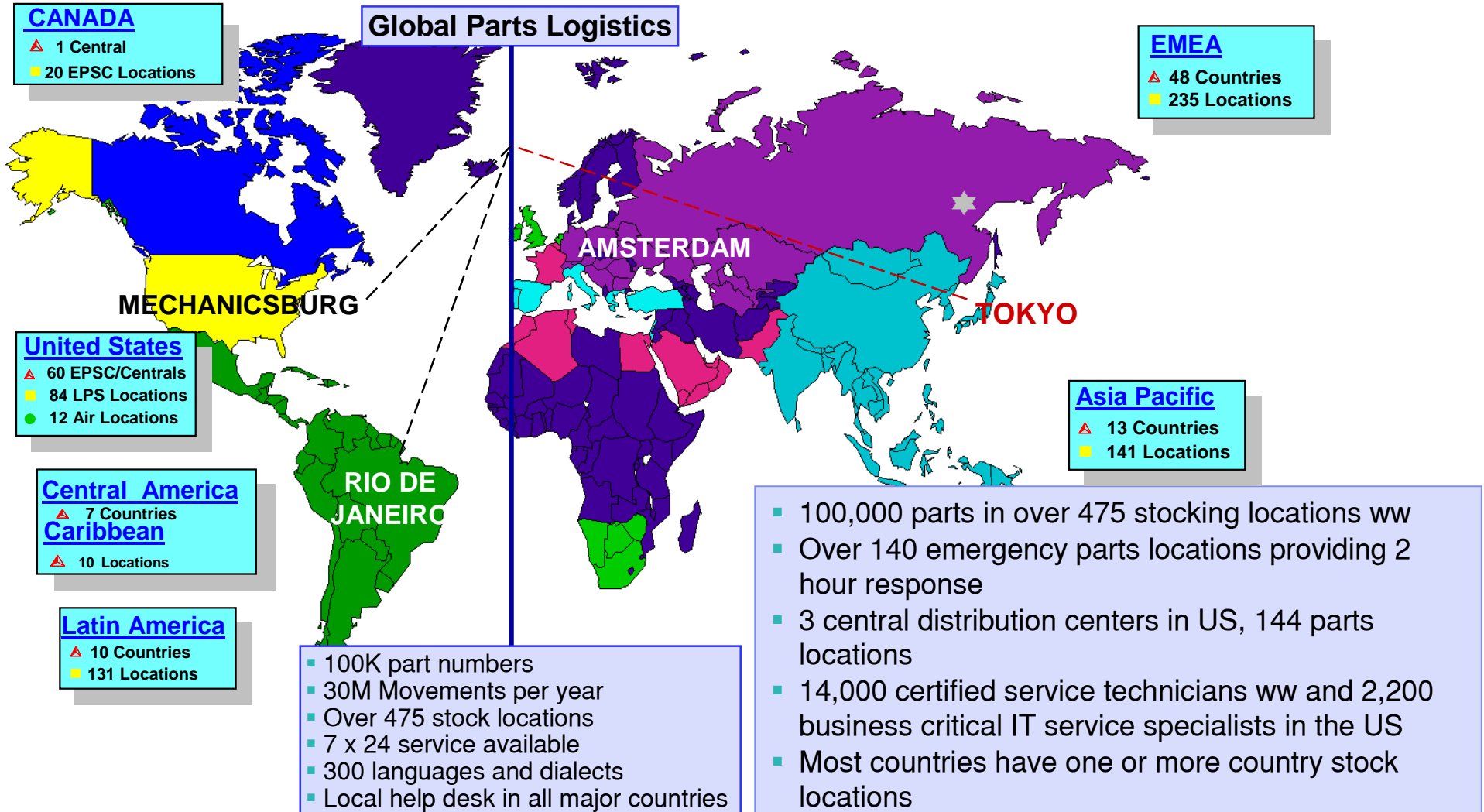


"IBM hardware is designed to be highly reliable, but if a problem comes up, the repairs are quick and painless."

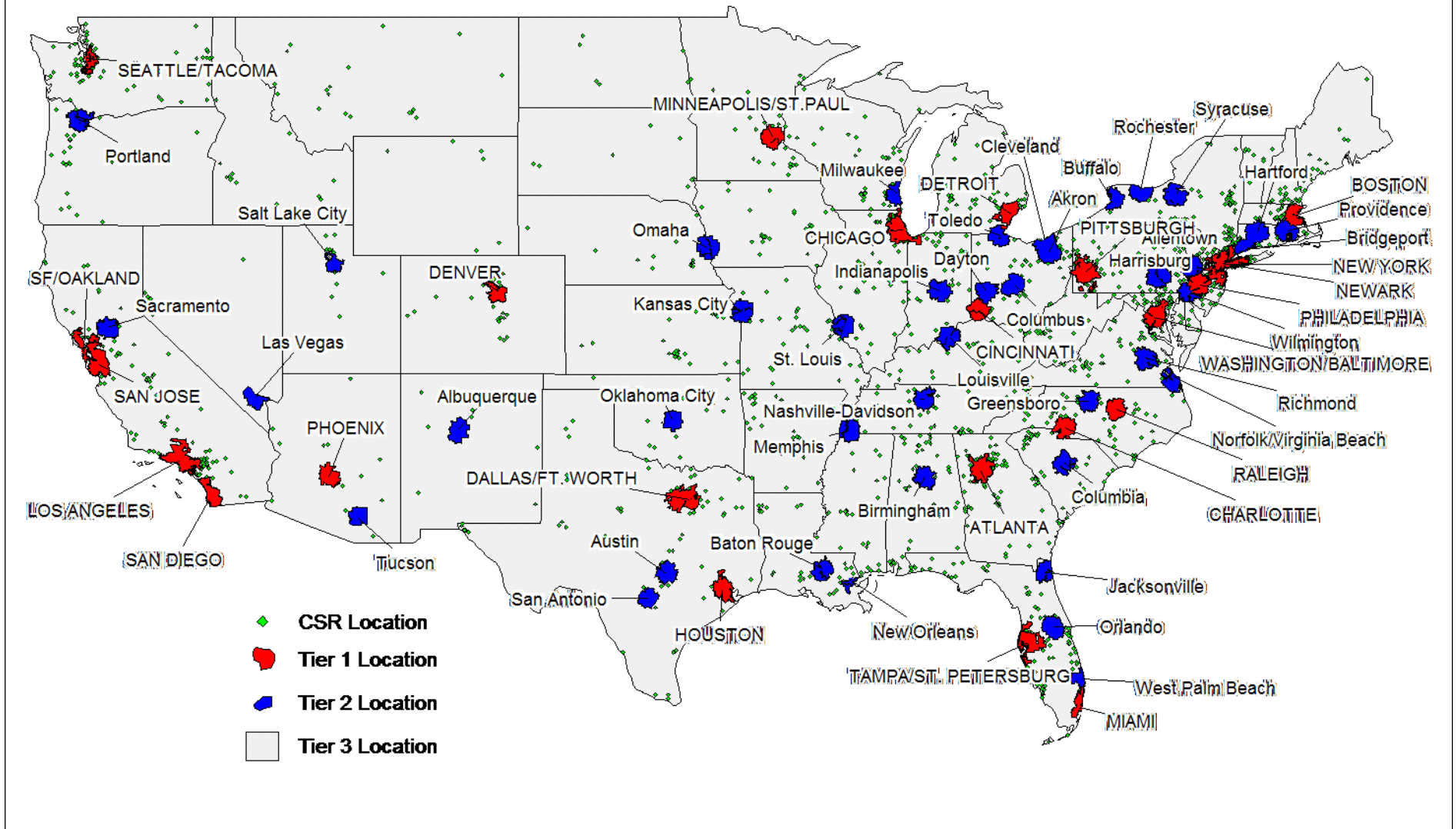
- Zvi Grauer, Vice President, Dialtone Internet

Warranty - Global Parts Logistics

Worldwide Service Parts



IBM US Geographic Coverage



xSeries Warranty Support

IBM has one of the best warranty programs available; we are recognized worldwide for providing superior service. The building blocks for this success revolve around giving our customers choices in their warranty service.

- 1. WW technical support via the web and phone**
- 2. Parts & Labor Support**
- 3. Flexible terms & conditions**

Multiple Warranty Term Alternatives: 1yr & 3 yr

Choice of Response: Same Day & Next Business Day

On-site support

Customer Replaceable Components (CRU)

- 4. Broad channel support**

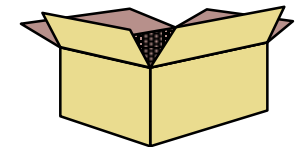
IBM Global Services

Authorized Business Partners

Self-Maintainers



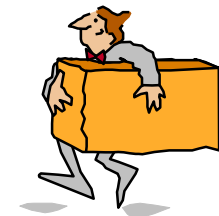
WW Support



Customer
Replaceable
Units



On-site



Business
Partner
Support

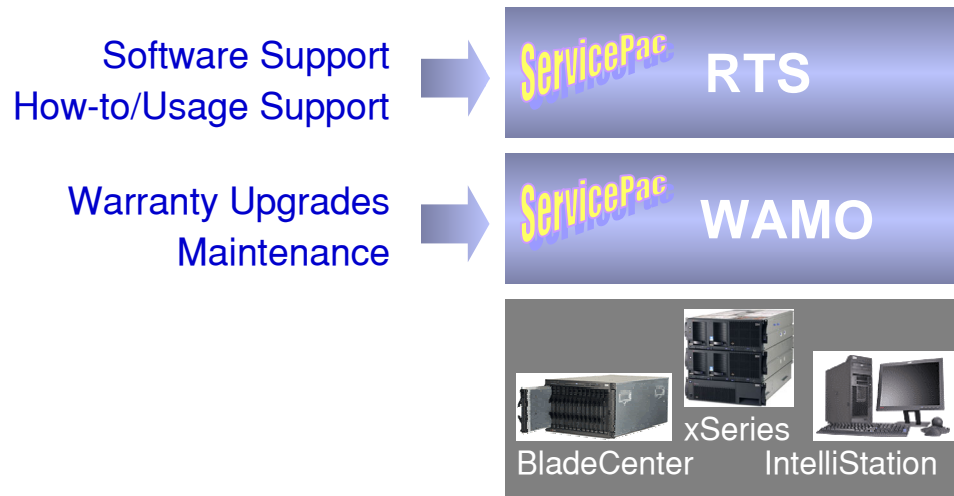
End to End Technical Support and Service

IBM Global Services

- **Warranty Upgrades**
 - 9x5x4, 24x7x4, 24x7x2
- **Post Warranty Maintenance**
- **Migration Services**
 - Design, Planning, Implementation
 - NOS to NOS
 - OEM to IBM
- **Microsoft Related Services**
 - Microsoft Authorized Premier Support
 - Datacenter Server Support (joint queue)
 - Design, Planning, Implementation
- **High Availability Services**
 - Guaranteed availability
 - Availability Readiness Workshop
 - Reliability Assessment
 - Tailored Packaged Solution
- **Operational Services**
 - Support Line and ServicePac hardware and software technical support for usage, configuration and installation questions
- **Installation Services**
 - Unit, clustering, systems management
- **Server Consolidation**
- **Business Continuity and Recovery Services**
- **Additional Specialty Services**
 - Integration Services, LAN Management, Helpdesk Services, Testing and Site Services, Capacity Planning, Relocation, and Asset Management services
- **138,000 professionals in 164 countries**
- **For more information, visit:**
<http://www.ibm.com/services/us/index.wss/az>

"IBM –and only IBM– can offer service, support and integration capabilities to almost any enterprise almost anywhere in the world, and those capabilities are an even more important competitive differentiator in difficult economic times." - Gartner

US RTS ServicePacs



Remote Technical Support (RTS)

- ✓ Voice Support through 1-800-IBM-SERV (option 2)
- ✓ 24x7 coverage for critical problems and 9x5 for all others
- ✓ Unlimited support calls
- ✓ Machine Type/Model and Serial Number Entitled

- xSeries / IntelliStation
- IBM Director (Server, Agent, Plus Pack, RDM, SW Distribution)
- Windows (Win2K, Win2003)
- Linux (Red Hat, SUSE, TurboLinux)
- VMware (ESX, Virtual SMP, VirtualCenter, VMotion, Virtual Infrastructure Node)

Sample RTS Questions

- “I’m getting errors in one of my VMware virtual machines”
- “How do I configure my ServeRAID?”
- “Why did my cluster not fail-over?”
- “I’m unable to see my IBM Director Agents”
- “Windows failed to boot after driver update”

Announcement

3-year Part Numbers now available

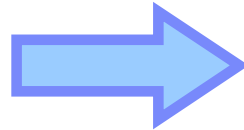
	1-year		3-year	
For xSeries (base)	Part Number	Price	Part Number	Price
1 CPU* and IntelliStations	96P2701	\$300	29R5395	\$825
2 CPUs	96P2702	\$500	29R5396	\$1,375
4+ CPUs	96P2703	\$700	29R5397	\$1,925
With VMware				
1 CPU* and IntelliStations	96P2704	\$750	29R5398	\$2,063
2 CPUs	96P2705	\$1,500	29R5399	\$4,125
4+ CPUs	96P2706	\$3,000	29R5400	\$8,250

Announcement

Changes to Blade coverage

Yesterday

RTS Attached
to chassis



Today

RTS Attached
to each Blade



- Chassis (8677/8720/8730) removed from Supported Products List (SPL)
- HS20 and JS20 (8678/8832/8842) added to 2-way part numbers
- HS40 (8839) added to 4+ -way part numbers

Why change?

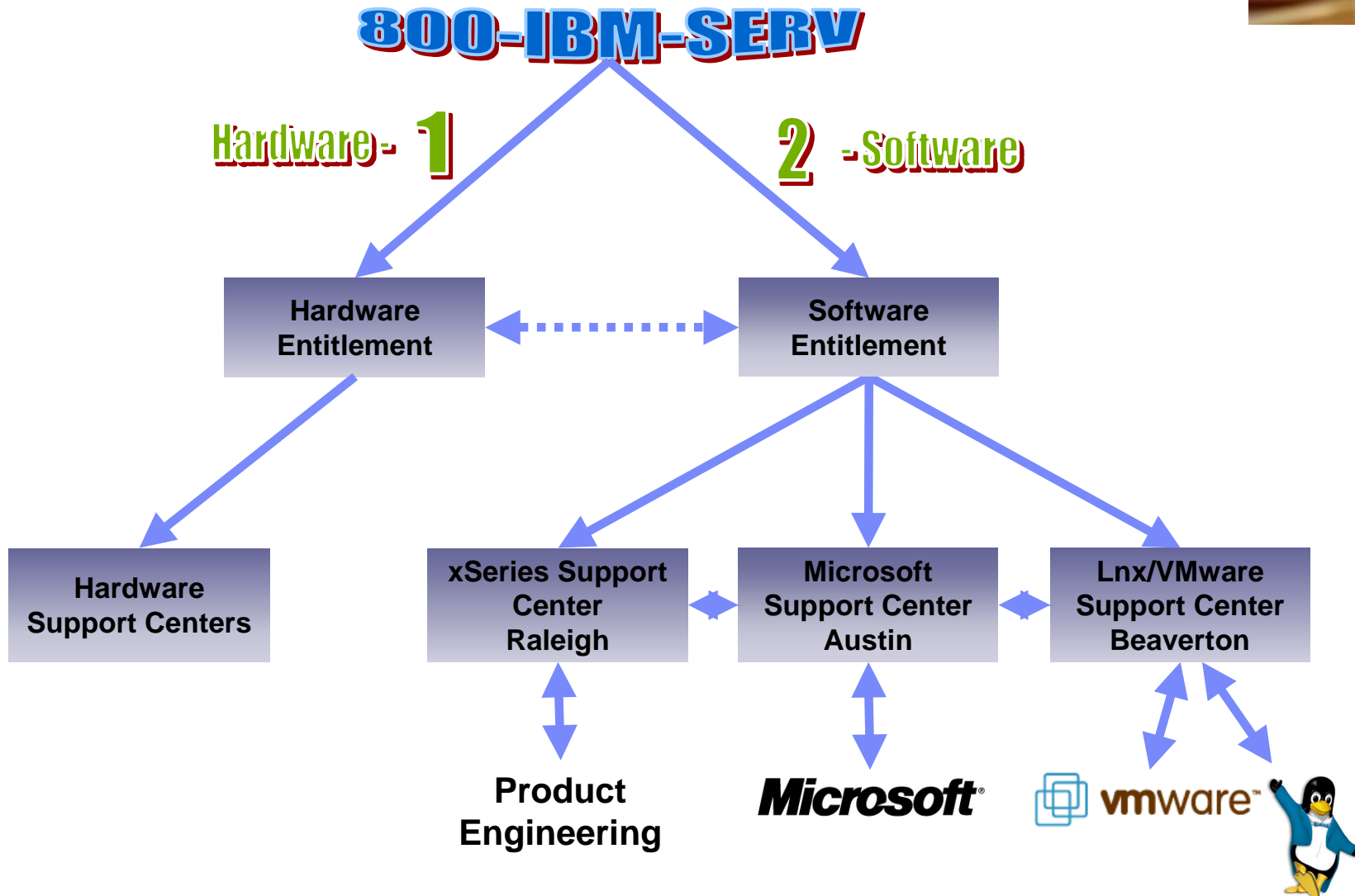
- Customers calling in for support on the blade serial number (not the chassis) and getting turned away
- Alignment with WAMO Blade coverage
- A Blade is truly a server, so it should be treated the same as a tower/rack server

Announcement

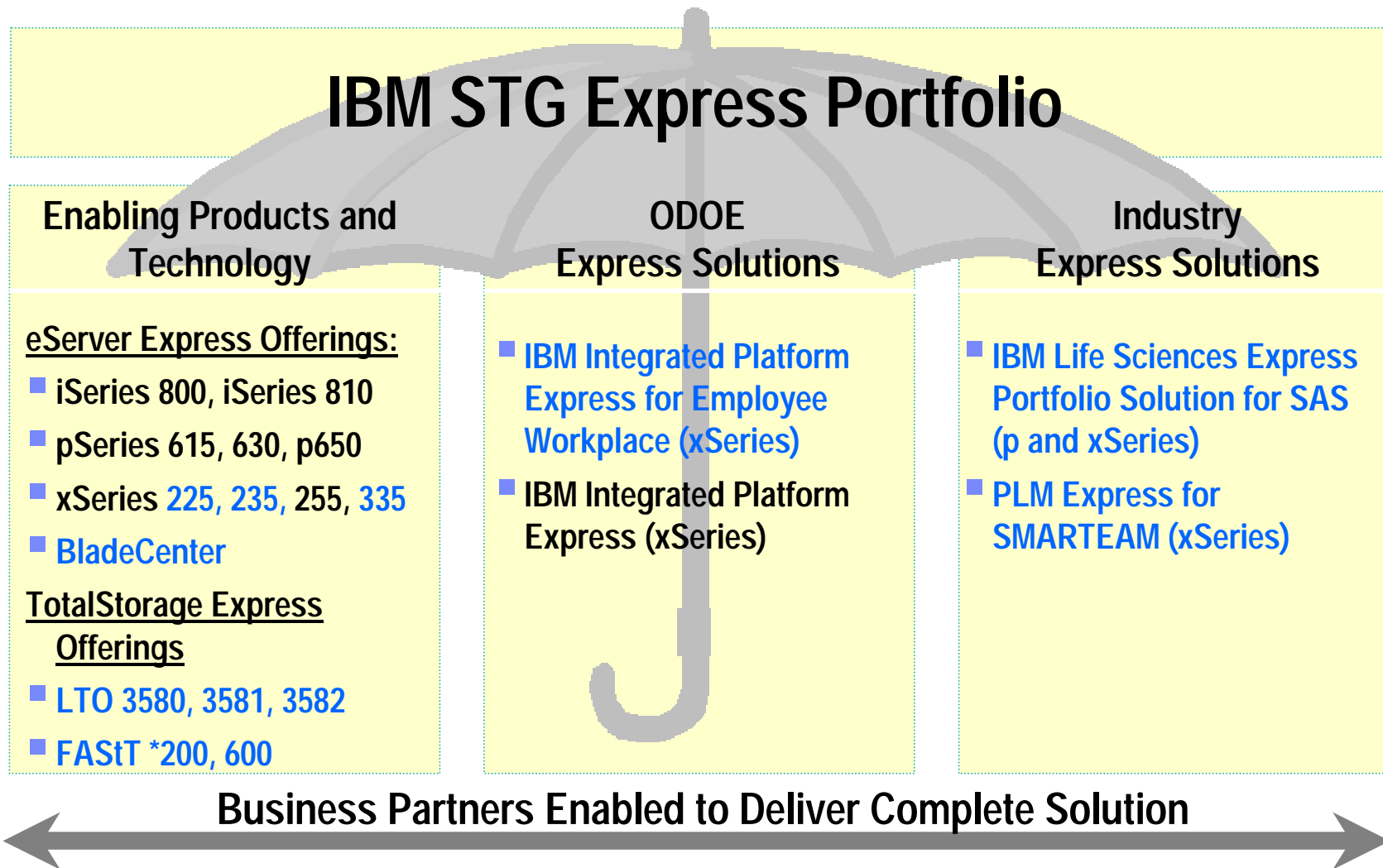
Clustering support expanded to OS

- **Previously, only the HW components of a High Availability (HA) Cluster were covered**
 - Difficult to separate OS and HW calls
 - Confusing to customers
- **RTS now covers the OS in the clustering support**
 - No change in pricing
 - Existing customers will also receive OS Clustering Support
- **Note: High Performance Clustering (parallel computing) is not included in the RTS ServicePacs. Customers with this need should purchase “Support Line for Linux Clusters”, through ITS Inside Sales (888-426-4343 opt3).**

Support Call Flow



IBM SMB *Express* Portfolio



** FASTT 200 to be withdrawn from Mktg 1Q'04),*

Small and Medium Business Express Offerings

- Provides hardware and software combinations at an attractive price to customers and Business Partners
- Address business operating environments and customer sets
- Offerings have suggested configurations but are not sold as a bundle
- Business partners can determine storage and type of server hardware required for customer environment
- Current support structure followed for hardware (IBMServ) and software (PartnerWorld Contact Services/Developer Relations)
- Proposed “Low Touch” / “Low Cost” utilizing the Virtual Innovation Center for software and Virtual Innovation Center for Hardware
 - Provides initial offering and configuration support

Product Customization Services

- In-house services
 - Hardware Integration
 - Image Management
 - Delivery Services
- Provided by IBM's ISO 9001 certified manufacturing facilities
- Available worldwide
- Services provided during the Manufacturing period



OR

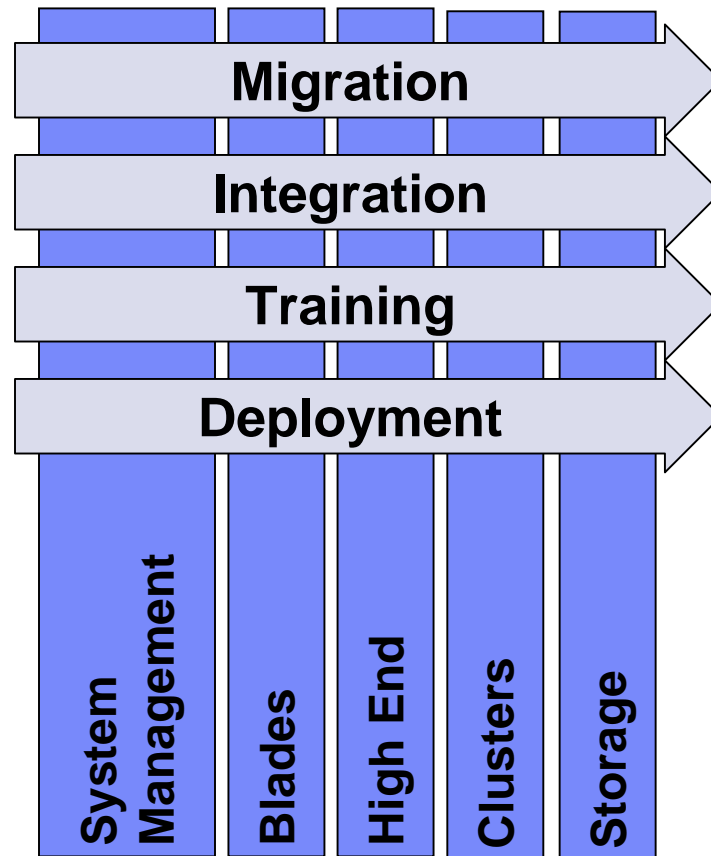


<http://www.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-46410>

xSeries Lab Services

Helps accelerate implementation of new xSeries technology and solutions.

- **Skills**
 - Direct access to development labs for in-depth product knowledge
- **Tools**
 - Leveraging specialized tools that were developed to speed up and improve quality of execution
- **Leveraging proven methodologies, best practices and techniques**



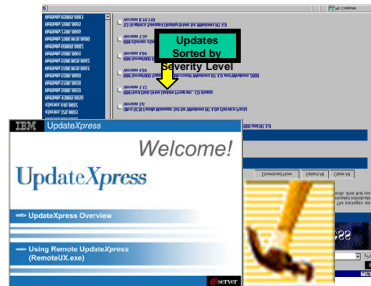
Services are explicitly focused on xSeries products and solutions

IBM Value Proposition

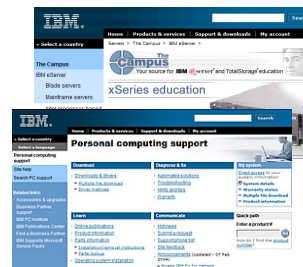
CHALLENGE ~ in the very complex and continually changing Intel Server environment, customers deploy and manage a multitude of Intel products; a costly, time consuming process that is constantly stressing their valuable skills, resources and budgets.



Solution Design Tools



Unique Self Help Tools



eSupport and Education



Warranty Services



IBM Services

SOLUTION ~ IBM's end-to-end seamless offerings provide customers cost-effective means of ensuring maximum uptime and optimal productivity by managing environments via the customer's preferred channels; service-optimized Server, the web, by phone, an on-site visit and the most comprehensive suite of services in the industry.

Backup Charts

Virtual Innovation Center for Hardware (Formally eServer Solutions Enablement)

Address <http://www-1.ibm.com/servers/enable/>

IBM

Home | Products & services | Support & downloads | My account

Servers >

IBM @server

Virtual Innovation Center for Hardware

IBM eServer Solutions Enablement

eServer | iSeries | pSeries | xSeries | zSeries

Virtual Innovation Center for Hardware

The Virtual Innovation Center for Hardware, formerly known as eServer Solutions Enablement, has significantly expanded its enablement portfolio for Independent Software Vendors (ISVs) with the launch of the Virtual Loaner Program (VLP). VLP complements existing programs such as the Solution Sizing Tools and the Linux Test Drive offering to help ISVs build, sell and deploy on demand solutions for mid-size companies.

→ Hear a replay of the Virtual Innovation Center for Hardware overview presentation for ISVs

Highlights

- Market your java J2EE-based applications as Linux on POWER solutions and immediately reach new customers
- Linux enablement
- Linux on POWER Resource Center
- AIX 5L enablement

Virtual Innovation Center for Hardware

Enablement roadmaps & resources

Technical resources

Education

News & events

Marketing resources

Selling resources

Feedback

About Virtual Innovation Center for Hardware

<http://www.ibm.com/servers/enable/>

Virtual Innovation Center for Software – Business Partner Support

Virtual Innovation Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail News RSS

Address http://virtualclass.cgselearning.com/cms/gateway?template=login_student Go

Virtual Innovation Center

Home **New! On Demand** Sales & Marketing DB2 Information Management Lotus Tivoli WebSphere

System Requirements Add Project Add Product Problems & Support Newsletter Feedback Help


Welcome to the IBM Virtual Innovation Center

Virtual Innovation Center Newsletter Headlines:


March 12th, 2004

1. The WebSphere Application Server Express Cup is here!
2. IBM Paves Express On Ramp for Business Partners
3. Building an e-Business Foundation for an SMB
4. IBM Pulls Out All the Partner Stops
5. Campaign Designer to Assist your Marketing Campaign


Take a Tour:

 The Virtual Innovation Center can benefit your enterprise.
[See how it works.](#)


SMB customer references can help you win business!

 References sell! The IBM Customer Reference Database (CRDB) is a valuable sales enablement tool available from PartnerWorld for IBM Business Partners.

Ready for Market?

 Do you have an IBM product-based application ready for market?

The IBM Cup. Click for more information




Coming Soon to the Virtual Innovation Center:

Product	Tentative Release Date
IBM DB2 Content Manager	Mar. 31, 2004
WebSphere Portal	Apr. 15, 2004
WebSphere Application Server - Express	Apr. 20, 2004
WebSphere MQ	Apr. 30, 2004

These products are not currently available through the Virtual Innovation Center. Enablement and support is available through the Solution Partnership Centers.
Please [Click here](#) for support information.

Latest Success Story:

 Porting your applications to IBM products can save you time and money.
[Click here](#) for the latest success story.

Announcements:

<http://participation.expressenablement.com/cms/LoginServlet>

Canada – ServicePacs for HW, SW Support and Installation

- **ServicePac Home page**
 - <http://www.can.ibm.com/services/its/spacs.html>
- **ServicePac Types**
 - ServicePacs for Warranty Option Upgrades
 - ServicePacs for Software Support
 - ServicePacs for Software and Hardware Warranty Option Upgrades
 - ResolutionPac for Software Support (5 Incident Pack)
 - ServicePacs for Installation Services

US URL Information

- **ServicePac information**
 - <http://www.ibm.com/services/us/index.wss/so/its/a1000229>
- **RTS Supported Products (pdf)**
 - <http://www.ibm.com/services/us/its/pdf/remotesupportxseries.pdf>
- **RTS Supported Products (html)**
 - http://www.ibm.com/SPL_XS.htm
- **Support Line for Linux Clusters**
 - <http://www.ibm.com/services/us/its/pdf/linuxclustersupport.pdf>

Reference URLs

xSeries homepage.....	www.ibm.com/eserver/xseries
IBM eServer xSeries Support homepage.....	www.ibm.com/pc/support
IBM eServer xSeries Services & Support.....	www.ibm.com/pc/ww/eserver/xseries/services/index.html
IBM eServer xSeries SW and HW Support.....	www.ibm.com/pc/support/site.wss/document.do?Indocid=MIGR-43272
IBM Service Pacs.....	http://www.ibm.com/services/us/index.wss/rs/its/a1002451
IBM eServer xSeries installation and planning sup.port.....	http://www.ibm.com/pc/support/site.wss/MIGR-4NWS2T.html
IBM eServer xSeries UpdateXpress tool.....	www.pc.ibm.com/ww/eserver/xseries/serverguide/xpress.html
IBM eServer xSeries Systems Managemen.....	www.pc.ibm.com/ww/eserver/xseries/systems_management/index.html
ServerProven homepage.....	http://www.pc.ibm.com/cgi-bin/global.cgi?country=emea&brand=all&url=/ww/eserver/xseries/serverproven/index.html
PartnerWorld for Developers homepage.....	www.developer.ibm.com/xseries
Industry leader support.....	www.ibm.com/services/alliances/cisco/cisco_jointsolutions.html
ServerProven co-marketing tools (pw req'd).....	www.developer.ibm.com/xseries/member/nfsp_resource.html
Global Solutions Directory.....	http://www.developer.ibm.com/solutions/isv/igssg.nsf/LanguageSelector?OpenForm
Solution Partnership Centers.....	www.developer.ibm.com/spc/spcabout.htm
IBM Global Financing.....	http://www.ibm.com/financing/partner/about/index.html
IBM eServer Solutions Connection.....	http://www.developer.ibm.com/welcome/eserver/eSC/CSFServlet
Sizing guides.....	www.developer.ibm.com/welcome/myvc.pl
Application Solution Centers.....	www.developer.ibm.com/xseries/asc.html
ClusterProven.....	http://www.ibm.com/servers/clusters/