IBM TotalStorage™ 5Ux24D Tower-to-Rack Kit

IBM

Installation Guide

IBM TotalStorage™ 5Ux24D Tower-to-Rack Kit

Installation Guide

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About this book

This information explains how to quickly install the 5Ux24D Tower-to-Rack Kit.

Who should read this book

This book is intended for use by installation technicians and service personnel.

Safety precautions

Be sure to read all caution and danger statements in this publication before performing any of the instructions.

Leia todas as instruções de cuidado e perigo antes de executar qualquer operação.

注意和危险声明（简体中文）

重要事项：

本书中的所有注意和危险声明之前都有编号。该编号用于英语的注意或危险声明与 *Safety Information* 一书中可以找到的翻译版本的注意或危险声明进行交叉引用。

例如，如果一个注意声明以编号 1 开始，那么对该注意声明的翻译出现在 *Safety Information* 一书中的声明 1 中。

在按说明执行任何操作前，请务必阅读所有注意和危险声明。

注意及危险聲明 （中文）

重要資訊：

本書中所有「注意」及「危險」的聲明均以數字開始。此一數字是用來作為交互參考之用，英文「注意」或「危險」聲明可在「安全資訊」(Safety Information) 一書中找到相同內容的「注意」或「危險」聲明的譯文。

例如，有一「危險」聲明以數字 1 開始，則該「危險」聲明的譯文將出現在「安全資訊」(Safety Information) 一書的「聲明」1 中。

執行任何指示之前，請詳讀所有「注意」及「危險」的聲明。

Prenez connaissance de toutes les consignes de type Attention et Danger avant de procéder aux opérations décrites par les instructions.

Lesen Sie alle Sicherheitshinweise, bevor Sie eine Anweisung ausführen.

Accertarsi di leggere tutti gli avvisi di attenzione e di pericolo prima di effettuare qualsiasi operazione.

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중요:

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> 도록 하십시오.

Lea atentamente todas las declaraciones de precaución y peligro ante de llevar a cabo cualquier operación.

Chapter 1. Introduction

This guide describes how to install a 5Ux24D Tower-to-Rack Kit.

Getting started

The IBM TotalStorage® 5Ux24D Tower-to-Rack Kit converts a 5U appliance that is 61.0 cm (24 in.) deep from a tower model to a rack-mountable model. You can then install the appliance into a rack cabinet that is at least 61.0 cm (24 in.) deep.

The following parts come with the 5Ux24D Tower-to-Rack Kit:
- Two release-latch-bracket assemblies (one left and one right)
- Two appliance covers
- One rack-model trim bezel
- Two rack-support wheels
- Two slide rails
- One cable-management arm (comes partially assembled)
    - Two rigid cable-management arms
    - One flexible cable-management arm
    - One hinge bracket
    - Four hinge pins
- One LED panel cable (required for some appliances)
- Cable straps
- Miscellaneous hardware kit (includes screws, cage nuts, and clip nuts to install the appliance in a rack cabinet)
- IBM Safety Information book
- One rack installation template
- One or more system-specific service labels
- This documentation

Note: The illustrations in this documentation might be slightly different from your hardware.

Tool requirements

You will need the following tools to install the 5Ux24D Tower-to-Rack Kit:
- A small flat-blade screwdriver
- A medium Phillips screwdriver
- An 8-mm open-end or box wrench
- A 10-mm nut driver or a 10-mm open-end or box wrench

Chapter 2. Preparing the appliance

Use the following steps to prepare your appliance for rack installation:

1. Refer to your appliance documentation for detailed information.
2. Shut down the appliance operating system and remove all media from the drives, such as diskettes and CDs.

   Statement 1

DANGER

> **Electrical current from power, telephone and communication cables is hazardous.**
>
> **To avoid a shock hazard:**
> - **Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.**
> - **Connect all power cords to a properly wired and grounded electrical outlet.**
> - **Connect to properly wired outlets any equipment that will be attached to this product.**
> - **When possible, use one hand only to connect or disconnect signal cables.**
> - **Never turn on any equipment when there is evidence of fire, water, or structural damage.**
> - **Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.**
> - **Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.**

To Connect	To Disconnect
a. Turn everything OFF.	a. Turn everything OFF.
b. First, attach all cables to devices.	b. First, remove power cords from outlet.
c. Attach signal cables to connectors.	c. Remove signal cables from connectors.
d. Attach power cords to outlet.	d. Remove all cables from devices.
e. Turn device ON.	

3. Turn off the appliance and any attached devices.
4. Disconnect all power cords from the appliance and electrical outlets.
5. Disconnect all communication cables from external devices that are connected to your appliance.

6. Note the location of any remaining cables; then, disconnect all other cables from the appliance.
7. Unlock the appliance door and press down on the flange at the top edge of the door; then, swing the door forward and lift it away from the appliance. Store the door for potential future use.
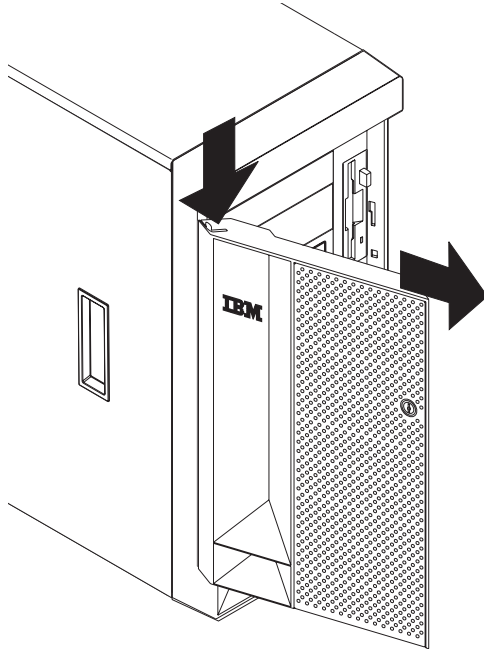
Figure 1. Removing the appliance door

8. Remove the left-side cover as shown below:
    a. Locate the release lever **A** on the front of the appliance and slide it to the right.

Figure 2. Removing the left-side cover

b. Slide the left-side cover towards the back of the appliance about 25 mm (1 in.); then, lift the cover away from the appliance.

   Note: Save the cover to refer to the system service label on the inside of the cover.

9. Remove the bezel as shown below:

   a. Locate the blue bezel-release lever **B** on the left side of the appliance near the top front corner, and move it upward.

Figure 3. Removing the bezel

   b. Swing the bezel **A** away from the appliance; then, lift the bezel tabs out of the tab openings on the bottom of the appliance to remove the bezel from the appliance. Store the bezel for potential future use.

10. Remove the right-side cover as shown below:

   a. From the rear of the appliance, remove the four screws **B** that hold the cover **A** in place.

Figure 4. Removing the right-side cover

b. Slide the cover toward the rear of the appliance about 25 mm (1 in.); then, lift the cover away from the appliance and store it for potential future use.

11. Install the new bottom cover ![A] that comes with this kit:
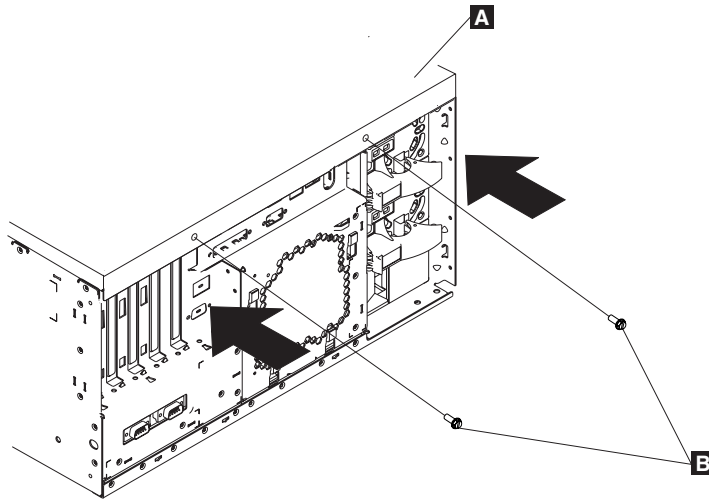
Figure 5. Installing the new bottom cover

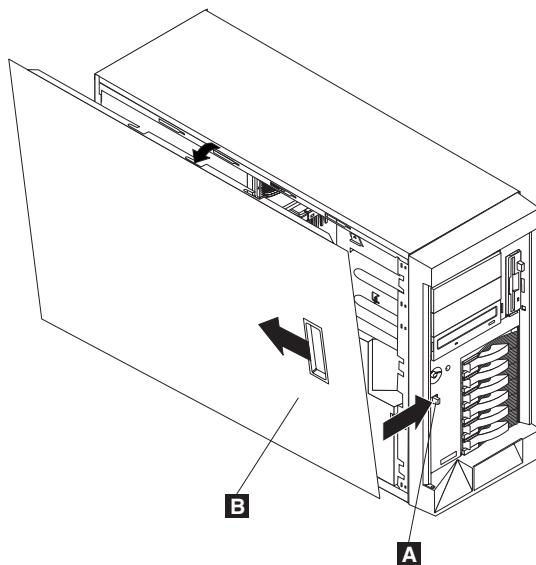a. Carefully turn the appliance top-side down on a flat surface; then, select one of the appliance covers to use as the bottom cover.

   Note: Both covers are the same, and you can use either one for the top or bottom cover. You will install the other one later as the appliance top cover.

b. Align the bottom cover ![A] with the frame of the appliance; then, slide the cover toward the front of the appliance, making sure that the tabs on the rear of the cover fit into the slots on the rear of the appliance.

c. Secure the bottom cover in place with the two screw ![B] that come with this kit.

12. Carefully turn the appliance top-side up on a flat surface; then, remove the four feet **A** from the appliance.

Figure 6. Removing the appliance feet

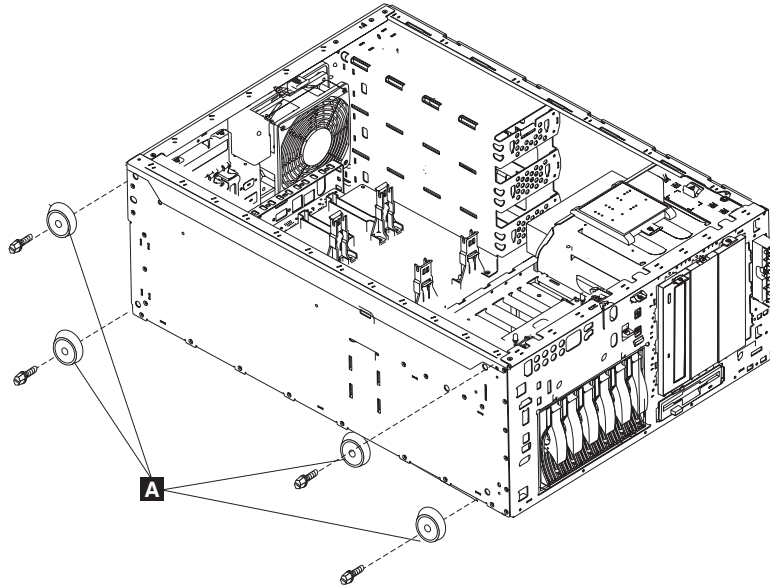13. Move power-switch panel **A** to its new location **B** .

> **Note:** You will need to temporarily remove any fan assemblies located at the front of the appliance. To remove a fan assembly, release the latch that secures the assembly and carefully lift it from the appliance.
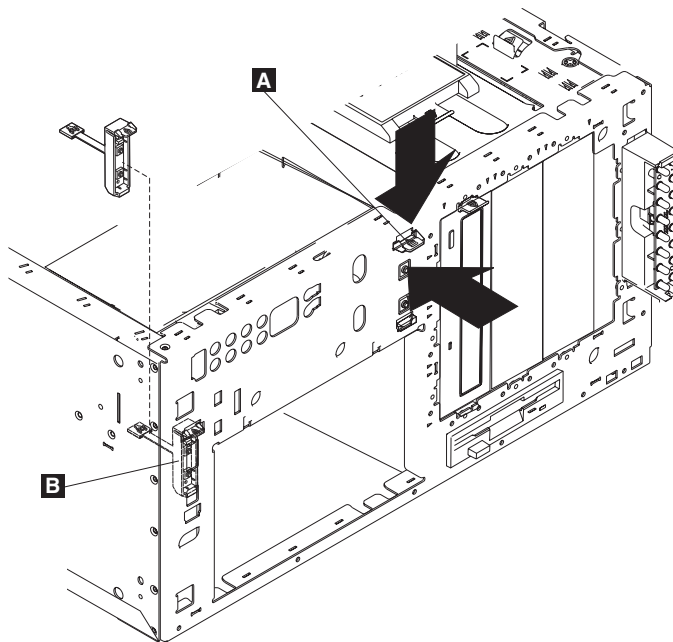
Figure 7. Moving the power-switch panel

a. Remove the hard disk drives, noting the SCSI ID assigned to each drive as you remove them.

   Note: While in a tower configuration, the SCSI drives are assigned the SCSI IDs 0, 2, 3, 4, 8, and 9 from top to bottom. Some of these IDs will change as a result of the conversion to a rack unit.

b. Remove the power-switch panel **A** by pressing down and inward on the top tab.

c. Align the panel with its new location **B** , from the inside of the appliance; then, place the square end of the power-switch panel into the bottom opening.

d. Press the other end of the power-switch panel toward the front of the appliance until it snaps into place.

14. Press down firmly on the bottom tab of the LED panel bracket **A** and remove it so that you can move it to the new location **B** .
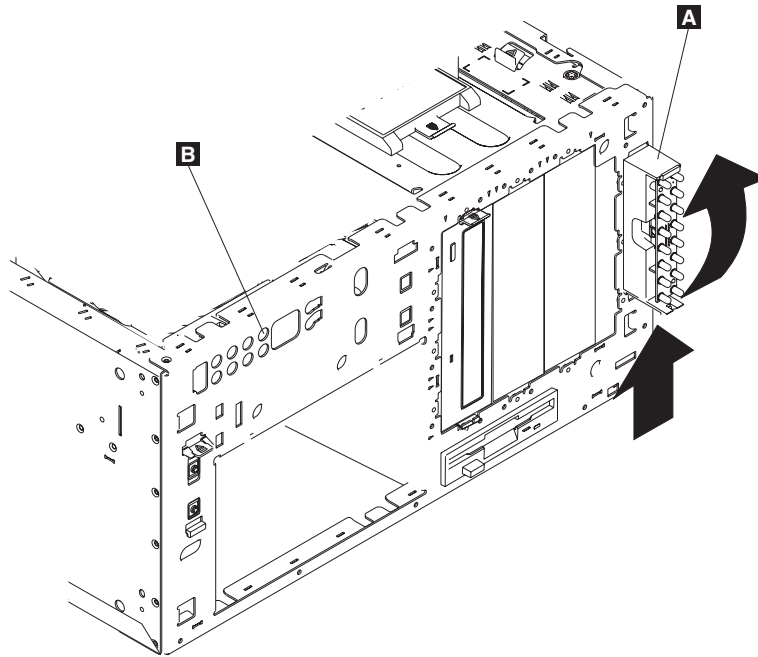
Figure 8. Removing the LED panel

15. Disconnect the LED panel cable from the system board connector **C** .
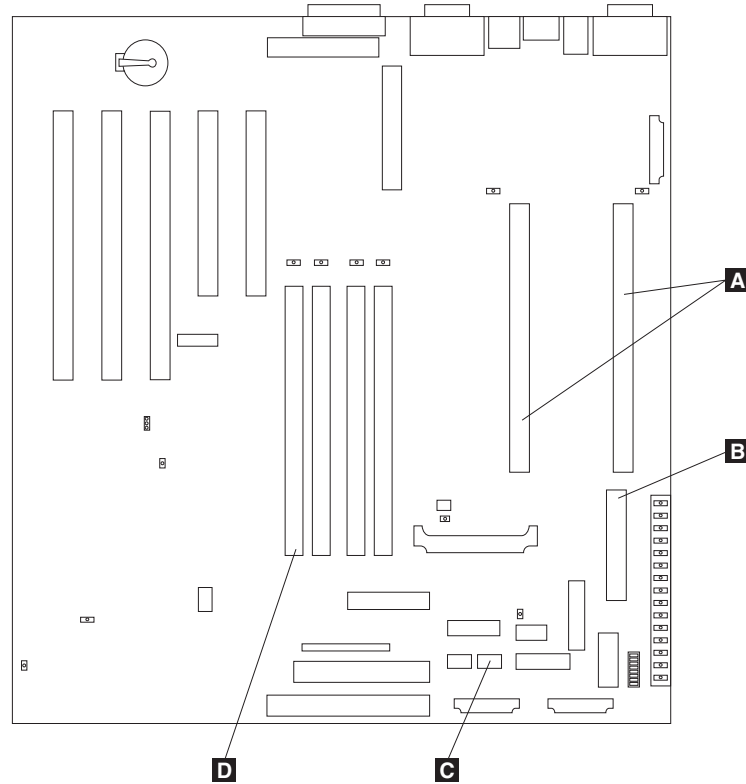
Figure 9. Locating the LED panel cable connector on the system board

Note: The microprocessor connectors **A** , main power connector **B** , and DIMM sockets **D** are shown to assist you in locating the LED panel cable connector **C** .

Pull the cable all the way through the opening in the appliance at the LED panel old position; then, reconnect the cable to the system board connector **C** , making sure that the connector detent is facing toward the front of the appliance, and continue with step 16 on page 10.

16. Run the LED panel cable along the top of the hard disk drive (HDD) backplane assembly; then, tuck the cable under the protrusions at the rear of the HDD backplane assembly.
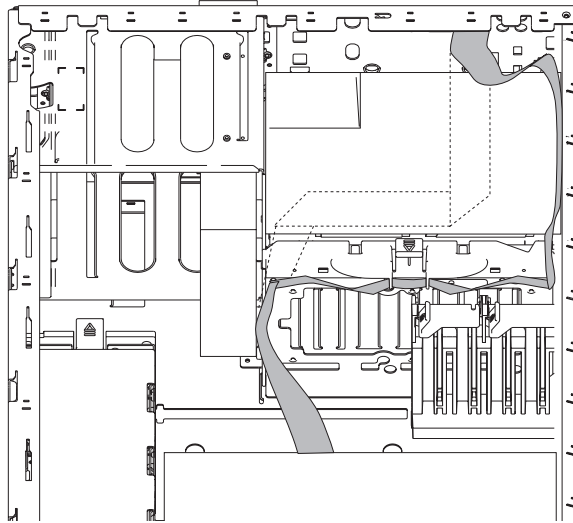
Figure 10. Routing the LED panel cable

> **Note:** Make sure that you route the cable around any location where you removed a fan assembly. Cables can be routed on top of a appliance blower as long as you do not obstruct vents.

17. Place the notched end of the LED panel bracket into the opening **B** , aligning the LEDs so that they show through the holes in the appliance front.
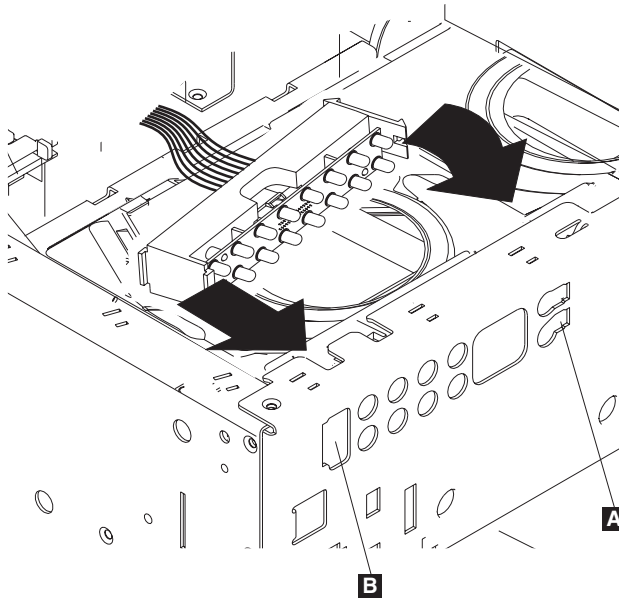
Figure 11. Installing the LED panel in the new location

18. Press the other end of the bracket through the other opening **A** until the LED panel snaps into place.
19. If you removed the fan assemblies from your appliance, reinstall them now.

20. Reinstall the hard disk drives that you removed earlier. Make sure that you install the hard disk drive with SCSI ID 0 in the left-most position, with the remaining drives in sequential order from left to right.

Note: When reinstalling the SCSI drives from left to right, note the SCSI ID sequence is now 0, 1, 3, 4, 5, and 9. The SCSI drive with the initial ID of 2 becomes the SCSI drive ID 1. The SCSI drive with the initial ID of 8 becomes the SCSI drive with the ID 5. This resequencing is handled by the appliance when it is initially switched back on at the end of the tower-to-rack conversion. (See 11 on page 20 for more information.)

21. Reposition the CD-ROM drive and any other drives or filler panels in the non-hot-swap drive bays for rack operation, by removing and rotating them as follows:
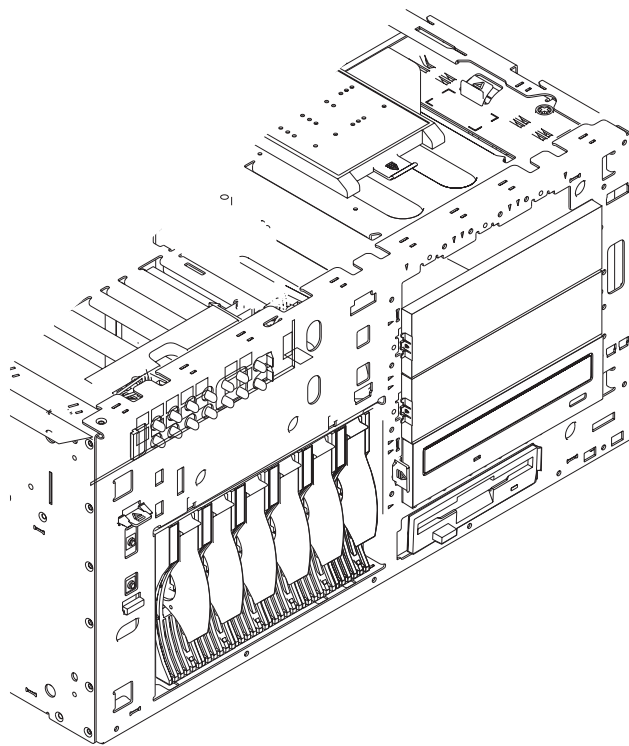
Figure 12. Repositioning the non-hot-swap drives

a. Unlatch the side releases for each drive or filler panel; then, pull the drives or filler panel out of the appliance.

b. Reposition the drives so that they are top-side up and horizontal; then, insert the drives into the appliance.

c. Insert filler panels into any unused bays.

22. Install the left and right release-latch-bracket assemblies on the appliance as shown below:
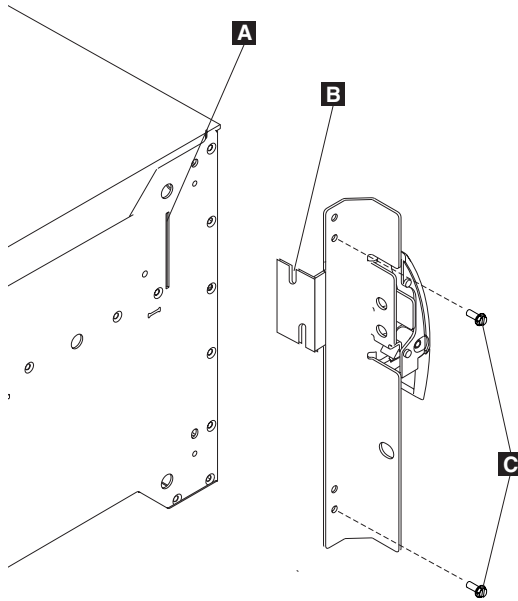
Figure 13. Installing the release-latch-bracket assemblies

a. Insert the bracket tab **B** into the slot on the side of the appliance **A** until the upper notch on the bracket tab aligns with the side of the appliance.

   Note: The left bracket is marked with an L.
b. Push the bracket up until the holes in the bracket align with the holes in the side of the appliance; then, secure the bracket with two M3.5 screws.
c. Use the above steps to install the right-side release-latch-bracket assembly.

23. To install the new bezel that comes with this kit, align the tabs on the back of the bezel with the tab openings on the front of the appliance; then, swing the bezel toward the appliance and press until it snaps into place.
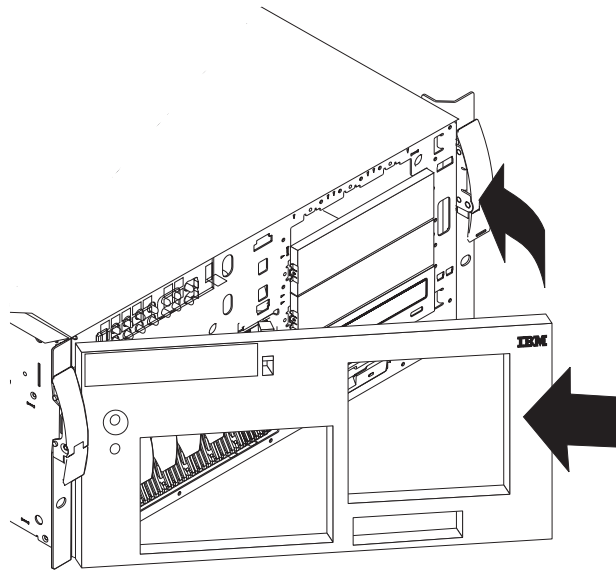
Figure 14. Installing the new bezel

24. Install the new top cover as shown below:
    a. Attach the appropriate service label for your appliance on the inside surface of the top cover.
    b. Align the top cover with the top of the appliance, about 25 mm (1 in.) from the front of the appliance.
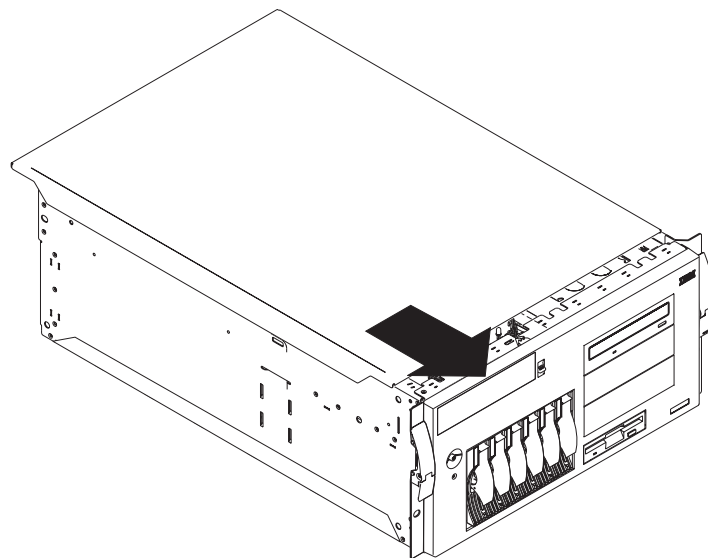
Figure 15. Installing the top cover

c. Hold the top cover against the appliance and slide it toward the front of the appliance until the cover snaps into place.

Note: Ensure that the tabs on the back of the cover fit into the slots on the back of the appliance. Be sure that the front edge of the cover is flat against the appliance.

25. Attach the rack-support wheels **A** to the sides of the appliance, near the rear of the appliance.
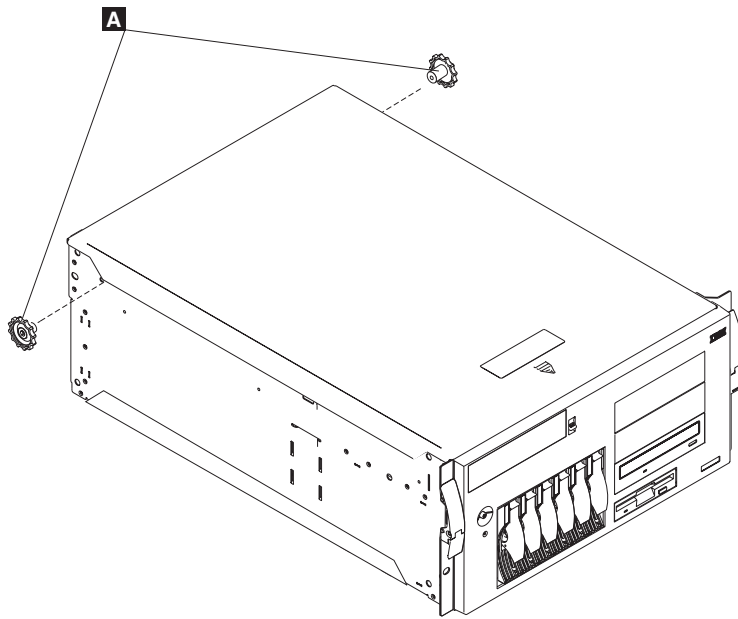
Figure 16. Installing the rack-support wheels

Note: On some models, two screws are installed near the rack-support wheels. Remove these screws if they are present. If the screws are left in, they interfere with the rack slide rails.

Proceed with "Chapter 3. Installing the appliance in a rack cabinet" on page 15 to install your appliance in a rack cabinet.

Chapter 3. Installing the appliance in a rack cabinet

Important: Review the documentation that comes with your rack enclosure for safety and cabling considerations. When installing your appliance in a rack, consider the following:

- Insure that the room temperature is below 35°C (95°F).
- Do not block any air vents; usually 15 cm (6 in.) of air space provides proper air flow.
- Plan the device installation starting from the bottom of the rack.
- Install the heaviest device in the bottom of the rack.
- Do not extend more than one device out of the rack at the same time.
- Connect all power cords to properly wired and grounded electrical outlets.
- Take precautions to prevent overloading the power outlets when you install multiple devices in a rack.

Use the following basic steps to install your appliance in a rack cabinet:

1. Refer to your appliance and rack documentation for detailed installation information.

   Note: Removing rack doors and side panels make it easier to install the appliance.

2. Use the rack installation template that comes with the 5Ux24D Tower-to-Rack Kit to mark the holes on your rack cabinet for cage nuts or clip nuts, according to your rack installation.

   Note: The rack installation template contains full instructions to complete appliance installation. The procedure steps are repeated here in case your template is not available. See Figure 17 on page 16 for cage nut or clip nut locations on the front (release latch retaining screws **C** and slide rails **D**) and rear (slide rails **A** and cable-management-arm hinge bracket **B**) of your rack.
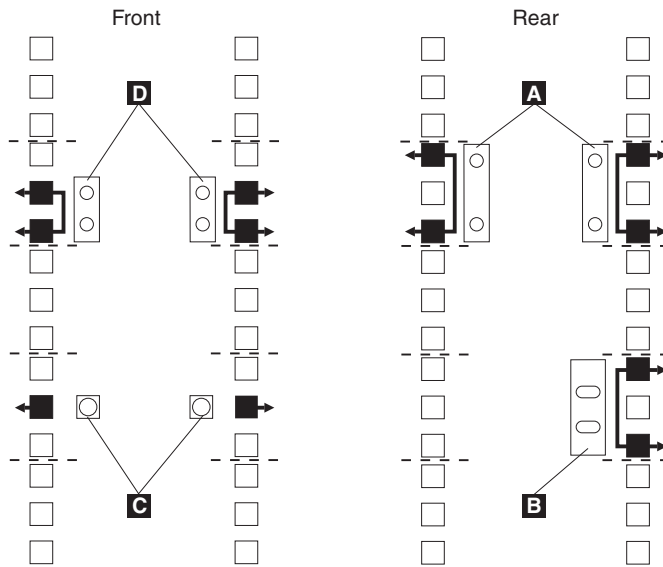
Figure 17. Locating cage nuts or clip nuts on the front and rear of a rack cabinet

3. Use the pins **A** on the slide rail to align the slide rail to the rack; then, use four M6 screws (two in front and two in the rear) to secure the rail to the rack.
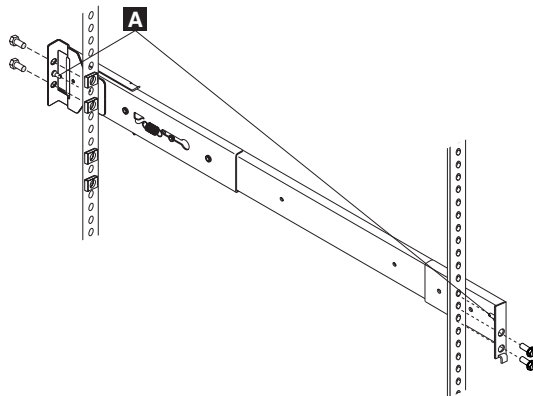
Figure 18. Installing the slide rails

Note: Install the left and right slide rails before continuing with the installation.

4. Install the cable-management arm assembly:
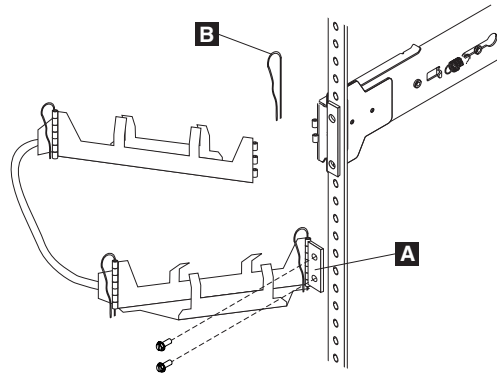
Figure 19. Assembling and installing the cable-management arms

  a. Secure the hinge bracket **A** to the right rear of the rack, below the slide rail, with two M6 screws.

  b. Connect the other end of the cable-management arm assembly to the right slide rail with one hinge pin **B** .

   Note: You must position the cable-management arms as shown in Figure 19.

5. Extend both slide rails all the way out of the rack.

   Note: When the slide rails are fully extended, safety latches lock the rails into place. To release the safety latches, press them in toward the appliance.

Statement 4

≥18 kg (37 lbs)   ≥32 kg (70.5 lbs)   ≥55 kg (121.2 lbs)
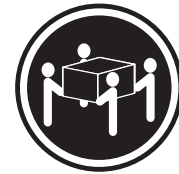
CAUTION:
Use safe practices when lifting.

6. Lift the appliance above the slide rails; then, rest the rack-support wheels **A** on the rear of the slide rails.
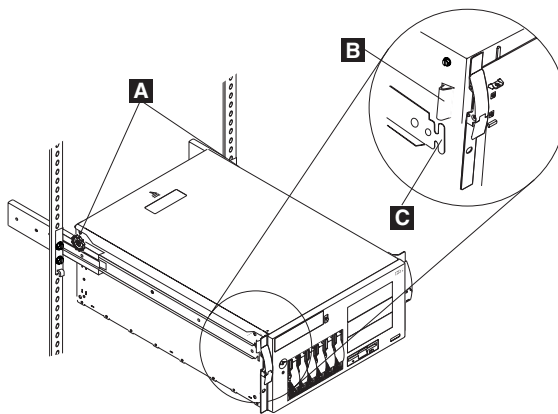
Figure 20. Placing the appliance on the slide rails

Carefully lower the front of the appliance onto the slide rails.

Note: Be sure that the bracket notches **B** on the front of the appliance fit securely on the tabs **C** located on the front of the slide rails.

7. Use four M4 screws per side to secure the appliance to the slide rails; then, remove the rack-support wheels and store them for potential future use.
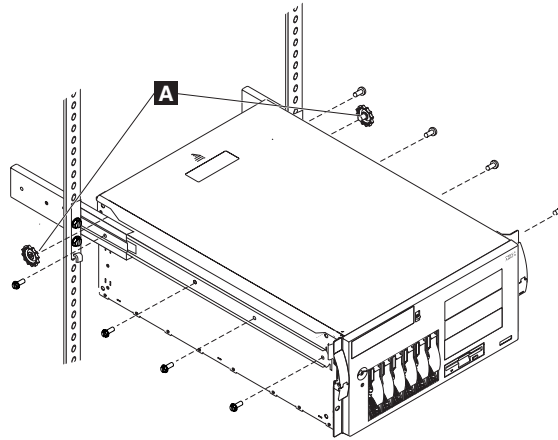
Figure 21. Securing the appliance to the rails

8. Connect all appliance and device cables; then, route them along the cable-management arm assembly and secure them to the arm with the cable straps **A** that come with the 5Ux24D Tower-to-Rack Kit.
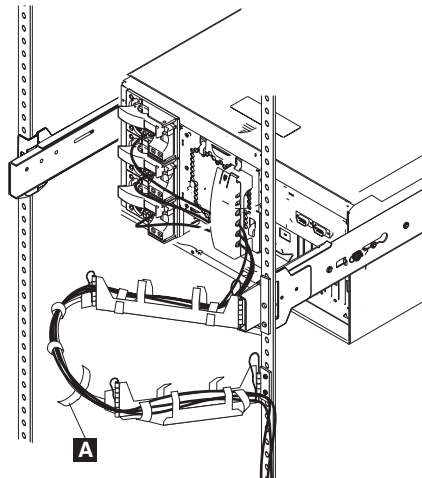
Figure 22. Routing appliance cables

9. Slide the appliance fully into the rack until the left and right release latches **A** engage on the slide rails.
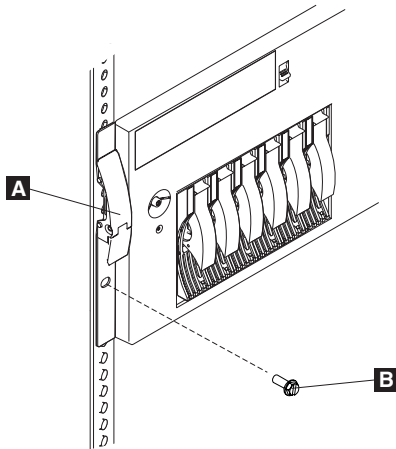
Figure 23. Securing the appliance inside the rack

10. Install the M6 appliance retaining screws **B** to provide added stability to your appliance, especially if you are moving the rack or the rack is located in a vibration-prone area.

11. Switch on the appliance. The appliance will automatically reconfigure the moved drives.

   Note: If the appliance does not configure the drives correctly, switch off the appliance and follow these steps:
   - Connect a keyboard and monitor to the appliance. This allows the prompts for configuring the SCSI drives to appear.
   - Switch on the appliance. When the reconfiguration prompt appears, press **F6**.
   - After the power-on is completed, shut down and switch off the appliance. Disconnect the display and keyboard.

The 5Ux24D Tower-to-Rack Kit installation is complete.

Appendix A. Notices

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Safety and environmental notices

The following sections describe the safety and environmental items you must consider for an IBM TotalStorage appliance.

Safety notices

General safety

Follow these rules to ensure general safety:

- Observe good housekeeping in the area of the machines during and after maintenance.
- When lifting any heavy object:
  1. Ensure you can stand safely without slipping.
  2. Distribute the weight of the object equally between your feet.
  3. Use a slow lifting force. Never move suddenly or twist when you attempt to lift.
  4. Lift by standing or by pushing up with your leg muscles; this action removes the strain from the muscles in your back. *Do not attempt to lift any objects that weigh more than 16 kg (35 lb.) or objects that you think are too heavy for you.*
- Do not perform any action that causes hazards to the customer, or that makes the equipment unsafe.
- Before you start the machine, ensure that other service representatives and the customer's personnel are not in a hazardous position.
- Place removed covers and other parts in a safe place, away from all personnel, while you are servicing the machine.
- Keep your tool case away from walk areas so that other people will not trip over it.
- Do not wear loose clothing that can be trapped in the moving parts of a machine. Ensure that your sleeves are fastened or rolled up above your elbows. If your hair is long, fasten it.
- Insert the ends of your necktie or scarf inside clothing or fasten it with a nonconductive clip, approximately 8 centimeters (3 inches) from the end.
- Do not wear jewelry, chains, metal-frame eyeglasses, or metal fasteners for your clothing.

  Remember: Metal objects are good electrical conductors.
- Wear safety glasses when you are: hammering, drilling soldering, cutting wire, attaching springs, using solvents, or working in any other conditions that might be hazardous to your eyes.
- After service, reinstall all safety shields, guards, labels, and ground wires. Replace any safety device that is worn or defective.
- Reinstall all covers correctly before returning the machine to the customer.

Electrical safety

Caution:
Electrical current from power, telephone, and communication cables can be

hazardous. To avoid personal injury or equipment damage, disconnect the attached power cords, telecommunication systems, networks, and modems before you open the appliance covers, unless instructed otherwise in the installation and configuration procedures.

Observe the following rules when working on electrical equipment.

Important: Use only approved tools and test equipment. Some hand tools have handles covered with a soft material that does not insulate you when working with live electrical currents.

Many customers have, near their equipment, rubber floor mats that contain small conductive fibers to decrease electrostatic discharges. Do not use this type of mat to protect yourself from electrical shock.

- Find the room emergency power-off (EPO) switch, disconnecting switch, or electrical outlet. If an electrical accident occurs, you can then operate the switch or unplug the power cord quickly.
- Do not work alone under hazardous conditions or near equipment that has hazardous voltages.
- Disconnect all power before:
  - Performing a mechanical inspection
  - Working near power supplies
  - Removing or installing main units
- Before you start to work on the machine, unplug the power cord. If you cannot unplug it, ask the customer to power-off the wall box that supplies power to the machine and to lock the wall box in the off position.
- If you need to work on a machine that has exposed electrical circuits, observe the following precautions:
  - Ensure that another person, familiar with the power-off controls, is near you.

    Remember: Another person must be there to switch off the power, if necessary.
  - Use only one hand when working with powered-on electrical equipment; keep the other hand in your pocket or behind your back.

    Remember: There must be a complete circuit to cause electrical shock. By observing the above rule, you may prevent a current from passing through your body.
  - When using testers, set the controls correctly and use the approved probe leads and accessories for that tester.
  - Stand on suitable rubber mats (obtained locally, if necessary) to insulate you from grounds such as metal floor strips and machine frames.

Observe the special safety precautions when you work with very high voltages; these instructions are in the safety sections of maintenance information. Use extreme care when measuring high voltages.

- Regularly inspect and maintain your electrical hand tools for safe operational condition.
- Do not use worn or broken tools and testers.
- *Never assume* that power has been disconnected from a circuit. First, *check* that it has been powered-off.
- Always look carefully for possible hazards in your work area. Examples of these hazards are moist floors, nongrounded power extension cables, power surges, and missing safety grounds.
- Do not touch live electrical circuits with the reflective surface of a plastic dental mirror. The surface is conductive; such touching can cause personal injury and machine damage.
- Do not service the following parts with the power on when they are removed from their normal operating places in a machine:
  - Power supply units
  - Pumps
  - Blowers and fans
  - Motor generators

  and similar units. (This practice ensures correct grounding of the units.)
- If an electrical accident occurs:
  - Use caution; do not become a victim yourself.
  - Switch off power.
  - Send another person to get medical aid.

Safety inspection guide

The intent of this inspection guide is to assist you in identifying potentially unsafe conditions on these products. Each machine, as it was designed and built, had required safety items installed to protect users and service personnel from injury. This guide addresses only those items. However, good judgment should be used to identify potential safety hazards due to attachment of non-IBM features or options not covered by this inspection guide.

If any unsafe conditions are present, you must determine how serious the apparent hazard could be and whether you can continue without first correcting the problem.

Consider these conditions and the safety hazards they present:
- Electrical hazards, especially primary power (primary voltage on the frame can cause serious or fatal electrical shock).
- Explosive hazards, such as a damaged CRT face or bulging capacitor
- Mechanical hazards, such as loose or missing hardware

The guide consists of a series of steps presented in a checklist. Begin the checks with the power off, and the power cord disconnected.

Checklist:
1. Check exterior covers for damage (loose, broken, or sharp edges).
2. Power-off the computer. Disconnect the power cord.

3. Check the power cord for:
   a. A third-wire ground connector in good condition. Use a meter to measure third-wire ground continuity for 0.1 ohm or less between the external ground pin and frame ground.
   b. The power cord should be the appropriate type as specified in the parts listings.
   c. Insulation must not be frayed or worn.
4. Remove the cover.
5. Check for any obvious non-IBM alterations. Use good judgment as to the safety of any non-IBM alterations.
6. Check inside the unit for any obvious unsafe conditions, such as metal filings, contamination, water or other liquids, or signs of fire or smoke damage.
7. Check for worn, frayed, or pinched cables.
8. Check that the power-supply cover fasteners (screws or rivets) have not been removed or tampered with.

Handling electrostatic discharge-sensitive devices

Any computer part containing transistors or integrated circuits (ICs) should be considered sensitive to electrostatic discharge (ESD). ESD damage can occur when there is a difference in charge between objects. Protect against ESD damage by equalizing the charge so that the machine, the part, the work mat, and the person handling the part are all at the same charge.

Notes:
1. Use product-specific ESD procedures when they exceed the requirements noted here.
2. Make sure that the ESD protective devices you use have been certified (ISO 9000) as fully effective.

When handling ESD-sensitive parts:
- Keep the parts in protective packages until they are inserted into the product.
- Avoid contact with other people.
- Wear a grounded wrist strap against your skin to eliminate static on your body.
- Prevent the part from touching your clothing. Most clothing is insulative and retains a charge even when you are wearing a wrist strap.
- Use the black side of a grounded work mat to provide a static-free work surface. The mat is especially useful when handling ESD-sensitive devices.
- Select a grounding system, such as those listed below, to provide protection that meets the specific service requirement.

   Note: The use of a grounding system is desirable but not required to protect against ESD damage.
   – Attach the ESD ground clip to any frame ground, ground braid, or green-wire ground.
   – Use an ESD common ground or reference point when working on a double-insulated or battery-operated system. You can use coax or connector-outside shells on these systems.
   – Use the round ground-prong of the AC plug on AC-operated computers.

Grounding requirements

Electrical grounding of the computer is required for operator safety and correct system function. Proper grounding of the electrical outlet can be verified by a certified electrician.

Translated safety notices

The safety notices in this section are provided in the following languages:
- English
- Brazilian Portuguese
- Chinese
- French
- German
- Italian
- Korean
- Spanish

Important: All safety notices in the *Appliance Library* begin with a number. This number is used to cross-reference an English caution or danger notice with translated versions of the caution or danger notice in this section.

Be sure to read all safety notices before performing any of the instructions.

Statement 1

DANGER

Electrical current from power, telephone and communication cables is hazardous.
To avoid a shock hazard:
• Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
• Connect all power cords to a properly wired and grounded electrical outlet.
• Connect to properly wired outlets any equipment that will be attached to this product.
• When possible, use one hand only to connect or disconnect signal cables.
• Never turn on any equipment when there is evidence of fire, water, or structural damage.
• Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
• Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

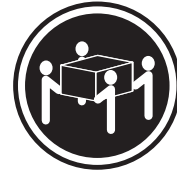| To Connect	To Disconnect
1. Turn everything OFF.	1. Turn everything OFF.
2. First, attach all cables to devices.	2. First, remove power cords from outlet.
3. Attach signal cables to connectors.	3. Remove signal cables from connectors.
4. Attach power cords to outlet.	4. Remove all cables from devices.
5. Turn device ON.	

Statement 4

≥18 kg (37 lbs)   ≥32 kg (70.5 lbs)   ≥55 kg (121.2 lbs)

CAUTION:
Use safe practices when lifting.

Importante:

Todas as instruções de cuidado e perigo da *appliance Library* começam com um número. Este número é utilizado para fazer referência cruzada de uma instrução de cuidado ou perigo no idioma inglês com as versões traduzidas das instruções de cuidado ou perigo encontradas nesta seção.

Por exemplo, se uma instrução de cuidado é iniciada com o número 1, as traduções para aquela instrução de cuidado aparecem nesta seção sob a instrução 1.

Certifique-se de ler todas as instruções de cuidado e perigo antes de executar qualquer operação.

Instrução 1

PERIGO

A corrente elétrica proveniente de cabos de alimentação, de telefone e de comunicações é perigosa.

Para evitar risco de choque:
- Não conecte ou desconecte cabos e não realize instalação, manutenção ou reconfiguração deste produto durante uma tempestade com raios.
- Conecte todos os cabos de alimentação a tomadas elétricas corretamente instaladas e aterradas.
- Conecte todos os equipamentos ao qual esse produto será conectado a tomadas corretamente instaladas.
- Sempre que possível, utilize apenas uma das mãos para conectar ou desconectar cabos de sinal.
- Nunca ligue qualquer equipamento quando existir evidência de danos por fogo, água ou na estrutura.
- Desconecte cabos de alimentação, sistemas de telecomunicação, redes e modems antes de abrir as tampas dos dispositivos, a menos que especificado de maneira diferente nos procedimentos de instalação e configuração.
- Conecte e desconecte cabos conforme descrito na seguinte tabela, ao instalar ou movimentar este produto ou os dispositivos conectados, ou ao abrir suas tampas.

Para Conectar:	Para Desconectar:
1. DESLIGUE Tudo.	1. DESLIGUE Tudo.
2. Primeiramente, conecte todos os cabos aos dispositivos.	2. Primeiramente, remova os cabos de alimentação das tomadas.
3. Conecte os cabos de sinal aos conectores.	3. Remova os cabos de sinal dos conectores.
4. Conecte os cabos de alimentação às tomadas.	4. Remova todos os cabos dos dispositivos.
5. LIGUE os dispositivos.	

Instrução 4

≥18 kg (37 lbs)   ≥32 kg (70,5 lbs)   ≥55 kg (121,2 lbs)

CUIDADO:

Ao levantar a máquina, faça-o com segurança.

重要：

Netfinity Server Library 中的所有提醒和危险条款前都有一个数字标识。该数字是用来交叉引用一个英文的提醒和危险条款及本部分中的与之对应的已翻译成其它文字的提醒和危险条款。

例如，如果一个提醒条款前的数字为 1，则本部分中相应的译文也带有标号 1。

在执行任何指示的操作之前，请确保您已经阅读了全部提醒和危险条款。

声明 1

危险

电源、电话和通信电缆中带有危险电流。

为避免电击：

雷电期间不要拆接电缆或安装、维修及重新配置本产品。

将所有电源线连接至正确布线并已安全接地的电源插座上。

将应与本产品连接的所有设备连接至正确布线的插座上。

尽量只使用单手拆接信号电缆。

有水、火及结构损坏迹象时，请勿打开任何设备。

除非在安装配置过程中有明确指示，否则，打开设备机盖前应先断开与电源线、远程通信系统、网络和调制解调器的所有连接。

安装、移动或打开本产品及其附带设备的机盖时，应按下表所述连接和断开电缆。

连接时：	断开连接时：
1. 关闭所有设备。	1. 关闭所有设备。
2. 首先将所有电缆连接至设备。	2. 首先从插座中拔出电源线。
3. 将信号电缆连接至接口。	3. 从接口上拔下信号电缆。
4. 将电源线连接至插座。	

声明 4

  ≥18 kg (37 磅)   ≥32 kg (70.5 磅)   ≥ 55 kg (121.2 磅)

警告：
抬起时请采用安全操作方法。

重要資訊：

Server Library 中所有「注意」及「危險」的聲明均以數字開
始。此一數字是用來作為交互參考之用，英文「注意」或「危險」聲
明可在本節中找到相同內容的「注意」或「危險」聲明的譯文。

例如，有一「危險」聲明以數字 1 開始，則該「危險」聲明的譯文將
出現在本節的「聲明」1 中。

執行任何指示之前，請詳讀所有「注意」及「危險」的聲明。

聲明 1

危險

電源、電話及通信電纜上所產生的電流均有危險性。

欲避免電擊危險：

－在雷雨期間，請勿連接或切斷本產品上的任何電纜線，或安裝、維修及重新架
構本產品。
－請將電源線接至接線及接地正確的電源插座。
－請將本產品隨附的設備連接至接線正確的插座。
－儘可能使用單手來連接或切斷信號電纜線。
－當設備有火燒或泡水的痕跡，或有結構性損害時，請勿開啟該設備的電源。
－在安裝及架構之時，若非非常熟悉，在開啟裝置蓋子之前，請切斷電源線、電
信系統、網路及數據機。
－在安裝、移動本產品或附加裝置，或開啟其蓋子時，請依照下表中「連接」及
「切斷」電纜線的步驟執行。

連接：	切斷：
1. 關閉所有開關。	1. 關閉所有開關。
2. 先將所有電纜線接上裝置。	2. 先自電源插座拔掉電源線。
3. 將信號電纜接上接頭。	3. 拔掉接頭上的所有信號電纜。
4. 再將電源線接上電源插座。	4. 再拔掉裝置上的所有電纜線。
5. 開啟裝置的電源。	

聲明 4

≥ 18 公斤 (37 磅)   ≥ 32 公斤 (70.5 磅)   ≥ 55 公斤 (121.2 磅)

注意：
抬起裝置時，請注意安全措施。

Important:

Toutes les consignes Attention et Danger indiquées dans la bibliothèque *appliance* sont précédées d'un numéro. Ce dernier permet de mettre en correspondance la consigne en anglais avec ses versions traduites dans la présente section.

Par exemple, si une consigne de type Attention est précédée du chiffre 1, ses traductions sont également précédées du chiffre 1 dans la présente section.

Prenez connaissance de toutes les consignes de type Attention et Danger avant de procéder aux opérations décrites par les instructions.

Notice n° 1

DANGER

Le courant électrique passant dans les câbles de communication, ou les cordons téléphoniques et d'alimentation peut être dangereux. Pour éviter tout risque de choc électrique:

- **Ne manipulez aucun câble et n'effectuez aucune opération d'installation, d'entretien ou de reconfiguration de ce produit au cours d'un orage.**
- **Branchez tous les cordons d'alimentation sur un socle de prise de courant correctement câblé et mis à la terre.**
- **Branchez sur des socles de prise de courant correctement câblés tout équipement connecté à ce produit.**
- **Lorsque cela est possible, n'utilisez qu'une seule main pour connecter ou déconnecter les câbles d'interface.**
- **Ne mettez jamais un équipement sous tension en cas d'incendie ou d'inondation, ou en présence de dommages matériels.**
- **Avant de retirer les carters de l'unité, mettez celle-ci hors tension et déconnectez ses cordons d'alimentation, ainsi que les câbles qui la relient aux réseaux, aux systèmes de télécommunication et aux modems (sauf instruction contraire mentionnée dans les procédures d'installation et de configuration).**
- **Lorsque vous installez ou que vous déplacez le présent produit ou des périphériques qui lui sont raccordés, reportez-vous aux instructions ci-dessous pour connecter et déconnecter les différents cordons.**

Connexion	Déconnexion
1. Mettez les unités hors tension.	1. Mettez les unités hors tension.
2. Commencez par brancher tous les cordons sur les unités.	2. Débranchez les cordons d'alimentation des prises.
3. Branchez les câbles d'interface sur des connecteurs.	3. Débranchez les câbles d'interface des connecteurs.
4. Branchez les cordons d'alimentation sur des prises.	4. Débranchez tous les câbles des unités.
5. Mettez les unités sous tension.	

Notice n° 4

≥18 kg   ≥32 kg   ≥55 kg

ATTENTION:

Faites-vous aider pour soulever ce produit.

Wichtig:

Alle Sicherheitshinweise in dieser *server-Bibliothek* beginnen mit einer Nummer. Diese Nummer verweist auf einen englischen Sicherheitshinweis mit den übersetzten Versionen dieses Hinweises in diesem Abschnitt.

Wenn z. B. ein Sicherheitshinweis mit der Nummer 1 beginnt, so erscheint die übersetzung für diesen Sicherheitshinweis in diesem Abschnitt unter dem Hinweis 1.

Lesen Sie alle Sicherheitshinweise, bevor Sie eine Anweisung ausführen.

Hinweis 1

VORSICHT

Elektrische Spannungen von Netz-, Telefon- und Datenübertragungsleitungen sind gefährlich.

Aus Sicherheitsgründen:
- Bei Gewitter an diesem Gerät keine Kabel anschließen oder lösen. Ferner keine Installations-, Wartungs- oder Rekonfigurationsarbeiten durchführen.
- Gerät nur an eine Schutzkontaktsteckdose mit ordnungsgemäß geerdetem Schutzkontakt anschließen.
- Alle angeschlossenen Geräte ebenfalls an Schutzkontaktsteckdosen mit ordnungsgemäß geerdetem Schutzkontakt anschließen.
- Signalkabel möglichst einhändig anschließen oder lösen.
- Keine Geräte einschalten, wenn die Gefahr einer Beschädigung durch Feuer, Wasser oder andere Einflüsse besteht.
- Die Verbindung zu den angeschlossenen Netzkabeln, Telekommunikationssystemen, Netzwerken und Modems ist vor dem öffnen des Gehäuses zu unterbrechen. Es sei denn, dies ist in den zugehÖrigen Installations- und Konfigurationsprozeduren anders angegeben.
- Nur nach den nachfolgend aufgeführten Anweisungen arbeiten, die für Installation, Transport oder öffnen von Gehäusen von Personal Computern oder angeschlossenen Einheiten gelten.

Kabel anschlieβen:	Kabel lösen:
1. Alle Geräte ausschalten und Netzstecker ziehen.	1. Alle Geräte ausschalten.
2. Zuerst alle Kabel an Einheiten anschließen.	2. Zuerst Netzstecker von Steckdose lösen.
3. Signalkabel an Anschlußbuchsen anschließen.	3. Signalkabel von Anschlußbuchsen lösen.
4. Netzstecker an Steckdose anschließen.	4. Alle Kabel von Einheiten lösen.
5. Gerät einschalten.	

Hinweis 4

≥18 kg   ≥32 kg   ≥55 kg

ACHTUNG:

Beim Anheben der Maschine die vorgeschriebenen Sicherheitsbestimmungen
beachten.

Importante:

Tutti gli avvisi di attenzione e di pericolo riportati nella pubblicazione *appliance Library* iniziano con un numero. Questo numero viene utilizzato per confrontare avvisi di attenzione o di pericolo in inglese con le versioni tradotte riportate in questa sezione.

Ad esempio, se un avviso di attenzione inizia con il numero 1, la relativa versione tradotta è presente in questa sezione con la stessa numerazione.

Prima di eseguire una qualsiasi istruzione, accertarsi di leggere tutti gli avvisi di attenzione e di pericolo.

Avviso 1

PERICOLO

La corrente elettrica circolante nei cavi di alimentazione, del telefono e di segnale è pericolosa.

Per evitare il pericolo di scosse elettriche:
- Non collegare o scollegare i cavi, non effettuare l'installazione, la manutenzione o la riconfigurazione di questo prodotto durante i temporali.
- Collegare tutti i cavi di alimentazione ad una presa elettrica correttamente cablata e munita di terra di sicurezza.
- Collegare qualsiasi apparecchiatura collegata a questo prodotto ad una presa elettrica correttamente cablata e munita di terra di sicurezza.
- Quando possibile, collegare o scollegare i cavi di segnale con una sola mano.
- Non accendere qualsiasi apparecchiatura in presenza di fuoco, acqua o se sono presenti danni all'apparecchiatura stessa.
- Scollegare i cavi di alimentazione, i sistemi di telecomunicazioni, le reti e i modem prima di aprire i coperchi delle unità, se non diversamente indicato nelle procedure di installazione e configurazione.
- Collegare e scollegare i cavi come descritto nella seguente tabella quando si effettuano l'installazione, la rimozione o l'apertura dei coperchi di questo prodotto o delle unità collegate.

Per collegare:	Per scollegare:
1. SPEGNERE tutti i dispositivi.	1. SPEGNERE tutti i dispositivi.
2. Collegare prima tutti i cavi alle unità.	2. Rimuovere prima i cavi di alimentazione dalle prese elettriche.
3. Collegare i cavi di segnale ai connettori.	3. Rimuovere i cavi di segnale dai connettori.
4. Collegare i cavi di alimentazione alle prese elettriche.	4. Rimuovere tutti i cavi dalle unità.
5. ACCENDERE le unità.	

Avviso 4

≥18 kg   ≥32 kg   ≥55 kg

ATTENZIONE:

Durante il sollevamento della macchina seguire delle norme di sicurezza.

경고문 1

위험

전원, 전화 및 통신 케이블로부터 흘러 나오는 전류는
위험합니다.

전기 충격을 피하려면:

- 뇌우를 동반할 때는 케이블의 연결이나 철수, 이 제품의
  설치, 유지보수 또는 재구성을 하지 마십시오.

- 모든 전원 코드를 적절히 배선 및 접지해야 합니다.

- 이 제품에 연결될 모든 장비를 적절하게 배선된 콘센트에
  연결하십시오.

- 가능한한 신호 케이블을 한 손으로 연결하거나
  끊으십시오.

- 화재, 수해 또는 구조상의 손상이 있을 경우 장비를 켜지
  마십시오.

- 설치 및 구성 프로시저에 다른 설명이 없는 한, 장치 덮개를
  열기 전에 연결된 전원 코드, 원거리 통신 시스템, 네트워크
  및 모뎀을 끊어 주십시오.

- 제품 또는 접속된 장치를 설치, 이동 및 덮개를 열 때
  다음 설명에 따라 케이블을 연결하거나 끊도록 하십시오.

연결하려면:	연결을 끊으려면:
1. 모든 스위치를 끕니다.	1. 모든 스위치를 끕니다.
2. 먼저 모든 케이블을 장치에 연결합니다.	2. 먼저 콘센트에서 전원 코드를 뽑습니다.
3. 신호 케이블을 커넥터에 연결합니다.	3. 신호 케이블을 커넥터에서 제거합니다.
4. 콘센트에 전원 코드를 연결합니다.	4. 장치에서 모든 케이블을 제거합니다.
5. 장치 스위치를 켭니다.	

경고문 4

≥18 kg (37 lbs)   ≥ 32 kg (70.5 lbs)   ≥ 55 kg (121.2 lbs)

주의:
기계를 들 때는 안전하게 들어 올리십시오.

Importante:

Todas las declaraciones de precauciín de esta *Biblioteca del servidor* empiezan con un número. Dicho número se emplea para establecer una referencia cruzada de una declaraciín de precauciín o peligro en inglés con las versiones traducidas que de dichas declaraciones pueden encontrarse en esta secciín.

Por ejemplo, si una declaraciín de peligro empieza con el número 1, las traducciones de esta declaraciín de precauciín aparecen en esta secciín bajo Declaraciín 1.

Lea atentamente todas las declaraciones de precauciín y peligro antes de llevar a cabo cualquier operaciín.

Declaración 1

PELIGRO

La corriente eléctrica de los cables telefínicos, de alimentaciín y de comunicaciones es perjudicial.

Para evitar una descarga eléctrica:
- No conecte ni desconecte ningún cable ni realice las operaciones de instalaciín, mantenimiento o reconfiguraciín de este producto durante una tormenta.
- Conecte cada cable de alimentaciín a una toma de alimentaciín eléctrica con conexiín a tierra y cableado correctos.
- Conecte a tomas de alimentaciín con un cableado correcto cualquier equipo que vaya a estar conectado a este producto.
- Si es posible, utilice una sola mano cuando conecte o desconecte los cables de sent.al.
- No encienda nunca un equipo cuando haya riesgos de incendio, de inundaciín o de daños estructurales.
- Desconecte los cables de alimentaciín, sistemas de telecomunicaciones, redes y mídems conectados antes de abrir las cubiertas del dispositivo a menos que se indique lo contrario en los procedimientos de instalaciín y configuraciín.
- Conecte y desconecte los cables tal como se describe en la tabla siguiente cuando desee realizar una operaciín de instalaciín, de traslado o de apertura de las cubiertas para este producto o para los dispositivos conectados.

Para la conexin	Para la desconexiín
1. APÁGUELO todo.	1. APÁGUELO todo.
2. En primer lugar, conecte los cables a los dispositivos.	2. En primer lugar, retire cada cable de alimentaciín de la toma de alimentaciín.
3. Conecte los cables de señal a los conectores.	3. Retire los cables de señal de los conectores.
4. Conecte cada cable de alimentaciín a la toma de alimentaciín.	4. Retire los cables de los dispositivos.
5. ENCIENDA el dispositivo.	

Declaración 4

≥18 kg (37 libras)   ≥32 kg (70,5 libras)   ≥55 kg (121,2 libras)

PRECAUCIÓN:

Tome medidas de seguridad al levantar el producto.

Environmental notices

Electronic emission notices

Federal Communications Commission (FCC) Statement: Federal Communications Commission (FCC) Class A Statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Class A emission compliance statement: This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled *Digital Apparatus*, ICES-003 of Industry Canada.

Avis de Conformité aux normes d'Industrie Canada: Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe A prescrites dans la norme sur le matériel brouiller : *Appareils Numériques*, NMB-003 édictée par Industrie Canada.

Australia and New Zealand Class A statement: **Attention:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

United Kingdom telecommunications safety requirement: **Notice to Customers**

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

European Union (EU) conformity statement: This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

> **Warning:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Properly shielded and grounded cables and connectors must be used in order to reduce the potential for causing interference to radio and TV communications and to other electrical or electronic equipment. Such cables and connectors are available from IBM authorized dealers. IBM cannot accept responsibility for any interference caused by using other than recommended cables and connectors.

EMC Directive 89/336/EEC Statements: This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

FCCA (Text für alle in Deutschland vertriebenen EN 55022 Klasse A Geräte.): **Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 30. August 1995 (bzw. der EMC EG Richlinie 89/336)**

Dieses Gerät ist berechtigt, in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.

Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist Scott Enke, Director, Worldwide Manufacturing Operations, PO Box 12195, 3039 Cornwallis, Research Triangle Park, NC U.S.A. 27709–2195.

> Das Gerät erfüllt die Schutzanforderungen nach EN 50082-1 und EN 55022 Klasse A.

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden:

"Warnung: Dies ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funkstörungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen durchzuführen und dafür aufzukommen."

EN 50082-1 Hinweis:

"Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 50082-2 festgelegt), dann kann es dabei eventuell gestört werden. In solch einem Fall ist der Abstand bzw. die Abschirmung zu der industriellen Störquelle zu vergrößern."

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen, sind die Geräte, wie in den IBM Handbüchern angegeben, zu installieren und zu betreiben.

Taiwan electrical emission statement:

警告使用者:
這是甲類的資訊產品，在
居住的環境中使用時，可
能會造成射頻干擾，在這
種情況下，使用者會被要
求採取某些適當的對策。

Japanese Voluntary Control Council for Interference (VCCI) statement:

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に
基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を
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されることがあります。

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Appendix B. Getting help, service, and information

If you need help, service, technical assistance, or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you.

IBM maintains pages on the World Wide Web where you can get information about IBM products and services and find the latest technical information.

Table 1 lists some of these pages.

Table 1. IBM Web sites for help, services, and information

www.ibm.com	Main IBM home page
www.ibm.com/storage	IBM Storage home page
www.ibm.com/storage/support/nas	IBM NAS Support home page

Services available and telephone numbers listed are subject to change without notice.

Service support

With the original purchase of an IBM hardware product, you have access to extensive support coverage. During the IBM hardware product warranty period, you may call the IBM Support Center (1-800-426-7378 in the U.S.) for hardware product assistance covered under the terms of the IBM hardware warranty. See "Getting help by telephone" on page 46 for Support Center telephone numbers in other countries.

The following services are available during the warranty period:
- Problem determination - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- IBM hardware repair - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service.
- Engineering change management - Occasionally, there might be changes that are required after a product has been sold. IBM or your reseller, if authorized by IBM, will make Engineering Changes (ECs) available that apply to your hardware.

Be sure to retain your proof of purchase to obtain warranty service.

Please have the following information ready when you call:
- Machine Type and Model
- Serial numbers of your IBM hardware products
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

If possible, be at your computer when you call.

A compatible monitor, keyboard, and mouse may be required for some service activities.

The following items are not covered:
- Replacement or use of non-IBM parts or nonwarranted IBM parts

    Note: All warranted parts contain a 7-character identification in the format IBM FRU XXXXXXX.
- Identification of software problem sources
- Configuration of BIOS as part of an installation or upgrade
- Changes, modifications, or upgrades to device drivers
- Installation and maintenance of network operating systems (NOS)
- Installation and maintenance of application programs

Refer to your IBM hardware warranty for a full explanation of IBM's warranty terms.

Before you call for service

Many computer problems can be solved without outside assistance, by using the online help or by looking in the online or printed documentation that comes with your IBM IP Storage. Also, be sure to read the information in any README files that come with your software.

Your IBM IP Storage comes with documentation that contains troubleshooting procedures and explanations of error messages. The documentation that comes with your appliance also contains information about the diagnostic tests you can perform.

If you receive a POST error code or beep code when you turn on your Network Attached Server appliance, refer to the POST error-message charts in your hardware documentation. If you do not receive a POST error code or beep code, but suspect a hardware problem, refer to the troubleshooting information in your hardware documentation or run the diagnostic tests.

If you suspect a software problem, consult the documentation (including any README files) for the operating system or application program.

Getting customer support and service

Purchasing an IBM Network Attached Storage appliance entitles you to standard help and support during the warranty period. If you need additional support and services, a wide variety of extended services are available for purchase that address almost any need.

Getting help online: www.ibm.com/storage/support/nas

Here you can visit a support page that is specific to your hardware, complete with FAQs, parts information, technical hints and tips, technical publications, and downloadable files, if applicable.

Getting help by telephone

During the warranty period, you can get help and information by telephone through the IBM Support Center. Expert technical-support representatives are available to assist you with questions you might have on the following:
- Setting up your Network Attached Storage appliance
- Arranging for service

- Arranging for overnight shipment of customer-replaceable parts

In addition, if you purchased a Network Attached Storage appliance, you are eligible for IBM up and running support for 90 days after installation. This service provides assistance for:
- Setting up your IBM IP Storage
- Limited configuration assistance

Please have the following information ready when you call:
- Machine Type and Model
- Serial numbers of your appliance and other components, or your proof of purchase
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information for your system

If possible, be at your computer when you call.

In the U.S. and Canada, these services are available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9:00 a.m. to 6:00 p.m.[1]

Table 2 provides the telephone numbers.

Table 2. Telephone numbers for warranted help and information

Country		Number
Austria	Österreich	1-546 585 075
Belgium - Dutch	Belgie	02-717-2504
Belgium - French	Belgique	02-717-2503
Canada	Canada	1-800-565-3344
Denmark	Danmark	03-525-6905
Finland	Suomi	9-22-931805
France	France	01-69-32-40-03
Germany	Deutschland	069-6654-9003
Ireland	Ireland	01-815-9207
Italy	Italia	02-4827-5003
Luxembourg	Luxembourg	298-977-5060
Netherlands	Nederland	020-504-0531
Norway	Norge	2-305-3203
Portugal	Portugal	01-791-5147
Spain	España	091-662-4270
Sweden	Sverige	08-632-0063
Switzerland - German	Schweiz	01-212-1810
Switzerland - French	Suisse	022-310-0418
Switzerland - Italian	Svizzera	091-971-0523
United Kingdom	United Kingdom	01475-555555

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1. Response time will vary depending on the number and complexity of incoming calls.

Table 2. Telephone numbers for warranted help and information (continued)

U.S.A. and Puerto Rico	U.S.A. and Puerto Rico	1-800-426-7378

In all other countries, contact your IBM reseller or IBM marketing representative.

Readers' Comments — We'd Like to Hear from You

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Installation Guide

Publication No. GA27-4267-00

Overall, how satisfied are you with the information in this book?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
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Complete	☐	☐	☐	☐	☐
Easy to find	☐	☐	☐	☐	☐
Easy to understand	☐	☐	☐	☐	☐
Well organized	☐	☐	☐	☐	☐
Applicable to your tasks	☐	☐	☐	☐	☐

Please tell us how we can improve this book:

Thank you for your responses. May we contact you?   ☐ Yes   ☐ No

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