IBM Technical Advisor for Storage Products - Supported Product List

Important Notes / Please Read:

Post Warranty, the Technical Advisor for Storage Offering is available in all IOT's.

For all Products listed below, TA is at no charge for all years of the Hardware Warranty Period worldwide except for XIV** and FlashSystem 900** where only the 1st year of the 3-year warranty is covered by TA at no charge.

NOTE 1: All M/T283x shipped prior to 1/17/2017 included TA support during warranty period, M/T 283x and M/T 533x shipped/installed after 1/17/2017, only 2, 3 and 4-year warranty Products are eligible for TA support. DS8K's listed below were Announced with Premium Support which includes 24x7x4, onsite SSR parts replacement, onsite machine code/microcode updates and Technical Advisor

NOTE 2: In the US IOT, post HW warranty, TA is available via Custom Technical Support (CTS) / Enterprise Support Option (ESO) for all storage products. For more information on the US Offering, refer to: http://www-03.ibm.com/services/supline/products/javaETS.html

NOTE 3: As of 6/30/2022, TA is not included in DS8000 product warranty. Expert Care is the default product service.

NOTE 4: Effective 4/10/2024 Technical Advisor as an add-on service to Proactive has been withdrawn from marketing.
Service withdrawal: Technical Advisor for Storage Additional option - IBM Documentation

IBM Technical Advisor for Storage Offering

Eligible Products and Prerequisite Services							
Technical Advisor				**Prerequisite**			**Warranty Duration (Years)**
Product	Machine Type	Machine Model	w/ Enterprise Class Support or for DS8K, Premium Support	HWMA	SWMA	SupportLine	
DS8880, DS8884, DS8886, DS8888	2832	980, 981, 982, 984, 985, 986, 98B, 98E, 98F, 84E, 85E, 86E	NOTE 1	YES	N/A	YES	2
DS8880, DS8884, DS8886, DS8888	2833	980, 981, 982, 984, 985, 986, 98B, 98E, 98F, 84E, 85E, 86E	NOTE 1	YES	N/A	YES	3
DS8880, DS8884, DS8886, DS8888	2834	980, 981, 982, 984, 985, 986, 98B, 98E, 98F, 84E, 85E, 86E	NOTE 1	YES	N/A	YES	4
DS8880, DS8882F, DS8884F, DS8886F, DS8888F	5332	983, 984, 985, 986, 988, 998 85E, 86E, 88E	NOTE 1 & 3	YES	N/A	YES	2
DS8880, DS8882F, DS8884F, DS8886F, DS8888F	5333	983, 984, 985, 986, 988, 998 85E, 86E, 88E	NOTE 1 & 3	YES	N/A	YES	3
DS8880, DS8882F, DS8884F, DS8886F, DS8888F	5334	983, 984, 985, 986, 988, 998 85E, 86E, 88E	NOTE 1 & 3	YES	N/A	YES	4
DS8900 DS8910F DS8950F	5332	993, 994, 996, E96	NOTE 1 & 3	YES	N/A	YES	2
DS8900 DS8910F DS8950F	5333	993, 994, 996, E96	NOTE 1 & 3	YES	N/A	YES	3
DS8900 DS8910F DS8950F	5334	993, 994, 996, E96	NOTE 1 & 3	YES	N/A	YES	4
FlashSystem 900	9843	AE2, AE3, UF3	NO	YES	N/A	YES	3 **No TA warranty coverage for years 2 & 3 effective 2017/3/7
FlashSystem A9000R	9837	415, 425, U25	YES	YES	YES	NO	3
FlashSystem A9000	9838	415, 425, U25	YES	YES	YES	NO	3
FlashSystem V9000	9848	AC2, AE2, AC3, AE3, 12F, 24F, 92F	YES	YES	YES	NO	3
FlashSystem 9100	9848	A9F, AF7, AF8, AFF, UF7, UF8	YES	YES	YES	NO	3
FlashSystem 9200	9848	AG8, UG8	YES	YES	YES	NO	3
SAN Volume Controller	2147	SV1, 12F, 24F, 92F, SV2, SA2,SV3	YES	YES	YES	NO	3
XIV**	2812	214, 314	NO	YES	YES	NO	3 **No TA warranty coverage for years 2 & 3 effective 2017/1/17