



IBM PASSPORT ADVANTAGE APPLIANCE SUPPORT GUIDE



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www.ibm.com/software/appliance/support

APPLIANCES AT IBM

IBM has had many offerings that fall into the definition of an appliance. Some are traditional hardware-based appliances while others are software-only or virtual appliances.

As more appliances and appliance offerings make their way into the marketplace, we created this Guide as a reference to make it easier for you to support your appliances.

Throughout this document you will find useful links. For easy access, the online version of this document is available for download at <http://www.ibm.com/software/appliance/support>

Thank you for choosing IBM appliances!

Disclaimer: IBM reserves the right to make changes to the Appliance Support Guide and the policies within it at any time to improve or enhance the support provided to our clients. All changes will be posted to our Web version of this guide at <http://www.ibm.com/software/appliance/support> and will be included in future printed editions of this guide.

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INTRODUCTION

The objective of this guide is to define what an IBM Appliance is, what support is available and how to get IBM Subscription and Support (S&S) for your IBM appliance. The IBM Passport Advantage agreement defines an appliance as:

International Passport Advantage Agreement

An Appliance is an EP (Eligible Product) which is any combination of Program Components, Machine Components (MCs) or Hardware Parts, and any applicable Machine Code Components offered together as a single offering and designed for a particular function.

As this definition shows, an appliance is comprised of hardware components ("Machine") and software components ("Program") under a single Passport Advantage part number. Subscription and Support (S&S) for your IBM appliance is purchased and renewed under a single Passport Advantage part number. Passport Advantage S&S is transacted and effective for the country in which your IBM appliance is installed.

Throughout this guide “appliance service and support” refers to:

Warranty – your first year (12 months) of IBM appliance subscription and support service included with initial Appliance acquisition referred to as initial Subscription & Support.

For Appliances designated as installed by IBM (IBI), the initial Subscription & Support period commences on the actual date IBM installs the appliance or within 45, 60 or 75 days whichever occurs first after IBM ships the Appliance from the Clients local IBM or IBM Certified ship facility and depending on local country importing rules and regulations. See prescribe times below:

Asia Pacific

- 75 days following the shipment from IBM for the Greater China Group
- 45 days following the shipment from IBM for all other countries in AP

Europe Middle East and Africa

- 45 days following the shipment from IBM for all countries within Europe (excluding Russia)
- 60 days following the shipment from IBM for all countries within the Middle East and Africa
- 75 days following the shipment from IBM for Russia

North America, Latin America and Japan

- 45 days following the shipment from IBM

For Appliances designated by IBM as Client Set up Units (CSU), the initial Subscription & Support period commences on the date which the Appliance is shipped from the Clients local IBM or IBM Certified ship facility.

Maintenance – your subsequent years of IBM appliance Subscription & Support.

Please review this Guide carefully as it contains important information regarding the service and support of your IBM appliances.

APPLIANCE SUBSCRIPTION AND SUPPORT - Appliance S&S supplements your support staff skills by providing electronic and/or telephone access to IBM’s technical support knowledgebase and product specialists.

SELF-HELP REFERENCES FROM IBM

IBM provides self-help information on [IBM's web site](#), and [IBM Community/How can we help you](#), Product Documentation

- Education and Training
- Appliance firmware/software from Fix Central
- Diagnosis hardware problems
- Technotes
- My Notifications
- Product specific forums
- Offerings

Remote Technical Support

You have access to remote technical support for your S&S covered appliances. With Appliance S&S you can work with IBM remote technical support to obtain assistance for product specific problems / questions regarding the installation, configuration and operation of currently supported IBM Appliances as described in this guide.

Software/Firmware Support

Software components for mission-critical emergencies (severity 1) are worked 24 hours a day.

Software components for non-mission-critical (severity 2-4) are addressed during your local country business hours.

Hardware Support

Part types:

Some appliance types have both Customer Replaceable Units (CRU) as well as Field Replaceable Units (FRU) and this affects who is responsible to change a part.

The parts types are defined in the IBM documentation for each appliance. The topics will list the CRU and FRU parts for your appliance.

- Unless otherwise stated, the entire appliance is NOT replaced, just failing components.
- Parts may be new or certified reutilized.

CRU – Customer Replaceable Units

These are parts that the clients data center teams would be responsible to change and may include parts such as power supplies, hard drives etc.

Note: it is not covered to have an IBM engineer replace a CRU part on site without the Business Critical service upgrade offering.

FRU – Field Replaceable Units

These allow for an IBM engineer to install the part.

- Onsite service to replace or repair hardware components is available 5 days a week, during normal country business hours for Field Replaceable Units (FRU)
- To receive onsite Hardware component support 7 days a week, 24 hours per day, purchase the Business Critical Service upgrade offering. (This also would allow for Customer Replaceable Units (CRU) to be installed by an IBM engineer.)

In this document, the topic Contacting IBM for Support, describes how to work with IBM remote Technical support.

PREVENTING PROBLEMS

Appliance Alterations

The only modifications that may be made to your IBM appliance are those that are IBM approved for your appliance. Any other appliance modifications (hardware or software) or usage for which the product was not originally designed will void the support contract that you have with IBM for your appliance.

Moving Appliances

IBM service for hardware appliances is provided only at the original installed address on record. IBM can provide a fee-based service to work with your team to prepare the IBI/Rack appliance to be moved and reinstalled by trained installers and technicians.

For transit service within US, IBM can provide fee-based service, for all other countries' customer will be responsible for transit service. This process will protect and secures the operation and avoid voiding maintenance/service agreements within IBM.

For Client Set Up (CSU) machines, customers can move within-their own data center.

For IBM installed equipment, IBM must move and install. Contact your IBM representative for details.

If you are considering relocating your appliance to another country (cross border move), contact your IBM representative to discuss how to execute a Local Transaction Document in the country to which you want to move your appliances.

Please be aware that hardware support is per country. If an appliance is moved between countries without coordinating with IBM, you can expect a significant delay in receiving hardware support and issues with voided warranty or maintenance agreement.

IBM recommends the installation of preventive service packages to proactively avoid impacting problems caused by defects already known and corrected by IBM.

Fix Central

[Fix Central](#) makes it simpler to find the fixes from IBM; you can search by appliance or even by APAR ID or fix ID.

Stay Informed

Support notifications can be set up through [My Notifications](#) enabling you to receive security advisories and alerts that maintenance fixes are available.

CONTACTING IBM FOR SUPPORT

Information for contracting IBM Software Support is found at [My Support](#) (IBM's site for opening and manages cases) and [IBM Planetwide](#) (IBM's site for directory information for contacting local software and hardware support centers). Not matter how you engage IBM Software Support (electronic or phone) always select the **Software** option and be prepared to provide the following:

- Your IBM customer number
- Your IBM appliance product name
- IBM appliance machine type
- 7- digit IBM appliance serial number
- Define the Problem
- Background Information

Note: IBM Appliances have a unique Appliance Machine Type and Serial Number, separate from the hardware manufacturers.

QUESTIONS HANDLED BY IBM APPLIANCE TECHNICAL SUPPORT

IBM appliance remote technical support will help with your inquiry and as appropriate refer you to other IBM teams who are the next best resource for you.

When working with IBM remote technical support, please open a case for each unique problem or question.

While working on your problem, IBM support may refer you to product documentation or other publications or may be able to provide a specific response with short duration problems involving:

- Assistance with identifying the failing component
- Support for routine and short duration questions on product setup and usage of documented product functions
- Information for published software/firmware fixes
- Assistance with defects reported by the appliance hardware or software/firmware

SCOPE OF SUPPORT

Some examples of areas that are beyond the scope of IBM remote technical appliance support:

- Analyzing performance
- Writing, troubleshooting, or customizing code for a client
- Answering questions on customized configuration
- Recovering a database, or data recovery
- Consulting exercises
- Interpretation or triage of customized or third party generated defect/security scanning reports

RAISING REQUEST FOR PRODUCT ENHANCEMENTS (RFE):

In the Request for [Enhancement \(RFE\) Community](#) you have an opportunity to raise enhancement requests and collaborate directly with the IBM product development & offering teams as well as other product users.

You do not need to open a ticket with IBM Support to use this site.

Determine the Severity Level

When creating a case, you will be asked to assign a severity level. After discussion with technical support, the severity level can be refined. If you designated a problem as a severity 1, IBM will work on it 7 days a week, 24 hours a day, **providing you are also available to work** during those hours. You can change the severity level of a problem if circumstances change from when it was first entered to match current business impact conditions.

SEVERITY LEVEL DESCRIPTIONS

| Severity/Business impact | Guideline | Response objective targets | Business Critical* Service Upgrade response objective |
|--|--|---|---|
| 1 Critical Appliance condition requires an immediate solution | Emergency - System Down Production unavailable and Clients are unable to access system | Within 2 hours for the initial response, and ongoing responses as agreed upon with the client | 4 hours 24x7 from when IBM Support deems onsite HW support is necessary and Field Service team is engaged |
| 2 Significant Appliance is usable but severely limited | Unable to access one or more components or Critical appliance errors | Within 2 business hours | |
| 3 Some Appliance is usable but less significant features impacted | Problem affecting near-term schedule or Appliance returns or applications return errors at execution | | |
| 4 Minimal Appliance is usable. Little impact or a reasonable or workaround is in place | General question | | |

BUSINESS HOURS AND OFF-SHIFT SUPPORT HOURS

IBM Support remote support and onsite service business hours reflect normal country business hours in the time zone where your IBM appliance is installed. For example, 8:00 AM to 5:00 PM in North America or 9:00 AM to 6:00 PM in some parts of Asia and Europe, Monday through Friday, excluding national or statutory holidays. Off shift hours (for eligible offerings with 24x7 response) are defined as all other hours outside of normal country business hours.

Without the Business Critical service upgrade offering the targets for part delivery is:

The target for CRU (Customer Replaceable Units) such as power supply, hard drive, fans or the full appliance is the next business day.

For example:

- If the order is placed on Thursday, the target delivery would be Friday.
- If the order is placed on Friday after hours (or the weekend) the target would be Tuesday delivery.

LOCAL LANGUAGE SUPPORT

See the [IBM Support Guide – product details page](#) for specific language support based on products and services. IBM Support strives to provide services in local language for most countries.

ESCALATION PROCEDURES

If at any point in our service process you feel we are not meeting your needs, you may call our attention to your case by taking the following action(s):

- Be certain to explain the business impact of your problem to the support professional working your case.
- Ask the support professional to speak to his or her manager or contact the appliance support duty manager. An IBM Support manager will work with our technical staff to ensure your request is being handled appropriately.
- Raise the Severity Level of the case, if applicable.

If further escalation is required, nominate the case as a Complaint or Critical Situation ("CritSit") by asking a member of your IBM Client team or IBM Sales team to do so on your behalf.

EXCHANGING DATA WITH IBM

IBM Support professionals may request that problem information or test cases be provided in order to help troubleshoot. By the terms and conditions set forth in a support agreement, this information will be **non-confidential** (for example, not labeled “your company confidential”). Once the information is received, IBM will use it only for the purposes for which it was provided - that is, to fix defects or to provide support for IBM products or services. IBM will not disclose it to other parties, except to contractors of IBM who may be used to help resolve technical issues. IBM will delete, destroy, or return the data when it is no longer required. If the client elects to have IBM return physical media, the client will be responsible for arranging transport and delivery. IBM will hand off the media to a client designated carrier from an IBM location, but will have no responsibility or liability for return of the media. For more information on exchanging diagnostic data with IBM, please refer to [the Enhanced Customer Data Repository \(ECuRep\) - Terms of use page](#).

IBM offers **Blue Diamond for US-based healthcare clients** and **Enhanced Secure Support** for clients in other industries around the world with highly secure data requirements.

Blue Diamond and Enhanced Secure Support provide extra physical, logical, and administrative security controls, over and above IBM Core Security Practices. For more information about IBM Enhanced Secure Support, refer to the [IBM Enhanced Secure Support Overview document](#).

REOPENING A CASE

You can reopen a closed case within 30 days from the closure date. After that time, you will need a Support Agent to reopen your closed case within 90 days from the closure date. After 90 days, a case can no longer be reopened.

IBM SOFTWARE GROUP APPLIANCES

IBM Appliances include:

- IBM DataPower
- IBM MQ Appliance
- IBM PureApplication
- IBM Cloud Pak System
- IBM Data and AI Appliances
- IBM Cloud Pak for Data System
- IBM Security

IBM SUPPORT FOR: DATAPOWER GATEWAY APPLIANCES

Product Overviews

IBM DataPower Gateway is a single multi-channel gateway designed to help provide security, control, integration and optimized access to a full range of mobile, web, application programming interface (API), service-oriented architecture (SOA), B2B and cloud workloads.

The DataPower Gateway is available as a powerful physical appliance as well as Virtual versions that may be deployed on your hardware. Review our knowledge center: [DataPower Gateway Overview](#)

Welcome to support for our products

Support for IBM DataPower Gateway appliances will be provided by IBM Support initiated through IBM Software Support for both firmware and hardware issues.

Clients with 7x24 contracts will continue to get the off shift support to which they are entitled.

Our Customer Support Plan and levels is available from our [Warranty and Maintenance document](#).

Product Announce

[IBM DataPower Gateway X2 Appliance](#)

[IBM API Connect and IBM DataPower Gateway V10 firmware](#)

LIFECYCLE

For Lifecycle detail for IBM products see this page: [IBM Software Lifecycle](#)

Note: The DataPower Gateway appliances have both a firmware and hardware component with separate lifecycles. See these pages for details on each component:

Firmware Lifecycle page: <https://www.ibm.com/support/pages/node/85901>

Hardware Lifecycle page: <https://www.ibm.com/support/pages/node/358363>

How to contact IBM DataPower Support

Reference the topic Contacting IBM Support and for specific steps to open a case for the DataPower and MQ appliances: [Contact Support](#)

Open a case through the MySupport web page:

<https://www.ibm.com/mysupport/s/createrecord/NewCase>

For product search for: DataPower Gateway

Information on using the [On-site Hardware Service Assistance with DataPower](#)

For more options: <https://www.ibm.com/mysupport/s/>

Releases Supported

The list of supported releases can be found [Supported Releases](#)

SELF HELP

- Additional information regarding DataPower support offerings and self-help is available at: <https://www.ibm.com/support/pages/node/347707>. This information covers a range of support topics including:
- DataPower extended maintenance and support services
- Specifics for clients with valid support contracts on how to contact IBM WebSphere DataPower Technical Support
- DataPower SOA Appliances Support page
- Firmware and documentation downloads including a download wizard
- My Notifications weekly custom email with important news about the IBM appliances and products you select
- IBM DataPower SOA Appliance forum on developerWorks

Appliance Service Upgrade Offerings Specific For This Product

Review the upgrade options for appliances in our , for example:

Business Critical Support [appliance service upgrade offerings topic](#)

Media Retention (Disks, Media)

IBM SUPPORT FOR MQ APPLIANCE

Product Overview

IBM MQ Appliance provides the application connectivity performance of IBM MQ software in a physical messaging appliance. It offers rapid deployment of enterprise messaging with easier administration. Performance and message throughput are optimized for the appliance's capability and configuration.

Note that the MQ Appliance firmware has a different support lifecycle than the Appliance hardware. Standard service and support for MQ Appliance hardware is available for five years from the end-of-marketing (EOM) date. Firmware is made available as per the IBM Continuous Delivery support model. Long Term Support firmware is supported for 3 years from General Availability. Continuous Delivery Release firmware is supported for 12 months from GA or whilst it is one of the most recent two releases, whichever is longer. Interim fixes are provided as firmware updates in combination with the latest fixpack level of the selected LTS release or in combination with the latest CD release

For more information about the Continuous Delivery and Long Term Support releases, see this FAQ: <http://ibm.biz/CDvsLTfaq>

Additional information regarding IBM MQ Appliances available: <https://www-03.ibm.com/software/products/en/ibm-mq> <https://www.ibm.com/products/mq/appliance>

Welcome to support for our product

Support for IBM MQ Appliance is provided by IBM Support initiated through IBM Software Support for both firmware and hardware issues.

Clients with 7x24 contracts will continue to get the off-shift support to which they are entitled.

Our Customer Support Plan and levels is available from this [URL https://www.ibm.com/support/pages/node/727201](https://www.ibm.com/support/pages/node/727201)

Support extensions are not available for either hardware or firmware for this offering.

PRODUCT ANNOUNCE

IBM MQ APPLIANCE M2002 - https://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/9/897/ENUS218-249/index.html

IBM MQ APPLIANCE 9.2 FIRMWARE - https://www-01.ibm.com/common/ssi/ShowDoc.wss?docURL=/common/ssi/rep_ca/8/897/ENUS220-238/index.html

LIFECYCLE

IBM MQ Appliance have both a firmware and hardware component with separate lifecycles.

[IBM MQ Appliance firmware](#)

IBM MQ Appliance firmware on a specific hardware model is supported for defect and security fixes for a minimum of 3 years or until the MQ Appliance hardware reaches its End of Support date.

Firmware Lifecycle page: Search for 'MQ Appliance' at <https://www.ibm.com/support/lifecycle/#/>

The search results table displays when each firmware release reaches End of Support on each hardware model.

[IBM MQ Appliance hardware](#)

IBM MQ Appliance hardware End of Support dates are documented at <https://www.ibm.com/support/pages/node/358363>. When MQ Appliance hardware reaches its End of Support date all available firmware releases for the hardware also reach End of Support.

For more information see the IBM MQ FAQ for Long Term Support and Continuous Delivery releases:
<https://www.ibm.com/support/pages/node/713169>

How to contact IBM product support

See this technote for specific steps to open a case for MQ and DataPower appliances

<https://www.ibm.com/support/pages/node/6206160>

For general IBM MQ support and resources see <http://ibm.biz/mqsupport>

Open a case through the MySupport web page: <https://www.ibm.com/mysupport/s/createrecord/NewCase>

For product search for/choose: MQ Appliance

Information on using the [On-site Hardware Service Assistance with MQ Appliance](#)

For more options: <https://www.ibm.com/mysupport/s/>

RELEASES SUPPORTED

The list of supported releases for each hardware model can be found by going to

<https://www.ibm.com/support/lifecycle/#/> and searching for 'mq appliance'

KNOWLEDGE CENTER

the knowledge center for this product is can be found at this url:

https://www.ibm.com/support/knowledgecenter/ss5k6e_9.2.0/com.ibm.mqa.doc/intro.htm

Self help

Additional information regarding support offerings and self-help is available at: <http://ibm.biz/mqsupport>

Appliance Service Upgrade Offerings specific for this product

Review the upgrade options for appliances in our appliance service upgrade offerings topic, for example:

Business Critical

Media Retention

IBM MQ appliance firmware can be configured at two different capacities and must be configured to match the entitlement purchased.

- M2002B constrains some of the hardware capacity and is aimed at smaller workloads
- M2002A enables the full capacity of the hardware and is aimed at larger enterprise workloads
- There is also an entitlement upgrade path from M2002B to M2002A if your capacity requirements change.
- For further information see https://www.ibm.com/support/knowledgecenter/SS5K6E_latest/com.ibm.mqa.doc/M2002/considerations_firmware.htm

IBM SUPPORT FOR PUREAPPLICATION

PRODUCT OVERVIEW

IBM PureApplication combines the flexibility of a general-purpose system, the elasticity of cloud and the simplicity of an appliance. They are integrated by design and come with built in expertise gained from decades of experience to deliver a simplified IT experience.

The IBM PureApplication System is a platform system designed and tuned specifically for transactional web and database applications. This workload-aware, flexible platform is designed to be easy to deploy, customize, safeguard and manage. Whether you operate in a traditional or private cloud environment, this IBM solution can provide you with superior IT economics.

WELCOME TO SUPPORT FOR OUR PRODUCT

IBM will update your PureApplication system firmware Monday to Friday during the business hours (8am - 5pm) of the time zone in which your IBM appliance is installed." to the product section where we talk about firmware levels.

REVIEW OUR CUSTOMER SUPPORT PLAN:

[PureApplication and IBM Cloud Pak System](#)

LIFECYCLE:

[Software product lifecycle](#)

[Hardware lifecycle](#)

HOW TO CONTACT IBM PRODUCT SUPPORT

Reference the topic [Contacting IBM for Support](#)

To open a PMR from [Service requests and PMR](#) search for PureApplication and chose the product and firmware level

Use our technote "[MustGather: Organizing your problem information when reporting Cloud Pak System and/or PureApplication System problems](#)" to attach a file which describes the problem details.

Releases supported

The End of Service Dates for PureApplication release can be found in "[Firmware Support Practice for IBM Cloud Pak System and IBM PureApplication products](#)"

Related information for IBM [PureApplication releases](#)

KNOWLEDGE CENTER

The knowledge center for this product is can be found in the [IBM Knowledge Center](#) Chose "select a product" and enter PureApplication as the search word.

SELF HELP

Additional information regarding PureApplication support offerings can be found in [our Knowledge Collection](#)

Appliance service upgrade offerings specific for this product

Review the upgrade options for appliances in the [appliance service upgrade offerings](#) topic, for example:

BUSINESS CRITICAL SUPPORT

MEDIA RETENTION (DISKS, MEDIA)

IBM SUPPORT FOR DATA AND AI APPLIANCES

Standard appliance service and support for your IBM Data and AI Appliance will be available for at least five (5) years from the General Availability (GA) date.

PureData System for Analytics Product Overview

IBM® PureData™ Analytics System (powered by Netezza® technology) is a simple data appliance for serious analytics. It simplifies and optimizes performance of data services for analytic applications, enabling very complex algorithms to run in minutes in hours.

Product Announce: <https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS214-423>

LIFECYCLE

For Lifecycle detail for IBM products see this page: [IBM Software Lifecycle](#)

How to contact IBM product support

Reference [Contacting IBM for Support](#)

For product search for/chose: PureData Analytics System

For more options: <https://www.ibm.com/mysupport/s/>

Releases supported: 1.0.0

Knowledge Center

The knowledge center for this product is can be found at this URL:

https://www.ibm.com/support/knowledgecenter/en/SSULQD_7.2.1/com.ibm.nz.reln.doc/c_relnote_n3001.html

APPLIANCE SERVICE UPGRADE OFFERINGS SPECIFIC FOR THIS PRODUCT

Review the upgrade options for appliances in [our appliance service upgrade offerings](#) topic, for example:

Business Critical Support

Media Retention (Disks, Media)

IBM INTEGRATED ANALYTICS SYSTEM:

Product Overview

The Integrated Analytics System drives the insights needed to increase your competitiveness by matching accelerated development and deployment times for your data scientists with a high performance, optimized, cloud-ready data platform.

Product Announce

N4001 Model: <https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS217-469>

N4002 Model: <https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS219-151>

LIFECYCLE

For Lifecycle detail for IBM products see this page: [IBM Software Lifecycle](#)

How to contact IBM product support

Reference [Contacting IBM for Support](#)

For product search for/chose: Integrated Analytics Systems

RELEASES SUPPORTED

THE LIST OF SUPPORTED RELEASES 1.0.0

Knowledge Center

The knowledge center for this product is can be found at this URL:

<https://www.ibm.com/support/knowledgecenter/en/SSHRBY/com.ibm.swg.im.dashdb.kc.doc/welcome.html>

Appliance Service Upgrade Offerings Specific For This Product

Review the upgrade options for appliances in [our appliance service uupgrade offerings](#) topic, for example:

Business Critical Support

Media Retention (Disks, Media)

IBM SUPPORT FOR IBM CLOUD PAK SYSTEM

Product Overview

IBM Cloud Pak System (CPS) combines the flexibility of a general-purpose system, the elasticity of cloud and the simplicity of an integrated solution stack. Together, they are designed to be an integrated system of hardware and software optimized to run IBM Cloud Paks, Kubernetes, and VM workloads in the safety of your data center. As the preferred deployment target for IBM middleware and IBM Cloud Paks, CPS provides a hybrid cloud platform that can provide optimal flexibility and portability from your data center into any clouds.

IBM Cloud Pak System (CPS) is designed to accelerate Enterprise IT Transformation to cloud native operating models in the datacenter. Additionally, it provides agile and guided automation to install and configure IBM Cloud Pak to best practices in minutes. Finally, it enables you to modernize your applications and deploy VM and container-based workloads with simplified, scalable and consistent management in the same system and across multiple clouds. As an integrated solution stack, it supports upgrades from entry configuration of 32 cores for additional cores and/or storage, as needed.

WELCOME TO SUPPORT FOR OUR PRODUCT

IBM will update your Cloud Pak System firmware Monday to Friday during the business hours (8am - 5pm) of the time zone in which your IBM appliance is installed." to the product section where we talk about firmware levels.

REVIEW OUR CUSTOMER SUPPORT PLAN

[IBM Cloud Pak System](#)

LIFECYCLE:

[Software product lifecycle](#)

[Hardware Lifecycle](#)

How to contact IBM product support

Reference the topic [Contacting IBM for Support](#)

Use our technote “[MustGather: Organizing your problem information when reporting Cloud Pak System and/or PureApplication System problems](#)” to attach a file which describes the problem details.

IBM Cloud Pak System is in RETAIN or MySupport based on the firmware release you are using. Chose based on the following:

If your IBM Cloud Pak System is running firmware prior to 2.3.2, open a PMR access [Service requests and PMRs](#) search for Cloud Pak System and the firmware level on the system

If your IBM Cloud Pak System is running firmware 2.3.2 or newer, open a case though the [MySupport](#) For product search for Cloud Pak System and firmware level on the system.

Releases supported

The End of Service Dates for PureApplication release can be found in “[Firmware Support Practice for IBM Cloud Pak System and IBM PureApplication products](#)”

Reference our “[Related information for IBM Cloud Pak Systems releases](#)

KNOWLEDGE CENTER

The knowledge center for this product can be found at [the IBM Knowledge Center](#) Chose “select a product” and enter Cloud Pak System as the search word.

SELF HELP

Additional information regarding IBM Cloud Pak support offerings and self-help is available from links on the IBM [Cloud Pak System](#) page ad [IBM Community/How can we help you](#)

Appliance service upgrade offerings specific for this product

Review the upgrade options for appliances in the [appliance service upgrade offerings](#) topic, for example:

Business Critical Support
Media Retention (Disks, Media)

IBM SUPPORT FOR IBM CLOUD PAK FOR DATA SYSTEM

Product Overview

IBM Cloud™ Pak for Data System (CPDS) is an integrated hyper-converged system. Cloud-native by design and architected for microservices and containerized workloads, this platform offers preassembled software provisioning and includes capabilities to collect, organize, and analyze data. Cloud Pak for Data System provides a set of hardware building blocks to help you quickly create high-performance compute and storage clusters.

Cloud Pak for Data is a tightly integrated collection of data and analytics microservices built on cloud-native architecture. It enables you to collect, organize, and analyze your data so that it is ready for AI applications. This robust end-to-end solution addresses data and analytic needs within your enterprise, enabling your organization to access an array of enterprise data sources on premises and in the cloud, while applying the deep data management and analytics capabilities of IBM within a private cloud environment.

IBM Cloud™ Pak for Data System includes IBM® Netezza Performance Server that is compatible with IBM PureData® System for Analytics and leverages the Cloud Pak for Data System hardware acceleration (Field Programmable Gate Array - FPGA). This enables clients to combine their existing PureData® System for Analytics in-database and machine learning applications with the powerful AI capabilities of Cloud Pak for Data System, delivering enriched business insights.

Standard appliance service and support for your IBM Cloud Pak for Data System will be available for five (5) years from the General Availability (GA) date.

When you purchase a Cloud Pak for Data System you are entitled to installation and setup services. Please contact your sales or services representative to understand the scope of these included services.

Product Announce

IBM Cloud Pak for Data System <https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS219-341>

IBM Cloud Pak for Data System for Federal and Finance <https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=AN&subtype=CA&htmlfid=897/ENUS219-496&appname=USN>

LIFECYCLE

For Lifecycle detail for IBM products see this page: [IBM Software Lifecycle](#)

How to contact IBM product support

Reference [Contacting IBM for Support](#) for details.

Identifying your Cloud Pak for Data System when opening a Support Case <https://supportcontent.ibm.com/support/pages/node/6250023>

RELEASES SUPPORTED

the list of supported releases 1.0.0, 1.0.1, 1.0.2, 1.0.3, 1.0.4, 1.0.5, 1.0.6, 1.0.7

Knowledge Center

The knowledge center for this product is can be found at this URL:

<https://www.ibm.com/support/knowledgecenter/SS5FPD>

APPLIANCE SERVICE UPGRADE OFFERINGS SPECIFIC FOR THIS PRODUCT

review the upgrade options for appliances in [our appliance service upgrade offerings](#) topic, for example:

Business Critical Support

Media Retention (Disks, Media)

Product Documentation and Support:

<https://www.ibm.com/support/knowledgecenter/SS5FPD>

IBM SUPPORT FOR SECURITY APPLIANCES

Product Overview

IBM Security appliances are purpose-built host-based security assessment and intrusion prevention appliances.

Technical support for IBM Security appliance products is provided by IBM Software Support for both firmware and hardware.

How to contact IBM product support

Reference [Contacting IBM for Support](#) for details.

When opening a Support case, in addition to defining the problem and providing background information, it is recommended to gather and provide relevant Diagnostic information. For QRadar hardware issues, it is recommended to include a current Lenovo DSA (Dynamic System Analysis) or DSET (Dell System ESUPPORT Tool) output file. For Guardium hardware issues, it is recommended to include a current Lenovo DSA (Dynamic System Analysis). For Network Security hardware issue, it is recommended to include a provinfo file (for GX) or support file (for XGS).

Note: Hardware support for IBM Security Appliances is defined as replacement of failing parts, not replacing the entire appliance. In order to address potential Hardware issues more effectively, it is absolutely required the customer provide hardware logs and maintain recommended firmware levels.

APPLIANCE SERVICE UPGRADE OFFERINGS SPECIFIC FOR THIS PRODUCT

QRADAR and GUARDIUM appliances have service upgrade offerings. Both offer business critical support and media retention. Review the upgrade options for appliances in our appliance service upgrade offerings topic. For example:

Business Critical Support

Media Retention (Disks, Media)

IBM QRADAR APPLIANCES

Lifecycle and Releases Supported

The QRadar Support Lifecycle page – <https://www.ibm.com/support/pages/ibm-qradar-support-lifecycle> -- provides information regarding product lifecycle and software releases supported.

Knowledge Center

QRadar KnowledgeCenter – <https://www.ibm.com/support/knowledgecenter/en/SS42VS/>

Self help

Additional information regarding support offerings and self-help is available on QRadar 101 – <https://www.ibm.com/community/qradar/>.

IBM GUARDIUM APPLIANCES

Lifecycle and Releases Supported

The Guardium Support Lifecycle page – <https://www.ibm.com/support/pages/node/959059> – provides information regarding product LIFECYCLE and software releases supported.

Knowledge Center

Guardium KnowledgeCenter – https://www.ibm.com/support/knowledgecenter/SSMPHH/SSMPHH_welcome.html

Self help

Additional information regarding IBM Guardium support offerings and self-help is available at:

<http://www-01.ibm.com/support/docview.wss?uid=swg21984772>

IBM QRADAR NETWORK SECURITY APPLIANCES

This includes IBM QRadar Network Security XGS*, Network Protection Manager*, IBM Security Network Intrusion Prevention System and IBM Security Web Gateway Appliances.

LIFECYCLE

IBM QRadar Network Security XGS (*formally known as IBM Security Network Protection XGS) – <http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=xgs&ibm-%20search=Search>

IBM QRadar Network Protection Manager (*formally known as SiteProtector) – <http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=siteprotector&scope=&ibm-search.x=0&ibm-search.y=0&sort=P>

IBM Security Network Intrusion Prevention System – <http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=security+network+intrusion+prevention&scope=&ibm-search.x=0&ibm-search.y=0&sort=P>

IBM Security Web Gateway – <http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=security+web+gateway&sc%20ope=&ibm-search.x=0&ibm-search.y=0&sort=P>

IBM Security SiteProtector System 4001 – <https://www.ibm.com/support/lifecycle/search?q=IBM%20Security%20SiteProtector%20System%20SP4001>

Self help

Additional support resources and self-help information for these Network Security appliances is available at:

<http://www-01.ibm.com/support/docview.wss?uid=swg21447087>

APPLIANCE SERVICE UPGRADE OFFERINGS

OVERVIEW

The purchase of your IBM appliance includes 12 months of IBM product warranty Subscription and Support which can be renewed annually.

Additional add-on service offerings may be available for your appliance. Contact your IBM Sales Representative for additional program details and purchasing options that may be available for your appliance.

APPLIANCE HARDWARE BUSINESS CRITICAL

This offering is for clients requiring business critical hardware support 24x7 (24 hours a day, 7 days a week) onsite support for confirmed hardware issues. Clients subscribing to Appliance Hardware Business Critical service are entitled to schedule onsite service to occur outside standard local business hours. Additionally, when appropriate, our onsite response time with parts is within a 4 hour target after hardware parts are confirmed as required and the IBM field team is dispatched. This offering is priced by the appliance type.

Note: Please check with your account representative to confirm availability in your region

APPLIANCE HARDWARE MEDIA RETENTION

This offering is for clients requiring media retention. Clients subscribing to Appliance Hardware Media Retention are entitled to retain the replaced/failed hardware security module (HSM), hard disk drive (HDD), solid state drive (SSD) or flash memory. This offering is priced by the appliance type.

Note: Please check with your account representative to confirm availability in your region

ACCELERATED VALUE PROGRAM

Accelerated Value Program provides trusted advisors to help you on a short or long-term basis to:

- Improve time-to-value for implementations of new technologies and solutions
- Minimize implementation and operational cost and risk
- Develop your skills and self-sufficiency
- Assist with maximizing your team's efficiency and productivity

Our consultants deliver a range of available services:

- Subject Matter Expert Consultants are assigned to partner with the client team to provide:
 - Designated Single Point of Contact
 - Reactive Support that helps expedite problem resolution, manage escalations and provides services that complement IBM Support
 - Proactive Assistance to improve the quality of your solutions
 - Preventive Guidance to increase the value of your solutions using IBM technology
- Unlimited Q&A

- Personalized Add-Ons delivered within a block of hours (including checkpoints, business reviews and periodic technical reviews)

Standardized contracts can be quickly added to a software sale using a part number, or customized services can be defined with our sales team

US SECURED SUPPORT

Clients in the United States (US) may need more secure support options to satisfy regulatory conditions. IBM Support has options to satisfy those needs:

[IBM Secure Support via US Citizens \(Software\)](#) – remote support delivered exclusively by U.S. citizens located in the continental United States, with secure data handling

[IBM Secure Support via US Citizens \(Systems\)](#) – remote support delivered exclusively by U.S. citizens located in the continental United States

[IBM Enhanced Secure Support](#) – additional layers of security allowing you to use a secure dedicated portal to upload diagnostic data to support problem determination

IBM ON-SITE HARDWARE SERVICE ASSISTANCE.

Note: Please check with your account representative to confirm availability in your region

Description of Service

Client may acquire IBM On-Site Hardware Assistance (the Service) to be used for Client's choice of five pre-defined Service Options in any combination. Days must be used for the Appliance Machine Type (MT) and at the site designated at purchase, but multiple appliances of this MT may be serviced, so long as the Appliance is under active support at the time of Service, and Days remain available in Client's account.

Service Options

1. Hardware Health Check

An IBM on-site Service Support Representative (SSR) performs a hardware review to identify failed or failing parts. Collaboration with Support under the terms of the existing support agreement for repair or replacement may be conducted after this Service Option is completed.

2. SSR Stand-by Service at Client Site

Upgrades, data center maintenance, or other activities may affect Appliance functioning following activity completion; to avoid potential delays in returning Appliance to normal availability, this Service Option allows Client to schedule an SSR to be present during such activities, and to work with the Support team to assist with any problems.

Parts, if needed, may be provided under Client's active support contract.

3. On-site Problem Diagnostics

Client may request an SSR service visit to accelerate trouble-shooting. Normally on-site is not possible until a hardware issue is confirmed, this service option provides an alternative. Parts, if needed, may be provided under Client's active support contract.

4. Appliance Hardware Installation Service (for Client Setup models)

SSR performs install / setup for hardware only when Appliance has been delivered but Client prefers IBM install

5. Customer Replacement Unit (CRU) installs

Customer replacement units are normally installed by Client, but Client may use this Service to have an SSR install the CRU.

Part(s) to be installed must be provided under Client's Appliance Services (Hardware Maintenance / Software Subscription & Support).

Requesting Service

Services are acquired and entitled based on Days. For this Service, a Day is a time period of 8 hours.

Each Service supports the quantity of Days of On-Site Assistance specified in the Transaction Document and is based on a 12-month term

If Client purchases this Service for a term of less than 12 months, the amount of Days available for use during that term will be pro-rated accordingly; this amount will be sent via email to Client within 10 business days after order has been processed.

Each Service is delivered based on a consumption of Client's available entitled Days.

Service delivery will be calculated in half day increments, rounding up to the next partial or full Day.

Within three business days after the Service has been performed, Client will receive notification of the Days decremented and a count of remaining available Days.

Client may request Service by opening a ticket with IBM Support at <https://www.ibm.com/mysupport/s/> to verify entitlement (including service uplifts which are applicable to Service Days), create record, and notify the SSR.

Client may select the desired Services when calling IBM to request fulfillment.

Multiple choices may be made during the usage period if adequate Hardware Designated Service Days are available.

Service Days will be delivered within 5 business days of being requested by Client

An active support agreement for the Appliance(s) being serviced is a mandatory prerequisite for this Service to be provided.

Client's Responsibilities

In order for IBM to perform the service effectively, Client agrees to:

- make appropriate personnel available to assist and direct IBM in the performance of IBM's responsibilities;
- ensure that the service location is correctly reflected within IBM entitlement systems;
- perform appropriate preparations prior to SSR arrival, such as making backup copies of any relevant programs and data before IBM commences Services; and
- maintain appropriate backup/restore processes on suitable media.

Additional Information:

Applicability of Service Options may vary by Appliance; please review the appropriate TechNote for the relevant Appliance for further information

SECURITY EXPERT LAB SERVICES

IBM Security Expert labs offers services that allow customers to maximize the value of IBM Security solutions with support from our product experts.

The following Security Expert lab services are offered for QRadar and Guardium:

QRadar Services: <https://www.ibm.com/support/pages/node/6360831>

Guardium Services: <https://www.ibm.com/support/pages/node/6360843>

For details on all services offered by Security Expert Labs, visit <https://www.ibm.com/security/security-expert-labs>.

IBM APPLIANCE SERVICE AND SUPPORT LIFECYCLE

Like IBM Software, IBM Appliances have a defined support lifecycle. The IBM appliance support lifecycle specifies how long support is available for IBM appliances. You can purchase appliance subscription and support from the first availability of an appliance to the time the appliance is no longer supported. You can track how long your IBM appliance is supported, and therefore plan your investment effectively, without any breaks in support.

While IBM does not guarantee that any product will have a particular period of support following withdrawal from marketing, it is recommended that you confirm the lifecycle of your appliances. IBM will announce a product's end of service (EOS) date at least twelve (12) months before product support is withdrawn, however firmware/software end of service (EOS) notification may be as little as six (6) months.

Exceptions may exist for specific appliances. To obtain the most accurate lifecycle information for your appliance, subscribe to RSS updates and view the lifecycle dates under the appliance lifecycle A-Z list. Visit:

<https://www.ibm.com/support/lifecycle/#/>

IBM may modify this policy at any time and will communicate the modification and any exceptions through an appliance announcement letter, or in a general policy announcement.

REINSTATING SUPPORT FOR AN APPLIANCE

Once an appliance's coverage has lapsed you will no longer be able to contact IBM for Appliance Service and Support.

If you need Appliance Service and Support for your appliance with lapsed coverage, you will need to acquire Appliance Service and Support Reinstatement. This is the only way you will be able to reinstate your Appliance Service and Support coverage and licenses.

If an IBM Appliance ever goes out of maintenance, reinstatement of appliance maintenance is contingent upon an appliance reinstatement inspection being conducted. If the appliance is found to not meet reinstatement standards, bringing the appliance up to standard would be a separate client cost.

WEB LINK SUMMARY

Below is a summary of all the links found in this document:

TABLE 1: WEBSITE SUMMARY

| Link | Description |
|---|--|
| http://www.ibm.com/software/appliance/support | Appliance Support Guide (this document) |
| http://www.ibm.com/support/Guide | Software Support Guide |
| http://www.ibm.com/support | IBM Support Portal Home Site |
| http://www.ibm.com/software/support | IBM Support Portal Site (software support section) |
| https://www-947.ibm.com/support/servicerequest | Service Request Help |
| http://www.ibm.com/planetwide | Details on how to contact IBM support in your specific country or region |
| https://www-01.ibm.com/software/support/isa | IBM Support Assistant |
| http://www.ibm.com/eserver/support/fixes | Fix Central |
| https://www.ibm.com/support/lifecycle/#/ | Appliance Lifecycle information |
| http://www.ibm.com/systems/support/machine_warranties/machine_code.html | Machine Code License Agreements |
| http://www.ibm.com/de/support/ecurep/service.html | Service Users License Agreement |
| http://www.ibm.com/software/support/exchangeinfo.html | Enhanced Customer Data Repository – How to exchange data with IBM |
| http://www.ibm.com/support/techdocs/atsmastr.nsf/Web/CSPs | IBM Customer Support Plans |

| | |
|---|---|
| http://www.ibm.com/software/passportadvantage | Passport Advantage Site |
| https://www.ibm.com/analytics/us/en/services/cloud-expert-services.html#enhanced-support-services | IBM Software Accelerated Value Program |
| http://www.ibm.com/software/howtobuy/passportadvantage/ | Information on how to buy passport advantage |
| http://www.ibm.com/services | IBM Custom Support Site |
| https://www.ibm.com/security/security-expert-labs | IBM Security Product Professional Services Site |

ACRONYMS & OTHER TERMS

The following acronyms and terms are used frequently during solving your problems.

APAR

Authorized Program Analysis Report. A formal report to IBM development, of a problem in a current unaltered release of an IBM program by IBM Support. You will be contacted by your Support team handling your PMR to explain the results of the APAR investigation. Not all APAR investigations will result in a change to an IBM Product.

APPLIANCE

A single purpose device. IBM's appliances contain technologies from the IBM portfolio of hardware and software in one product.

APPLIANCE SUPPORT GUIDE

Also known as Appliance Support Handbook, which is reference document to make it easier for support of appliances.

CRU

Customer Replaceable Unit

EOM

End Of Marketing date.

EOS

End Of Support date. The date listed is the last date on which IBM will deliver Standard Support services for a given version/release of a product.

FRU

Field Replaceable Unit

ONSITE

Technical support delivered physically at the client location.

SSR

Support Services Representative

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