

CUSTOMER SUPPORT PLAN

*For IBM **@server** xSeries & Netfinity Servers*

US and Canada

IBM **@server** xSeries

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Purpose of Support Plan

This document communicates the IBM technical support available to you, procedures for obtaining support, and information on contacting IBM. You'll find information on IBM e-Support, hardware and software reporting procedures, escalation processes (including a chart defining severity levels), a problem reporting / resolution call flow chart, as well as phone contact information.



NOTE:

To download the latest version of this document, go to <http://www.ibm.com/support/> and do a search under the Technical Support heading using "customer support plan" (quotation marks included) in the search field.

Support Overview for IBM @server xSeries/Netfinity Servers

As an IBM customer, you can access a support program unmatched in the industry. xSeries/Netfinity systems come with the service and support you expect, giving you enhanced value and confidence. This section describes what IBM offers you in Base Services and Support, e-Support, the IBM HelpCenter (including its Enhanced Services and Support), plus an explanation of Severity Levels when reporting problems.

Base Services and Support



When you buy new IBM systems from IBM or from our Business Partners, you also buy IBM's unique depth of experience and expertise. You buy support from people dedicated to developing systems solutions for your business. As always, we equip you with a wide variety of base services and support, typically including:

- ◆ Product and services information
- ◆ Seminars
- ◆ Product demonstrations
- ◆ Identification and selection of appropriate solutions, including:
 - ◆ Product configurations
 - ◆ Basic capacity plans without deliverables
 - ◆ Pricing
- ◆ Proposal development
- ◆ Systems Assurance Reviews for new IBM products
- ◆ Education planning assistance
- ◆ Software defect support through the IBM Software Support Center
- ◆ Installation planning assistance for new software licenses
- ◆ Physical planning assistance for non-customer setup equipment
- ◆ Installation planning assistance for non-customer setup equipment
- ◆ Warranty support of IBM hardware
- ◆ Repair of IBM hardware engineering and manufacturing defects

Why IBM Service?

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing business. Why? Because:

- ◆ 116,000 people worldwide deliver IBM support and service in 164 countries.
- ◆ 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 23 languages from nine HelpCenters around the world.
- ◆ Maintenance parts are available from IBM's 145 parts-stocking locations in the US and 479 locations worldwide.
- ◆ More than 4000 IBM and Business Partner specialists have been rigorously trained in the TechConnect certification program for IBM Intel processor-based servers.



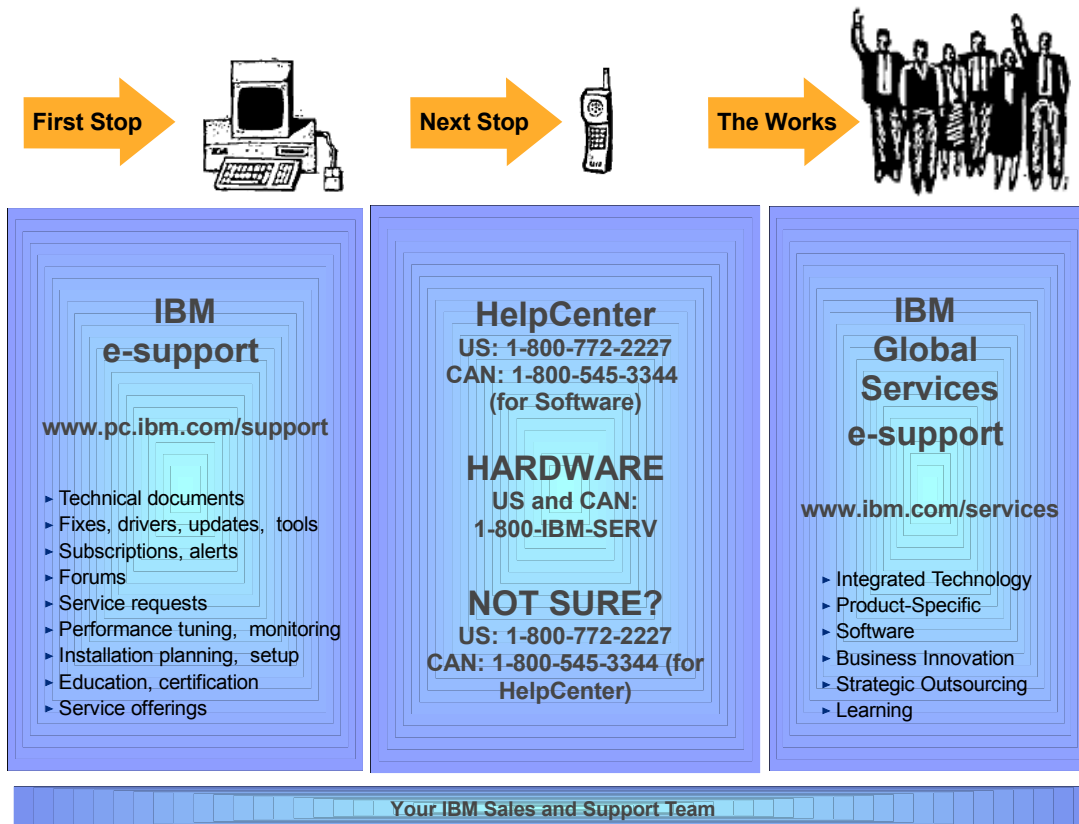
When you need help.....

*"IBM ... continues to leverage its strengths as the most recognized brand in IT and as **the company that can offer the greatest depth and breadth of service to customers.** IBM -- and only IBM -- can offer service, support and integration capabilities to almost any enterprise almost anywhere in the world, and those capabilities are an even more important competitive differentiator in difficult economic times." "Gartner Viewpoint" (www.cnet.com) 12.10.2001*

From IBM's very largest customer to the individual consumer, the Web (<http://www.ibm.com>) is key to enabling e-relationships. Customers use the Web to learn about and buy offerings and solutions, to comparison shop, check on order status, and to invoke / receive after-purchase support and services. This is referred to as the **Learn / Shop / Buy / Receive / Use** cycle.

IBM also delivers technical sales support via the Web to allow customers to Learn / Shop / Buy in a self-service mode, without requiring assistance from the IBM sales channels or Technical Sales Support organizations. These activities can be end-to-end Web or Web-assisted, where the customer accomplishes some tasks via the Web and then engages skilled resources.

As an IBM customer, you have access to a range of technical support unmatched in the industry. IBM @servers come with the service and support you expect, giving you enhanced value and confidence. Below is a bird's-eye view of IBM's after-purchase customer support capability:



Your First Stop — IBM e-Support

URL <http://www.pc.ibm.com/support>

IBM's support site is superior in its ability to deliver comprehensive, up-to-date technical information for your specific support needs. Technical information is categorized so that you can navigate directly to the support you need for your product -- including: downloadable files, frequently asked questions (FAQs), Hints & Tips, online publications, plus information on products, parts, and software.

Personalized Support Page

xSeries/Netfinity Customers can sign up to create a personalized support page for their IBM system(s) and also be eligible to participate in special Internet support programs in the future. When you profile your IBM products, we'll build a customized support page specific to your hardware, including: frequently asked questions (FAQs); parts information; technical hints and tips; and downloadable files.

Ask an Expert

After profiling on the IBM support site, you can diagnose/submit problems using the **IBM Online Assistant** (formerly the IBM KnowledgeBase) as well as participate in **discussion forums**.



Downloadable Files

Also available online are downloadable files to keep your system totally up-to-date. This repository includes BIOS upgrades, system files, configuration information and much more.

Proactive E-Mail

Available at no charge to customers who register their systems at IBM's xSeries support site (<http://www.ibm.com/pc/support>), Proactive E-mail will automatically notify you when upgrades and/or pertinent technical information is available for your particular system(s). E-mail message content will cover various topics, including **engineering changes**, downloadable files, FAQs, performance hints, technical tips, and parts information. Note: When you personalize your system, you must check the appropriate box to receive the e-mail notices.

A screenshot of the IBM PC Support website. The header says "PC Support @ IBM" and "Offering free online support to our customers ...". There are three main sections: "Customize my support site" with a "Login" link, "Quick Path to my product" with a search box for "Enter Type-Model" and a "type-model" link, and "Browse the support site" with a dropdown menu for "Select a product to browse".

A screenshot of the IBM "Profile" page. It has a navigation bar with "PC Support Home" and "Login". The main heading is "Profile" and it says "Thank you for taking a moment to profil". There is a list of bullet points: "Diagnose and submit problems", "Participate in our discussion for", "Receive e-mail notifications of te", and "Instantly access information rela". Below this is a "Web Browser Information" section that says "We have detected that you are using th", "Browser: Netscape", and "Version: 4.76 [en] (Win98; U)".

Don't overlook Redbooks!

IBM Redbooks are “how-to” guides to technical information, and Redbooks Online! is THE web source

for finding complete information on IBM solutions and offerings on the World Wide Web. You can view and download complete books. We also offer two ways to find the Redbook you want. . Do a quick keyword search for a hit list of IBM Redbooks, Redpieces and Redpapers. Or browse through pre-selected categories.

See <http://www.redbooks.ibm.com/>



iSource -- Your Customizable, One-Stop Source for IBM Information

With iSource from IBM, you get only the updated information about the industry news, e-business and IBM product information that's

important to you. Best of all, there is no charge for this service. iSource uses your own selections to customize the e-mail you receive from IBM. You can change your preferences whenever you please, and never have to worry about information overload. Major news categories include announcement letters, *Focusing on You*, special promotions, news digest, and press releases. To receive iSource, simply sign up -- at <http://isource.ibm.com/world/subscribe.shtml>

A banner for iSource with the text "iSource" in a large, bold, black font and "Subscribe now" in a smaller, black font below it. The background of the banner is a blurred image of a person's profile looking to the right.

iSource
Subscribe now

Need Windows/2000 Migration Assistance? -- Join “The Underground”!



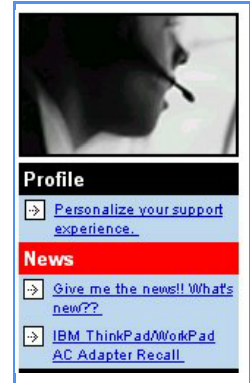
IBM's xSeries Marketing Team developed a new site -- “The Underground” to assist with their migrations. You can now link to all IBM xSeries, Netfinity, and Windows 2000 information, and soon you will be able to access special offerings and “hot topics” as available. Join “The Underground” by visiting <http://www.ibm.com/pc/us/underground> and completing a short survey. You will receive a unique password that will allow you to return to this valuable site and take advantage of the offerings.

The Underground program has planned tactics through first quarter of 2001. Once you join, you g will receive consistent communication on xSeries, Netfinity, and Windows 2000 -- including e-mails, direct mail, events and, at the backbone of the program, a consistently refreshed Web site.

Join today at <http://www.ibm.com/pc/us/underground> .

Your next stop -- IBM HelpCenter

Coverage 24 x 7 x 365
Phone US: 1 800 772-2227; If you have an ESS ID, call 1 800-IBM-PROD
..... Canada: 1 800-565-3344; If you have an ESS ID, call 1 866-565-6677
URL <http://www.ibm.com/pc/support/>
Automated fax 1 800 426-3395



If you don't find what you need using IBM e-Support, call the IBM HelpCenter next. Collectively, 2,500 specialists at nine IBM International HelpCenters are available to support you 24 x 7 x 365. You can reach your IBM HelpCenter by telephone, the Internet, an automated fax system, and electronic bulletin boards. IBM has major international HelpCenters in Australia, Brazil, Canada, China, Hong Kong, Singapore, TAG, the UK, and the United States.

HARDWARE SUPPORT:

- ◆PCs and servers
- ◆SCSI controllers
- ◆Adapters
 - High-Speed Networking
 - Host Attach / Mainframe
 - Ethernet and Token Ring
- ◆Routers
- ◆Bridges
- ◆Hubs
- ◆ATM switches
- ◆Modems
- ◆I/O devices and racks
- ◆Storage devices
- ◆System upgrades
- ◆List of ServerProven program participants



NETWORK OPERATING SYSTEMS SUPPORT:

- ◆IBM (OS/2)
- ◆Linux (Caldera, Red Hat, SuSE, TurboLinux)
- ◆Microsoft (NT, Windows 2000, MSCS)
- ◆Novell (NetWare, NHAS, NCS)
- ◆SCO (UnixWare, OpenServer)

THE HELPCENTER SERVER TEAM'S unique environment combines all the above skills into a virtual global team to give you a total-systems approach to solving problems. This team provides problem determination, problem source identification, and problem re-creation in well-equipped labs. The team has direct access to product engineering to assist in solving a problem, if required. And, through technical agreements and relationships with other vendors, we can offer support on selected, other manufacturers' products. One highlight of our relationship with Microsoft is our Center for Microsoft Technologies located near the Microsoft headquarters.

Your Stop for Hardware Break/Fix Support . . . IBM Service (1-800-IBM-SERV)

The IBM services structure consistently supports hardware and software across all IBM platforms. Our services portfolio offers IBM customers direct access to IBM technical experts and customizable support for your specific needs. We focus on delivering business-critical, high-availability support and service, including increased availability of maintenance parts; support specialists at the local, regional and area levels; and customer service representatives and technical support managers assigned to your business. Topics discussed below include:

- ◆ Base Service and Support
- ◆ Warranty Upgrade Options (Varies by Country)
 - ◆ ServicePac
 - ◆ New ServicePac Services

Base Service and Support

IBM offers the best Intel processor-based server support in the industry. Our long history with integrated systems furnishes you with high-availability support and service, designed and optimized to meet your business needs. IBM stands behind its 3-year, on-site warranty on its covered servers. This warranty includes hardware problem determination performed remotely, and if necessary, on-site, with IBM's latest technology and tools. Labor and IBM parts are covered for the full duration of the warranty period, including parts identified during predictive-failure analysis along with the installation of required engineering changes. This warranty not only offers more than the typical industry-standard warranty, but IBM was the first to offer coverage on predictive-failure.

Base Warranty - IBM @server xSeries/Netfinity Server

- ◆ 3 year on-site parts and labor
- ◆ 3 year parts and 1 year on-site limited warranty on xSeries 200, 220, and 300 models
- ◆ Response by the next business day
- ◆ "5 x 9" coverage — Monday through Friday, 8 AM to 5 PM your time
- ◆ Note: The Netfinity 4000R is depot repair (1-year warranty).

Replacement Part Numbers for Installed Server Options

Find FRU (field replaceable unit) here: http://www.pc.ibm.com/qtechinfo/MIGR-48RPEJ.html?lang=en_US&page=brand&brand=IBM+PC+Server%

Problem Resolution Using Severity Codes

The following severity codes determine how IBM escalates hardware and software problems. **Report a severity code when placing the initial service request to the IBM Support Center.**

Severity 1— CRISIS

- ◆ The system (or a major application or component) goes down, critically impacting a customer's ability to do acceptable business.
- ◆ No bypass alternatives are available.
- ◆ Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. The respective management groups are responsible for assigning personnel.

Severity 2 — MAJOR

- ◆ A problem that causes a severe operational impact.
- ◆ Bypassing the problem is possible but not feasible.
- ◆ Severity 2 requires that the failing component be made available for repair.

Severity 3 — MINOR

- ◆ Any problem causing restricted function or minor impact on performance.
- ◆ Bypassing the problem is both possible and feasible.
- ◆ Deferred maintenance may be acceptable.

Severity 4 — BYPASSED

- ◆ A circumvented problem.
- ◆ The problem's impact is non-critical and does not affect operation.
- ◆ Deferred maintenance is acceptable.

The base warranty for covered IBM machine types covers all IBM options inserted in the unit. Our products are identified by a 4-digit numeric machine type and each machine type has a warranty upgrade available.

Additional Service and Support Offerings for IBM @server xSeries/Netfinity Servers

The following programs enhance IBM @server xSeries/Netfinity Server support and service:

- ◆ IBM Director
- ◆ Electronic Service Agent (ESA) -- replaces Remote Connect Access
- ◆ The IBM Center for Microsoft Technologies
- ◆ ServerProven
- ◆ Cross Brands Configuration Center (CBCC)
- ◆ IBM Global Services High Availability Services
- ◆ ServicePac

IBM Director

IBM Director is the newest comprehensive advanced workgroup hardware manager, a core IBM Universal Manageability (UM) offering, for xSeries/Netfinity Servers and networked systems. IBM Director works with industry standards such as SNMP, DIM and CIM, plus it supports an assortment of protocols including TCP/IP, IPX, SNA, NetBIOS, modem, and HTTP. Advanced management capabilities include:

- ◆ Single-click management GUI
- ◆ Integrated SQL database
- ◆ Single, powerful agent — UM Services
- ◆ Innovative use of industry standards
- ◆ Multiple operating system and protocol support
- ◆ Event management
- ◆ Inventory management
- ◆ Client/server group management
- ◆ Process management
- ◆ Remote control

NOTE: IBM Director is replacing Netfinity Manager, which has been withdrawn from marketing. Netfinity Manager voice support ended June 30, 2001. Customers should consider migrating to IBM Director, which can be ordered from

http://www.pc.ibm.com/ww/eserver/xseries/systems_management/nfdir.html

Level 2 and new defect support for Netfinity Manager is available on a fee basis via special bid. US customers may contact their local IBM Global Services Integrated Technology Services (IGS ITS) sales rep or call 1-888-426-4343 to request information about a special bid for Level 2 and Service Extensions. World Trade customers should contact their local IGS ITS sales rep. For more information regarding this withdrawal, please read [Software Withdrawal: IBM Netfinity Manager Version 5.2 Replacement Available](#).

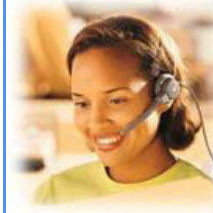
For information on IBM Director, see

http://www.pc.ibm.com/ww/eserver/xseries/systems_management/nfdir.html

Support

Technical support -- which includes install, setup, how-to, and defect support for IBM Director -- is provided free to the end user during the 90-day startup period. After the 90-day startup period, the support is fee-based, through HelpWare. Also, technical support for IBM Director is free via the Internet, with no date restrictions. This includes technical information, forums, and e-mail. The electronic Q&A is Next Day Response, with a turnaround target of 24 hours. To use electronic support, you must create a user profile on the support Web site, then log into the discussion forums. See <http://www.pc.ibm.com/support/>

Software Support Services



Electronic Service Agent (ESA)

ESA extends the IBM Director management application to support covered xSeries/Netfinity Server Models 4500R and higher. This agent monitors your xSeries/Netfinity computers for hardware errors -- including an integrated performance monitor that automatically collects system utilization data, including:

- ◆ CPU utilization
- ◆ Throughput
- ◆ Disk capacity
- ◆ Application usage
- ◆ Response time
- ◆ User usage

Hardware errors that meet certain criteria for criticality and performance data are reported through a secure electronic dialogue to IBM.

ESA for xSeries / Netfinity's Key Automated Features:

- ◆ Problem reporting -- service calls placed to IBM without operator intervention
- ◆ Customer notification
- ◆ System inventory reporting to an IBM database -- includes user-initiated function
- ◆ Updates to the Electronic Service Agent (ESA)

Download the ESA from <http://www.pc.ibm.com/qtechinfo/MIGR-4L4QVC.html>

The IBM Center for Microsoft Technologies

Please contact your IBM Client Representative to discuss scheduling a briefing.

In operation since 1993, the IBM Center for Microsoft Technologies is located just six miles from the Microsoft Campus in Kirkland, WA, and covers 50,000 square feet. The Center houses over 125 software engineers, test and quality specialists, and enterprise solutions support staff whose sole mission is to adapt Microsoft software products to IBM products. Also at the Center is a certified Microsoft Windows Hardware Quality Labs (WHQL) self-testing facility for testing xSeries/Netfinity Servers for Microsoft logo compliance as well as center engineers who participate in planning and beta testing for new WHQL test suites and who have access to new builds of Microsoft operating systems under development. The mission of the Center is to optimize IBM hardware with Microsoft software so that right out of the box, IBM customers can begin working with speed and confidence. Our strategic planning team is focused on integrating our products so that the customer can take advantage of IBM's outstanding, proven enterprise expertise as they deploy new solutions based on Microsoft software technology.

ServerProven

URL . . . <http://www.pc.ibm.com/us/compat/>



ServerProven takes the complexity out of configuring, installing, and setting up your xSeries/Netfinity Server's options, network operating systems, and applications. We've carefully tested hundreds of products from Options by IBM (OBI) and other leading industry vendors (such as 3Com, Adaptec, Madge, SMC, and Symbios) for compatibility with xSeries/Netfinity; therefore, you can add new capabilities with confidence. You'll find the frequently updated results at <http://www.pc.ibm.com/us/compat/serverproven/index.htm> . Products listed as ServerProven operate in the environments tested.

And, we have expanded our ServerProven program to incorporate ServerProven Solutions, a commitment by IBM to work with independent software vendors and industry-leading hardware manufacturers to provide you with fully integrated solutions. We comprehensively test both the software applications and hardware products during the IBM server development cycle, all designed to give you improved performance, simplified installation, and guidelines for correct configurations that meet your business requirements.

Cross Brands Configuration Center (CBCC)

The CBCC was formed to assist IBM customers with compatibility testing and software integration. The Center can migrate customer software images to new hardware models. Presale testing, configuration verification, and regression testing is also available. The CBCC works with xSeries/Netfinity, ThinkPads, and Desktop Systems. Work can be completed quickly and reliably due to its specialized testing environment, industry certified professionals, and engineering resources. The results of the CBCC help our customers put the pieces together. See <http://www.pc.ibm.com/cbcc/cbccweb.nsf/pages/mainfram.html>

CBCC assistance also includes functional verification of individual customer configurations, stress testing, network testing, and application-specific testing.

IBM Global Services High Availability Services



IBM Global Services' High Availability Services are available today for IBM technologies including IBM software and xSeries/Netfinity Servers. The services follow a two-phase consultative approach. First, IBM Global Services conducts an in-depth study to assess the IT environment. Then, IBM offers a solution tailored to your availability requirements.

ServicePac

URL <http://www-1.ibm.com/services/its/us/servicepac.html>

The **ServicePac** family of prepackaged technology services offers you specialized support resources. Each offering includes a scope of services, service agreement, terms and conditions, plus instructions. Services primarily cover PCs and midrange servers for warranty upgrade options, including:

- ◆ 24 x 7 x 365 -- with 4-hour response goal
- ◆ 24 x 7 x 365 -- with 2-hour response goal (within 50 miles of 70 major cities)
- ◆ 9 to 5 -- with 4-hour response goal (Monday - Friday, excluding holidays)

New ServicePac Services

- ◆ SmoothStart Services for xSeries/Netfinity Servers
- ◆ SmoothStart Services for PC Cluster Servers
- ◆ IBM Operational Support Services

SmoothStart Services for xSeries/Netfinity Servers is an installation service for xSeries/Netfinity 5000 (and above) Model Servers -- in a rack or a floor-standing configuration. As part of this offering, IBM will install the hardware and load either Windows NT, OS/2, or Novell NetWare network operating systems, then connect a 2210 Router (if purchased). In addition, IBM will load and configure IBM Director with Electronic Services Agent, connect one local customer client to ensure connectivity of your new xSeries/Netfinity Server, register your server in IBM technical support databases, and provide you with basic skills instruction. IBM will create and deliver a SmoothStart Installation Record that identifies the installed products and their levels, any configuration activities performed by IBM as part of this Service, and basic skills instruction.

SmoothStart Services for PC Cluster Servers includes installing two xSeries/Netfinity 5000 (or above) Model Servers, RAID's for disk, tape, and CD-ROM, plus UPS -- into one xSeries/Netfinity Rack. Once your hardware is installed, we will load and configure your Microsoft clustered server software and connect one local customer client to ensure connectivity of your new IBM clustered rack solution.

ServicePac Services

- Operational Support Services - Electronic Systems Management for Netfinity
- SmoothStart Services for Netfinity Servers
- SmoothStart Services for PC Cluster Servers
- Installation Services
- Warranty & Maintenance Options
- Maintenance Service for Midrange Products

Activate Now!!

IBM performs this service two phases. Phase 1 is performed at an IBM configuration depot. A depot service specialist will install and configure eligible hardware and software components based on your input, as detailed on PC Clustered Servers Planning and Configuration forms, and verify that all components are installed and operational. The operational environment will be documented, disassembled, and shipped to the end-user location.

Phase 2 begins when the components are received at the end-user location. An on-site IBM service specialist will reassemble and test the IBM clustered solution using the configuration documentation provided by the depot service specialist and validation test criteria from the installation perform guides.

IBM Operational Support Services -- Electronic systems management for xSeries/Netfinity manages local and remote xSeries/Netfinity 4500 (and above) Server systems. The automated, end-to-end portfolio of systems management solutions is designed to monitor the ongoing health, performance, and efficiency of your xSeries/Netfinity Server environment -- to give you greater control of your IT infrastructure and increased flexibility for IT to respond quickly and to cost-effectively support your basic hardware and software requirements. This offering's three major features include:

- ◆ **Server health management** -- Provides continuous remote, real-time monitoring and diagnostic services that enable greater server availability, without requiring you to invest in education, training, and additional staff head count in order to self-deploy and maintain your systems.
- ◆ **Server service level management** -- Provides fast, security-enhanced data backup for servers, notebook computers, and desktop PCs. Sensitive data assets can be protected from loss through accidental deletion of files, hard drive crashes or system malfunctions.
- ◆ **Server accounting management** -- Provides performance and capacity monitoring. Status reports inform you of where you have network problems before they cause a system outage. Local and remote services track both your hardware and software assets and help enable you to remain current with software drivers, software versions and distribution without having to create and maintain the infrastructure to manage these tasks.

IBM Network- and Server-Based Services Offerings

Complementing IBM's already extensive list of services and support capabilities is our package of network- and server-based services. These packaged and customized offerings give you a full suite of network solutions for your business, including the following types of services:

- ◆ Network design
- ◆ Connectivity, cabling, and fiber
- ◆ Network monitoring and management
- ◆ Systems management
- ◆ Asset management
- ◆ Site readiness, UPS, environmental, and HVAC
- ◆ Relocation
- ◆ Capacity and performance planning
- ◆ Helpdesk
- ◆ End-user support
- ◆ Education
- ◆ Disaster and business recovery
- ◆ Backup and restore
- ◆ Out-sourcing
- ◆ Warranty upgrades and post-warranty maintenance agreements

For more information and a complete list of offerings, contact your local IBM Business Partner, your IBM Global Services (IGS) Marketing Representative, or view the IBM Global Services site at <http://www.ibm.com/services/>

IBM Support URLs

Corporate Home Page	http://www.ibm.com/
Accessories and Upgrades	http://commerce.www.ibm.com/content/home/shop_ShopIBM/en_US/p_p.html
Business Recovery Services (BRS) Home Page ..	http://www-1.ibm.com/services/continuity/recover1.nsf/
Financing Options	
.....	http://houns54.clearlake.ibm.com/solutions/global/gfspub.nsf/detailcontacts/Home?OpenDocument
Hardware Maintenance Manuals	http://www.us.pc.ibm.com/cdt/hmm.html
IBM Global Services	http://www.ibm.com/services/
IBM & Microsoft Windows NT Home Page	http://www.pc.ibm.com/software/windowsNT/
IBM Support Home	http://www.ibm.com/support/
IBM xSeries and Netfinity News	http://www.pc.ibm.com/us/me.nsf/News%5cxseries+and+Netfinity
Linux & xSeries/Netfinity Server Information	http://www.pc.ibm.com/ww/eserver/xseries/linux/
IBM Director	http://www.pc.ibm.com/ww/netfinity/systems_management/
Networking Tech Support	
.....	http://www.networking.ibm.com/support/products.nsf/support/home?OpenDocument
Operating Systems Home Page	http://www.software.ibm.com/os/
PC Institute	http://www.pc.ibm.com/training/na/index.html
PC Support @ IBM	http://www.pc.ibm.com/support/
Redbooks	http://www.redbooks.ibm.com/
Replacement Part Numbers (FRUs) for Installed Options:	
	http://www.pc.ibm.com/qtechinfo/MIGR-48RPEJ.html?lang=en_US&page=brand&brand=IBM+PC+Server%
ServerGuide Updates (IBM Direct Services)	http://www.pc.ibm.com/coupon/
ServerProven (Compatibility)	http://www.pc.ibm.com/us/compat/
Shop IBM	http://www.direct.ibm.com
Systems Management -- IBM Director	
.....	http://www.pc.ibm.com/ww/eserver/xseries/systems_management/index.html
TechConnect	http://www.pc.ibm.com/techconnect/
Technical Library	http://www.pc.ibm.com/us/eserver/xseries/library/index.html
Technical Support Directory (Global)	http://www.ibm.com/planetwide/
Technical Support Directory (US)	http://www.ibm.com/planetwide/us/zp
xSeries/Netfinity Home Page	http://www.pc.ibm.com/us/eserver/xseries/index.html

IBM Support Phone Numbers



Automated Fax Service **1-800-IBM-4FAX (426-4329)**

- To receive faxed-back documents on all IBM product types

Customer Service Center **1-800-IBM-4YOU (426-4968)**

- A single point of contact if you do not know who to call at IBM
- Provides assistance and information on IBM products and services, seminars and classes, marketing assistance, and more

HelpCenter **US: 1-800-772-2227**

..... **Canada: 1-800-565-3344**

- Serves as primary contact for IBM xSeries/Netfinity Server hardware; top four network operation systems (IBM OS/2 Warp Server, Novell NetWare, Microsoft NT, and SCO UNIX); popular network interface cards/adapters; network clients
- Assists with installation, configuration, and problem determination
- Supports certified PSEs electronically (i.e., via the Internet)

HelpCenter's Enhanced Service and Support Center (All Issues) **US: 1-800-IBM-PROD (426-7763)**

..... **Canada: 1-866-565-6677**

- Serves as the primary contact for all entitled problem reporting
- Priority access requires ID and PIN
- Diagnoses hardware/software issues
- Notifies IBM Global Services Delivery Center of hardware fix (when necessary) and passes customer over to IBM-SERV for Customer Engineer/parts dispatch

Learning Services **1-800-IBM-TEACH (426-8322)**

- To receive information and/or enroll, call between 7 AM - 7 PM CST Mon - Fri.

Parts Order Center (Boulder) **1-800-388-7080**

- To place a parts order for PCs, typewriters, and some printers, call between 7 AM - 6 PM, CST Monday - Friday.
- NOTE: Please be prepared to provide the IBM part number.

Publication Orders and SLSS Support **1-800-879-2755**

- To order publications or to receive SLSS support

Support Center (Hardware ONLY - Minimal Diagnosis) **1-800-IBM-SERV (426-7378)**

- Serves as the primary contact for hardware problem reporting
- Accepts calls for repairing hardware covered by an IBM Maintenance Agreement
- Notifies local IBM management if customer requests to contact them

Support Line **1-800-237-5511**

- Remote customer technical support offering for all IBM operating systems, selected non IBM operating systems (Windows, for example).
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