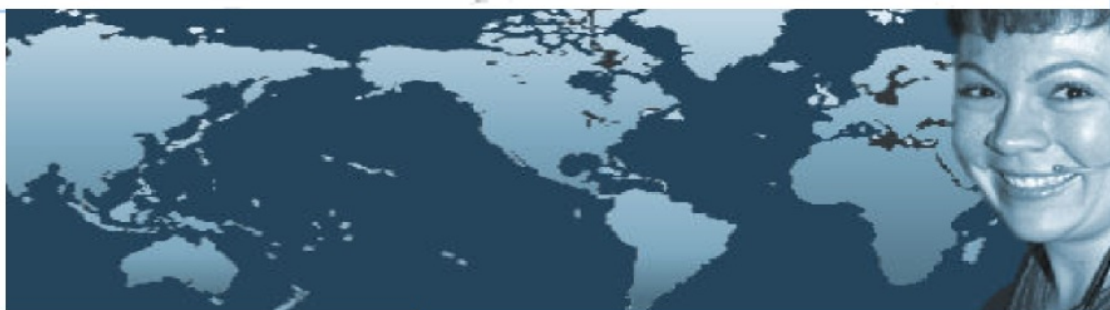# APPLIANCE SUPPORT GUIDE

www.ibm.com/software/appliance/support

APPLIANCES AT IBM

At IBM, appliances are not new. 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 (aka Appliance Support Handbook) 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 at http://www.ibm.com/software/appliance/support

We appreciate your feedback on what you like and what you think should be improved about this document. Use the Feedback link on the above URL to send us comments and feedback. If you have any questions about this guide or the policies and procedures included it, contact us by email at askappl@us.ibm.com

Note: IBM Support for The Weather Company Appliances

Weather Company appliances are offered as SaaS offerings. Support for Weather Company appliances is documented in the IBM Support Guide and can be found at https://www.ibm.com/support/home/pages/support-guide/?product=2541568

Thank you for choosing IBM appliances!

Version 3.7
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1 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. You will always call the same number for support on software or appliances. 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.

1.1 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.

General self-help capabilities include features like:
- Basic search capability for the components of your appliance.
- IBM Appliance defects and service bulletins for all components of your appliance.
- Appliance fixes.
- Technotes for resolved issues.
- Information on how to purchase appliance service and support.
- Marketing information, such as product overviews, newsletters, IBM Redbooks® publications, white papers, and announcement letters.
- Technical information, such as IBM Redbooks® publications and white papers.
- Links to education and training information.
- Links to this IBM Appliance Support Guide and other IBM Support Guides.

Remote Technical Support for your S&S covered appliances including:
- Remote problem analysis and assistance during normal country business hours in your time zone. For example, in North America, those hours would be Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding national or statutory holidays.
- Assistance with identifying the failing component.
- Electronic access via the web or telephone (voice) in countries where it is available.
- Support for routine, short duration installation and usage questions.
- IBM will take your support calls 24 hours a day, 7 days a week (24X7).
  - 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 components is available 5 days a week, during normal country business hours.
    - To receive Hardware component support 7 days a week, 24 hours per day, purchase the Business Critical service upgrade
    - Unless otherwise stated, the entire appliance is NOT replaced, just failing components.
- Available by voice in most countries.
- Provided in English, with the local language accommodated when possible.
- Response objective of two hours for critical or emergency problems 24X7 or non-critical issues during local country business hours.

2   APPLIANCE SERVICE UPGRADE OFFERINGS

Your IBM appliance comes with a standard Subscription and Support. You may upgrade this support with Appliance Service Upgrade offerings. These offerings include:
- Upgrade to Appliance Business Critical onsite service 24 hours per day x 7 days per week with an onsite response objective of 4 hours from the time onsite support is deemed necessary.
- Upgrade to Appliance Media Retention (MR).
- Upgrade to IBM Software Accelerated Value Program
- Upgrade to IBM Secure Support Via U.S. Citizen (available only to customers in the United States)

- Upgrade to IBM On Demand Consulting

After the initial Subscription and Support period, you may purchase Appliance Subscription and Support as well as these service upgrades.

Table 1: Appliance Service Upgrade Offerings

Standard	Service upgrade	Service upgrade
Standard Appliance Service and Support You may contact IBM Support (24 hours x 7 days per week) for assistance. Critical, Severity 1 requests will be responded to 24x7 whereas Severity 2, 3, 4 & Hardware Support requests are handled during local country business hours.	**Appliance Hardware Business Critical[1]** Upgrade to 24 hours x 7 days onsite for hardware issues	**Appliance Hardware Media Retention[1]** With MR, you retain the replaced Hardware Security Module (HSM) hard disk drive (HDD), solid-state drive (SSD) or flash memory.

IBM targets remote response based on severity of the issue
 	
Severity 1:   Within 2 hours.
               24 hours per day x 7 days per week
Severity 2-4:   Within 2 business hours.
               9 hours per day x 5 days
               (local country hours) per week.
	Same targets as Standard Appliance Service and Support	**Not Applicable**

If IBM deems necessary, IBM targets onsite response and parts delivery for any severity hardware issues before 5:00 pm the next business day.	**If IBM deems necessary, IBM targets onsite response for any severity hardware issue within 4 hours of dispatch.[1]** **24 hours per day x 7 days per week.**	**If IBM deems necessary, IBM will replace Hardware Security Module (HSM), hard disk drive, solid-state drive or flash memory. IBM normally retrieves the replaced components. Purchasing this offering allows customers to retain the replaced, failing hard disk drive, solid-state drive or flash memory as required.**

[1] These upgrades are not offered for all appliances and on-site objectives may differ by country. Please work with your Sales Representative for more information.

2.1   BUSINESS CRITICAL SERVICE

The base support coverage may not be sufficient for your production or business critical systems, you may want to increase the coverage hours and on-site responsiveness for appliance HW repairs and component replacements.

There are two options available. See your International Passport Advantage Agreement Supplement for Purchase of IBM Appliances and IBM Appliance Services document for the coverage you have for your IBM appliance.

- Base – 9x5 next business day
- Business Critical - 24x7 4 hours (response objective from identification of a hardware issue).

Under the Business Critical service upgrade option, when you contact IBM for support and IBM determines that onsite support is necessary, we will target to be onsite within 4 hours, 24 hours per day, 7 days per week. This target is measured from the time onsite hardware support is deemed necessary. IBM will contact your representative to arrange for the onsite visit.

Some countries have a different target due to environmental factors – please work with your sales representative to confirm the onsite target in your country.

2.2   MEDIA RETENTION SERVICE

IBM Appliance Subscription & Support provides replacement of failing Appliance Hardware Parts. When IBM replaces failing Appliance Hardware Parts, failing parts must be returned to IBM. Customers preferring to retain failed Hardware Security Module (HSM), hard disk drives, solid-state drives or flash memories have the option of purchasing Media Retention.

2.3   IBM SOFTWARE ACCELERATED VALUE PROGRAM FOR APPLIANCES

The Accelerated Value Program (AVP) was designed to serve the needs of clients who use their appliances for mission-critical applications with a requirement to be highly or continuously available. This personalized service provides a trusted advisor to work with you on a long-term basis to help minimize operational cost and risk, as well as assist with maximizing your team's efficiency and productivity in working with the appliance.

2.3.1   WHAT THE SERVICE INCLUDES

- Access to a trusted advisor with appliance expertise who gets to know your environment and serves as your support advocate within IBM.
- Customized advice to help your team exploit the appliance's features to the fullest extent possible within your environment.
- Continuity of working with a consistent focal point for technical discussions.
- Proactive guidance on minimizing risk to schedules and system stability.
- Management of open support issues, including escalations, status updates, and weekly reporting.
- Foster efficiency in your appliance operations and support interactions.
- Customize your customer support plan to align communication paths and escalation plans with how you prefer to engage with IBM.

2.3.2   ASSUMPTIONS AND SCOPE

- The service is delivered remotely.
- The service is available during Prime Shift business hours.
- The service is performed for the appliance whose serial number was specified when the part number was ordered. It does not cover other appliances in the environment.
- The order authorizes 2 technical individuals from your IT staff to serve as "primary contacts" to your advisor. These individuals filter and prioritize requests from the rest of your team.

Requirements outside of this scope, such as on-site visits, may optionally be purchased via statement of work.

For more information on IBM Software Accelerated Value Program contact:
    Email: software_accelerated_value@us.ibm.com
    Link: https://www-01.ibm.com/software/support/acceleratedvalue/

2.4   IBM SECURE SUPPORT VIA US CITIZENS FOR APPLIANCES

This service is available only to customers within the United States and is provided only during US business hours. Support requests during off-shift hours must use the standard 24x7 support process.

2.4.1   WHAT THE SERVICE INCLUDES

- Under the Secure Support via US Citizens Support (USCS), IBM provides standard appliance support services exclusively by US citizens who are in the United States. The tasks performed by the US-based staff under this service include the remote processes for problem determination and product source identification. This service does not include performance of onsite hardware repairs.
- During business hours, data analysis and call data is contained in an isolated network within the Secure Support Facility, which meets US Government security specifications.
- During the support handling process, the US staff handling these support incidents may seek assistance from non-US citizens in IBM development; however, sensitive customer data is not released outside of the Secure Support Facility.
- IBM verifies subscription and support entitlement using standard processes and personnel. Such verification does not fall under this Secure Support service.
- Support response objectives for this service are the same as for standard support.

2.4.2   CUSTOMER RESPONSIBILITIES

- You must maintain a current Service & Subscription agreement for appliance maintenance as a pre-requisite to the Secure Support service.
- You must follow the processes provided by IBM to open support incidents to ensure the issue is routed to the Secure Support infrastructure.
- You must not send data that requires US-only handling through the Electronic Service Request system, as that is not secured to US-only access.

2.5   APPLIANCE MIGRATION SERVICE

Appliance Migration service is designed to serve the needs of customers who need assistance from IBM with moving from an old appliance to a newer generation of the same appliance. It is a fixed- price service. The deliverables and terms cannot be negotiated or changed. This part number can be ordered in quantities greater than one if the customer wants to have more than one appliance migrated. For example, if the customer requires migration for both a test environment and a production environment, a quantity of two should be ordered.

2.5.1   WHAT THE SERVICE INCLUDES

- Project management
- Migration planning

- o Review customer pre-engagement checklist and migration planning questionnaire provided by IBM and migration requirements.
- o Review current application architecture in the production environment.
- o Review the data flow and usage patterns on the production appliance.
- o Support development of customer test strategy.
- o Develop a migration plan.
- Migration execution for one environment from a legacy appliance to a current model
  - o Set up monitoring on production system (where applicable).
  - o Execute migration scripts.
  - o Migrate data and associated objects to the new appliance.
- Post-migration validation and analysis
  - o Perform basic unit test to validate the migration.
  - o Check the integrity of data migrated from the old appliance to the new appliance.
  - o Review external migration dependencies and any approaches to address.
  - o Execute a sample of up to five application accesses (queries, transactions, and so on) on the new appliance to test results.
  - o Identify, and implement as time allows, high-level tuning.

2.5.2 CUSTOMER RESPONSIBILITIES
- Customer will designate an individual to serve as project manager to serve as the focal point for IBM for this project. This person will manage the customer's own team's role in the project, serve as the interface between IBM and the customer's departments, participate in project status meetings, help resolve project issues, and drive escalations within the customer's organization.
- Customer will provide IBM with suitable office space, and other accommodations and facilities that IBM may reasonably require to perform the services, in particular, supplies, furniture, computer facilities, telephone communications, high-speed Internet connectivity, and other facilities for IBM personnel while working on this project. The IBM consultant will be in an area adjacent to customer's subject matter experts and technical personnel, and all necessary security badges and clearance will be provided for access to this area.
- Customer will develop and execute the overall test strategy. No system or user acceptance testing will be performed under this service (only basic unit testing). All system and user acceptance testing post-migration is the responsibility of the customer.
- Customer will provide a network throughput of at least 1 Gbps between the old and new appliances.
- Customer must schedule performance of the services to be completed within 90 days of order date.

2.5.3 ASSUMPTIONS
- All new appliance hardware must be installed prior to this service commencing.
- Only connectivity to the customer's ancillary technologies (ETL, reports, and so on) will be implemented by IBM under this effort. Manipulation to code or upgrades/downgrades to such technologies are not included.
- This service is limited to migrating one environment per part number ordered.
- No more than 10 terabytes of data will be migrated to the new appliance under this part number.

- On day one of the project, access to environment, systems, data, documentation, and network will be available. This notice is contingent upon IBM providing you with two weeks' prior notice of the specific named resources assigned to the project. This prior notice enables your IT and security areas ample time to create building and network access for the named users.
- All services to be performed will occur on contiguous weekdays until completed.
- All services must be delivered in the same country in which they were purchased.
- The services to be performed are fixed and cannot be modified.

2.6   IBM ON DEMAND CONSULTING

On Demand Consulting provides unlimited Questions and Answers (Q&A) and implementation assistance on topics pertaining to platform, architecture, design, and solution implementation related to the appliance that is specified at the time of ordering this service.

2.6.1   WHAT THE SERVICE INCLUDES

IBM will provide these services on a remote basis (through request system, phone, or web conference, as appropriate) for two individuals whom the client has designated as Named Contacts. Some of the tasks listed below may require client to use some of the monthly consulting hours due to scope and complexity, but only when mutually agreed between client and IBM beforehand:

- IBM provides responses to unlimited usability Questions & Answers (Q&A) on topics pertaining to platform, architecture, design, and solution implementation related to the appliance the client specified at the time of order.
- IBM provides up to 8 hours per month for:
  o Consulting in the form of remotely accessing a client system
  o Creating document deliverables, implementing solution code
  o Modifying solution code constitutes consulting work on mutually agreed upon deliverables
  o Review of client's solution implementation artifacts
  o Review of client's non-code artifacts (such as documentation)
  o Assistance with solution or technology-specific questions
  o Recommendations regarding recommended practices
  o Assistance with implementation issues which are not supported through the normal product support channels
  o Review of system architecture and sizing assumptions
  o Recommendations and suggestions for successful upgrades and migrations as new releases become available
  o Assistance troubleshooting installation and configuration issues that are encountered post-installation
  o Assistance with toolkits, solution accelerators, and other services assets

2.6.2   ASSUMPTIONS AND SCOPE

- Materials created by IBM in the performance of these offerings and delivered to client (excluding any preexisting works on which those materials may be based) are works made for hire, to the extent permitted under applicable law, and are owned by the client.
- Client grants to IBM an irrevocable, perpetual, nonexclusive, worldwide, paid-up license to use, execute, reproduce, display, perform, sublicense, distribute, and prepare derivative works based on those materials.

- This service is not intended for the processing of Personal Data subject to either i) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); or ii) other data protection laws identified at the IBM Data Processing Addendum.
- During the term of this service, client must maintain a software maintenance contract through the IBM International Passport Advantage program (or other appropriate IBM agreement) covering the appliance. This On Demand Consulting service is not intended to serve as a substitute for the support process.
- Requests for Q&A and deployment of hours will be fulfilled by using currently-available consultants. IBM does not guarantee access to a consistent person to handle all client requests.

2.6.3 CUSTOMER RESPONSIBILITIES
- Clients must submit questions for Q&A through the IBM On Demand Consulting Client Success Portal.
- Clients are obligated to ensure, under their own responsibility, that no Personal Data that may be subject to either i) the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679); or ii) other data protection laws identified at the IBM Data Processing Addendum will be provided in any Content you might share with IBM.

2.7 QRADAR APPLIANCES PROFESSIONAL SERVICES

2.7.1 IBM QRADAR GENERAL SERVICES
IBM QRadar Standard 5 Day Remote Accelerate Value Appliance Service
- Any combination of the below activities can be part of the project scope limited by the number of days purchased, up to a maximum of 5 days; activities from the list below are chosen to maximize the value to the customer. This service will be delivered remotely.
- More days of this service can be purchased as needed in 5 day increments.

IBM QRadar Enterprise 5 Day OnSite Accelerate Value Appliance Service
- Any combination of the below activities can be part of the project scope limited by the number of days purchased, up to a maximum of 5 days; activities from the list below are chosen to maximize the value to the customer. This service will be delivered at the customer's site.
- More days of this service can be purchased as needed in 5 day increments.

IBM QRadar 1-day remote add on Accelerate Value Appliance Service
- Any combination of the below activities can be part of the project scope limited by the number of days purchased, up to 1 day; activities from the list below are chosen to maximize the value to the customer. This service will be delivered remotely.
- More days of this service can be purchased as needed in 1 day increments.

2.7.1.1 Activities that the above service offerings may deliver:
- Solution design workshop
- Recommendation on deployment and configuration
- Appliance Deployment (Either virtual or physical)
- Log collection
    - o Standard log source attachment
    - o Custom log source attachment
- Flow collection

- o   IBM will collect network activity from up to 3 instances of flow sources
- o   Appliances configuration document deliverable
- Tuning of the QRadar environment
    - o   Initial tuning
        - ▪ Identifying / removing sources of noise
        - ▪ Activating rules, saved searches, and accumulating time series graphs
        - ▪ Scheduling and modifying reports
        - ▪ Customizing dashboards
    - o   Advanced tuning will be based on your business requirements/security policies, and includes:
        - ▪ Creation and tuning of up to 5 custom rules and 3 custom reports
        - ▪ Configuration of 1 default compliance report package (choose from PCI, SOX, FISMA, GLBA, GSX memo 22, HIPAA or NERC-CIP)
- Use case creation
- Documentation of performed work
- Enablement (On the job training)

2.7.1.2   Customer responsibilities:
- Make available administration resources to configure all data sources to send data to QRadar collectors, or to allow QRadar to collect data from those sources. Customer agrees to configure data sources per the QRadar Configuring DSMs guide.
- Configure all "push" (syslog, generally) log sources and netflow sources directed to the IP address that will be assigned to QRadar, per the QRadar Configuring DSMs guide.
- Set-up remote console access for appliances. The deployed host needs to have a maximum of 15K events per second (EPS)
- Assign a Security Consultant to be IBM's primary contact at your location.

2.7.2   IBM QRADAR SPECIFIC SERVICES
IBM QRadar UBA 3 Day Remote Accelerate Value Service
- Any combination of the below activities can be part of the project scope limited by the number of days purchased, up to a maximum of 5 days; activities from the list below are chosen to maximize the value to the customer. This service will be delivered remotely.
- More days of this service can be purchased as needed in 5 day increments.

2.7.2.1   Activities that this service offerings may deliver:
- Quick data-sources validation;
- UBA installation;
- Identities integration (LDAP or CSV ingestion);
- Coalesce of identities (Unique identity);
- Basic threshold tuning;
- Disable offense firing;
- Enable up to 5 rules;
- Enable up to 2 Machine-learning algorithms if the system has resources available;
- Knowledge transfer;

2.7.2.2 Customer responsibilities:
- Set-up remote console access for appliances. The deployed host needs to have a maximum of 15K events per second (EPS)
- Assign a Security Consultant to be IBM's primary contact at your location.

2.8   GUARDIUM APPLIANCE SERVICES

2.8.1   GUARDIUM STARTER PACK SERVICE
The Guardium Starter Pack Service entitles customers to deploy Guardium Data Protection for a predefined scope, based on standard practices and a proven deployment approach.

2.8.1.1   What the Service Includes:
Activity 1 - Project Coordination and Engagement Management
In this activity BM will designate a person to perform as the IBM Engagement Manager to whom all Project communications will be addressed. The Engagement Manager will provide project coordination activities which are limited to the following:

- Working with Client project manager to schedule and staff the engagement
- Assist with planning the kick-off call
- Handling invoicing issues
- Conducing the project close-out meeting

Activity 2 - Appliance Installation and Configuration up to Five Appliances
In this activity, IBM will perform Services which include the following tasks:

- Assist Client with the network configuration of up to five (5) Guardium appliance(s).
- Review and verify the appliance is accessible on your network.
- Review and complete configuration of the appliance(s).

Activity 3 - Agent Installation and Configuration up to Ten Agents
In this activity, IBM will assist Client with services to install and configure up to ten (10) agents. This activity will include the following tasks:

- Agent installs on data servers/file systems.
- Agent configuration.
- Agents registered with designated collectors.
- Configuration of S-TAP (software tap) inspection engines.
- Review and verify that S-TAP traffic is captured on collectors.

Activity 4 - Configure Guardium Administration
In this activity, IBM will perform Services which include the following tasks:

- Assist in identifying Guardium Administration requirements (Backups, archiving, purging, self-monitoring).
- Discuss IBM standard practice recommendations.
- Configure Guardium Administration (Backups, archiving, purging, self-monitoring).
- Assist with testing Guardium Administration configurations.

Activity 5 - Monitoring Implementation

In this activity, IBM will perform Services which include the following tasks:

- Select compliance use cases from the pre-defined list.
- Create and load groups for reporting, policy alerting and filtering needs.
- Configure monitoring policy rules.
- Configure up to five (5) reports.
- Configure up to three (3) audit processes.
- Configure access management.

Activity 6 - Knowledge Sharing

In this activity, IBM will provide eight (8) hours of Services which include the following covered items:

- Review of IBM Security Guardium product specifications, installation documentation and IBM standard practices guidelines;
- User interface overview;
- Accounts and user portal;
- Policies;
- Groups;
- Queries and reports;
- Monitoring tuning;
- Troubleshooting;
- Load balancing;
- Cumulative quarterly patch; and
- Other topics as mutually agreed to.

Activity 7 - Project Close Down

In this activity, IBM will meet with key project stakeholders to:

- Present findings and analysis;
- Make recommendations; and
- Discuss requirements if applicable for additional support to implement recommendations.

Deliverable Materials: Guardium Data Protection Run Book

2.8.1.2   Customer Responsibilities:
- Designate a Delivery Manager to communicate with IBM and act on your behalf regarding this Order; Delivery Manager responsibilities include:
    - o Obtaining and providing information, data, and decisions within three working days of IBM's request unless you and IBM agree in writing to a different response time;
    - o Reviewing with IBM any of your invoice or billing requirements. Such requirements that deviate from IBM's standard invoice format or billing procedures may have an effect on price; and
    - o Obtaining any approvals and enabling access necessary for IBM to access and use your resources and systems to the extent necessary for IBM to provide the Services;

- Make suitable staff, information, and materials available as IBM reasonably requires. IBM will not be liable for any damage or delay arising from inaccurate, incomplete, or otherwise defective information and materials supplied by or on behalf of Client;
- Be responsible for agreements with, management of, and the input and work of third parties whose work may affect IBM's ability to provide the Services. Except to the extent IBM specifically agrees otherwise in this Order, Client is solely responsible for any third-party hardware, software or communications equipment used in connection with the Services;
- Be responsible for the content of any database, the selection and implementation of controls on its access and use, backup and recovery and the security of the stored data. This security will also include any procedures necessary to safeguard the integrity and security of software and data used in the Services from access by unauthorized personnel; and
- Ensure that IBM is not exposed in performance of the Services to any US regulated data (whether HIPAA or FFIEC or other), any Canadian regulated data (whether PIPEDA or local province regulated health data or other) or any other Personally Identifiable Information (PII) originating from and regulated by any country outside the United States or Canada.

2.8.2 GUARDIUM HEALTH CHECK SERVICE

The Guardium Health Check service performs a comprehensive review of an existing Guardium deployment. It delivers a Health Check Report that outlines findings and provides recommendations to optimize a deployment.

This offering is available in three orderable part numbers: small (up to five appliances), medium (up to forty appliances) and large (greater than forty appliances).

2.8.2.1 *What the Service Includes:*

Activity 1 - Project Coordination and Engagement Management
In this activity IBM will perform Services which will include the following tasks:

- IBM will designate a person to perform as the IBM Engagement Manager to whom all Project communications will be addressed. The Engagement Manager will provide project coordination activities which are limited to the following:
  - o Working with the Client project manager to schedule and staff the engagement;
  - o Assist with planning the kick-off call;
  - o Handling invoicing issues; and
  - o Conducting the project close-out meeting.

Activity 2 - Guardium Health Check on an Agreed to Subset of your Guardium Environment
In this activity, IBM will perform services to:

- Capture and review for an agreed to subset of your current Guardium deployment:
  - o Inventory of monitored servers;
  - o Architecture of the Guardium solution deployed;
  - o Physical configuration, version build, and patch levels of all systems;
  - o Agents installed across server environments;
  - o Collector's performance & traffic volumes captured on the collectors (capacity);
  - o Data Protection setup on collectors; and
  - o System archiving, backup & purging setup on all systems;

- Analyze findings and formulate recommendations:
  - o Review all information gathered and analyze findings;
  - o Conduct Client interviews to better understand the usage of the system; and
  - o Prepare findings, analysis and recommendations;
- Conduct a session to deliver findings and make recommendations; and
- Conduct a project close-out meeting and discuss requirements if applicable for additional support to implement recommendations.

Deliverable Materials: Health Check Report

2.8.2.2 Customer Responsibilities:
- Designate a Delivery Manager to communicate with IBM and act on your behalf regarding this Order; Delivery Manager responsibilities include:
  - o Obtaining and providing information, data, and decisions within three working days of IBM's request unless you and IBM agree in writing to a different response time;
  - o Reviewing with IBM any of your invoice or billing requirements. Such requirements that deviate from IBM's standard invoice format or billing procedures may have an effect on price; and
  - o Obtaining any approvals and enabling access necessary for IBM to access and use your resources and systems to the extent necessary for IBM to provide the Services;
- Make suitable staff, information, and materials available as IBM reasonably requires. IBM will not be liable for any damage or delay arising from inaccurate, incomplete, or otherwise defective information and materials supplied by or on behalf of Client;
- Be responsible for agreements with, management of, and the input and work of third parties whose work may affect IBM's ability to provide the Services. Except to the extent IBM specifically agrees otherwise in this Order, Client is solely responsible for any third-party hardware, software or communications equipment used in connection with the Services;
- Be responsible for the content of any database, the selection and implementation of controls on its access and use, backup and recovery and the security of the stored data. This security will also include any procedures necessary to safeguard the integrity and security of software and data used in the Services from access by unauthorized personnel; and
- Ensure that IBM is not exposed in performance of the Services to any US regulated data (whether HIPAA or FFIEC or other), any Canadian regulated data (whether PIPEDA or local province regulated health data or other) or any other Personally Identifiable Information (PII) originating from and regulated by any country outside the United States or Canada.

2.8.3 GUARDIUM EXPERT LABS ASSISTANCE
IBM will provide forty (40) hours of Guardium Expert Labs assistance.

2.8.3.1 What the Service Includes:
- Architecting for expansion
- Bringing new resources up to speed on Guardium
- Upgrading to a new release
- Tuning your data protection policy or Guardium configurations
- Implementing new Guardium functionality
- Staff augmentation
- Guardium operational support

- Other general Guardium assistance

3   CONTACTING IBM FOR SUPPORT

The IBM Planetwide link (http://www.ibm.com/planetwide) provides the details of contacting IBM Software Support in your specific country or region.

When you contact IBM for appliance service and support always select the **'Software'** option from the electronic Service Request tool or phone voice response unit. Be prepared to provide:
- Your IBM customer number;
- Your IBM appliance name;
- 4-digit IBM appliance machine type; and
- 7- digit IBM appliance serial number.

This will ensure you engage IBM Appliance Service and Support. Note: IBM Appliances have a unique Appliance Machine Type and Serial Number, separate from the hardware manufacturers.

3.1   BEFORE CONACTING IBM APPLIANCE SERVICE AND SUPPORT

To resolve your support service request in the most expedient way possible, take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the support specialist. The following steps are an example of what is required:
- Define the Problem
- Gather Background Information
- Gather relevant Diagnostic Information (it is always recommended that Appliance support requests include a current Lenovo DSA (Dynamic System Analysis) or DSET (Dell System E-Support Tool) output file.

3.2   QUESTIONS HANDLED BY IBM APPLIANCE TECHNICAL SUPPORT

IBM support allows you to obtain assistance for product specific problems / questions regarding the installation, configuration and operation of currently supported IBM Appliances. 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:
- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as redbooks or manuals
- Providing available configuration samples
- Planning information for software fixes
- Assistance with defects reported by the appliance hardware or software

Please also note some examples of areas that are beyond the scope of IBM Appliance Support:
- Analyzing performance
- Writing, troubleshooting or customizing code for a client
- Answering customized configuration
- Recovering a database, or data recovery

- Consulting exercises
- Interpretation or triage of customized or third party generated defect scanning reports

Please open a ticket for each unique problem or question.

These types of situations may require some Preferred Care or IBM Services offering. For further information about these services please refer to IBM Support Offerings (https://www-01.ibm.com/support/docview.wss?uid=ibm10795690) or contact your IBM Representative to discuss your needs.

Raising Request for product enhancements (RFE):
In the Request for Enhancement (RFE) Community (https://www.ibm.com/developerworks/rfe/?PROD_ID=577), you have an opportunity to raise enhancement requests and collaborate directly with the IBM product development & offering teams as well as other product users.

3.3 DETERMINE THE SERVERITY LEVEL

When creating a service request, you will be asked to assign a severity level. After discussion with technical support, the 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.

Table 2: Severity Level Descriptions

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

[1] Response target from the time a hardware component repair or replacement component is identified

When communicating with a technical support specialist, you should also mention the following items if they apply to your situation:

- You are under business deadline pressure
- Your availability (that is, when you can work with IBM Appliance Service and Support)
- Alternate ways to reach you, more than one phone number, pager, email address
- You can designate a knowledgeable alternate contact with whom we can speak
- You have other open problems (PMRs/Incidents) with IBM regarding this service request
- You have researched this situation prior to contacting IBM and have detailed information or documentation to provide for the problem.

3.4   OFF-SHIFT SUPPORT

During off-shift hours we will use commercially reasonable efforts to respond within two hours to service requests which you specify to be Customer Critical (System Down) problems (severity 1).

Normal country business hours are defined by your time zone and the prevailing business hours within your country, for example, 8:00 a.m. to 5:00 p.m. in North America or 9:00 a.m. to 6:00 p.m. in some parts of Asia and Europe, Monday through Friday, except national holidays.

Off-shift hours are defined as all other hours outside of normal country business hours. Off-shift support will be provided in English however, we try to accommodate your local language where possible. An appropriately-skilled technical person from your site must be available to work with IBM's technical support staff during the entire time we are performing support services outside of normal country business hours.

3.5   ESCALATION PROCEDURES

We believe IBM support is superior. If at any point in our service process, you feel we are not meeting our commitments to you (as outlined in this Guide), call our attention to this problem by doing one or all the following steps:

- Reiterate the business impact of your problem to the service representative.
- Raise the severity level of the problem.
- Ask to speak to the service representative's manager - Escalations to an IBM manager receive prompt attention and management focus.
- Ask for the software duty manager - The duty manager or field manager will work with our technical staff to ensure your request is being handled appropriately.
- After allowing the Duty Manager time to make an impact, if further escalation is required then open a Complaint or nominate as a Critical Situation ("CritSit"), if warranted, by asking any member of your IBM Client team to do so on your behalf.

3.6   REOPENING A PMR/INCIDENT/CASE

Once a support request is closed, you may reopen the PMR/Incident/Support Case by contacting your local support center and referencing the original PMR/Incident or Support Case number. For PMRs/Incidents, this must be done within 28 days of original closing date.

4   PREVENTING PROBLEMS

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

4.1   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.

Fix Central can be found at http://www.ibm.com/eserver/support/fixes/.

4.2   STAY INFORMED

Support notifications can be set up through My Notifications enabling you to receive security advisories and alerts that maintenance fixes are available. See www.ibm.com/software/support/einfo.html for the complete list of what you can sign up for.

4.3   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 may void the support contract that you have with IBM for your appliance.

4.4   MOVING APPLIANCES

IBM service for hardware appliances is provided only at the original ship to 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 CSU machines, customers can move within their own data center. If you are considering relocating your appliance to another country, 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 not available in all countries. 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.

5   IBM APPLIANCE SERVICE AND SUPPORT LIFECYCLE

Similar to 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. Also, be aware, IBM's plans may change at its sole discretion without notice. IBM will announce a product's end of service (EOS) date at least 12 months before product support is withdrawn. In some geographies,

when EOS is announced, subscription and support may still be available through a special bid or other appliance subscription and support offerings.

Once standard support for your appliance is discontinued no new updates are made generally available. Known problems may be reviewed and ordered via electronic vehicles such as the internet (for example, http://www.ibm.com/software/support) however support provided by the IBM client support representatives, will be discontinued.

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: http://www.ibm.com/software/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.

APPENDIX A: YOUR LICENSES

You will receive license information for your appliance from IBM.

A Machine Code Component or your appliance is licensed under the terms and restrictions of the Machine Code license agreement provided with the Machine Code Component. The terms of this Agreement are available at:
http://www.ibm.com/systems/support/machine_warranties/machine_code.html

APPENDIX B: EXHANGING DATA WITH IBM

Our support specialists may request that you send in problem information or test cases or that they be able to view it with you electronically. To accomplish this, you may be offered several options by the IBM support specialist. By the terms and conditions of the applicable support agreements, this information will be non-confidential (for example, not labeled "your company confidential")

Once your documentation is completely received by IBM approved means, 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. We will not disclose it to other parties, except to contractors of IBM who we may use to help us fix defects or provide support; and we will delete, destroy, or return it when it is no longer required. If you elect to have us return physical media, you will be responsible for arranging for return transport of the media. IBM will provide the media to your designated carrier at the IBM location, but otherwise will have no responsibility/liability for return of the media.

For more information on exchanging diagnostic data with IBM, please refer to the Service Users License Agreement at: https://www-01.ibm.com/support/docview.wss?uid=ibm10739407

If you and the IBM support specialist agree, you may decide to send your problem information or test cases to IBM. There are several approved methods and tools that can be used. Please refer to the document "Exchanging Information with IBM Technical Support" for more information. The IBM support specialist working with you can help you set up the≥ transfer.

The following site discusses how to use ECURep to send files to IBM:
http://www.ibm.com/de/support/ecurep/

Please understand and acknowledge that IBM may use its global resources, including but not limited to, IBM Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of your data exported to, or otherwise accessible by IBM is controlled as a defense article under the US International Traffic in Arms Regulation (ITAR) or under any other country's laws or regulations.

APPENDIX C: 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 APPLIANCES

IBM DataPower SOA Appliances are purpose-built, easy-to-deploy network devices that simplify, help secure, and accelerate your XML and Web services deployments while extending your SOA infrastructure. These appliances offer an innovative, pragmatic approach to harness the power of SOA while simultaneously enabling you to leverage the value of your existing application, security, and networking infrastructure investments.

Support for IBM DataPower appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware. Clients with 7x24 contracts will continue to get the off-shift support to which they are entitled.

Additional information regarding DataPower support offerings and self-help is available at: http://www-01.ibm.com/support/docview.wss?rs=2362&uid=swg21260903.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

Lifecycle
http://www-1.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=datapower&scope=&ibm-search.x=0&ibmhttp://www-ibm.com/software/support/lifecycleapp/PLCDetail.wss?q45=N534632P47400U97-search.y=0&sort=P

IBM SUPPORT FOR MQ APPLIANCE

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.

Support for MQ appliances will be provided by IBM Support initiated through Software IBM Support for both firmware and hardware. Clients with 7x24 contracts will continue to get the off-shift support to which they are entitled.

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. For Continuous Delivery Release firmware the two most recent levels are supported.

For more information see the IBM MQ FAQ for Long Term Support and Continuous Delivery releases: http://www-01.ibm.com/support/docview.wss?uid=swg27047919

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

Lifecycle
http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=MQ+appliance&ibm-search=Search

IBM SUPPORT FOR PUREAPPLICATION

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. Appliances in this brand are:
- PureApplication System

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.

Support for the following appliances may be found at:
PureApplication System & PureApplication Platform (formerly Bluemix Local System):
- Contacting PureApplication Technical Support: http://www-01.ibm.com/support/docview.wss?uid=swg21609051
- PureApplication releases: http://www.ibm.com/support/docview.wss?uid=swg27039159

- PureApplication knowledge collection:
  http://www.ibm.com/support/docview.wss?uid=swg21626976
- PureApplication Customer Support Plan: http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS4980

Lifecycle
http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=pureapplication+system&

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 Operational Analytics:

Product Announcement:
https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS215-120

Support:
https://www.ibm.com/mysupport/s/topic/0TO0z000000RUjwGAG/puredata-operational-analytics-systems?language=en_US&productId=01t50000005Tg2zAAC

PureData System for Analytics:

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

Support:
https://www.ibm.com/mysupport/s/topic/0TO0z000000RUjcGAG/puredata-analytics-systems?language=en_US&productId=01t50000005Tg2mAAC

IBM Integrated Analytics System:
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 announcement:
https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS217-469

Support:
https://www.ibm.com/mysupport/s/topic/0TO0z000000RUjXGAW/integrated-analytics-systems?language=en_US&productId=01t50000005Tg1iAAC

IBM SUPPORT FOR IBM CLOUD PAK SYSTEM

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.

The appliances under the IBM Cloud Pak System includes:
- • Intel based IBM Cloud Pak System W3500
- • Intel based IBM Cloud Pak System W3550
- • Power based IBM Cloud Pak System W3700

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.
- • Contacting IBM Cloud Pak System Support: - http://www.ibm.com/support/docview.wss?uid=ibm10956493
- • IBM Cloud Pak System firmware updates: - http://www.ibm.com/support/docview.wss?uid=ibm10887959

- • IBM Cloud Pak System Customer Support Plan: - http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS4980
- • IBM Cloud Pak System Lifecycle: - https://ibm.biz/BdzMib

IBM SUPPORT FOR IBM CLOUD PAK FOR DATA SYSTEM

IBM Cloud Pak for Data System 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® Performance Server for PostgreSQL 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 end of marketing (EOM) date.

Product Announcement:
https://www.ibm.com/downloads/cas/EM-ENUSZP19-0377-CA

https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?subtype=ca&infotype=an&appname=iSource&supplier=897&letternum=ENUS219-341

https://www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=AN&subtype=CA&htmlfid=897/ENUS219-496&appname=USN

Product Documentation and Support:
https://www.ibm.com/support/knowledgecenter/SS5FPD

In the ***Title** field include the version of your product and a description of the problem you are experiencing.

In the ***Product** field search for **Cloud Pak for Data** and select this data value.

Set the ***Severity**.

In the ***Account** field insert your IBM Customer Number.

In the ***Description** field include your **Cloud Pak for Data System** Machine Type Model (MTM) and Serial. Also include additional information about your problem. You can find your system's MTM and Serial number from one of three sources:

1. From the Cloud Pak for Data System console, please go to the Hardware Overview where the Machine Type Model and Serial will be displayed in the upper right of the display window.
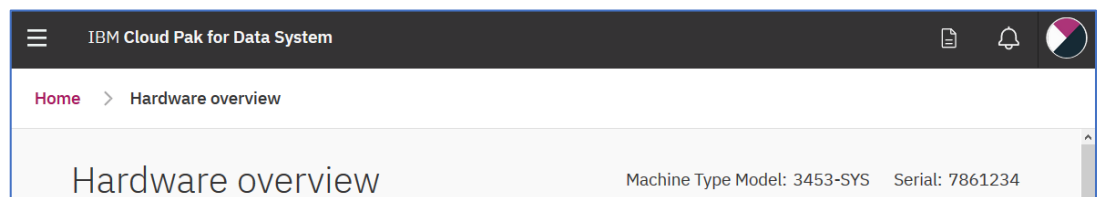
2. From a command line (window) on the bare metal operating system of any control node of the system, issue the command ap info.   The first portion of that response will look like this:

```
[root@e1n1 /]# ap info
+-----------------------------------+
| General information               |
+----------------+------------------+
| MTM            | 3453-SYS         |
| Serial         | 7861234          |
+----------------+------------------+
```

3. The **Welcome letter** provided at the time your system was installed.

IBM SUPPORT FOR SECURITY APPLIANCES

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.

IBM QRadar Appliances

Additional support resources and self-help information for these appliances available at:
http://www.ibm.com/support/docview.wss?uid=swg21616144

Lifecycle
http://www-01.ibm.com/support/docview.wss?uid=swg21991083

IBM Guardium Appliances

Additional information regarding IBM Guardium support offerings and self-help is available at:
http://www-01.ibm.com/support/docview.wss?uid=swg21984772

Lifecycle
https://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=+guardium&scope=&ibm-%20search.x=0&ibm-search.y=0&sort=P

Note: Hardware support for QRadar and Guardium 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.

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

Additional support resources and self-help information for IBM Security available at:
http://www-01.ibm.com/support/docview.wss?uid=swg21447087

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

APPENDIX D: PASSPORT ADVANTAGE AND PASSPORT ADVANTAGE EXPRESS APPLIANCE SERVICE AND SUPPORT COVERAGE

When you renew your annual IBM Appliance Service and Support for an appliance at a site, you should renew for all appliances. You must renew Appliance Service and Support for all appliances for which you want technical support. You are entitled to Appliance Service and Support only on the appliances covered.

For software, when you renew Subscription & Support for a product at a site, you should renew Subscription & Support for all copies/licenses of that program at that site, no matter how you acquired those copies, and you must renew Subscription & Support for all copies/licenses of that program for which you want technical support.

(Note: To be authorized to upgrade your licenses or contact Technical Support with questions or issues, the license must be covered with current Subscription & Support.)

You are entitled to Appliance Subscription & Support only on the licenses and Appliance Machine Types / Serial Numbers active on support.

REINSTATING SUPPORT FOR AN APPLIANCE

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.

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

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

APPENDIX E: WEB LINK SUMMARY

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

Table 3: 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
http://www.ibm.com/software/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

APPENDIX F: 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.

CALL

A single telephone call from the Customer Authorized Caller to the Support Center. An incident may involve one or many telephone calls

CRU

Customer Replaceable Unit

CUSTOMER-SET-UP APPLIANCE HARDWARE

An IBM Machine Component OR Appliance Hardware that Customer is responsible for installing according to instructions provided with it.

DATE OF INSTALLATION

a. For a Customer-set-up Machine Component or Appliance Hardware, the date on Customer's purchase invoice or sales receipt for the Appliance is the Date of Installation, unless IBM or Customer's IBM reseller informs Customer otherwise.

b. For an IBM Machine Component or Appliance Hardware that IBM is responsible for installing, the business day IBM installs it or, 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.

END OF SERVICE DATE

The date when IBM will no longer support, update, patch or maintain a product.

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.

ICA
IBM Customer Agreement. An agreement under which IBM software products are licensed. The ICA is signed by the Client and by IBM.

IPLA
International Program License Agreement. An agreement under which IBM software products are licensed. The IPLA is shipped with the product and does not require signatures.

APPLIANCE HARDWARE PART (AKA MACHINE COMPONENT)
A hardware device, features, conversions, Upgrades, elements, or accessories, or any combination of them. The term "Machine Component" OR "Appliance Hardware Part" includes an IBM Machine Component and any non-IBM Machine Component (including other equipment) that IBM may provide to Client.

MACHINE CODE COMPONENT
Microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, diagnostics, and any other code (all subject to any exclusions in the license provided with it) delivered with an IBM Machine Component for the purpose of enabling the Machine Component's OR Appliance Hardware Part function, as stated in its Specifications.

OFF-SHIFT
Means all hours outside of Prime Shift (please see Prime Shift definition)

ONSITE
Technical support delivered physically at the client location.

PD
Problem Determination. The process of isolating the source of a suspected problem to hardware or software.

PMR
Problem Management Record. A record of the activities performed during the course of resolving a client reported problem. Clients with access to IBMLink can view their PMRs.

PRIME SHIFT
Means standard IBM business hours in the local time zone where you receive the Service (for example, 8 a.m. To 5 p.m. Monday through Friday), excluding national holidays.

PROGRAM COMPONENT
An IBM Program or Non-IBM Program that is pre-installed on a Machine Component or Appliance Hardware.

PSI
Problem Source Identification. The process of isolating the source of a suspected software problem to the failing software product or component.

REFRESH PACK

A cumulative collection of all of the function and fixes that are available to registered clients since the last release of the product. The function and fixes may not have been previously released, and can span multiple products or components. A refresh pack can be applied on top of any previously-shipped maintenance to bring the system up to the current refresh pack level.

RETAIN
Remote Technical Assistance Information Network. IBM's problem and defect management tool

RMA
Return Merchandise Authorization. The process of having an entire appliance replaced instead of just parts of the appliance. The client returns the product back to the company and gets a new or repaired product back. See TYPE 8 – CRU AND MACHINE EXCHANGE SERVICE for more information.

SPOC
Single Point of Contact

SPOE
Single Point of Entry