



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

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1 CONTENTS

APPLIANCES AT IBM	1	5.1 Before CONTACTING IBM APPLIANCE SERVICE AND SUPPORT	16
1 CONTENTS	2	5.2 Determine the Severity Level	16
2 TABLES	3	5.3 Escalation Procedures	17
3 INTRODUCTION	4	5.4 Reopening A PMR/Incident/Case	18
3.1 Appliance Subscription and Support	5	6 PREVENTING PROBLEMS	19
4 APPLIANCE SERVICE UPGRADE OFFERINGS	6	6.1 Fix Central	19
4.1 Business Critical Service	7	6.2 Stay Informed	19
4.2 Media Retention Service	7	6.3 Appliance alterations	19
4.3 IBM SOFTWARE Accelerated Value Program FOR APPLIANCES	7	6.4 Moving Appliances	19
4.4 IBM Secure Support via US Citizens for Appliances	8	7 IBM APPLIANCE SERVICE AND SUPPORT LIFECYCLE	20
4.5 Appliance Migration Service	9	APPENDIX A: CONTACTING IBM	21
4.6 QuickStart	11	APPENDIX B: YOUR LICENSES	21
4.7 Application Health Check	12	APPENDIX C: EXCHANGING DATA WITH IBM	21
4.8 40 Hours of software Configuration Service	14	APPENDIX D: PASSPORT ADVANTAGE AND PASSPORT ADVANTAGE EXPRESS APPLIANCE SERVICE AND SUPPORT COVERAGE	30
4.9 Contacting IBM Appliance support	15	Reinstating Support for an Appliance	30
4.10 Off-shift Support	15	APPENDIX E: WEB LINK SUMMARY	31
5 PREPARING TO CONTACT IBM FOR SUPPORT	16	APPENDIX F: ACRONYMS & OTHER TERMS	32

2 TABLES

Table 1: Appliance Service Upgrade Offering	6
Table 2: Severity Level Descriptions	16
Table 3: Website Summary	30

3 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.

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.

Thank you for choosing IBM appliances!

3.1 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.

4 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).

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

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 Critical¹ Upgrade to 24 hours x 7 days onsite for hardware issues	Appliance Hardware Media Retention¹ 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.

Table 1: Appliance Service Upgrade Offerings

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.

4.1 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.

4.2 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.

4.3 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.

4.3.1 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.

4.3.2 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: askACES@ca.ibm.com

<https://www.ibm.com/analytics/us/en/services/cloud-expert-services.html#enhanced-support-services>

4.4 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.

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.

YOUR RESPONSIBILITIES

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

4.5 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.

What the Service Includes:

- Project management
- Migration planning

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

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.

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.

4.6 QUICKSTART

QuickStart service for PureData for Analytics is designed to enable new customers on the technology and provide standard practices for application development on the appliance. This part number can be ordered in quantities greater than one if the customer wants to have IBM assist with more than one environment.

What the Service Includes:

- Project management.
- Conduct an enablement session on the appliance technology and architecture.
- Analyze the scope and objectives for application deployment on the appliance.
- Set up the environment and integration with third-party tools:
 - Set up Administration Tools (NzAdmin).
 - Set up Client ODBC/JDBC/OLE-DB, as required.
 - Install and validate CLI client and tools.
 - Configure integrated development environment (IDE).
 - Install and validate SQL Extensions toolkit.
- Review the requirements with the customer and enable the customer to configure the following by showing a few examples:
 - System (OS and hardware) security
 - Database-level security
 - Events/Monitoring
 - Administration and operational standard practices (groom, statistics, distribution, zone maps, and so on)
 - Backup and restore processes
- Discuss high availability architecture and provide IBM standard practices.

- Document IBM standard practices and lessons learned.
- Provide the PureData for Analytics Standard Practices document as a deliverable.

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 located in an area adjacent to the customer's subject matter experts and technical personnel, and all necessary security badges and clearance will be provided for access to this area.
- Customer must schedule performance of the services to be completed within 90 days of order date.

Assumptions:

- All new appliance hardware must be installed prior to this service commencing.
- This service is not intended to be a full production data warehouse implementation.
- Customer resources are available throughout the project to receive the PureData for Analytics knowledge and standard practices information.
- 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 specific named resources assigned to project. This prior notice enables your IT and security areas ample time to create building and network access for the named users.
- Resources and detailed documentation on the source system and data source will be provided by you.
- Any materials provided by IBM will be delivered in an IBM template format.
- Additional scope of work and requirements over and above the QuickStart engagement must be separately transacted via a statement of work.
- 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.

4.7 APPLICATION HEALTH CHECK

Application Health Check service evaluates a PureData for Analytics or Netezza appliance with respect to data distribution, system resources, workload management settings, query history and

patterns, and architecture to assess whether all aspects of the solution are set up and configured correctly. This service delivers recommendations for optimal performance. This part number can be ordered in quantities greater than one if the customer wants IBM to conduct this analysis on more than one appliance.

What the Service Includes:

- High-level review of the following on one PureData for Analytics appliance:
 - Application Architecture, Data Loading processes, and ETL/ELT Architecture
 - Existing Data Model for one application (up to 20 tables)
 - ELT scripts and queries for one application (up to 10 printable pages of scripts)
 - Data distribution strategy
 - Workload management configuration
 - System configuration parameters
 - Implementation of PureData for Analytics standard practices (datatypes and statistics)
 - Overall system health
- Gather and review query history and statistics with focus on top five long-running queries.
- Gather and review statistics on system resources and usage.
- Analyze the collected information, prepare findings, and make recommendations.
- Deliver findings and recommendations in a report based on IBM template format.

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 the IBM team with all the required access to the appliances to perform the analysis, including permission to create temporary database objects.
- 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 located in an area adjacent to the 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.
- IBM and Customer will each comply with applicable export and import laws and regulations, including those of the United States that prohibit or limit export for certain users or to certain

end users, and each party will cooperate with the other by providing all necessary information to the other, as needed for compliance. Each party will provide the other with advance written notice prior to providing the other party with access to data requiring an export license.

- Customer must schedule performance of the services to be completed within 90 days of order date.

Assumptions:

- No testing and tuning will be performed as part of this engagement. All work performed will be analysis work.
- The analysis performed in this engagement will be high level. If IBM determines that deeper analysis is required to adequately address the performance concerns and provide recommendations for resolution, IBM will provide the customer with information on how to initiate a statement of work to perform such additional effort.
- 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.

4.8 40 HOURS OF SOFTWARE CONFIGURATION SERVICE

The **40 Hours of Software Configuration service** provides delivery of 40 hours of consulting services to be performed for a PureData for Analytics or Netezza appliance. Examples of such services include setup or changes to replication, remediation of issues discovered in an IBM Health Check, performance tuning, implementation of Fluid Query, or other such software configuration activities.

This part can be ordered in quantities greater than one to provide for engagements requiring multiple weeks of work. If the customer has a specific service in mind at the time of ordering, IBM recommends asking an IBM Analytics Services sales representative for guidance on what quantity to order.

This part number may not be used to purchase education services, mentoring, hardware services, or staff augmentation.

Assumptions:

- All new appliance hardware must be installed prior to this service commencing.
- Prior to commencing delivery, IBM will work with the customer to establish a mutually agreeable statement of work defining the tasks to be performed in the engagement and the terms and conditions governing the services to be performed.
- The services will be performed within a contiguous week of elapsed time.
- All services must be delivered in the same country in which they were purchased.

If more than 40 hours is required, the customer may order multiple units of this part number.

4.9 CONTACTING IBM APPLIANCE SUPPORT

Always report IBM appliance problems as Software Support requests this will ensure timely receipt and faster resolution of your issue. Appliance issues may be reported Electronically via ibm.com or by phone.

For Electronic Support Requests:

Remote technical support problems are reported to IBM by using the IBM Service Request tool, located at <https://support.podc.sl.edst.ibm.com/support/home/> or by phone. Refer to the Contacting IBM section of this Guide for more information.

For Phone Support Requests:

<http://www.ibm.com/planetwide>

The IBM Planetwide link provides the details of contacting IBM Software Support in your specific country or region.

When you contact IBM, ALWAYS choose the 'Software' support option whether reporting Appliance problems electronically or by phone.

4.10 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.

5 PREPARING TO CONTACT IBM FOR SUPPORT

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 along with your IBM appliance name, 4-digit IBM appliance machine type, and 7-digit IBM appliance serial number will ensure you engage IBM Appliance Service and Support. (Note: IBM Appliances have a unique Appliance Machine Type and Serial Number, separate from the manufacturers.)

5.1 BEFORE CONTACTING 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.

5.2 DETERMINE THE SEVERITY 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.

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.	<ul style="list-style-type: none"> Within 2 hours 	<ul style="list-style-type: none"> 4 hours 24x7¹ from when IBM Support deems onsite HW support is necessary
2 Significant	One of more components unable to access.		
Appliance is usable but severely limited	Critical appliance errors.	<ul style="list-style-type: none"> 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.		

Table 2: Severity Level Descriptions

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.

5.3 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.
- 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.

5.4 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.

6 PREVENTING PROBLEMS

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

6.1 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/>.

6.2 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.

6.3 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.

6.4 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.

7 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: CONTACTING IBM

Global contact information IBM maintained at the IBM Planetwide internet site:

<http://www.ibm.com/planetwide/>

APPENDIX B: 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 C: EXCHANGING 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: <http://www.ibm.com/de/support/ecurep/service.html>.

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 different ways to send and receive files to and from IBM: <http://www.ibm.com/software/support/exchangeinfo.html>, and the following 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 D: IBM SOFTWARE GROUP APPLIANCES

IBM Appliances include:

- IBM DataPower
- IBM MQ Appliance
- IBM PureSystems
- IBM Support for Analytics Appliances
- IBM Security
- The Now Factory
- The Weather Company

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-01.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 Appliance s available at:

<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 PURESYSTEMS APPLIANCES

PureSystems combine 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
 - PureApplication System
 - PureApplication Platform (formerly Bluemix Local 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:

IBM Passport Advantage Appliance Support Guide v3.6

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>

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

IBM SUPPORT FOR ANALYTICS APPLIANCES

Standard appliance service and support for your IBM Analytics Appliance will be available for five (5) years from the end of marketing (EOM) date. For severity 1 cases, the initial response objective is two (2) hours, and ongoing responses as agreed upon with the client.

- PureData System for Operational Analytics

PureData System for Operational Analytics:

https://www.ibm.com/support/home/product/Z759820R40538G33/PureData_System_for_Operational_Analytics

Customer Support Plan

<http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5039>

Lifecycle

<http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=puredata+system+for+operational+analytics&ibm-search=Search>

PureData System for Transactions:

https://www.ibm.com/support/home/product/Q040482M01185011/PureData_System_for_Transactions

Customer Support Plan

<http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5040>

Lifecycle

<http://www-01.ibm.com/software/support/lifecycleapp/PLCDetail.wss?q45=N534632P47400U97>

PureData System for Analytics:

[https://www.ibm.com/support/home/product/X697484I10207B91/PureData System for Analytics](https://www.ibm.com/support/home/product/X697484I10207B91/PureData%20System%20for%20Analytics)

Customer Support Plan

<http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5299>

Lifecycle

<http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=pureData+system+for+analytics&ibm-search=Search>

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.

[https://www.ibm.com/support/home/product/Y089742C12374P04/information management/ibm integrated analytics system](https://www.ibm.com/support/home/product/Y089742C12374P04/information_management/ibm_integrated_analytics_system)

Customer Support Plan

<http://www-03.ibm.com/support/techdocs/atsmastr.nsf/WebIndex/PRS5370>

Lifecycle

<http://www-01.ibm.com/software/support/lifecycleapp/PLCSearch.wss?q=integrated+analytics+system&ibm-search=Search>

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 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-search=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&scope=&ibm-search.x=0&ibm-search.y=0&sort=P>

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 move effectively, it is absolutely required the customer provide hardware logs and maintain recommended firmware levels.

IBM SUPPORT FOR THE NOW FACTORY

The Now Factory enhances IBM's Big Data Platform to bring a new class of analytics solutions to the market. For example, IBM Streams augments The Now Factory data mediation and analytics, and extends the range of use cases to include more real-time analytics on data in motion. The Now Factory's clients can also access IBM PureData System for Analytics and Hadoop-based IBM BigInsights for exploration and deep analysis of subscriber and network data.

IBM's Big Data Platform <http://www-01.ibm.com/software/data/bigdata/index.html>

IBM Streams: <http://www-03.ibm.com/software/products/en/ibm-streams/>

IBM PureData System for Analytics <https://www.ibm.com/us-en/marketplace/puredata-system-for-analytics?ce=STGS9919&ct=stg&cmp=ibmsocial&cm=h&cr=storage&ccy=us>

IBM SUPPORT FOR THE WEATHER COMPANY MEDIA APPLIANCE

Weather Company appliances are offered as a SaaS offering. Support for Weather Company appliances is documented in the SaaS support Guide and can be found at

<https://www.ibm.com/support/home/pages/support-guide/?product=2541568>

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:

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/atmsastr.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

Table 3: Website Summary

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 caused by a suspected defect in a current unaltered release of an IBM program. An APAR may be used by development to document new function delivered in the maintenance stream

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

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