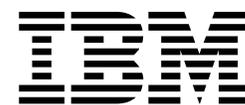


Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery

User's Guide



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User's Guide

註: Before using this information and the product it supports, read the information in 第 19 頁的附錄 C, 『Service and Support』 and 第 23 頁的附錄 D, 『IBM Statement of Limited Warranty Z125-4753-08 04/2004』 .

目錄

前言	v	安裝疑難排解資訊	9
Registering your option	v	解除安裝軟體	9
開始之前	vii	備份疑難排解資訊	9
線上說明	vii	備份作業速度緩慢	9
第 1 章 硬體使用手冊	1	排定在 29、30 或 31 日	10
產品說明	1	無法選擇保存備份	10
軟體與硬體需求	1	還原疑難排解資訊	10
安裝磁碟機	1	還原作業速度緩慢	10
將磁碟機設成可開機	3	在還原作業之後使用者無法登入	10
從電腦拆下磁碟機	3	電源管理疑難排解資訊	10
維護磁碟機	3	附錄 B. 名詞解釋	13
第 2 章 安裝與使用 Rescue and Recovery 軟體	5	附錄 C. Service and Support	19
必要條件	5	Online technical support	19
在安裝 Rescue and Recovery 之前	5	Telephone technical support	19
應用程式相容性	5	附錄 D. IBM Statement of Limited Warranty Z125-4753-08 04/2004	23
硬碟機配置	6	Part 1 - General Terms	23
安裝 Rescue and Recovery	6	Part 2 - Country-unique Terms	26
建立 Rescue and Recovery 媒體	7	Part 3 - Warranty Information	37
使用備份及還原功能	7	Types of Warranty Service	37
存取 Rescue and Recovery 工作區	8	附錄 E. Notices	41
重新安裝 Rescue and Recovery	8	Trademarks	42
解除安裝 Rescue and Recovery	8	Electronic emission notices	42
附錄 A. 疑難排解	9	Federal Communications Commission (FCC) statement	42
一般疑難排解資訊	9		

前言

This manual provides information on the IBM® 40 GB USB 2.0 Hard Drive with Rescue and Recovery™. This manual is written for the installer and user of this equipment and contains the following information:

- 第 1 章, 『硬體使用手冊』 contains instructions for installing and using the IBM 40 GB Hard Disk Drive with Rescue and Recovery.
- 第 5 頁的第 2 章, 『安裝與使用 Rescue and Recovery 軟體』 contains installation prerequisites and instructions, a listing of Rescue and Recovery with Rapid Restore™ components and system requirements, and an overview of the Rescue and Recovery with Rapid Restore concepts.
- 附錄 A, 『疑難排解』 contains information that might be helpful if you encounter trouble using Rescue and Recovery with Rapid Restore.
- 第 13 頁的附錄 B, 『名詞解釋』 contains definitions of industry terms to assist you in understanding some of the concepts discussed in this guide.
- 第 19 頁的附錄 C, 『Service and Support』 provides service and support information.
- 第 23 頁的附錄 D, 『IBM Statement of Limited Warranty Z125-4753-08 04/2004』 provides warranty information.
- 附錄 E, 『Notices』 contains trademarks and legal notices.

Registering your option

Thank you for purchasing this IBM® product. Please take a few moments to register your product and provide us with information that will help IBM to better serve you in the future. Your feedback is valuable to us in developing products and services that are important to you, as well as in developing better ways to communicate with you. Register your option on the IBM Web site at

<http://www.ibm.com/pc/register/>

IBM will send you information and updates on your registered product unless you indicate on the Web site questionnaire that you do not want to receive further information.

開始之前

請務必先閱讀下列資訊，再安裝與使用 IBM Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery。

請注意

請務必使用本選用設備隨附的接線。如果未使用選用設備套件隨附的接線，可能會對磁碟機造成損壞。不要連接 AC 整流器到本裝置。

- 請小心操作，避免損壞 USB 硬碟。搬運磁碟機或磁碟機未使用時，請將它放置在選用設備隨附的背包中。有關正確處理 USB 硬碟的相關資訊，請參閱第 3 頁的『維護磁碟機』。
- 主要 USB 接線必須連接至 USB 高電源連接埠。如果遇到問題，請嘗試將主要 USB 接線連到其他的 USB 連接埠。
- 在具備 USB 2.0 PCMCIA 卡的攜帶型電腦上使用 USB 硬碟時，主要 USB 接線必須插入至 PCMCIA 卡高電源連接埠。您還必須將輔助電源線連到 USB 連接埠，來提供足夠的電源。

請注意

IBM 不支援此產品，以協力廠商磁碟公用程式重新排序或排序分割表。

請注意

請保存好 Portable 40 GB USB 2.0 Hard Drive 附帶的光碟，並製作一份複本。IBM 無法為您更換此光碟，也無法從網站下載。

線上說明

Rescue and Recovery 的整合「線上說明」系統是一個無價的資訊來源。「說明」系統包含會隨著您存取不同的 Rescue and Recovery 元件而動態更新的資訊。

若要存取 Rescue and Recovery 線上說明系統，請執行以下步驟：

1. 存取 Rescue and Recovery 主控台
2. 跳至「說明」功能表。

第 1 章 硬體使用手冊

本章包含安裝與使用 IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery 的說明。

註: 在安裝與使用 IBM Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery 之前，請務必先閱讀第 vii 頁的『開始之前』。

產品說明

IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery 是與 USB 2.0 標準相容的可攜式輕量型高速 USB 硬碟機，資料傳輸比透過 USB 1.1 連線速度快上 40 倍。此磁碟機可以與筆記型電腦或桌上型電腦搭配使用，也與 USB 1.0 和 USB 1.1 連線相容。安裝好磁碟機後，它會當作隨插即用裝置運作而且可以熱交換；也就是可在電腦執行時，插入或拔除該裝置與電腦的接線。請參閱第 3 頁的『從電腦拆下磁碟機』。

選用設備套件包括：

- IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery
- 主要 USB 接線（USB "A" 至 "mini B" 連接）
- 輔助電源線
- 使用手冊與軟體光碟其中包含 Rapid Restore 軟體以及本線上使用手冊

註: 請保存好此光碟，並製作一份複本。IBM 無法為您更換此光碟，也無法從網站下載。

- 保證卡
- 背包

軟體與硬體需求

您的電腦上必須已經安裝下列硬體：

- 至少 200MHz Intel™ Pentium® 微處理器
- 64 MB 隨機存取記憶體 (RAM)
- 用來安裝隨附光碟的 CD 或 DVD 光碟機
- USB 1.1 或 2.0 埠

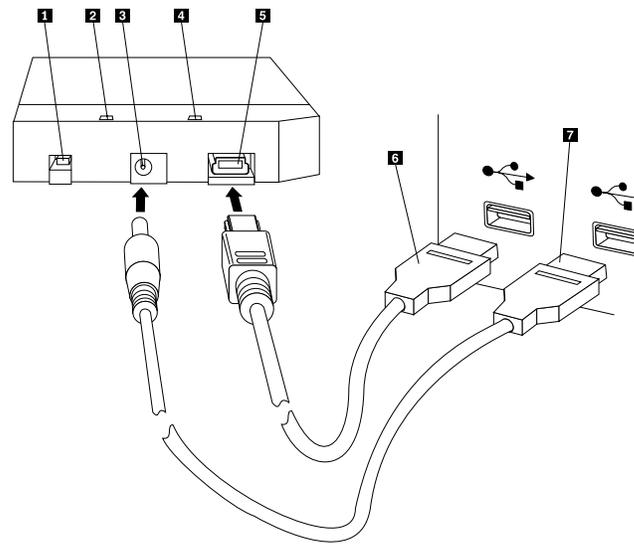
您的電腦必須安裝 Microsoft® Windows® 2000 Professional 或 Microsoft Windows XP 之後，才能使用 IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery。

安裝磁碟機

本節提供磁碟機安裝說明。

若要安裝磁碟機，請完成下列程序：

1. 如圖 1 所示，將主要 USB 接線連接至 USB 埠 **5**。



- 1** 電源開關
- 2** 磁碟機活動 LED
- 3** 輔助電源連接埠
- 4** 電源 LED
- 5** USB 埠
- 6** 主要 USB 接線
- 7** 輔助電源線

圖 1. 安裝磁碟機

2. 連接主要 USB 接線 **6** 的另一端至電腦上可用的 USB 埠。
3. 連接輔助電源線至磁碟機上的輔助電源連接埠 **3**。
4. 連接輔助電源線 **7** 的另一端到電腦上可用的 USB 埠。
5. 將開關 **1** 推至「開啓」(on) 的位置。

請注意

請務必使用本選用設備隨附的接線。如果未使用選用設備套件隨附的接線，可能會對磁碟機造成損壞。不要連接 AC 整流器到本裝置。

6. 開啓我的電腦並連按兩下與「IBM USB 硬碟」相關的圖示。

Windows 將自動偵測磁碟機。在第一次執行這些步驟時，會開啓「歡迎使用」視窗，您可以在該視窗選擇安裝 Rescue and Recovery 軟體。

如果想要使用隨附的 Rescue and Recovery 軟體，請務必閱讀第 5 頁的第 2 章, 『安裝與使用 Rescue and Recovery 軟體』的一般介紹資訊。若要安裝 Rescue and Recovery 軟體，請參閱第 6 頁的『安裝 Rescue and Recovery』。

如果您不打算使用隨附的 Rescue and Recovery 軟體，則您的磁碟機已經可以使用，不需要另外安裝任何軟體。若要停用自動啟動，請按一下瀏覽器視窗左下角的**不要再顯示此視窗**，拔下磁碟機，然後再重新連接磁碟機。

註：根據備份的資料量而定，Rescue and Recovery 安裝可能需要很久才能完成。尤其是使用 USB 1.1 連線進行備份時會很久。中斷 Rescue and Recovery 安裝可能會導致資料流失。

將磁碟機設成可開機

本磁碟機在支援 boot-to-USB BIOS 的系統上可配置成可開機。通常，BIOS 會將本磁碟機偵測為 "HDD-1" 或 "IBM-(USB)"。若要將 IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery 新增至電腦啟動順序，您需要使用電腦 BIOS 安裝公用程式。有關如何使用 BIOS 安裝公用程式的資訊，請參閱電腦隨附的說明文件。

如果您遇到問題，請檢查電腦是否已安裝最新的 BIOS。有關可透過 BIOS 以 USB 儲存裝置開機的電腦清單，請造訪 IBM 支援網站：<http://www.ibm.com/pc/support>。

註：請務必先閱讀第 7 頁的『建立 Rescue and Recovery 媒體』，然後再將磁碟機設成可開機。

從電腦拆下磁碟機

若要在 Windows 2000 拆下磁碟機，請完成下列程序。如果您是使用 Windows XP，則只執行下列步驟 3 和 4。

1. 按一下系統工作列中的**安全地移除硬體**圖示。
2. 按一下 **USB 大量儲存裝置**圖示來停止裝置。
3. 將磁碟機電源開關推至「關閉」(off) 的位置。
4. 拔除接線。

維護磁碟機

請遵循下列準則來維護磁碟機。

- 不要使磁碟機掉落或短路。
- 使用磁碟機時，請使用磁碟機電源開關來關閉磁碟機電源。
- 不要在靠近強磁場區域操作或儲存磁碟機。
- 不要使磁碟機外曝外液體、強溫或濕度下。
- 不要使用非本選用設備套件隨附的電源線或整流器。

第 2 章 安裝與使用 Rescue and Recovery 軟體

IBM Rescue and Recovery with Rapid Restore 產品（以下簡稱 Rescue and Recovery 程式）提供多項功能，可協助問題回復，即使您無法啓動 Windows 作業系統也能回復。主要功能包括：

- 透過 IBM Rescue and Recovery 程式對硬碟進行完整和遞增式備份。備份檔案可儲存在電腦硬碟的保護區、可燒錄的 CD 或 DVD 媒體、網路磁碟機或 USB 裝置（如 USB 硬碟機）中。
- 使用 Rescue and Recovery 程式所建立的備份檔來完整回復硬碟。
- 回復與轉送儲存在本端硬碟 Windows 分割區、網路磁碟機，或 Rescue and Recovery 備份檔的個別檔案。
- Rescue and Recovery 工作區是在 Windows 作業系統以外獨立執行。透過 Rescue and Recovery 工作區，可將硬碟還原回若干儲存狀態之一、從 Windows 分割區或備份中回復檔案、經由網際網路通訊，並檢視有關電腦狀況的有用資訊。

必要條件

若要安裝此程式，您必須有下列配置：

- Windows XP 或 Windows 2000 with Service Pack 3。如果要在容量超過 137 GB 的硬碟上安裝本程式，Windows XP 需要 Service Pack 1。
- Internet Explorer 5.5 或更新版。
- 128 MB 的記憶體，其中在 BIOS 的視訊設定中最多只能指定 8 MB 為共用記憶體。
- 800 MB 的可用磁碟空間。

在安裝 Rescue and Recovery 之前

決定安裝 Rescue and Recovery 時，應該考慮下列資訊：

- **系統的狀態。**採用您要還原系統的方式設定系統嗎？您會增加其他重要軟體嗎？

在安裝 Rescue and Recovery 之前，請確定有下列元件。需要下列必要條件才能使 Rescue and Recovery 正常運作：

- IBM ThinkCentre™ 或 ThinkPad® 電腦
- Internet Explorer 5.5 或更新版

應用程式相容性

部份應用程式具有複雜的篩選驅動程式環境（如防毒軟體），可能與 IBM Rescue and Recovery with Rapid Restore 軟體不相容。如需有關相容性問題的資訊，請造訪下列網站：www.ibm.com/thinkvantage，參照 IBM Rescue and Recovery with Rapid Restore 軟體隨附的 README 檔。

IBM Rescue and Recovery 與 Norton AntiVirus 2002 及 2003 不相容。必須使用 Norton AntiVirus Corporate Edition 或 Norton AntiVirus 2004 才能使病毒掃描功能正常運作。

硬碟機配置

原始設備製造商 (OEM) 電腦的出廠預載不支援 IBM Rescue and Recovery with Rapid Restore 軟體。OEM 電腦必須按照「IBM Rescue and Recovery with Rapid Restore Customization and Deployment Guide」(可從 IBM 網站 www.ibm.com/thinkvantage 下載) 中的建議配置硬碟機。

安裝 Rescue and Recovery

本節包含安裝 IBM Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery 的安裝指示。有兩種方式可安裝 Rescue and Recovery 軟體：

- 從 IBM Portable 40 GB USB 2.0 Hard Drive 安裝

或

- 從使用手冊和軟體光碟安裝

執行產品安裝後，請先參閱第 7 頁的『建立 Rescue and Recovery 媒體』，然後再備份到 USB 磁碟機。

從 IBM Portable 40 GB USB 2.0 Hard Drive 安裝

若要從 IBM Portable 40 GB USB 2.0 Hard Drive 安裝 Rescue and Recovery，請完成下列程序：

1. 關閉所有開啓的應用程式。
2. 將磁碟機插入可用的 USB 埠。
3. 將電源開關推至「開啓」(I) 的位置。Windows 將會自行安裝裝置驅動程式。
4. 開啓**我的電腦**並連接兩下與「IBM USB 硬碟」相關的圖示。
5. 按一下**軟體**。
6. 連按兩下 **IBM Rapid Restore**。
7. 遵循畫面的指示。

從光碟安裝

若要從使用手冊和軟體光碟安裝 Rescue and Recovery，請完成下列程序：

1. 將使用手冊和軟體光碟插入 CD 或 DVD 光碟機。
2. 如果光碟未自動啓動，按一下**啓動**，接著再按一下**執行**。
 - a. 輸入 `e:\launch.bat`，其中 e 是 CD 或 DVD 的磁碟機代號。
 - b. 按一下**確定**。光碟瀏覽器視窗開啓。
3. 選取語言並按一下**執行**。
4. 按一下**軟體**。
5. 連按兩下 **IBM Rapid Restore**。
6. 遵循畫面的指示。

註：根據備份的資料量而定，Rapid Restore 安裝可能需要很久才能完成。尤其是透過 USB 1.1 進行備份時會很久。中斷 Rapid Restore 安裝可能會導致資料流失。

建立 Rescue and Recovery 媒體

如果您有磁碟機能夠寫入 CD 或 DVD，或有外接式 USB 硬碟機，就可建立開機媒體，協助解決無法存取的問題，像是無法存取 Windows 環境或電腦硬碟機上的 Rescue and Recovery 工作區。儘管很少發生這類問題，也應事先做準備，盡早製作 Rescue and Recovery 媒體。

您可使用 Rescue and Recovery 媒體執行下列作業：

- 使用 IBM Rescue and Recovery 程式，從備份中回復檔案、資料夾或整個硬碟內容
- 檢視電腦的重要資訊及事件歷程
- 將檔案從電腦或網路轉送到其他媒體
- 透過有線乙太網路連線存取網際網路

若要建立 Rescue and Recovery 媒體，請執行下列步驟：

註：如果要将外接式 USB 硬碟機用作 Rescue and Recovery 媒體，請在開始此程序前，先將硬碟機連接到其中一個 USB 接頭上。此程序期間將會消除外接式 USB 硬碟上的所有資料。外接式 USB 硬碟上若有重要檔案，請在此程序開始之前，將其複製到其他媒體。

請注意

1. 在 Windows 桌面上，按一下「開始」、「程式集」（使用 Windows XP 則為「所有程式」）、**Access IBM**，然後按一下「建立救回媒體」。
2. 遵循畫面的指示。

如需有關使用 Rescue and Recovery 媒體的資訊，請參閱第 8 頁的『存取 Rescue and Recovery 工作區』。

使用備份及還原功能

Rescue and Recovery 程式控制所有備份、還原及檔案回復功能。若要存取備份及還原功能，請執行下列步驟：

1. 在 Windows 桌面上，按一下**開始**、**程式集**（使用 Windows XP 則為**所有程式**）、**Access IBM**，然後按一下 **IBM Rapid Restore Ultra 4.0**。
2. 顯示主視窗時，請執行下列其中一個動作：
 - 若要執行備份作業、排程備份作業、將現有的備份複製到其他媒體，或設定備份作業的偏好設定，請按一下**備份**。然後，在下拉功能表中按一下適當的選項。
 - 若要將硬碟還原到先前備份的狀態，或從備份救援一或多個檔案，請按一下**還原**。然後，在下拉功能表中按一下適當的選項。

如需使用這些功能的其他相關資訊，請按一下「說明」。

存取 Rescue and Recovery 工作區

若要存取 Rescue and Recovery 工作區，請執行下列其中一個動作：

方法 1：

1. 將電腦關機。
2. 重新啓動電腦，並仔細觀看螢幕提示。
3. 當提示您按下 F11 時，按下 F11 鍵再放開。顯示提示時，您必須按下 F11 鍵再放開。
4. 稍等片刻，就會顯示 Rescue and Recovery 工作區。如需使用各項功能的相關資訊，請按一下說明。

方法 2：

1. 將建立的 Rescue and Recovery 光碟插入 CD 或 DVD 光碟機中，如果救回媒體是外接式 USB 硬碟機，則接上並開啓該硬碟機。
2. 將電腦關機。
3. 重新啓動電腦。
4. 稍等片刻，就會顯示 Rescue and Recovery 工作區。如需使用各項功能的相關資訊，請按一下說明。

註：如果您的救回媒體無法啓動，那麼可能是您未在 BIOS 啓動順序中，正確設定該救援裝置（CD 光碟機、DVD 光碟機或 USB 裝置）。如需有關存取 BIOS 配置公用程式的資訊，請參照電腦隨附的說明文件。

重新安裝 Rescue and Recovery

重新安裝 Rescue and Recovery 軟體之前，應考慮將現行的備份集保存到 CD-R 中。若要重新安裝 Rescue and Recovery 軟體，您可能需要解除安裝某些舊版本。這樣會移除現行備份。然後您可以安裝新版本的 Rescue and Recovery。

解除安裝 Rescue and Recovery

若要解除安裝 Rescue and Recovery，請按一下：

- 開始
- 控制台
- 新增/移除程式
- **Rescue and Recovery**

解除安裝程序會移除程式以及所有備份集。

附錄 A. 疑難排解

如果在使用 IBM Rescue and Recovery with Rapid Restore 應用程式時遇到困難，那麼下列資訊也許會有幫助。

一般疑難排解資訊

如果在使用 Rescue and Recovery with Rapid Restore 軟體時遇到困難，那麼下列資訊也許會有幫助。

- 在建立新 Windows 使用者時，系統必須重新開機，才能夠備份新使用者。
- 請勿將 Rescue and Recovery with Rapid Restore 與會修改主要開機記錄 (MBR) 的其他公用程式軟體一起使用。會修改硬碟主要開機記錄的軟體可能會將備份改成無法存取。這類軟體包括（但不限於）Roxio GoBack、System Commander 和 PowerQuest BootMagic。
- Norton Antivirus 5.0 可能無法讀取硬碟的開機記錄。

安裝疑難排解資訊

如果在安裝或解除安裝 IBM Rescue and Recovery with Rapid Restore 軟體時遇到困難，那麼下列資訊也許會有幫助。

解除安裝軟體

若要從執行 Windows 2000 Professional 或 Windows XP 的電腦解除安裝 Rescue and Recovery with Rapid Restore，您必須以具有管理者權限的身份登入電腦。如需使用者帳號的相關資訊，請參閱作業系統所附的說明系統。

備份疑難排解資訊

Rescue and Recovery with Rapid Restore 會通知您是否存在有效的的基本備份影像檔。然後可讓您建立新的基本備份影像檔。

如果在使用 IBM Rescue and Recovery with Rapid Restore 軟體來執行備份作業時遇到困難，那麼下列資訊也許會有幫助。

- 使用者帳號包含在備份與還原作業中。因此，如果您將系統還原至某個使用者尚不存在或使用不同密碼的時間時，該使用者將無法登入。
- 如果在執行 Windows 遞增式備份時 Rapid Restore 介面是關閉狀態，Rescue and Recovery with Rapid Restore 會在背景繼續備份檔案。

備份作業速度緩慢

備份效能根據被執行的作業大小及類型而定。經常執行備份可以最佳化備份作業效能。

在建立備份影像檔時執行另外的程式（例如防毒程式）的話，會降低備份效能。在建立備份影像檔時不要執行任何程式。

請在執行備份作業前後執行防毒程式。

注意事項:

1. 透過 USB 1.1 執行備份會比較久。
2. 為了防止資料庫損壞，請關閉所有應用程式和服務之後再執行備份作業。

排定在 29、30 或 31 日

Rescue and Recovery with Rapid Restore 不容許您排定在每月的 29、30 或 31 日執行備份，但您可以排定在每月最後一天執行備份。

無法選擇保存備份

如果沒有「CD-R 保存」選項，表示客戶沒有安裝 CD-R 裝置。

CD-RW 媒體很容易覆寫並隨著每一次使用而降低品質。在建立 CD-R 保存集時不支援 CD-RW 媒體。

要從光碟還原備份組，您要還原的電腦必須支援光碟機開機。

若要執行「CD-R 保存」，硬碟必須至少有 700MB 可用空間。

還原疑難排解資訊

如果在使用 IBM Rescue and Recovery with Rapid Restore 軟體來執行還原作業時遇到困難，那麼下列資訊也許會有幫助。

要從光碟還原備份組，您要還原的電腦必須支援光碟機開機。

還原作業速度緩慢

還原作業效能會根據被執行的作業大小及類型而定。為了防止資料庫損壞，請在關閉所有應用程式和服務之後再執行還原作業。

在還原作業之後使用者無法登入

在增加了新的使用者而且這位新的使用者未曾登入之前執行備份作業的話，多使用者系統會發生此問題。

若要解決此問題，IT 管理者必須再度新增新的使用者，然後重新啟動電腦或在下一次執行備份作業之前要求新的使用者登入。

為了防止此問題，請在新增新的使用者之後重新啟動電腦，或確定新的使用者已登入之後再執行下一次備份作業。

電源管理疑難排解資訊

如果在使用 Rescue and Recovery with Rapid Restore 時因為電源管理問題（例如待機、休眠和電源中斷）而遇到困難，那麼下列資訊也許會有幫助。

Rescue and Recovery with Rapid Restore 會以下列方式回應系統要求：

- **正在執行備份或「CD-R 保存」時。**在進行備份或「CD-R 保存」時，如果系統要求進入待機/休眠，Rescue and Recovery with Rapid Restore 會停止備份並允許電源要求繼續進行。當系統重新繼續執行時，將會把備份記錄為失效，並要求使用者重新執行備份。
- **正在執行還原時。**在進行還原時，電源要求將被拒絕，並繼續處理還原作業。

附錄 B. 名詞解釋

備份 (Backup)

備份是複製磁碟資訊的程序，以保留在發生設備失效或軟體及作業系統損毀時使用。

基本備份影像檔 (Base backup image)

主要硬碟的原始、以磁區為基礎的備份影像檔，這是在 Rapid Restore 安裝程序期間所建立的。這個影像檔是建立累加備份及最近備份的基礎。

開機 (Boot)

指電腦的起始啟動，例如開啓電腦的電源或加以重新啟動時。

開機時間 (Boot-time)

電腦開機期間--當電腦啟動但作業系統尚未接管電腦的控制時。在此期間，使用者可以存取 OBRM 的作業系統前置介面。

開機管理程式 (Boot Manager)

一個儲存在主要開機記錄 (MBR) 中的軟體程式，它會讀取分割區的啟動磁區記錄，其中包含要啟動到 RAM 中的作業系統。亦即，該記錄包含一個將其餘的作業系統載入 RAM 中的程式

位元組 (Byte)

八個位元的群組，可以表示從 0 到 255 的數字、英文字母，或是各式各樣的其他事項。

CD-R

CD-R (代表可燒錄光碟片) 是一種寫入一次、讀取多次 (單寫多讀光碟) 的光碟片 (CD) 格式類型，其容許在光碟上進行單次燒錄。

CD-RW

CD-RW (代表可重複讀寫光碟片) 是一種光碟片 (CD) 格式，其容許在光碟上重複燒錄。

CD-ROM

光碟片唯讀記憶體。軟體產業內常用來儲存資訊的電子媒體。如其名稱所示，CD-ROM 的原始內容是無法修改的。

控制器 (Controller)

一種專用的電子電路，其作為裝置 (如硬碟與電腦) 之間的介面。舉例而言，硬碟控制器有 IDE 和 SCSI。

累加備份 (Cumulative backup)

經壓縮的遞增式備份。累加備份儲存與基本影像檔和最近備份相關的差異式、遞增式資訊。

資料 (Data)

電腦所處理的資訊。舉例而言，資料包括資料庫檔案、文書處理文件，以及 html 頁面。

資料庫 (Database)

一個以有用的方式編排、關於某個主題之相關資訊的集合，其提供程序（如擷取資訊、獲致結論及進行決策）的基本或基礎。

資料移轉管理程式 (Data Migration Manager)

「資料移轉管理程式 (DMM)」可讓使用者將其現有的磁碟影像檔移至新的、較大型的硬碟。之所以要移轉至另一個硬碟，最常見的原因是因為需要額外的儲存空間。大多數人在執行磁碟移轉時所遇到的兩個主要的障礙包括：缺乏順利完成該程序所需的 IT 知識，以及與移轉程序有直接關係的停機時間所導致的產能縮減。

「資料移轉管理程式」的“One Button Migration”功能消弭了這些障礙，讓使用者能有效率地移轉其磁碟影像檔和資料，而不會損及其執行時間或資料的完整性。此外，Rapid Restore 的內建移轉技術可處理所有繁複的制定決策，因此使用者即使不是 IT 專家，也能適當地將其磁碟影像檔和資料移轉至新的硬碟。

軟碟機 (Disk drive)

電腦所使用的一種儲存裝置類型。

磁片 (Diskette)

抽取式儲存媒介。

磁碟影像檔 (Disk Image)

磁碟影像檔是一個檔案，其中包含硬碟的確切且完整的、以磁區為基礎的影像檔。影像檔包含硬碟上的所有事項，包括磁碟的格式和結構（例如，FAT）、啟動磁區、目錄、作業系統、軟體、登錄設定、網路設定，以及資料。建立磁碟影像檔的優點是，使用者可以快速還原其整個系統，無需重新安裝其作業系統、應用程式等等。

磁碟機代號 (Drive letter)

在 Windows 及 MS-DOS 作業系統中，硬碟的命名慣例，其由字母所組成，後接冒號（例如，C: 或 D:）。

擴充分割區 (Extended partition)

一種分割區類型；在一個擴充分割區內可以建立一或多個邏輯磁碟機，而克服每部磁碟機只能有四個分割區的限制。

FAT 檔案系統 (FAT file system)

MS-DOS 所使用並適用於 Windows 的檔案系統，以在硬碟上儲存資訊，其利用檔案配置表。有三種類型的 FAT 檔案系統，包括 FAT12、FAT16 和 FAT32。

檔案配置表 (FAT) (File Allocation Table, FAT)

某些作業系統所維護的一個表格或清單，以追蹤檔案儲存在硬碟上的情況。

檔案系統 (File system)

作業系統用來命名、存取及編排磁碟上的檔案和目錄的方法（例如，FAT32 或 NTFS）。

圖形使用者介面 (GUI) (Graphical user interface, GUI)

一種使用者介面（如 Windows 作業系統中所用的介面），其使用滑鼠及圖形顯示來與使用者互動。GUI 的目標在於使程式比文字型應用程式或作業系統（如 MS-DOS）更易於使用。

硬碟 (Hard Disk)

一種特定的磁碟機類型，由一或多個硬金屬磁碟盤所組成。

IDE (整合式磁碟機電路) (Integrated Device Electronics, IDE)

用來整合磁碟機與電腦的介面技術。使用 IDE 技術的硬碟之控制器直接建置到磁碟機中，無需在電腦中再配置個別的控制卡。

介面 (Interface)

硬體、軟體或使用者之間的連接與交談。

鎖定檔案 (Locked File)

您的系統目前正在使用中的檔案，一般而言，其無法供其他應用程式使用，包括備份作業。舉例而言，會建立鎖定檔案的應用程式包括 Oracle 資料庫、SQL 伺服器、Lotus Notes[®]，以及電子郵件伺服器。

邏輯磁碟機 (Logical drive)

硬碟中被視為單一單元的部份。在此內容中，邏輯表示「概念上的」，因為名稱與實體物件之間沒有直接關係。

主要開機記錄 (MBR) (Master Boot Record, MBR)

任何硬碟或磁碟的第一個磁區中的資訊，該資訊指出找到作業系統的時間和位置，使其可以啟動（載入）到電腦的主要儲存體或隨機存取記憶體中。主要開機記錄 (MBR) 有時也稱為「分割磁區」或「主要分割表」，因為它包括一個尋找硬碟分割區的表格。除了這個表格之外，主要開機記錄 (MBR) 還包括一個稱為開機管理程式 (boot manager) 的程式，用來讀取分割區的啟動磁區記錄，其中包含要啟動到 RAM 中的作業系統。亦即，該記錄包含一個將其餘的作業系統載入 RAM 中的程式。

Master File Table (主控檔表格) (Master file table, MFT)

在 NTFS 容體上，Master File Table (主控檔表格) 是一個包含關於該容體中的所有其他檔案之資訊的檔案。這項資訊包括每一個檔案的名稱、其在磁碟上的實體位置，以及其他資訊。

MFT

請參閱第 15 頁中的「Master File Table (MFT) (主控檔表格)」。

最近的備份 (Most Recent backup)

一個經壓縮的遞增式備份檔，其反映硬碟在備份執行時的狀態。只有與累加備份中的檔案不一致的檔案，才會儲存到最近的備份檔中。您可以使用 Rapid Restore 的「排程」功能自動進行最近的備份，或是手動加以執行。

One-Button Restore Manager (OBRM)

One-Button Restore Manager 是 Rapid Restore 的影像檔和備份管理功能的中樞。OBRM 功能極為強大，其與數個其他的 Rapid Restore 元件整合，讓使用者可以輕易地將其硬碟的內容還原到先前已知的狀態。您可以輕易地從包括以下的數個進入點存取 One-Button Restore Manager：

- 在 Windows 執行之前 (作業系統前置模式)
- Windows 圖形使用者介面 (Windows 模式)
- 透過網路 (遠端管理模式)

分割區 (Partition)

對硬碟機空間的細分，被視為個別的實體單元 (但其實不是)。只有一部硬碟機的電腦可以有單一分割區 (經常稱為磁碟機 C:)，也可以有數個分割區，如磁碟機 C:、磁碟機 D: 和磁碟機 E:。

週邊裝置 (Peripheral device)

位於電腦外的裝置 (例如磁帶機或 USB 硬碟)。

許可權 (Permission)

使用者存取或修改檔案 (特別是那些不是該使用者所建立的檔案) 的能力。設定許可權是基於安全理由，包括防止未經授權存取敏感資訊。

作業系統前置模式 (Pre-operating system mode)

在電腦開機 (啓動) 與作業系統尚未接管電腦的控制之間的時間。

主要分割區 (Primary partition)

在 Windows 及 MS-DOS 作業系統中，硬碟最多可分成四個主要分割區；或是三個主要分割區加上擴充分割區，其依序可包含一或多個邏輯磁碟機。

RAID

請參閱第 16 頁中的「磁碟陣列 (Redundant Array of Independent Disks, RAID)」。

磁碟陣列 (RAID) (Redundant Array of Independent Disks, RAID)

結合數顆硬碟以形成一個大型容體的方法。RAID 配置通常用於網路檔案伺服器上，以獲致更快速的存取、對磁碟失效提供更嚴密的防護，或兩者。

還原 (Restore)

使用影像檔或備份以回復至先前的硬碟狀態的程序。

SCSI (小型電腦系統介面) (Small Computer System Interface)

用來整合磁碟機與電腦的介面技術。

服務分割區 (Service partition)

本機硬碟上用於備份和還原作業的被隱藏、鎖定的分割區。服務分割區被緊密壓縮以節省磁碟空間，其包含基本影像檔、累加影像檔和最近備份。

站台授權碼 (Site License Key)

想要存取 Rapid Restore 之企業層功能的 IT 管理者可以藉由登錄「站台授權碼」來達成此目的。「站台授權碼」可讓 IT 管理者在企業環境中有效地配置、佈署及管理 Rapid Restore。

Snapshot

Snapshot 備份會以最佳化的累加備份資料取代您現有的累加備份。這種最佳化的備份會將所有的遞增式備份資料（累加備份和最近的備份）合併成一個累加備份。此外，Snapshot 程序會刪除最近備份。

您應在重大的檢查點上執行 Snapshot 備份，例如安裝新應用程式之後、建立新資料庫之後等等。

USB 硬碟機 (USB Drive)

USB（通用序列匯流排）硬碟機是一個隨插即用硬碟，其透過 USB 介面連接至您的電腦。

公用程式 (Utility)

提供基本服務或功能的程式。

容體 (Volume)

對硬碟空間的細分，被視為個別的實體單元（但其實不是），或是被視為單一單元的實體磁碟的組合。只有一顆硬碟的電腦可以有單一容體（經常稱為磁碟機 C:），也可以有數個容體，如磁碟機 C:、磁碟機 D: 和磁碟機 E:。

容體集 (Volume set)

單一邏輯磁碟機，其由一或多顆硬碟上的最多 32 個區域的可用空間所組成。容體集可用來將一或多顆硬碟上的小型區域的可用空間結合成一個較大型的邏輯磁碟機。

附錄 C. Service and Support

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of the product. Refer to your IBM Statement of Limited Warranty for a full explanation of IBM warranty terms.

Online technical support

Online technical support is available during the life of your product through the Personal Computing Support Web site at <http://www.ibm.com/pc/support>.

During the warranty period, assistance for replacement or exchange of defective components is available. In addition, if your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative.

Telephone technical support

Installation and configuration support through the IBM Support Center will be withdrawn or made available for a fee, at IBM's discretion, 90 days after the option has been withdrawn from marketing. Additional support offerings, including step-by-step installation assistance, are available for a nominal fee.

To assist the technical support representative, have available as much of the following information as possible:

- Option name
- Option number
- Proof of purchase
- Computer manufacturer, model, serial number (if IBM), and manual
- Exact wording of the error message (if any)
- Description of the problem
- Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

For the support telephone number and support hours by country, refer to the following table. If the number for your country or region is not listed, contact your IBM reseller or IBM marketing representative. Response time may vary depending on the number and nature of the calls received.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 <ul style="list-style-type: none"> Overseas calls: 81-46-266-1084 ThinkPad: 0120-887-874 <ul style="list-style-type: none"> Overseas calls: 81-46-266-1084 IntelliStation and xSeries: 81-46-266-1358 PC Software: 0120-558-695 <ul style="list-style-type: none"> Overseas calls: 81-44-200-8666
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344 French: 1-800-565-3344 In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799 Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755 or 566-5161 ext. 8201 Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983

Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222 San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	01-815-9202	Vietnam	Ho Chi Minh: (84) 8-829-5160 Hanoi: (84) 4-843-6675

附錄 D. IBM Statement of Limited Warranty Z125-4753-08 04/2004

Part 1 - General Terms

This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise.

Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.

What this Warranty Covers

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

What this Warranty Does not Cover

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse (including but not limited to use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
- failure caused by a product for which IBM is not responsible; and
- any non-IBM products, including those that IBM may procure and provide with or integrate into an IBM Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND.**

How to Obtain Warranty Service

If the Machine does not function as warranted during the warranty period, contact IBM or your reseller to obtain warranty service. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

What IBM Will Do to Correct Problems

When you contact IBM for service, you must follow the problem determination and resolution procedures that IBM specifies. An initial diagnosis of your problem can be made either by a technician over the telephone or electronically by access to an IBM website. The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information. You are responsible for downloading and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides. If your problem can be resolved with a Customer Replaceable Unit ("CRU") (e.g., keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install. If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of Machine Code or software updates, or with a CRU, IBM or your reseller, if approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM is unable to do either, you may return the Machine to your place of purchase and your money will be refunded. IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

Exchange of a Machine or Part

When the warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Your Additional Responsibilities

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and

3. where applicable, before service is provided:
 - a. follow the service request procedures that IBM or your reseller provides;
 - b. backup or secure all programs, data, and funds contained in the Machine;
 - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
 - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

Limitation of Liability

IBM is responsible for loss of, or damage to, your Machine only while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM for any reason. You should remove all such information from the Machine prior to its return.

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Governing Law

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

Jurisdiction

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

Part 2 - Country-unique Terms

AMERICAS

ARGENTINA

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

BOLIVIA

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of La Paz.

BRAZIL

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro, RJ.

CHILE

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Civil Courts of Justice of Santiago.

COLOMBIA

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of the Republic of Colombia.

EQUADOR

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of Quito.

MEXICO

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Federal Courts of Mexico City, Federal District.

PARAGUAY

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of Asuncion.

PERU

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges and Tribunals of the Judicial District of Lima, Cercado.

Limitation of Liability: *The following is added at the end of this section:* In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

URUGUAY

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the City of Montevideo Court's Jurisdiction.

VENEZUELA

Jurisdiction: *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Courts of the Metropolitan Area Of the City of Caracas.

NORTH AMERICA

How to Obtain Warranty Service: *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

CANADA

Limitation of Liability: *The following replaces item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

UNITED STATES

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

ASIA PACIFIC

AUSTRALIA

What this Warranty Covers: *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under

the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

Limitation of Liability: *The following is added to this Section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

CAMBODIA AND LAOS

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America.

CAMBODIA, INDONESIA, AND LAOS

Arbitration: *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of Hong Kong Special Administrative Region of China.

INDIA

Limitation of Liability: *The following replaces items 1 and 2 of this Section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited

Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

Arbitration: *The following is added under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

JAPAN

Governing Law: *The following sentence is added to this Section:*

Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

MALAYSIA

Limitation of Liability: The word "**SPECIAL**" in item 3 of the fifth paragraph is deleted.

NEW ZEALAND

What this Warranty Covers: *The following paragraph is added to this Section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

Limitation of Liability: *The following is added to this Section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

PEOPLE'S REPUBLIC OF CHINA (PRC)

Governing Law: *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).

PHILIPPINES

Limitation of Liability: *Item 3 in the fifth paragraph is replaced by the following:*

SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL,

INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR

Arbitration: The following is added: under this heading

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

SINGAPORE

Limitation of Liability: *The words "SPECIAL" and "ECONOMIC" in item 3 in the fifth paragraph are deleted.*

EUROPE, MIDDLE EAST, AFRICA (EMEA)

THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

How to Obtain Warranty Service:

*Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):* The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries. If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service. If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM. If you purchase a Machine in

a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

Governing Law:

The phrase "the laws of the country in which you acquired the Machine" is replaced by:

1) "the laws of Austria" in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia;** 2) "the laws of France" in **Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;** 3) "the laws of Finland" in **Estonia, Latvia, and Lithuania;** 4) "the laws of England" in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe;** and 5) "the laws of South Africa" in **South Africa, Namibia, Lesotho and Swaziland.**

Jurisdiction: *The following exceptions are added to this section:*

1) **In Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) **in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) **in Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) **in France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5)

in **Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) **in South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) **in Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**; and 9) **in the United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

Arbitration: *The following is added under this heading:*

In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation. **In Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

EUROPEAN UNION (EU)

THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

How to Obtain Warranty Service: *The following is added to this section:*

To obtain warranty service from IBM in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM at the following address:

IBM Warranty & Service Quality Dept.

PO Box 30

Spango Valley

Greenock

Scotland PA16 0AH

CONSUMERS

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND

Limitation of Liability: *The following replaces the terms of this section in its entirety:*
Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

FRANCE AND BELGIUM

Limitation of Liability: *The following replaces the terms of this section in its entirety:*
Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:

AUSTRIA

The provisions of this Statement of Limited Warranty replace any applicable statutory warranties.

What this Warranty Covers: *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this section:

The limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

The second paragraph does not apply.

What IBM Will Do to Correct Problems: *The following is added to this section:*

During the warranty period, IBM will reimburse you for the transportation charges for the delivery of the failing Machine to IBM.

Limitation of Liability: *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

EGYPT

Limitation of Liability: *The following replaces item 2 in this section:*

as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

Applicability of suppliers and resellers (unchanged).

FRANCE

Limitation of Liability: *The following replaces the second sentence of the first paragraph of this section:*

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

GERMANY

What this Warranty Covers: *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

The following paragraphs are added to this section:

The minimum warranty period for Machines is twelve months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation

of the respective agreement for such Machine and get your money refunded.

The second paragraph does not apply.

What IBM Will Do to Correct Problems: *The following is added to this section:*

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

Limitation of Liability: *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

The following sentence is added to the end of item 2:

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

HUNGARY

Limitation of Liability: *The following is added at the end of this section:*

The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act. The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

IRELAND

What this Warranty Covers: *The following is added to this section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

Limitation of Liability: *The following replaces the terms of section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default. Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM. This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for death or personal injury caused by the negligence of IBM
2. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damage to your tangible property resulting from the negligence of IBM.
3. Except as provided in items 1 and 2 above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.

Items for Which IBM is Not Liable

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

SLOVAKIA

Limitation of Liability: *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND

Limitation of Liability: *The following is added to this section:*

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

UNITED KINGDOM

Limitation of Liability: *The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default. Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM. This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for:
 - a. death or personal injury caused by the negligence of IBM; and
 - b. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. IBM will accept unlimited liability, subject always to the **Items for Which IBM is Not Liable** below, for physical damage to your tangible property resulting from the negligence of IBM.
3. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

Items for Which IBM is Not Liable

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

Part 3 - Warranty Information

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service IBM provides.

Warranty Period

The warranty period may vary by country or region and is specified in the table below. NOTE: "Region" means either Hong Kong or Macau Special Administrative Region of China. A warranty period of 3 years on parts and 3 years on labor means that IBM provides warranty service without charge for parts and labor during the 3 year warranty period.

IBM Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

Country or Region of Purchase	Warranty Period	Type of Warranty Service
Worldwide	3 years	7

Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM's normal service area, contact your local IBM representative or your reseller for country and location specific information.

1. Customer Replaceable Unit ("CRU") Service

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your Machine. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

2. On-site Service

IBM or your reseller will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to an IBM service center.

3. **Courier or Depot Service ***

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

4. **Customer Carry-In or Mail-In Service**

You will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing Machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the Machine, IBM will make it available for your collection or, for Mail-in Service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

5. **CRU and On-site Service**

This type of Warranty Service is a combination of Type 1 and Type 2 (see above).

6. **CRU and Courier or Depot Service**

This type of Warranty Service is a combination of Type 1 and Type 3 (see above).

7. **CRU and Customer Carry-In or Mail-In Service**

This type of Warranty Service is a combination of Type 1 and Type 4 (see above).

When a 5, 6 or 7 type of warranty service is listed, IBM will determine which type of warranty service is appropriate for the repair.

* This type of service is called ThinkPad EasyServ or EasyServ in some countries. The IBM Machine Warranty worldwide web site at http://www.ibm.com/servers/support/machine_warranties/ provides a worldwide overview of IBM's Limited Warranty for Machines, a Glossary of IBM definitions, Frequently Asked Questions (FAQs) and Support by Product (Machine) with links to Product Support pages. **The IBM Statement of Limited Warranty is also available on this site in 29 languages.**

To obtain warranty service contact IBM or your IBM reseller. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In Canada or the United States, call 1-800-IBM-SERV (426-7378). For other countries, see the telephone numbers below.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 <ul style="list-style-type: none"> Overseas calls: 81-46-266-1084 ThinkPad: 0120-887-874 <ul style="list-style-type: none"> Overseas calls: 81-46-266-1084 IntelliStation and xSeries: 81-46-266-1358 PC Software: 0120-558-695 <ul style="list-style-type: none"> Overseas calls: 81-44-200-8666
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344 French: 1-800-565-3344 In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799 Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755 or 566-5161 ext. 8201 Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983

Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222 San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	01-815-9202	Vietnam	Ho Chi Minh: (84) 8-829-5160 Hanoi: (84) 4-843-6675

附錄 E. Notices

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Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

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Rescue and Recovery
Rapid Restore

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Electronic emission notices

Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

Federal Communications Commission (FCC) statement

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible party:

International Business Machines Corporation
New Orchard Road
Armonk, NY 10504
Telephone: 1-919-543-2193



Tested To Comply
With FCC Standards

FOR HOME OR OFFICE USE

Industry Canada Class B emission compliance statement

This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformite a la reglementation d'Industrie Canada

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Deutsche EMV-Direktive (electromagnetische Verträglichkeit)

Zulassungbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 30. August 1995 (bzw. der EMC EG Richtlinie 89/336):

Dieses Gerät ist berechtigt in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die:

IBM Deutschland Informationssysteme GmbH, 70548 Stuttgart.

Informationen in Hinsicht EMVG Paragraph 3 Abs. (2) 2:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024:1998 und EN 55022:1998 Klasse B.
--

EN 55022 Hinweis:

『Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 55022:B festgelegt), dann kann es dabei eventuell gestört werden. In solch einem Fall ist der Abstand bzw. die Abschirmung zu der industriellen Störquelle zu vergrößern.』

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den IBM Handbüchern angegeben, zu installieren und zu betreiben.

European Union - emission directive

This product is in conformity with the protection requirements of EU Council Directive 89/336/ECC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM can not accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

Union Européenne - Directive Conformité électromagnétique

Ce produit est conforme aux exigences de protection de la Directive 89/336/EEC du Conseil de l'UE sur le rapprochement des lois des États membres en matière de compatibilité électromagnétique.

IBM ne peut accepter aucune responsabilité pour le manquement aux exigences de protection résultant d'une modification non recommandée du produit, y compris l'installation de cartes autres que les cartes IBM.

Ce produit a été testé et il satisfait les conditions de l'équipement informatique de Classe B en vertu de Standard européen EN 55022. Les conditions pour l'équipement de Classe B ont été définies en fonction d'un contexte résidentiel ordinaire afin de fournir une protection raisonnable contre l'interférence d'appareils de communication autorisés.

Unione Europea - Directiva EMC (Conformidad electromagnética)

Este producto satisface los requisitos de protección del Consejo de la UE, Directiva 89/336/CEE en lo que a la legislatura de los Estados Miembros sobre compatibilidad electromagnética se refiere.

IBM no puede aceptar responsabilidad alguna si este producto deja de satisfacer dichos requisitos de protección como resultado de una modificación no recomendada del producto, incluyendo el ajuste de tarjetas de opción que no sean IBM.

Este producto ha sido probado y satisface los límites para Equipos Informáticos Clase B de conformidad con el Estándar Europeo EN 55022. Los límites para los equipos de Clase B se han establecido para entornos residenciales típicos a fin de proporcionar una protección razonable contra las interferencias con dispositivos de comunicación licenciados.

Unione Europea - Normativa EMC

Questo prodotto è conforme alle normative di protezione ai sensi della Direttiva del Consiglio dell'Unione Europea 89/336/CEE sull'armonizzazione legislativa degli stati membri in materia di compatibilità elettromagnetica.

IBM non accetta responsabilità alcuna per la mancata conformità alle normative di protezione dovuta a modifiche non consigliate al prodotto, compresa l'installazione di schede e componenti di marca diversa da IBM.

Le prove effettuate sul presente prodotto hanno accertato che esso rientra nei limiti stabiliti per le apparecchiature di informatica Classe B ai sensi della Norma Europea EN 55022. I limiti delle apparecchiature della Classe B sono stati stabiliti al fine di fornire ragionevole protezione da interferenze mediante dispositivi di comunicazione in concessione in ambienti residenziali tipici.

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