

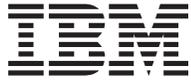


IBM eServer xSeries 382  
Type 8834

User's Guide







**@server**

IBM eServer xSeries 382  
Type 8834

**User's Guide**

**Note:**

Before using this information and the product it supports, read the general information in Appendix B, "IBM Statement of Limited Warranty Z125-4753-07 11/2002", on page 17, and Appendix C, "Notices", on page 33.

**First Edition (August 2003)**

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# Contents

<b>Safety</b> . . . . .	v
<b>Chapter 1. Introducing the IBM @server xSeries 382 Type 8834 server</b> . . . . .	1
Related publications . . . . .	2
Notices and statements used in this book . . . . .	3
Features and specifications . . . . .	4
What your server offers . . . . .	5
Updating device drivers . . . . .	6
Controls and LEDs . . . . .	6
Server power features . . . . .	8
Turning on the server . . . . .	8
Turning off the server . . . . .	9
<b>Chapter 2. Configuring your server</b> . . . . .	11
Using the Configuration/Setup Utility program . . . . .	11
Starting the Configuration/Setup Utility program . . . . .	11
Password . . . . .	12
Using the LSI Logic Configuration Utility program . . . . .	12
Starting the LSI Logic Configuration Utility program . . . . .	12
Formatting a SCSI hard disk drive . . . . .	13
Using ServeRAID Manager . . . . .	13
Configuring the Gigabit Ethernet controller . . . . .	14
Updating BIOS . . . . .	14
<b>Appendix A. Getting help and technical assistance</b> . . . . .	15
Before you call . . . . .	15
Using the documentation . . . . .	15
Getting help and information from the World Wide Web . . . . .	15
Software service and support . . . . .	16
Hardware service and support . . . . .	16
<b>Appendix B. IBM Statement of Limited Warranty Z125-4753-07 11/2002</b> . . . . .	17
Part 1 - General Terms . . . . .	17
Part 2 - Country-unique Terms . . . . .	20
Part 3 - Warranty Information . . . . .	31
<b>Appendix C. Notices</b> . . . . .	33
Edition notice . . . . .	33
Trademarks . . . . .	34
Important notes . . . . .	34
Product recycling and disposal . . . . .	35
Electronic emission notices . . . . .	35
Federal Communications Commission (FCC) statement . . . . .	35
Industry Canada Class A emission compliance statement . . . . .	36
Australia and New Zealand Class A statement . . . . .	36
United Kingdom telecommunications safety requirement . . . . .	36
European Union EMC Directive conformance statement . . . . .	36
Taiwanese Class A warning statement . . . . .	37
Chinese Class A warning statement . . . . .	37
Japanese Voluntary Control Council for Interference (VCCI) statement . . . . .	37
Power cords . . . . .	37
<b>Index</b> . . . . .	41



# Safety

Before installing this product, read the Safety Information.

قبل تركيب هذا المنتج، يجب قراءة الملاحظات الأمنية

Antes de instalar este produto, leia as Informações de Segurança.

在安裝本產品之前，請仔細閱讀 **Safety Information**  
(安全信息)。

安裝本產品之前，請先閱讀「安全資訊」。

Prije instalacije ovog produkta obavezno pročitajte Sigurnosne Upute.

Před instalací tohoto produktu si přečtěte příručku bezpečnostních instrukcí.

Læs sikkerhedsforskrifterne, før du installerer dette produkt.

Lees voordat u dit product installeert eerst de veiligheidsvoorschriften.

Ennen kuin asennat tämän tuotteen, lue turvaohjeet kohdasta Safety Information.

Avant d'installer ce produit, lisez les consignes de sécurité.

Vor der Installation dieses Produkts die Sicherheitshinweise lesen.

Πριν εγκαταστήσετε το προϊόν αυτό, διαβάστε τις πληροφορίες ασφάλειας  
(safety information).

לפני שתתקינו מוצר זה, קראו את הוראות הבטיחות.

A termék telepítése előtt olvassa el a Biztonsági előírásokat!

Prima di installare questo prodotto, leggere le Informazioni sulla Sicurezza.

製品の設置の前に、安全情報をお読みください。

본 제품을 설치하기 전에 안전 정보를 읽으십시오.

Пред да се инсталира овој продукт, прочитајте информацијата за безбедност.

Les sikkerhetsinformasjonen (Safety Information) før du installerer dette produktet.

Przed zainstalowaniem tego produktu, należy zapoznać się  
z książką "Informacje dotyczące bezpieczeństwa" (Safety Information).

Antes de instalar este produto, leia as Informações sobre Segurança.

Перед установкой продукта прочтите инструкции по  
технике безопасности.

Pred inštaláciou tohto zariadenia si pečítajte Bezpečnostné predpisy.

Pred namestitvijo tega proizvoda preberite Varnostne informacije.

Antes de instalar este producto, lea la información de seguridad.

Läs säkerhetsinformationen innan du installerar den här produkten.

#### Statement 1



#### Danger

Electrical current from power, telephone, and communication cables is hazardous.

#### To avoid a shock hazard:

- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- Connect all power cords to a properly wired and grounded electrical outlet.
- Connect to properly wired outlets any equipment that will be attached to this product.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following table when installing, moving, or opening covers on this product or attached devices.

#### To connect:

1. Turn everything OFF.
2. First, attach all cables to devices.
3. Attach signal cables to connectors.
4. Attach power cords to outlet.
5. Turn device ON.

#### To disconnect:

1. Turn everything OFF.
2. First, remove power cords from outlet.
3. Remove signal cables from connectors.
4. Remove all cables from devices.

#### Statement 2



#### CAUTION:

When replacing the lithium battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

#### Do not:

- Throw or immerse into water.
- Heat to more than 100°C (212°F)
- Repair or disassemble

Dispose of the battery as required by local ordinances or regulations.

Statement 3



**CAUTION:**

When laser products (such as CD-ROMs, DVD drives, fiber optic devices, or transmitters) are installed, note the following:

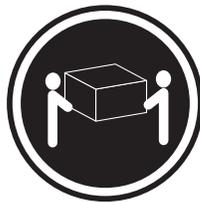
- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.



**Danger**

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following. Laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam.

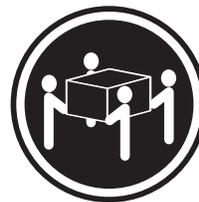
Statement 4



≥18 kg (39.7 lb)



≥32 kg (70.5 lb)



≥55 kg (121.2 lb)

**CAUTION:**

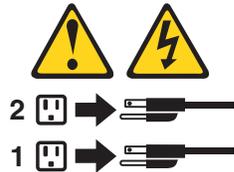
**Use safe practices when lifting.**

Statement 5



**CAUTION:**

The power-control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



Statement 8



**CAUTION:**

Never remove the cover on a power supply or any part that has the following label attached.



Hazardous voltage, current, and energy levels are present inside any component that has this label attached. There are no serviceable parts inside these components. If you suspect a problem with one of these parts, contact a service technician.

Statement 12



**CAUTION:**

The following label indicates a hot surface nearby.



Statement 13



**DANGER:**

Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed the branch circuit protection requirements. Refer to the information that is provided with your IBM device for electrical specifications.

Statement 15



**CAUTION:**

Make sure that the rack is secured properly to avoid tipping when the server unit is extended.

Statement 23



**CAUTION:**

Do not place any object weighing more than 50 kg (110 lb) on top of rack-mounted devices.



>50 kg (110 lb)

**WARNING:** Handling the cord on this product or cords associated with accessories sold with this product, will expose you to lead, a chemical known to the State of California to cause cancer, and birth defects or other reproductive harm. ***Wash hands after handling.***

**ADVERTENCIA:** El contacto con el cable de este producto o con cables de accesorios que se venden junto con este producto, pueden exponerle al plomo, un elemento químico que en el estado de California de los Estados Unidos está considerado como un causante de cancer y de defectos congénitos, además de otros riesgos reproductivos. ***Lávese las manos después de usar el producto.***



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## Chapter 1. Introducing the IBM *@server* xSeries 382 Type 8834 server

The IBM® *@server* xSeries 382 Type 8834 server is a 2-U<sup>1</sup>-high high-performance server based on Intel Itanium 2 processors. It is symmetric multiprocessing (SMP) capable, if this feature is supported by your operating system. It is ideally suited for networking environments that require superior microprocessor performance, efficient memory management, flexibility, and large amounts of reliable data storage.

Performance, ease of use, reliability, and expansion capabilities were key considerations in the design of your server. These design features make it possible for you to customize the system hardware to meet your needs today and provide flexible expansion capabilities for the future.

Your server comes with a limited warranty. For more information about the terms of your warranty, see Appendix B, “IBM Statement of Limited Warranty Z125-4753-07 11/2002”, on page 17.

For service or assistance information, see Appendix A, “Getting help and technical assistance”, on page 15.

You can obtain up-to-date information about your server model and other IBM server products at <http://www.ibm.com/pc/us/eserver/xseries/>.

**Note:** The illustrations in this document might differ slightly from your hardware.

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1. Racks are measured in vertical increments of 1.75 inches each. Each increment is called a “U.” A 1-U-high device is 1.75 inches tall.

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## Related publications

This *User's Guide* provides general information about your server, including information about features, how to configure the server, and how to get help. In addition to this *User's Guide*, the following documentation comes with your server:

- *Installation Guide*

This printed publication contains instructions for setting up your server and basic instructions for installing some options.

- *Safety Information*

This publication is in PDF on the IBM *xSeries™ Documentation CD*. It contains translated caution and danger statements. Each caution and danger statement that appears in the documentation has a number that you can use to locate the corresponding statement in your language in the *Safety Information* book.

- *Rack Installation Instructions*

This printed publication contains instructions for installing your server in a rack.

- *Hardware Maintenance Manual and Troubleshooting Guide*

This publication is in PDF on the IBM *xSeries Documentation CD*. It contains information to help you solve problems yourself, and it contains information for service technicians.

Depending on your server model, additional publications might be included on the IBM *xSeries Documentation CD*.

Your server might have features that are not described in the documentation that you received with the server. The documentation might be updated occasionally to include information about those features, or technical updates might be available to provide additional information that is not included in your server documentation. These updates are available from the IBM Web site. Complete the following steps to check for updated documentation and technical updates:

1. Go to <http://www.ibm.com/pc/support/>.
2. In the **Learn** section, click **Online publications**.
3. On the "Online publications" page, in the **Brand** field, select **Servers**.
4. In the **Family** field, select **xSeries 382**.
5. Click **Display documents**.

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## Notices and statements used in this book

The caution and danger statements that appear in this book are also in the multilingual *Safety Information* book, which is on the IBM *xSeries Documentation* CD. Each statement is numbered for reference to the corresponding statement in the *Safety Information* book.

The following notices and statements are used in the documentation:

- **Notes:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage could occur.
- **Caution:** These statements indicate situations that can be potentially hazardous to you. A caution statement is placed just before the description of a potentially hazardous procedure step or situation.
- **Danger:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A danger statement is placed just before the description of a potentially lethal or extremely hazardous procedure step or situation.

## Features and specifications

The following information is a summary of the features and specifications of your server. Depending on your server model, some features might not be available, or some specifications might not apply.

Use the Configuration/Setup Utility program to determine the type and speed of the microprocessor that is in your server.

Table 1. Features and specifications

<p><b>Microprocessor:</b></p> <ul style="list-style-type: none"> <li>• Intel Itanium 2 processor</li> <li>• Level-3 cache</li> <li>• 400 MHz front-side bus (FSB)</li> <li>• Support for two microprocessors</li> </ul> <p><b>Memory:</b></p> <ul style="list-style-type: none"> <li>• Minimum: 1 GB</li> <li>• Maximum: 16 GB</li> <li>• Type: PC2100, double-data-rate (DDR)</li> <li>• Connectors: eight dual inline memory module (DIMM) connectors, four-way interleaved</li> </ul> <p><b>Drives standard:</b></p> <ul style="list-style-type: none"> <li>• DVD/CD-RW combo: EIDE</li> <li>• One or two hot-swap SCSI hard disk drives, depending on server model</li> </ul> <p><b>Expansion bays:</b></p> <ul style="list-style-type: none"> <li>• Two open hot-swap, slim-high, 3.5-inch drive bays (one or two SCSI drives installed, depending on server model)</li> </ul> <p><b>PCI expansion slots:</b></p> <ul style="list-style-type: none"> <li>• Two PCI-X 100 MHz/64-bit, full-length</li> <li>• One PCI-X 133 MHz/64-bit, full-length</li> </ul>	<p><b>Cooling:</b></p> <p>Six speed-controlled fans</p> <p><b>Upgradeable microcode:</b></p> <p>BIOS upgrades (when available) can update EEPROMs on the system board</p> <p><b>Integrated functions:</b></p> <ul style="list-style-type: none"> <li>• Dual Gigabit Ethernet controller on the system board with two RJ-45 Ethernet ports</li> <li>• One serial port (RJ-45)</li> <li>• Integrated SCSI controller with one external Ultra320 SCSI port</li> <li>• Four Universal Serial Bus (USB) v1.1 ports (two on front and two on rear of enclosure)</li> <li>• ATA-100 single-channel IDE controller</li> <li>• Two VGA video connectors (one on front and one on rear of enclosure)</li> <li>• USB keyboard and mouse support</li> </ul> <p><b>Failure LEDs:</b></p> <ul style="list-style-type: none"> <li>• System status/fault</li> <li>• Power</li> <li>• Disk drive</li> <li>• Fans</li> </ul> <p><b>Power supplies:</b></p> <ul style="list-style-type: none"> <li>• Two non-redundant hot-swap 350-watt output (115-230 V ac) for 700-watt total output</li> <li>• Some server models come with a third 350-watt hot-swap power supply that provides 2+1 redundancy</li> </ul>	<p><b>Electrical input:</b></p> <ul style="list-style-type: none"> <li>• Sine-wave input (50 or 60 Hz) required</li> <li>• Input voltage and frequency ranges automatically selected</li> <li>• Input voltage low range: <ul style="list-style-type: none"> <li>– Minimum: 100 V ac</li> <li>– Maximum: 127 V ac</li> </ul> </li> <li>• Input voltage high range: <ul style="list-style-type: none"> <li>– Minimum: 200 V ac</li> <li>– Maximum: 240 V ac</li> </ul> </li> <li>• Input kilovolt-amperes (kVA) approximately: <ul style="list-style-type: none"> <li>– Minimum: 0.15 kVA (all models)</li> <li>– Maximum: 0.80 kVA with two power supplies, 0.62 kVA with three redundant power supplies</li> </ul> </li> </ul> <p><b>Heat output:</b></p> <p>Approximate heat output is 2259 British thermal units (Btu) per hour (662 watts) for the maximum server configuration.</p> <p><b>Environment:</b></p> <ul style="list-style-type: none"> <li>• Air temperature (operating): 10° to 35°C (50° to 95°F)</li> <li>• Humidity (storage): 50% to 90% non-condensing</li> </ul> <p><b>Acoustical noise emissions:</b></p> <ul style="list-style-type: none"> <li>• Sound power, idle: 7.0 bel maximum</li> <li>• Sound power, operating: 7.0 bel maximum</li> </ul> <p><b>Size:</b></p> <ul style="list-style-type: none"> <li>• Height: 87 mm (3.4 in.)</li> <li>• Depth: 747 mm (29.4 in.)</li> <li>• Width: 449 mm (17.7 in.)</li> <li>• Weight: 30 kg (65 lb) when fully configured</li> </ul>
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## What your server offers

Your server takes advantage of advancements in symmetric multiprocessing (SMP), data storage, disk-array technologies, and memory management. Your server includes:

- **Redundant power capabilities**

Some server models provide redundant power capability. Your server comes with two or three 350-watt hot-swap power supplies. Three power supplies provide redundant power: if the average load on your server is less than 700 watts and a problem occurs with one of the power supplies, the remaining two power supplies can handle the load.

- **Large system-memory capacity**

Your server supports up to 16 GB of system memory. The memory controller provides error correcting code (ECC) support for up to eight industry-standard, 133 MHz, 2.5 V, 184-pin, double-data-rate (DDR), PC2100 registered, synchronous dynamic random access memory (SDRAM) dual inline memory modules (DIMMs). The memory controller provides Chipkill™ memory protection if all DIMMs are type x4. Chipkill memory protection is a technology that protects the server from a single chip failure on a DIMM.

- **Impressive performance using SMP**

Your server supports two Intel Itanium 2 microprocessors installed for enhanced performance and SMP capability.

- **Large data-storage and hot-swap capabilities**

Your server supports up to two 25.4-mm (1-inch) slim-high, 3.5-inch hot-swap hard disk drives in the hot-swap bays. With the hot-swap feature, you can add, remove, or replace hard disk drives without turning off the server.

- **Network Alerts**

Your server supports network alerts that provide notification of changes in the server system. These alerts help manage and monitor the hardware and software features of your server.

- **Serial over LAN**

Your server supports Serial over LAN technology, which provides advanced remote management capability. It provides the ability to redirect server serial data over a LAN without the use of serial concentrators. It also eliminates the need for serial cabling by internally rerouting serial packets over the LAN. The Serial over LAN feature enables redirection of both the BIOS console to a remote client console to provide remote administration and eliminate the need for a dedicated monitor and keyboard. The Serial over LAN feature does not require any special client software because it is designed to work with existing standard Telnet consoles.

- **Integrated network support**

Your server comes with an integrated dual-channel Gigabit Ethernet controller on the system board. This Ethernet controller has an interface for connecting to a 10-Mbps, 100-Mbps, or 1-Gbps network. The server automatically selects between 10BASE-T and 100/1000BASE-TX environments. The controller provides full-duplex (FDX) capability, which enables simultaneous transmission and reception of data on an Ethernet local area network (LAN).

- **Redundant connection**

The dual-channel Ethernet controller on the system board provides a failover capability to a redundant Ethernet connection. If a problem occurs with the primary Ethernet connection, all Ethernet traffic associated with the primary

connection is automatically switched to the redundant Ethernet connection. If the appropriate device drivers are installed, this switching occurs without data loss and without user intervention.

- **Resource CD**

The *Resource CD* that comes with your server provides programs to help you set up and maintain your server.

- **ServeRAID support**

Your server supports IBM ServeRAID adapters to create an external redundant array of independent disks (RAID) configuration.

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## Updating device drivers

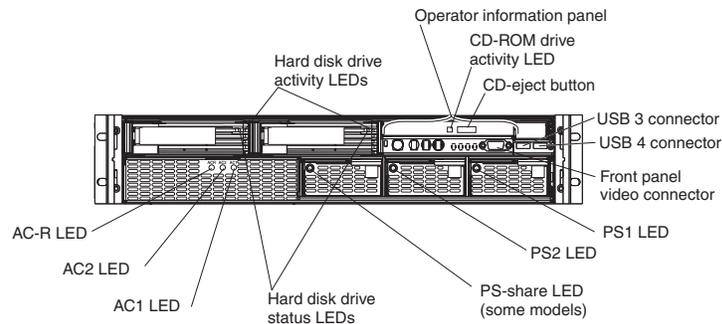
Device drivers for IBM devices and the instructions to install them are on the *Resource CD*.

Before you can recover or install device drivers, your operating system must be installed on your computer. Make sure that you have the documentation and software media for the device. The latest device drivers are also available at <http://www.ibm.com/pc/support/>.

---

## Controls and LEDs

The following illustrations show the controls and LEDs on the front of the server. The ac-power and power-supply LEDs are behind the bezel. The DVD/CD-ROM drive, front panel video and USB connectors, and all operator information panel controls and LEDs are behind the bezel door.



### Hot-swap hard disk drive activity LED

On some server models, each hot-swap drive has a hard disk drive activity LED. When this green LED is flashing, it indicates that the drive is in use.

### Hot-swap hard disk drive status LED

On some server models, each hot-swap drive has a hard disk drive status LED. When this amber LED is lit, it indicates that the drive has failed.

### DVD/CD-RW drive activity LED

When this LED is lit, it indicates that the DVD/CD-RW drive is in use.

### CD-eject button

Press this button to release a CD or DVD from the DVD/CD-RW drive.

### Hard disk drive activity/failure LED

When this amber LED is lit continuously (not flashing), it indicates a hard disk drive failure. Detailed troubleshooting information is in the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM *xSeries Documentation CD*.

### Ethernet1/Ethernet2 activity LEDs

There are two Ethernet activity LEDs, one for each Ethernet controller in your server. When each LED is lit, it indicates that there is activity between one of the Ethernet controllers and the network.

### AC1 power LED

When this LED is lit, it indicates that the AC1 power cord is connected to an ac power source.

### AC2 power LED

When this LED is lit, it indicates that the AC2 power cord is connected to an ac power source.

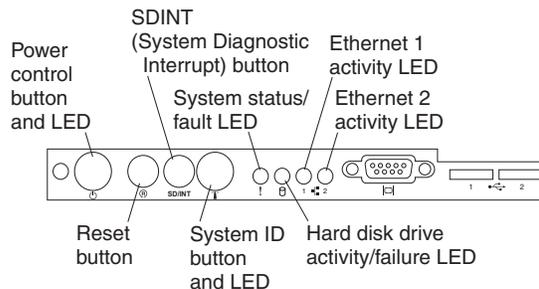
### AC-R power LED

When this LED is lit, it indicates that both the AC1 and AC2 power cords are connected to an ac power source and three power supplies are installed in the server. It indicates that the server is operating with redundant ac power.

### PS1/PS2/PS-share power LEDs

This LED is on each hot-swap power supply. When this LED is lit, it indicates that the power supply is installed and providing dc power to the server. During typical operation for a server with two power supplies, both the AC1 and AC2 power LEDs and both the PS1 and PS2 power LEDs are lit. During typical operation for a server with three redundant power supplies, both the AC1 and AC2 power LEDs and the PS1, PS2, and PS-share power LEDs are lit. For any other combination of LEDs, see the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM xSeries Documentation CD.

The following illustration shows the controls and LEDs on the operator information panel.



### Power-control button/power-on LED

Press this button to turn the server on and off manually. The power-on LED is in the center of the power-control button. When this LED is lit, it indicates that the server is turned on. When this LED is off, it indicates that the server is off or that the server is disconnected from its power source.

### Reset button

Press this button to perform a hardware reset of the server and run the power-on self-test (POST).

### SD/INT button

Press this button to initiate a system diagnostic interrupt. See the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM xSeries Documentation CD for information.

### System ID button and LED

Press this button to turn the system ID LEDs on and off, as an aid in

visually locating the server. This LED can also be turned on remotely by the system administrator. There are system ID buttons and LEDs on the front and rear of the server.

#### **System status/fault LED**

When this LED is lit green, it indicates normal operation. When this LED is lit amber, it indicates that a system error has occurred. Detailed troubleshooting information is in the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM xSeries Documentation CD.

#### **Hard disk drive activity/failure LED**

When this amber LED is flashing, it indicates that a hard disk drive is in use. When this LED is lit continuously (not flashing), it indicates a hard disk drive failure. Detailed troubleshooting information is in the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM xSeries Documentation CD.

#### **Ethernet1/Ethernet2 activity LEDs**

There are two Ethernet activity LEDs, one for each Ethernet controller in your server. When each LED is flashing, it indicates that there is activity between one of the Ethernet controllers and the network. The LEDs are off if there is no Ethernet connection and are lit continuously if there is a connection with no activity. Ethernet link status and speed LEDs are also on each Ethernet connector on the rear of the server.

---

## **Server power features**

When the server is connected to an ac power source but is not turned on, the operating system does not run, and all core logic is shut down; however, the server can respond to remote requests to turn on the server. The power supply LEDs flash to indicate that the server is connected to an ac power source but is not turned on (standby mode).

## **Turning on the server**

#### **Notes:**

1. Turn on all external devices, such as the monitor, before turning on the server.
2. The power-on LED on the front of the server is lit when the server is on and while it is powering up.

Approximately 10 seconds after the server is connected to ac power, the power-control button becomes active, and you can turn on the server and start the operating system by pressing the power-control button. If a power failure occurs while the server is turned on, the server can be configured to restart automatically when power is restored. See the *Resource CD* for information about configuring power options using the System Maintenance Utility.

**Note:** When 4 GB or more of memory (physical or logical) is installed, some memory is reserved for various system resources and is unavailable to the operating system. The amount of memory that is reserved for system resources depends on the operating system, the configuration of the server, and the configured PCI options.

## Turning off the server

When you turn off the server and leave it connected to ac power, the server can respond to remote requests to turn on the server. To remove all power from the server, you must disconnect it from the power source.

Operating systems require an orderly shutdown before you turn off the server. See your operating-system documentation for information about shutting down the operating system.

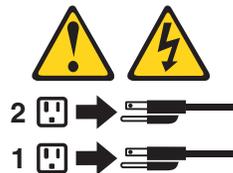
### Statement 5

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#### CAUTION:

The power-control button on the device and the power switch on the power supply do not turn off the electrical current supplied to the device. The device also might have more than one power cord. To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.



**Note:** After turning off the server, wait at least 5 seconds before you press the power-control button to turn on the server again.

The server can be turned off in any of the following ways:

- After the operating system is shut down, or if the operating system stops functioning, you can press and hold the power-control button for more than 4 seconds to turn off the server.
- The server can be configured to turn itself off as an automatic response to a critical system failure.



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## Chapter 2. Configuring your server

The following configuration programs come with your server:

- **Configuration/Setup Utility**

This is part of the basic input/output system (BIOS) code in your server. Use it to configure serial port assignments, view system information, change startup options, set the date and time, and set the password. For information about using this utility program, see “Using the Configuration/Setup Utility program”.

- **LSI Logic Configuration Utility**

Use this to configure the integrated SCSI controller with RAID capabilities and the devices that are attached to it. For information about using this utility program, see “Using the LSI Logic Configuration Utility program” on page 12.

- **ServeRAID Manager**

ServeRAID Manager is available as a stand-alone program. If a ServeRAID adapter is installed in your server or if you are using the RAID capabilities of the SCSI controller, use ServeRAID Manager to define and configure your disk-array subsystem *before* you install the operating system. For information about using this program, see “Using ServeRAID Manager” on page 13.

- **Ethernet controller configuration**

For information about configuring the Ethernet controller, see “Configuring the Gigabit Ethernet controller” on page 14.

- **Updating BIOS**

For information about updating the BIOS for your server, see “Updating BIOS” on page 14.

---

### Using the Configuration/Setup Utility program

The Configuration/Setup Utility program is part of the BIOS code. You can use it to:

- Change the startup options
- Configure serial port assignments
- Set the date and time
- Set the password

### Starting the Configuration/Setup Utility program

If your server is already on, shut down the operating system, turn off the server, and wait a few seconds until all in-use lights turn off. Then, restart the server.

The prompt Hit <F1> if you want to run SETUP might not be displayed when you start your computer. To start the Configuration/Setup Utility program, turn on the power and immediately press and hold down the F1 key until you see either the Configuration/Setup Utility menu or a password prompt.

If you have not set an administrator password, the Configuration/Setup Utility menu opens on the screen. If you have set a password, the Configuration/Setup Utility menu will not open until you type your password.

After the Configuration/Setup Utility program is started, help information and instructions for using the keyboard are displayed on the right side of the screen.

## Password

From the **System Security** choice, you can set, change, and delete an administrator password. The choice is on the full Configuration/Setup Utility menu only.

An administrator password is intended to be used by a system administrator; it limits access to the full Configuration/Setup Utility menu. If you set an administrator password, you do not have to type a password to complete the system startup, but you must type the administrator password to access the full Configuration/Setup Utility menu. The administrator password can use any combination of up to seven characters (A–Z, a–z, and 0–9) for the password.

If you set an administrative password and then forget it, instructions for clearing the password are in the *Hardware Maintenance Manual and Troubleshooting Guide* on the IBM xSeries Documentation CD.

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## Using the LSI Logic Configuration Utility program

LSI Logic Configuration is a built-in, menu-driven configuration utility program that you can use to:

- Perform a low-level format of a SCSI hard disk drive
- Set a SCSI device scan order
- View or change SCSI IDs for attached devices
- Set SCSI protocol parameters on SCSI hard disk drives

The integrated SCSI controller with RAID capabilities supports redundant array of independent disks (RAID). You can use the LSI Logic Configuration Utility program to configure RAID level 1 for a single pair of attached devices. If you install a different type of RAID adapter, follow the configuration instructions in the documentation that comes with the adapter to view or change SCSI settings for attached devices.

The following sections provide instructions for starting the LSI Logic Configuration Utility program and performing selected functions.

## Starting the LSI Logic Configuration Utility program

Complete the following steps to start the LSI Logic Configuration Utility program:

1. Turn on the server.
2. When a list of boot options appears, use the arrow keys to select the EFI shell; then, press Enter.
3. From the Shell prompt, type `devices -b`; then, press Enter.

A list of devices is displayed, as in the following example:

```
C T D
T Y C I
R P F A
L E G G #P #D #C Device Name
=====
3E D X - 1 1 - LSI Logic Ultra320 SCSI Controller
3F D X - 1 1 - LSI Logic Ultra320 SCSI Controller
```

4. Note the CTRL number given for the integrated LSI Logic Ultra320 SCSI Controller in the displayed list. From the example, the CTRL numbers are 3E and 3F.

5. From the Shell prompt, type `drvcfg`; then, press Enter.

A list of configurable components is displayed, as in the following example:

```
Configurable Components
  Drv[67]  Ctrl[3E]  Lang[eng]
  Drv[67]  Ctrl[3F]  Lang[eng]
```

6. Note the DRV number associated with the CTRL numbers that were noted in step 4 on page 12. From the example, the DRV number is 67.
7. To start the LSI Configuration Utility At the Shell Prompt type:  
`drvcfg x y -s`

Where x is the DRV number from step 6 and y is the CTRL number from step 4 on page 12. From the example, `drvcfg 67 3F -s`.

8. Use the arrow keys to select a controller (channel) from the list of adapters; then, press Enter.
9. Follow the instructions on the screen to change the settings of the selected items; then, press Enter. The **Device Properties** and **Mirroring Properties**, additional screens are displayed.

When you have finished changing settings, press Esc to exit from the program; select **Save** to save the settings that you have changed.

## Formatting a SCSI hard disk drive

Low-level formatting removes all data from the hard disk. If there is data you want to save, back up the hard disk before performing this procedure.

**Note:** Before you format a SCSI hard disk, make sure that it is not part of a mirrored pair. From the list of adapters, select the controller (channel) for the drive to format. Select **Mirroring Properties** and make sure the mirroring value for the drive is set to **None**.

Complete the following steps to format a drive:

1. From the list of adapters, select the controller (channel) for the drive to format.
2. Select **Device Properties**.
3. Use the arrow keys (↑ or ↓) to highlight the drive to format.
4. Use the arrow keys (← or →) or the End key to scroll to the right.
5. Select **Format**; then, press Enter to begin the low-level formatting operation.

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## Using ServeRAID Manager

You can use the ServeRAID™ Manager program, which are on the *IBM ServeRAID Support CD* and available for download from <http://www.ibm.com/pc/support/>, to:

- Configure a redundant array of independent disks (RAID)
- Restore a SCSI hard disk drive to factory-default settings, erasing all data from the disk
- View your RAID configuration and associated devices
- Monitor operation of your RAID controllers

You can run ServeRAID Manager in startable-CD mode from the *IBM ServeRAID Support CD* or as an installed program. For information about installing ServeRAID Manager, see the documentation on the CD.

See the ServeRAID documentation on the *IBM ServeRAID Support* CD for additional information about RAID technology and instructions for using ServeRAID Manager. The *Installation Guide* also contains instructions for using ServeRAID Manager to configure your integrated SCSI controller with RAID capabilities.

**Notes:**

1. The integrated SCSI controller with RAID capabilities in your server supports only RAID level 1.
2. If you install a different type of RAID adapter in your server, use the configuration method described in the instructions that come with that adapter to view or change SCSI settings for attached devices.
3. To update the firmware and BIOS code for an optional ServeRAID controller, you must use the *IBM ServeRAID Support* CD that comes with the ServeRAID option.

Before you install your operating system, you must configure the controller that is attached to the hard disk drives. Use the configuration program on the *IBM ServeRAID Support* CD to configure the integrated SCSI controller with RAID capabilities or to configure an optional IBM ServeRAID controller.

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## Configuring the Gigabit Ethernet controller

The Ethernet controller is integrated on the system board. It provides an interface for connecting to a 10-Mbps, 100-Mbps, or 1000-Mbps network and provides full duplex (FDX) capability, which enables simultaneous transmission and reception of data on the network. If the Ethernet port in the server supports auto-negotiation, the controller detects the data-transfer rate of the network (10BASE-T, 100BASE-TX, or 1000BASE-T) and automatically operates at that rate, in full-duplex or half-duplex mode, as appropriate.

You do not need to set any jumpers or configure the controller. However, you must install a device driver to enable the operating system to address the controller. The device drivers are available on the *Resource* CD. For the latest device drivers and information about configuring your Ethernet controller, go to the IBM Support Web site at <http://www.ibm.com/pc/support>.

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## Updating BIOS

Go to the IBM Support Web site, <http://www.ibm.com/pc/support/> for the latest information about upgrading the BIOS for your server. The latest instructions are in the documentation that comes with the update.

**Note:** After you complete the BIOS update, the old CMOS settings must be cleared by a qualified service technician.

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## Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about IBM products, you will find a wide variety of sources available from IBM to assist you. This appendix contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your xSeries or IntelliStation<sup>®</sup> system, and whom to call for service, if it is necessary.

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### Before you call

Before you call, make sure that you have taken these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system is turned on.
- Use the troubleshooting information in your system documentation, and use the diagnostic tools that come with your system.
- Go to the IBM Support Web site at <http://www.ibm.com/pc/support/> to check for technical information, hints, tips, and new device drivers.
- Use an IBM discussion forum on the IBM Web site to ask questions.

You can solve many problems without outside assistance by following the troubleshooting procedures that IBM provides in the online help or in the publications that are provided with your system and software. The information that comes with your system also describes the diagnostic tests that you can perform. Most xSeries and IntelliStation systems, operating systems, and programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the information for the operating system or program.

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### Using the documentation

Information about your IBM xSeries or IntelliStation system and preinstalled software, if any, is available in the documentation that comes with your system. That documentation includes printed books, online books, readme files, and help files. See the troubleshooting information in your system documentation for instructions for using the diagnostic programs. The troubleshooting information or the diagnostic programs might tell you that you need additional or updated device drivers or other software. IBM maintains pages on the World Wide Web where you can get the latest technical information and download device drivers and updates. To access these pages, go to <http://www.ibm.com/pc/support/> and follow the instructions. Also, you can order publications through the IBM Publications Ordering System at <http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>.

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### Getting help and information from the World Wide Web

On the World Wide Web, the IBM Web site has up-to-date information about IBM xSeries and IntelliStation products, services, and support. The address for IBM xSeries information is <http://www.ibm.com/eserver/xseries/>. The address for IBM IntelliStation information is <http://www.ibm.com/pc/intellistation/>.

You can find service information for your IBM products, including supported options, at <http://www.ibm.com/pc/support/>.

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## Software service and support

Through IBM Support Line, you can get telephone assistance, for a fee, with usage, configuration, and software problems with xSeries servers, IntelliStation workstations, and appliances. For information about which products are supported by Support Line in your country or region, go to <http://www.ibm.com/services/sl/products/>.

For more information about Support Line and other IBM services, go to <http://www.ibm.com/services/>, or go to <http://www.ibm.com/planetwide/> for support telephone numbers. In the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

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## Hardware service and support

You can receive hardware service through IBM Integrated Technology Services or through your IBM reseller, if your reseller is authorized by IBM to provide warranty service. Go to <http://www.ibm.com/planetwide/> for support telephone numbers, or in the U.S. and Canada, call 1-800-IBM-SERV (1-800-426-7378).

In the U.S. and Canada, hardware service and support is available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9 a.m. to 6 p.m.

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# Appendix B. IBM Statement of Limited Warranty Z125-4753-07 11/2002

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## Part 1 - General Terms

### 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 via telephone 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 call for service, you must follow the problem determination and resolution procedures that IBM specifies. A technician will attempt to make an initial diagnosis of your problem and help you resolve it over the telephone.

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 and other easily replaceable parts), IBM will ship these parts to you for replacement by you.

If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone, 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.

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## **Part 2 - Country-unique Terms**

### **AMERICAS**

#### **ARGENTINA**

**Governing Law:** *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.

#### **BRAZIL**

**Governing Law:** *The following is added after the first sentence:*

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

#### **PERU**

**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").

### **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, LAOS, AND VIETNAM**

**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, LAOS, AND VIETNAM**

**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.

**Hot to Obtain Warranty Service:** If you purchase a Machine in Austria, Belgium, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain, San Marino, Sweden, Switzerland, United Kingdom or Vatican State, 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.

*Add the following paragraph in **Western Europe** (Austria, Belgium, Cyprus, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain, San Marino, Sweden, Switzerland, United Kingdom, Vatican State):*

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.

### **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:***

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.

**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

## **AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, 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**

**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 warranty period for Machines is 12 months from the date of delivery. 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, 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.

## **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 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 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.

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## 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.

### Machine - IBM @server xSeries 382 Type 8834

Country or Region of Purchase	Warranty Period	Type of Warranty Service*
Worldwide	Parts - 3 years, labor - 3 years	2
* See "Types of Warranty Service" for the legend and explanations of warranty-service types.		

A warranty period of 3 years on parts and 1 year on labor means that IBM provides warranty service without charge for:

1. parts and labor during the first year of the warranty period; and
2. parts only, on an exchange basis, in the second and third years of the warranty period. IBM will charge you for any labor provided in performance of the repair or replacement(s) in the second and third year of the warranty period.

### 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 will ship CRU parts to you for your replacement. If IBM instructs you to return the replaced CRU, you are responsible for returning it to IBM in accordance with IBM's instructions. If you do not return the defective CRU, if IBM so instructs, within 30 days of your receipt of the replacement CRU, IBM may charge you for 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.

\* This type of service is called ThinkPad® EasyServ or EasyServ in some countries.

The IBM Machine Warranty World Wide Web site at [http://www.ibm.com/servers/support/machine\\_warranties/](http://www.ibm.com/servers/support/machine_warranties/) provides a worldwide overview of IBM 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 the EU countries, see the telephone numbers below.

**EU Country Telephone List**

Phone numbers are subject to change without notice.

Austria -- 43-1-24592-5901	Italy -- 39-02-482-9202
Belgium -- 02-718-4339	Luxembourg -- 352-360385-1
Denmark -- 4520-8200	Netherlands -- 020-514-5770
Finland -- 358-9-4591	Portugal -- 351-21-7915-147
France -- 0238-557-450	Spain -- 34-91-662-4916
Germany -- 07032-15-4920	Sweden -- 46-8-477-4420
Greece -- 30-210-688-1220	United Kingdom -- 01475-555-055
Ireland -- 353-1-815-4000	

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## Appendix C. Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

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@server	Update Connector
FlashCopy	Wake on LAN
IBM	XA-32
IntelliStation	XA-64
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OS/2 WARP	xSeries
Predictive Failure Analysis	

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## Important notes

Processor speeds indicate the internal clock speed of the microprocessor; other factors also affect application performance.

CD-ROM drive speeds list the variable read rate. Actual speeds vary and are often less than the maximum possible.

When referring to processor storage, real and virtual storage, or channel volume, KB stands for approximately 1000 bytes, MB stands for approximately 1 000 000 bytes, and GB stands for approximately 1 000 000 000 bytes.

When referring to hard disk drive capacity or communications volume, MB stands for 1 000 000 bytes, and GB stands for 1 000 000 000 bytes. Total user-accessible capacity may vary depending on operating environments.

Maximum internal hard disk drive capacities assume the replacement of any standard hard disk drives and population of all hard disk drive bays with the largest currently supported drives available from IBM.

Maximum memory may require replacement of the standard memory with an optional memory module.

IBM makes no representation or warranties regarding non-IBM products and services that are ServerProven<sup>®</sup>, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. These products are offered and warranted solely by third parties.

IBM makes no representations or warranties with respect to non-IBM products. Support (if any) for the non-IBM products is provided by the third party, not IBM.

Some software may differ from its retail version (if available), and may not include user manuals or all program functionality.

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## Product recycling and disposal

This unit contains materials such as circuit boards, cables, electromagnetic compatibility gaskets, and connectors which may contain lead and copper/beryllium alloys that require special handling and disposal at end of life. Before this unit is disposed of, these materials must be removed and recycled or discarded according to applicable regulations. IBM offers product-return programs in several countries. For country-specific instructions, refer to the following Web site:  
<http://www.ibm.com/ibm/environment/products/prp.shtml>.

**This product may contain a sealed lead acid, nickel cadmium, nickel metal hydride, lithium, or lithium ion battery. Consult your user manual or service manual for specific battery information. The battery must be recycled or disposed of properly. Recycling facilities may not be available in your area. For information on disposal of batteries, contact your local waste disposal facility.**

In the United States, IBM has established a collection process for reuse, recycling, or proper disposal of used IBM sealed lead acid, nickel cadmium, nickel metal hydride, and battery packs from IBM equipment. For information on proper disposal of these batteries, contact IBM at 1-800-426-4333. Have the IBM part number listed on the battery available prior to your call.

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## Electronic emission notices

### Federal Communications Commission (FCC) statement

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio

communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or 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.

## **Industry Canada Class A emission compliance statement**

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

### **Avis de conformité à la réglementation d'Industrie Canada**

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

## **Australia and New Zealand Class A statement**

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## **United Kingdom telecommunications safety requirement**

### **Notice to Customers**

This apparatus is approved under approval number NS/G/1234/J/100003 for indirect connection to public telecommunication systems in the United Kingdom.

## **European Union EMC Directive conformance statement**

This product is in conformity with the protection requirements of EU Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility. IBM cannot accept responsibility for any failure to satisfy the protection requirements resulting from a nonrecommended 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 A Information Technology Equipment according to CISPR 22/European Standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication equipment.

**Attention:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## Taiwanese Class A warning statement

警告使用者：  
這是甲類的資訊產品，在居住的環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

## Chinese Class A warning statement

聲 明  
此為 A 級產品。在生活環境中，該產品可能會造成無線電干擾。在這種情況下，可能需要用戶對其干擾採取切实可行的措施。

## Japanese Voluntary Control Council for Interference (VCCI) statement

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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## Power cords

For your safety, IBM provides a power cord with a grounded attachment plug to use with this IBM product. To avoid electrical shock, always use the power cord and plug with a properly grounded outlet.

IBM power cords used in the United States and Canada are listed by Underwriter's Laboratories (UL) and certified by the Canadian Standards Association (CSA).

For units intended to be operated at 115 volts: Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a parallel blade, grounding-type attachment plug rated 15 amperes, 125 volts.

For units intended to be operated at 230 volts (U.S. use): Use a UL-listed and CSA-certified cord set consisting of a minimum 18 AWG, Type SVT or SJT, three-conductor cord, a maximum of 15 feet in length and a tandem blade, grounding-type attachment plug rated 15 amperes, 250 volts.

For units intended to be operated at 230 volts (outside the U.S.): Use a cord set with a grounding-type attachment plug. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

IBM power cords for a specific country or region are usually available only in that country or region.

<b>IBM power cord part number</b>	<b>Used in these countries and regions</b>
02K0546	China
13F9940	Australia, Fiji, Kiribati, Nauru, New Zealand, Papua New Guinea
13F9979	Afghanistan, Albania, Algeria, Andorra, Angola, Armenia, Austria, Azerbaijan, Belarus, Belgium, Benin, Bosnia and Herzegovina, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Democratic Republic of), Congo (Republic of), Cote D'Ivoire (Ivory Coast), Croatia (Republic of), Czech Republic, Dahomey, Djibouti, Egypt, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Finland, France, French Guyana, French Polynesia, Germany, Greece, Guadeloupe, Guinea, Guinea Bissau, Hungary, Iceland, Indonesia, Iran, Kazakhstan, Kyrgyzstan, Laos (People's Democratic Republic of), Latvia, Lebanon, Lithuania, Luxembourg, Macedonia (former Yugoslav Republic of), Madagascar, Mali, Martinique, Mauritania, Mauritius, Mayotte, Moldova (Republic of), Monaco, Mongolia, Morocco, Mozambique, Netherlands, New Caledonia, Niger, Norway, Poland, Portugal, Reunion, Romania, Russian Federation, Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Slovakia, Slovenia (Republic of), Somalia, Spain, Suriname, Sweden, Syrian Arab Republic, Tajikistan, Tahiti, Togo, Tunisia, Turkey, Turkmenistan, Ukraine, Upper Volta, Uzbekistan, Vanuatu, Vietnam, Wallis and Futuna, Yugoslavia (Federal Republic of), Zaire
13F9997	Denmark
14F0015	Bangladesh, Lesotho, Maceo, Maldives, Namibia, Nepal, Pakistan, Samoa, South Africa, Sri Lanka, Swaziland, Uganda
14F0033	Abu Dhabi, Bahrain, Botswana, Brunei Darussalam, Channel Islands, China (Hong Kong S.A.R.), Cyprus, Dominica, Gambia, Ghana, Grenada, Iraq, Ireland, Jordan, Kenya, Kuwait, Liberia, Malawi, Malaysia, Malta, Myanmar (Burma), Nigeria, Oman, Polynesia, Qatar, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Seychelles, Sierra Leone, Singapore, Sudan, Tanzania (United Republic of), Trinidad and Tobago, United Arab Emirates (Dubai), United Kingdom, Yemen, Zambia, Zimbabwe
14F0051	Liechtenstein, Switzerland
14F0069	Chile, Italy, Libyan Arab Jamahiriya
14F0087	Israel
1838574	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Caicos Islands, Canada, Cayman Islands, Costa Rica, Colombia, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Japan, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Taiwan, United States of America, Venezuela
24P6858	Korea (Democratic People's Republic of), Korea (Republic of)
34G0232	Japan

<b>IBM power cord part number</b>	<b>Used in these countries and regions</b>
36L8880	Argentina, Paraguay, Uruguay
49P2078	India
49P2110	Brazil
6952300	Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Caicos Islands, Canada, Cayman Islands, Colombia, Costa Rica, Cuba, Dominican Republic, Ecuador, El Salvador, Guam, Guatemala, Haiti, Honduras, Jamaica, Mexico, Micronesia (Federal States of), Netherlands Antilles, Nicaragua, Panama, Peru, Philippines, Saudi Arabia, Thailand, Taiwan, United States of America, Venezuela



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# Index

## A

- AC power LED 7
- AC-R power LED 7
- AC1 power LED 7
- AC2 power LED 7
- acoustical noise emissions 4
- adapter
  - specifications 4
- attention notices 3

## B

- BIOS update 11, 14

## C

- caution statements 3
- CD-ROM drive
  - eject button 6
  - specifications 4
- Class A electronic emission notice 35
- configuration
  - Configuration/Setup Utility 11
  - Ethernet 14
  - LSI Logic Configuration Utility 11
  - ServeRAID programs 11
- Configuration/Setup Utility 11
  - starting 11
- Configuration/Setup Utility program 11
- controls and indicators 6, 7
- cooling 4

## D

- danger statements 3
- data rate, Ethernet 14
- DC power LED 7
- device driver, update 6
- diskette drive
  - specifications 4
- DVD/CD-RW drive
  - activity LED 6

## E

- eject button
  - CD-ROM 6
- electrical input 4
- electrical safety information viii
- electronic emission Class A notice 35
- environment 4
- Ethernet
  - activity LED 7, 8
  - configuring 14
  - high performance modes 14
  - integrated on system board 14

- Ethernet (*continued*)
  - modes 14
  - teaming 14
- Ethernet controller, configuration 11
- Ethernet controller, configuring 14

## F

- FCC Class A notice 35
- features
  - server 5
- features, server 4
- formatting a hard disk using LSI Logic Configuration 13

## H

- hard disk drive
  - activity/failure LED 6, 8
  - status LED 6
- heat output 4
- hot-swap drive
  - specifications 4

## I

- ID LED 7
- important notices 3

## L

- LEDs
  - AC power 7
  - AC-R power 7
  - AC1 power 7
  - AC2 power 7
  - DC power 7
  - DVD/CD-RW activity 6
  - Ethernet activity 7, 8
  - hard disk drive activity 6
  - hard disk drive activity/failure 6, 8
  - hard disk drive status 6
  - ID 7
  - power-on 7
  - PS1 power 7
  - PS2 power 7
  - system fault 8
  - system status 8
  - system status/fault 8
- LSI Logic Configuration Utility 11
  - description 12
  - formatting a hard disk 13
  - starting 12

## M

- memory
  - specifications 4
- memory module
  - specifications 4
- microprocessor
  - specifications 4
- modes, Ethernet 14

## N

- notes 3
- notes, important 34
- notices
  - electronic emission 35
  - FCC, Class A 35
- notices and statements 3

## O

- online publications 2

## P

- PCI expansion slots 4
- power cords 37
- power supply specifications 4
- power switch 7
- power-control button 7
- power-on LED 7
- PS1 power LED 7
- PS2 power LED 7
- publications 2

## R

- reset button 7
- reset switch 7

## S

- safety information
  - electrical vi, viii
  - laser vii
  - lifting vii
- SD/INT button 7
- SD/INT switch 7
- ServeRAID Manager
  - description 13
  - overview 13
  - startable-CD mode 13
- ServeRAID programs 11
- size 4
- SMP 1
- specifications 4
- startable-CD mode 13
- starting
  - LSI Logic Configuration Utility 12
  - the server 8
- statements and notices 3

- symmetric multiprocessing 1
- system fault LED 8
- system status LED 8
- system status/fault LED 8

## T

- temperature 4
- trademarks 34
- turning on the server 8

## U

- United States electronic emission Class A notice 35
- United States FCC Class A notice 35
- update device drivers 6
- using
  - IBM Configuration/Setup Utility program 11
- utility
  - Configuration/Setup 11
  - LSI Logic Configuration 12
  - ServeRAID Manager 13

## V

- video 4
- video controller 4

## W

- Web site
  - IBM server products 1
- weight 4
- World Wide Web 1





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