

## New System Storage DS3400 Simple SAN Express bundles include frequently requested DS3000 SAN options without SAN switch

### Table of contents

2	<a href="#">Key prerequisites</a>	6	<a href="#">Services</a>
2	<a href="#">Planned availability date</a>	6	<a href="#">Technical information</a>
2	<a href="#">Description</a>	9	<a href="#">IBM Electronic Services</a>
3	<a href="#">Product positioning</a>	10	<a href="#">Terms and conditions</a>
4	<a href="#">Product number</a>	15	<a href="#">Pricing</a>
4	<a href="#">Publications</a>	16	<a href="#">Order now</a>

### At a glance



IBM® System Storage™ DS3400 Simple SAN Express Models include popular options to help you more easily setup and configure a SAN, but does not include a SAN switch. The DS3400 Simple SAN Express models have the following features and characteristics:

- DS3400 Simple SAN Express Kits include a DS3400 FC single or dual controller, FC HBAs, 4 Gbps SW SFP transceivers (dual controller model), Fiber Optic cables
- 2U rack-mountable enclosures with 12 easily accessible drive bays
- Support for hot-swappable SAS HDDs at 10,000 and 15,000 rpm speeds, SATA HDDs at 7,200 rpm speed
- Scalability of up to 3.6 TB internal physical storage capacity using 300 GB hot-swappable SAS disks
- Scalability of up to 12 TB internal physical storage capacity using 1,000 GB hot-swappable SATA disks
- Expandable up to 48 TB physical storage capacity by attachment of up to 3 EXP3000 Expansion Units
- Built-in reliability features with dual-redundant power supplies
- Three-year limited warranty on parts and labor

For ordering, contact your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL (Reference: SE001).

### Overview

The IBM System Storage DS3000 series family of external storage enclosures now includes two new DS3400 Express Models. The DS3000 series of scalable, flexible, and affordable storage solutions support the IBM System x™, System p™, and BladeCenter® servers.

Two new DS3400 Simple SAN Express Kits are introduced to deliver the parts needed to setup and configure a SAN, with exception of a SAN switch. The DS3400 Simple SAN Express Kits

contain Emulex EZPilot software that enables automated installation and configuration of the Simple SAN components. DS3400 Simple SAN Express Kits and Emulex EZPilot software work in conjunction with the IBM TotalStorage® SAN16B-2 Express Model Switch (SEO/part number 200516B), which comes with eight-ports enabled and eight 4 Gbps small form factor pluggable optical transceivers (SFPs). The EZPilot software can support configurations with either one or two SAN16B-2 switches.

- DS3400 Simple SAN Express Kit Model 41S
  - 1 x DS3400 FC Single Controller model
  - 2 x IBM Emulex 4 Gbps FC<sup>1</sup> 1-port PCI-E Enterprise HBAs
  - 4 x 5m Fiber Optic cables LC-LC
- DS3400 Simple SAN Express Kit Model 42S
  - 1 x DS3400 FC Dual Controller model
  - 4 x IBM Emulex 4 Gbps FC 1-port PCI-E Enterprise HBAs
  - 4 x 4 Gbps SW SFP transceivers
  - 8 x 5m Fiber Optic cables LC-LC

<sup>1</sup>Fibre Channel

#### **Feature exchange**

None

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### **Key prerequisites**

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The DS3400 Simple SAN Kits Models 41S and 42S do not include a SAN switch. These Simple SAN Kits work with the IBM TotalStorage SAN16B-2 Express Model Switch, which comes with eight ports-enabled and eight 4 Gbps SFPs. Configurations can be setup with either one or two SAN switches.

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### **Planned availability date**

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**August 8, 2008**

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### **Description**

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#### **DS3400 Simple SAN Express Kits**

Two new DS3400 Simple SAN Express Kits are now available that contain the parts needed to easily setup a SAN, but does not include a SAN switch.

The DS3400 Simple SAN Express Kits contain the Emulex EZPilot software that enables automated installation and configuration of the Simple SAN components. The EZPilot software also provides a Windows® Virtual Disk (VDS)-based storage manager for discovery, inventory, allocation, and assignment of virtual disks.

The DS3400 Simple SAN Express Kits and EZPilot software work with the IBM TotalStorage SAN16B-2 Express Model Switch (SEO/part number 200516B), which comes with eight ports-enabled and eight 4 Gbps SFPs. The EZPilot software can support configurations with either one or two SAN16B-2 switches.

DS3400 Simple SAN Express Kit Model 41S (1726-41S)

- DS3400 FC single controller
- Two IBM Emulex 4 Gbps FC 1-port PCI-E Enterprise HBA (42C2069)
- Four 5m Fiber Optic cables LC-LC (39M5697)

- CD and Flyer containing Emulex EZPilot software and instructions

#### DS3400 Simple SAN Express Kit Model 42S (1726-42S)

- DS3400 FC dual controller
- Four IBM Emulex 4 Gbps FC 1-port PCI-E Enterprise HBA (42C2069)
- Eight 5m Fiber Optic cables LC-LC (39M5697)
- Four 4 Gbps SW SFP transceivers (39R6475)
- CD and Flyer containing Emulex EZPilot software and instructions

The DS3400 Simple SAN Express Kits include all of the functionality of the base DS3400 controllers including the following:

- 2U rack-mountable enclosure with 12 easily accessible drive bays
- Support for dual-ported, and hot-swappable SAS disks at 10,000 and 15,000 rpm speeds
- Support for dual-ported, and hot-swappable SATA disks at 7,200 rpm speeds
- Scalability of up to 3.6 TB internal physical storage capacity using 300 GB SAS disk drives and up to 12 TB using 1,000 GB SATA drives
- Expandability by attaching up to three EXP3000s for a total of up to 48 disk drives and up to 48 TB physical storage capacity
- Built-in reliability features with dual-redundant power supplies standard
- Three-year limited warranty on parts and labor.

#### **Accessibility by people with disabilities**

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A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at

[http://www-3.ibm.com/able/product\\_accessibility/index.html](http://www-3.ibm.com/able/product_accessibility/index.html)

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## **Product positioning**

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IBM System Storage DS3000 series is a new family of storage enclosures from IBM. They are specifically designed to address the needs of the small- and medium-sized businesses. The DS3300, DS3400, and EXP3000 Express Models combine popular options that can enable users to easily create their storage configurations. With many small business, IT departments having one or a part-time administrator, and limited time to spend on data management, the DS3000 series can be easily installed without extensive knowledge or effort.

The DS3000 Storage Manager software was designed for easy implementation for an unseasoned administrator. The task-oriented management interface of the DS3000 Storage Manager presents tasks to the administrator first and then asks which object to perform the task on. Thus, the management application's task-oriented interface removes the resistance that many organizations have with moving to an external storage solution. The scalability of the DS3000 series helps allow businesses to respond to their constantly changing storage environment. By starting small, the DS3000 series is designed to allow users to make additional investments in their infrastructure only when their data growth necessitates it. The DS3000 series capacity is increased by either adding HDDs or by expanding the configuration by adding EXP3000 expansion units. Both of these operations can be done without having to shut down the storage enclosure. This helps to limit the impact to your environment and gives users control of their data storage as they expand capacity on an as-needed basis.

The DS3000 series is a comprehensive storage solution for IBM System x and BladeCenter servers. This flexibility helps you to break free of server barriers and use a single storage solution across your environment. With many functionality and availability features that come standard, and a price-point that does not strain the budget, the DS3000 series is the simple choice for the small and medium businesses. Many other storage products require the purchase of expensive options for basic storage configurations. The DS3000 series is a complete out-of-the-box solution designed to satisfy most storage needs.

Features include:

- 2U rack mount enclosure with 12 easily accessible drive bays
- Support for RAID 0, 1, 3, 5, and 10
- Support for dual-ported and hot-swappable SAS disks at 10,000 and 15,000 rpm speeds
- Support for dual-ported and hot-swappable SATA disks at 7,200 rpm speed
- Scalability of up to 3.6 TB of internal physical storage capacity using 300 GB hot-swappable SAS disks
- Scalability of up to 12 TB of internal physical storage capacity using 1,000 GB hot-swappable SATA disks
- Expandability by attaching up to three EXP3000s, or a total of 48 hard disk drives, for up to 48 TB physical storage capacity
- Built-in reliability features with dual-redundant power-supplies standard
- Three-year limited warranty on parts and labor

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## Product number

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Description	Machine		
	type	Model	Feature
DS3400 SAN Express Mod 41S (FC Single Controller)	1726	HC4	5627
DS3400 SAN Express Mod 42S (FC Dual Controller)	1726	HC4	5628

The Single Entity offerings (SEO)

Description	Machine type	Model	SEO
			Number
DS3400 SAN Express SEO 172641S ** (FC Single Controller)	1726	HC4	172641S
DS3400 SAN Express SEO 172642S ** (FC Dual Controller)	1726	HC4	172642S

### ***Model conversions***

None

### ***Feature conversions***

None

### **Business Partner information**

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If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld® ID and password are required (use IBM ID).

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=108-554>

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## Publications

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For the DS3400 Simple SAN Express Models, refer to the base DS3400 models Hardware Announcement [107-017](#), dated January 16, 2007.

The product books are offered in displayable softcopy form. The displayable manuals are part of the basic machine-readable material.

**Global Technology Services**

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IBM services include business consulting, outsourcing, hosting services, applications, and other technology management.

These services help you learn about, plan, install, manage, or optimize your IT infrastructure to be an On Demand Business. They can help you integrate your high-speed networks, storage systems, application servers, wireless protocols, and an array of platforms, middleware, and communications software for IBM and many non-IBM offerings. IBM is your one-stop shop for IT support needs.

For details on available services, contact your IBM representative or visit

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

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

<http://www.ibm.com/services/continuity>

For details on education offerings related to specific products, visit

<http://www.ibm.com/services/learning/index.html>

Select your country, and then select the product as the category.

**System X and BladeCenter support services**

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***Recommended core technical support***

When you sell IBM System x technology, include the support services your clients need - to help keep both their hardware and software working day after day, at peak performance. It's their first step toward helping to protect their investment and sustain high levels of system availability. We offer service-level and response-time options to fit your customer's business needs. And we'll help your customer get started with a core support package that includes:

- **Continuous system monitoring**  
Electronic monitoring that helps speed up problem-solving with automated, early detection of potential problems and system errors.
- **Hardware maintenance**  
World-class remote and on-site hardware problem determination and repair services.
- **Software technical support**  
Access to help line calls for fast, accurate answers to your questions during installation and throughout ongoing operations.

For more information, visit

<http://www.ibm.com/servers/eserver/xseries/services.html>

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**Technical information**

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**Specified operating environment**

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***Physical specifications*****DS3400 Simple SAN Express Kit Model 41S (1726-41S)**

- Width: 482 mm (18.98 in)

- Depth: 521 mm (20.51 in)
- Height: 87.20 mm (3.43 in)
- Maximum weight: Up to 28.3 kg (62.4 lb) fully configured

Installation time is approximately 30 minutes.

#### **DS3400 Simple SAN Express Kit Model 42S (1726-42S)**

- Width: 482 mm (18.98 in)
- Depth: 521 mm (20.51 in)
- Height: 87.20 mm (3.43 in)
- Maximum weight: Up to 28.3 kg (62.4 lb) fully configured

Installation time is approximately 30 minutes.

### **IBM System Storage DS3000 series supporting System x and BladeCenter servers**

DS3000 products are SAS, iSCSI, and FC based storage controllers and storage expansion enclosures designed with 12 drive bays. The enclosures accommodate redundant power supplies. The enclosures subsystem will utilize the low-cost, high-availability Serial Attached SCSI (SAS) drives in a ultra low-cost drive enclosure. This subsystem will be configurable with 12 drives.

Features include:

- Redundant power supplies
- Chassis/midplane is accommodating to Storage Bridge Bay architecture
- Single removable midplane design
- Subsystem monitoring of over-temperature conditions on ESM/ Controllers
- Redundant 512 byte EEPROMs on midplane for VPD
- Subsystem LEDs for Power, Fault, Identify, and Over-Temperature
- Provides connectivity to Serial Attached SCSI (SAS), iSCSI, or Fibre Channel hosts
- 12 drives LED sets of power, service action required, and service action allowed.
- A three year limited warranty

#### ***Product safety conformance***

- CB Report
- cUL, UL
- NOM
- S-mark
- BSMI-Safety CNS14336 2004

#### ***EMC conformance***

- European Union: CE Mark
- Taiwan: BSMI CNS13438
- European Union: RoHS
- Australia and New Zealand: ACA C-Tick
- Russia: GOST
- Japan: VCCI
- China: WEEE
- US: FCC

## ***Operating environment***

### **DS3400 Simple SAN Express Models 41S, 42S**

- Temperature: 10° to 40° C (50° to 104° F)
- Relative humidity: 20% to 80% (non-condensing)
- Wet bulb: 26° C (79° F) maximum
- Electrical ratings: 100-240 V ac, 50-60 Hz, 7.8 Amps max.
- Electrical power: 540 watts maximum operating

## ***Hardware requirements***

System Storage DS3000 series requires a System x or BladeCenter server.

IBM System Storage DS3000 offers:

- Power-up self-test functionality diagnostics
- Dual internal power supplies
- 2U rack mount form
- Easy access front or rear
- Up to 12 drives per unit

## ***Software requirements***

System Storage DS3000 controllers and EXP3000 storage expansion enclosures are supported on both System x and BladeCenter server systems using the operating system and application software installed on the systems

## ***Compatibility***

The DS3000 controllers and EXP3000 storage expansion enclosures are compatible with System x and BladeCenter servers.

For compatibility information, consult the DS3000 Interoperability Matrix

<http://www-03.ibm.com/systems/storage/disk/ds3000/pdf/interop.pdf>

## ***Limitations***

To avoid damage to the server, always disconnect and remove controllers and storage expansion units before relocating or shipping the server.

## ***Planning information***

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### ***Customer responsibilities***

Physical planning is a customer responsibility.

The DS3000 series storage enclosures are designated as customer setup units (CSU).

It is the customer's responsibility to install the unit. Customers are responsible for obtaining the cables and adapters (if required) for system attachment.

You are responsible for downloading or obtaining from IBM, 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 in a timely manner from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides. You may request IBM to install Machine Code changes; however, you may be charged for that service.



### **Cable orders**

The DS3400 Simple SAN Express Kit Models contain Fiber Optic cables to attach the DS3400 to a SAN switch and also attach the host servers to the SAN switch. Additional Fiber Optic cables can be ordered separately to attach more host servers to the SAN switch.

Customers are responsible for selecting and ordering the required attachment cables.

### **Installability**

Installation time for the DS3400 FC controllers, approximately 30 minutes.

### **Direct customer support**

Direct customer support for DS3000 series storage products are provided by IBM Operational Support Services -- Support Line. This fee service provides voice and electronic access into the IBM support organization. IBM Operational Support Services -- Support Line helps answer questions pertaining to product and feature usage (how to), configuration, and product compatibility for eligible products. For a list of the products supported via Support Line, visit

<http://www.ibm.com/services/sl/products/>

For more information on services, call 800-IBM-4YOU (426-4968).

### **Packaging**

172641S	DS3400 Simple SAN Express Model 41S	115 lb
	One DS3400 FC Single Controller Two IBM Emulex 4 Gbps 1-port PCIe HBAs Four 5m Fiber Optic cables LC-LC Two rack power cords Pubs group Rack mounting hardware kit	
172642S	DS3400 Simple SAN Express Model 42S	127 lb
	One DS3400 FC Dual Controller Four IBM Emulex 4 Gbps 1-port PCIe HBAs Eight 5m Fiber Optic cables LC-LC Four 4 Gbps SW SFP transceivers Two rack power cords Pubs group Rack mounting hardware kit	

### **Security, auditability, and control**

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This product uses the security and auditability features of the host hardware, software, and application software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

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## **IBM Electronic Services**

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a Web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

<http://www.ibm.com/support/electronic>

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## Terms and conditions

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**Volume orders:** Contact your IBM representative.

### ***IBM Global Financing***

Yes

To obtain copies of the IBM Statement of Limited Warranty, contact your reseller or IBM.

In the United States, call 800-IBM-SERV (426-7378), or write to:

Warranty Information  
P.O. Box 12195  
Research Triangle Park, NC 27709  
Attn: Dept JDJA/B203

### ***Warranty period***

- System hardware - Three years
- Optional features - One year

**Note:** Battery is a consumable and has no warranty.

Optional IBM features initially installed in an IBM DS3000 system, carry the same warranty and warranty service support category as the DS3000 system. If installed after the initial system installation, they carry the balance of the system warranty or the optional feature warranty, whichever is greater.

### ***Warranty Service***

If required, IBM provides repair or exchange service depending on the type of warranty service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. 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.

Customer Replaceable Unit (CRU) (for example, keyboard, mouse, speaker, memory, hard disk drive) Service and On-site Service for other selected parts.

### ***CRU Service***

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your

request. CRUs are designated as being either a Tier 1 or a Tier 2 CRU. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU, at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge under the type of warranty service specified below, On-site Service.

Based upon availability, CRUs will be shipped for next-business-day delivery. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

The following parts have been designated as Tier 1 CRUs:

- Bezel, chassis kit
- Fillers
- Shell
- Rack kit
- Power supply
- HDDs
- Line cord

### ***On-site Service***

On-site Repair, 9 hours per day, Monday through Friday excluding holidays, next-business-day response. IBM will repair 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. On-site service is not available in all countries, and some countries have kilometer or mileage limitations from an IBM service center. In those locations where on-site service is not available, the normal in-county service delivery is used.

Call IBM at 1-800-IBM-SERV (426-7378), to assist with problem isolation for hardware to determine if warranty service is required. Telephone support may be subject to additional charges, even during the limited warranty period.

### ***International Warranty Service (IWS)***

International Warranty Service (IWS) is available during the warranty period to customers who travel or relocate to countries where their computer is sold and serviced by IBM or IBM resellers authorized to perform warranty service. Eligible IBM computers are identified by their four-digit machine type.

You can obtain IWS through the method of service, such as CRU, depot, carry-in or on-site, provided in the servicing country. Service methods and procedures vary by country, and some service or parts may not be available in all countries. Service centers in certain countries may not be able to service all models of a particular machine type. In addition, some countries may have fees and restrictions that apply at the time of service.

For more information on IWS, refer to Services Announcement [601-034](#), dated September 25, 2001.

### ***Licensing***

Programs included with this product are licensed under the terms and conditions of the License Agreements that are shipped with the system.

### ***Maintenance services***

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#### ***ServicePac, ServiceSuite, and ServiceElect***

ServicePac®, ServiceSuite™, and ServiceElect provide hardware warranty service upgrades, maintenance, and selected support services in one agreement.

### **Warranty service upgrade**

During the warranty period, warranty service upgrade provides an enhanced level of On-site Service for an additional charge. A warranty service upgrade must be purchased during the warranty period and is for a fixed term (duration). It is not refundable or transferable and may not be prorated. If required, IBM will provide the warranty service upgrade enhanced level of On-site Service service acquired by the customer. Service levels are response time objectives and are not guaranteed.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability.

Customer Replaceable Units (CRUs) will be provided as part of the machine's standard warranty CRU Service except that you may install a Tier 1 CRU yourself or request IBM installation, at no additional charge, under one of the On-site Service levels specified below.

IBM will repair 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.

The following Warranty Service Upgrade options are available:

- On-site Service - IBM On-site Repair (IOR), 9 hours per day, Monday through Friday excluding holidays, 4 hour average response.
- On-site Service - IBM On-site Repair (IOR), 24 hours per day, 7 days a week, 4 hour average response.
- On-site Service - IBM On-site Repair (IOR), 24 hours per day, 7 days a week, 2 hour average response.

### **Maintenance service**

If required, IBM provides repair or exchange service depending on the type of maintenance service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. 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.

### **Customer Replaceable Unit (CRU) Service**

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request.

IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

### **On-site Service**

IBM On-site Repair (IOR), IBM will repair 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.

The following On-site Service options are available:

- On-site Service - IBM On-site Repair (IOR), 9 hours per day, Monday through Friday excluding holidays, next business day response.
- On-site Service - IBM On-site Repair (IOR), 9 hours per day, Monday through Friday excluding holidays, 4 hour average response.
- On-site Service - IBM On-site Repair (IOR), 24 hours per day, 7 days a week, 4 hour average response.

- On-site Service - IBM On-site Repair (IOR), 24 hours per day, 7 days a week, 2 hour average response.

### **Maintenance service (ICA)**

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Maintenance services are available for ICA legacy contracts. The preferred go-to-market offerings are ServiceElect. However, ICA legacy contracts will still be available for current customers until they are withdrawn.

#### ***Alternative service (Warranty service upgrades)***

During the warranty period, warranty service upgrade provides an enhanced level of On-site Service for an additional charge. A warranty service upgrade must be purchased during the warranty period and is for a fixed term (duration). It is not refundable or transferable and may not be prorated. If required, IBM will provide the warranty service upgrade enhanced level of On-site Service service acquired by the customer. Service levels are response time objectives and are not guaranteed.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability.

Customer Replaceable Units (CRUs) will be provided as part of the machine's standard warranty CRU Service except that you may install a Tier 1 CRU yourself or request IBM to install it, at no additional charge under the type of warranty service specified below, On-site Service.

IBM will repair 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.

The following warranty service upgrade option is available.

- On-site Service - IBM On-site Repair (IOR), 24 hours per day, 7 days a week, 4 hour average response.

#### ***Maintenance service***

If required, IBM provides repair or exchange service depending on the type of maintenance service specified below for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. 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.

#### ***Customer Replaceable Unit (CRU) Service***

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request.

IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

#### ***On-site Service***

IBM On-site Repair (IOR), IBM will repair 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.

The following On-site Service options are available:

- On-site Service - IBM On-site Repair (IOR), 9 hours per day, Monday through Friday excluding holidays, next business day response.
- On-site Service - IBM On-site Repair (IOR), 24 hours per day, 7 days a week, 4 hour average response.

## **Non-IBM parts support**

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### ***Warranty service***

IBM is now shipping machines with selected non-IBM parts that contain an IBM field replaceable unit (FRU) part number label. These parts are to be serviced during the IBM machine warranty period. IBM is covering the service on these selected non-IBM parts as an accommodation to their customers, and normal warranty service procedures for the IBM machine apply.

### ***Warranty service upgrades and maintenance services***

Under certain conditions, IBM Integrated Technology Services repairs selected non-IBM parts at no additional charge for machines that are covered under warranty service upgrades or maintenance services.

IBM Service provides hardware problem determination on non-IBM parts (adapter cards, PCMCIA cards, disk drives, memory, and so forth) installed within IBM systems covered under warranty service upgrades or maintenance services and provides the labor to replace the failing parts at no additional charge.

If IBM has a Technical Service Agreement with the manufacturer of the failing part, or if the failing part is an accommodations part (a part with an IBM FRU label), IBM may also source and replace the failing part at no additional charge. For all other non-IBM parts, customers are responsible for sourcing the parts. Installation labor is provided at no additional charge, if the machine is covered under a warranty service upgrade or a maintenance service.

### ***IBM hourly service rate classification***

One

### ***Field-installable features***

No

### ***Model conversions***

No

### ***Machine installation***

Customer setup. Customers are responsible for installation according to the instructions IBM provides with the machine.

### ***Graduated program license charges apply***

No

### ***Licensed internal code and licensed machine code***

These products do not contain Licensed Internal Code or Licensed Machine Code.

### ***Educational allowance***

None

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## Pricing

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### **Product charges**

Description	Mach type	Model number	Feature number	Initial/ MES/ Both/ Support
DS3400 SAN Express Mod 41S (FC Single Controller)	1726	HC4	5627	Initial
DS3400 SAN Express Mod 42S (FC Dual Controller)	1726	HC4	5628	Initial

### Single Entity Offering (SEO)

Description	Machine Type	SEO Model	SEO Number	Field Install Only	Plant Install Only
DS3400 SAN Exp. SEO 172641S (FC Single Controller)	1726	HC4	172641S	N	N
DS3400 SAN Exp. SEO 172642S (FC Dual Controller)	1726	HC4	172642S	N	N

### **ServicePac Information for warranty upgrades and maintenance**

Hardware models announcing with this release will utilize existing U.S. ServicePacs. Reference the following IBM Web site for applicable U.S. ServicePac information

[http://www-935.ibm.com/services/us/its/html/servicepac\\_americas.html](http://www-935.ibm.com/services/us/its/html/servicepac_americas.html)

### **ServicePac prices**

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For ServiceElect (ESA) maintenance service charges, contact IBM Global Services at 888-IBM-4343 (426-4343).

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