



@server<sup>™</sup>

xSeries 343

# Installation Guide

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# 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.

在安装本产品之前，请仔细阅读 **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 14



### CAUTION

**Hazardous voltage, current, and energy levels might be present. Only a qualified service technician is authorized to remove the covers where the following label is attached.**





# 1 Introduction

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Thank you for purchasing an IBM® @server xSeries 343 server.

Packaged with this IBM @server xSeries 343 Installation Guide is a IBM @server xSeries 343 Documentation and Resource CD, which provides detailed information about your server.

Your xSeries 343 server comes with a one-year limited warranty. If you have access to the World Wide Web, you can obtain up-to-date information about your xSeries 343 model and other IBM server products at <http://www.ibm.com/eserver/xseries>.

To install your server in a rack refer to the *Rack Installation Instructions*.

Record your product information in this table.	
Product name	_____
Type	_____
Model number	_____
Serial number	_____

This server serial number is located on labels on the rear of the server and on the front of the server on the bezel.

## Notices and Statements Used in This Book

The Caution statements and Danger statements also appear in the multilingual safety information book provided on the *Documentation and Resource CD*. Each statement is numbered for easy reference to the corresponding statement in the safety book.

Descriptions of the notices and statements that appear in this book are as follows:

- **Notes:** These notices provide important tips, guidance, or advice.
- **Attention:** These notices indicate possible 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 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.

## Before You Begin

Before you begin to install options in your server, read the following information:

- Become familiar with the information provided in “Safety” and “Handling Static-sensitive Devices”. These guidelines will help you make changes to disk drives.
- Make sure that you have an adequate number of properly grounded electrical outlets for your server, monitor, and any other options that you intend to install.
- Back up all important data before you make changes to disk drives.
- For a list of supported options for the xSeries 343, refer to <http://www.ibm.com/pc/compat> on the World Wide Web.

## Handling Static-sensitive Devices

**Attention:** Static electricity can damage electronic devices and your system. To avoid damage, keep static-sensitive devices in their static-protective package until you are ready to install them.

To reduce the possibility of electrostatic discharge, observe the following precautions:

- Limit your movement. Movement can cause static electricity to build up around you.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed printed circuitry.
- Do not leave the device where others can handle and possibly damage the device.
- While the device is still in its anti-static package, touch it to an unpainted metal part of the system unit for at least two seconds. (This drains static electricity from the package and from your body.)
- Remove the device from its package and install it directly into your system unit without setting it down. If it is necessary to set the device down, place it in its static-protective package. Do not place the device on your system unit cover or on a metal table.
- Take additional care when handling devices during cold weather because heating reduces indoor humidity and increases static electricity.

# Specifications

**Table 1. xSeries 343 Server Physical Specifications**

Specification	Value
Height	3.5 inches (89 mm)
Width	17.5 inches (445 mm)
Depth	20 inches (508 mm)
Front clearance	2 inches (50 mm)
Side clearance	1 inches (25 mm)
Rear clearance	3.6 inches (92 mm)



OM14189

**Figure 1. Front View**

## Note

For more detailed specification information, see the IBM @server xSeries 343 Product Guide on the *Documentation and Resource CD*.

# Regulatory Specifications and Disclaimers

## Declaration of the Manufacturer or Importer

We hereby certify that this product is in compliance with European Union EMC Directive 89/336/EEC, using standards EN55022 (Class A) and EN55024 and Low Voltage Directive 73/23/EEC, Standard EN60950.

## Safety Compliance

USA:	UL 1950 – 3rd Edition/CSA 22.2. No. 950-M93
Canada:	UL Certified – 3rd Edition/CSA 22.2. No. 950-M93 for Canada (product bears the single UL mark for U.S. and Canada)
Europe:	Low Voltage Directive, 73/23/EECTUV/GS to EN60950 2nd Edition with Amendments, A1 = A2 + A3 + A4
International:	TUV/CB to IEC 60950 3rd Edition, EN60 950 2nd Edition + Amd 1-4, EMKO-TSE (74-SEC) 207/94 plus international deviations
Australian / New Zealand:	CB Report to IEC 60950, 3rd Edition plus Australian deviations

## 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. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

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

## **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 non recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class 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.

## German Union EMC Conformance Statement

Text für alle in Deutschland vertriebenen EN 55022 Klasse A Geräte:

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 18. September 1998 (bzw. der EMC EG Richtlinie 89/336):

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

IBM Deutschland GmbH, 70548 Stuttgart.

Informationen in Hinsicht EMVG Paragraph 4 Abs. (1) 4:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.
--

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden:

"Warnung: dies ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funkstörungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen durchzuführen und dafür aufzukommen." Anmerkung:

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

## Taiwan Electrical Emission 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。

## 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。



## 2 Removing the Server from the Box

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Carefully unpack the server. Save all packing materials in case the server needs to be shipped at a later time.

### Selecting a Site

The server operates reliably within environmental limits. Select a site that meets these criteria:

- Clean and relatively free of excess dust.
- Well-ventilated and away from sources of heat, with the ventilating openings on the server kept free of obstructions.
- Away from sources of vibration or physical shock.
- Isolated from strong electromagnetic fields and noise caused by electrical devices such as elevators, copy machines, air conditioners, large fans, large electric motors, radio and TV transmitters, and high-frequency security devices.

#### **DC-powered servers:**

- Place the server near a -48 to -60 V DC supply.
- Verify that proper DC grounding is provided.
- Verify that proper insulation protects the DC connection terminals and wires.

### Checking the Power Connection

Do not connect power to the server if you will be adding internal parts (boards, DIMMs, removable media drives). For these installation procedures, see the *Product Guide*.

#### **Statement 14**



#### **CAUTION**

**Hazardous voltage, current, and energy levels might be present. Only a qualified service technician is authorized to remove the covers where the following label is attached.**



The DC source must be electrically isolated by double or reinforced insulation from any hazardous DC source. The DC source must be capable of providing up to 350 W of continuous power per feed pair. Connection with a DC source should only be performed by trained service personnel.

## Notes

**Mains DC power disconnect:** You are responsible for installing a DC power disconnect for the entire rack unit. This mains disconnect must be readily accessible, and it must be labeled as controlling power to the entire unit, not just to the servers(s).

**Grounding the rack installation:** To avoid the potential for an electrical shock hazard, you must include a third wire safety ground conductor with the rack installation. The safety grounding conductor must be a minimum 14AWG connected to the earth ground stud on the rear of the server. The safety ground conductor should be connected to the chassis stud with a two hole crimp terminal with a maximum width of 0.25 inch. The nuts on the chassis studs should be installed with a 10 in/lbs torque. The safety ground conductor provides proper grounding only for the server. You must provide additional, proper grounding for the rack and other devices installed in it.

**Overcurrent protection:** Overcurrent protection circuit breakers must be provided as part of each host equipment rack and must be installed between the DC source and the server. The server is designed for a DC line voltage power source with up to 10 amperes of overcurrent protection per feed pair. If the DC power system for the equipment rack is installed with more than 10 amperes of protection, you must provide supplemental protection for the server. The overall current rating of a server configured with two power supplies is less than 7 amperes.

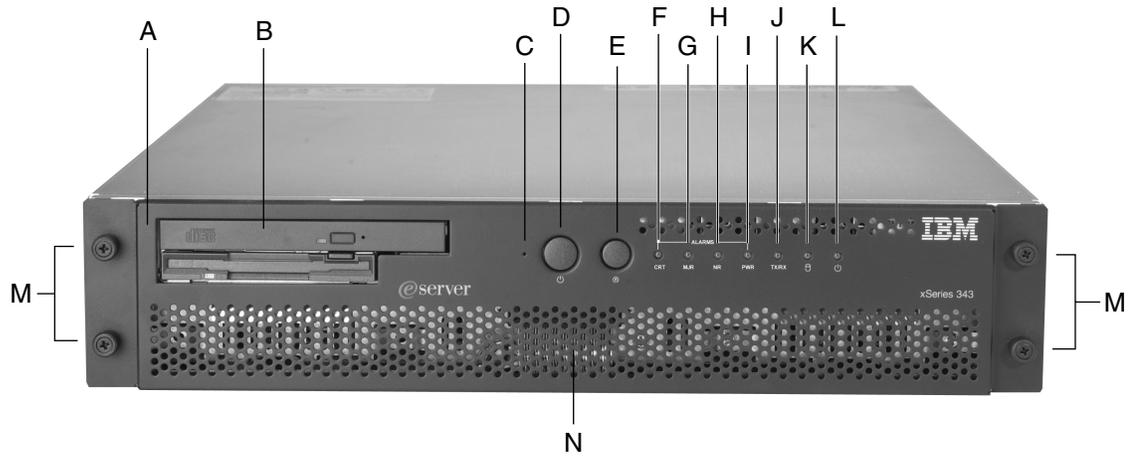
**EMI Information:** For information about complying with electromagnetic interference regulations, see “Electromagnetic Compatibility” in the *Product Guide*.

**Temperature:** The temperature in which the server operates when installed in an equipment rack, must not go below 5 °C (41 °F) or rise above 40 °C (104 °F). Extreme fluctuations in temperature can cause a variety of problems in your server.

**Ventilation:** The equipment rack must provide sufficient airflow to the front of the server to maintain proper cooling. The rack must also include ventilation sufficient to exhaust a maximum of 1023 BTUs per hour for the server. The rack selected and the ventilation provided must be suitable to the environment in which the server will be used.

### 3 Connections and Controls

Figure 2 shows the front view of the system including the front panel. The front panel contains system control switches, alarm indicators and relays, and status indicators. Front panel controls and LEDs are summarized in Table 2.



OM14188

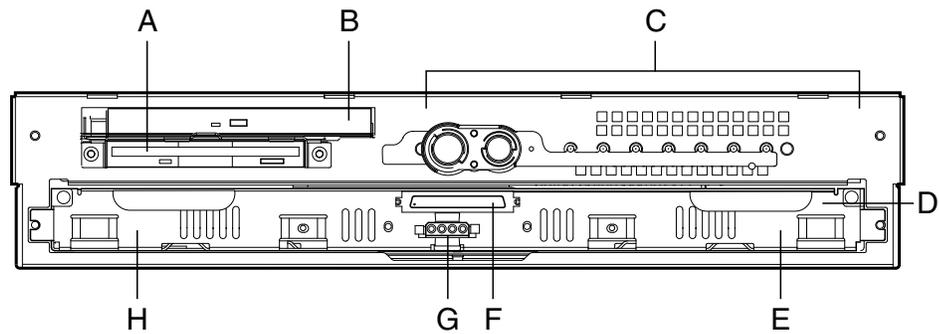
A	Bezel	H	Alarm: MNR
B	Peripheral Bay	I	Alarm: PWR
C	NMI Switch	J	Status: NIC
D	System Power Switch	K	Status: DSK
E	System Reset	L	Status: ON
F	Alarm: CRT	M	Bezel Removal Thumbscrews
G	Alarm: MJR	N	Hard Drive Tray

**Figure 2. Front Panel**

**Table 2. Front Panel Features**

Item	Feature	Description
<b>Front Panel Switches</b>		
C	NMI switch	A momentary contact switch used to instruct the processor to copy system memory to the hard drive. Pressing the recessed button with a paper clip or pin puts the server in a halt state for diagnostic purposes and allows you to issue a non-maskable interrupt. After issuing the interrupt, a memory dump can be performed to determine the cause of the problem.
D	Power switch	Toggles the system power.
E	Reset switch	Reboots and initializes the system.
<b>Front Panel Alarm LEDs and Relays</b>		
F	Critical (amber)	When continuously lit, indicates the presence of a Critical System Fault. A critical system fault is an error or event that is detected by the system with a fatal impact to the system. In this case, the system cannot continue to operate. An example could be the loss of a large section of memory or other corruption that renders the system not operational. The front panel critical alarm relay will be engaged.
G	Major (amber)	When continuously lit, indicates the presence of a Major System Fault. A major system fault is an error or event that is detected by the system that has discernable impact to system operation. In this case, the system can continue to operate but in a “degraded” fashion (reduced performance or loss of non-fatal feature reduction). An example could be the loss of one of two mirrored disks. The front panel major alarm relay will be engaged.
H	Minor (amber)	When continuously lit, indicates the presence of a Minor System Fault. A minor system fault is an error or event that is detected by the system but has little impact to actual system operation. An example would be a correctable ECC error. The front panel minor alarm relay will be engaged.
I	Power (amber)	When continuously lit, indicates the presence of a Power System Fault. The front panel power alarm relay will be engaged.
<b>Front Panel Status LEDs</b>		
J	NIC activity LED (green)	Indicates NIC activity.
K	HDD activity LED (green)	Indicates any system SCSI hard drive activity.
L	Main power LED (green)	When continuously lit, indicates the presence of DC power in the server. The LED goes out when the power is turned off or the power source is disrupted. When it is blinking green, it indicates that the system is in ACPI sleep mode.

Figure 3 shows the front view of the system with the bezel removed.



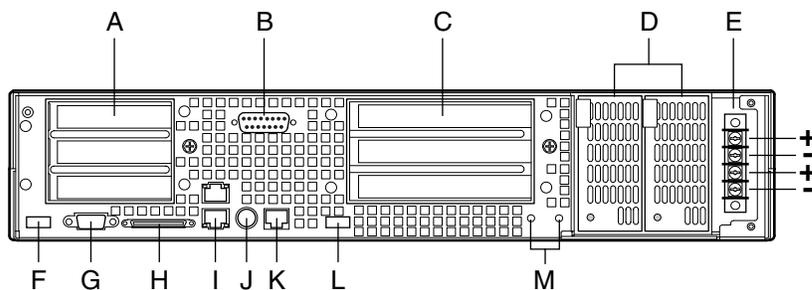
OM12817

- |   |                               |   |  |
|---|-------------------------------|---|--|
| A | Floppy Drive                  | E | Left SCSI Drive Bay                    |
| B | CD-ROM Drive                  | F | Hard Drive Tray Ribbon Cable Connector |
| C | Front Panel Switches and LEDs | G | Hard Drive Tray Power Connector        |
| D | Hard Drive Tray               | H | Right SCSI Drive Bay                   |

**Figure 3. Front View with Bezel Removed**

# Back Panel

Figure 4 shows the back panel view of the system.



OM14192

**Figure 4. Back Panel**

**Table 3. Back Panel Features**

Item	Description
A	Three low profile, half-length 64-bit, 66 MHz PCI add-in board slots (3.3V riser board)
B	DB-15 male connector for front panel alarm relay contacts
C	Three full height, full length 64-bit, 33 MHz PCI add-in board slots (5V riser board)
D	Redundant, hot-plug power supplies
E	Four-terminal DC input power connector for DC input power supply cage
F	USB port 1
G	Video connector
H	External wide SCSI Ultra160 68-pin connector
I	Dual NIC 10/100 E/N RJ45 connectors NIC 1 (lower) and NIC 2 (upper)
J	The PS/2 port can accept both keyboard and mouse. Use the included "Y" splitter cable to connect a mouse and a keyboard to the PS/2 port at the same time.
K	Serial port (COM2), 8-pin RJ45 connector
L	USB port 0
M	Two ground lugs for attachment of grounding wire to chassis

# Connecting the Monitor, Keyboard, and Mouse

## 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.

Before turning on the server, you must connect these devices to the back of the xSeries 343 server.

1. Connect a video monitor to the video port (G in Figure 4).
2. Connect the included PS/2 “Y” splitter cable to the PS/2 port (J in Figure 4).
3. Connect a keyboard and mouse to either *split end* of the PS/2 “Y” splitter cable.

Or

1. Connect a video monitor to the video port (G in Figure 4).
2. Connect a keyboard directly to the PS/2 port (J in Figure 4).
3. Connect a USB mouse to the USB port (F in Figure 4).



## 4 Applying Power for the First Time

---

### Statement 14



### CAUTION

**Hazardous voltage, current, and energy levels might be present. Only a qualified service technician is authorized to remove the covers where the following label is attached.**



The first time you turn the server on you need to enter the BIOS Setup Utility and set the correct date and time values. After setting these values the server executes its Power-On Self-Test (POST) sequence and passes control to the Boot Manager.

For information on the Boot Manager, refer to the *Product Guide*.

Follow these steps to power up the *xSeries 343 server* for the first time:

1. Make sure all external devices, such as a monitor, keyboard, and mouse, have been connected.
2. Connect the DC power wiring to the back of the chassis (M and E in Figure 4).
3. Turn on the video monitor.
4. Press the Power button on the front panel (D in Figure 2). Pressing this button causes the server fans to start up and POST to begin.
5. When POST displays the message: “Hit <F2> if you want to run SETUP,” enter <F2> and the system will enter the BIOS Setup Utility. (If you see a prompt asking for a system password, pressing the <ENTER> key will get you directly to the BIOS Setup Utility.)

### Note

For information on how to use the BIOS Setup Utility, see the *Product Guide*.

6. From the **Main** menu of the BIOS Setup Utility, use the arrow keys to move the cursor down to the system date and time selections. Position the cursor over the date and time values and enter appropriate values.
7. Use the <TAB> key to access the Exit menu and select the item to save changes and exit the BIOS Setup Utility. After you exit the utility the boot procedure resumes. You can monitor the remainder of the boot progress on the video display.

# The xSeries 343 Documentation and Resource CD

The *Documentation and Resource CD* has the following contents:

- Utilities:
  - CSSU
  - SSU
  - ISC 3.5
  - FRU/SDR Load Utility
  - Service Partition Admin Utility
- *xSeries 343 Product Guide*
- *IBM Safety Information*
- Adobe Acrobat Reader

The documentation and resource CD comes with a menu driven program that can be used for the following:

1. Create a diskette containing drivers for various operating systems.
2. Install ISC Service Partition. The ISC service partition provides the ability to remotely access xSeries 343 via modem or LAN for the purpose of executing configuration/setup utilities and diagnostics.
3. Run xSeries 343 ISC based utilities.

To invoke the *Documentation and Resource CD* menu:

1. Insert the resource CD in the CD-ROM drive.
2. Turn system on and boot to ISC shell environment.
3. Select the CD-ROM drive from ISC as follows:  
fsx: <Enter>  
where "x" is the drive number assigned to the CD-ROM drive by ISC.
4. Change to the menu directory:  
cd cdmenu <Enter>
5. Run the menu batch file:  
startmenu <Enter>

## Note

If copying drivers or utilities to a disk, insert a blank diskette in the floppy drive.

## PC Doctor System Diagnostics

Refer to the diskette for the PC Doctor System Diagnostics.

## The xSeries 343 Product Guide

The *Product Guide* comes as a single .PDF file shipped on the *Documentation and Resource CD*. You can use the Acrobat Reader to view the *Product Guide*.

# A Getting Information, Help, and Services

---

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 section contains information about where to go for additional information about IBM and IBM products, what to do if you experience a problem with your computer, and whom to call for service should it be necessary.

## Getting Information

Information about your IBM server product and preinstalled software, if any, is available in the documentation that comes with your server. That documentation includes printed books, online books, README files, and help files. In addition, information about IBM products is available on the World Wide Web.

On the World Wide Web, the IBM Web site has up-to-date information about IBM products and support. The address for the IBM Personal Computing home page is <http://www.ibm.com/pc/>.

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

If you click **Profile** from the support page, you can create a customized support page that is specific to your hardware, complete with Frequently Asked Questions, Parts Information, Technical Hints and Tips, and Downloadable Files. In addition, you can choose to receive e-mail notifications whenever new information becomes available about your registered products.

You also can order publications through the IBM Publications Ordering System at <http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>.

## Getting Help and Service

If you have a problem with your server product, you will find a wide variety of sources available to help you.

## Using the Documentation and Diagnostic Programs

Many problems can be solved without outside assistance. If you experience a problem with your server product, the first place to start is the troubleshooting information in your IBM documentation. If you suspect a software problem, see the documentation, including README files and online help, that comes with the operating system or application program.

Most IBM server products come with a set of diagnostic programs that you can use to help you identify hardware problems. See the troubleshooting information in your IBM documentation for instructions on 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.

## Software Service and Support

Customer telephone assistance with usage, configuration, and software defects for the xSeries servers, workstations and appliances is provided via IBM Operational Support Services - Support Line. For information about what products are supported by Support Line in your country, see <http://www.ibm.com/services/sl/products>.

For more information about Support Line and other IBM Services see <http://www.ibm.com/services> or see [www.ibm.com/planetwide/](http://www.ibm.com/planetwide/) for in country telephone numbers.

## Hardware Service and Support

Hardware services can be provided either by IBM Integrated Technology Services (see <http://www.ibm.com/planetwide/> for in country telephone numbers), or your reseller, if approved by IBM to provide warranty service.

In the U.S. and Canada, these services are available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9:00 a.m. to 6:00 p.m.

- **Problem determination** - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- **IBM hardware repair** - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service.
- **Engineering Change management** - Occasionally, there might be changes that are required after a product has been sold. IBM or your reseller, if authorized by IBM, will make selected Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered:

- Replacement or use of non-IBM parts or nonwarranted IBM parts. All warranted parts contain a 7-character identification in the format IBM FRU XXXXXXXX.
- Identification of software problem sources.
- Configuration of BIOS as part of an installation or upgrade.
- Changes, modifications, or upgrades to device drivers.
- Installation and maintenance of network operating systems (NOS).
- Installation and maintenance of application programs.

Refer to your IBM Statement of Limited Warranty for a full explanation of IBM warranty terms. Be sure to retain your proof of purchase to obtain warranty service.

In the U.S. and Canada, these services are available 24 hours a day, 7 days a week. In the U.K., these services are available Monday through Friday, from 9:00 a.m. to 6:00 p.m.

**Note:** Response times vary; may exclude some holidays.

Please have the following information ready when you call:

- Machine type and model
- Serial numbers of your IBM hardware products
- Description of the problem
- Exact wording of any error messages
- Hardware and software configuration information

## International Warranty Service

If you travel with your server product or relocate it to a country where your server machine type is sold, your server product might be eligible for International Warranty Service, which automatically entitles you to obtain warranty service throughout the warranty period. Service will be performed by IBM or by IBM resellers who are authorized to perform warranty service.

Service methods and procedures vary by country, and some services might not be available in all countries. International Warranty Service is delivered through the method of service (such as depot, carry-in, or on-site service) that is provided in the servicing country. Service centers in certain countries might not be able to service all models of a particular machine type. In some countries, fees and restrictions might apply at the time of service.

To determine whether your server product is eligible for International Warranty Service and to view a list of the countries where service is available, go to <http://www.ibm.com/pc/support/>, and click **Warranty Lookup**. Eligible IBM server products are identified by their four-digit machine types. For more information about International Warranty Service, see Service Announcement 601-034 at <http://www.ibm.com/>. Click **Support & downloads**, click **Announcement letters**, and click **Announcements search**. In the **Search by letter number only** field, type 601-034, and click **Search**.

## Purchasing Additional Services

During and after the warranty period, you can purchase additional services, such as support for IBM and non-IBM hardware, operating systems, and application programs; network setup and configuration; upgraded or extended hardware repair services; and custom installations. Service availability and service name might vary by country or region.

For more information about these services, contact your IBM marketing representative.



## B Product Warranties and Notices

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### Warranty Information

This appendix contains the warranty period for your product, information about obtaining warranty service and support, and the IBM Statement of Limited Warranty.

#### Warranty Period

Contact your place of purchase for warranty service information. Some IBM Machines are eligible for on-site warranty service depending on the country or region where service is performed.

<b>Machine</b> - IBM @server xSeries 343
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<b>Warranty period</b> - One year
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#### Warranty Service and Support

With the original purchase of an IBM server product, you have access to extensive support. During the IBM Machine warranty period, you may call IBM or your reseller for problem-determination assistance under the terms of the IBM Statement of Limited Warranty.

The following services are available during the warranty period:

- **Problem determination** - Trained personnel are available to assist you with determining if you have a hardware problem and deciding what action is necessary to fix the problem.
- **IBM hardware repair** - If the problem is determined to be caused by IBM hardware under warranty, trained service personnel are available to provide the applicable level of service, either on-site or at an IBM service center as determined by IBM.
- **Engineering Change management** - Occasionally, there might be changes that are required after a product has been shipped from IBM. In those instances, IBM will make Engineering Changes (ECs) available that apply to your hardware.

The following items are not covered under warranty service:

- Replacement or use of non-IBM parts. All IBM parts contain a 7-character identification in the format IBM FRU XXXXXXXX.
- Identification of non-IBM software problem sources.
- Installation of customer replaceable units (CRUs).
- Installation and configuration of machine code or licensed internal code that is designated as customer installable.

If you do not register your server with IBM, you might be required to present proof of purchase to obtain warranty service.

## Before You Call For Service

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 server and software.

Most computers, operating systems, and application programs come with information that contains troubleshooting procedures and explanations of error messages and error codes. The information that comes with your server also describes the diagnostic tests that you can perform.

If you suspect a software problem, refer to the information for the operating system or application program.

## IBM Statement of Limited Warranty Z125-4753-06 8/2000

### Part 1 - General Terms

This Statement of Limited Warranty includes Part 1 - General Terms and Part 2 - Country-unique Terms. 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, from IBM or your reseller. 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. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

**The IBM Warranty for Machines:** IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications (“Specifications”). The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded.

**Extent of Warranty:** The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

**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. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.**

**Items Not Covered by Warranty:** 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, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

**Warranty Service:** To obtain warranty service for a Machine, contact IBM or your reseller. If you do not register your Machine with IBM, you may be required to present proof of purchase.

During the warranty period, IBM or your reseller, if approved by IBM to provide warranty service, provides without charge certain types of repair and exchange service to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. At its discretion, IBM or your reseller will 1) either repair or exchange the failing Machine and 2) provide the service either at your location or a service center. IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

Some parts of IBM Machines are designated as Customer Replaceable Units (called “CRUs”), e.g., keyboards, memory, or hard disk drives. IBM ships CRUs to you for replacement by you. You must return all defective CRUs to IBM within 30 days of your receipt of the replacement CRU. You are responsible for downloading designated Machine Code and Licensed Internal Code updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides.

When 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. 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.

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 problem determination, problem analysis, and service request procedures that IBM or your reseller provides;
  - b. secure all programs, data, and funds contained in a Machine;
  - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations; and
  - d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine 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 is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

**Limitation of Liability:** 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

- damages for bodily injury (including death) and damage to real property and tangible personal property; and
- 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.

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 LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES, LOST PROFITS OR LOST SAVINGS, EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION 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 Agreement, without regard to conflict of law principles.

## Part 2 - Country-unique Terms

### AMERICAS

#### **BRAZIL**

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

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

#### **NORTH AMERICA**

**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**

**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**

**The IBM Warranty for Machines:** *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.

*The following is added to this Section:*

Disputes and differences arising out of or in connection with this Agreement shall be finally settled by arbitration which shall be held in Singapore in accordance with the rules of the International Chamber of Commerce (ICC). The arbitrator or arbitrators designated in conformity with those rules shall have the power to rule on their own competence and on the validity of the Agreement to submit to arbitration. The arbitration award shall be final and binding for the parties without appeal and the arbitral award shall be in writing and set forth the findings of fact and the conclusions of law.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. 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 before proceeding upon the reference. The third arbitrator shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the ICC. 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.

The English language version of this Agreement prevails over any other language version.

## **HONG KONG AND MACAU**

**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.

## **INDIA**

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

- 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;
- 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, IBM's liability will be limited to the charge paid by you for the individual Machine that is the subject of the claim.

## **JAPAN**

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

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

## **NEW ZEALAND**

**The IBM Warranty for Machines:** *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.

*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 this Section:*

Both you and IBM consent to the application of the laws of the State of New York (except when local law requires otherwise) to govern, interpret, and enforce all your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles.

Any disputes arising from or in connection with this Agreement will first be resolved by friendly negotiations, failing which either of us has the right to submit the dispute to the China International Economic and Trade Arbitration Commission in Beijing, the PRC, for arbitration in accordance with its arbitration rules in force at the time. The arbitration tribunal will consist of three arbitrators. The language to be used therein will be English and Chinese. An arbitral award will be final and binding on all the parties, and will be enforceable under the Convention on the Recognition and Enforcement of Foreign Arbitral Awards (1958).

The arbitration fee will be borne by the losing party unless otherwise determined by the arbitral award.

During the course of arbitration, this Agreement will continue to be performed except for the part which the parties are disputing and which is undergoing arbitration.

## **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.

**Warranty Service:** If you purchase an IBM Machine in Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland or United Kingdom, 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 an IBM Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kirghizia, 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 an IBM 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 authorized service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM authorized service provider.

**Governing Law:** The applicable laws that govern, interpret and enforce rights, duties, and obligations of each of us arising from, or relating in any manner to, the subject matter of this Statement, without regard to conflict of laws principles, as well as Country-unique terms and competent court for this Statement are those of the country in which the warranty service is being provided, except that in 1) Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Hungary, Former Yugoslav Republic of Macedonia, Romania, Slovakia, Slovenia, Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Moldova, Russia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan, the laws of Austria apply; 2) Estonia, Latvia, and Lithuania, the laws of Finland apply; 3) Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Djibouti, Democratic Republic of Congo, Equatorial Guinea, France, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Mali, Mauritania, Morocco, Niger, Senegal, Togo, and Tunisia, this Agreement will be construed and the legal relations between the parties will be determined in accordance with the French laws and all disputes arising out of this Agreement or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 4) 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, United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe, this Agreement will be governed by English Law and disputes relating to it will be submitted to the exclusive jurisdiction of the English courts; and 5) in Greece, Israel, Italy, Portugal, and Spain any legal claim arising out of this Statement will be brought before, and finally settled by, the competent court of Athens, Tel Aviv, Milan, Lisbon, and Madrid, respectively.

***THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:***

**AUSTRIA AND GERMANY**

**The IBM Warranty for Machines:** *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 six 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.

**Extent of Warranty:** *The second paragraph does not apply.*

**Warranty Service:** *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.

*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).*

## **IRELAND**

**Extent of Warranty:** *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 items one and two of the first paragraph of this Section:*

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence; and
2. the amount of any other actual direct damages, up to 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim.

*Applicability of suppliers and resellers (unchanged).*

*The following paragraph is added at the end of this Section:*

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

## ITALY

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

In each such instance unless otherwise provided by mandatory law, IBM is liable for no more than:

1. (unchanged)
2. as to any other actual damage arising in all situations involving nonperformance by IBM pursuant to, or in any way related to the subject matter of this Statement of Warranty, IBM's liability, will be limited to the total amount you paid for the Machine that is the subject of the claim.

*Applicability of suppliers and resellers (unchanged).*

*The following replaces the third paragraph of this Section:*

Unless otherwise provided by mandatory law, IBM and your reseller are not liable for any of the following: *(items 1 and 2 unchanged)* 3) indirect damages, even if IBM or your reseller is informed of their possibility.

## 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 items 1 and 2 of the first paragraph of this Section:*

1. death or personal injury or physical damage to your real property solely caused by IBM's negligence;
2. the amount of any other actual direct damages or loss, up to 125 percent of the charges (if recurring, the 12 months' charges apply) for the Machine that is the subject of the claim or which otherwise gives rise to the claim;

*The following item is added to this paragraph:*

3. breach of IBM's obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982.

*Applicability of suppliers and resellers (unchanged).*

*The following is added to the end of this Section:*

IBM's entire liability and your sole remedy, whether in contract or in tort, in respect of any default shall be limited to damages.

## Notices

This publication 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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Other company, product, or service names may be the trademarks or service marks of others.

## 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®, 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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