

IBM INSTALLATION INSTRUCTIONS

FC 2710. Add Remote Support Facility for IBM 3494 Models L10/L12/L14 and IBM 3494 Models B16/B18/B10/B20/Ax0

Document Number 05H6991 EC H27478D

SSD, Tucson

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Status: Field Use

Note: This Field Feature Bill of Material (FFBM) must be installed only on the 3494 serial number for which it was shipped.

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|---------------------|----------------------|-------------------|------------------------|------------------------|-------------------------|-------------------------|
| 3494 Bxx/L1x/Ax0 | PN 05H6991 1 of 7 | See EC History | EC F23269 02 OCT 98 | EC F23318 14 JUL 00 | EC H27508A 31 JUL 01 | EC H27478D 16 AUG 01 |
|---------------------|----------------------|-------------------|------------------------|------------------------|-------------------------|-------------------------|

Before Installation (Sections 1 through 8)

1.0 Machines Affected

Any previously installed 3494 Model L10, L12, L14, B16, B18, B10, B20 or Ax0 that is adding the "Remote Support Facility" (FC 2710) feature.

2.0 Prerequisites / Concurrent / Conflicts

None.

3.0 FFBMs To Be Installed

3.1 Remote Support Facility (FC 2710)

Based on the customer ordering location (i.e. USA or world trade country number), one of the following modem FFBMs within Sections 3.1.1 through 3.1.18 will be supplied:

3.1.1 USA / Canada / Mexico

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H9044) to **all domestic accounts**; and to **all Canadian (649) and Mexican (781) accounts**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7125 | Cable Assembly, Connectors and Modem |

3.1.2 Selective EMEA Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7024) to the following selected **EMEA country names (numbers)**: Czechia (668); Slovakia (693); Bosnia (699); Kazakhstan (694); Croatia (704); Serbia (707); Slovenia (708); Hungary (740); Jordan (762); Oman (805); Republic of Russia (821); Romania (826);and Ukraine (889).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7107 | Cable Assembly, Connectors and Modem |

3.1.3 Germany Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7027) to the country of **Germany (724) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7108 | Cable Assembly, Connectors and Modem |

3.1.4 Israel Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7030) to the country of **Israel (756) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7109 | Cable Assembly, Connectors and Modem |

3.1.5 Selective EMEA Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7033) to the following selected **EMEA country names (numbers)**: France (706); Italy (758); and Portugal (822).

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| FFBM | Description |
|---------|--------------------------------------|
| 05H7110 | Cable Assembly, Connectors and Modem |

3.1.6 Japan Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7036) to the country of **Japan (760) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7111 | Cable Assembly, Connectors and Modem |

3.1.7 Selective EMEA Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7039) to the following selected **EMEA country names (numbers)**: Belgium (624) and Netherlands (788).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7112 | Cable Assembly, Connectors and Modem |

3.1.8 New Zealand Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7042) to the country of **New Zealand (796) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7113 | Cable Assembly, Connectors and Modem |

3.1.9 Selective EMEA Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7045) to the following selected **EMEA country names (numbers)**: Iceland (674); Denmark (678); Norway (806); Poland (820); and Sweden (846).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7114 | Cable Assembly, Connectors and Modem |

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3.1.10 Sri Lanka / South Africa / Mozambique / Nigeria

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7048) to the following selected **EMEA country names (numbers)**: Sri Lanka (652); Mozambique (782); Nigeria (804); and South Africa (864).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7115 | Cable Assembly, Connectors and Modem |

3.1.11 Selective EMEA Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7051) to the following selected **EMEA country names (numbers)**: Cyprus (666); Dubai (677); Abu Dhabi (680); Kenya (764); and United Kingdom (866).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7116 | Cable Assembly, Connectors and Modem |

3.1.12 Selective APG Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7054) to the following selected **APG country names (numbers)**: Colombia (661); Costa Rica (663); Equador (683); Taiwan (Republic of China (858); Uruguay (869) and Venezuela (871).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7117 | Cable Assembly, Connectors and Modem |

3.1.13 Selective APG AND EMEA Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7057) to the following selected **APG and EMEA country names (numbers)**: Argentina (613); Brazil (631); Chile (655); Greece (726); India (744); Indonesia (749); Korea (766); Lebanon (768); Peru (815); Philippines (818); Saudi Arabia (832); Spain (838); Thailand (856); Turkey (862); and Egypt (865).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7118 | Cable Assembly, Connectors and Modem |

3.1.14 Austria Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7060) to the country of **Austria (618) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7119 | Cable Assembly, Connectors and Modem |

3.1.15 Switzerland Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7063) to the country of **Switzerland (848) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7120 | Cable Assembly, Connectors and Modem |

3.1.16 Finland Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7066) to the country of **Finland (702) ONLY**.

| FFBM | Description |
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| 05H7121 | Cable Assembly, Connectors and Modem |

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3.1.17 Australia Only

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7069) to the country of **Australia (616) ONLY**.

| FFBM | Description |
|---------|--------------------------------------|
| 05H7122 | Cable Assembly, Connectors and Modem |

3.1.18 Selective APG Locations

Note: Among other hardware, this FFBM will provide a modem (IBM P/N 05H7075) to the following selected **APG country names (numbers)**: Hong Kong (738); Red China (672); Malaysia (778); and Singapore (834).

| FFBM | Description |
|---------|--------------------------------------|
| 05H7124 | Cable Assembly, Connectors and Modem |

4.0 Preparation

None.

5.0 Programming Updates

None.

6.0 Purpose and Description

Provides the customer with necessary hardware to accommodate "Remote Support Facility" additions.

6.1 Purpose and Description

Provides the following hardware:

- Modem
- Modem cable
- Modem adapter

7.0 Installation Time

| CE Hours | Machine Hours | System Hours | No Of CEs |
|----------|---------------|--------------|-----------|
| 2.0 | 0.0 | 0.0 | 1 |

8.0 Special Tools and/or Materials Required

None.

Installation (Sections 9 through 12)

9.0 Safety

None.

10.0 Details Of Installation

MODEM INSTALLATION:

- **Model B18/B10/B20/Ax0:** Refer to "Remote Assistance Feature Installation" in the **(INST) Installation** chapter of the appropriate *IBM 3494 Virtual Tape Server MI*.
- **VTS Peer-to-Peer:** Refer to "Initializing the Modem" in the **(INST) Installation** chapter of the appropriate *IBM 3494 Peer-to-Peer Virtual Tape Server MI*.
- **Model L10/L12/L14:** Refer to "Remote Service Features" in the **(INST) Installation** section of the appropriate *IBM 3494 Tape Library MI*.

11.0 Test Procedure

INTERNAL CHECKS:

- **Model B16/B18/B10/B20/Ax0:** Refer to "Initializing the Modem" in the **(INST) Installation** chapter of the appropriate *IBM 3494 Virtual Tape Server MI*.
- **Model B18 Peer-to-Peer:** Refer to "Initializing the Modem" in the **(INST) Installation** chapter of the appropriate *IBM 3494 Peer-to-Peer Virtual Tape Server MI*.
- **Model L10/L12/L14:** Refer to "Remote Service Features" in the **(INST) Installation** section of the appropriate *IBM 3494 Tape Library MI*.

TEST REMOTE MAINTENANCE:

- Call your next level of support to ensure that they can access the 3494 B16/B18/B10/B20 VTS Controller or 3494 L10/L12/L14/Ax0 Control Unit through the modem.

12.0 Field Updating

None.

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After Installation (Sections 13 through 15)

13.0 Field Support Publications

None.

14.0 Parts Disposition

None.

15.0 Machine Records

- 1. Using existing procedures, update all appropriate records to reflect that FC 2710 (*Remote Support Facility*) was installed.
- 2. Using existing procedures, report installation and quality.