

# Netfinity® Server

## CUSTOMER SUPPORT PLAN

### Purpose of Support Plan

In this document, we are communicating the IBM® support available to you, procedures for obtaining support, and information on contacting IBM. Although this document's information is currently reliable, be aware that contracts, terms and conditions, support procedures, and assigned personnel can change at any time. This document does not modify or replace any contract in place between you and IBM and is subject to change, based on terms and conditions of the contracts in place between your organization and IBM. This document contains helpful information on hardware and

software reporting procedures, escalation processes (with a chart defining how problem severity levels are handled), plus other useful information you can access by phone and from the Web.



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## Support Overview for IBM Netfinity Server

This section describes what IBM offers you in Base Services and Support, IBM HelpCenter<sup>®</sup>, Enhanced Services and Support, plus an explanation of Severity Levels when reporting problems.

### Base Services and Support

When you buy new IBM systems from IBM or from our Business Partners, you also buy IBM's unique depth of experience and expertise. You buy support from people dedicated to developing systems solutions for your business. As always, we equip you with a wide variety of base services and support, typically including:

- ◆ Product and services information
- ◆ Seminars
- ◆ Product demonstrations
- ◆ Identification and selection of appropriate solutions, including:
  - Product configurations
  - Basic capacity plans without deliverables
  - Pricing
- ◆ Proposal development
- ◆ Systems Assurance Reviews for new IBM products
- ◆ Education planning assistance
- ◆ Software defect support through the IBM Software Support Center
- ◆ Installation planning assistance for new software licenses
- ◆ Physical planning assistance for non-customer setup equipment
- ◆ Installation planning assistance for non-customer setup equipment
- ◆ Server Startup - Installation assistance
- ◆ Warranty support of IBM hardware
- ◆ Repair of IBM hardware engineering and manufacturing defects

### NOTES

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## Your First Stop — IBM Online HelpCenter

Coverage .....	24 x 7 x 365
URL .....	<a href="http://www.pc.ibm.com/support/">www.pc.ibm.com/support/</a>
Phone .....	800-772-2227
Automated Fax .....	800-426-3395
BBS .....	919-517-0001

Access our extensive Web-based support or call the IBM HelpCenter when you need support for your IBM server. Collectively, 2500 specialists at 15 IBM international HelpCenters are available to support you 7 days a week, 24 hours a day, 365 days a year. Reach your IBM HelpCenter by telephone, the Internet, an automated fax system, and electronic bulletin boards. IBM has major international HelpCenters in Argentina, Australia, Brazil, Canada, China, Colombia, Ireland, Japan, Mexico, Scotland, and the United States. **HARDWARE SUPPORT** includes PCs and servers, network adapters, routers, bridges, hubs, ATM switches, and modems. **SOFTWARE SUPPORT** includes Microsoft® Windows NT/95™, Novell NetWare™, OS/2 Warp™ Server, SCO® Open Server™, UNIX™, and Linux®.

The **HelpCenter Team's** unique environment combines all the above skills into a virtual global team to give you a total-systems approach to solving problems. The team provides problem determination, problem source identification, and problem re-creation in well-equipped labs. The team has direct access to product engineering to help solve a problem, if required. And, through technical agreements and relationships with other vendors, we support selected other manufacturers' products. One highlight of our relationship with Microsoft is our **KIRKLAND PROGRAMMING CENTER** in Kirkland, WA, near Microsoft headquarters. At Kirkland, we have over 200 IBM engineers who can directly access Microsoft NT source code and Microsoft engineers to adapt Microsoft products to IBM hardware/software and to provide defect and technical support. IBM participates in early design and development with Microsoft, including Microsoft NT 5.0, daily bug-fix(es), and technical meetings directly with Microsoft engineers.

### Problem Escalation Using Severity Codes

The following severity codes determine how IBM escalates hardware and software problems. Use the severity code when placing the initial service request call to the IBM HelpCenter.

Severity 1— Crisis	Severity 2 — Major	Severity 3 — Minor	Severity 4 — Bypassed
The system (or a major application or component) goes down, critically impacting a customer's ability to do acceptable business.	A problem that causes a severe operational impact.	Any problem causing restricted function or minor impact on performance.	A circumvented problem.
No bypass alternatives are available.	Bypassing the problem is possible but not feasible.	Bypassing the problem is both possible and feasible.	The problem's impact is non-critical; does not affect operation.
Severity 1 requires total commitment of equipment and personnel by the customer and vendors to resolve the problem. Respective management groups are responsible for assigning personnel.	Severity 2 requires the failing component be available for repair.	Deferred maintenance may be acceptable.	Deferred maintenance is acceptable.

## Services Overview for IBM Netfinity Servers

The IBM services structure consistently supports hardware and software across all IBM platforms. Our services portfolio offers IBM customers direct access to IBM technical experts and the ability to customize a support program for your specific needs. We focus on delivering business-critical, high-availability support and service, including increased availability of maintenance parts; support specialists at the local, regional and area levels; and customer service representatives and technical support managers assigned to your business.

### Base Service and Support (Hardware Only)

IBM offers the best Intel<sup>®</sup> processor-based server support in the industry. Our long history with integrated systems furnishes you with high-availability support and service, designed and optimized to meet your business needs.

IBM stands behind its server products with its 3-year, on-site warranty. This warranty includes hardware problem-determination performed on-site (as well as remotely), with IBM's latest technology and tools. Labor and IBM parts are covered for the full duration of the warranty period, including parts identified during predictive-failure analysis along with the installation of required engineering changes. This warranty not only offers more than the typical industry-standard warranty, but IBM was the first to offer coverage on predictive-failure.

#### Base Warranty for the Netfinity Server

- 3 year on-site parts and labor
- Response by the next business day
- "5 x 9" coverage — Monday through Friday, 8AM to 5PM your time

#### Warranty Upgrade

In addition to our standard warranty, IBM offers an optional upgrade to:

- Response on same business day, with a Priority Response goal of 4 hours
- "24 x 7 x 365" (24 hours a day, 7 days a week, 365 days a year) coverage
- Coverage not just for major cities, but also for your servers in remote areas
- 2-hour response option

### Why IBM Service?

IBM is uniquely qualified to deliver a caliber of service and support that allows businesses to concentrate on doing business. Why? Because:

- ◆ 140,000 people worldwide deliver IBM support and service in 164 countries.
- ◆ 2,500 IBM support specialists handle thousands of customer and Business Partner calls each month, in 22 languages from 15 HelpCenters around the world.
- ◆ Maintenance parts are available from IBM's 144 parts-stocking locations in the US and 479 locations worldwide. See the "Warranty Upgrade" section above.
- ◆ More than 4,000 IBM and Business Partner specialists have been rigorously trained in the TechConnect<sup>®</sup> certification program for IBM Intel processor-based servers.

## Additional IBM Fee-Based Service Offerings

Complementing IBM's already extensive list of services and support capabilities is our package of network- and server-based services. These packaged and customized offerings give you a full suite of network solutions for your business, including the following types of services:

- ◆ Network design
- ◆ Connectivity, cabling, and fiber
- ◆ Network monitoring and management
- ◆ Systems management
- ◆ Asset management
- ◆ Site readiness, UPS, environmental, and HVAC
- ◆ Relocation
- ◆ Capacity and performance planning
- ◆ Help-desk
- ◆ End-user support
- ◆ Education
- ◆ Disaster and business recovery
- ◆ Backup and restore
- ◆ Out-sourcing
- ◆ Warranty upgrades and post-warranty maintenance agreements

For more information and a complete list of offerings, contact your local IBM Business Partner, your IBM Global Services Marketing Representative, or view the IBM Global Services site at [www.ibm.com/services/](http://www.ibm.com/services/)

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## Electronic Support, Education, and Service Programs for IBM Netfinity Server

The following programs enhance IBM's Netfinity Servers support and service:

- ◆ IBM Netfinity Manager™
- ◆ MoST Connect
- ◆ Remote Connect
- ◆ Electronic Support (e-Support)
  - Personalized support page
  - Update Connector
  - Proactive E-Mail
  - IBM Knowledge Base
  - Discussion Forums
- ◆ The IBM TechConnect® Program
- ◆ SystemXtra®
- ◆ ServerProven™
- ◆ Server Start Up

### IBM Netfinity Manager

Included at no additional charge with IBM Netfinity and PC Servers, IBM Netfinity Manager™ provides seamless integration as well as robust enterprise and workgroup management. By simplifying remote management, Netfinity Manager software allows you to maintain proactive control of your networked business systems. Functionality includes:

- ◆ Scheduled asset management
- ◆ Proactive problem determination and notification
- ◆ System component monitors and thresholds
- ◆ Automated alert actions
- ◆ Trend analysis for optimum performance tuning

### MoST Connect

MoST Connect directly links a customer's IBM Netfinity Server, the IBM field server specialist at the customer's site, and the IBM HelpCenter subject matter experts — bringing together hardware and software support specialists to look at what is happening in “real time” and to resolve problems on the spot. Available through IBM Global Services at [www.ibm.com/services/](http://www.ibm.com/services/) at no additional charge.

Remote Connect IBM Netfinity Servers can “Call Home” for assistance. If the IBM Netfinity Server experiences a problem, the server then dials IBM to set in motion the right level of

support to keep the server up and running. Optionally, customers can select to have IBM contact them directly to provide this type of service. When registering for Remote Connect, customers may complete an online profile of their IBM Netfinity Server at [www3.pc.ibm.com/support/netfinity/](http://www3.pc.ibm.com/support/netfinity/) Remote Connect is available only on selected models of Netfinity Servers and currently requires the following minimums:

HARDWARE (SYSTEM) REQUIREMENTS	SOFTWARE REQUIREMENTS
486/66 MHz (the customer's network)	OS/2® Warp 4, FixPack 4
32MB RAM	Netfinity Manager 5.0
512 MB hard drive	
Modem — 28.8 (Hayes® compatible)	
Analog phone line attached	

## e-support

URL [www.pc.ibm.com/support/](http://www.pc.ibm.com/support/)

Get easy access to the technical support information you need. From one centralized location, the IBM HelpCenter brings you online publications, software/product/parts information, user guides, hints and tips, frequently asked questions, and downloadable files.

### Personalized Support Page

You can sign up to create a personalized support page for your IBM system(s) and be eligible to participate in special Internet support programs in the future.

### Update Connector

Another IBM HelpCenter Web enhancement is an automated service for updating your Netfinity and PC Server BIOS and driver files. Called *Update Connector*, it is the quickest and most convenient way to access the latest BIOS and driver code. Connecting and executing through the Web, Update Connector searches your system's configuration, determines the levels of BIOS and drivers currently installed, then notifies you of the latest levels. At your discretion, Update Connector can automatically send you the latest versions for your system and prepare them for installation at your convenience.

### Proactive E-Mail

Available at no charge to customers who register their systems at IBM's PC support Web site ([www.pc.ibm.com/support/](http://www.pc.ibm.com/support/)), Proactive E-mail will automatically notify you when upgrades and/or pertinent technical information is available for your particular system(s). E-mail message content will cover various topics, including downloadable files, Frequently-Asked Questions, performance hints, technical tips, and parts information.

### IBM Knowledge Base

The IBM Knowledge Base helps customers quickly and easily diagnose problems on their systems — problems ranging from simple “how to” questions to more complex issues such as networking and communications. Users are guided from problem to resolution by asking simple questions based on the collective experience of IBM’s senior support specialists.

### Discussion Forums

The Discussion Forum (often called a message board) is a Web-based discussion area. It’s a way for you to get up-to-date, accurate help without “waiting on hold.” Using the Forums, you may find your question already answered by another customer or by IBM support technicians monitoring the Forums. Unlike “chat,” you do not have to be logged on at the same time to exchange ideas. With the Forum, messages are posted in a semi-public area where others can read and respond to the question at any time.

## IBM TechConnect

URL ..... [www.pc.ibm.com/techconnect/](http://www.pc.ibm.com/techconnect/)

E-Mail ..... [techconn@us.ibm.com](mailto:techconn@us.ibm.com)

TechConnect® (no membership fees) is open to all qualified technical professionals. Choose the appropriate level of membership: Associate or Certification Candidate.

### Associate Membership

As an Associate Member, you’ll immediately be linked to the vast technical resources of IBM. Four times a year, you’ll receive a *TechConnect CD* brimming with new product information, industry articles, and hot links to our Web page (more than 10,000 pages of news and technical information). In addition, we’ll send you a separate *Drivers and Fixes CD* for quick access to current files.

### Certification Candidate Membership

When you join TechConnect as a Certification Candidate Member, you can become an *IBM Certified Professional Server Expert (PSE)* or *Professional Server Specialist (PSS)*. As a PSE, you will have special access to IBM enhanced technical support, such as:

- ♦ Priority access to IBM HelpCenters worldwide
- ♦ An invitation to *IMPACT*, the worldwide event for PSEs

## IBM SystemXtra

URL [www.pc.ibm.com/us/systemxtra/](http://www.pc.ibm.com/us/systemxtra/)

Phone ..... 800-426-7255, ext.4749

A new life-cycle management offering, SystemXtra® returns real business value for your IT investment, including the latest remote manageability, monitoring, security, and investment protection technologies on many IBM systems. It also includes:

- ♦ Network management and support services
- ♦ Clustering Solution Planning services
- ♦ Financing that can deliver both hardware and services at an attractive monthly fee
- ♦ *Technology Exchange*, a flexible and affordable option for updating PC hardware with newer technology after only two years

The SystemXtra offering can be packaged with a range of hardware products.



## Netfinity ServerProven Compatibility

URL ..... [www.pc.ibm.com/us/compat/](http://www.pc.ibm.com/us/compat/)

ServerProven™ takes the complexity out of configuring, installing, and setting up your IBM Netfinity Server's options, network operating systems, and applications. We've carefully tested hundreds of products from Options by IBM (OBI) and other leading industry vendors such as 3Com, Adaptec, Madge, SMC, and Symbios for compatibility with IBM Netfinity, so you can add new capabilities with confidence.

Results are published in a comprehensive list and updated frequently on our Web site at [www.pc.ibm.com/us/compat/serverproven/serverproven.html](http://www.pc.ibm.com/us/compat/serverproven/serverproven.html) The products listed as ServerProven operate in the environments tested. And, we have expanded our ServerProven program to incorporate *ServerProven Solutions*, a commitment by IBM to work with independent software vendors and industry-leading hardware manufacturers to provide you with fully integrated solutions. Comprehensive testing of both the software applications and hardware products during the development cycle of IBM servers will provide you with improved performance, simplified installation, and guidelines for correct configurations that meet your business requirements.

## Server Start Up

The IBM Netfinity/PC Server Start Up Support Program provides assistance with the following:

- ◆ Setup, installation, and configuration of base network operating systems and options from vendors identified as part of the Server Start Up Support program. Included are problem determination and problem ownership for the supported network operating systems and tested options.
- ◆ First client connection to verify connectivity. For more information, see [www.pc.ibm.com/us/netfinity/serproven\\_index.html](http://www.pc.ibm.com/us/netfinity/serproven_index.html)

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## Phone Directory of IBM Support

**Customer Service Center** ..... 1-800-IBM-4YOU (426-4968)

- *A single point of contact if you do not know who to call at IBM*
- *Provides assistance and information on IBM products and services, seminars and classes, marketing assistance, and more*

**Education and Training ("IBM Teach")** ..... 1-800-426-8322

- *To receive information and/or enroll, call between 7 AM - 7 PM CST Monday - Friday.*

**HelpCenter** ..... 1-800-772-2227

- *Assists with installation, configuration, and hardware/software problem determination*
- *Assists with Netfinity Server hardware/NOS, top network operation systems (IBM OS/2 Warp Server, Novell NetWare, Microsoft NT, SCO UNIX, and Linux®); popular network interface cards and adapters, and network clients. See compatibility page at [www.pc.ibm.com/us/compat/](http://www.pc.ibm.com/us/compat/)*

**InfoLine** ..... 1-800-IBM-4YOU (426-4968)

- *For general information about how to get technical support or information on IBM products*
- *For answers to general questions about IBM when you don't know where else to turn, call IBM InfoLine from 7 AM - 7 PM, CST Monday - Friday. InfoLine representatives help callers contact the proper person, organization, office, etc. within IBM.*

**Parts Order Center (Boulder)** ..... 1-800-388-7080

- *To place a parts order for PCs, typewriters, and some printers, call between 7 AM - 6 PM, CST Monday - Friday.*
- *NOTE: Please be prepared to provide the IBM part number.*

**Automated Fax Service** ..... 1-800-IBM-4FAX (426-4329)

- *To receive faxed-back documents on all IBM product types*

**Publication Orders and SLSS Support** ..... 1-800-879-2755

- *To order publications or receive SLSS support; 8:30 AM - 7:00 PM EDT Monday - Friday.*

**ServerGuide Updates** ..... 1-800-513-7043

- *To receive updates for the IBM ServerGuide CD-ROM*

**Support Center - Hardware** ..... 1-800-IBM-SERV (426-7378)

- *Serves as the primary contact for hardware problem reporting*
- *Accepts calls for repairing hardware covered by an IBM Maintenance Agreement*

## IBM Web Site URLs

Corporate Home Page .....	<a href="http://www.ibm.com/">www.ibm.com/</a>
Financing Options .....	<a href="http://www.financing.ibm.com/">www.financing.ibm.com/</a>
Hardware Service Manuals .....	<a href="http://www.pc.ibm.com/us/cdt/hmm.html">www.pc.ibm.com/us/cdt/hmm.html</a>
IBM Business Recovery Services .....	<a href="http://www.brs.ibm.com/">www.brs.ibm.com/</a>
IBM Global Services, US .....	<a href="http://www.ibm.com/services/">www.ibm.com/services/</a>
Netfinity Server News .....	<a href="http://www5.pc.ibm.com/us/me.nsf/News%5cNetfinity">www5.pc.ibm.com/us/me.nsf/News%5cNetfinity</a>
Netfinity Servers .....	<a href="http://www.pc.ibm.com/us/netfinity/index.html">www.pc.ibm.com/us/netfinity/index.html</a>
Operating Systems .....	<a href="http://www.software.ibm.com/os/">www.software.ibm.com/os/</a>
PC Institute .....	<a href="http://www.pc.ibm.com/training/us_home.html">www.pc.ibm.com/training/us_home.html</a>
Personal Systems Group, (PSG, formerly PC Co.) .....	<a href="http://www.pc.ibm.com/us/">www.pc.ibm.com/us/</a>
Personal Systems Software Services .....	<a href="http://ps.software.ibm.com/">ps.software.ibm.com/</a>
Redbooks .....	<a href="http://www.redbooks.ibm.com/">www.redbooks.ibm.com/</a>
Server Options (Accessories, Upgrades, Monitors) .....	<a href="http://www.pc.ibm.com/us/options/">www.pc.ibm.com/us/options/</a>
ServerProven Compatibility .....	<a href="http://www.pc.ibm.com/us/compat/">www.pc.ibm.com/us/compat/</a>
Server Support (HelpCenter) .....	<a href="http://www.pc.ibm.com/support/">www.pc.ibm.com/support/</a>
Server Technical Library .....	<a href="http://www.pc.ibm.com/us/netfinity/tech_library.html">www.pc.ibm.com/us/netfinity/tech_library.html</a>
SystemXtra .....	<a href="http://www.pc.ibm.com/us/systemxtra/">www.pc.ibm.com/us/systemxtra/</a>
TechConnect .....	<a href="http://www.pc.ibm.com/techconnect/">www.pc.ibm.com/techconnect/</a>
<i>TCdigest</i> Support Newsletter .....	<a href="http://www.ibm.com/support/tcp/">www.ibm.com/support/tcp/</a>
Year 2000 .....	<a href="http://www.ibm.com/ibm/year2000/index.html">www.ibm.com/ibm/year2000/index.html</a>