

IBM System Storage DS3000 series Express Models

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At a glance

The System Storage DS3000 series Express Models help small and medium businesses meet the demand of growing data capacity in a simple and affordable solution that combines the storage enclosure with the right options.

Features:

- 2 U rack-mount enclosure with 12 easily accessible drive bays
- Support for dual-ported and hot-swappable SAS disks at 10,000 and 15,000 rpm speeds
- Scalability of up to 3.6 TB storage capacity with 300 GB hot-swappable SAS disks
- Expandability up to 14.4 TB by attaching up to three additional EXP3000s or a total of 48 HDDs
- Built-in reliability features with dual-redundant power supplies standard
- Three-year limited warranty¹ on parts and labor

For ordering, contact:

Your IBM representative or the Americas Call Centers at

800-IBM-CALL Reference: SE001

Overview

The DS3000 series is a new family of external storage enclosures from IBM. The family includes the System Storage™ DS3200 and DS3400 storage systems. The DS3200 and DS3400 are designed to be an easy, scalable, flexible, and affordable storage solution for System x™ and BladeCenter® servers.

The System Storage DS3000 series Express Models combine a DS3200 or DS3400 with the right options that help you create an external storage configuration easily and quickly. The DS3000 series Express Models include:

- DS3200 Single Controller Express Model
 - 1 x DS3200 Single Controller model
 - 1 x IBM SAS HBA Controller
 - 1 x IBM 3m SAS Cable
- DS3200 Dual Controller Express Model
 - 1 x DS3200 Dual Controller model
 - 2 x IBM SAS HBA Controller

- 2 x IBM 3m SAS Cable
- DS3400 Single Controller Express Model
 - 1 x DS3400 Single Controller model
 - 2 x 5m Fiber Optic Cable LC-LC
 - 2 x 4-Gbps SW SFP Transceiver
- DS3400 Dual Controller Express Model
 - 1 x DS3400 Dual Controller model
 - 4 x 5m Fiber Optic Cable LC-LC
 - 4 x 4-Gbps SW SFP Transceiver
- Three-year limited warranty¹ on parts and labor

¹

For information on the IBM Statement of Limited Warranty, visit

http://www.ibm.com/servers/support/machine_warranties/

Call 800-426-7378 or contact your IBM representative or reseller. Copies are available upon request.

Key prerequisites

Supported System x and BladeCenter server configurations that include:

- Supported operating system
- Backup application software
- Supported racks
- Power source and cables

Planned availability date

April 13, 2007

Description

IBM System Storage DS3200 and DS3400 Express Models

IBM DS3000 system storage RAID controllers support the large and growing data storage requirements of business-critical applications. These scalable solutions offer you data access and protection to meet your existing storage requirements and prepare for the future.

The IBM System Storage DS3200 and DS3400 Express models (machine type 1726, Models 21E, 22E, 41E, and 42E) are designed to provide solutions to meet midrange and departmental storage requirements for advanced function, high availability, modular and scalable storage capacity, Serial Attached SCSI (SAS) or Fibre Channel (FC) connectivity, and support for RAID levels 0, 1, 3, 5, and 10.

DS3200 Single Controller Express Model

- 1 x DS3200 Single Controller model 1726-21X
- 1 x IBM SAS HBA Controller (25R8060)
- 1 x IBM 3m SAS Cable (39R6531)

DS3200 Dual Controller Express Model

- 1 x DS3200 Dual Controller model 1726-22X
- 2 x IBM SAS HBA Controller (25R8060)
- 2 x IBM 3m SAS Cable (39R6531)

DS3400 Single Controller Express Model

- 1 x DS3400 Single Controller model 1726-41X
- 2 x 5m Fiber Optic Cable LC-LC (39M5697)
- 2 x 4-Gbps SW SFP Transceiver (39R6475)

DS3400 Dual Controller Express Model

- 1 x DS3400 Dual Controller model 1726-42X
- 4 x 5m Fiber Optic Cable LC-LC (39M5697)
- 4 x 4-Gbps SW SFP Transceiver (39R6475)

A 2 U rack-mountable enclosure houses the DS3200 and DS3400 Express Models' redundant, dual, or single-active RAID controllers with up to four SAS ports per controller for attachment of host servers, and EXP3000 Expansion Enclosures with up to 12 3-Gbps SAS drives.

The DS3200 and DS3400 Express Models support attachment of up to three EXP3000 Expansion Enclosures, resulting in the capability to connect to up to 48 disk drives and enabling storage configurations of over 14.4 TB using 300 GB SAS hard drives. The DS3200 and DS3400 Express Models support configurations of SAS disks. Advanced DS3000 storage management and copy service options functions are available for the DS3200 and DS3400 Express Models, including FlashCopy® and VolumeCopy.

The DS3200 Express Models support up to three hosts in a redundant direct-attached SAS configuration. The DS3400 Express Models support direct-attach and Fibre Channel attachment. The DS3000 Storage Manager client is also available for the DS3200 and DS3400 Express Models. This storage management software is designed to help centralize storage management, help simplify partitioning of the DS3000 series storage into as many as 16 virtual servers, and strategically allocate storage capacity to maximize storage space.

The DS3200 and DS3400 Express Models support high-availability functions, such as redundant and hot-pluggable power supplies and fans.

IBM System Storage DS3200 and DS3400 Express Models support easy customer servicing. Most replaceable items and components are easily accessible for replacement from either the front or the back.

The System Storage DS3200 and DS3400 enclosures offer:

- Twelve easily accessible drive bays
- Support for SAS and FC technology, which offers enhanced performance and flexible expandability over SCSI technology
- A 2 U rack-mount enclosure
- Scalability of up to 3.6 TB of storage capacity with 300 GB hot-swappable SAS disks
- Two mini-SAS connectors on a standard single or four on a dual FC ESM, to connect to System x servers
- Redundant and hot-pluggable power supplies and fans
- Support for RAID 0, 1, 3, 5, and 10

Product positioning

IBM System Storage DS3000 series

The IBM System Storage DS3000 series is the new family of storage enclosures from IBM. The DS3000 series is specifically designed to address the needs of small and medium businesses. With many small business IT departments having one or a part-time administrator and limited time to spend on data management, the DS3000 series can be easily installed without extensive knowledge or effort.

The DS3000 Storage Manager software was designed for easy implementation for an unseasoned administrator. The task-oriented management interface of the DS3000 Storage

Manager presents tasks to the administrator first and then asks which object to perform the tasks on. Thus, the management application's task-oriented interface removes the resistance that many organizations have with moving to an external storage solution. The scalability of the DS3000 series allows businesses to respond to their constantly changing storage environment. By starting small, the DS3000 series allows users to make additional investments in their infrastructure only when their data growth necessitates it. The DS3000 series capacity is increased either by adding hard disk drives or by expanding the configuration and adding EXP3000 expansion units. Both these operations can be done without having to shut down the storage enclosure. This means no impact to your environment and gives users control of their data storage as they expand capacity on an as-needed basis.

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

Features include:

- 2 U rack-mount enclosure with 12 easily accessible drive bays
- Support for RAID 0, 1, 3, 5, and 10
- Support for dual-ported, and hot-swappable SAS disks at 10,000 and 15,000 rpm speeds
- Scalability of up to 3.6 TB of storage capacity with 300 GB hot-swappable SAS disks
- Expandability by attaching up to three EXP3000s, or a total of 48 hard disk drives
- Built-in reliability features with dual-redundant power-supplies standard
- Three-year limited warranty¹ on parts and labor

Business Partner information

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

BP Attachment for Announcement Letter 107-170

<https://www.ibm.com/partnerworld/mem/sla.jsp?num=107-170>

Trademarks

System Storage and System x are trademarks of International Business Machines Corporation in the United States or other countries or both.

BladeCenter, FlashCopy, and xSeries are registered trademarks of International Business Machines Corporation in the United States or other countries or both.

Other company, product, and service names may be trademarks or service marks of others.

Publications

The following publications are shipped with the product, as appropriate. Additional copies are available. To order, contact your IBM representative.

Title	Order number
DS3000 Installation CD	43W7826
Installation Guide	42D2148
Safety Flyer	24P2824

The following publications are available immediately. To order, contact your IBM representative.

Title	Order number
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DS3000 Installation CD	43W7826
Installation Guide	42D2148
Safety Flyer	24P2824
Install Manual	59P5370
Flyer Manual	59P5371

IBM Publications Center Portal

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided, as well as payment options via credit card. A large number of publications are available online in various file formats, which can currently be downloaded free of charge.

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

The product books are offered in source file form as a no-charge feature number. The source files are shipped on the same media type as the basic machine-readable material.

Services

Global Technology Services

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

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

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

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

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

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

For details on education offerings related to specific products, visit

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

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

xSeries® and BladeCenter® support services

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

- **Continuous system monitoring**

Exclusive electronic monitoring that helps speed up problem-solving with automated, early detection of potential problems and system errors.

- **Hardware maintenance**

World-class remote and on-site hardware problem determination and repair services.

- **Software technical support**

Unlimited help line calls for fast, accurate answers to your questions during installation and throughout ongoing operations.

For more information, visit

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

Technical information

Specified operating environment

Physical specifications

1726 Express Models 21X, 22X, 41X, 42X

- Width: 482 mm (18.98 in)
- Depth: 521 mm (20.51 in)
- Height: 87.20 mm (34.33 in)
- Maximum weight: Up to 27.2 kg (60 lb) fully configured

Installation time is approximately 30 minutes.

To assure installability and serviceability in non-IBM industry-standard racks, review the installation planning information for any product-specific installation requirements.

Standards

Product safety conformance

- CB Report
- cUL
- TUV
- NOM
- Taiwan — BSMI- Power Supply

EMC conformance

- European Union: CE Mark
- Taiwan: BSMI CNS13438
- RoHS
- Australia and New Zealand: ACA C-Tick
- China (CCC)
- GS Mark (DEMKO)
- Russia: GOST
- Japan: VCCI
- WEEE
- U.S.: FCC

Operating environment

1726 Express Models 21E, 21E, 41E, 42E

- Temperature: 10° to 40°C, 50° to 104°F
- Relative humidity: 20% to 80% (noncondensing)
- Wet bulb: 26°C (79°F) maximum
- Electrical ratings: 100-240 V ac, 50-60 Hz, 0.8 A
- Electrical power: 21-watt maximum operating

Hardware requirements:

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

IBM System Storage DS3000 offers:

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

Software requirements: System Storage DS3000 controllers are supported on both System x and BladeCenter server systems using the operating system and application software installed on the systems.

Compatibility:

Note: Consult operating system support on the using servers.

For compatibility information, consult ServerProven®

<http://www.ibm.com/servers/eserver/serverproven/compat/us/>

The DS3200 and DS3400 Express Model controllers function with System x and BladeCenter servers.

Limitations: To avoid damage to the server, always disconnect and remove controllers before relocating or shipping the server.

User group requirements: This announcement satisfies or partially satisfies requirements from one or more of the worldwide user group communities. Groups include COMMON, COMMON Europe, Guide Share Europe (GSE), InterAction (Australia/New Zealand), Japan Guide Share (JGS), and SHARE Inc.

Planning information

Customer responsibilities: Physical planning is a customer responsibility.

The 2 U DS3000 Enclosure is designated as a customer setup unit (CSU).

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

Cable orders: A SAS or FC cable is required to attach the enclosure to the server. Customers are responsible for selecting and ordering the correct cables.

Installability: Installation time for the 2 U DS3000 Enclosure 1726 is approximately 30 minutes. Refer to the IBM 2 U DS3000 1726 Installation Guide for more information.

Packaging

Product	Items included	Number of boxes
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1726	2 U 12-bay Storage Enclosure	1
	Power cord (PDU)	
	User Guide CD	
	Warranty Guide	
	Barcode labels	
	Safety Pointer Flyer	

44E7754	Pubs Shpgroup	1
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Supplies: IBM DS3000 Storage Systems can be purchased through the dealers around the world, or to purchase a 2 U DS3000 Storage Enclosure, visit

<http://www.ibm.com/server/eserver/xseries/network.html>

Security, auditability, and control

These products use the security and auditability features of the host hardware, host software, and application software.

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

IBM Electronic Services

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

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

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

To learn how Electronic Services can work for you, visit

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

Terms and conditions

Volume orders: Contact your IBM representative.

IBM credit corporation financing: Yes

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

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

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

Warranty period

- System hardware — Three years

Note: Battery is a consumable and has no warranty.

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

Warranty service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response-time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside IBM's normal service area. Contact your local IBM representative or your reseller for country- and location-specific information.

Customer replaceable unit (CRU) (keyboard, mouse, speaker, memory, HDD) service and on-site service for other selected parts.

CRU service: IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM at any time on your request. CRUs are designated as being either a Tier 1 or a Tier 2 CRU. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU, at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service specified.

Based upon availability, CRUs will be shipped for next-business-day delivery. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

The following parts have been designated as Tier 1 CRUs:

- Bezel
- Fillers
- Shell
- System service label
- Rack kit
- Tray, media
- Rear panel, card/cable asm
- Management module
- Blower
- Fan pack
- Power supply
- HDDs
- Line cord

On-site service: IBM on-site repair (IOR), 9 hours per day, Monday through Friday excluding holidays, next-business-day (NBD) response. IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose. On-site service is not available in all countries, and some countries have kilometer or mileage limitations from an IBM service center. In those locations where on-site service is not available, the normal in-county service delivery is used.

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

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

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

To determine the eligibility of your computer and to view a list of countries where service is available, visit

http://www.ibm.com/servers/support/machine_warranties/

For more information on IWS, refer to Services Announcement 601-034, dated September 25, 2001.

Note: Due to the Earth's magnetic field, CRT monitors are manufactured to work in northern, southern, and equatorial regions of the Earth and may not produce a satisfactory image when moved between them. Any required adjustment (if possible) is not covered under IWS and may be subject to a chargeable action. The magnetic field does not affect flat-panel LCD monitors.

Licensing: Programs included with this product are licensed under the terms and conditions of the license agreements that are shipped with the system.

Maintenance services

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

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

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

CRUs will be provided as part of the machine's standard warranty CRU service except that you may install a Tier 1 CRU yourself or request IBM installation, at no additional charge, under one of the on-site service levels specified.

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose.

The following warranty service upgrade options are available:

- IOR, 9 hours per day, Monday through Friday excluding holidays, 4-hour average response
- IOR, 24 hours per day, 7 days a week, 4-hour average response
- IOR, 24 hours per day, 7 days a week, 2-hour average response

Maintenance service: If required, IBM provides repair or exchange service depending on the type of maintenance service specified for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response-time

objectives and are not guaranteed.

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

IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

On-site service: IOR, IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose.

The following on-site service options are available:

- IOR, 9 hours per day, Monday through Friday excluding holidays, NBD response
- IOR, 9 hours per day, Monday through Friday excluding holidays, 4-hour average response
- IOR, 24 hours per day, 7 days a week, 4-hour average response
- IOR, 24 hours per day, 7 days a week, 2-hour average response

Maintenance service (ICA)

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

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

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

CRUs will be provided as part of the machine's standard warranty CRU service except that you may install a Tier 1 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service specified.

IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose.

The following warranty service upgrade option is available:

- IOR, 24 hours per day, 7 days a week, 4-hour average response

Maintenance service: If required, IBM provides repair or exchange service depending on the type of maintenance service specified for the machine. IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM Web site. You must follow the problem determination and resolution procedures that IBM specifies. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response-time objectives and are not guaranteed.

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

IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, return instructions and a container are shipped with the replacement CRU, and you may be charged for the replacement CRU if IBM does not

receive the defective CRU within 30 days of your receipt of the replacement.

On-site service: IOR. IBM will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the IBM machine. The area must be clean, well-lit, and suitable for the purpose.

The following on-site service options are available:

- IOR, 9 hours per day, Monday through Friday excluding holidays, NBD response
- IOR, 24 hours per day, 7 days a week, 4-hour average response

Non-IBM parts support

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

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

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

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

IBM hourly service rate classification: One

Field-installable features: No

Model conversions: No

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

Graduated program license charges apply: No. These products do not contain licensed internal code or licensed machine code.

Educational allowance: None

Prices

Product charges

The following are newly announced features on the specified models of the IBM xSeries 1726 machine type:

Description	Model number	Feature number	IBM list price(2)	Initial / MES/ Both/ Support	CSU
System Storage DS3200 Single Controller Express Model	HC2	2620	\$4,199	Initial	Y
System Storage DS3200 Dual	HC2	2621	6,249	Initial	Y

Controller Express Model

System Storage DS3400 Single Controller Express Model	HC4	2622	5,899	Initial	Y
System Storage DS3400 Dual Controller Express Model	HC4	2623	8,749	Initial	Y

(2) List price does not include tax or shipping and is subject to change without notice. Reseller prices may vary.

The following are features already announced for the 1727 machine type:

Single Entity Offerings (SEOs)

Description	SEO Number	IBM list price	Field install only	Plant install only
System Storage DS3200 Single Controller Express Model	172621E	\$4,199	N	N
System Storage DS3200 Dual Controller Express Model	172622E	6,249	N	N
System Storage DS3400 Single Controller Express Model	172641E	5,899	N	N
System Storage DS3400 Dual Controller Express Model	172642E	8,749	N	N

ServicePacs for warranty and maintenance

Machine type/model	Description	ServicePac Part number	ServicePac TMF Part Number
1726-HC2 -21E, -22E	3-year IOR 9 x 5 4-hour response	44J8067	675600D
1726-HC2 -21E, -22E	3-year IOR 24 x 7 4-hour average response	44J8068	675600F
1726-HC2 -21E, -22E	3-year IOR 24 x 7 2-hour average response	44J8069	675600G
1726-HC2 -21E, -22E	5-year IOR 24 x 7 4-hour average response	44J8070	675600H
1726-HC2 -21E, -22E	5-year IOR 24 x 7 2-hour average response	44J8071	675600J
1726-HC2 -21E, -22E	1-year MA IOR 9 x 5 NBD response	38R3769	6756D84
1726-HC2 -21E, -22E	1-year MA IOR 9 x 5 4-hour average response	38R3770	6756D85
1726-HC2 -21E, -22E	1-year MA IOR 24 X 7 4-hour average response	38R3771	6756D86
1726-HC2 -21E, -22E	1-year MA IOR 24 x 7 2-hour average response	38R3772	6756D87
1726-HC2 -21E, -22E	2-year MA IOR 9 x 5 NBD response	38R3773	6756D88
1726-HC2 -21E, -22E	2-year MA IOR 9 x 5 4-hour average response	38R3774	6756D89

1726-HC2 - 21E, - 22E	2-year MA IOR 24 X 7 4-hour average response	38R3775	6756D90
1726-HC2 - 21E, - 22E	2-year MA IOR 24 x 7 2-hour average response	38R3776	6756D91
1726-HC4 - 41E, - 42E	3-year IOR 9 x 5 4-hour response	44J8072	675600K
1726-HC4 - 41E, - 42E	3-year IOR 24 x 7 4-hour average response	44J8073	675600L
1726-HC4 - 41E, - 42E	3-year IOR 24 x 7 2-hour average response	44J8074	675600M
1726-HC4 - 41E, - 42E	5-year IOR 24 x 7 4-hour average response	44J8075	675600N
1726-HC4 - 41E, - 42E	5-year IOR 24 x 7 2-hour average response	44J8076	675600P
1726-HC4 - 41E, - 42E	1-year MA IOR 9 x 5 NBD response	38R3782	6756J53
1726-HC4 - 41E, - 42E	1-year MA IOR 9 x 5 4-hour average response	38R3783	6756D92
1726-HC4 - 41E, - 42E	1-year MA IOR 24 X 7 4-hour average response	38R3784	6756D93
1726-HC4 - 41E, - 42E	1-year MA IOR 24 x 7 2-hour average response	38R3785	6756D94
1726-HC4 - 41E, - 42E	2-year MA IOR 9 x 5 NBD response	38R3786	6756D95
1726-HC4 - 41E, - 42E	2-year MA IOR 9 x 5 4-hour average response	38R3787	6756D96
1726-HC4 - 41E, - 42E	2-year MA IOR 24 X 7 4-hour average response	38R3788	6756D97
1726-HC4 - 41E, - 42E	2-year MA IOR 24 x 7 2-hour average response	38R3789	6756D98

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