



IBM ServicePac offering - Maintenance Offerings for Multivendor Server products

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Overview

This range of IBM® ServicePac® provides one or two years of IBM maintenance with 24x7x4hr response or 9x5x4hr response for selected multivendor servers. The easy registration process of the attractively priced ServicePac offerings helps to ensure that high-quality maintenance services can be provided by IBM on selected HP Servers.

The intention is to enable IBM Business Partners to offer their customers continuity of service after the multivendor warranty period expires. The number of unique ServicePac offerings are kept to a minimum with each part number supporting a number of machine types.

ServicePac details can be found at

<https://www-304.ibm.com/sales/gss/download/spst/spmv/spstmvController>

ServicePac offerings have a part number and can be ordered through SAP in the same manner as IBM products.

The ServicePac must be registered by the customer within 15 days of purchase by using the online registration at

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

Failure to register may result in a delay in the service due to entitlement validation.

These offerings are valid from the purchase date of the ServicePac .

Planned availability date

May 14, 2013

Description

Maintenance ServicePacs for Multivendor products

The following ServicePac part numbers are valid in Ireland and United Kingdom:

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description
65Y4900	MV105	1YR Maint 7x24x4hr	B582 000	HP Proliant 8500
65Y4901	MV106	2YR Maint 7x24x4hr		

65Y4902	MV107	1YR	Maint	7x24x4hr	BX31	000	HP	Proliant	BL10E
65Y4903	MV108	2YR	Maint	7x24x4hr	BN02	000	HP	Proliant	BL20P G1
					CQ62	004	HP	Proliant	BL20P G3
					BW29	000	HP	Proliant	BL20P G2
					DY55	009	HP	Proliant	BL20P G4
					DP17	001	HP	Proliant	BL25P G1
					DP17	000	HP	Proliant	BL25P G2
					EA25	000	HP	Proliant	BL30P
					DZ98	000	HP	Proliant	BL35P
					CQ62	005	HP	Proliant	BL40P
					DW86	000	HP	Proliant	BL45P
					DL91	000	HP	Proliant	Brocade
									4GB SAN Switch
					CU22	000	Cisco	371098-001	1GB
									Ethernet Switch for
									p-Class
					EE07	000	Cisco	378926-B2	1GB
									Switch for p-Class
65Y4904	MV109	1YR	Maint	7x24x4hr	DX25	000	HP	Proliant	pClass
									Blade Enclosure
65Y4905	MV110	2YR	Maint	7x24x4hr	DX26	000	HP	Proliant	pClass
									Blade Enclosure
65Y4906	MV111	1YR	Maint	7x24x4hr	CK86	000	Dell	PowerEdge	300
65Y4907	MV112	2YR	Maint	7x24x4hr	CD63	000	Dell	PowerEdge	400SC
					CD64	000	Dell	PowerEdge	600SC
					DV54	000	Dell	PowerEdge	800
					DK42	000	Dell	PowerEdge	830 SATA
					ED52	000	Dell	PowerEdge	840
									Entry Level
					DK51	000	Dell	PowerEdge	850 SATA
					CK80	000	Dell	PowerEdge	1300
					DI09	000	Dell	PowerEdge	1800
					DY20	000	Dell	PowerEdge	1900
					CK82	000	Dell	PowerEdge	2100
					CK83	000	Dell	PowerEdge	2200
					D938	450	Dell	PowerEdge	2300
					CK84	000	Dell	PowerEdge	2500
					DK49	000	Dell	PowerEdge	2900
					DK50	000	Dell	PowerEdge	2950
					DK49	001	Dell	PowerEdge	2970
					CK87	000	Dell	PowerEdge	3250
					CK97	000	Dell	PowerEdge	4200
					CK88	000	Dell	PowerEdge	4300
					CK89	000	Dell	PowerEdge	4350
					CK90	000	Dell	PowerEdge	4400
					BQ31	050	Dell	PowerEdge	4650
									PII/450MHZ
					ET52	000	Dell	PowerEdge	R300
									Rack server
					ER01	000	Dell	PowerEdge	R610
									Rack server
					ED53	000	Dell	PowerEdge	SC440
									Entry Level
					DK45	000	Dell	PowerEdge	SC1420
									SCSI
					DK54	000	Dell	PowerEdge	SC1425
									SCSI
					DZ16	000	Dell	PowerEdge	SC1435
									1U Rack
					JW02	000	Dell	PowerEdge	T105
									Tower server
					JW08	000	Dell	PowerEdge	T310
					JW03	000	Dell	PowerEdge	T710
					EI47	000	HP	Proliant	DL120 G5
					CA39	000	HP	Proliant	DL140
					CA39	015	HP	Proliant	DL140 G2
					CA39	001	HP	Proliant	DL140 G3
					CQ64	000	HP	Proliant	DL145
					CQ64	019	HP	Proliant	DL145 G2
					CQ64	001	HP	Proliant	DL145 G3
					EC63	000	HP	Proliant	DL160 G5

					EC63 012 HP Proliant DL160 G6
					EI56 000 HP Proliant DL165 G5
					EC63 012 HP Proliant DL160 G6
					JY23 000 HP Proliant DL180 G1
					EI57 000 HP Proliant DL180 G5
					ER75 000 HP Proliant DL180 G6
					EI59 000 HP Proliant DL185 G5
65Y4908	MV113	1YR	Maint	7x24x4hr	AY51 000 HP Proliant DL320
65Y4909	MV114	2YR	Maint	7x24x4hr	BT48 000 HP Proliant DL320 G2
					DG51 000 HP Proliant DL320 G3
					DU75 002 HP Proliant BL460 G6
					EA96 000 HP Proliant BL480 C
65Y4910	MV115	1YR	Maint	7x24x4hr	JY40 000 HP Proliant BL280C G6
65Y4911	MV116	2YR	Maint	7x24x4hr	EQ45 000 HP Proliant BL490C G6
					AX25 000 HP Proliant DL360
					AX25 002 HP Proliant DL360 G2
					CQ64 006 HP Proliant DL360 G3
					CQ64 007 HP Proliant DL360 G4
					AX25 006 HP Proliant DL360 G5
					DX43 000 HP Proliant DL365 G1
65Y4912	MV117	1YR	Maint	7x24x4hr	AV09 000 HP Proliant DL380
65Y4913	MV118	2YR	Maint	7x24x4hr	BF58 000 HP Proliant DL380 G2
					CQ75 000 HP Proliant DL380 G3
					CB44 000 HP Proliant DL380 G4
					DM85 000 HP Proliant DL380 G5
					EN55 000 HP Proliant DL380 G6
					CZ76 000 HP Proliant DL380R 01
					BN35 000 HP Proliant DL380R G3
					CX06 000 HP Proliant DL385
65Y4914	MV119	1YR	Maint	7x24x4hr	AY52 000 HP Proliant DL580
65Y4915	MV120	2YR	Maint	7x24x4hr	BK63 000 HP Proliant DL580 G2
					DG62 000 HP Proliant DL580 G3
					PL14 300 HP Proliant DL580 R03
					CC19 000 HP Proliant DL585
					CQ76 000 HP Proliant DL590 ¹
65Y4916	MV121	1YR	Maint	7x24x4hr	BR70 000 HP Proliant DL740
65Y4917	MV122	2YR	Maint	7x24x4hr	BB80 000 HP Proliant DL760 G2
65Y4918	MV123	1YR	Maint	7x24x4hr	BZ89 000 HP Proliant ML110
65Y4919	MV124	2YR	Maint	7x24x4hr	BZ89 013 HP Proliant ML110 G2
					BZ89 001 HP Proliant ML110 G3
					BZ89 002 HP Proliant ML110 G4
					BZ89 003 HP Proliant ML110 G5
					CQ65 000 HP Proliant ML150
					DY48 001 HP Proliant ML150 G2
					DY48 000 HP Proliant ML150 G3
65Y4920	MV125	1YR	Maint	7x24x4hr	AQ87 000 Compaq Proliant 400
65Y4921	MV126	2YR	Maint	7x24x4hr	C682 000 Compaq Proliant 800
					AH48 000 Compaq Proliant 1200
					C493 000 Compaq Proliant 1500
					AH37 000 Compaq Proliant 3000
					L082 000 Compaq Proliant 4000
					AL85 000 Compaq Proliant 1600
					PII/266MHZ
					C738 000 Compaq Proliant 5000
					6/166
					C939 000 Compaq Proliant 850R
					5/90
					AH95 000 Compaq Proliant 1500R
					200MHZ 5
					AH80 000 Compaq Proliant 1600R
					266MHZ 6
					AM22 500 Compaq Proliant 1850R
					PIII 500
					AH38 000 Compaq Proliant 3000R
					6/300 51
					BS28 000 HP Proliant ML310

				BS28 000 HP Proliant ML310 G2
				BS28 002 HP Proliant ML310 G3
				BS28 003 HP Proliant ML310 G4
				BS28 004 HP Proliant ML310 G5
				AW85 000 HP Proliant ML330
				AW85 003 HP Proliant ML330 G2
				CQ65 005 HP Proliant ML330 G3
				CQ45 000 HP Proliant 1000
				CQ48 011 HP Proliant 1600R
				DL97 000 HP Proliant 2000
65Y4922	MV127	1YR	Maint 7x24x4hr	C943 000 Compaq Proliant 2500
65Y4923	MV128	2YR	Maint 7x24x4hr	AK34 002 Compaq Proliant 5500 PIII/500
				C986 000 Compaq Proliant 6000 6/200
				AF82 000 Compaq Proliant 6500 6/200 512
				C467 000 Compaq Proliant 4500R 5/166
				AJ27 000 Compaq Proliant 5500R P200
				AQ88 000 Compaq Proliant 6400R
				AT42 000 HP Proliant ML350
				CQ65 009 HP Proliant ML350 G2
				BZ73 000 HP Proliant ML350 G3
				DM71 000 HP Proliant ML350 G4
				CQ52 000 HP Proliant 4500
				CQ73 000 HP Proliant 6400
65Y4924	MV129	1YR	Maint 7x24x4hr	AT42 800 HP Proliant ML370
65Y4925	MV130	2YR	Maint 7x24x4hr	BQ48 001 HP Proliant ML370 G3
				CQ65 015 HP Proliant ML370 G4
				BE92 000 HP Proliant ML370 G2
				BN35 0ML HP Proliant ML380
				CQ64 009 HP Proliant ML380 G2
65Y4926	MV131	1YR	Maint 7x24x4hr	AG60 000 Compaq Proliant 7000
65Y4927	MV132	2YR	Maint 7x24x4hr	DT21 000 HP Proliant BL680C
				EB59 000 HP Proliant BL685C
				CQ65 016 HP Proliant ML530
				BZ77 000 HP Proliant ML530 (GEN-2)
65Y4928	MV133	1YR	Maint 7x24x4hr	AV15 001 HP Proliant ML570
65Y4929	MV134	2YR	Maint 7x24x4hr	BZ66 000 HP Proliant ML570 G2
				BX14 003 HP Proliant ML570 G3
65Y4930	MV135	1YR	Maint 7x24x4hr	BB78 000 HP Proliant ML750
65Y4931	MV136	2YR	Maint 7x24x4hr	
91Y8740	MV377	1YR	Maint 7x24x4hr	EM38 000 HP Proliant C3000
91Y8741	MV378	2YR	Maint 7x24x4hr	C class blade
91Y8742	MV379	1YR	Maint 7x24x4hr	DU44 000 HP Proliant C7000
91Y8743	MV380	2YR	Maint 7x24x4hr	C class blade
91Y8744	MV381	1YR	Maint 7x24x4hr	BB61 000 Dell PowerEdge 6350 processor
91Y8745	MV382	2YR	Maint 7x24x4hr	CK91 000 Dell PowerEdge 6300
				DP58 000 Dell PowerEdge 6950
				EI86 000 Dell PowerEdge R905 AMD Optero

¹ DL590 excluded from Ireland The following ServicePac part numbers are only valid in France:

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description
91Y7554	MV357	1YR Maint 9x5x4hr	DL47 000	Dell PowerEdge 1855
91Y7555	MV358	2YR Maint 9x5x4hr	DL78 000	Dell PowerEdge 1955

91Y7556 MV359 1YR Maint 24x7x4hr BL44 000 Dell PowerEdge 350
 91Y7557 MV360 2YR Maint 24x7x4hr CK86 000 Dell PowerEdge 300
 DU74 000 Dell PowerEdge 860
 ED52 000 Dell PowerEdge 840
 EF93 000 Dell PowerEdge R200
 JW17 000 Dell PowerEdge R410
 AQ87 000 HP Proliant 400
 C682 000 HP Compaq Proliant 800
 BN18 000 HP Compaq NetServer TC2100
 BP56 000 HP Compaq NetServer TC2110
 CN41 000 HP Compaq NetServer E50
 CN44 000 HP Compaq NetServer E60
 CQ62 000 HP Compaq Proliant BL10e
 DI64 000 HP Compaq Proliant BLP Class
 DP17 000 HP Compaq Proliant BL25P
 DY55 000 HP Compaq Proliant BL20p
 JY40 000 HP Compaq Proliant BL280C G6
 CA39 000 HP Compaq Proliant DL140
 CQ64 000 HP Compaq Proliant DL145
 DR62 000 HP Compaq Proliant DL100
 EC63 000 HP Compaq Proliant DL160
 EI47 000 HP Compaq Proliant DL120
 EI56 000 HP Compaq Proliant DL165
 EI57 000 HP Compaq Proliant DL180
 EI59 000 HP Compaq Proliant DL185
 BS28 000 HP Compaq Proliant ML310
 CQ65 000 HP Compaq Proliant ML150
 EI64 000 HP Compaq Proliant ML115
 BZ89 001 HP Compaq Proliant ML110
 BZ78 003 HP Compaq Proliant ML330
 BH35 000 NEC TM1200
 DL05 000 NEC TM1300
 DL06 000 NEC Express 5800 110EH
 DL06 000 NEC Express 5800 TM1300
 DL12 000 NEC Express 5800 120EG
 DP50 000 NEC Express 5800 TM700

91Y7558 MV361 MV 1 YR 9x5 SBD BF59 000 Dell PowerEdge 1550
 91Y7559 MV362 MV 2 YR 9x5 SBD BL43 000 Dell PowerDdge 1650
 91Y7560 MV363 MV 1 YR 24x7 SBD BX96 000 Dell PowerDdge 1600
 91Y7561 MV364 MV 2 YR 24x7 SBD BY02 000 Dell PowerEdge 1400
 BZ97 000 Dell PowerEdge 1750
 CK80 000 Dell PowerEdge 1300
 CK81 000 Dell PowerEdge 1850
 CK95 000 Dell PowerEdge 1655
 DI09 000 Dell PowerEdge 1800
 DK48 000 Dell PowerEdge 1950
 DY20 000 Dell PowerEdge 1900
 AX73 000 Dell PowerEdge 2450
 BB81 000 Dell PowerEdge 2400
 BF60 000 Dell PowerEdge 2550
 BK73 000 Dell PowerEdge 2650
 BL45 000 Dell PowerEdge 2600
 CC35 000 Dell PowerEdge 2800
 CK84 000 Dell PowerEdge 2500
 CK85 000 Dell PowerEdge 2850
 D774 000 Dell PowerEdge 2100
 D776 000 Dell PowerEdge 2200
 D938 000 Dell PowerEdge 2300
 DK49 000 Dell PowerEdge 2900
 DK50 000 Dell PowerEdge 2950
 AS51 000 Dell PowerEdge 4300
 BB04 000 Dell PowerEdge 4400
 BI94 000 Dell PowerEdge 4350
 BQ31 000 Dell PowerEdge 4600
 D758 000 Dell PowerEdge 4200
 D777 000 Dell PowerEdge 4100
 DV55 001 Dell PowerEdge 420SC
 BR31 000 Dell PowerEdge 500SC
 CD64 001 Dell PowerEdge 600SC
 ET54 000 Dell PowerEdge M600
 ER01 000 Dell PowerEdge R610
 AH37 000 HP Compaq Proliant
 3000 PC SERVER 6/300-512

AJ27 000 HP Compaq Proliant
 5500R 6/550 RACK
 AK34 000 HP Compaq Proliant
 5500 6/200
 AL85 000 HP Compaq Proliant
 1600 6/350
 AM22 000 HP Compaq Proliant 1850R
 B564 000 HP Compaq Proliant
 5500 PII XEON/450/256
 PC SERV
 B832 000 HP Compaq Proliant 3000
 C220 000 HP Compaq Proliant 4500
 C289 000 HP Compaq Proliant 1500
 C939 000 HP Compaq Proliant 850R
 CQ46 000 HP Compaq Proliant 1200
 CQ48 000 HP Compaq Proliant 1600
 CQ54 000 HP Compaq Proliant 5000
 CQ56 000 HP Compaq Proliant 5500
 AG53 000 HP Compaq NetServer
 LH Plus
 AW11 000 HP Compaq NetServer
 LC2000/LC2000r
 BF70 000 HP Compaq NetServer
 LP1000r
 BH91 000 HP Compaq NetServer LC3
 BK85 000 HP Compaq NetServer E800
 BN12 000 HP Compaq NetServer
 TC3100
 BN16 000 HP Compaq NetServer
 LP2000r
 BT97 000 HP Compaq NetServer TC4100
 BZ28 000 HP Compaq NetServer LH3
 CN58 000 HP Compaq NetServer LH PRO
 CN59 000 HP Compaq NetServer LH2
 DG35 000 HP Compaq NetServer TC4200
 B812 000 HP Compaq NetServer LD PRO
 H623 000 HP Compaq NetServer LF
 B816 000 HP Compaq NetServer LH
 BH99 000 HP Compaq NetServer LPr
 DU75 000 HP Compaq Proliant BL460C
 DW86 000 HP Compaq Proliant BL45P
 DZ98 000 HP Compaq Proliant BL35P
 EA96 000 HP Compaq Proliant BL480C
 EQ45 000 HP Compaq Proliant
 BL490C G6
 EJ15 000 HP Compaq Proliant
 BL495C G5
 JY08 000 HP Compaq Proliant
 BL495C G6
 DU75 001 HP Compaq Proliant BL465C
 CQ75 000 HP Compaq Proliant
 DL380 G3
 CW97 000 HP Compaq Proliant DL350
 CX06 000 HP Compaq Proliant DL385
 DG51 000 HP Compaq Proliant DL320
 DX43 000 HP Compaq Proliant DL365
 EN55 000 HP Compaq Proliant
 DL380 G5
 FA20 000 HP Compaq Proliant
 DL380 G7
 EN55 001 HP Compaq Proliant
 DL380 G6
 CQ64 004 HP Compaq Proliant DL360
 CB44 005 HP Compaq Proliant
 DL380 G4
 CX06 007 HP Compaq Proliant
 DL385 G6
 CX06 008 HP Compaq Proliant
 DL385 G7
 AX25 014 HP Compaq Proliant
 DL360 G6
 AX25 015 HP Compaq Proliant
 DL360 G5
 BH42 000 HP Compaq Proliant ML350

BE92 012 HP Compaq Proliant ML370
 BE50 000 NEC ZENITH Express
 5800 HX4000
 BE55 000 NEC ZENITH Express
 5800 MH4500
 BE60 000 NEC ZENITH Express
 5800 120LD
 BE66 000 NEC ZENITH MC2400
 BE75 000 NEC ZENITH Express
 5800 LS2400
 BG61 000 NEC ZENITH Express
 5800 MT2200
 BU77 000 NEC ZENITH Express
 5800 MH4000
 BV06 000 NEC ZENITH Express
 5800 120LE
 CW71 000 NEC ZENITH Express
 5800 120EF
 CX00 000 NEC ZENITH Express
 5800 120MD
 DL15 000 NEC ZENITH Express
 5800 120RH-2
 DP43 000 NEC ZENITH Express
 5800 120RF-2
 DP44 000 NEC ZENITH Express
 5800 120RF-1
 DQ02 000 NEC ZENITH Express
 5800 120MF
 DR19 000 NEC ZENITH Express
 5800 120RG
 EZ48 000 NEC ZENITH Express
 5800 120RI-2
 EZ57 000 NEC ZENITH Express
 5800 120RJ-2
 N592 000 NEC ZENITH Express
 5800 120LF
 DR19 001 NEC ZENITH Express
 5800 120RG-2
 DL15 003 NEC ZENITH Express
 5800 120RE

91Y7562 MV365 MV 1 YR 9x5 SBD
 91Y7563 MV366 MV 2 YR 9x5 SBD
 91Y7564 MV367 MV 1 YR 24x7 SBD
 91Y7565 MV368 MV 2 YR 24x7 SBD

AW97 000 Dell PowerEdge 6400
 BQ30 000 Dell PowerEdge 6600
 BQ30 000 Dell PowerEdge 6650
 CK91 000 Dell PowerEdge 6350
 CZ84 000 Dell PowerEdge 6850
 D770 000 Dell PowerEdge 6100
 D987 000 Dell PowerEdge 6300
 DP58 000 Dell PowerEdge 6950
 DS11 000 Dell PowerEdge 6450
 EQ08 000 Dell PowerEdge R710
 DK43 001 Dell PowerEdge SC1420
 AF82 000 HP Compaq Proliant 6500
 AQ88 000 HP Compaq Proliant 6400R
 CQ57 000 HP Compaq Proliant 6000
 AW24 000 HP Compaq NetServer LH4
 BA06 000 HP Compaq NetServer
 LH3000/LH3000r
 BA07 000 HP Compaq NetServer
 LH6000/LH6000r
 BI01 000 HP Compaq NetServer
 LXR 8500
 BI02 000 HP Compaq NetServer LXR8
 BP65 000 HP Compaq NetServer
 LT6000r
 CN55 000 HP Compaq NetServer LH4 R
 H893 000 HP Compaq NetServer LX
 CN71 000 HP Compaq NetServer LXR PRO
 CN68 002 HP Compaq NetServer LX2 PRO
 AY68 000 HP Compaq Proliant CL380
 CQ63 000 HP Compaq Proliant CL1850
 BS99 000 HP Compaq Proliant DL560
 CC19 000 HP Compaq Proliant DL585
 CQ76 000 HP Compaq Proliant DL590

	DG62	000	HP Compaq Proliant DL580 G3
	DG63	001	HP Compaq Proliant DL580 G4
	AV15	000	HP Compaq Proliant ML530 G1
	BS27	000	HP Compaq Proliant ML530
	BZ66	000	HP Compaq Proliant ML570 G2 Xeon 2.0GHZ BR
	BZ77	000	HP Compaq Proliant ML530 G2
	BX14	002	HP Compaq Proliant ML570
	CQ65	016	HP Compaq Proliant ML 530
	FB40	000	HP Compaq Proliant WS460C G6
	DI59	000	NEC ZENITH Express® 5800 140HC
	ER71	000	NEC ZENITH Express 5800 140RC-4
91Y7566	MV369	MV 1 YR 9x5 SBD	ET57 000 Dell PowerEdge M1000
91Y7567	MV370	MV 2 YR 9x5 SBD	EC47 000 Dell PowerEdge R900
91Y7568	MV371	MV 1 YR 24x7 SBD	EI86 000 Dell PowerEdge R905
91Y7569	MV372	MV 2 YR 24x7 SBD	AG60 000 HP Compaq Proliant 7000
	B580	000	HP Compaq Proliant 8000
	B582	000	HP Compaq Proliant 8500
	DT21	000	HP Compaq Proliant BL685C
	EB59	000	HP Compaq Proliant BL680C
	EM38	000	HP Compaq CHASSIS BLADE C3000
	BR70	000	HP Compaq Proliant DL740
	ED59	000	HP Compaq Proliant DL580 G5
	CC19	006	HP Compaq Proliant DL585 G5
	CQ64	015	HP Compaq Proliant DL760
	BB80	000	HP Compaq Proliant ML760
	CQ65	020	HP Compaq Proliant ML750
91Y7570	MV373	MV 1 YR 9x5 SBD	DU44 000 HP Compaq Chassis blade C7000
91Y7572	MV375	MV 1 YR 24x7 SBD	JY46 000 HP Compaq Proliant DL785 G6
91Y7573	MV376	MV 2 YR 24x7 SBD	JY81 000 HP Compaq Proliant DL980 G7

The following ServicePac part numbers are only valid in Spain:

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description
00AC261	MV383	1YR Maint 9x5x4hr	CK80 000	Dell PowerEdge 1300
			BB81 000	Dell PowerEdge 2400
			CK84 000	Dell PowerEdge 2500
			BB81 000	Dell PowerEdge 2400
			CK84 000	Dell PowerEdge 2500
			AW97 000	Dell PowerEdge 6400
			CK91 000	Dell PowerEdge 6350
			CQ46 000	HP Proliant 1200
			CQ48 000	HP Proliant 1600
			CN41 000	HP NetServer E50
			CN44 000	HP NetServer E60
			CN58 000	HP NetServer LH PRO
			CN59 000	HP NetServer LH2
			CN71 000	HP NetServer LXr PRO
			CN68 002	HP NetServer LX2 PRO
			CQ64 000	HP Proliant DL145
			CQ64 004	HP Proliant DL360
			CC19 000	HP Proliant DL585
			CC19 006	HP Proliant DL585 G5
			BZ89 001	HP Proliant ML110
00AC262	MV384	1YR Maint 9x5x4hr	BL43 000	Dell Poweredge 1650
			BZ97 000	Dell Poweredge 1750
			CK81 000	Dell Poweredge 1850
			DI09 000	Dell Poweredge 1800
			DK48 000	Dell Poweredge 1950
			BF60 000	Dell PowerEdge 2550
			BK73 000	Dell Poweredge 2650
			BL45 000	Dell Poweredge 2600
			CC35 000	Dell Poweredge 2800
			CK85 000	Dell Poweredge 2850
			DK50 000	Dell Poweredge 2950
			BI94 000	Dell PowerEdge 4350

BQ31 000 Dell PowerEdge 4600
 BQ30 000 Dell Powerededge 6600
 BQ30 000 Dell Powerededge 6650
 CZ84 000 Dell Powerededge 6850
 EC47 000 Dell PowerEdge R900
 DK43 001 Dell PowerEdge SC1420
 CQ65 000 HP Proliant ML150
 CQ65 016 HP Proliant ML530

The following ServicePac part numbers are only valid in Belgium, Netherlands, and Luxembourg.

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description
00EM016	MV385	1YR Maint 7x24x4hr	BN02 000	HP BL20P BLADE SERVER
			JY02 003	HP BL20p G3
			DY55 010	HP BL20p G4
			ET47 000	HP DL140 Server G3
			CA39 007	HP DL140 Storage Server G3
			EC63 010	HP DL160 Server G5
			JT26 004	HP DL160 Server G6
			EJ79 000	HP DL320 Storage Server
			CQ64 003	HP DL320 Server G2
			DG51 000	HP DL320 Server G3
			EM81 000	HP DL320 Server G4
			AY51 001	HP DL320 Server G5
			ES78 000	HP DL320 Server G6
			AX25 011	HP DL360 Server G6
			AX25 019	HP DL360 Server G7
			JT17 001	HP DL360 Server G5
			CQ65 000	HP ML150 Server
			DY48 001	HP ML150 Server G2
			DY48 014	HP ML150 Server G3
			DY48 002	HP ML150 Server G5
			DY48 013	HP ML150 Server G6
			CQ65 005	HP ML330 Server G3
			CQ65 011	HP ML350 Server G4
			CQ65 013	HP ML350 Server G5
			DU75 012	HP BL460c
			DU75 023	HP BL460c G6
			EA96 000	hp BL480c
EM38 000	HP C3000 Blade Enclosure			
DU44 000	HP C7000 Blade Enclosure			
00EM017	MV386	1YR Maint 7x24x4hr	BP22 001	HP ML350 Server G3
00EM018	MV387	1YR Maint 7x24x4hr	CQ64 002	HP DL320 Server
			H969 000	HP ML330 Server
			CQ65 023	HP ML370 Server G5
00EM019	MV388	1YR Maint 7x24x4hr	EC95 007	HP DL380 Server G5
			EN55 001	HP DL380 Server G6
			AW85 003	HP ML330 Server G2
00EM020	MV389	1YR Maint 7x24x4hr	CQ65 022	HP ML370 Server G4
			CB44 000	HP DL380 Server G4
			CX06 000	HP DL385 Server
			JT19 000	HP DL385 Server G2
			CX06 010	HP DL385 Server G5
			CX06 009	HP DL385 Server G6
			CX06 008	HP DL385 Server G7
00EM021	MV390	1YR Maint 7x24x4hr	AX25 010	HP DL360 Server
			CQ65 008	HP ML350 Server
00EM022	MV391	1YR Maint 7x24x4hr	BQ48 004	HP ML370 Server G3
			JT16 000	HP DL380 Server G3
00EM023	MV392	1YR Maint 7x24x4hr	CQ65 009	HP ML350 Server G2

00EM024	MV393	1YR Maint 7x24x4hr	DK48 000	De11	PowerEdge 1950
00EM025	MV394	1YR Maint 7x24x4hr	CQ65 012 BF58 000	HP	ML370 Server DL380 Server G2
00EM026	MV395	1YR Maint 7x24x4hr	DK50 000 BZ67 000	De11	PowerEdge 2950 ML370 Server G2
00EM027	MV396	1YR Maint 7x24x4hr	CC19 000 EQ08 000	HP	DL585 Server De11 PowerEdge R710
00EM028	MV397	1YR Maint 7x24x4hr	DG62 000 DG62 001 ED59 003 JY63 001 CC19 003 CC19 006 CC19 013 CC19 009	HP	DL580 Server G3 DL580 Server G4 DL580 Server G5 DL580 Server G7 DL585 Server G2 DL585 Server G5 DL585 Server G7 DL585 Server G6
00EM029	MV398	1YR Maint 7x24x4hr	CQ64 011	HP	DL580 Server G2
00EM030	MV399	1YR Maint 7x24x4hr	AY52 000	HP	DL580 Server
00EM031	MV400	2YR Maint 7x24x4hr	BN02 000 JY02 003 DY55 010 ET47 000 CA39 007 EC63 010 JT26 004 EJ79 000 CQ64 003 DG51 000 EM81 000 AY51 001 ES78 000 AX25 011 AX25 019 JT17 001 CQ65 000 DY48 001 DY48 014 DY48 002 DY48 013 CQ65 005 CQ65 011 CQ65 013 DU75 012 DU75 023 EA96 000 EM38 000 DU44 000	HP	BL20P BLADE SERVER BL20p G3 BL20p G4 DL140 Server G3 DL140 Storage Server G3 DL160 Server G5 DL160 Server G6 DL320 Storage Server DL320 Server G2 DL320 Server G3 DL320 Server G4 DL320 Server G5 DL320 Server G6 DL360 Server G6 DL360 Server G7 DL360 Server G5 ML150 Server ML150 Server G2 ML150 Server G3 ML150 Server G5 ML150 Server G6 ML330 Server G3 ML350 Server G4 ML350 Server G5 BL460c BL460c G6 BL480c C3000 Blade Enclosure C7000 Blade Enclosure
00EM032	MV401	2YR Maint 7x24x4hr	BP22 001	HP	ML350 Server G3
00EM033	MV402	2YR Maint 7x24x4hr	CQ64 002 H969 000 CQ65 023	HP	DL320 Server ML330 Server ML370 Server G5
00EM034	MV403	2YR Maint 7x24x4hr	EC95 007 EN55 001 AW85 003	HP	DL380 Server G5 DL380 Server G6 ML330 Server G2
00EM035	MV404	2YR Maint 7x24x4hr	CQ65 022 CB44 000 CX06 000 JT19 000 CX06 010 CX06 009 CX06 008	HP	ML370 Server G4 DL380 Server G4 DL385 Server DL385 Server G2 DL385 Server G5 DL385 Server G6 DL385 Server G7
00EM036	MV405	2YR Maint 7x24x4hr	AX25 010 CQ65 008	HP	DL360 Server ML350 Server

00EM037 MV406 2YR Maint 7x24x4hr BQ48 004 HP ML370 Server G3
 JT16 000 HP DL380 Server G3

00EM038 MV407 2YR Maint 7x24x4hr CQ65 009 HP ML350 Server G2

00EM039 MV408 2YR Maint 7x24x4hr DK48 000 Dell PowerEdge 1950

00EM040 MV409 2YR Maint 7x24x4hr CQ65 012 HP ML370 Server
 BF58 000 HP DL380 Server G2

00EM041 MV410 2YR Maint 7x24x4hr DK50 000 Dell PowerEdge 2950
 BZ67 000 HP ML370 Server G2

00EM042 MV411 2YR Maint 7x24x4hr CC19 000 HP DL585 Server
 EQ08 000 Dell PowerEdge R710

00EM043 MV412 2YR Maint 7x24x4hr DG62 000 HP DL580 Server G3
 DG62 001 HP DL580 Server G4
 ED59 003 HP DL580 Server G5
 JY63 001 HP DL580 Server G7
 CC19 003 HP DL585 Server G2
 CC19 006 HP DL585 Server G5
 CC19 013 HP DL585 Server G7
 CC19 009 HP DL585 Server G6

00EM044 MV413 2YR Maint 7x24x4hr CQ64 011 HP DL580 Server G2

00EM045 MV414 2YR Maint 7x24x4hr AY52 000 HP DL580 Server

The following ServicePac part numbers are only valid in Finland, Denmark, and Sweden.

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description
00EM046	MV415	1YR Maint 11x5 SBD	EI47 000	HP DL120
			CA39 014	HP DL140 G2
			CA39 001	HP DL140 G3
			CQ64 000	HP DL145
			CQ64 019	HP DL145 G2
			CQ64 001	HP DL145 G3
			EC63 000	HP DL160 G5
			EC63 012	HP DL160 G6
			EI56 000	HP DL165 G5
			JY67 000	HP DL165 G6
			JY23 000	HP DL180
			EI57 000	HP DL180 G6
			EI59 000	HP DL185 G5
			DG51 000	HP DL320 G3
			EM81 000	HP DL320 G4 (inc G4 p)
			AY51 001	HP DL320 G5 (inc G5 p)
			ES78 000	HP DL320 G6
			CQ64 007	HP DL360 G4
			AX25 006	HP DL360 G5
			JT25 000	HP DL360 G6
			EL49 001	HP DL370 G6
			CB44 000	HP DL380 G4
			DM85 000	HP DL380 G5
			EN55 000	HP DL380 G6
			DX43 000	HP DL365 (original)
			DX43 002	HP DL365 G5
			CX06 000	HP DL385 (original)
			EC95 017	HP DL385 G2
			EC95 012	HP DL385 G5
			CX06 007	HP DL385 G6
			BZ89 013	HP ML110 G2
			BZ89 001	HP ML110 G3
			BZ89 002	HP ML110 G4
			BZ89 000	HP ML115 (original)
			DY48 001	HP ML150 G2

	DY48	000	HP	ML150	G3	
	DY48	010	HP	ML150	G5	
	BS28	000	HP	ML310	G2	
	BS28	002	HP	ML310	G3	
	BS28	003	HP	ML310	G4	
	BS28	004	HP	ML310	G5	
	DM71	000	HP	ML350	G4	
	CQ65	014	HP	ML350	G4p	
	CQ65	015	HP	ML370	G4	
	BX14	003	HP	ML570	G3	
	DG63	002	HP	ML570	G4	
	CQ62	004	HP	BL20p	G3	
	DY55	009	HP	BL20p	G4	
00EM047	MV416	1YR	Maint	7x24	SBD	
	EI47	000	HP	DL120		
	CA39	014	HP	DL140	G2	
	CA39	001	HP	DL140	G3	
	CQ64	000	HP	DL145		
	CQ64	019	HP	DL145	G2	
	CQ64	001	HP	DL145	G3	
	EC63	000	HP	DL160	G5	
	EC63	012	HP	DL160	G6	
	EI56	000	HP	DL165	G5	
	JY67	000	HP	DL165	G6	
	JY23	000	HP	DL180		
	EI57	000	HP	DL180	G6	
	EI59	000	HP	DL185	G5	
	DG51	000	HP	DL320	G3	
	EM81	000	HP	DL320	G4 (inc G4 p)	
	AY51	001	HP	DL320	G5 (inc G5 p)	
	ES78	000	HP	DL320	G6	
	CQ64	007	HP	DL360	G4	
	AX25	006	HP	DL360	G5	
	JT25	000	HP	DL360	G6	
	EL49	001	HP	DL370	G6	
	CB44	000	HP	DL380	G4	
	DM85	000	HP	DL380	G5	
	EN55	000	HP	DL380	G6	
	DX43	000	HP	DL365	(original)	
	DX43	002	HP	DL365	G5	
	CX06	000	HP	DL385	(original)	
	EC95	017	HP	DL385	G2	
	EC95	012	HP	DL385	G5	
	CX06	007	HP	DL385	G6	
	BZ89	013	HP	ML110	G2	
	BZ89	001	HP	ML110	G3	
	BZ89	002	HP	ML110	G4	
	BZ89	000	HP	ML115	(original)	
	DY48	001	HP	ML150	G2	
	DY48	000	HP	ML150	G3	
	DY48	010	HP	ML150	G5	
	BS28	000	HP	ML310	G2	
	BS28	002	HP	ML310	G3	
	BS28	003	HP	ML310	G4	
	BS28	004	HP	ML310	G5	
	DM71	000	HP	ML350	G4	
	CQ65	014	HP	ML350	G4p	
	CQ65	015	HP	ML370	G4	
	BX14	003	HP	ML570	G3	
	DG63	002	HP	ML570	G4	
	CQ62	004	HP	BL20p	G3	
	DY55	009	HP	BL20p	G4	
00EM048	MV417	1YR	Maint	11x5	SBD	
	DG62	000	HP	DL580	G3	
	DG63	003	HP	DL580	G4	
	ED59	002	HP	DL580	G5	
	CC19	000	HP	DL585	(original)	
	ET39	001	HP	DL585	G2	
	CC19	008	HP	DL585	G5	
	CC19	009	HP	DL585	G6	
	DP17	001	HP	BL25p		
	DP17	000	HP	BL25p	G2	
	DZ98	000	HP	BL35p		
	DP17	002	HP	BL45p		

	DW86	000	HP	BL45p	G2
	DU75	000	HP	BL460c	
	DU75	005	HP	BL465c	
	EA96	000	HP	BL480C	
	EB59	000	HP	BL680C	
	DT21	000	HP	BL685c	
00EM049	MV418	1YR	Maint	7x24	SBD
	DG62	000	HP	DL580	G3
	DG63	003	HP	DL580	G4
	ED59	002	HP	DL580	G5
	CC19	000	HP	DL585	(original)
	ET39	001	HP	DL585	G2
	CC19	008	HP	DL585	G5
	CC19	009	HP	DL585	G6
	DP17	001	HP	BL25p	
	DP17	000	HP	BL25p	G2
	DZ98	000	HP	BL35p	
	DP17	002	HP	BL45p	
	DW86	000	HP	BL45p	G2
	DU75	000	HP	BL460c	
	DU75	005	HP	BL465c	
	EA96	000	HP	BL480C	
	EB59	000	HP	BL680C	
	DT21	000	HP	BL685c	
00EM050	MV419	1YR	Maint	11x5	SBD
	DX26	000	HP	p-Class	Blade Enclosure
00EM051	MV420	1YR	Maint	7x24	SBD
	DX26	000	HP	p-Class	Blade Enclosure
00EM052	MV421	1YR	Maint	11x5	SBD
	EM38	000	HP	C3000	C class blade enclosure
	DU44	000	HP	C7000	C class blade enclosure
00EM053	MV422	1YR	Maint	7x24	SBD
	EM38	000	HP	C3000	C class blade enclosure
	DU44	000	HP	C7000	C class blade enclosure

The following ServicePac part numbers are only valid in Austria, and Switzerland.

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description	
00EM346	MV423	1YR	Maint	7x24	SBD
	CQ65	011	ML350	G4	
	DM71	000	ML350	G4	
	CQ65	013	ML350	G5	
	JY56	000	ML350	G6	
	CQ64	007	DL360	G4	
	CQ64	012	DL360	G4	
	AX25	008	DL360	G5	5150 SERVER RACK
	AX25	006	DL360	G5	S
	AX25	011	DL360	G6	BLADE SERVER
	AX25	018	DL360	G7	
	CQ64	006	DL360	G3	
	BP22	000	ML350	G3	
00EM347	MV424	2YR	Maint	7x24	SBD
	CQ65	011	ML350	G4	
	DM71	000	ML350	G4	
	CQ65	013	ML350	G5	
	JY56	000	ML350	G6	
	CQ64	007	DL360	G4	
	CQ64	012	DL360	G4	
	AX25	008	DL360	G5	5150 SERVER RACK
	AX25	006	DL360	G5	S
	AX25	011	DL360	G6	BLADE SERVER
	AX25	018	DL360	G7	
	CQ64	006	DL360	G3	
	BP22	000	ML350	G3	
00EM348	MV425	1YR	Maint	7x24	SBD
	DM85	000	DL380	G5	INTEL XEON
	EC95	001	DL380	G5	X5450
	EN55	000	DL380	G6	
	FA20	000	DL380	G7	2.66GHZ
					E5640 QUAD-CORE Processor

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CB44 000 DL380 G4
CQ75 000 DL380 G3

00EM349 MV426 2YR Maint 7x24 SBD DM85 000 DL380 G5 INTEL XEON
EC95 001 DL380 G5 X5450
EN55 000 DL380 G6
FA20 000 DL380 G7 2.66GHZ
      E5640 QUAD-CORE Processor
CB44 000 DL380 G4
CQ75 000 DL380 G3

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The following ServicePac part numbers are only valid Italy.

ServicePac part number	I/D	ServicePac description	IBM pseudo type	Description
00EM898	MV427	1YR Maint 9x5 NBD	AV15 000	Proliant ML530 G1
			AX25 014	Proliant DL360 G5
			AX25 015	Proliant DL360 G6
			BE92 012	Proliant ML370
			BH42 000	Proliant ML350
			BS27 000	Proliant ML530
			BS28 000	Proliant ML310
			BS99 000	Proliant DL560
			BX14 002	Proliant ML570
			BZ66 000	Proliant ML570 G2 Xeon 2.0GHZ BR
			BZ77 000	Proliant ML530 G2
			BZ78 000	Proliant ML330
			BZ89 000	Proliant ML110
			CA39 000	Proliant DL140
			CB44 005	Proliant DL380 G4
			CC19 000	Proliant DL585
			CC19 006	Proliant DL585 G5
			CQ64 000	Proliant DL145
			CQ64 004	Proliant DL360
			CQ65 000	Proliant ML150
			CQ65 016	Proliant ML 530
			CQ75 000	Proliant DL380 G3
			CQ76 000	Proliant DL590
			CW97 000	Proliant DL350
			CX06 000	Proliant DL385
			CX06 007	Proliant DL385 G6
			DG51 000	Proliant DL320
			DG62 000	Proliant DL580 G3
			DG63 001	Proliant DL580 G4
			DP17 000	Proliant BL25P
			DR62 000	Proliant DL100
			DT21 000	Proliant BL685C
			DU75 000	Proliant BL460C
			DU75 001	Proliant BL465C
			DW86 000	Proliant BL45P
			DX43 000	Proliant DL365
			DY55 000	Proliant BL20p
			DZ98 000	Proliant BL35P
			EA96 000	Proliant BL480C
			EB59 000	Proliant BL680C
			EC63 000	Proliant DL160
			ED59 000	Proliant DL580 G5
			EI47 000	Proliant DL120
			EI56 000	Proliant DL165
			EI57 000	Proliant DL180
			EI59 000	Proliant DL185
			EI64 000	Proliant ML115
			EJ15 000	Proliant BL495C G5
			DM85 000	Proliant DL380 G5
			EN55 001	Proliant DL380 G6
			EQ45 000	Proliant BL490C G6
			JY08 000	Proliant BL495C G6
			JY40 000	Proliant BL280C G6

00EM899 MV428 1YR Maint 24x7 SBD

AV15	000	Proliant	ML530	G1
AX25	014	Proliant	DL360	G5
AX25	015	Proliant	DL360	G6
BE92	012	Proliant	ML370	
BH42	000	Proliant	ML350	
BS27	000	Proliant	ML530	
BS28	000	Proliant	ML310	
BS99	000	Proliant	DL560	
BX14	002	Proliant	ML570	
BZ66	000	Proliant	ML570	G2
		Xeon 2.0GHZ	BR	
BZ77	000	Proliant	ML530	G2
BZ78	000	Proliant	ML330	
BZ89	000	Proliant	ML110	
CA39	000	Proliant	DL140	
CB44	005	Proliant	DL380	G4
CC19	000	Proliant	DL585	
CC19	006	Proliant	DL585	G5
CQ64	000	Proliant	DL145	
CQ64	004	Proliant	DL360	
CQ65	000	Proliant	ML150	
CQ65	016	Proliant	ML 530	
CQ75	000	Proliant	DL380	G3
CQ76	000	Proliant	DL590	
CW97	000	Proliant	DL350	
CX06	000	Proliant	DL385	
CX06	007	Proliant	DL385	G6
DG51	000	Proliant	DL320	
DG62	000	Proliant	DL580	G3
DG63	001	Proliant	DL580	G4
DP17	000	Proliant	BL25P	
DR62	000	Proliant	DL100	
DT21	000	Proliant	BL685C	
DU75	000	Proliant	BL460C	
DU75	001	Proliant	BL465C	
DW86	000	Proliant	BL45P	
DX43	000	Proliant	DL365	
DY55	000	Proliant	BL20p	
DZ98	000	Proliant	BL35P	
EA96	000	Proliant	BL480C	
EB59	000	Proliant	BL680C	
EC63	000	Proliant	DL160	
ED59	000	Proliant	DL580	G5
EI47	000	Proliant	DL120	
EI56	000	Proliant	DL165	
EI57	000	Proliant	DL180	
EI59	000	Proliant	DL185	
EI64	000	Proliant	ML115	
EJ15	000	Proliant	BL495C	G5
DM85	000	Proliant	DL380	G5
EN55	001	Proliant	DL380	G6
EQ45	000	Proliant	BL490C	G6
JY08	000	Proliant	BL495C	G6
JY40	000	Proliant	BL280C	G6

Service Delivery Method

IBM on-site repair (IOR): Repair is performed at the customer's site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

ServicePac Response Time

The target response time for the completion of PD is an average of two hours from the customer's service request being registered in IBM's call management system. The four-hour on-site response time of some ServicePac offerings is defined as the period of time between the end of screening and the service representative arriving at the customer's machine location for repair. The sum of the two elements, two hours PD plus four hours IOR after PD, is the on-site response time target, which is consistent with the service description for same business day (SBD) coverage.

The average target on-site response time is six hours, which is equal to a two-hour average target for PD and four-hour average target for IOR after PD. It should be noted that average targets are set for guidance and that actual times will vary by complexity of service request.

Hours of Coverage

Hours of coverage are based on the time zone of the country/geography where the machine is located. The hours of cover starting and finishing times may vary by country due to local custom.

- 24 x 7 coverage - 24 hours per day, Monday through Sunday, 365 days a year
- 11 x 5 coverage - 11 hours per day, Monday through Friday, excluding public and national holidays
- 9 x 5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays

Note: You must register your IBM ServicePac to activate the service. This will avoid any further delay due to entitlement verifications. For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

Announcement countries

- Austria
- Belgium
- Denmark²
- Finland²
- France
- Ireland
- Italy
- Luxembourg
- Netherlands
- Spain
- Sweden²
- Switzerland
- United Kingdom²

² Mainland only

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