

# IBM ServicePac features available for IBM TS2900 and IBM TS2290 Linear Tape-Open (LTO) 9 families

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## Overview

IBM<sup>(R)</sup> ServicePac<sup>(R)</sup> is designed to make services more easily obtainable as features of a product configuration, helping to ensure that you can more readily procure the necessary support services when you purchase the product. Through ServicePac services, you secure support for installing, managing, and repairing your IBM Storage product.

The terms and conditions of the ServicePac for Storage products may vary depending on specific product, geography, and services offered.

## Key requirements

None.

## Planned availability date

June 14, 2022.

Availability within a country is subject to local legal requirements.

## Product number

The following are newly announced features of the IBM System Storage 3572 and 3580 machine types:

Description	Machine type	Model	Feature
SP WAMO 5Y 24X7 SD	3572	S9H	B0MT
SP BS STORAGE 3Y	3572	S9H	B0N1
SP WAMO 3Y 24X7 SD	3572	S9H	B0NU
SP BS STORAGE 5Y	3572	S9H	B0PK
SP WAMO 5Y 24X7 CF24h	3572	S9H	B17H
SP WAMO 3Y 24X7 CF24h	3572	S9H	B1K3

Description	Machine type	Model	Feature
SP WAMO 5Y 24X7 SD	3580	H9S	B0MT
SP BS STORAGE 3Y	3580	H9S	B0N1
SP WSU 3Y 24X7 SD	3580	H9S	B0PC
SP BS STORAGE 5Y	3580	H9S	B0PK
SP WSU 3Y 24X7 CF24h	3580	H9S	B0YH
SP WAMO 5Y 24X7 CF24h	3580	H9S	B17H

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## Publications

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To access the IBM Publications Center Portal, go to the [IBM Publications Center](#) website.

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. A large number of publications are available online in various file formats, which can currently be downloaded.

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## Services

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### IBM Systems Lab Services

Systems Lab Services offers infrastructure services to help build hybrid cloud and enterprise IT solutions. From servers to storage systems and software, Systems Lab Services can help deploy the building blocks of a next-generation IT infrastructure to empower a client's business. Systems Lab Services consultants can perform infrastructure services for clients online or onsite, offering deep technical expertise, valuable tools, and successful methodologies. Systems Lab Services is designed to help clients solve business challenges, gain new skills, and apply best practices.

Systems Lab Services offers a wide range of infrastructure services for IBM Power<sup>(R)</sup> servers, IBM Storage systems, IBM Z<sup>(R)</sup>, and IBM LinuxONE. Systems Lab Services has a global presence and can deploy experienced consultants online or onsite around the world.

For assistance, contact Systems Lab Services at [ibmsls@us.ibm.com](mailto:ibmsls@us.ibm.com).

To learn more, see the [IBM Systems Lab Services](#) website.

### IBM Consulting<sup>TM</sup>

As transformation continues across every industry, businesses need a single partner to map their enterprise-wide business strategy and technology infrastructure. IBM Consulting is the business partner to help accelerate change across an organization. IBM specialists can help businesses succeed through finding collaborative ways of working that forge connections across people, technologies, and partner ecosystems. IBM Consulting brings together the business expertise and an ecosystem of technologies that help solve some of the biggest problems faced by organizations. With methods that get results faster, an integrated approach that is grounded in an open and flexible hybrid cloud architecture, and incorporating technology from IBM Research<sup>(R)</sup> and IBM Watson<sup>(R)</sup> AI, IBM Consulting enables businesses to lead change with confidence and deliver continuous improvement across a business and its bottom line.

For additional information, see the [IBM Consulting](#) website.

## **IBM Technology Support Services (TSS)**

Get preventive maintenance, onsite and remote support, and gain actionable insights into critical business applications and IT systems. Speed developer innovation with support for over 240 open-source packages. Leverage powerful IBM analytics and AI-enabled tools to enable client teams to manage IT problems before they become emergencies.

TSS offers extensive IT maintenance and support services that cover more than one niche of a client's environment. TSS covers products from IBM and OEMs, including servers, storage, network, appliances, and software, to help clients ensure high availability across their data center and hybrid cloud environment.

For details on available services, see the [Technology support for hybrid cloud environments](#) website.

## **IBM Expert Labs**

Expert Labs can help clients accelerate their projects and optimize value by leveraging their deep technical skills and knowledge. With more than 20 years of industry experience, these specialists know how to overcome the biggest challenges to deliver business results that can have an immediate impact.

Expert Labs' deep alignment with IBM product development allows for a strategic advantage as they are often the first in line to get access to new products, features, and early visibility into roadmaps. This connection with the development enables them to deliver First of a Kind implementations to address unique needs or expand a client's business with a flexible approach that works best for their organization.

For additional information, see the [IBM Expert Labs](#) website.

## **IBM Security<sup>(R)</sup> Expert Labs**

With extensive consultative expertise on IBM Security software solutions, Security Expert Labs helps clients and partners modernize the security of their applications, data, and workforce. With an extensive portfolio of consulting and learning services, Expert Labs provides project-based and premier support service subscriptions.

These services can help clients deploy and integrate IBM Security software, extend their team resources, and help guide and accelerate successful hybrid cloud solutions, including critical strategies such as zero trust. Remote and on-premises software deployment assistance is available for IBM Cloud Pak<sup>(R)</sup> for Security, IBM Security QRadar<sup>(R)</sup>/QRoC, IBM Security SOAR/Resilient<sup>(R)</sup>, IBM i2<sup>(R)</sup>, IBM Security Verify, IBM Security Guardium<sup>(R)</sup>, and IBM Security MaaS360<sup>(R)</sup>.

For more information, contact Security Expert Labs at [sel@us.ibm.com](mailto:sel@us.ibm.com).

For additional information, see the [IBM Security Expert Labs](#) website.

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## **IBM support**

For installation and technical support information, see the [IBM Support Portal](#).

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## **Additional support**

### **IBM Client Engineering for Systems**

Client Engineering for Systems is a framework for accelerating digital transformation. It helps you generate innovative ideas and equips you with the practices, technologies, and expertise to turn those ideas into business value in weeks. When you work with Client Engineering for Systems, you bring pain points into focus. You empower your team to take manageable risks, adopt leading

technologies, speed up solution development, and measure the value of everything you do. Client Engineering for Systems has experts and services to address a broad array of use cases, including capabilities for business transformation, hybrid cloud, analytics and AI, infrastructure systems, security, and more. Contact Client Engineering at [sysgarage@ibm.com](mailto:sysgarage@ibm.com).

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## Technical information

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### **Security, auditability, and control**

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

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## Terms and conditions

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### **MES discount applicable**

No

### **Field installable feature**

Yes

### **Warranty period**

Product is warranted against manufacturing and material defects for the useful life of the product or until end of support of the product, whichever comes first. IBM warrants that this IBM product is free from defects in material and manufacture at the time of purchase. If any defect in material or manufacture appears after the date of purchase, IBM's entire liability, and your exclusive remedy is, at IBM's option, either (a) repair, or (b) replacement of the product.

This warranty does NOT apply to failure of the IBM product resulting from misuse, abuse, accident, neglect or mishandling, improperly adjusted or maintained drives, incorrect environments, or wear from ordinary use.

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### **Client setup**

Yes

### **Machine code**

Same license terms and conditions as base machine

### **Optional features warranty period**

Not applicable

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## Prices

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For all local charges, contact your local IBM representative.

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## Regional availability

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Australia, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, People's Republic of China, Christmas Island, Cocos (Keeling) Islands, Cook Islands, Fiji, Heard Island and McDonald Islands, Hong Kong, India, Indonesia, Kiribati, Republic of Korea, Lao People's Democratic Republic, Macao, Malaysia, Maldives, Mongolia, Myanmar, Nauru, Nepal, New Zealand, Niue, Norfolk Island, Papua New Guinea, Philippines, Samoa, Singapore, Solomon Islands, Sri Lanka, Taiwan, Thailand, Timor-Leste, Tokelau, Tonga, Tuvalu, and Socialist Republic of Viet Nam

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