

# IBM Power Systems delivers new Hardware Management Console for IBM POWER technology-based servers

## Table of contents

<a href="#">1 Overview</a>	<a href="#">6 Technical information</a>
<a href="#">2 Key requirements</a>	<a href="#">7 Terms and conditions</a>
<a href="#">2 Planned availability date</a>	<a href="#">12 Prices</a>
<a href="#">2 Product number</a>	<a href="#">13 Latin America distribution</a>
<a href="#">5 Publications</a>	<a href="#">13 Corrections</a>

## At a glance

The IBM<sup>(R)</sup> Power<sup>(R)</sup> Systems Hardware Management Console (HMC), based on POWER<sup>(R)</sup> technology, is a dedicated-function device used solely for the control and service functions of IBM Power Systems servers. It is designed to deliver management support for Power servers using IBM POWER7, IBM POWER8<sup>(R)</sup>, or IBM POWER9<sup>TM</sup> technology-based processors.

The HMC has the following standard hardware attributes:

- 1U base configuration
- POWER9 130W 6c CPU
- 64 GB (4 x 16 GB) or 128 GB (4 x 32 GB) of DDR4 system memory
- 2 x 1.8 TB SAS SFF 2.5-inch hard disk drive (HDD) RAID 1
- Rail bracket option for round-hole rack mounts
- Two USB 3.0 hub ports in the front of the server (option to remove)
- Two USB 3.0 hub ports in the rear of the server
- Redundant 900W power supplies
- 4 x 1 Gb Ethernet ports
- 2 x 10 Gb Ethernet Ports on optional PCI adapter
- 1 x 1 Gb baseboard management controller (BMC) Ethernet port

## Overview

The Power HMC (7063-CR2) is a dedicated rack-mounted workstation that helps you to configure and manage system resources on Power servers using POWER7, POWER8, or POWER9 technology-based processors. The HMC connects to one or more managed systems to perform the following primary functions:

- Provide a console for system administrators and service providers to manage server hardware
- Deliver basic virtualization management through support for configuring logical partitions (LPARs) and dynamic resource allocation, including processor and memory settings
- Detect, report, and store changes in hardware conditions
- Act as a service focal point for service providers to determine an appropriate service strategy

- Display operating system session terminals for each partition
- Provide the call home focal point for managed servers
- Display ASMI menus for managed servers

The HMC also supports advanced service functions, including guided repair and verify, concurrent firmware updates for managed systems, and around-the-clock error reporting with Electronic Service Agent for faster support.

The HMC is delivered with its machine code preinstalled on the HDD. After the HMC is installed and connected to a managed system, you can perform system management tasks.

The HMC machine code does not have provisions for loading or running additional applications that are not related to hardware management or service. All of the tasks needed to maintain the managed system, the underlying operating system, and the HMC machine code are available by using the HMC management interface.

IBM offers integration of the Power HMC into racks before shipping.

**Note:** IBM also offers the Power Systems virtual HMC (vHMC) as a software-based alternative to the HMC appliance. The vHMC software is delivered in the form of a prebuilt virtual machine (VM) that can be downloaded and deployed on IBM PowerVM<sup>®</sup> or various x86 virtualization platforms. The vHMC software is updated in alignment with updates to the HMC appliance.

Due to client demand, HMC V9.2 code is now available for 7042-CR9 HMC. HMC V9.2 will be the last supported HMC code release for 7042-CR9. POWER9 servers with 950 firmware (FW950) or later, if managed by an HMC, require either the x86-based HMC, 7042-CR9, POWER-based HMC, 7063-CR1 or later; or the HMC Virtual Appliance, 5765-HMW (x86 based), or 5765-HMB (POWER based) or later. For additional information, see the [HMC Support Matrix](#).

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## Key requirements

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See the [Hardware requirements](#) and [Software requirements](#) section for details.

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## Planned availability date

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May 21, 2021

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## Product number

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The following are newly announced features on the specific models of the IBM Power Systems 7063 machine type:

Description	Machine type	Model number	Feature number
Hardware Management Console	7063	CR2	
EMEA Bulk MES Indicator	7063	CR2	0004
Hardware Management Console License for CR2	7063	CR2	0964
Rack Indicator, Rack #1	7063	CR2	4651
Rack Indicator, Rack #2	7063	CR2	4652
Rack Indicator, Rack #3	7063	CR2	4653

Rack Indicator, Rack #4	7063	CR2	4654
Rack Indicator, Rack #5	7063	CR2	4655
Rack Indicator, Rack #6	7063	CR2	4656
Rack Indicator, Rack #7	7063	CR2	4657
Rack Indicator, Rack #8	7063	CR2	4658
Rack Indicator, Rack #9	7063	CR2	4659
Rack Indicator, Rack #10	7063	CR2	4660
Rack Indicator, Rack #11	7063	CR2	4661
Rack Indicator, Rack #12	7063	CR2	4662
Rack Indicator, Rack #13	7063	CR2	4663
Rack Indicator, Rack #14	7063	CR2	4664
Rack Indicator, Rack #15	7063	CR2	4665
Rack Indicator, Rack #16	7063	CR2	4666
Power Cord 4.3m (14-ft), Drawer to IBM PDU (250V/10A)	7063	CR2	6458
Power Cord 4.3m (14-ft), Drawer To OEM PDU (125V, 15A)	7063	CR2	6460
Power Cord 4.3m (14-ft), Drawer to wall/OEM PDU (250V/15A) U. S.	7063	CR2	6469
Power Cord 1.8m (6-ft), Drawer to wall (125V/15A)	7063	CR2	6470
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU (250V/10A)	7063	CR2	6471
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU (250V/16A)	7063	CR2	6472
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU (250V/10A)	7063	CR2	6473
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/13A)	7063	CR2	6474
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/16A)	7063	CR2	6475
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/10A)	7063	CR2	6476
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/16A)	7063	CR2	6477
Power Cord 2.7 M(9-foot), To wall/OEM PDU, (250V, 16A)	7063	CR2	6478
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (125V/15A or 250V/10A )	7063	CR2	6488
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/10A)	7063	CR2	6493
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/10A)	7063	CR2	6494
Power Cord 2.7M (9-foot), To wall/OEM PDU, (250V, 10A)	7063	CR2	6496
Power Cable - Drawer to IBM PDU, 200-240V/10A	7063	CR2	6577
Power Cord 2.7M (9-foot), To wall/OEM PDU, (125V, 15A)	7063	CR2	6651
Power Cord 2.7M (9-foot), To wall/OEM PDU, (250V, 15A)	7063	CR2	6659
Power Cord 4.3m (14-ft), Drawer to wall/OEM PDU (125V/15A)	7063	CR2	6660
Power Cord 2.8m (9.2-ft), Drawer to IBM PDU, (250V/10A)	7063	CR2	6665
Power Cord 4.3M (14-foot), Drawer to OEM PDU, (250V, 15A)	7063	CR2	6669
Power Cord 2.7M (9-foot), Drawer to IBM PDU, 250V/10A	7063	CR2	6671
Power Cord 2M (6.5-foot), Drawer to IBM PDU, 250V/10A	7063	CR2	6672
Power Cord 2.7m (9-ft), Drawer to wall/OEM PDU, (250V/10A)	7063	CR2	6680
AC Power Supply - 900W	7063	CR2	EB2L
RAID1 Enabled	7063	CR2	EB2T
Front of Panel without USB ports	7063	CR2	EBZ0
Front of Panel with 2x USB ports	7063	CR2	EBZ1
Front of Panel without USB ports - OEM	7063	CR2	EBZ2
Front of Panel with 2x USB ports - OEM	7063	CR2	EBZ3
1.8 TB 10K RPM 4K SAS HDD SFF	7063	CR2	EHMD
Power Cable - Drawer to IBM PDU (250V/10A)	7063	CR2	ELC5
16 GB DDR4 Memory	7063	CR2	EM62
32 GB DDR4 Memory	7063	CR2	EM63
PCIe2 2-port 10/1GbE BaseT RJ45 Adapter	7063	CR2	EN0W

6-core 3.0 GHZ POWER9 Processor	7063	CR2	EP75
Fixed Length Rail Kit for 7063-CR2	7063	CR2	ERK0
Adjustable Length Rail Kit for 7063-CR2	7063	CR2	ERK1

The following are features already announced for the IBM Power Systems 7063 machine type:

Description	Machine type	Model number	Feature number
One CSC Billing Unit	7063	CR2	0010
Ten CSC Billing Units	7063	CR2	0011
Custom Service Specify, Rochester Minn, USA	7063	CR2	1140
One and only one rack indicator feature is required on all orders (#4650 to #4666).			
Rack Indicator- Not Factory Integrated	7063	CR2	4650
HMC/Server Order Linkage Indicator	7063	CR2	9069
Order Routing Indicator- System Plant	7063	CR2	9169
Language Group Specify - US English	7063	CR2	9300
Month Indicator	7063	CR2	9461
Day Indicator	7063	CR2	9462
Hour Indicator	7063	CR2	9463
Minute Indicator	7063	CR2	9464
Qty Indicator	7063	CR2	9465
Countable Member Indicator	7063	CR2	9466
Language Group Specify - Dutch	7063	CR2	9700
Language Group Specify - French	7063	CR2	9703
Language Group Specify - German	7063	CR2	9704
Language Group Specify - Polish	7063	CR2	9705
Language Group Specify - Norwegian	7063	CR2	9706
Language Group Specify - Portuguese	7063	CR2	9707
Language Group Specify - Spanish	7063	CR2	9708
Language Group Specify - Italian	7063	CR2	9711
Language Group Specify - Canadian French	7063	CR2	9712
Language Group Specify - Japanese	7063	CR2	9714
Language Group Specify - Traditional Chinese (Taiwan)	7063	CR2	9715
Language Group Specify - Korean	7063	CR2	9716
Language Group Specify - Turkish	7063	CR2	9718
Language Group Specify - Hungarian	7063	CR2	9719
Language Group Specify - Slovakian	7063	CR2	9720
Language Group Specify - Russian	7063	CR2	9721
Language Group Specify - Simplified Chinese (PRC)	7063	CR2	9722
Language Group Specify - Czech	7063	CR2	9724
Language Group Specify - Romanian	7063	CR2	9725
Language Group Specify - Croatian	7063	CR2	9726
Language Group Specify - Slovenian	7063	CR2	9727
Language Group Specify - Brazilian Portuguese	7063	CR2	9728
Language Group Specify - Thai	7063	CR2	9729
SP Warranty and Maintenance 5Y 24x7 Same Day ORT	7063	CR2	B0LP
SP Hard Drive/Media Retention - Power 5 years	7063	CR2	B0PR
ServicePac <sup>(R)</sup> for Basic Selection for Power 5 years	7063	CR2	B0SR
SP WAMO 3Y 24x7 SD	7063	CR2	B0UW
SP HDR/MR POWER 3Y	7063	CR2	BOVH
Custom Service Specify, Mexico	7063	CR2	ECSM
Custom Service Specify, Poughkeepsie, USA	7063	CR2	ECSP
IBM Power Private Cloud Rack Solution Indicator	7063	CR2	ELG2
S&H - No Charge	7063	CR2	ESC0
S&H-a	7063	CR2	ESC5

The following are newly announced features on the specific models of the IBM Power Systems 7014 and 7965 machine type:

### Planned Availability Date May 21, 2021

#### New Feature

Description	Machine type	Model number	Feature number
Rack Content Specify 7063-CR2	7014	T00	ERCN
	7014	T42	
	7965	S42	

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## Publications

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No publications are shipped with the announced products.

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.

### National language support

Not applicable

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## Services

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### IBM Systems Lab Services

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IBM Systems Lab Services offers a wide array of services available for your enterprise. It brings expertise on the latest technologies from the IBM development community and can help with your most difficult technical challenges.

IBM Systems Lab Services exists to help you successfully implement emerging technologies so as to accelerate your return on investment and improve your satisfaction with your IBM systems and solutions. Services examples include initial implementation, integration, migration, and skills transfer on IBM systems solution capabilities and recommended practices. IBM Systems Lab Services is one of the service organizations of IBM's world-renowned IBM Systems Group development labs.

For details on available services, contact your IBM representative or go to the [IBM Systems Lab Services](#) website.

### Global Technology Services

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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 go to the [IBM Global Technology Services<sup>\(R\)</sup>](#) website.

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or go to the [Resiliency Services](#) website.

Details on education offerings related to specific products can be found on the [IBM Skills Gateway](#) website.

### **Specified operating environment**

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#### **Physical specifications**

- – Width: 434.10 mm (17.1 in.)
- Depth: 726.76 mm (28.6 in.)
- Height: 43.71 mm (1.7 in.)
- Weight: 17.6 kg (38.8 lb)

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

#### **Operating environment**

For some standards and guidelines about the operating environment, see the [ASHRAE-A2](#) website.

#### **Hardware requirements**

The IBM Power Systems HMC requires a minimum HMC code level V9R2M950. This code level restricts the CR2 model to management of POWER7, POWER8, or POWER9 servers. If you need redundant HMC function, the servers can be attached to two separate HMCs to address availability requirements. All HMCs must have the same level of HMC Licensed Machine Code installed.

Management of multiple servers from an HMC might require the use of an Ethernet hub, which provides a physical connection from the HMC to each server rather than a logical Ethernet connection over a LAN.

[IBM Knowledge Center](#) provides information about classic and enhanced GUIs for configuring and operating single or multiple managed systems.

#### **Software requirements**

The following web browsers are supported for connection with the HMC Licensed Machine Code V9R2M950:

- Microsoft™ Internet Explorer 1082.18362.0.
- Firefox (version 82.0.1 (64-bit)).
- Chrome 86.0.4240.111 (Official Build) (64-bit) and Java™ 8 Runtime Environment are supported.
- Safari (versions 14.0 and 12.0.5)

The following web browsers are supported for connection with the OpenPower BMC:

- Chrome version 60
- Firefox version 52.1.2
- Microsoft Internet Explorer version 11
- Safari version 10.1.2

#### **Limitations**

- The HMC is a dedicated-function device used only for the control and service functions of the Power servers. It is not available for use as a general purpose computing resource.
- The HMC requires a minimum HMC code level. This code level restricts the HMC to management of POWER7, POWER8, or POWER9 servers.

Integrated repair and verify for CRUs is available at this time in English only. Clients who want access to the translated services guides will be directed to an external website from their HMC.

If additional assistance is required with interpreting English repair and verify:

- Contact the IBM Hardware Support Center (using the method you would normally use to obtain support for your hardware), and ask for Hardware Support. Be sure to have your HMC machine type and serial number available. Indicate that you have problems with translated repair and verify.
- An IBM Service Support Representative (SSR) may be dispatched to your site to assist with your repair and verify activity.
- The HMC and attached servers may not be accessible to you while the SSR is working.

## **Planning information**

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### ***Cable orders***

Additional Ethernet cables are required to attach the HMC to the system central electronics complex. These cables are customer supplied.

An additional Ethernet cable is required for remote management. The cable connects to the baseboard management controller (BMC).

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

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This product uses the security and auditability features of the server operating system.

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

## **IBM Systems Lab Services**

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For details on available services, contact your IBM representative or go to the [IBM Systems Lab Services](#) website.

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## **Terms and conditions**

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### **Volume orders**

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Contact your IBM representative.

### **Products - terms and conditions**

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#### ***Warranty period***

<b>Warranty and Additional Coverage Options:</b>	<b>Coverage Summary:</b> <sup>(1)</sup>
Warranty Period:	1 year
Service Level:	IBM On-Site Limited, 9x5 Next Business Day <sup>(1)</sup>
<b>Service Upgrade Options :</b>	
Warranty Service Upgrade	IBM On-Site Repair, 9x5 Same Day <sup>(2)</sup> and 24x7 Same Day options
Maintenance Services (Post-Warranty):	IBM On-Site Repair, Next Business Day and Same Day options

<b>Warranty and Additional Coverage Options:</b>	<b>Coverage Summary:</b> <sup>(1)</sup>
IBM Hardware Maintenance Services - committed maintenance: <sup>(3)</sup>	Y

<sup>(1)</sup> Known exception: China and Turkey.

Warranty for China is 1 Year CRU ONLY 9X5 NBD.

Warranty for Turkey is 2 Years CRU and On-site 9X5 NBD.

<sup>(2)</sup> offered in US and EMEA only.

<sup>(3)</sup> not offered in the US.

One year

To obtain copies of the IBM Statement of Limited Warranty, contact your reseller or IBM. An IBM part or feature installed during the initial installation of an IBM machine is subject to the full warranty period specified by IBM. An IBM part or feature that replaces a previously installed part or feature assumes the remainder of the warranty period for the replaced part or feature. An IBM part or feature added to a machine without replacing a previously installed part or feature is subject to a full warranty. Unless specified otherwise, the warranty period, type of warranty service, and service level of a part or feature are the same as those for the machine in which it is installed.

### **Warranty service**

If required, IBM provides repair or exchange service depending on the types of warranty service specified for the machine. IBM will attempt to resolve your problem over the telephone, or electronically through an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts. If applicable to your product, parts considered Client Replaceable Units (CRUs) will be provided as part of the machine's standard warranty service.

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-specific and location-specific information.

### **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 upon your request. CRUs are designated as being either a Tier 1 (mandatory) or a Tier 2 (optional) CRU.

#### **Tier 1 (mandatory) CRU**

Installation of Tier 1 CRUs, as specified in this announcement, is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation.

#### **Tier 2 (optional) CRU**

You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge.

Based upon availability, CRUs will be shipped for next business day (NBD) 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. You may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.



The following parts have been designated as Tier 1 CRUs:

- TOD 3.0V Lithium
- Fans
- TPM Card
- AC Power Supply
- Disk
- Memory
- Processor
- Adapter
- Power Cords
- Rails

### ***CRU and On-site Service***

At IBM's discretion, you will receive specified CRU service, or 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.

Service level is:

- 9 hours per day, Monday through Friday, excluding holidays, next business day response. Calls must be received by 3:00 PM local time in order to qualify for next business day response.

### **Non-IBM parts service**

#### ***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 clients, and normal warranty service procedures for the IBM machine apply.

#### ***International Warranty Service***

International Warranty Service allows you to relocate any machine that is eligible for International Warranty Service and receive continued warranty service in any country where the IBM machine is serviced. If you move your machine to a different country, you are required to report the machine information to your Business Partner or IBM representative.

The warranty service type and the service level provided in the servicing country may be different from that provided in the country in which the machine was purchased. Warranty service will be provided with the prevailing warranty service type and service level available for the eligible machine type in the servicing country, and the warranty period observed will be that of the country in which the machine was purchased.

The following types of information can be found on the [International Warranty Service](#) website

- Machine warranty entitlement and eligibility
- Directory of contacts by country with technical support contact information
- Announcement Letters

#### ***Warranty service upgrades***

During the warranty period, warranty service upgrades provide an enhanced level of On-site Service for an additional charge. Service levels are response-time objectives and are not guaranteed. See the Warranty services section for additional details.

IBM will attempt to resolve your problem over the telephone or electronically by access to an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts.

- IBM On-Site Repair, Same Day On-Site Response Target, Monday-Sunday 00:00-24:00, 365 days a year

### ***Maintenance service options***

#### ***CRU and On-site Service***

At IBM's discretion you will receive CRU service or 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 response-time objectives are available as warranty service upgrades for your machine. Available offerings are:

- 24 hours per day, 7 days a week, same day response. Monday-Sunday 00:00-24:00, 365 days a year

Client Replaceable Units (CRUs) may be provided as part of the machine's standard warranty CRU Service except that you may install a CRU yourself or request IBM installation, at no additional charge, under the CRU and On-site Service level specified above. For additional information on the CRU Service, see the warranty information.

#### **Maintenance services**

If required, IBM provides repair or exchange service depending on the types of maintenance service specified for the machine. IBM will attempt to resolve your problem over the telephone or electronically, through an IBM website. Certain machines contain remote support capabilities for direct problem reporting, remote problem determination, and resolution with IBM. You must follow the problem determination and resolution procedures that IBM specifies. Following problem determination, if IBM determines on-site service is required, scheduling of service will depend upon the time of your call, machine technology and redundancy, and availability of parts. Service levels are response-time objectives and are not guaranteed. The specified level of maintenance 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-specific and location-specific information. The following service selections are available as maintenance options for your machine type.

- IBM On-Site Repair, Next Business Day Response Target, Monday-Friday. Calls must be received by 3:00 PM local time in order to qualify for next business day response.
- IBM On-Site Repair, Same Day On-Site Response Target, Monday-Sunday 00:00-24:00, 365 days a year.

#### **IBM Hardware Maintenance Services -- committed maintenance<sup>(1)</sup>**

Organizations can lose as much as USD100 million per year to downtime related to information and communications technology. IBM Hardware Maintenance Services -- committed maintenance can deliver various guaranteed hardware service for IBM equipment from the moment you call for support worldwide (based on the countries in which IBM has a presence) and around the clock. Through clear response targets and standardized service-delivery metrics, we help you optimize your IT infrastructure and reduce the threat of hardware-related outages.

For more information, visit:

[https://www.ibm.com<sup>\(R\)</sup>/common/ssi/cgi-bin/ssialias?subtype=SP&infotype=PM&htmlfid=MTD03128USEN&attachment=MTD03128U](https://www.ibm.com<sup>(R)</sup>/common/ssi/cgi-bin/ssialias?subtype=SP&infotype=PM&htmlfid=MTD03128USEN&attachment=MTD03128U)

<sup>(1)</sup> Currently not available in the US.

### ***On-site Service***

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.

### ***Client-Replaceable Unit (CRU) Service***

If your problem can be resolved with a CRU (for example, keyboard, mouse, speaker, memory, or hard disk drive), and depending upon the maintenance service offerings in your geography, IBM will ship the replacement CRU to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from IBM upon your request.

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, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 15 days of your receipt of the replacement.

CRUs may be provided as part of the machine's standard maintenance service except that you may install a CRU yourself or request IBM installation, at no additional charge, under any of the On-site Service levels specified above.

### ***CRU and Machine Exchange Service***

At IBM's discretion you will receive CRU service or IBM will initiate shipment of a replacement machine to your location. You are responsible for its installation and verification of operation. You must pack the failed machine into the shipping container that contained the replacement machine and return the failed machine to IBM. Transportation charges, both ways, are paid by IBM. You may be charged for the replacement machine if IBM does not receive the failed machine within 15 days of your receipt of the replacement.

### ***Non-IBM parts service***

Under certain conditions, IBM provides services for selected non-IBM parts at no additional charge for machines that are covered under warranty service upgrades or maintenance services.

This service includes hardware problem determination (PD) on the non-IBM parts (for example, adapter cards, PCMCIA cards, disk drives, memory) installed within IBM machines 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, clients 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.

### ***Usage plan machine***

Yes

### ***Average usage plan provisions apply***

No

***IBM hourly service rate classification***

Two

When a type of service involves the exchange of a machine part, the replacement may not be new, but will be in good working order.

**General terms and conditions**

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***Field-installable features***

Yes

***Model conversions***

No

***Machine installation***

Client setup. Clients are responsible for installation according to the instructions IBM provides with the machine.

***Graduated program license charges apply***

No

***Licensed Machine Code***

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Machine using LMC Type Model 7063-CR2

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Not applicable

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## **Corrections**

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**(Corrected on September 21, 2021)**

Modification made to AP distribution section.