

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

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Overview

IBM^(R) ServicePac^(R) 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 |

Publications

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.

Services

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^(R) servers, IBM Storage systems, IBM Z^(R), 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.

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

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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.

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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^(R) for Security, IBM Security QRadar^(R)/QRoC, IBM Security SOAR/Resilient^(R), IBM i2^(R), IBM Security Verify, IBM Security Guardium^(R), and IBM Security MaaS360^(R).

For more information, contact Security Expert Labs at sel@us.ibm.com.

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

IBM support

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

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.

Technical information

Security, auditability, and control

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

Terms and conditions

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.

This warranty is made in lieu of all other rights, conditions and warranties, expressed or implied, including but not limited to the implied warranties or merchantability and fitness for a particular purpose.

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Client setup

Yes

Machine code

Same license terms and conditions as base machine

Optional features warranty period

Not applicable

Prices

The following are newly announced features of the IBM System Storage 3572 machine type:

| Description | Model number | Feature numbers | Initial / MES / Both / Support | CSU | RP MES |
|-----------------------------|---------------------|------------------------|---------------------------------------|------------|---------------|
| SP WAMO 5Y 24X7 SD | S9H | B0MT | Both | Yes | No |
| SP BS STORAGE 3Y | S9H | B0N1 | Both | Yes | No |
| SP WAMO 3Y 24X7 SD | S9H | B0NU | Both | Yes | No |
| SP BS STORAGE 5Y | S9H | B0PK | Both | Yes | No |
| SP WAMO 5Y 24X7 CF24h | S9H | B17H | Both | Yes | No |
| SP WAMO 3Y 24X7 CF24h | S9H | B1K3 | Both | Yes | No |

The following are newly announced features of the IBM System Storage 3580 machine type:

| Description | Model number | Feature numbers | Initial / MES / Both / Support | CSU | RP MES |
|-----------------------------|---------------------|------------------------|---------------------------------------|------------|---------------|
| SP WAMO 5Y 24X7 SD | H9S | B0MT | Both | Yes | No |
| SP BS STORAGE 3Y | H9S | B0N1 | Both | Yes | No |
| SP WSU 3Y 24X7 SD | H9S | B0PC | Both | Yes | No |
| SP BS STORAGE 5Y | H9S | B0PK | Both | Yes | No |
| SP WSU 3Y 24X7 CF24h | H9S | B0YH | Both | Yes | No |
| SP WAMO 5Y 24X7 CF24h | H9S | B17H | Both | Yes | No |

CSU = Customer setup

RP MES = Returnable parts MES

Regional availability

American Samoa, Guam, Marshall Islands, Federated States of Micronesia, Northern Mariana Islands, Palau, Puerto Rico, United States, and US Virgin Islands

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