



# **Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery**

## **User's Guide**





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注：Before using this information and the product it supports, read the information in 第 19 页的附录 C, 『Service and Support』 and 第 23 页的附录 D, 『IBM Statement of Limited Warranty Z125-4753-08 04/2004』.

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## 前言

This manual provides information on the IBM® 40 GB USB 2.0 Hard Drive with Rescue and Recovery™. This manual is written for the installer and user of this equipment and contains the following information:

- 第 1 章, 『硬件用户指南』 contains instructions for installing and using the IBM 40 GB Hard Disk Drive with Rescue and Recovery.
- 第 5 页的第 2 章, 『安装和使用 Rescue and Recovery 软件』 contains installation prerequisites and instructions, a listing of Rescue and Recovery with Rapid Restore™ components and system requirements, and an overview of the Rescue and Recovery with Rapid Restore concepts.
- 附录 A, 『故障诊断』 contains information that might be helpful if you encounter trouble using Rescue and Recovery with Rapid Restore.
- 第 13 页的附录 B, 『词汇表』 contains definitions of industry terms to assist you in understanding some of the concepts discussed in this guide.
- 第 19 页的附录 C, 『Service and Support』 provides service and support information.
- 第 23 页的附录 D, 『IBM Statement of Limited Warranty Z125-4753-08 04/2004』 provides warranty information.
- 附录 E, 『Notices』 contains trademarks and legal notices.

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## Registering your option

Thank you for purchasing this IBM® product. Please take a few moments to register your product and provide us with information that will help IBM to better serve you in the future. Your feedback is valuable to us in developing products and services that are important to you, as well as in developing better ways to communicate with you. Register your option on the IBM Web site at

<http://www.ibm.com/pc/register/>

IBM will send you information and updates on your registered product unless you indicate on the Web site questionnaire that you do not want to receive further information.





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## 开始之前

在安装和使用带有 Rescue and Recovery 的 IBM 便携式 40 GB USB 2.0 硬盘驱动器前，请确保阅读以下信息。

### 注意

只能使用本选件随附的电缆。如果使用非本选件包中包含的电缆，可能会损坏驱动器。请勿将交流电源适配器连接到此设备。

- 若要避免损坏 USB 硬盘驱动器，请小心操作。在运输驱动器或不使用它时，请将其置于选件随附的便携包内。有关正确操作 USB 硬盘驱动器的更多信息，请参阅第 3 页的『维护驱动器』。
- 主 USB 电缆必须连接到 USB 大功率端口。如果遇到问题，请尝试将主 USB 电缆连接到另一 USB 端口。
- 当在带有 USB 2.0 PCMCIA 卡的移动式计算机上使用 USB 硬盘驱动器时，主 USB 电缆必须插入 PCMCIA 卡的大功率端口。还须将辅助电源线连接到 USB 端口以提供足够的电源。

### 注意

IBM 不支持本产品使用对分区表进行重新排序或分类的第三方磁盘实用程序。

### 注意

请保留该便携式 40 GB USB 2.0 硬盘驱动器随附的 CD 并将此 CD 进行复制。IBM 无法更换该 CD，并且该 CD 也无法从 Web 上进行下载。

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## 联机帮助

Rescue and Recovery 集成“联机帮助”系统是一个非常重要的信息来源。该帮助系统包含了当您访问不同 Rescue and Recovery 组件时动态更新的信息。

要访问 Rescue and Recovery 联机帮助系统，请执行以下步骤：

1. 访问 Rescue and Recovery 主控制台。
2. 转至“帮助”菜单。



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## 第 1 章 硬件用户指南

本章包含安装和使用带有 Rescue and Recovery 的 IBM 便携式 40 GB 硬盘驱动器的说明。

注：在安装和使用带有 Rescue and Recovery 的 IBM 便携式 40 GB USB 2.0 硬盘驱动器之前，请务必阅读第 vii 页的『开始之前』。

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### 产品描述

带有 Rescue and Recovery 的 IBM 便携式 40 GB 硬盘驱动器是便携式轻型高速 USB 硬盘驱动器，该驱动器与 USB 2.0 标准兼容，可实现比通过 USB 1.1 的连接快 40 倍的数据传输速度。该驱动器可用于移动式或台式计算机，并且与 USB 1.0 和 USB 1.1 连接相兼容。该驱动器在安装后，将作为即插即用设备运行，并可进行热交换；即可以在计算机运行过程中进行该驱动器的连接和断开连接操作。请参阅第 3 页的『从计算机断开驱动器的连接』。

其选件包包含：

- 带有 Rescue and Recovery 的 IBM 便携式 40 GB 硬盘驱动器
- 主 USB 电缆（USB “A” 至 “小型 B” 的连接）
- 辅助电源线
- 用户指南和软件 CD，包含 Rapid Restore 软件和本联机《用户指南》

注：请保留此 CD 并进行复制。IBM 无法更换该 CD，并且该 CD 也无法从 Web 上进行下载。

- 保修单
- 便携包

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### 硬件和软件需求

您的计算机上必须安装有下列硬件：

- 最少 200MHz 的 Intel™ Pentium® 微处理器
- 64 MB 随机存取内存（RAM）
- 用以安装产品随附 CD 上的软件的 CD-ROM 或 DVD-ROM 驱动器
- USB 1.1 或 2.0 端口

您的计算机必须安装有 Microsoft® Windows® 2000 Professional 或 Microsoft Windows XP 以使用带有 Rescue and Recovery 的 IBM 便携式 40 GB 硬盘驱动器。

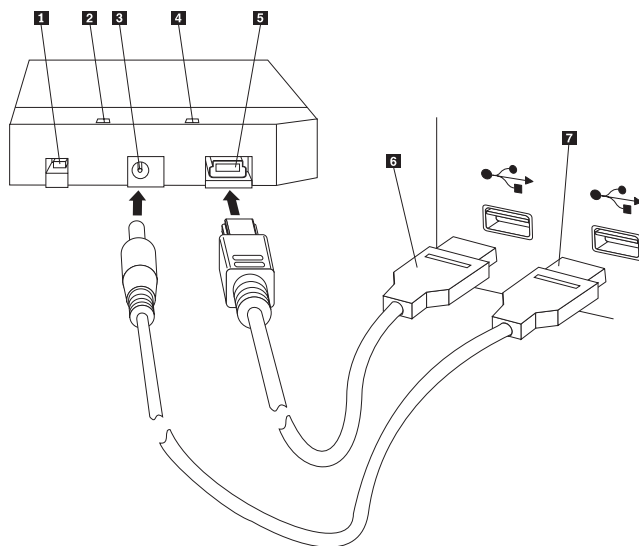
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### 安装驱动器

本部分提供安装驱动器的说明。

要安装驱动器，请完成以下过程：

1. 将主 USB 电缆连接至 USB 端口 **5**，如图 1 所示。



- 1** 电源开关
- 2** 驱动器活动指示灯
- 3** 辅助电源端口
- 4** 电源指示灯
- 5** USB 端口
- 6** 主 USB 电缆
- 7** 辅助电源线

图 1. 安装驱动器

2. 将主 USB 电缆的另一端 **6** 连接至计算机上的可用 USB 端口。
3. 将辅助电源线连接至驱动器上的辅助电源端口 **3**。
4. 将辅助电源线的另一端 **7** 连接至计算机上的可用 USB 端口。
5. 将开关 **1** 置于打开位置。

**注意**

只能使用本选件随附的电缆。如果使用非本选件包中包含的电缆，可能会损坏驱动器。请勿将交流电源适配器连接到此设备。

6. 打开我的电脑并双击与 IBM USB 硬盘驱动器关联的图标。

Windows 将自动检测此驱动器。第一次执行这些步骤时，将打开含有安装 Rescue and Recovery 软件选项的欢迎窗口。

如果打算使用所包含的 Rescue and Recovery 软件，请务必阅读第 5 页的第 2 章，『安装和使用 Rescue and Recovery 软件』中的一般简介信息。要安装 Rescue and Recovery 软件，请参阅第 6 页的『Rescue and Recovery 安装』。

如果不打算使用所包含的 Rescue and Recovery 软件，则该驱动器就可以使用了，不需要再安装任何其它软件。要禁用自动启动，请单击浏览器窗口左下角的 **Do not show this again**，断开驱动器的连接，然后重新连接驱动器。

注：根据正在备份的数据量，Rescue and Recovery 安装可能需要大量的时间。当使用 USB 1.1 连接进行备份时尤其如此。中断 Rescue and Recovery 安装可能会导致数据丢失。

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## 使驱动器可引导

在具有“引导至 USB” BIOS 支持的系统上可以将驱动器配置为可引导。通常情况下 BIOS 将把驱动器作为“HDD-1”或“IBM-(USB)”加以检测。要将带有 Rescue and Recovery 的 IBM 便携式 40 GB 硬盘驱动器添加到计算机启动顺序中，您将需要使用计算机 BIOS Setup Utility。有关使用 BIOS Setup Utility 的信息，请参考计算机随附的文档。

如果有问题，请务必检查计算机上是否装有最新的 BIOS。有关支持通过 BIOS 引导至 USB 存储设备的计算机列表，请访问位于 <http://www.ibm.com/pc/support> 的 IBM 支持 Web 站点。

注：在尝试使驱动器可引导之前，请确保阅读第 7 页的『创建 Rescue and Recovery 介质』。

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## 从计算机断开驱动器的连接

要在 Windows 2000 中断开驱动器的连接，请完成以下过程。如果您正在使用 Windows XP，则仅执行下面的步骤 3 和 4。

1. 单击系统托盘中的拔下或弹出硬件图标。
2. 单击 **USB Mass Storage Device** 图标以停止设备。
3. 将驱动器电源开关置于关闭位置。
4. 将电缆断开连接。

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## 维护驱动器

请对您的驱动器使用以下维护准则。

- 请勿跌落或震动驱动器。
- 不使用驱动器时请使用驱动器电源开关将其关闭。
- 请勿在强磁场附近操作或存放驱动器。
- 请勿让驱动器接触液体或置于高温、高湿度的环境中。
- 请勿使用任何不包含在此选件包中的电源线或适配器。



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## 第 2 章 安装和使用 Rescue and Recovery 软件

带有 Rapid Restore 的 IBM Rescue and Recovery 产品（以下称为 Rescue and Recovery 程序）提供了许多功能以帮助您在故障中恢复，即使在您无法启动 Windows 操作系统的情况下也是如此。主要功能包括：

- 通过 IBM Rescue and Recovery 程序进行完全和增量硬盘备份。备份文件可以存储在计算机硬盘的受保护区域、可刻录 CD 或 DVD 介质、网络驱动器或诸如 USB 硬盘驱动器的 USB 设备上。
- 使用 Rescue and Recovery 程序创建的备份文件进行完全硬盘恢复。
- 恢复和传送存储在本地硬盘上 Windows 分区中的或网络驱动器上的单个的文件，或从 Rescue and Recovery 备份文件恢复和传送单个的文件。
- 独立于 Windows 操作系统运行的 Rescue and Recovery 工作空间。通过 Rescue and Recovery 工作空间，您可以将硬盘复原至若干已保存状态中的一种，可以从 Windows 分区或备份恢复文件，可以在因特网上通信，还可以查看有关计算机情况的有用信息。

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### 先决条件

要安装该程序，必须具备以下条件：

- 带有 Service Pack 3 的 Windows XP 或 Windows 2000。如果在空间大于 137 GB 的硬盘上安装该程序，则对于 Windows XP 将需要 Service Pack 1。
- Internet Explorer 5.5 或更高版本
- 128 MB 内存，其中少于 8 MB 可以在 BIOS 的视频设置下指定为共享内存。
- 800 MB 可用磁盘空间。

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### 在安装 Rescue and Recovery 之前

当决定安装 Rescue and Recovery 时，请考虑以下信息：

- 系统状态。是否将您的系统设置为所需要其复原的方式？您是否会添加其它任何重要软件？

在安装 Rescue and Recovery 前，请确保具备以下组件。要使 Rescue and Recovery 能够正常运行，以下先决条件是必需的：

- IBM ThinkCentre™ 或 ThinkPad® 计算机
- Internet Explorer 5.5 或更高版本

### 应用程序兼容性

某些具有复杂的过滤器驱动程序环境（例如反病毒软件）的应用程序可能与带有 Rapid Restore 软件的 IBM Rescue and Recovery 不兼容。有关兼容性问题的信息，请参考 Web 站点 [www.ibm.com/thinkvantage](http://www.ibm.com/thinkvantage) 上带有 Rapid Restore 软件的 IBM Rescue and Recovery 随附的自述文件。

IBM Rescue and Recovery 与 Norton AntiVirus 2002 和 2003 不兼容。必须使用 Norton AntiVirus Corporate Edition 或 Norton AntiVirus 2004 进行病毒扫描以便正常工作。

## 硬盘驱动器配置

带有 Rapid Restore 软件的 IBM Rescue and Recovery 在原始设备制造商 (OEM) 计算机的工厂预装入上不受支持。对于 OEM 计算机, 必须根据《带有 Rapid Restore 的 IBM Rescue and Recovery 定制和部署指南》(可从 IBM Web 站点 [www.ibm.com/thinkvantage](http://www.ibm.com/thinkvantage) 上获得) 中的建议来配置硬盘驱动器。

## Rescue and Recovery 安装

本节包含安装带有 Rescue and Recovery 的 IBM 便携式 40 GB USB 2.0 硬盘驱动器的说明。安装 Rescue and Recovery 软件有两种方法：

- 从 IBM 便携式 40 GB USB 2.0 硬盘驱动器

或

- 从用户指南和软件 CD

执行产品安装后, 在备份到 USB 驱动器之前请参阅第 7 页的『创建 Rescue and Recovery 介质』。

### 从 IBM 便携式 40 GB USB 2.0 硬盘驱动器安装

要从 IBM 便携式 40 GB USB 2.0 硬盘驱动器安装 Rescue and Recovery, 请完成以下过程：

1. 关闭所有打开的应用程序。
2. 将驱动器插入可用的 USB 端口。
3. 将电源开关置于打开 (|) 位置。Windows 将自行安装设备驱动程序。
4. 打开我的电脑并双击与 IBM USB 硬盘驱动器关联的图标。
5. 单击软件。
6. 双击 **IBM Rapid Restore**。
7. 遵循屏幕指示信息操作。

### 从 CD 安装

要从用户指南和软件 CD 安装 Rescue and Recovery, 请完成以下过程：

1. 将用户指南和软件 CD 插入 CD 或 DVD 驱动器。
2. 如果此 CD 没有自动启动, 单击开始, 然后单击运行。
  - a. 输入 `e:\launch.bat` (其中 e 是 CD 或 DVD 的盘符)。
  - b. 单击确定。CD 浏览器窗口将打开。
3. 选择语言并单击执行。
4. 单击软件。
5. 双击 **IBM Rapid Restore**。
6. 遵循屏幕指示信息操作。

注：根据正在备份的数据量, Rapid Restore 安装可能需要大量的时间。当通过 USB 1.1 备份时尤其如此。中断 Rapid Restore 的安装可能会导致数据丢失。



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## 创建 Rescue and Recovery 介质

如果有能刻录 CD 或 DVD 的驱动器，或如果有外接 USB 硬盘驱动器，则可以创建可以用来帮忙从故障中恢复的可引导介质，这些故障会使您无法访问 Windows 环境或计算机硬盘上的 Rescue and Recovery 工作空间。虽然此类问题十分少见，但最好在问题发生之前有所准备且尽快创建 Rescue and Recovery 介质。

可以使用 Rescue and Recovery 介质执行以下任务：

- 使用 IBM Rescue and Recovery 程序从备份恢复文件、文件夹或整个硬盘内容
- 查看您计算机和某条事件历史记录的关键信息
- 从计算机或网络将文件转移到其它介质
- 通过已连线的以太网连接访问因特网

要创建 Rescue and Recovery 介质，请执行以下操作：

注：如果计划将外接 USB 硬盘驱动器用作 Rescue and Recovery 介质，则在开始此过程之前请将其连接到其中一个 USB 接口。该外接 USB 硬盘上的所有数据都将在此过程中被擦除。如果外接 USB 硬盘上有重要文件，则在开始此过程之前请将其复制到其它介质。

### 注意

1. 从 **Windows** 桌面，单击“开始”，单击“程序”（或者如果使用 **Windows XP** 则是“所有程序”），单击 **Access IBM**，然后单击“创建挽救介质”。
2. 按照屏幕上的指示信息进行操作。

有关使用 Rescue and Recovery 介质的信息，请参阅第 8 页的『访问 Rescue and Recovery 工作空间』。

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## 使用备份和复原功能

Rescue and Recovery 程序控制所有的备份、复原和文件恢复功能。要访问备份和复原功能，请执行以下操作：

1. 从 Windows 桌面，单击开始，单击程序（或者如果使用 Windows XP 则是所有程序），单击 **Access IBM**，然后单击 **IBM Rapid Restore Ultra 4.0**。
2. 当主窗口显示时，请执行以下操作之一：
  - 要执行备份操作、调度备份操作、将现有备份复制到其它介质或为备份操作设置首选项，请单击 **Backup**。然后，从下拉菜单中单击相应的选项。
  - 要将硬盘复原至先前备份的状态或从备份挽救一个或多个文件，请单击 **Restore**。然后，从下拉菜单中单击相应的选项。

有关使用这些功能的更多信息，请单击 Help。

---

## 访问 Rescue and Recovery 工作空间

要访问 Rescue and Recovery 工作空间，请执行以下操作之一：

### 方法 1：

1. 关闭计算机。
2. 重新启动计算机并仔细观察屏幕。
3. 当提示按 F11 时，请按下然后释放 F11 键。必须在提示显示期间按下并释放 F11 键。
4. 在短暂的延迟后，Rescue and Recovery 工作空间显示。有关使用各功能的信息，请单击 **Help**。

### 方法 2：

1. 将所创建的 Rescue and Recovery CD 插入 CD 或 DVD 驱动器，或者如果挽救介质为外接 USB 硬盘驱动器，则连接该驱动器并立即将其开启。
2. 关闭计算机。
3. 重新启动计算机。
4. 在短暂的延迟后，Rescue and Recovery 工作空间显示。有关使用各功能的信息，请单击 **Help**。

注：如果挽救介质无法启动，则可能是没有在 BIOS 启动顺序中将挽救设备（CD 驱动器、DVD 驱动器或 USB 驱动器）正确设置。请参考计算机随附的文档以获取有关访问 BIOS Configuration Utility 的信息。

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## 重新安装 Rescue and Recovery

在重新安装 Rescue and Recovery 软件之前，请考虑将当前备份设置归档到 CD-R。要重新安装 Rescue and Recovery 软件，可能需要卸载某些先前的版本。这将除去您当前的备份。然后您可以安装较新版本的 Rescue and Recovery。

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## 卸载 Rescue and Recovery

要卸载 Rescue and Recovery，请单击：

- 开始
- 控制面板
- 添加/删除程序
- **Rescue and Recovery**

卸载过程将删除该程序和所有备份设置。

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## 附录 A. 故障诊断

如果您在使用带有 Rapid Restore 应用程序的 IBM Rescue and Recovery 时遇到故障，以下信息可能会有用。

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### 一般故障诊断信息

如果您在使用带有 Rapid Restore 软件的 Rescue and Recovery 时遇到故障，以下信息可能会有用。

- 创建新 Windows 用户时，只有重新引导系统后才可以备份新用户。
- 请勿将带有 Rapid Restore 的 Rescue and Recovery 与任何其它修改主引导记录的实用程序软件一起使用。修改硬盘主引导记录的软件可能使您的备份无法访问。这样的软件包括（但不限于）Roxio GoBack、System Commander 和 PowerQuest BootMagic。
- Norton Antivirus 5.0 可能无法读取硬盘驱动器的引导记录。

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### 安装故障诊断信息

如果尝试安装或卸载带有 Rapid Restore 软件的 IBM Rescue and Recovery 时遇到故障，以下信息可能会有用。

#### 卸载软件

要从运行 Windows 2000 Professional 或 Windows XP 的计算机中卸载带有 Rapid Restore 的 Rescue and Recovery，必须以管理员权限登录计算机。有关用户帐户的更多信息，请参阅操作系统随附的帮助系统。

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### 备份故障诊断信息

如果不存在有效的备份映像，带有 Rapid Restore 的 Rescue and Recovery 会通知您。然后才将使您能创建新的基本备份映像。

如果尝试使用带有 Rapid Restore 软件的 IBM Rescue and Recovery 进行备份操作时遇到故障，以下信息可能会有用。

- 用户帐户包含在备份和复原操作中。因此，若将系统复原为不存在该用户或该用户持有不同密码时的状态，该用户将无法登录。
- 如果在执行 Windows 增量备份时关闭 Rapid Restore 界面，则带有 Rapid Restore 的 Rescue and Recovery 将继续在后台备份文件。

#### 备份操作缓慢

备份的性能取决于备份的大小和所执行操作的类型。可通过执行频繁的备份来优化备份操作性能。

在创建备份映像时运行另一程序，例如反病毒程序，将给备份性能带来负面影响。在创建备份映像时不要运行任何程序。

请在执行备份操作以前或之后运行反病毒程序。

注：

1. 通过 USB 1.1 进行备份时间将会长一些。
2. 若要防止可能的数据库损坏，请始终在执行备份操作之前关闭所有应用程序和服务。

## 调度日期为 29 号、30 号或 31 号

带有 Rapid Restore 的 Rescue and Recovery 不允许指定在每月 29、30 或 31 号执行已调度的备份，但可以调度备份在月末发生。

## 无法选择“归档备份”

如果 CD-R Archive 归档选项不可用，则意味着用户未安装 CD-R 设备。

CD-RW 介质很容易被覆盖且每次使用都会降低其质量。当创建 CD-R 归档集合时不支持 CD-RW 介质。

要从 CD 中复原备份集合，则该 CD 驱动器必须是您正在复原的计算机所支持的引导选项。

要执行 CD-R 归档，硬盘驱动器必须有至少 700 MB 的可用空间。

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## 复原故障诊断信息

当尝试使用带有 Rapid Restore 软件的 IBM Rescue and Recovery 进行复原操作时遇到故障，以下信息可能会有用。

要从 CD 中复原备份集，则该 CD 驱动器必须是您正在复原的计算机所支持的引导选项。

## 复原操作缓慢

复原操作的性能取决于所执行操作的大小和类型。若要防止可能的数据库损坏，请始终在执行复原操作之前关闭所有应用程序和服务。

## 执行复原操作后用户无法登录

在多用户系统中，当添加一个新用户并且在新用户初次登录前进行了备份操作时，会发生此问题。

要纠正该问题，IT 管理员必须再次添加新用户，然后重新启动计算机，或者在下一次备份操作前让新用户先登录。

要防止该问题，在添加了新用户之后请重新启动计算机，或确保新用户在执行下一次备份操作前登录。

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## 电源管理故障诊断信息

如果由于电源管理问题（如待机、休眠和功率损耗）而在使用带有 Rapid Restore 的 Rescue and Recovery 时遇到麻烦，则以下信息可能会有用。

带有 Rapid Restore 的 Rescue and Recovery 将以下列方式响应系统请求：

- 正在进行备份或“**CD-R** 归档”时。当备份或“CD-R 归档”正在进行并且系统请求进入待机/休眠时，带有 Rapid Restore 的 Rescue and Recovery 将停止正在进行的备份并允许电源请求继续进行。当电源恢复时，它会将该备份记录为失败并询问用户以再次运行备份。
- 正在进行复原时。当复原正在进行时，会拒绝电源请求而继续执行复原操作。



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## 附录 B. 词汇表

### 备份 (Backup)

备份是复制磁盘信息的过程，从而在设备发生故障或者软件和操作系统毁坏的情况下，这些信息能够得以保留。

### 基本备份映像 (Base backup image)

在 Rapid Restore 安装过程期间，主硬盘创建的基于扇区的原始备份映像。该映像是累积备份和最新备份创建的基础。

### 引导 (Boot)

指计算机的初始启动，例如当打开或重新启动计算机时。

### 引导时间 (Boot-time)

计算机引导过程的时间 - 当计算机启动但是操作系统还未接管计算机的控制时。正是在这段时间内，用户可以访问 OBRM 的预操作系统界面。

### 引导管理器 (Boot Manager)

一种存储在主引导记录中的软件程序，它读取包含要引导到 RAM 中的操作系统的引导扇区记录。而该记录包含将操作系统的其余部分装入到 RAM 中的程序。

### 字节 (Byte)

一个八位的组，它可以从 0 到 255 的数字、字母表的字母或其它各种形式来表示。

### CD-R

CD-R (指可刻录光盘) 是一种一次写入多次读取 (worm) 的光盘 (CD) 格式，它允许在光盘上一次刻录。

### CD-RW

CD-RW (指可重写光盘) 是允许在光盘上重复刻录的光盘 (CD) 格式。

### CD-ROM

光盘只读存储器。在软件行业中常用于存储信息的电子介质。顾名思义，CD-ROM 的原始内容不能修改。

### 控制器 (Controller)

一种专用的电子电路，它充当设备 (如硬盘) 和计算机之间的接口。IDE 和 SCSI 是硬盘控制器的示例。

### 累积备份 (Cumulative backup)

一种压缩的增量备份。由于它与基本映像和最新备份相关，所以累积备份存储差分（或增量）信息。

### 数据 (Data)

由计算机处理的信息。数据的示例包括数据库文件、字处理文档和 html 页面。

### 数据库 (Database)

以有用的方式组织的、与某个主题相关的信息的集合，它为过程（如检索信息、得出结论以及作出决定）提供出发点或基础。

### 数据迁移管理器 (Data Migration Manager)

数据迁移管理器 (DMM) 使用户能够将其现有磁盘映像移动到新的较大的硬盘。迁移到另一个硬盘的最常见的原因是需要额外的存储空间。当执行磁盘迁移时，大多数人遇到的两个主要障碍包括缺乏成功完成该过程所需的 IT 知识，以及与迁移过程直接相关的停机时间导致的效率降低。

数据迁移管理器的“ One Button Migration ”功能消除了这些障碍，这样，这些用户能够非常有效地迁移其磁盘映像和数据，而不损害其正常运行时间和数据完整性。另外，Rapid Restore 的内置迁移技术处理所有的复杂决策，这样用户不必是个 IT 专家就能够正确地将其磁盘映像和数据迁移至新的硬盘。

### 磁盘驱动器 (Disk drive)

一种由计算机使用的存储设备。

### 软盘 (Diskette)

可移动存储介质。

### 磁盘映像 (Disk Image)

磁盘映像是包含硬盘的精确而完整的基于扇区的映像的文件。该映像包含您硬盘上的所有内容，包括磁盘格式和结构（例如 FAT）、引导扇区、目录、操作系统、软件、注册表设置、网络设置和数据。创建磁盘映像的优点是用户无须重新安装其操作系统和应用程序等就可以快速地复原其整个系统。

### 盘符 (Drive letter)

在 Windows 和 MS-DOS 操作系统中的硬盘的命名约定，由字母后跟冒号组成（例如，C: 或 D:）。

### 扩展分区 (Extended partition)

一种分区，由于在扩展分区内可以创建一个或多个逻辑驱动器，所以它克服了每个磁盘驱动器四个分区的限制。

### FAT 文件系统 (FAT file system)

由 MS-DOS 使用并由 Windows 用来在硬盘上存储信息的文件系统，它使用文件分配表。有三种类型的 FAT 文件系统，包括 FAT12、FAT16 和 FAT32。



### 文件分配表 ( **File Allocation Table , FAT** )

由某些操作系统维护的表或列表，用于跟踪如何在硬盘上存储文件。

### 文件系统 ( **File system** )

由操作系统使用的方法，用于命名、访问以及组织磁盘（如 FAT32 或 NTFS）上的文件和目录。

### 图形用户界面 ( **Graphical user interface , GUI** )

一种用户界面，如同 Windows 操作系统中使用一样，它使用鼠标和图形显示来与用户交互。GUI 的目标是使程序比基于文本的应用程序或操作系统（如 MS-DOS）更容易使用。

### 硬盘 ( **Hard Disk** )

一种特定类型的磁盘驱动器，由一个或多个刚性的金属盘组成。

### IDE ( 集成设备电子电路 : **Integrated Device Electronics** )

用于集成磁盘驱动器和计算机的接口技术。使用 IDE 技术的硬盘具有直接内置在磁盘驱动器中的控制器，使得计算机中不需要有单独的控制卡。

### 接口；界面 ( **Interface** )

在硬件、软件或用户之间的连接和交互作用。

### 锁定的文件 ( **Locked File** )

当前正在由系统使用并且在传统上对其它应用程序（包括备份操作）不可用的文件。创建锁定的文件的应用程序的示例包括 Oracle 数据库、SQL 服务器、Lotus Notes<sup>®</sup> 和电子邮件服务器。

### 逻辑驱动器 ( **Logical drive** )

被作为单个单元的硬盘的一部分。在此上下文中，因为在该名称和物理对象之间没有直接的关系，所以逻辑意指“概念上的”。

### 主引导记录 ( **Master Boot Record** )

任何硬盘或软盘的第一个扇区中的信息，它标识操作系统定位的方式和位置以便能够将其引导（装入）到计算机的主存储器或随机访问存储器中。因为主引导记录包括了定位硬盘分区的表，所以主引导记录有时也称为“分区扇区”或“主分区表”。除了该表以外，主引导记录还包括一个被称为引导管理器的程序，该程序用于读取包含要引导到 RAM 中的操作系统的分区的引导扇区记录。而该记录包含将操作系统的其余部分装入到 RAM 的程序。

### 主文件表 ( **Master file table , MFT** )

在 NTFS 卷上，主文件表是包含有关在该卷中的所有其它文件的信息的文件。这包括每个文件的名称、文件在磁盘上的物理位置以及其它信息。

### **MFT**

请参阅第 15 页的“主文件表 (Master file table, MFT)”。

### 最新备份 (Most Recent backup)

一种压缩的增量备份文件，它反映在执行备份时的硬盘的状态。只有与累积备份中那些文件不匹配的文件才存储在最新备份文件中。最新备份可以使用 Rapid Restore 的调度功能自动执行，也可以手工执行。

### One-Button Restore Manager (OBRM)

One-Button Restore Manager 是 Rapid Restore 的映像和备份管理能力的主干。OBRM 非常强大并且集成了几个其它的 Rapid Restore 组件，这样用户可以轻松地将其硬盘的内容复原为先前的已知状态。One-Button Restore Manager 可以轻松地从几个入口点访问，包括：

- 在 Windows 运行之前 (预操作系统方式)
- Windows 图形用户界面 (Windows 方式)
- 通过网络 (远程管理方式)

### 分区 (Partition)

磁盘驱动器上空间的子区，它被视为单独的物理单元。只带有一个硬盘驱动器的计算机可以具有单一分区 (通常称为驱动器 C:)，或者它可以具有几个分区，如驱动器 C:、驱动器 D: 和驱动器 E:。

### 外围设备 (Peripheral device)

位于计算机外部的设备 (例如，磁带机或 USB 硬盘)。

### 许可权 (Permission)

用户访问或修改文件 (特别是那些不是由该用户创建的文件) 的能力。许可权是出于安全性原因 (包括防止对敏感信息的未经授权的访问) 而存在的。

### 预操作系统方式 (Pre-operating system mode)

计算机引导 (启动) 和操作系统还没有接管控制计算机之间的时间。

### 主分区 (Primary partition)

在 Windows 和 MS-DOS 操作系统中，硬盘可最多分为四个主分区；或三个主分区加上一个扩展分区，而扩展分区又可包含一个或多个逻辑驱动器。

## RAID

请参阅第 16 页的“独立磁盘冗余阵列 (Redundant Array of Independent Disks, RAID)”。

### 独立磁盘冗余阵列 (Redundant Array of Independent Disks, RAID)

一种将几个硬盘合并组成一个大卷的方法。RAID 配置典型运用在网络文件服务器上以获得更快访问和 / 或更好的磁盘故障防护。

### 复原 (Restore)

使用映像或备份回复到先前的硬盘状态的过程。

### **SCSI (小型计算机系统接口 : Small Computer System Interface)**

用于集成磁盘驱动器和计算机的接口技术。

### **服务分区 (Service Partition)**

本地硬盘上用于备份和复原操作的锁定的隐藏分区。服务分区被紧密压缩以节约磁盘空间并包含基本映像、累积备份和最新备份。

### **站点许可证密钥 (Site License Key)**

希望访问 Rapid Restore 企业级别功能的 IT 管理员可以通过注册“站点许可证密钥”来完成该操作。“站点许可证密钥”使 IT 管理员能够有效地在企业环境中配置、部署和管理 Rapid Restore。

### **快照 (Snapshot)**

快照备份使用优化的累积备份数据来替换您的现有累积备份。该优化的备份将所有增量备份数据 (累积和最新) 合并为一个累积备份。此外, 快照过程删除最新备份。

快照备份应该在重要的检查点 (如在安装新应用程序和创建新数据库后等等) 执行。

### **USB 驱动器 (USB Drive)**

USB (通用串行总线) 是通过 USB 接口连接到您的计算机的即插即用硬盘驱动器。

### **实用程序 (Utility)**

提供基本服务或功能的程序。

### **卷 (Volume)**

硬盘上空间的子区, 它被视为单独的物理单元, 或者把物理磁盘的组合视为单个的单元。只带有一个硬盘的计算机可以具有单个卷, 通常称为驱动器 C:, 它也可以具有几个卷, 如驱动器 C:、驱动器 D: 和驱动器 E:。

### **卷集 (Volume set)**

包含一个或多个硬盘上的最多 32 个区域的可用空间的单个逻辑驱动器。卷集可用于将一个或多个硬盘上的可用空间的小区域合并为更大的逻辑驱动器。



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## 附录 C. Service and Support

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of the product. Refer to your IBM Statement of Limited Warranty for a full explanation of IBM warranty terms.

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### Online technical support

Online technical support is available during the life of your product through the Personal Computing Support Web site at <http://www.ibm.com/pc/support>.

During the warranty period, assistance for replacement or exchange of defective components is available. In addition, if your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative.

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### Telephone technical support

Installation and configuration support through the IBM Support Center will be withdrawn or made available for a fee, at IBM's discretion, 90 days after the option has been withdrawn from marketing. Additional support offerings, including step-by-step installation assistance, are available for a nominal fee.

To assist the technical support representative, have available as much of the following information as possible:

- Option name
- Option number
- Proof of purchase
- Computer manufacturer, model, serial number (if IBM), and manual
- Exact wording of the error message (if any)
- Description of the problem
- Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

For the support telephone number and support hours by country, refer to the following table. If the number for your country or region is not listed, contact your IBM reseller or IBM marketing representative. Response time may vary depending on the number and nature of the calls received.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 <ul style="list-style-type: none"> <li>Overseas calls: 81-46-266-1084</li> </ul> ThinkPad: 0120-887-874 <ul style="list-style-type: none"> <li>Overseas calls: 81-46-266-1084</li> </ul> IntelliStation and xSeries: 81-46-266-1358 PC Software: 0120-558-695 <ul style="list-style-type: none"> <li>Overseas calls: 81-44-200-8666</li> </ul>
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344 French: 1-800-565-3344 In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799 Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755 or 566-5161 ext. 8201 Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983

Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222  San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV  (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	01-815-9202	Vietnam	Ho Chi Minh: (84) 8-829-5160  Hanoi: (84) 4-843-6675





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## 附录 D. IBM Statement of Limited Warranty Z125-4753-08 04/2004

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### Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise.*

**Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.**

#### What this Warranty Covers

*IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.*

**THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

#### What this Warranty Does not Cover

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse (including but not limited to use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
- failure caused by a product for which IBM is not responsible; and

- any non-IBM products, including those that IBM may procure and provide with or integrate into an IBM Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as assistance with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND.**

### **How to Obtain Warranty Service**

If the Machine does not function as warranted during the warranty period, contact IBM or your reseller to obtain warranty service. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

### **What IBM Will Do to Correct Problems**

When you contact IBM for service, you must follow the problem determination and resolution procedures that IBM specifies. An initial diagnosis of your problem can be made either by a technician over the telephone or electronically by access to an IBM website. The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information. You are responsible for downloading and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides. If your problem can be resolved with a Customer Replaceable Unit ("CRU") (e.g., keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install. If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of Machine Code or software updates, or with a CRU, IBM or your reseller, if approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM is unable to do either, you may return the Machine to your place of purchase and your money will be refunded. IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

### **Exchange of a Machine or Part**

When the warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

### **Your Additional Responsibilities**

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;

2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
  - a. follow the service request procedures that IBM or your reseller provides;
  - b. backup or secure all programs, data, and funds contained in the Machine;
  - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
  - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

### **Limitation of Liability**

IBM is responsible for loss of, or damage to, your Machine only while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM for any reason. You should remove all such information from the Machine prior to its return.

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

**UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES OR**

**JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

**Governing Law**

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.**

**Jurisdiction**

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

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## **Part 2 - Country-unique Terms**

**AMERICAS**

**ARGENTINA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

**BOLIVIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of La Paz.

**BRAZIL**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro, RJ.

**CHILE**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Civil Courts of Justice of Santiago.

**COLOMBIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of the Republic of Colombia.

**EQUADOR**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of Quito.

## **MEXICO**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Federal Courts of Mexico City, Federal District.

## **PARAGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of Asuncion.

## **PERU**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges and Tribunals of the Judicial District of Lima, Cercado.

**Limitation of Liability:** *The following is added at the end of this section:* In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

## **URUGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the City of Montevideo Court's Jurisdiction.

## **VENEZUELA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Courts of the Metropolitan Area Of the City of Caracas.

## **NORTH AMERICA**

**How to Obtain Warranty Service:** *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

## **CANADA**

**Limitation of Liability:** *The following replaces item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

## **UNITED STATES**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

## **ASIA PACIFIC**

## AUSTRALIA

**What this Warranty Covers:** *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

**Limitation of Liability:** *The following is added to this Section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

## CAMBODIA AND LAOS

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America.

## CAMBODIA, INDONESIA, AND LAOS

**Arbitration:** *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of Hong Kong Special Administrative Region of China.

## INDIA

**Limitation of Liability:** *The following replaces items 1 and 2 of this Section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

**Arbitration:** *The following is added under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## **JAPAN**

**Governing Law:** *The following sentence is added to this Section:*

Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

## **MALAYSIA**

**Limitation of Liability:** The word "**SPECIAL**" in item 3 of the fifth paragraph is deleted.

## **NEW ZEALAND**

**What this Warranty Covers:** *The following paragraph is added to this Section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

**Limitation of Liability:** *The following is added to this Section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

## **PEOPLE'S REPUBLIC OF CHINA (PRC)**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).



## PHILIPPINES

**Limitation of Liability:** *Item 3 in the fifth paragraph is replaced by the following:*  
**SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR**

**Arbitration:** The following is added: under this heading

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

## SINGAPORE

**Limitation of Liability:** *The words "SPECIAL" and "ECONOMIC" in item 3 in the fifth paragraph are deleted.*

## EUROPE, MIDDLE EAST, AFRICA (EMEA)

### **THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:**

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

### **How to Obtain Warranty Service:**

*Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):* The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries. If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service. If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM),



Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM. If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

**Governing Law:**

*The phrase "the laws of the country in which you acquired the Machine" is replaced by:*

1) "the laws of Austria" in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia;** 2) "the laws of France" in **Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;** 3) "the laws of Finland" in **Estonia, Latvia, and Lithuania;** 4) "the laws of England" in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe;** and 5) "the laws of South Africa" in **South Africa, Namibia, Lesotho and Swaziland.**

**Jurisdiction:** *The following exceptions are added to this section:*

1) **In Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) **in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) **in Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) **in France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal,**

**Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) in **Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) **in South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) **in Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**; and 9) **in the United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

**Arbitration:** *The following is added under this heading:*

**In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia** all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation. **In Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

## **EUROPEAN UNION (EU)**

### **THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:**

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

**How to Obtain Warranty Service:** *The following is added to this section:*

To obtain warranty service from IBM in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM at the following address:

IBM Warranty & Service Quality Dept.

PO Box 30

Spango Valley  
Greenock  
Scotland PA16 0AH

## **CONSUMERS**

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

## **AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*  
Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

## **FRANCE AND BELGIUM**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*  
Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL**

**DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

**THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:**

#### **AUSTRIA**

**The provisions of this Statement of Limited Warranty replace any applicable statutory warranties.**

**What this Warranty Covers:** *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraphs are added to this section:*

The limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*

During the warranty period, IBM will reimburse you for the transportation charges for the delivery of the failing Machine to IBM.

**Limitation of Liability:** *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item 2:*

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

#### **EGYPT**

**Limitation of Liability:** *The following replaces item 2 in this section:*

as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

*Applicability of suppliers and resellers (unchanged).*

#### **FRANCE**

**Limitation of Liability:** *The following replaces the second sentence of the first paragraph of this section:*

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

#### **GERMANY**

**What this Warranty Covers:** *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraphs are added to this section:*

The minimum warranty period for Machines is twelve months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

**Limitation of Liability:** *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item 2:*

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

## **HUNGARY**

**Limitation of Liability:** *The following is added at the end of this section:*

The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act. The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

## **IRELAND**

**What this Warranty Covers:** *The following is added to this section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

**Limitation of Liability:** *The following replaces the terms of section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default. Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM. This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for death or personal injury caused by the negligence of IBM
2. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damage to your tangible property resulting from the negligence of IBM.
3. Except as provided in items 1 and 2 above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.

### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

### **SLOVAKIA**

**Limitation of Liability:** *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

### **SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND**

**Limitation of Liability:** *The following is added to this section:*

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

### **UNITED KINGDOM**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default. Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM. This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for:
  - a. death or personal injury caused by the negligence of IBM; and
  - b. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. IBM will accept unlimited liability, subject always to the **Items for Which IBM is Not Liable** below, for physical damage to your tangible property resulting from the negligence of IBM.
3. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:



1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

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## Part 3 - Warranty Information

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service IBM provides.

### Warranty Period

The warranty period may vary by country or region and is specified in the table below. NOTE: "Region" means either Hong Kong or Macau Special Administrative Region of China. A warranty period of 3 years on parts and 3 years on labor means that IBM provides warranty service without charge for parts and labor during the 3 year warranty period.

### IBM Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

Country or Region of Purchase	Warranty Period	Type of Warranty Service
Worldwide	3 years	7

## Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. 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.

### 1. Customer Replaceable Unit ("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. 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 designated for your Machine. 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 30 days of your receipt of the replacement.

### 2. On-site Service

IBM or your reseller will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to an IBM service center.

3. **Courier or Depot Service \***

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

4. **Customer Carry-In or Mail-In Service**

You will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing Machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the Machine, IBM will make it available for your collection or, for Mail-in Service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

5. **CRU and On-site Service**

This type of Warranty Service is a combination of Type 1 and Type 2 (see above).

6. **CRU and Courier or Depot Service**

This type of Warranty Service is a combination of Type 1 and Type 3 (see above).

7. **CRU and Customer Carry-In or Mail-In Service**

This type of Warranty Service is a combination of Type 1 and Type 4 (see above).

**When a 5, 6 or 7 type of warranty service is listed, IBM will determine which type of warranty service is appropriate for the repair.**

\* This type of service is called ThinkPad EasyServ or EasyServ in some countries. The IBM Machine Warranty worldwide web site at [http://www.ibm.com/servers/support/machine\\_warranties/](http://www.ibm.com/servers/support/machine_warranties/) provides a worldwide overview of IBM's Limited Warranty for Machines, a Glossary of IBM definitions, Frequently Asked Questions (FAQs) and Support by Product (Machine) with links to Product Support pages. **The IBM Statement of Limited Warranty is also available on this site in 29 languages.**

To obtain warranty service contact IBM or your IBM reseller. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In Canada or the United States, call 1-800-IBM-SERV (426-7378). For other countries, see the telephone numbers below.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.



Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 <ul style="list-style-type: none"> <li>Overseas calls: 81-46-266-1084</li> </ul> ThinkPad: 0120-887-874 <ul style="list-style-type: none"> <li>Overseas calls: 81-46-266-1084</li> </ul> IntelliStation and xSeries: 81-46-266-1358 PC Software: 0120-558-695 <ul style="list-style-type: none"> <li>Overseas calls: 81-44-200-8666</li> </ul>
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344 French: 1-800-565-3344 In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799 Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755 or 566-5161 ext. 8201 Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983

Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222  San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV  (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	01-815-9202	Vietnam	Ho Chi Minh: (84) 8-829-5160  Hanoi: (84) 4-843-6675

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## 附录 E. Notices

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Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

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ThinkPad  
Rescue and Recovery  
Rapid Restore

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## Electronic emission notices

Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

### Federal Communications Commission (FCC) statement

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:


- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible party:

International Business Machines Corporation  
New Orchard Road  
Armonk, NY 10504  
Telephone: 1-919-543-2193

 Tested To Comply  
With FCC Standards  
FOR HOME OR OFFICE USE

### **Industry Canada Class B emission compliance statement**

This Class B digital apparatus complies with Canadian ICES-003.

### **Avis de conformite a la reglementation d'Industrie Canada**

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### **Deutsche EMV-Direktive (electromagnetische Verträglichkeit)**

Zulassungsbeseinigunglaut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 30. August 1995 (bzw. der EMC EG Richtlinie 89/336):

Dieses Gerät ist berechtigt in Übereinstimmungmit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die:

IBM Deutschland Informationssysteme GmbH, 70548 Stuttgart.

Informationen in Hinsicht EMVG Paragraph 3 Abs. (2) 2:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024:1998 und EN 55022:1998 Klasse B.
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EN 55022 Hinweis:

¶ Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 55022:B festgelegt), dann kann es dabei eventuell gestört werden. In solch einem FA11 ist der Abstand bzw. die Abschirmungzu der industriellen Störquelle zu vergrößern.¶

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den IBM Handbüchern angegeben, zu installieren und zu betreiben.

### **European Union - emission directive**

This product is in conformity with the protection requirements of EU Council Directive 89/336/ECC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM can not accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

### **Union Européenne - Directive Conformité électromagnétique**

Ce produit est conforme aux exigences de protection de la Directive 89/336/EEC du Conseil de l'UE sur le rapprochement des lois des États membres en matière de compatibilité électromagnétique.

IBM ne peut accepter aucune responsabilité pour le manquement aux exigences de protection résultant d'une modification non recommandée du produit, y compris l'installation de cartes autres que les cartes IBM.

Ce produit a été testé et il satisfait les conditions de l'équipement informatique de Classe B en vertu de Standard européen EN 55022. Les conditions pour l'équipement de Classe B ont été définies en fonction d'un contexte résidentiel ordinaire afin de fournir une protection raisonnable contre l'interférence d'appareils de communication autorisés.

### **Unione Europea - Directiva EMC (Conformidad electromagnética)**

Este producto satisface los requisitos de protección del Consejo de la UE, Directiva 89/336/CEE en lo que a la legislatura de los Estados Miembros sobre compatibilidad electromagnética se refiere.

IBM no puede aceptar responsabilidad alguna si este producto deja de satisfacer dichos requisitos de protección como resultado de una modificación no recomendada del producto, incluyendo el ajuste de tarjetas de opción que no sean IBM.

Este producto ha sido probado y satisface los límites para Equipos Informáticos Clase B de conformidad con el Estándar Europeo EN 55022. Los límites para los equipos de Clase B se han establecido para entornos residenciales típicos a fin de proporcionar una protección razonable contra las interferencias con dispositivos de comunicación licenciados.

### **Unione Europea - Normativa EMC**

Questo prodotto è conforme alle normative di protezione ai sensi della Direttiva del Consiglio dell'Unione Europea 89/336/CEE sull'armonizzazione legislativa degli stati membri in materia di compatibilità elettromagnetica.

IBM non accetta responsabilità alcuna per la mancata conformità alle normative di protezione dovuta a modifiche non consigliate al prodotto, compresa l'installazione di schede e componenti di marca diversa da IBM.

Le prove effettuate sul presente prodotto hanno accertato che esso rientra nei limiti stabiliti per le apparecchiature di informatica Classe B ai sensi della Norma Europea EN 55022. I limiti delle apparecchiature della Classe B sono stati stabiliti al fine di fornire ragionevole protezione da interferenze mediante dispositivi di comunicazione in concessione in ambienti residenziali tipici.

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