



# Support Discontinuance: IBM @server xSeries 90-Day Server Start Up Support

## Overview

Effective March 31, 2002, the 90-Day Server Start Up Support for IBM @server xSeries servers, IntelliStation® workstations, and xSeries Appliances will be discontinued. Support for these products will be provided as follows:

### Software Service and Support

Telephone assistance with usage, configuration, and software-defect resolution is available through IBM Operational Support Services — Support Line.

A Support Line contract can be purchased either as an annuity or an hourly contract. Software support for various Microsoft™ and Linux products is also available per a set number of incidents via Support Line — blocks of incidents.

For additional information on purchasing a Support Line contract, or adding a support group to an existing Support Line contract, call 888-426-4343 or visit:

<http://www-1.ibm.com/services/its/us/mus62d1.html>

For more information about what products are supported, visit:

<http://www.ibm.com/services/sl/products>

### Hardware Service and Support

During the warranty period for xSeries servers, IntelliStation workstations, and xSeries Appliances, problem determination and service calls should be placed at 800-IBM-SERV (436-7378), or through your reseller.

### Web Support

The xSeries Web site provides a range of product technical and compatibility information and information on xSeries solutions. Visit:

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

The xSeries Web site contains comprehensive, up-to-date technical information. Categorization for technical information and an advanced search engine allows you to easily navigate to the information needed. Personalize your Web site based on filling out a profile. Receive targeted information determined by the products you have selected.

### Trademarks

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