



IBM XIV Storage System Model 314 delivers Real-time Compression with larger effective capacity and better performance

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At a glance

With double the RAM and CPU resources, IBM^(R) XIV^(R) Storage System Gen3 Model 314 delivers:

- 1 to 2 PB of effective capacity without performance degradation
- Improved IOPS per compressed capacity
- User-configurable soft capacity up to 2 PB
- Reduced minimum compressible volume size from 103 GB to 51 GB

Additional customer benefits include:

- Support for IBM Spectrum Accelerate[™] software licenses with XIV Storage System Gen3 Model 314 hardware
- Worldwide response support for IBM XIV Storage System Model 314, 2-hour response time, 24 hours a day, seven days a week, for severity 2 calls

Order now

For ordering, contact your IBM representative or an IBM Business Partner. For more information, contact the Americas Call Centers at: 800-IBM-CALL (426-2255).

Reference: YE001

Overview

With double the RAM and CPU resources, IBM XIV Storage System Gen3 Model 314 delivers improved IOPS per compressed capacity and 1 to 2 PB of effective capacity without performance degradation.

IBM XIV Storage System Model 314 delivers the following hardware enhancements:

- 2 x 6-core CPUs per module (versus 1 x 6-core CPU per module in Model 214)
- 96 GB RAM per module (versus 48 GB RAM per module in Model 214)

The additional CPU and 48 GB RAM are dedicated to Real-time Compression[™]. At double the compression ratio, the effective compressed read/write cache capacity in

a 15-module XIV system is doubled to 1440 GB, delivering a total effective RAM of 2160 GB. The SSD read-cache capacity per system is also doubled to 24 TB.

IBM XIV Storage System Model 314 is available for ordering in the following configurations:

- 9 - 15 modules in a system
- 4 TB or 6 TB drives with 800 GB SSD cache per module

IBM XIV Storage System V11.6.1 also delivers the following improvements with IBM XIV Storage Gen3 System Model 314:

- User-configurable soft capacity up to 2 PB (versus up to three times the hard capacity)
- Minimum compressible volume size of 51 GB (versus 103 GB)

IBM XIV Storage System V11.6.1 with IBM XIV Storage Gen3 System Model 314 can be licensed using IBM Spectrum Accelerate software licenses.

Note: Support for IBM Spectrum Accelerate software licenses with XIV Storage System Gen3 Model 214 has already been announced. See the [Reference information](#) section for complete details.

IBM XIV Storage System Model 314 support includes new worldwide response to severity 2 calls, 2-hour response time, 24 hours a day, seven days a week.

Key prerequisites

There are no special prerequisites for IBM XIV Storage Gen3 System Model 314.

Refer to the [Hardware requirements](#) section for more information.

Planned availability date

December 4, 2015

Only available in United States.

Description

By doubling the XIV Gen3 compute resources and dedicating the added resources to Real-time Compression, XIV Model 314 further increases the high utilization and power efficiencies of XIV 4 TB and 6 TB disk drives, delivering outstanding data economics to your high-end storage.

IBM XIV Storage System Gen3 Model 314 delivers:

- 2 x 6-core CPUs per module (versus 1 x 6-core CPU per module in Model 214) - 1 x 6-core CPU is dedicated to Real-time-Compression
- 96 GB RAM per module (versus 48 GB RAM per module in Model 214) - 48 GB of RAM is dedicated to Real-time-Compression
- 1 to 2 PB of effective capacity without performance degradation
- Improved IOPS per compressed capacity
- User-configurable soft capacity up to 2 PB
- Reduced minimum compressible volume size from 103 GB to 51 GB

At double the compression ratio, the effective compressed read/write cache capacity in a 15-module XIV system is doubled to 1440 GB, delivering a total effective RAM of 2160 GB. The SSD read-cache capacity per system is also doubled to 24 TB.

IBM XIV Storage System Model 314 is available for ordering in the following configurations:

- 9 - 15 modules in a system
- 4 TB or 6 TB drives with 800 GB SSD cache per module

Additional customer benefits include:

- Support for IBM Spectrum Accelerate software licenses with XIV Storage System Gen3 Model 314
- Worldwide response support on IBM XIV Storage System Model 314 for severity 2 calls, 2-hour response time, 24 hours a day, seven days a week

Note: Support for IBM Spectrum Accelerate software licenses with XIV Storage System Gen3 Model 214 has already been announced. See the [Reference information](#) section for complete details.

Product positioning

All XIV Gen3 models deliver consistently high performance, simple management, and great data economics that can be improved even further with IBM Real-time-Compression.

When compared to Model 214 4 TB and 6 TB offerings, the XIV Gen3 compute resources are doubled and the added resources are dedicated to Real-time Compression. This significantly increases effective capacity utilization and power efficiencies per capacity to deliver outstanding data economics to your high-end storage. In addition, XIV Model 314 base license contains Real-time-Compression, which is enabled by default.

IBM XIV Storage System software V11.6.1 enables you to uniformly and centrally manage all software licenses for storage deployments that are built with IBM Spectrum Accelerate software under one enterprise license agreement (ELA), including those for XIV Storage System Gen3. IBM XIV Storage System Gen3 supports the application of Spectrum Accelerate software licenses to XIV Storage System Gen3 hardware.

IBM XIV Storage System Gen3 and IBM XIV Cloud Storage for Service Providers are excellent choices for providers of private, public, and hybrid clouds providing IaaS (Infrastructure as a Service) and STaaS (Storage as a Service) to enterprises needing storage with added value.

IBM XIV Storage System software V11.6.1 provides IBM XIV Cloud Storage for Service Providers with 2810-214 and 2812-214.

XIV software version 11.6.1 builds upon the well-known attributes of the XIV Storage System and delivers the functional capabilities of the XIV system.

The combination of XIV hardware and software is designed to provide a consistently high-performance, grid-based architecture that is exceptionally easy to use. This combination offers a scalable, reliable, enterprise disk system for UNIX™, Linux™, Microsoft™ Windows™, and other supported distributed open server platforms.

This system provides a platform to address the need for reducing complexity while keeping pace with high-end and upper midrange market disk capacity demands. An integral product within the IBM Smarter Storage offering, XIV Storage is a good fit for clients who want to grow capacity, improve overall performance, and reduce backup intervals, costs, and task load on storage administrators, without managing multiple tiers of storage.

The XIV system is especially well-suited for consolidated utility storage for fast-growing, dynamically mixed, and emerging workloads.

Reference information

For previous IBM XIV Storage System Gen3 information, refer to the following announcements:

- Hardware Announcement [111-128](#), dated July 12, 2011, IBM XIV Storage System Gen3 new models 2810-114 and 2812-114
- Hardware Announcement [111-203](#), dated October 11, 2011, IBM XIV Storage System Gen3 new features 3 TB drives for 2810 and 2812 model 114
- Hardware Announcement [112-031](#), dated February 07, 2012, IBM XIV Storage System Gen3 with software release 11.1 and offers IBM XIV SSD caching for 2810 and 2812 model 114
- Hardware Announcement [112-134](#), dated July 24, 2012, IBM XIV Storage System Gen3 with software release 11.1.1 offers optional 1 TB raw capacity per drive for 2810 and 2812 model 114
- Hardware Announcement [113-013](#), dated February 05, 2013, IBM XIV Storage System Gen3 new model 214 for machine types 2810 and 2812
- Hardware Announcement [115-072](#), dated September 01, 2015, IBM XIV Storage System Gen3 Hardware Integration license for IBM Spectrum Accelerate

Product number

Only available in United States.

Description	Machine type	Model	Feature number
IBM XIV Storage System Model 314	2810	314	
AAS SW order indicator	2810	314	0018 *
Base unit indicator	2810	314	0030 *
Retail unit indicator	2810	314	0035 *
OEM unit indicator	2810	314	0036 *
Ruggedized Rack	2810	314	0080 *
Rear Water-Cooled Door	2810	314	0082 *
UNIX host attachment	2810	314	0100 *
Linux host attachment	2810	314	0101 *
Windows host attachment	2810	314	0102 *
VMware host attachment	2810	314	0103 *
Height and Partl Weight Reduce	2810	314	0200 **
Full Weight Reduction	2810	314	0201
Israel MoD Indicator	2810	314	0202 *
RFID Labeling	2810	314	0203 *
CoD 1 year agreement	2810	314	0301 *
CoD 2 year agreement	2810	314	0302 *
CoD 3 year agreement	2810	314	0303 *

Description	Machine type	Model	Feature number
9 module initial capacity	2810	314	0809 *
10 module initial capacity	2810	314	0810 *
11 module initial capacity	2810	314	0811 *
12 module initial capacity	2810	314	0812 *
13 module initial capacity	2810	314	0813 *
14 module initial capacity	2810	314	0814 *
15 module initial capacity	2810	314	0815 *
TAA compliance indicator	2810	314	0983 *
Ethernet cable	2810	314	3900 *
Fibre cable (LC)	2810	314	3910 *
Fibre cable (LC/SC)	2810	314	3920 *
4TB 800GB SSD 1G I. Mod	2810	314	5041
4TB 800GB SSD D. Mod	2810	314	5042
6TB 800GB SSD 1G I. Mod	2810	314	5061
6TB 800GB SSD D. Mod	2810	314	5062
4TB 800GB SSD 1G I. COD Mod	2810	314	5043
4TB 800GB SSD D. COD Mod	2810	314	5044
6TB 800GB SSD 1G I. COD Mod	2810	314	5063
6TB 800GB SSD D. COD Mod	2810	314	5064
4TB 800GB SSD 10G I. Mod	2810	314	5141
6TB 800GB SSD 10G I. Mod	2810	314	5161
4TB 800GB SSD 10G I. COD Mod	2810	314	5143
6TB 800GB SSD 10G I. COD Mod	2810	314	5163
4TB 800GB SSD 1G COD Act	2810	314	6041
6TB 800GB SSD 1G COD Act	2810	314	6061
4TB 800GB SSD 10G COD Act	2810	314	6141
6TB 800GB SSD 10G COD Act	2810	314	6161
Modem	2810	314	9101 *
Single phase power	2810	314	9890 *
Three phase 60A non-EMEA delta power	2810	314	9891 *
Three phase 30A EMEA wye power (wye)	2810	314	9892 *

Description	Machine type	Model	Feature number
Three phase 30A non-EMEA delta power	2810	314	9894 *
US/CA/LA/AP 60A pin cord	2810	314	9811 *
EMEA/Aus/NZ 60A hard wired	2810	314	9813 *
3ph non-EMEA 60A pin cord	2810	314	9820 *
3ph EMEA 30A hard wired	2810	314	9822 *
3ph 30A non-EMEA pin cord	2810	314	9824 *
Shipping and Handling NC XIV Gen3	2810	314	AG00 **
Shipping and Handling XIV Gen3	2810	314	AG9L **

* Feature previously announced in other product model.

** Feature previously announced on other product model, but the description has changed.

Description	Machine type	Model	Feature number
IBM XIV Storage System Model 314	2812	314	
AAS SW order indicator	2812	314	0018 *
HW integration license for SA indicator	2812	314	0020 *
Base unit indicator	2812	314	0030 *
Retail unit indicator	2812	314	0035 *
OEM unit indicator	2812	314	0036 *
Ruggedized Rack	2812	314	0080 *
Rear Water-Cooled Door	2812	314	0082 *
UNIX host attachment	2812	314	0100 *
Linux host attachment	2812	314	0101 *
Windows host attachment	2812	314	0102 *
VMware host attachment	2812	314	0103 *
Height and Partl Weight Reduce	2812	314	0200 **
Full Weight Reduction	2812	314	0201
Israel MoD Indicator	2812	314	0202 *
RFID Labeling	2812	314	0203 *
CoD 1 year agreement	2812	314	0301 *
CoD 2 year agreement	2812	314	0302 *
CoD 3 year agreement	2812	314	0303 *
9 module initial capacity	2812	314	0809 *

Description	Machine type	Model	Feature number
10 module initial capacity	2812	314	0810 *
11 module initial capacity	2812	314	0811 *
12 module initial capacity	2812	314	0812 *
13 module initial capacity	2812	314	0813 *
14 module initial capacity	2812	314	0814 *
15 module initial capacity	2812	314	0815 *
TAA compliance indicator	2812	314	0983 *
Ethernet cable	2812	314	3900 *
Fibre cable (LC)	2812	314	3910 *
Fibre cable (LC/SC)	2812	314	3920 *
4TB 800GB SSD 1G I. Mod	2812	314	5041
4TB 800GB SSD D. Mod	2812	314	5042
6TB 800GB SSD 1G I. Mod	2812	314	5061
6TB 800GB SSD D. Mod	2812	314	5062
4TB 800GB SSD 1G I. COD Mod	2812	314	5043
4TB 800GB SSD D. COD Mod	2812	314	5044
6TB 800GB SSD 1G I. COD Mod	2812	314	5063
6TB 800GB SSD D. COD Mod	2812	314	5064
4TB 800GB SSD 10G I. Mod	2812	314	5141
6TB 800GB SSD 10G I. Mod	2812	314	5161
4TB 800GB SSD 10G I. COD Mod	2812	314	5143
6TB 800GB SSD 10G I. COD Mod	2812	314	5163
4TB 800GB SSD 1G COD Act	2812	314	6041
6TB 800GB SSD 1G COD Act	2812	314	6061
4TB 800GB SSD 10G COD Act	2812	314	6141
6TB 800GB SSD 10G COD Act	2812	314	6161
Modem	2812	314	9101 *
Single phase power	2812	314	9890 *
Three phase 60A non-EMEA delta power	2812	314	9891 *
Three phase 30A EMEA wye power (wye)	2812	314	9892 *
Three phase 30A non-EMEA delta power	2812	314	9894 *

Description	Machine type	Model	Feature number
US/CA/LA/AP 60A pin cord	2812	314	9811 *
EMEA/Aus/NZ 60A hard wired	2812	314	9813 *
3ph non-EMEA 60A pin cord	2812	314	9820 *
3ph EMEA 30A hard wired	2812	314	9822 *
3ph 30A non-EMEA pin cord	2812	314	9824 *
Shipping and Handling NC XIV Gen3	2812	314	AG00 **
Shipping and Handling XIV Gen3	2812	314	AG9L **

* Feature previously announced in other product model.

** Feature previously announced on other product model, but the description has changed.

Business Partner information

If you are a Direct Reseller - System Reseller acquiring products from IBM, you may link directly to Business Partner information for this announcement. A PartnerWorld ID and password are required (use IBM ID).

[BP Attachment for Announcement Letter 115-156](#)

Publications

The following publications are shipped with this product:

Title	Order number
<i>International Program License Agreement additional copies</i>	Z125-3301
<i>IBM Safety Notices (standard - 29 languages)</i>	G229-9054
<i>License Information document</i>	GC27-2216
<i>IBM XIV Storage System Machine type 2810 and 2812 Statement of Limited Warranty</i>	GC27-2268

<http://publib.boulder.ibm.com/infocenter/ibmxiv/r2/index.jsp>

The IBM Publications Center Portal is located at

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, which can currently be downloaded.

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Global Technology Services

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 visit

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

For details on available IBM Business Continuity and Recovery Services, contact your IBM representative or visit

<http://www.ibm.com/services/continuity>

For details on education offerings related to specific products, visit

http://www.ibm.com/services/learning/ites.wss/zz/en?pageType=tp_search_new

Technical information

Specified operating environment

Physical specifications

IBM XIV Storage System Model 2810-314

- Width: 660 mm (26 in)
- Depth: 1200 mm (47.2 in)
- Height: 2020 mm (79.5 in)
- Weight: 1044.5kg (2303.1 lb)

IBM XIV Storage System Model 2812-314

- Width: 660 mm (26 in)
- Depth: 1200 mm (47.2 in)
- Height: 2020 mm (79.5 in)
- Weight: 1044.5kg (2303.1 lb)

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

Standards

XIV Gen 3 products include Disk Drive Module (DDM) Enhanced Sparing which reduces service touches. With DDM Enhanced Sparing, machines configured to call home will open a Problem Management Record (PMR) for DDM replacement only upon failure of the third DDM. If a PMR is opened for any other problem and there are one or more failed DDMs, the PMR will include notification to the Service Support Representative (SSR) that there are DDM(s) requiring maintenance, and failed DDMs will be handled on the same site visit. A service offering is available through RPQ #8S1193 to disable Enhanced Sparing for a fee.

Operating environment

IBM XIV Storage System Models 2810-314 and 2812-314

- Temperature: 10°C to 35°C (50°F to 95°F)
- Relative humidity: 25 - 80%
- Electrical power:
 - 4 TB HDD - 7.5 kVA max consumption (15-module)

- 6 TB HDD - 7.5 kVA max consumption (15-module)
- Noise level: 56 dBa

Hardware requirements

The 2810-314 and 2812-314 must have 5639-YYE or 5639-YYG IBM XIV Storage Software for operation.

Software requirements

IBM XIV Storage System (Machine type 2810 or 2812) Model 314 requires IBM XIV Storage Software version 11.6.1, or later, with software PID 5639-YYE or 5639-YYG.

Limitations

Intermixing of port bandwidth between 10 GbE and 1 Gb within the same system is not supported (mutually exclusive).

Partially populated IBM XIV Storage Systems that are shipped from the factory with any of the raw capacity per drive options must continue to be populated with the same raw capacity per drive option.

IBM XIV Storage System Model 314 configuration does not support intermixing different capacity point options in a single system.

All features and functions in this announcement are supported on IBM XIV Storage System Model 314 with IBM XIV Storage System software version 11.6.1, or later, installed.

All the modules in the IBM XIV Storage System Model 314 system are preconfigured with 800 GB SSD. Unlike Model 214, no SSD or 400 GB SSD options are not supported.

Planning information

Customer responsibilities

Installation planning

Installation planning is a customer responsibility. Installation planning and usage documentation and resources may be found at the IBM product support website

<http://www-03.ibm.com/systems/support/storage/ssic/interoperability.wss>

Customer documentation, safety, and warranty information for the IBM XIV Storage System Gen3 Model 314 and IBM XIV software (5639-YYE and 5639-YYG) products can also be found at

http://www.ibm.com/support/knowledgecenter/STJTAG/com.ibm.help.xivgen3.doc/xiv_kcwelcom_epage.html

Logical configuration planning and creation

Logical configuration planning and creation are customer responsibilities. Logical configuration refers to defining hosts, volumes, and LUNs mapping to hosts, defining event notifications, defining target connectivity, defining mirroring, defining snapshots, and all actions related to implementation of the IBM XIV Storage System Gen3 within the customer's IT environment, other than physical installation.

Creation of the initial logical configuration and all subsequent modifications to the logical configuration are customer responsibilities. The logical configuration can be created, applied, and modified using the IBM XIV GUI or XCLI. Additional services are also available. Refer to the [Services](#) section for more information on available services.

You are responsible for downloading or obtaining from IBM, 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 in a timely manner from an IBM Internet website or from other electronic media, and following the instructions that IBM provides. You may request IBM to install Machine Code changes; however, you may be charged for that service.

Cable orders

There are two types of cables available for host attachment to the XIV Storage System. Feature 3900 should be used to attach iSCSI hosts and features 3910 and 3920 are to be used to connect hosts with fiber optic cables. All FC connections to the XIV device should be made with 50 micron (multimode) fiber optic cables.

Security, auditability, and control

This product uses the security and auditability features of host hardware, host software, and application software to which it is attached.

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

IBM Electronic Services

IBM has transformed its delivery of hardware and software support services to help you achieve higher system availability. Electronic Services is a web-enabled solution that offers an exclusive, no-additional-charge enhancement to the service and support available for IBM servers. These services are designed to provide the opportunity for greater system availability with faster problem resolution and preemptive monitoring. Electronic Services comprises two separate, but complementary, elements: Electronic Services news page and Electronic Services Agent.

The Electronic Services news page is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. The news page enables you to gain easier access to IBM resources for assistance in resolving technical problems.

The Electronic Service Agent™ is no-additional-charge software that resides on your server. It monitors events and transmits system inventory information to IBM on a periodic, client-defined timetable. The Electronic Service Agent automatically reports hardware problems to IBM. Early knowledge about potential problems enables IBM to deliver proactive service that may result in higher system availability and performance. In addition, information collected through the Service Agent is made available to IBM service support representatives when they help answer your questions or diagnose problems. Installation and use of IBM Electronic Service Agent for problem reporting enables IBM to provide better support and service for your IBM server.

To learn how Electronic Services can work for you, visit

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

Terms and conditions

IBM Global Financing

Yes

Products - terms and conditions

Warranty period

One year or three years.

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 a 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.

Extended Warranty Service

Machine type 2810 is provided with one year of standard warranty. For your convenience, on the 2812 IBM has provided two additional years of extended warranty services to make this offering. Please consult with your advisors about the appropriate financial treatment for this offering.

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 via 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 Customer 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: None.

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.

Service level is:

- 24 hours per day, 7 days a week, 4 hour average, same day response.

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 customers, and normal warranty service procedures for the IBM machine apply.

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.

Maintenance service options

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. 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, 2 hour average response

Customer 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, via 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.

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.

Service levels are:

- 24 hours per day, 7 days a week, 4 hour average response
- 9 hours per day, Monday through Friday, excluding holidays, next business day response. Calls must be received by 5:00 PM local time in order to qualify for next business day response
- 9 hours per day, Monday through Friday, excluding holidays, 4 hour average response, same business day. Same business day service level includes the installation of Tier 1 CRUs at no additional charge

Customer 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.

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, customers 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

No

IBM hourly service rate classification

Three

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

Field-installable features

Yes

Model conversions

No

Machine installation

Installation is performed by IBM. IBM will install the machine in accordance with the IBM installation procedures for the machine. In the United States, contact IBM at 1-800-IBM-SERV (426-7378). In other countries, contact the local IBM office.

The following activities are a customer responsibility:

- Installation planning
- Retrieval and installation of feature activation codes.
- Logical configuration planning and application
- Refer to the [Customer responsibilities](#) section for more information

Graduated program license charges apply

No

Licensed Internal Code and Licensed Machine Code

These products do not contain Licensed Internal Code or Licensed Machine Code.

Educational allowance

A reduced charge is available to qualified education customers. The educational allowance may not be added to any other discount or allowance.

The educational allowance is 15% for the products in this announcement.

Prices

For additional information and current prices, contact your local IBM representative.

Description	Machine type	Model	Feature number	Field install only	Plant install only
IBM XIV Storage System Model 314	2810	314			
AAS SW order indicator	2810	314	0018 *	N	Y
Base unit indicator	2810	314	0030 *	N	Y

Description	Machine type	Model	Feature number	Field install only	Plant install only
Retail unit indicator	2810	314	0035 *	N	Y
OEM unit indicator	2810	314	0036 *	N	Y
Ruggedized Rack	2810	314	0080 *	Y	Y
Rear Water-Cooled Door	2810	314	0082 *	Y	Y
UNIX host attachment	2810	314	0100 *	Y	Y
Linux host attachment	2810	314	0101 *	Y	Y
Windows host attachment	2810	314	0102 *	Y	Y
VMware host attachment	2810	314	0103 *	Y	Y
Height and Partl Weight Reduce	2810	314	0200 **	N	Y
Full Weight Reduction	2810	314	0201	N	Y
Israel MoD Indicator	2810	314	0202 *	Y	Y
RFID Labeling	2810	314	0203 *	Y	Y
CoD 1 year agreement	2810	314	0301 *	N	Y
CoD 2 year agreement	2810	314	0302 *	N	Y
CoD 3 year agreement	2810	314	0303 *	N	Y
9 module initial capacity	2810	314	0809 *	N	Y
10 module initial capacity	2810	314	0810 *	N	Y
11 module initial capacity	2810	314	0811 *	N	Y
12 module initial capacity	2810	314	0812 *	N	Y
13 module initial capacity	2810	314	0813 *	N	Y
14 module initial capacity	2810	314	0814 *	N	Y
15 module initial capacity	2810	314	0815 *	N	Y
TAA compliance indicator	2810	314	0983 *	N	Y

Description	Machine type	Model	Feature number	Field install only	Plant install only
Ethernet cable	2810	314	3900 *	Y	Y
Fibre cable (LC)	2810	314	3910 *	Y	Y
Fibre cable (LC/SC)	2810	314	3920 *	Y	Y
4TB 800GB SSD 1G I. Mod	2810	314	5041	Y	Y
4TB 800GB SSD D. Mod	2810	314	5042	Y	Y
6TB 800GB SSD 1G I. Mod	2810	314	5061	Y	Y
6TB 800GB SSD D. Mod	2810	314	5062	Y	Y
4TB 800GB SSD 1G I. COD Mod	2810	314	5043	Y	Y
4TB 800GB SSD D. COD Mod	2810	314	5044	Y	Y
6TB 800GB SSD 1G I. COD Mod	2810	314	5063	Y	Y
6TB 800GB SSD D. COD Mod	2810	314	5064	Y	Y
4TB 800GB SSD 10G I. Mod	2810	314	5141	Y	Y
6TB 800GB SSD 10G I. Mod	2810	314	5161	Y	Y
4TB 800GB SSD 10G I. COD Mod	2810	314	5143	Y	Y
6TB 800GB SSD 10G I. COD Mod	2810	314	5163	Y	Y
4TB 800GB SSD 1G COD Act	2810	314	6041	Y	Y
6TB 800GB SSD 1G COD Act	2810	314	6061	Y	Y

Description	Machine type	Model	Feature number	Field install only	Plant install only
4TB 800GB SSD 10G COD Act	2810	314	6141	Y	Y
6TB 800GB SSD 10G COD Act	2810	314	6161	Y	Y
Modem	2810	314	9101 *	Y	Y
Single phase power	2810	314	9890 *	N	Y
Three phase 60A non-EMEA delta power	2810	314	9891 *	N	Y
Three phase 30A EMEA wye power (wye)	2810	314	9892 *	N	Y
Three phase 30A non-EMEA delta power	2810	314	9894 *	N	Y
US/CA/LA/ AP 60A pin cord	2810	314	9811 *	Y	Y
EMEA/Aus/ NZ 60A hard wired	2810	314	9813 *	Y	Y
3ph non- EMEA 60A pin cord	2810	314	9820 *	Y	Y
3ph EMEA 30A hard wired	2810	314	9822 *	Y	Y
3ph 30A non-EMEA pin cord	2810	314	9824 *	Y	Y
Shipping and Handling NC XIV Gen3	2810	314	AG00 **	N	Y
Shipping and Handling XIV Gen3	2810	314	AG9L **	N	Y

* Feature previously announced on other product model.

** Feature previously announced on other product model, but the description has changed.

Description	Machine type	Model	Feature number	Field install only	Plant install only
IBM XIV Storage System Model 314	2812	314			

Description	Machine type	Model	Feature number	Field install only	Plant install only
AAS SW order indicator	2812	314	0018 *	N	Y
HW integration license for SA indicator	2812	314	0020 *	N	Y
Base unit indicator	2812	314	0030 *	N	Y
Retail unit indicator	2812	314	0035 *	N	Y
OEM unit indicator	2812	314	0036 *	N	Y
Ruggedized Rack	2812	314	0080 *	Y	Y
Rear Water-Cooled Door	2812	314	0082 *	Y	Y
UNIX host attachment	2812	314	0100 *	Y	Y
Linux host attachment	2812	314	0101 *	Y	Y
Windows host attachment	2812	314	0102 *	Y	Y
VMware host attachment	2812	314	0103 *	Y	Y
Height and Partl Weight Reduce	2812	314	0200 **	N	Y
Full Weight Reduction	2812	314	0201	N	Y
Israel MoD Indicator	2812	314	0202 *	Y	Y
RFID Labeling	2812	314	0203 *	Y	Y
CoD 1 year agreement	2812	314	0301 *	N	Y
CoD 2 year agreement	2812	314	0302 *	N	Y
CoD 3 year agreement	2812	314	0303 *	N	Y
9 module initial capacity	2812	314	0809 *	N	Y
10 module initial capacity	2812	314	0810 *	N	Y
11 module initial capacity	2812	314	0811 *	N	Y
12 module initial capacity	2812	314	0812 *	N	Y

Description	Machine type	Model	Feature number	Field install only	Plant install only
13 module initial capacity	2812	314	0813 *	N	Y
14 module initial capacity	2812	314	0814 *	N	Y
15 module initial capacity	2812	314	0815 *	N	Y
TAA compliance indicator	2812	314	0983 *	N	Y
Ethernet cable	2812	314	3900 *	Y	Y
Fibre cable (LC)	2812	314	3910 *	Y	Y
Fibre cable (LC/SC)	2812	314	3920 *	Y	Y
4TB 800GB SSD 1G I. Mod	2812	314	5041	Y	Y
4TB 800GB SSD D. Mod	2812	314	5042	Y	Y
6TB 800GB SSD 1G I. Mod	2812	314	5061	Y	Y
6TB 800GB SSD D. Mod	2812	314	5062	Y	Y
4TB 800GB SSD 1G I. COD Mod	2812	314	5043	Y	Y
4TB 800GB SSD D. COD Mod	2812	314	5044	Y	Y
6TB 800GB SSD 1G I. COD Mod	2812	314	5063	Y	Y
6TB 800GB SSD D. COD Mod	2812	314	5064	Y	Y
4TB 800GB SSD 10G I. Mod	2812	314	5141	Y	Y
6TB 800GB SSD 10G I. Mod	2812	314	5161	Y	Y
4TB 800GB SSD 10G I. COD Mod	2812	314	5143	Y	Y

Description	Machine type	Model	Feature number	Field install only	Plant install only
6TB 800GB SSD 10G I. COD Mod	2812	314	5163	Y	Y
4TB 800GB SSD 1G COD Act	2812	314	6041	Y	Y
6TB 800GB SSD 1G COD Act	2812	314	6061	Y	Y
4TB 800GB SSD 10G COD Act	2812	314	6141	Y	Y
6TB 800GB SSD 10G COD Act	2812	314	6161	Y	Y
Modem	2812	314	9101 *	Y	Y
Single phase power	2812	314	9890 *	N	Y
Three phase 60A non-EMEA delta power	2812	314	9891 *	N	Y
Three phase 30A EMEA wye power (wye)	2812	314	9892 *	N	Y
Three phase 30A non-EMEA delta power	2812	314	9894 *	N	Y
US/CA/LA/ AP 60A pin cord	2812	314	9811 *	Y	Y
EMEA/Aus/ NZ 60A hard wired	2812	314	9813 *	Y	Y
3ph non- EMEA 60A pin cord	2812	314	9820 *	Y	Y
3ph EMEA 30A hard wired	2812	314	9822 *	Y	Y
3ph 30A non-EMEA pin cord	2812	314	9824 *	Y	Y
Shipping and Handling NC XIV Gen3	2812	314	AG00 **	N	Y
Shipping and Handling XIV Gen3	2812	314	AG9L **	N	Y

* Feature previously announced on other product model.

** Feature previously announced on other product model, but the description has changed.

Pricing terms

Prices in the following PDF prices link are suggested list prices on day of announcement for the U.S. only. They are provided for your information only. Dealer prices may vary, and prices may also vary by country. IBM list price does not include tax or shipping and is subject to change without notice.

[ENUS-115-156-LIST_PRICES_2015_11_10.PDF](#)

Alternative service

ICA Maintenance:

Machine type-model	IOR IBM same day on-site repair (IOR, 24 x 7)	IO8 IBM next day on-site repair (IOR, NBD 9 x 5)
2810-314		
2812-314		

ServiceElect (ESA) charges

For ServiceElect (ESA) maintenance service charges, contact IBM Global Services at 888-IBM-4343 (426-4343).

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