



Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery

User's Guide



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Anm: Before using this information and the product it supports, read the information in Bilaga C, "Service and Support", på sidan 19 and Bilaga D, "IBM Statement of Limited Warranty Z125-4753-08 04/2004", på sidan 23.

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Förord

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:

- Kapitel 1, "Användarhandbok - maskinvara" contains instructions for installing and using the IBM 40 GB Hard Disk Drive with Rescue and Recovery.
- Kapitel 2, "Installera och använda programmet Rescue and Recovery", på sidan 5 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.
- Bilaga A, "Felsökning" contains information that might be helpful if you encounter trouble using Rescue and Recovery with Rapid Restore.
- Bilaga B, "Ordförklaringar", på sidan 13 contains definitions of industry terms to assist you in understanding some of the concepts discussed in this guide.
- Bilaga C, "Service and Support", på sidan 19 provides service and support information.
- Bilaga D, "IBM Statement of Limited Warranty Z125-4753-08 04/2004", på sidan 23 provides warranty information.
- Bilaga E, "Notices" contains trademarks and legal notices.

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Innan du börjar

Läs igenom följande information innan du installerar och använder IBMs bärbara 40 GB USB 2.0-hårddisk med Rescue and Recovery.

Viktigt

Använd inte några andra kablar än de som följde med tillbehöret. Enheten kan skadas om du använder andra kablar. Anslut inte en växelströmsadapter till enheten.

- Hantera USB-hårddisken varsamt. Förvara hårddisken i väskan när du flyttar den och när den annars inte är i bruk. Se även "Underhålla enheten" på sidan 3.
- Den primära USB-kabeln måste anslutas till en högeffekts-USB-port. Om det uppstår problem kan du pröva med att ansluta den primära USB-kabeln till en annan USB-port.
- När USB-hårddisken används med en bärbar dator med ett USB 2.0 PCMCIA-kort måste den primära USB-kabeln anslutas till högeffektsuttaget på PCMCIA-kortet. Kabeln för extraström måste också anslutas till USB-porten.

Viktigt

IBM ger ingen support för produkten när den används tillsammans med skivverktyg (från andra tillverkare) som ordnar om eller sorterar partitionstabellen.

Viktigt

Behåll CD-skivan som följde med din bärbara USB-hårddisk och gör en kopia av CD-skivan. IBM kan inte ersätta CD-skivan om den kommer bort, och den finns inte heller tillgänglig från webben.

Hjälp

Rescue and Recovery har en direkthjälp. Informationen i hjälpen uppdateras dynamiskt när du använder olika Rescue and Recovery-komponenter.

Så här startar du direkthjälpen till Rescue and Recovery:

1. Gå till huvudfönstret i Rescue and Recovery.
2. Öppna Hjälpmenyn.

Kapitel 1. Användarhandbok - maskinvara

Det här kapitlet innehåller information om hur du installerar och använder IBMs bärbara 40 GB USB 2.0-hårddisk med Rescue and Recovery.

Anm: Innan du installerar och använder den bärbara hårddisken med Rescue and Recovery bör du läsa "Innan du börjar" på sidan vii.

Produktbeskrivning

IBMs bärbara 40 GB-hårddisk med Rescue and Recovery är en lätt och bärbar USB-hårddisk med hög hastighet som är kompatibel med USB 2.0. En standard som ger upp till 40 gånger snabbare dataöverföring än USB 1.1. Enheten kan användas med mobila eller stationära datorer och fungerar med anslutningar av typen USB 1.0 och USB 1.1. När enheten har installerats fungerar den som en plug-and-play-enhet, och kan anslutas eller kopplas från medan datorn är påslagen. Se "Koppla från enheten" på sidan 3.

I produkten ingår:

- IBMs bärbara 40 GB-hårddisk med Rescue and Recovery
- Primär USB-kabel (USB "A" till "mini-B" anslutning)
- Kabel för extraström
- *User's Guide and Software CD* som innehåller programmet Rapid Restore och denna *användarhandbok*

Anm: Bevara CD-skivan och gör en kopia av den. IBM kan inte ersätta CD-skivan och den kan inte hämtas från webben.

- Garantiinformation
- Hårddiskväska

Maskin- och programvarukrav

Följande måste vara installerat:

- Intel Pentium-mikroprocessor på minst 200 MHz
- 64 MB RAM-minne
- CD-ROM- eller DVD-ROM-enhet (för att installera programvaran från CD-skivan)
- Portar för USB 1.1 eller 2.0

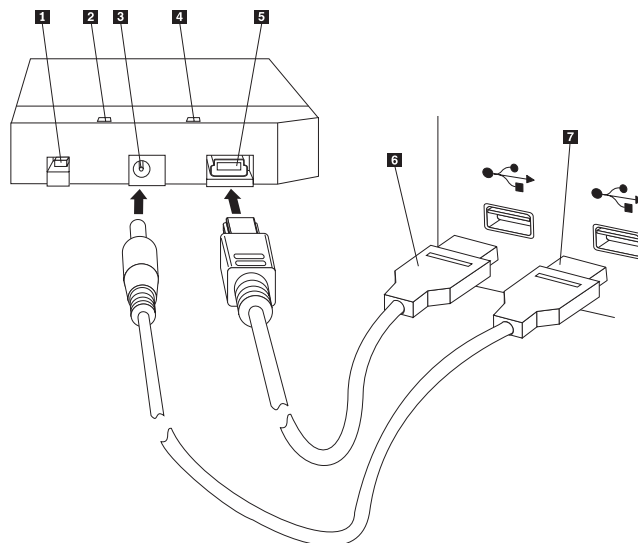
Datorn måste ha Microsoft Windows 2000 Professional eller Microsoft Windows XP installerat för att du ska kunna använda IBMs bärbara 40 GB-hårddisk med Rescue and Recovery.

Installera enheten

Avsnittet innehåller information om hur du installerar enheten.

Så här installerar du enheten:

1. Anslut den primära USB-kabeln till USB-porten **5**, se figur 1.



- 1** Strömbrytare
- 2** Kontrollampa för enhetsaktivitet
- 3** Uttag för extraström
- 4** Kontrollampa för strömförsörjning
- 5** USB-port
- 6** Primär USB-kabel
- 7** Kabel för extraström

Figur 1. Installera enheten

2. Anslut den andra änden av den primära USB-kabeln **6** till en USB-port på datorn.
3. Anslut kabeln för extraström till uttaget för extraström **3** på enheten.
4. Anslut den andra änden av kabeln för extraström **7** till en USB-port på datorn.
5. Slå på med strömbrytaren **1**.

Viktigt

Använd inte några andra kablar än de som följde med tillbehöret. Enheten kan skadas om du använder andra kablar. Anslut inte en växelströmsadapter till enheten.

6. Öppna **Den här datorn** och dubbelklicka på ikonen för IBMs USB-hårddisk.

Windows upptäcker automatiskt enheten. Första gången du utför dessa steg öppnas ett välkomstfönster där du kan välja att installera programmet Rescue and Recovery.

Om du tänker använda programmet Rescue and Recovery (ingår) bör du läsa den allmänna introduktionen i Kapitel 2, "Installera och använda programmet Rescue and Recovery", på sidan 5. Installationsanvisningar för Rescue and Recovery finns i "Installera Rescue and Recovery" på sidan 6.

Om du inte tänker använda programmet Rescue and Recovery är hårddisken klar att användas. Ingen ytterligare programvara behöver installeras. Klicka på **Visa inte detta meddelande igen** i det nedre vänstra hörnet om du vill slå av automatstarten. Koppla från enheten, och koppla sedan in den igen.

Anm: Beroende på hur mycket data som ska säkerhetskopieras kan installationen av Rescue and Recovery ta relativt lång tid. I synnerhet om säkerhetskopieringen sker via USB 1.1. Om du avbryter installationen kan du förlora data.

Göra enheten startbar

Enheten kan konfigureras till att vara startbar på system som stöder boot-to-USB BIOS. Normalt identifierar BIOS enheten som "HDD-1" eller "IBM-(USB)". Om du vill lägga till den bärbara USB-hårddisken med Rescue and Recovery i datorns startordning behöver du använda datorns program för BIOS-inställningar. Du hittar information om programmet för BIOS-inställningar i dokumentationen som följde med datorn.

Om det uppstår problem bör du kontrollera att datorns BIOS är det senast tillgängliga. På IBMs webbplats för support på adressen <http://www.ibm.com/pc/support/> finns en lista över datorer som stöder start genom BIOS till USB-lagringsenheter.

Anm: Kom ihåg att läsa "Skapa Rescue and Recovery-medier" på sidan 7 innan du gör hårddisken startbar.

Koppla från enheten

Gör så här om du vill koppla från enheten i Windows 2000. Om du använder Windows XP utför du bara stegen 3 och 4 nedan.

1. Klicka på ikonen **Säker borttagning av maskinvara** i aktivitetsfältet.
2. Klicka på ikonen **USB-masslagringsenhet** så stoppas enheten.
3. Stäng av hårddisken genom att trycka på strömbrytaren.
4. Koppla från kablarna.

Underhålla enheten

Följ dessa riktlinjer:

- Se till att du inte tappar eller skakar enheten.
- Stäng av enheten (med strömbrytaren) när du inte använder den.
- Använd inte eller förvara enheten nära starka magnetfält.
- Utsätt inte enheten för fukt eller väta, eller för mycket höga eller låga temperaturer.
- Använd inga andra kablar eller adaptrar än de som följde med produkten.

Kapitel 2. Installera och använda programmet Rescue and Recovery

Produkten IBM Rescue and Recovery med Rapid Restore (i fortsättningen kallad programmet Rescue and Recovery) ger dig en mängd funktioner som kan vara till hjälp om du vid fel behöver återställa datorns innehåll. Du kan använda funktionerna även om du inte kan starta Windows-operativsystemet. Du får bland annat tillgång till följande funktioner:

- Fullständig och inkrementell säkerhetskopiering av hårddiskens innehåll via programmet IBM Rescue and Recovery. Säkerhetskopiorna kan lagras i ett skyddat område på datorns hårddisk, på en inspelningsbar CD- eller DVD-skiva, på en enhet i nätverket eller på en USB-enhet som t.ex. din USB-hårddisk.
- Fullständig återställning av hårddiskens innehåll från de säkerhetskopior som skapats av programmet Rescue and Recovery.
- Återställning och överföring av enskilda filer som är lagrade på den lokala hårddisken i Windows-partitioner, en nätverksenhet eller från en Rescue and Recovery-säkerhetskopia.
- Rescue and Recovery-arbetsutrymme, som körs oberoende av Windows-operativsystemet. Via Rescue and Recovery-arbetsutrymme kan du återställa hårddiskens innehåll till något av flera sparade tillstånd, återställa filer från Windows-partitionen eller från en säkerhetskopia, kommunicera via Internet och visa användbar information om datorns tillstånd.

Förutsättningar

För att kunna installera programmet behöver du ha följande:

- Windows XP eller Windows 2000 med Service Pack 3. Om du installerar programmet på en hårddisk som har större kapacitet än 137 GB, behöver du Service Pack 1 för Windows XP.
- Internet Explorer 5.5 eller senare version.
- 128 MB minne, varav högst 8 MB kan tilldelas som delat minne i BIOS-inställningarna för bildskärm.
- 800 MB ledigt utrymme på hårddisken.

Innan du installerar Rescue and Recovery

Tänk igenom följande innan du bestämmer dig för att installera Rescue and Recovery:

- **Systemets status.** Är systemet konfigurerat så som du vill återställa det? Vill du lägga till andra viktiga program?

Kontrollera att du har följande komponenter innan du installerar Rescue and Recovery. Följande förutsättningar måste vara uppfyllda för att Rescue and Recovery ska fungera på rätt sätt:

- En IBM ThinkCentre- eller ThinkPad-dator
- Internet Explorer 5.5 eller senare version

Kompatibilitet med program

En del program med komplicerade filtreringsfunktioner (t.ex. antivirusprogram) fungerar kanske inte med IBM Rescue and Recovery med Rapid Restore. Informa-

tion om kompatibilitet finns i README-filen till IBM Rescue and Recovery med Rapid Restore på webbadressen: www.ibm.com/thinkvantage.

IBM Rescue and Recovery är inte kompatibelt med Norton AntiVirus 2002 och 2003. Du måste använda Norton AntiVirus Corporate Edition eller Norton AntiVirus 2004 för att viruskontrollen ska fungera på rätt sätt.

Konfigurera hårddisken

IBM Rescue and Recovery med programmet Rapid Restore kan inte användas med fabriksinstallerade program för OEM-datorer (Original Equipment Manufacturer). Om du har en sådan dator måste du konfigurera hårddisken enligt rekommendationerna i IBM Rescue and Recovery with Rapid Restore Customization and Deployment Guide (kan hämtas från IBMs webbplats på adressen www.ibm.com/thinkvantage).

Installera Rescue and Recovery

Det här avsnittet innehåller anvisningar för installation av IBMs bärbara 40 GB USB 2.0-hårddisk med Rescue and Recovery. Rescue and Recovery-programmet kan installeras på två sätt:

- från IBMs bärbara USB-hårddisk
ELLER
- från skivan *User's Guide and Software CD*

När du är klar med installationen bör du läsa "Skapa Rescue and Recovery-medier" på sidan 7 innan du säkerhetskopierar till USB-hårddisken.

Installera från IBMs bärbara USB 2.0-hårddisk

Så här installerar du Rescue and Recovery från IBMs USB-hårddisk:

1. Stäng alla öppna program.
2. Anslut enheten till en tillgänglig USB-port.
3. Slå på strömbrytaren (I). Windows kommer automatiskt att installera drivrutinerna för enheten.
4. Öppna **Den här datorn** och dubbelklicka på IBM USB-hårddiskens ikon.
5. Klicka på **Program**.
6. Dubbelklicka på **IBM Rapid Restore**.
7. Följ anvisningarna på skärmen.

Installera från CD-skivan

Så här installerar du Rescue and Recovery från skivan *User's Guide and Software CD*:

1. Mata in *User's Guide and Software CD* i CD- eller DVD-enheten.
2. Om CD-skivan inte startar automatiskt klickar du på **Start** och sedan på **Kör**.
 - a. Skriv `e:\launch.bat`, där `e` är enhetsbeteckningen för CD- eller DVD-enheten.
 - b. Klicka på **OK**. Ett CD-fönster öppnas.
3. Välj språk och klicka på **Go**.
4. Klicka på **Program**.
5. Dubbelklicka på **IBM Rapid Restore**.
6. Följ anvisningarna på skärmen.

Anm: Beroende på hur mycket data som ska säkerhetskopieras kan installationen av Rapid Restore ta relativt lång tid. I synnerhet om säkerhetskopieringen sker via USB 1.1. Om du avbryter installationen kan du förlora data.

Skapa Rescue and Recovery-medier

Om du har en enhet som kan skriva till CD- eller DVD-skivor, eller om du har en extern USB-hårddisk, kan du skapa startbara medier som du kan använda vid återställning från fel som gör att du inte kommer åt Windows-miljön eller Rescue and Recovery-arbetsutrymmet på datorns hårddisk. Sådana fel är sällsynta men det är ändå en god idé att vara förberedd. Gör därför i ordning dina Rescue and Recovery-medier så snart som möjligt, innan det är för sent.

Du kan utföra följande uppgifter med Rescue and Recovery-medierna:

- Återställa filer, mappar eller hela hårddiskens innehåll från en säkerhetskopia med hjälp av programmet IBM Rescue and Recovery
- Visa viktig information om datorn och en händelselogg
- Överföra filer från datorn eller nätverket till andra medier
- Ansluta till Internet via en fast Ethernetanslutning

Så här skapar du Rescue and Recovery-medier:

Anm: Om du planerar att använda en extern USB-hårddisk som ditt Rescue and Recovery-medium, ansluter du först hårddisken till någon av datorns USB-portar innan du börjar. Alla data på den externa USB-hårddisken kommer att raderas under proceduren. Om du har viktiga filer på den externa USB-hårddisken kopierar du dem till andra medier innan du börjar den här proceduren.

Viktigt

1. Från skrivbordet i Windows klickar du på **Start, Program (eller Alla program om du använder Windows XP), Access IBM, och sedan på Skapa räddningsmedier.**
2. Följ anvisningarna på skärmen.

I "Komma åt Rescue and Recovery-arbetsutrymmet" på sidan 8 finns information om hur du använder Rescue and Recovery-medier.

Använda funktionerna för säkerhetskopiering och återställning

Rescue and Recovery-programmet styr all säkerhetskopiering, återställning och filräddning. Så här kommer du åt funktionerna för säkerhetskopiering och återställning:

1. Från skrivbordet i Windows klickar du på **Start, Program (eller Alla program om du använder Windows XP), Access IBM och sedan på IBM Rapid Restore Ultra 4.0.**
2. När huvudfönstret visas gör du något av följande:
 - Om du vill säkerhetskopiera, schemalägga säkerhetskopiering, kopiera en befintlig säkerhetskopia till andra medier eller göra inställningar för säkerhetskopieringen klickar du på **Säkerhetskopiera**. Klicka sedan på lämpligt alternativ i listrutan.
 - Om du vill återställa hårddisken till ett tidigare säkerhetskopierat tillstånd eller rädda en eller flera filer från en säkerhetskopia klickar du på **Återställ**. Klicka sedan på lämpligt alternativ i listrutan.

Klicka på Hjälp om du vill ha mer information om att använda dessa funktioner.

Komma åt Rescue and Recovery-arbetsutrymmet

Du kommer åt Rescue and Recovery-arbetsutrymmet på något av följande sätt:

Metod 1:

1. Stäng av datorn.
2. Starta om datorn och titta noga på skärmen.
3. När du blir ombedd att trycka på F11 trycker du ned F11-tangenten och släpper sedan upp den. Du måste trycka ned och släppa upp F11-tangenten medan meddelandet visas på skärmen.
4. Efter en kort stund visas Rescue and Recovery-arbetsutrymmet. Om du vill ha mer information om att använda de olika funktionerna klickar du på **Hjälp**.

Metod 2:

1. Mata in den Rescue and Recovery CD-skiva du skapade i CD- eller DVD-enheten, eller om du använder en extern USB-hårddisk som räddningsskiva ansluter du den enheten och slår på den nu.
2. Stäng av datorn.
3. Starta om datorn.
4. Efter en kort stund visas Rescue and Recovery-arbetsutrymmet. Om du vill ha mer information om att använda de olika funktionerna klickar du på **Hjälp**.

Anm: Om räddningsskivan inte startar, kan det bero på att din räddningsenhet (CD-, DVD- eller USB-enhet) inte är rätt inställd i BIOS-startordningen. Se efter i dokumentationen som följde med datorn hur du startar inställningsprogrammet för BIOS.

Installera om Rescue and Recovery

Innan du installerar om programmet Rescue and Recovery bör du tänka efter om du först behöver arkivera den aktuella uppsättningen med säkerhetskopior. För att kunna installera om programmet kan du behöva avinstallera vissa tidigare versioner. Då tas aktuella säkerhetskopior bort. Sedan kan du installera den nyare versionen av Rescue and Recovery.

Avinstallera Rescue and Recovery

För att avinstallera Rescue and Recovery klickar du på

- **Start**
- **Kontrollpanelen**
- **Lägg till/ta bort program**
- **Rescue and Recovery**

Under avinstallationen tas programmet och alla säkerhetskopiora bort.

Bilaga A. Felsökning

Följande information kan vara till hjälp om du får problem medan du använder IBM Rescue and Recovery med programmet Rapid Restore.

Allmän felsökningsinformation

Följande information kan vara till hjälp om du får problem medan du använder Rescue and Recovery med programmet Rapid Restore.

- När nya Windows-användare skapas, måste systemet startas om innan de nya användarna kan säkerhetskopiera.
- Använd inte Rapid Restore tillsammans med något annat verktyg som ändrar startposten (Master Boot Record). Program som ändrar hårddiskens startpost kan göra att säkerhetskopieringarna inte går att komma åt. Exempel på sådana program är Roxio GoBack, System Commander och PowerQuest BootMagic.
- Norton Antivirus 5.0 kan kanske inte läsa hårddiskens startpost.

Felsökningsinformation för installation

Du kan ha hjälp av följande information om du får problem när du installerar eller avinstallerar IBM Rescue and Recovery med programmet Rapid Restore.

Avinstallera programmet

Om du vill avinstallera Rescue and Recovery med Rapid Restore från en dator som kör Windows 2000 Professional eller Windows XP, måste du logga in som administratör. Mer information om användarkonton hittar du i operativsystemets hjälpsystem.

Felsökningsinformation för säkerhetskopiering

Rescue and recovery med programmet Rapid Restore skickar ett felmeddelande om det inte finns en giltig bassäkerhetskopia. Du får sedan möjlighet att skapa en ny bassäkerhetskopia.

Du kan ha hjälp av följande information om du får problem när du säkerhetskopierar med IBM Rescue and Recovery med programmet Rapid Restore.

- Vid säkerhetskopiering och återställning ingår användarkonton. Om du återställer systemet vid en tidpunkt då en användare inte existerar eller har ett annat lösenord, kommer denna användare inte att kunna logga in.
- Om Rapid Restore-gränssnittet är stängt medan du utför en inkrementell säkerhetskopiering i Windows fortsätter Rescue and Recovery med Rapid Restore att kopiera filer i bakgrunden.

Om säkerhetskopieringen går långsamt

Hur lång tid det tar att säkerhetskopiera beror på storleken och typen av säkerhetskopiering. Det går snabbare om du säkerhetskopierar ofta.

Om du kör andra program, t.ex. antivirusprogram, under pågående säkerhetskopiering kan de påverka prestanda negativt. Kör inga andra program medan du skapar en säkerhetskopia.

Kör antivirusprogrammet före eller efter säkerhetskopieringen.

Anmärkningar:

1. Säkerhetskopiering tar längre tid via USB 1.1.
2. För att förhindra att databasen skadas ska du avsluta alla program och hjälp-program innan du säkerhetskopierar.

Schemalägga på datumen 29:e, 30:e och 31:a

Med Rescue and Recovery med Rapid Restore kan du inte ange att schemalagd säkerhetskopiering ska ske den 29:e, 30:e eller 31:a dagen i månaden, men du kan schemalägg till den sista dagen i månaden.

Om det inte går att arkivera säkerhetskopiorna

Om alternativet för CD-R-arkiv inte är tillgängligt beror det på att ingen CD-R-enhet är installerad.

CD-RW-skivor kan enkelt skrivas över och kvaliteten försämras för varje användning. Det är därför som CD-RW-skivor inte kan användas när du skapar ett CD-R-arkiv.

Om du ska återställa med en säkerhetskopia på en CD-skiva, måste CD-enheten vara startenhet på den dator du ska återställa.

För att du ska kunna skapa ett CD-R-arkiv måste det finnas minst 700 MB ledigt utrymme på hårddisken.

Felsökningsinformation för återställning

Du kan ha hjälp av följande information om du får problem när du återställer med IBM Rescue and Recovery med programmet Rapid Restore.

Om du ska återställa med en säkerhetskopia på en CD-skiva, måste CD-enheten vara startenhet på den dator du ska återställa.

Återställningen går långsamt

Hur lång tid det tar att säkerhetskopiera beror på storleken och typen av återställning. För att förhindra att databasen skadas ska du avsluta alla program och hjälp-program innan du återställer.

Om användare inte kan logga på efter en återställning

Detta fel kan uppstå i fleranvändarsystem när en ny användare lagts till och säkerhetskopieringen ägt rum innan den nya användaren loggat in för första gången.

Felet rättas till genom att IT-administratören lägger till den nya användaren igen och startar om datorn, eller låter den nya användaren logga på före nästa säkerhetskopiering.

Felet förhindras genom att datorn startas om efter det att den nya användaren lagts till eller genom att användaren loggar på innan nästa säkerhetskopiering utförs.

Felsökningsinformation i samband med strömförsörjningen

Följande information kan vara till hjälp om du får strömrelaterade problem medan du använder Rescue and Recovery med Rapid Restore, t.ex. i vänte-/vilolägen eller vid strömavbrott.

Rescue and Recovery med Rapid Restore svarar på en systembegäran på följande sätt:

- **När en säkerhetskopiering eller CD-R-arkivering pågår.** Rescue and Recovery med Rapid Restore avbryter den pågående åtgärden och låter denna begäran fortsätta. När arbetet återupptas, registreras säkerhetskopieringen som misslyckad och användaren blir ombedd att utföra den på nytt.
- **När återställning pågår.** När återställning pågår avvisas begäran om strömsparande och återställningen fortsätter.

Bilaga B. Ordförklaringar

Säkerhetskopiera

Kopiering av diskinformation så att den kan återställas om utrustningen eller programvaran eller operativsystemet skadas.

Avbildning av bassäkerhetskopiering

Sektorbaserad avbildning av säkerhetskopiering av den primära hårddisken som skapas när Rapid Restore installeras. Avbildningen är den grund på vilken ackumulerade och aktuella säkerhetskopior bygger.

Boota

Detsamma som att starta eller starta om datorn.

Starttid (Boot-time)

Den tid under vilken datorn startar, innan operativsystem tagit över kontrollen av datorn. Det är under den tiden OBRM:s gränssnitt för föroperativsystem kan användas.

Starthanterare (Boot Manager)

Ett program lagrat i master-startposten som läser startsektorposten för den partition som innehåller operativsystemet, som ska läsas in i RAM-minnet. Den posten innehåller i sin tur ett program som läser in resten av operativsystemet i RAM-minnet.

Byte

En grupp om åtta bitar som kan representera ett tal från 0 till 255, en bokstav eller ett antal andra tecken.

CD-R

CD-R (står för compact disc, recordable) är ett CD-format för att skriva en gång och läsa många gånger (write once, read many (worm)).

CD-RW

CD-RW (står för compact disc, re-writable) är ett CD-format som tillåter att du skriver upprepade gånger på skivan.

CD-ROM

Compact Disk Read-Only Memory. Ett elektroniskt medium som vanligen används i programvarubranschen för att lagra information. Som namnet anger kan innehållet på en CD-ROM inte ändras.

Styrenhet

En elektronisk krets som fungerar som ett gränssnitt mellan en enhet, t.ex. en hårddisk, och datorn. Exempel på styrenheter för hårddiskar: IDE och SCSI.

Akkumulerad säkerhetskopia

En komprimerad inkrementell säkerhetskopia. Den ackumulerade säkerhetskopian lagrar inkrementell information om relationen till basavbildningen och den aktuella säkerhetskopian.

Data

Information som bearbetas av datorn. Exempel på data är databasfiler, ordbehandlingsdokument och html-sidor.

Databas

Information om ett ämne, ordnad så att den kan hämtas och t.ex. utgöra underlag för beslut.

Data Migration Manager

Med Data Migration Manager (DMM) kan användare flytta en diskavbildning till en ny, större hårddisk. Det vanligaste skälet till att flytta till en annan disk är utrymmesbrist. De två viktigaste hindren man stöter på vid flytten är bristen på IT-kunskap för att utföra åtgärden och minskad produktivitet till följd av den nedtid som uppstår vid själva flytten.

Funktionen "One Button Migration" i Data Migration Manager eliminerar hindren så att användare på ett effektivt sätt kan flytta diskavbildningar och data utan att systemtillgängligheten eller dataintegriteten påverkas. Rapid Restores inbyggda flyttningsteknik hanterar dessutom allt komplext beslutsfattande så att användaren inte behöver vara IT-expert för att flytta diskavbildningar och data på rätt sätt.

Diskenhhet

En lagringsenhet som används av datorer.

Diskett

Flyttbart lagringsmedium.

Diskavbildning

En diskavbildning är en fil som innehåller en exakt och komplett sektorbaserad avbildning av hårddisken. Avbildningen innehåller allt på hårddisken: diskformat och -struktur (t.ex. FAT), startsektor, kataloger, operativsystem, programvara, registerinställningar, nätverksinställningar och data. Fördelen med att skapa diskavbildningar är att det går snabbt att återställa hela systemet utan att man behöver installera om operativsystem, program etc.

Enhetsbokstav

I Windows och MS-DOS får hårddiskarna en beteckning bestående av en bokstav följd av kolon, t.ex. C: eller D:.

Utökad partition

En typ av partition som eliminerar begränsningen till fyra partitioner per disk genom att en eller flera logiska enheter kan skapas i den utökade partitionen.

FAT-filsystem

Det filsystem MS-DOS använder och som är anpassat för att Windows ska kunna lagra information på hårddiskar som använder en filallokeringsstabell (file allocation table). Det finns tre typer av FAT-filsystem: FAT12, FAT16 och FAT32.

Filallokeringsstabell (FAT)

En tabell eller lista som vissa operativsystem använder för att hålla reda på hur filer lagras på hårddisken.

Filsystem

Den metod ett operativsystem använder till att namnge, få tillgång till, och organisera filer samt kataloger på disk (t.ex. FAT32 eller NTFS).

Grafiskt användargränssnitt (GUI)

Ett användargränssnitt, t.ex. det i Windows, där användaren kommunicerar med datorn via en mus och grafiska symboler. Tanken med ett GUI är att det ska vara lättare att använda än ett textbaserat program eller operativsystem, t.ex. MS-DOS.

Hårddisk

En enhet som består av en eller flera styva metallskivor.

IDE (Integrated Device Electronics)

En gränssnittsteknik som används till att integrera en disk och en dator. Hårddiskar som använder IDE-teknik har styrenheten inbyggd direkt i hårddisken, vilket eliminerar behovet av ett separat styrkort i datorn.

Gränssnitt

Anslutningen och interaktionen mellan maskinvaran, programvaran eller användaren.

Låst fil

Filer som används av systemet och som vanligen inte är tillgängliga för andra program, t.ex. program för säkerhetskopiering. Exempel på program som skapar låsta filer är Oracle-databaser, SQL-servrar, Lotus Notes och e-postservrar.

Logisk enhet

En del av en hårddisk som betraktas som en enskild enhet. I det här sammanhanget innebär logisk "konceptuell", eftersom det inte finns någon direkt koppling mellan namnet och ett fysiskt objekt.

Master-startpost (Master Boot Record, MBR)

Informationen i den första sektorn på en hårddisk eller diskett som identifierar hur och var operativsystemet är lagrat så att det kan startas (läsas in) i datorns primär-

minne eller RAM-minne. Master-startposten kallas ibland "partitionssektorn" eller "master-partitionstabellen" eftersom den innehåller en tabell med adresser till hårddiskens partitioner. Förutom tabellen innehåller master-startposten även ett program, kallat starthanteraren (boot manager), som läser in startsektorposten för den partition som innehåller operativsystemet som ska startas i RAM-minnet. Den posten innehåller i sin tur ett program som läser in resten av operativsystemet i RAM-minnet.

Master-filtabell (MFT)

På en NTFS-volym är master-filtabellen en fil som innehåller information om alla andra filer på volymen. Informationen omfattar bl.a. filnamn och filernas fysiska placering på disken.

MFT

Se "Master-filtabell (MFT)" på sidan 16.

Aktuell säkerhetskopia

En komprimerad inkrementell säkerhetskopieringsfil som återger hårddiskens tillstånd vid den tidpunkt säkerhetskopieringen görs. Endast filer som inte stämmer med de som finns i den ackumulerade säkerhetskopian lagras i den aktuella säkerhetskopian. Den aktuella säkerhetskopian kan köras automatiskt med Rapid Restores funktion för schemaläggning, eller manuellt.

OBRM (One-Button Restore Manager)

OBRM är ryggraden i Rapid Restores hantering av avbildningar och säkerhetskopior. OBRM är mycket effektivt och fungerar tillsammans med flera andra Rapid Restore-komponenter så att användare enkelt kan återställa hårddiskens innehåll till ett visst läge. Du kan enkelt öppna OBRM i flera lägen:

- Innan Windows startar
- I Windows grafiska användargränssnitt (Windows-läge)
- Via nätverket (fjärrhanteringsläge)

Partition

En underavdelning på en disk som behandlas som om den vore en separat fysisk enhet. En dator med endast en hårddisk kan ha en enstaka partition, ofta kallad enhet C:, eller flera partitioner, t.ex. enheterna C:, D: och E:.

Perifer enhet

En enhet utanför datorhöljet, t.ex. en bandstation eller en USB-hårddisk.

Behörighet

Möjligheten för en användare att ändra filer, särskilt sådana som användaren inte skapat själv. Behörighetstilldelning förekommer av säkerhetsskäl, bl.a. för att inte obehöriga ska kunna få tillgång till känslig information.

Föroperativsystemläge

Tiden mellan det att datorn startar och operativsystemet är klart att använda.

Primär partition

I Windows och MS-DOS kan en hårddisk delas in i maximalt fyra primära partitioner, eller tre primära partitioner och en utökad - som i sin tur kan innehålla en eller flera logiska enheter.

RAID

Se "Redundant Array of Independent Disks (RAID)" på sidan 17.

Redundant Array of Independent Disks (RAID)

En metod som kombinerar flera hårddiskar till en stor volym. RAID-konfigurationer används vanligen på filserverar i nätverk för snabbare dataåtkomst och bättre skydd mot diskfel.

Återställa

Att återgå till ett tidigare diskläge med en avbildning eller en säkerhetskopia.

SCSI (Small Computer System Interface)

En gränssnittsteknik som används till att integrera en disk och en dator.

Servicepartition

En gömd, låst partition på den lokala hårddisken som används till säkerhetskopiering och återställning. Servicepartitioner är mycket komprimerade för att spara diskutrymme och kunna rymma bas säkerhetskopieringen, den ackumulerade och den aktuella säkerhetskopieringen.

Platslicensnyckel

Systemadministratörer som vill använda Rapid Restore på företagsnivå kan skaffa en platslicensnyckel. Med en sådan nyckel kan systemadministratörer snabbt och enkelt konfigurera, distribuera och hantera Rapid Restore inom ett företag.

Snapshot

En snapshot-säkerhetskopia ersätter den befintliga ackumulerade säkerhetskopieringen med optimerade ackumulerade säkerhetskopieringsdata. Den optimerade säkerhetskopieringen sammanställer alla inkrementella säkerhetskopieringsdata (ackumulerade och aktuella) till en ackumulerad säkerhetskopia. Vid snapshot-bearbetningen raderas den aktuella säkerhetskopieringen.

Snapshot-säkerhetskopior ska göras vid särskilda tillfällen, t.ex. när ett nytt program installerats eller när en ny databas skapats.

USB-enhet

En USB-enhet (Universal Serial Bus) är en plug-and-play-hårddisk som du ansluter till datorn via ett USB-gränssnitt.

Hjälpprogram

Program som tillhandahåller grundläggande tjänster och funktioner.

Volym

En underavdelning på en disk som behandlas som om den vore en separat fysisk enhet, eller en kombination av fysiska enheter som behandlas som en enhet. En dator med endast en hårddisk kan ha en enda volym, ofta kallad enhet C:, eller flera volymer, t.ex. enheterna C:, D: och E:.

Volymuppsättning

En enskild logisk enhet som består av upp till 32 areor ledigt utrymme på en eller flera hårddiskar. Volymuppsättningar kan användas till att kombinera små areor ledigt utrymme på en eller flera hårddiskar till en stor logisk enhet.

Bilaga 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.

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.

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"> Overseas calls: 81-46-266-1084 ThinkPad: 0120-887-874 <ul style="list-style-type: none"> Overseas calls: 81-46-266-1084 IntelliStation and xSeries: 81-46-266-1358 PC Software: 0120-558-695 <ul style="list-style-type: none"> Overseas calls: 81-44-200-8666
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

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

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 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.

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 Emi-**

rates, 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 circumstan-

ces 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.

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/ 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"> Overseas calls: 81-46-266-1084 ThinkPad: 0120-887-874 <ul style="list-style-type: none"> Overseas calls: 81-46-266-1084 IntelliStation and xSeries: 81-46-266-1358 PC Software: 0120-558-695 <ul style="list-style-type: none"> Overseas calls: 81-44-200-8666
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
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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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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 conformité a la réglementation d'Industrie Canada

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

Deutsche EMV-Direktive (electromagnetische Verträglichkeit)

Zulassungbescheinigung laut 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 Übereinstimmung mit 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 Abschirmung zu 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.

Union 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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