



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

## User's Guide





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

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## Forord

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, "Hardwarebrugervejledning" contains instructions for installing and using the IBM 40 GB Hard Disk Drive with Rescue and Recovery.
- Kapitel 2, "Installation og brug af programmet Rescue and Recovery", på side 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.
- Tillæg A, "Fejlfinding" contains information that might be helpful if you encounter trouble using Rescue and Recovery with Rapid Restore.
- Tillæg B, "Ordlister", på side 13 contains definitions of industry terms to assist you in understanding some of the concepts discussed in this guide.
- Tillæg C, "Service and Support", på side 19 provides service and support information.
- Tillæg D, "IBM Statement of Limited Warranty Z125-4753-08 04/2004", på side 23 provides warranty information.
- Tillæg E, "Notices" contains trademarks and legal notices.

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## Registering your option

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

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

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





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## Før du starter

Læs følgende oplysninger, inden du installerer og bruger den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery.

**Advarsel!**

Du skal bruge de kabler, der leveres sammen med udstyret. Du kan ødelægge drevet, hvis du bruger et kabel, der ikke leveres sammen med udstyret. Du må ikke slutte en vekselstrømsadapter til denne enhed.

- USB-harddisken skal behandles med forsigtighed. Når du transporterer drevet, eller når du ikke bruger det, skal du opbevare det i den kasse, som det blev leveret i. Der er flere oplysninger om, hvordan du håndterer USB-harddisken korrekt, i afsnittet "Vedligeholdelse af drevet" på side 3.
- Det primære USB-kabel skal være tilsluttet en USB-port med høj effekt. Hvis der opstår problemer, kan du prøve at slutte det primære USB-kabel til en anden USB-port.
- Når du bruger USB-harddisken på en bærbar computer med et USB 2.0 pc-kort, skal det primære USB-kabel være tilsluttet pc-kortporten med høj effekt. Du skal også slutte det ekstra strømforsyningskabel til USB-porten for at få tilstrækkelig effekt.

**Advarsel!**

IBM understøtter ikke dette produkt med diskprogrammer fra tredjepart, der omroterer eller sorterer inddelingstabellen.

**Advarsel!**

Gem den cd, der blev leveret sammen med den transportable USB 2.0-harddisk på 40 GB, og tag en ekstra kopi af den. IBM kan ikke erstatte denne cd, og den kan heller ikke overføres fra internettet.

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## Onlinehjælp

Den indbyggede onlinehjælp i Rescue and Recovery indeholder mange værdifulde oplysninger. Hjælpen indeholder oplysninger, der dynamisk opdateres, når du bruger andre Rescue and Recovery-komponenter.

Gør følgende for at få adgang til Rescue and Recovery-onlinehjælpen:

1. Åbn Rescue and Recovery-hovedkonsollen.
2. Åbn hjælpemenuen.



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## Kapitel 1. Hardwarebrugervejledning

Dette kapitel beskriver, hvordan du installerer og bruger den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery.

**Bemærk:** Før du installerer og bruger den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery, skal du læse "Før du starter" på side vii.

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### Produktbeskrivelse

Den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery er en transportabel, let USB-harddisk med høj hastighed, der er kompatibel med USB 2.0-standarden, som muliggør dataoverførsler, der er op til 40 gange hurtigere end USB 1.1-forbindelser. Du kan bruge drevet sammen med bærbare eller stationære computere, og det er også kompatibelt med USB 1.0- og USB 1.1-forbindelser. Når du har installeret drevet, fungerer det som en Plug and Play-enhed, og du kan fjerne og installere det, mens computeren er tændt. Se afsnittet "Afmontering af drevet fra computeren" på side 3.

Pakken indeholder:

- Transportabel IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery
- Primært USB-kabel (USB "A" til "mini B"-tilslutning)
- Ekstra strømforsyningskabel
- *Brugervejledning og program-cd*, som indeholder programmet Rapid Restore og denne *onlinebrugervejledning*

**Bemærk:** Gem denne cd, og tag en kopi af den. IBM kan ikke erstatte denne cd, og den kan heller ikke overføres fra internettet.

- Garantioplysninger
- Bæretaske

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### Hardware- og softwarekrav

Følgende hardware skal være installeret på computeren:

- En Intel Pentium-mikroprocessor på mindst 200 MHz
- 64 MB RAM (Random Access Memory)
- Cd- eller dvd-drev til installation af programmerne på cd'en
- USB 1.1- eller 2.0-porte

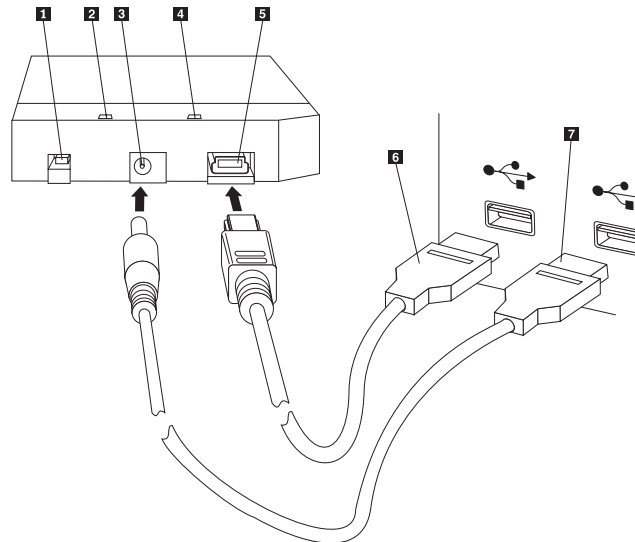
Der skal være installeret Windows 2000 Professional eller Windows XP på computeren, for at du kan bruge den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery.

## Installation af drevet

Dette afsnit beskriver, hvordan du installerer drevet.

Gør følgende for at installere drevet:

1. Slut det primære USB-kabel til USB-porten **5**, som vist i figur 1.



- 1** Afbryder
- 2** Aktivitetslampe
- 3** Ekstra stik til ekstern strømforsyning
- 4** Tændt-lampe
- 5** USB-port
- 6** Primært USB-kabel
- 7** Ekstra strømforsyningskabel

Figur 1. Installation af drevet

2. Slut den anden ende af det primære USB-kabel **6** til en ledig USB-port på computeren.
3. Slut det ekstra strømforsyningskabel til det ekstra stik til ekstern strømforsyning **3** på drevet.
4. Slut den anden ende af det ekstra strømforsyningskabel **7** til en ledig USB-port på computeren.
5. Tryk på afbryderen **1** for at tænde for drevet.

### Advarsel!

Du skal bruge de kabler, der leveres sammen med udstyret. Du kan ødelægge drevet, hvis du bruger et kabel, der ikke leveres sammen med udstyret. Du må ikke slutte en vekselstrømsadapter til denne enhed.

6. Åbn **Denne computer**, og dobbeltklik på ikonen for IBM USB-harddisken.

Windows registrerer automatisk drevet. Første gang du udfører disse trin, vises et vindue, hvor du har mulighed for at installere Rescue and Recovery.

Hvis du vil bruge programmet Rescue and Recovery, skal du læse de generelle oplysninger i Kapitel 2, "Installation og brug af programmet Rescue and Recovery", på side 5. Læs "Installation af Rescue and Recovery" på side 6 for at installere Rescue and Recovery .

Hvis du ikke vil bruge programmet Rescue and Recovery, er drevet klar til brug. Du behøver ikke at installere nogen programmer. Klik på **Do not show this again** i det nederste venstre hjørne af browservinduet for at deaktivere den automatiske start. Afmontér herefter drevet, og tilslut det igen.

**Bemærk:** Afhængigt af den mængde data, du sikkerhedskopierer, kan det tage et stykke tid for Rescue and Recovery at udføre sikkerhedskopieringen. Det er især tilfældet, når du sikkerhedskopierer med USB 1.1. Du må ikke afbryde Rescue and Recovery, når programmet arbejder, da det kan betyde, at data går tabt.

---

## Sådan gør du drevet startbart

Du kan konfigurere drevet, så det er startbart på systemer, som har boot-til-USB-understøttelse i BIOS. Normalt registrerer BIOS drevet som "HDD-1" eller "IBM-(USB)." Du skal bruge computerens BIOS-konfigurationsprogram til at føje den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery til computerens startsekvens. Du kan finde oplysninger om, hvordan du bruger BIOS-konfigurationsprogrammet, i den vejledning, der leveres sammen med computeren.

Hvis der opstår problemer, skal du kontrollere, at du har installeret den nyeste BIOS på computeren. Du kan finde en oversigt over de computere, der understøtter start via BIOS til USB-lagerenheder, på IBM's supportwebsted <http://www.ibm.com/pc/support>.

**Bemærk:** Læs "Oprettelse af Rescue and Recovery-medier" på side 7, inden du forsøger at gøre drevet startbart.

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## Afmontering af drevet fra computeren

Gør følgende for at afmontere drevet under Windows 2000. Hvis du bruger Windows XP, skal du kun udføre trin 3 og 4 nedenfor.

1. Klik på ikonen **Sikker fjernelse af hardware** i meddelelsesområdet.
2. Klik på ikonen **USB-lagerenhed** for at stoppe enheden.
3. Tryk på afbryderen for at slukke for drevet.
4. Afmontér kablerne.

---

## Vedligeholdelse af drevet

Brug følgende retningslinjer for at vedligeholde drevet.

- Du må ikke tabe eller ryste drevet.
- Brug drevets afbryder til at slukke for drevet, når du ikke bruger det.
- Brug ikke eller opbevar ikke drevet nær stærke magnetfelter.
- Udsæt ikke drevet for væsker, ekstreme temperaturer eller høj fugtighed.
- Brug ikke strømforsyningskabler eller adaptere, som ikke leveres sammen med drevet.



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## Kapitel 2. Installation og brug af programmet Rescue and Recovery

Programmet IBM Rescue and Recovery with Rapid Restore (herefter Rescue and Recovery) indeholder en række faciliteter, du kan bruge til at retablere fra et problem, selv om du ikke kan starte Windows-styresystemet. De vigtigste faciliteter er:

- Fuld og trinvis sikkerhedskopiering af harddisken med programmet IBM Rescue and Recovery. Sikkerhedskopier kan gemmes i et beskyttet område på harddisken, på brændbare cd'er eller dvd'er, på et netværksdrev eller på en USB-enhed, f.eks. USB-harddisken.
- Fuld harddiskretablering vha. sikkerhedskopier, der er oprettet med programmet Rescue and Recovery.
- Retablering og overførsel af individuelle filer, der er gemt på den lokale harddisk i Windows-afsnit, et netværksdrev eller fra en Rescue and Recovery-sikkerhedskopifil.
- Rescue and Recovery-arbejdsområdet, som udføres uafhængigt af Windows. Via Rescue and Recovery-arbejdsområdet kan du retablere harddisken til en af flere tidligere gemte tilstande, retablere filer fra Windows-afsnit eller fra en sikkerhedskopi, kommunikere via internettet og få vist nyttige oplysninger om computerens tilstand.

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### Krav

Du skal have følgende for at installere dette program:

- Windows XP eller Windows 2000 med servicepakke 3. Hvis du installerer dette program på en harddisk, der er større end 137 GB, skal du bruge servicepakke 1 til Windows XP.
- Internet Explorer 5.5 eller nyere.
- 128 MB hukommelse, hvor der ikke kan tildeles mere end 8 MB som fælles hukommelse under videokonfigurationen i BIOS.
- 800 MB ledig diskplads.

---

### Inden du installerer Rescue and Recovery

Læs følgende oplysninger, inden du installerer Rescue and Recovery:

- **Systemets tilstand.** Er systemet konfigureret på den måde, du vil have retableret det? Skal der installeres andre vigtige programmer?

Inden du installerer Rescue and Recovery, skal du sørge for, at du har følgende komponenter. Følgende skal bruges, for at Rescue and Recovery kan fungere korrekt:

- En IBM ThinkCentre- eller ThinkPad-computer
- Internet Explorer 5.5 eller nyere

### Programkompatibilitet

Nogle programmer med komplekse filtermiljøer (f.eks. antivirusprogrammer) er muligvis ikke kompatible med programmet IBM Rescue and Recovery with Rapid Restore. Du kan finde flere oplysninger om kompatibilitet i den README-fil, der følger med programmet IBM Rescue and Recovery with Rapid Restore, på webstedet [www.ibm.com/thinkvantage](http://www.ibm.com/thinkvantage).

Programmet IBM Rescue and Recovery er ikke kompatibelt med Norton AntiVirus 2002 og 2003. Du skal bruge Norton AntiVirus Corporate Edition eller Norton AntiVirus 2004 til virusscanning.

## Konfiguration af harddisk

Programmet IBM Rescue and Recovery with Rapid Restore understøttes ikke, hvis det er forudindlæst på OEM-computere (Original Equipment Manufacturer). For OEM-computere gælder det, at harddisken skal konfigureres i overensstemmelse med anbefalingerne i IBM Rescue and Recovery with Rapid Restore Customization and Deployment Guide, som findes på IBM-webstedet [www.ibm.com/thinkvantage](http://www.ibm.com/thinkvantage).

## Installation af Rescue and Recovery

Dette afsnit beskriver, hvordan du installerer den transportable IBM USB 2.0-harddisk på 40 GB med Rescue and Recovery. Der er to måder at installere programmet Rescue and Recovery på:

- Fra den transportable IBM USB 2.0-harddisk på 40 GB  
ELLER
- Fra cd'en med *brugervejledningen og programmerne*.

Når du har udført installationen, skal du læse "Oprettelse af Rescue and Recovery-medier" på side 7, før du sikkerhedskopierer til USB-drevet.

### Installér fra den transportable IBM USB 2.0-harddisk på 40 GB

Gør følgende for at installere Rescue and Recovery fra den transportable IBM USB 2.0-harddisk på 40 GB:

1. Luk alle åbne programmer.
2. Slut drevet til en ledig USB-port.
3. Tryk på afbryderen for at tænde drevet ( | ). Windows installerer styreprogrammet.
4. Åbn **Denne computer**, og dobbeltklik på ikonen for IBM USB-harddisken.
5. Klik på **Software**.
6. Dobbeltklik på **IBM Rapid Restore**.
7. Følg vejledningen på skærmen.

### Installér fra cd'en

Gør følgende for at installere Rescue and Recovery fra cd'en med *brugervejledningen og programmerne*:

1. Sæt cd'en med *brugervejledning og programmerne* i cd- eller dvd-drevet.
2. Hvis cd'en ikke starter automatisk, skal du klikke på **Start** og derefter på **Kør**.
  - a. Skriv `e:\launch.bat`, hvor e: er cd- eller dvd-drevets drevbogstav.
  - b. Klik på **OK**. Cd-browservinduet åbnes.
3. Vælg sprog, og klik på **Go**.
4. Klik på **Software**.
5. Dobbeltklik på **IBM Rapid Restore**.
6. Følg vejledningen på skærmen.

**Bemærk:** Afhængigt af den mængde data, du sikkerhedskopierer, kan det tage et stykke tid for Rapid Restore at udføre sikkerhedskopieringen. Det er især



tilfældet, når du sikkerhedskopierer med USB 1.1. Du må ikke afbryde Rapid Restore, når programmet arbejder, da det kan betyde, at data går tabt.

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## Oprettelse af Rescue and Recovery-medier

Hvis du har et drev, der kan brænde cd'er eller dvd'er, eller hvis du har en ekstern USB-harddisk, kan du oprette et startbart medie, som du kan bruge til at retablere fra fejl, som forhindrer dig i at få adgang til Windows-miljøet eller Rescue and Recovery-arbejdsområdet på harddisken. Selv om sådanne problemer er sjældne, er det en god idé at være forberedt og oprette Rescue and Recovery-mediet så hurtigt som muligt, før problemerne opstår.

Du kan udføre følgende opgaver vha. Rescue and Recovery-mediet:

- Retablere filer, foldere eller hele harddiskens indhold fra en sikkerhedskopi vha. programmet IBM Rescue and Recovery
- Få vist vigtige oplysninger om computeren og en aktivitetshistorik
- Overføre filer fra computeren eller netværket til et andet medie
- Få adgang til internettet via en almindelig Ethernet-forbindelse

Gør følgende for at oprette Rescue and Recovery-mediet:

**Bemærk:** Hvis du planlægger at bruge en ekstern USB-harddisk som Rescue and Recovery-medie, skal du slutte den til det ene af USB-stikkene, før du starter denne procedure. Alle data på den eksterne USB-harddisk slettes under denne procedure. Hvis du har vigtige filer på den eksterne USB-harddisk, skal du kopiere dem til andre medier, før du starter denne procedure.

### Advarsel!

1. Klik på **Start** på Windows-skrivebordet, og klik på **Programmer** (eller **Alle programmer**, hvis du bruger Windows XP), klik på **Access IBM**, og klik herefter på **Opret genopretningsmedie**.
2. Følg vejledningen på skærmen.

Der er flere oplysninger om, hvordan du bruger Rescue and Recovery-medier, i "Adgang til Rescue and Recovery-arbejdsområdet" på side 8.

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## Brug af sikkerhedskopierings- og retableringsfaciliteterne

Programmet Rescue and Recovery styrer alle sikkerhedskopierings-, retablerings- og genopretningsfunktioner. Gør følgende for at få adgang til sikkerhedskopierings- og retableringsfaciliteterne:

1. Klik på **Start** på Windows-skrivebordet, og klik på **Programmer** (eller **Alle programmer**, hvis du bruger Windows XP), klik på **Access IBM**, og klik herefter på **IBM Rapid Restore Ultra 4.0**.
2. Gør et af følgende, når hovedvinduet vises:
  - Klik på **Sikkerhedskopiér** for at udføre en sikkerhedskopiering, planlægge sikkerhedskopieringer, kopiere en eksisterende sikkerhedskopi til et andet medie eller angive indstillinger til sikkerhedskopieringer. Klik herefter på det relevante valg på menuen.
  - Klik på **Retablér** for at retablere harddisken til en tidligere sikkerhedskopieret tilstand eller genoprette en eller flere filer fra en sikkerhedskopi. Klik herefter på det relevante valg på menuen.

Klik på Hjælp for at få flere oplysninger.

---

## Adgang til Rescue and Recovery-arbejdsområdet

Gør et af følgende for at få adgang til Rescue and Recovery-arbejdsområdet:

### Metode 1:

1. Luk computeren ned.
2. Genstart computeren, og hold nøje øje med skærmen.
3. Tryk på F11, når du bliver bedt om det, og slip tasten igen. Du skal trykke på F11 og slippe den igen, mens denne meddelelse vises på skærmen.
4. Efter et øjeblik vises Rescue and Recovery-arbejdsområdet. Klik på **Hjælp** for at få flere oplysninger om, hvordan du bruger de forskellige faciliteter.

### Metode 2:

1. Indsæt den Rescue and Recovery-cd, du har oprettet, i cd- eller dvd-drevet. Hvis genopretningsmediet er en ekstern USB-harddisk, skal du tilslutte og tænde for drevet nu.
2. Luk computeren ned.
3. Genstart computeren.
4. Efter et øjeblik vises Rescue and Recovery-arbejdsområdet. Klik på **Hjælp** for at få flere oplysninger om, hvordan du bruger de forskellige faciliteter.

**Bemærk:** Hvis genopretningsmediet ikke starter, er genopretningsenheden (cd-drevet, dvd-drevet eller USB-enheden) måske ikke angivet korrekt i BIOS-startsekvensen. Læs den dokumentation, der leveres sammen med computeren for at få flere oplysninger om, hvordan du får adgang til BIOS-konfigurationsprogrammet.

---

## Geninstallation af Rescue and Recovery

Du bør overveje at arkivere de aktuelle sikkerhedskopisæt på cd-R, inden du geninstallerer Rescue and Recovery. Du skal måske afinstallere visse tidligere versioner for at kunne installere Rescue and Recovery igen. Herved fjernes de aktuelle sikkerhedskopier. Derefter kan du installere den nye version af Rescue and Recovery.

---

## Afinstallation af Rescue and Recovery

Du fjerner Rescue and Recovery ved at klikke på:

- **Start**
- **Kontrolpanel**
- **Tilføj/fjern programmer**
- **Rescue and Recovery**

Afinstallationen fjerner programmet og alle sæt sikkerhedskopier.

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## Tillæg A. Fejlfinding

Brug følgende oplysninger, hvis der opstår problemer, når du bruger programmet IBM Rescue and Recovery with Rapid Restore.

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### Generelle oplysninger om fejlfinding

Brug følgende oplysninger, hvis der opstår problemer, når du bruger programmet IBM Rescue and Recovery with Rapid Restore.

- Når der oprettes nye brugere i Windows, skal systemet genstartes, før de nye brugere kan sikkerhedskopieres.
- Undlad at bruge Rescue and Recovery with Rapid Restore sammen med andre programmer, der ændrer master-boot-record'en. Hvis et program ændrer master-boot-record'en på harddisken, er der risiko for, at du ikke kan få adgang til sikkerhedskopierne. Sådanne programmer inkluderer, men er ikke begrænset til, Roxio GoBack, System Commander og PowerQuest BootMagic.
- Norton Antivirus 5.0 vil muligvis ikke kunne læse boot-record'en på harddisken.

---

### Oplysninger om fejlfinding i forbindelse med installation

Brug følgende oplysninger, hvis der opstår problemer, når du forsøger at installere eller fjerne IBM Rescue and Recovery with Rapid Restore.

#### Afinstaller programmet

Hvis du vil fjerne Rescue and Recovery with Rapid Restore fra en computer med Windows 2000 Professional eller Windows XP, skal du logge på computeren som administrator. Der er flere oplysninger om brugerkonti i hjælpen til styresystemet.

---

### Oplysninger om fejlfinding i forbindelse med sikkerhedskopiering

Hvis der ikke findes et gyldigt grundlæggende sikkerhedskopieringsimage, vises en meddelelse. Du får så mulighed for at oprette et nyt sikkerhedskopieringsimage.

Brug følgende oplysninger, hvis der opstår problemer, når du bruger IBM Rescue and Recovery with Rapid Restore til sikkerhedskopiering.

- Brugerkonti medtages i sikkerhedskopieringer og retableringer. Hvis du retablerer systemet til et tidspunkt, hvor en bruger ikke var oprettet eller havde et andet kodeord, vil denne bruger derfor ikke kunne logge på.
- Hvis Rapid Restore-grænsefladen lukkes, mens der udføres en trinvis sikkerhedskopiering i Windows, vil Rescue and Recovery with Rapid Restore fortsætte med at sikkerhedskopiere filerne i baggrunden.

#### Sikkerhedskopieringen går langsomt

Hvor hurtigt sikkerhedskopieringen foregår, afhænger af, hvor meget der sikkerhedskopieres, og hvilken type sikkerhedskopiering der foretages. Det går hurtigere, hvis du foretager hyppige sikkerhedskopieringer.

Hvis du afvikler et andet program, f.eks. et antivirusprogram, mens du udfører en sikkerhedskopiering, tager sikkerhedskopieringen længere tid. Undlad at afvikle andre programmer, når du opretter en sikkerhedskopi.

Udfør antivirusprogrammer, før eller efter du opretter en sikkerhedskopi.

**Bemærkninger:**

1. Sikkerhedskopieringen tager længere tid, hvis du bruger USB 1.1.
2. Luk altid alle programmer og tjenester, inden du udfører en sikkerhedskopiering. Så risikerer du ikke, at databasen ødelægges.

## **Planlæg datoerne 29., 30. eller 31.**

Det er ikke muligt at angive en planlagt sikkerhedskopiering den 29., 30. eller 31. i måneden, men du kan planlægge en sikkerhedskopiering til sidst på måneden.

## **Jeg kan ikke vælge Arkivér dine sikkerhedskopier**

Hvis du ikke kan vælge Arkivér dine sikkerhedskopier, er der ikke installeret et cd-R-drev på computeren.

Cd-RW-medier overskrives nemt, og deres kvalitet forringes, når de bruges. Cd-RW-medier kan ikke bruges, når du opretter et cd-R-arkivsæt.

Hvis du vil retablere et sikkerhedskopisæt fra en cd, skal computeren være konfigureret til at kunne starte fra cd-drevet.

Der skal være mindst 700 MB ledig plads på harddisken, for at du kan udføre en cd-R-arkivering.

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## **Oplysninger om fejlfinding i forbindelse med retablering**

Brug følgende oplysninger, hvis der opstår problemer, når du bruger IBM Rescue and Recovery with Rapid Restore til retablering.

Hvis du vil retablere et sikkerhedskopisæt fra en cd, skal computeren være konfigureret til at kunne starte fra cd-drevet.

## **Retableringen går langsomt**

Retableringens hastighed afhænger af mængden af data og den type handling, der udføres. Luk alle programmer og tjenester, inden du udfører en retablering. Så risikerer du ikke, at databasen ødelægges.

## **Jeg kan ikke logge på efter en retablering**

Dette problem opstår på flerbrugersystemer, når der tilføjes en ny bruger, og sikkerhedskopieringen finder sted, inden den nye bruger har logget på første gang.

IT-administratoren skal tilføje den nye bruger igen og enten genstarte computeren eller få den nye bruger til at logge på, inden den næste sikkerhedskopiering udføres, for at løse dette problem.

Du kan undgå problemet ved at genstarte computeren, når der er tilføjet en ny bruger, eller ved at sikre, at den nye bruger logger på, inden den næste sikkerhedskopiering udføres.

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## Løsning af problemer i forbindelse med strømstyring

Brug følgende oplysninger, hvis der opstår problemer med styring af strømforsyningen, f.eks. standby, dvale eller strømsvigt, når du bruger Rescue and Recovery with Rapid Restore.

Rescue and Recovery with Rapid Restore reagerer på et systemkald på følgende måde:

- **Igangværende sikkerhedskopiering eller cd-R-arkivering.** Når en sikkerhedskopiering eller cd-R-arkivering finder sted, og systemet anmoder om at skifte til standby/dvale, stopper Rescue and Recovery with Rapid Restore den igangværende sikkerhedskopiering og tillader, at strømforsyningsanmodningen udføres. Når systemet genoptager normal drift, registreres sikkerhedskopieringen som ikke-udført, og brugeren bliver bedt om at udføre sikkerhedskopieringen igen.
- **Igangværende retablering.** Når en retablering er i gang, bliver strømforsyningsanmodningen afvist, og retableringen fortsætter.



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## Tillæg B. Ordliste

### Afsnit

Et underafsnit af pladsen på et diskdrev, der behandles, som om det er en separat fysisk enhed. En computer med kun en harddisk kan have ét afsnit, som ofte kaldes drev C, eller den kan have flere afsnit, f.eks. drev C, drev D eller drev E.

### Akkumuleret sikkerhedskopi

En komprimeret, trinvis sikkerhedskopi. Den akkumulerede sikkerhedskopi gemmer differentierede, eller trinvis oplysninger, som den relaterer til den grundlæggende eller seneste sikkerhedskopi.

### Boot Manager

Et program i master-boot-record'en, der læser boot-sector-record for det afsnit, som indeholder det styresystem, der skal indlæses i hukommelsen. Denne record indeholder et program, som indlæser resten af styresystemet i hukommelsen.

### Byte

En gruppe af otte bit, som kan indeholde et tal fra nul til 255, et bogstav i alfabetet og mange andre værdier.

### Cd

CD-ROM (Compact Disk Read-Only Memory). Et elektronisk medie, som er almindeligt brugt til at gemme oplysninger på. Som navnet antyder, kan det oprindelige indhold på en cd ikke ændres.

### Cd-R

Cd-R-diske (Compact disc, Recordable) er en type cd'er, som du kan brænde én gang. De kaldes også for WORM-cd'er (Write Once, Read Many).

### Cd-RW

Cd-RW-diske (Compact disc, Re-Writable) er en type cd'er, du kan brænde mange gange.

### Data

Oplysninger, der behandles af computeren. Data kan være databasefiler, tekstbehandlingsdokumenter og HTML-sider.

### Database

En samling af beslægtede oplysninger om et emne. Oplysningerne er organiseret på en måde, så det er nemt at hente oplysninger, drage konklusioner og tage beslutninger.

## Data Migration Manager

Vha. DMM (Data Migration Manager) kan brugere flytte deres eksisterende disk-kopier til en ny og større harddisk. Den mest almindelige grund til at bruge en ny harddisk er behovet for mere diskplads. De to største barrierer, som de fleste står over for, når de udfører en diskoverførsel, er mangel på IT-kendskab, der kræves for at udføre overførslen uden problemer, samt den forringede produktivitet, som er resultatet af, at man ikke kan bruge maskinen, mens overførslen finder sted.

DMM's "One Button Migration"-facilitet nedbryder disse barrierer, så brugere effektivt kan overføre deres diskkopier og data uden, at det går ud over deres produktivitet og dataintegritet. Desuden håndterer Rapid Restores indbyggede overførselsteknologi alle komplekse beslutninger, så du ikke behøver at være IT-ekspert for at udføre en korrekt overførsel til en ny harddisk.

## Disk

Et underafsnit af pladsen på en harddisk, der behandles, som om det er en separat fysisk enhed eller en kombination af fysiske diske, der behandles som en enkelt enhed. En computer med kun én harddisk kan have en enkelt disk, som ofte kaldes drev C, eller den kan have flere diske, f.eks. drev C, drev D og drev E.

## Diskdrev

En type lagerenhed, der bruges af computere.

## Diskette

Flytbart lagermedie.

## Diskkopi

En disk kopi er en fil, der indeholder en nøjagtig og fuldstændig sektorbaseret kopi af harddisken. Kopien indeholder alt på harddisken herunder diskformatet og -strukturen, (f.eks. FAT), boot-sektor, biblioteker, styresystem, programmer, registreringsdatabaseindstillinger, netværksindstillinger og data. Fordele ved at oprette diskkopier er, at brugerne hurtigt kan retablere hele systemet, uden at de skal installere f.eks. styresystemet og programmerne igen.

## Disksæt

Et enkelt logisk drev, der består af op til 32 områder ledig plads på en eller flere harddiske. Disksæt kan bruges til at kombinere små områder af ledig plads på en eller flere harddiske til et stort logisk drev.

## Drevbogstav

I Windows- og MS-DOS-styresystemerne angives harddisken med et bogstav efterfulgt af et kolon, f.eks. C: eller D:.



### **FAT-filsystem**

Det filsystem, der bruges af MS-DOS, og som er tilpasset til Windows til at gemme oplysninger om harddiske, som bruger en filallokeringstabel. Der er tre typer FAT-filsystemer: FAT12, FAT16 og FAT32.

### **Filallokeringstabel (FAT)**

En tabel eller liste, der bruges af visse styresystemer til at holde styr på, hvordan filer gemmes på en harddisk.

### **Filsystem**

Den metode, der bruges af et styresystem til at navngive, få adgang til og organisere filer og biblioteker på en disk, f.eks. FAT32 eller NTFS.

### **Grafisk brugergrænseflade (GUI)**

En brugergrænseflade, som f.eks. bruges i Windows-styresystemerne, der bruger en mus og grafiske skærbilleder til at kommunikere med brugeren. Målet med en grafisk brugergrænseflade er at gøre det nemmere at bruge programmerne end i et tekstbaseret program eller styresystem som f.eks. MS-DOS.

### **Grundlæggende sikkerhedskopi**

Original sektorbaseret sikkerhedskopi af harddisken oprettet under installationen af Rapid Restore. Den grundlæggende sikkerhedskopi er det fundament, som de akkumulerede og seneste sikkerhedskopier oprettes på.

### **Harddisk**

En bestemt type diskdrev, som består af en eller flere hårde metalskiver.

### **Hjælpeprogram**

Et program, som giver grundlæggende serviceydelse eller funktioner.

### **IDE (Integrated Device Electronics)**

En interfaceteknologi, der bruges til at integrere et diskdrev og en computer. Harddiske, der bruger IDE-teknologien, har deres egen kontrolenhed direkte indbygget i diskdrevet, hvilket eliminerer behovet for et separat kontrolenhedskort i computeren.

### **Interface**

Forbindelsen og kommunikationen mellem hardware, programmer og brugeren.

### **Kontrolenhed**

Et specialiseret elektronisk kredsløb, der bruges som et interface mellem en enhed, f.eks. en harddisk, og en computer. IDE og SCSI er eksempler på kontrolenheder til harddiske.

## Logisk drev

En del af en harddisk, som betragtes som en enhed. Her betyder logisk "begrebsmæssigt", fordi der ikke er en direkte forbindelse mellem navnet og et fysisk objekt.

## Låste filer

Filer, som aktuelt bruges af systemet, og som traditionelt er utilgængelige for andre programmer, herunder sikkerhedskopiprogrammer. Programmer, som opretter låste filer, er f.eks. Oracle-databaser, SQL-servere, Lotus Notes og e-mail-servere.

## Master-boot-record

Oplysningerne i den første sektor på harddisken eller disketten, der angiver hvordan og hvor styresystemet findes, så det kan indlæses i computerens hovedlager (hukommelsen). Master-boot-record'en kaldes også for "partitionsektor" eller "masterafsnitstabellen", da den indeholder en tabel, som beskriver, hvor harddisksens afsnit er placeret. Ud over denne tabel indeholder master-boot-record'en også et program (Boot Manager), der læser boot-sector-record for det afsnit, som indeholder det styresystem, der skal indlæses i hukommelsen. Denne record indeholder et program, som indlæser resten af styresystemet i hukommelsen.

## Masterfiltabel (MFT)

På et NTFS-drev er masterfiltabellen en fil, der indeholder oplysninger om alle andre filer på dette drev. Det omfatter navnet på hver fil, filens fysiske placering på disken samt andre oplysninger.

## MFT

Se "Masterfiltabel (MFT)" ovenfor.

## Seneste sikkerhedskopi

En komprimeret, trinvis sikkerhedskopi, som afspejler harddisksens tilstand på det tidspunkt, sikkerhedskopien blev taget. Kun filer, der er forskellige fra dem i den akkumulerede sikkerhedskopi, gemmes i den seneste sikkerhedskopi. Seneste sikkerhedskopier kan tages automatisk via Rapid Restores planlægningsfunktion, eller du kan tage dem manuelt.

## One-Button Restore Manager (OBRM)

One-Button Restore Manager er rygraden i Rapid Restores kopi- og sikkerhedskopistyringsfunktioner. OBRM er meget kraftfuld og samarbejder med mange andre Rapid Restore-komponenter, så brugerne nemt kan retablere indholdet af deres harddisk til en tidligere fungerende tilstand. Det er nemt at starte One-Button Restore Manager fra flere indgangspunkter herunder:

- Før Windows starter (selvstændig grænseflade)
- Windows-brugergrænsefladen
- Via netværket (ekstern styring)

### **Primært afsnit**

I Windows- og MS-DOS-styresystemer kan en harddisk inddeles i maksimalt fire primære afsnit, eller tre primære afsnit samt et udvidet afsnit, som kan indeholde et eller flere logiske drev.

### **RAID**

Se "Redundant Array of Independent Disks (RAID)" nedenfor.

#### **Redundant Array of Independent Disks (RAID)**

En metode til at kombinere flere harddiske til en stor disk. RAID-konfigurationer bruges typisk på en netværksfilserver til at få hurtigere adgang og/eller bedre beskyttelse mod diskfejl.

### **Retablering**

En metode til at bruge en sikkerhedskopi til at genoprette en tidligere fungerende harddisktilstand.

### **Rettighed**

En brugers muligheder for at få adgang til eller ændre på filer, især de filer, der er oprettet af en anden bruger. Rettigheder bruges af sikkerhedsmæssige hensyn, herunder muligheden for at forhindre uautoriseret adgang til følsomme oplysninger.

### **SCSI (Small Computer System Interface)**

En interfaceteknologi, der bruges til at integrere et diskdrev og en computer.

### **Selvstændig grænsefladetilstand**

Den tid under hvilken computeren starter, og styresystemet endnu ikke har overtaget kontrollen over computeren.

### **Serviceafsnit**

Et skjult, låst afsnit på den lokale harddisk, der bruges til sikkerhedskopiering og retablering. Serviceafsnit komprimeres for at spare plads på harddisken, og de indeholder den grundlæggende, den akkumulerede og den seneste sikkerhedskopi.

### **Sikkerhedskopiering**

Under en sikkerhedskopiering kopieres diskoplysninger, så de kan retableres, hvis der opstår fejl i udstyret, programmerne eller styresystemet.

### **Site License Key**

IT-administratorer, der vil have adgang til Rapid Restores funktioner på virksomhedsniveau, kan få det ved at registrere programmet, så de får en Site License Key. Vha. en Site License Key kan IT-administratorer effektivt konfigurere, distribuere og styre Rapid Restore i et virksomhedsmiljø.

## **Snapshot**

En snapshotsikkerhedskopi erstatter den eksisterende akkumulerede sikkerhedskopi med optimerede akkumulerede sikkerhedskopidata. Denne optimerede sikkerhedskopi samler alle trinvis sikkerhedskopidata (akkumulerede og seneste) til én akkumuleret sikkerhedskopi. Desuden sletter snapshottet den seneste sikkerhedskopi.

Snapshotsikkerhedskopier skal udføres ved vigtige systemændringer, f.eks. før og efter installation af et nyt program, oprettelse af en ny database osv.

## **Start**

Henviser til computerens start, f.eks. når du tænder for den eller genstarter den.

## **Starttid**

Den tid under hvilken computeren starter - når en computer starter, men styresystemet endnu ikke har overtaget kontrollen over computeren. Det er dette tidspunkt, at OBRM's selvstændige grænseflade er tilgængelig for brugeren.

## **Udvidet afsnit**

Et type afsnit, som kan indeholde mere end fire afsnit pr. diskdrev, da ét eller flere logiske drev kan oprettes i et udvidet afsnit.

## **USB-drev**

USB-drev (Universal Serial Bus) er en Plug and Play-harddisk, som du tilslutter computeren via et USB-interface.

## **Ydre enhed**

En enhed, som findes uden for computeren, f.eks. en båndstation eller et USB-harddisk.

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## Tillæg C. Service and Support

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

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### Online technical support

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

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

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### Telephone technical support

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

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

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

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

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

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

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

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





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

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## Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise. **Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.***

### **What this Warranty Covers**

*IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.* **THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

### **What this Warranty Does not Cover**

This warranty does not cover the following:

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

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

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

Any technical or other support provided for a Machine under warranty, such as

assistance with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND**.

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

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

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

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

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

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

#### **Your Additional Responsibilities**

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

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
  - a. follow the service request procedures that IBM or your reseller provides;
  - b. backup or secure all programs, data, and funds contained in the Machine;
  - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
  - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow

IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

#### **Limitation of Liability**

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

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

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

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

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

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

#### **Governing Law**

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

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

### **Jurisdiction**

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

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

### **AMERICAS**

#### **ARGENTINA**

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

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

#### **BOLIVIA**

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

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

#### **BRAZIL**

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

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

#### **CHILE**

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

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

#### **COLOMBIA**

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

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

#### **EQUADOR**

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

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

#### **MEXICO**

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

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

#### **PARAGUAY**

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

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

#### **PERU**

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

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

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

## **URUGUAY**

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

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

## **VENEZUELA**

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

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

## **NORTH AMERICA**

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

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

## **CANADA**

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

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

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

laws in the Province of Ontario.

## **UNITED STATES**

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

laws of the State of New York.

## **ASIA PACIFIC**

### **AUSTRALIA**

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

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

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

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

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

laws of the State or Territory.

### **CAMBODIA AND LAOS**

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

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

### **CAMBODIA, INDONESIA, AND LAOS**

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

Disputes arising out of or in connection with this Statement of Limited Warranty

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

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

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

laws of Hong Kong Special Administrative Region of China.

#### **INDIA**

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

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

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

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

#### **JAPAN**

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

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

## **MALAYSIA**

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

## **NEW ZEALAND**

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

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

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

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

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

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

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

## **PHILIPPINES**

**Limitation of Liability:** *Item 3 in the fifth paragraph is replaced by the following:*

**SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR**

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

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

## **SINGAPORE**

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

## **EUROPE, MIDDLE EAST, AFRICA (EMEA)**

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

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

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

*Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):* The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries. If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service. If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM. If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

### **Governing Law:**

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

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

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

1) **In Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City); 2) **in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab 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.

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## Part 3 - Warranty Information

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

### Warranty Period

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

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

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

## Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM's normal service area, contact your local IBM representative or your reseller for country and location specific information.

### 1. Customer Replaceable Unit ("CRU") Service

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your Machine. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

### 2. On-site Service

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

### 3. Courier or Depot Service \*

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to

the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

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

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

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

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

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

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

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

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

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

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

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

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

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



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



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Any performance data contained herein was determined in a controlled environment. Therefore, the result obtained in other operating environments may vary sig-

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## Electronic emission notices

Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

### Federal Communications Commission (FCC) statement

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


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

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

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

Responsible party:  
International Business Machines Corporation

New Orchard Road  
Armonk, NY 10504  
Telephone: 1-919-543-2193

 Tested To Comply  
With FCC Standards  
FOR HOME OR OFFICE USE

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

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

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

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

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

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 - Direttiva 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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