

Service Extension for IBM Flex System Manager

Product and Version	Type of Service Extension	Extension Dates
IBM Flex System Manager on Power v1.3	Limited scope *	Start 05/01/2018 End 09/30/2019
IBM Flex System Manager Advanced on Power v1.3	Limited scope *	Start 05/01/2018 End 09/30/2019

* Scope of support is limited only to the described activities below:

IBM will provide Flex System Manager support for recovery of p460 and p260 Power nodes following a hardware repair action requiring the replacement of the system board. Service is limited to the restoration of one production Virtual Machine to an operating state. Recovery actions include and will not exceed the following:

- a. Identifying and assisting in matching Flex Chassis Firmware in support of the hardware repair action;
- b. Assisting Client in restoration of the repaired node profile data; and
- c. Assisting Client in the remapping of storage resources for one client virtual machine on the repaired node.

Services are available on supported product known defects for which corrective service information and fixes are previously available and for which Client is entitled to receive support.

For the avoidance of doubt, IBM's responsibilities do not include usage or known defect support outside the activities described above, any preventive service, or the provision of new patches, bypasses, or fixes, including those designed to address security. This service extension does not provide any support for new defects related to the Flex System Manager environment.

Revision 2018-09-11