



IBM Datacenter Scalable solution help information

A complete IBM® Datacenter solution for your IBM server consists of supported software and hardware components that are interconnected and designed to provide scalability, reliability, and availability for applications and data access. The following items come with this software package:

- Microsoft® publications package for the operating system (Microsoft Windows® Server 2003 R2 32-bit Datacenter Edition or Microsoft Windows Server 2003 R2 x64 Datacenter Edition).
- *IBM Product CD (for installing the operating system).*
- This documentation.

For instructions for installing the operating system:

1. Go to <http://www.ibm.com/servers/eserver/support/xseries/>.
2. In the **Select Your Product** section, select your server type under **Hardware**, and Windows environment under **Software**.
3. Click **Go**. The support page for your server type displays.
4. Click on the **Install and use** tab, then select Product Documentation.
5. In the list of available documents, find and download the Installation Guide for your server type. Keep this document with your server and operating system documentation.

Note: If you download and install updates from the Microsoft Support web site, you may need a Registry Key from IBM. If a Registry Key is required to complete installation, use the procedure below to set your Registry Key.

Setting the Registry Key

Notes:

1. Only use this procedure if you have downloaded and tried to install an operating system update directly from the Microsoft Support web site, and could not complete installation without a Registry Key.
2. For all named items in quotation marks below, the marks should not be included when you enter the name as directed.

To set this special registry key, do the following:

1. From the Start Menu, select **Run**.
2. At the Windows command prompt, enter the following command: `regedit`. The Registry Editor displays. .
3. Right-click on `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Updates\Windows Server 2003`, then select **New->DWORD Value**. Name the new registry key "DTCUpdate".
4. Double click on DTCUpdate. The Edit DWORD Value window displays. In the **Value data** field, type 1. Click **OK**.
5. Close the Registry Editor to exit. You do not need to restart after setting this key, as the new value has no effect on the system. You can add this new key immediately before you install the update (run `update.exe`).

Note: If `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Updates\Windows Server 2003` is not present, you must create these keys manually:

- a. Right-click on `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft` and select **New->Key**. Name the new registry key "Updates".

- b. Right-click on HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Updates and select **New->Key**. Name the new registry key "Windows Server 2003". The entire key should now read:HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Updates\Windows Server 2003.
- c. Refer to Steps 3-5 above to complete the registry edit.

Getting help and service

See the documentation that comes with your server and optional devices for warranty information and information about how to obtain help and service for your hardware. Software support is provided by several optional service offerings that are described in this section. Contact your IBM representative for information about how to purchase one of the optional service offerings.

Optional service offerings for IBM Datacenter Scalable solution

Not all service offerings are available in all countries or regions. Your IBM representative can assist you in finding out what service offerings are available to you.

The following optional service offerings are available for your IBM Datacenter solution on a fee basis:

- **ServicePac® for xSeries® with Datacenter:** This ServicePac offers hardware and software support for Scalable Datacenter solutions, including technical assistance for Windows Server 2003 R2 32-bit Datacenter Edition, Windows Server 2003 R2 x64 Datacenter Edition and IBM Director. Technical assistance includes helping you to solve problems, correct operating-system errors, and answer usage, installation or how to questions. IBM ServicePacs come in one year and three year packages.
- **Operational Support Services:**
 - **Advanced Support** -- This service is customized to meet your unique needs for continuous, business-critical system operation. IBM assigns a Technical Solution Manager (TSM) to be an interface for both software and hardware support. During the initial on-site visit, the TSM becomes thoroughly familiar with your business and systems environment. On an ongoing basis, the TSM manages your account, provides proactive assistance, generates usage reports, and hosts status calls. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/its/a1000149>.
 - **Enhanced Technical Support (ETS)** – This premium, remote service provides proactive support, enhanced response for severity one calls, and an assigned IBM focal point to help keep your IT environment operating at peak efficiency – with the convenience of a technical, single point of contact available 24x7, 365. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/its/a1009019>.
 - **Support Line** -- Technical assistance is provided for solving problems, correcting operating-system errors, and answering usage or how to questions. Installation assistance is also available through the Support Line. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/its/a1000030>.
 - **Account Advocate** -- This service provides support from an assigned specialist who is thoroughly familiar with your solution and business environment from the time the problem is reported until the problem is resolved. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/its/a1000147>.
- **Hardware Maintenance Agreements:** This service provides post-warranty support for your hardware for one year with 24-hour-a-day, 7-day-a-week support. Support is available with two-hour response time or four-hour response time offerings in some countries or regions. For more information, visit http://www.ibm.com/servers/support/machine_warranties/upgrades.html or <http://www.ibm.com/services/us/its/pdf/spacpmww.pdf>.
- **IBM Software Update Subscription for Microsoft Windows Datacenter:** This subscription service entitles you to obtain new releases of the operating system, when available for your server. This entitlement is valid for a period of 12 months. If you purchase the Software Update Subscription offering after your operating-system purchase, the entitlement period begins at the time of purchase of

the Microsoft Windows Datacenter operating system. You will have the opportunity to renew the subscription service before the end of the entitlement period.

- **Custom Installation Services:** IBM provides skilled, experienced technical resources to deliver installation services for your IBM Datacenter solution.
- **IBM Migration Services for Microsoft Windows Datacenter Customization:** This service can help ensure a successful implementation, with custom integration services that can range from analysis and planing through development and implementation. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/its/a1000113>.
- **Recovery Process and Procedures Design Services:** This service provides assistance in planning, designing, and implementing processes and solutions in preparation for potential business disruptions or disasters. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/bcrs/a1000315>.
- **Systems Management Services:** This service offers customized solutions that help provide a unified, standard management approach to computing environments across your enterprise. Our services encompass the entire systems management life cycle: assessment, strategy and design, implementation and deployment. For more information, visit <http://www.ibm.com/services/us/index.wss/offering/its/a1000023>.

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