



READ ME FIRST IBM Netfinity™ 5000 Server

Read This Before You Begin!

Description

This *Read Me First* supplements the *IBM RAS Adapter Users Guide* and the *IBM 4P BRI ST/U Adapter Users Guide*. It provides cautionary information about installing the IBM RAS adapter or the IBM 4P BRI ST/U adapter in the IBM Netfinity™ 5000 server.

If you have an IBM Netfinity™ 5000 server, the IBM RAS adapter or the IBM 4P BRI ST/U adapter should only be installed in slot 5. If you find that the card does not operate properly, verify that the card is installed in the correct slot. If the card is not installed in slot 5, remove the adapter software and the adapter. Then re-install the adapter in slot 5, and re-install the software. See your users guide for detailed information about adapter hardware and software installation and configuration.

Preparing to Call IBM Technical Support

Before calling for Technical Support, please prepare for your call by following these steps:

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

- Computer manufacturer and computer model.
- Serial number (if available).
- Proof of purchase (including date and place).
- 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.

Placing a Call to IBM Technical Support

Technical support is available during the warranty period to answer any questions about your new IBM OPTION. Support response time will vary depending on the number and nature of calls received.

Marketing, installation, and configuration support will be withdrawn from the PC Company HelpCenter 90 days after the option has been withdrawn from marketing.

If you call 90 days after the date of withdrawal or after your warranty has expired, you might be charged a fee. Additional support is available through the IBM PC Company automated Fax system, the PC Company Web Page, the PC Company Electronic Bulletin Board System and HelpWare offerings.

- The IBM web site at <http://www.pc.ibm.com>
- The IBM Fax system at (800) 426-3395 or (919) 517-0011
- The IBM BBS system at (919) 517-0001

For the support telephone and support hours by country, refer to the following table or to an optional enclosed technical support insert. If the number is not provided in the table or insert, contact your IBM reseller or IBM marketing representative.

Support 24 hours a day, 7 days a week	
Canada	1-800-426-7378
United States/Puerto Rico	1-800-426-7378