

Escala Firmware "warranty keys": important note

Please take note of the changes to Escala Firmware updates, which are now obligatory, and for which your customers will receive warnings.

There are two situations:

1. For Escala machines that are **already installed**, you need to have ordered a "warranty key".
2. **New machines**, make sure that you follow the new instructions given in NOEMIE when ordering a new machine.

Escala POWER8 Firmware Update – Important notice about warranty period

IBM Info :

"POWER8 servers include an "update access key" that is checked when system firmware updates are applied to the system.

Update access keys include an expiration date. As these update access keys expire, they need to be replaced using either the Hardware Management Console (HMC), the Advanced Management Interface (ASMI) on the service processor, or directly using the update_flash command."

Thus Atos implements on its Escala servers, a warranty key to manage firmware updates.

This key expires one month after the standard warranty period.

In order to generate a new key to update Firmware, a warranty extension is required.

We strongly recommend you ask your Maintenance responsible for a maintenance contract that will give ability to update your Escala Firmware after the warranty period expiration date.

Warranty period is mentioned through Warranty references/ MI's indicators.

The validity period Firmware is linked to the standard warranty period for Escala servers and with the associated warranty extension.

New MIs (*) have been created to be ordered with the new P8 server and at the time of renewal of the new period of this key.

Associated Warranty references/ MI's indicators (*) for Escala P8:

The period is mentioned through Warranty references/ MI's indicators
Those MI "INDICATOR" - *CPFG166-00xx (*)* - have no associated cost and **concern only the period of validity to allow updating the Firmware**.
This concerns only servers Escala P8 delivered since December 2014.
Note: an order for a new server can't have this period less than the basic warranty period of the associated server.

Reminder / P8 Standard warranty:

Standard warranty periods are listed hereunder:

Escala server	L1/L3-800 L1/L3-OP80	E2/E3/E4- 800	E5/M6/M7/M8- 800 (C) E5-815C
Default Warranty duration	36 month	36 month	12 month

Rules to choose the associated Warranty references/ MI's indicators:

CASE No. 1 - The client choose only the "BASIC WARRANTY" period:

The duration of the key is the "BASIC WARRANTY" period associated with the server (1 or 3 years) + one month (cf. time required for positioning the key)
Noemie => "1 year warranty Basic" MI or MI "Basic warranty 3 years" are generated according to the server type
MI "1 year service contract" = 0
Manufacturing=> put the key to 1 year + 1 month or, 3 years + 1 month depending on the generated MI

CASE No. 2 - The customer choose a "WARRANTY EXTENSION" equal or exceeds than the "BASIC WARRANTY" period:

- If equal, the duration of the key is the "BASIC WARRANTY" period associated (1 or 3 years) + one month (cf. time required for positioning the key)
Or,
- If greater than the duration of the key to consider is the "WARRANTY EXTENSION" X times year (quantity) + one month (cf. time required for positioning the key)
Noemie => MI 1 year service contract amount generated in N (N max = 7) N = number of years of subscription of the maintenance contract

Manufacturing=> Put the key to N + 1 month

CASE No. 3 - The customer choose a "WARRANTY EXTENSION" period below the "BASIC WARRANTY":

The duration of the key is that of the duration of the "BASIC WARRANTY" associated hardware (1 or 3 years) + one month (cf. time required for positioning the key)

IMPORTANT: On the first day (sell) the "WARRANTY EXTENSION" begins on the same date that the "BASIC WARRANTY"

Noemie=> This case may arise in the case of a 3 year warranty only:

If the MI "1 year service contract" <3 => Noemie generates the MI Basic warranty 3 years

If the MI "1 year Maintenance contract" equal 3 => Noemie generates MI 1 year service contract quantity 3

Manufacturing= > Put the key to 3 years + 1 month

CASE "RENEWAL":

When it's time to renew the maintenance contract : it's necessary to checked case by case the initial order (**) (Example : by identifying those items from elements the initial delivery (BL #, SO#, etc.)

- No orders Noemie if renewal period < completion warranty date.

- If the renewal of the maintenance contract extends beyond the end of warranty, an order is placed in Noemie generation with MI "1 year service contract" in quantity "N (# years renewal).

The new key request must be ordered to Angers.

Noemie => MI 1 year service contract amount generated in N (N max = 7) N = number of years of subscription of the maintenance contract

(*):Warranty references/ MI's indicators to use:

CPFG166-00W1	BASIC WARRANTY 1 INDICATOR
CPFG166-00W3	BASIC WARRANTY 3 INDICATOR
CPFG166-001E	ONE YEAR MAINTENANCE CONTRACT INDICATOR

"Basic warranty 1 (year) indicator" => For servers Escala series "M" without maintenance contract (*Only used on the first day (sell)*)

"Basic warranty 3 (years) indicator" => For servers Escala series "L" without maintenance contract (*Only used on the first day (sell)*)

“One 1 year maintenance contract indicator” => ordered in quantity “n” and “n”= year(s) of contract maintenance purchased by the client with its server or for renew a maintenance contract period.

Notes:

- Angers manages those keys.
- A regularization (of the key period) may be required to Angers after delivery the initial order.
- For more information about the use of configurator Noemi contact the BU Escala.
 - (**) *Examples / Deliveries in Germany / MI CPGF1666-00xx (info from “Tracktrace” or “Tracability” (via BL) or “Edip”)*

SO	PAYS	CLIENT	CLIENT LIVRE	DATE_EXP	NUM_CDE	N_CLI	BL	MLPI	DESIGNATION	SERIAL	TYPE Escala	M / # Years / Description / Period key Firmware
479888	DE	BULL GMBH	IPAI	20150302	G479888A	0142356	01393	CP90100-0000	ESCALA NODE E 4800 RACK/CP90100-0000	XD1UP81-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator
481671	DE	BULL GMBH	DELIVER TO DEBERA FERDINAND-SAUERBRUCH-STR. 18 KOBLENZ	20150528	G481671A	0142356	01484	CP90100-0000	ESCALA NODE E 4800 CP90100-0000	XD1UP84-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator
481671	DE	BULL GMBH	DELIVER TO DEBERA FERDINAND-SAUERBRUCH-STR. 18 KOBLENZ	20150528	G481671A	0142356	01484	CP90100-0000	ESCALA NODE E 4800 CP90100-0000	XD1UP84-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator
481790	DE	BULL GMBH	DELIVER TO DEBERA FERDINAND-SAUERBRUCH-STR. 18 KOBLENZ	20150608	G481790B	0142356	01484	CP90100-0000	ESCALA NODE E 4800 CP90100-0000	XD1UP84-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator
481790	DE	BULL GMBH	DELIVER TO DEBERA FERDINAND-SAUERBRUCH-STR. 18 KOBLENZ	20150608	G481790B	0142356	01484	CP90100-0000	ESCALA NODE E 4800 CP90100-0000	XD1UP84-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator
482021	DE	BULL GMBH	Mauser-Werke GmbH	20150624	G482021B	0142356	01473	CP90100-0000	ESCALA NODE E 4800 RACK/CP90100-0000	XD1UP81-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator
482021	DE	BULL GMBH	Mauser-Werke GmbH	20150624	G482021B	0142356	01473	CP90100-0000	ESCALA NODE E 4800 RACK/CP90100-0000	XD1UP81-21B67V	E4-800	CPFG166-00V13 1 Basic Warranty 3 indicator