IBM

Congratulations on the purchase of your new IBM Storage FlashSystem 5045.

This reference guide provides you with tools and resources to help you optimize use of your new storage.

Getting started

Step 1: Getting an IBM ID
Step 2: Register your HW product
Step 3: Subscribe to alerts

Documentation

Install, maintain, and use of the IBM Storage Flashsystem 5045 system.

IBM Support

Experienced IBM Technical Support agents are available to provide you with hardware support.

Fix Central Provides fixes and updates for your system's machine code and firmware

Subscribe to IBM Storage Insights to monitor the health, capacity, and performance of your FS5045 using advanced, AI-based analytics that help identify potential issues before they become problems. Learn more.

Simplified expert care service and support offerings

IBM Storage Expert Care	Warranty	Basic	Advanced
IBM Spectrum Virtualize fixes, updates and new releases	1 year	Yes	Yes
IBM Support Line for guidance on installation, usage and configuration		Yes	Yes
Automated ticket management and alerting		Yes	Yes
Use of Storage Insights for collaborative problem resolution		Yes	Yes
Predictive issue resolution			Yes
Hardware service	9x5 Next Business Day, parts only*	9x5 NBD, IBM on-site	24x7 Same day, IBM on-site

*Except for parts designated as Tier 2 (optional) customer replaceable parts