



Sales FAQ

SnapManager for SharePoint End of Availability FAQ

FAQ For Sales, Support, and Partners

Abstract

This is an FAQ for NetApp sales that answers questions about End of Availability of SnapManager for SharePoint. It also includes sections on support and technical information.

This is a **confidential** document, distribution should be limited to NetApp employees and partners.

Questions

1. What is the path to support SharePoint 2016?

- SharePoint 2016 support is offered only through AvePoint DocAve 6 Service Pack 8 (6.8). This version of the software will offer the same features for SharePoint present in SnapManager for SharePoint. AvePoint will integrate with NetApp SMSQL to provide similar storage integration as SnapManager SharePoint (snapshots, clone, SV, SM, RBS, etc)
- Existing SnapManager for SharePoint customers with active NetApp support contracts, as well as new customers, who are upgrading to SharePoint 2016 can opt for AvePoint's DocAve 6.8 by contacting AvePoint and discussing licensing options with their AvePoint representative. To contact your AvePoint regional sales rep, e-mail netapp@avepoint.com.

2. What is the recommended path for existing SnapManager for SharePoint customers?

- Existing SnapManager for SharePoint customers with active NetApp support contracts can continue on SMSP or move to the latest version of AvePoint's DocAve Platform. Customers can migrate existing deployments and data to DocAve as of January 2017. Any customer looking to migrate to SharePoint 2016 can deploy a new DocAve instance using the guidance provided above.
- Existing SnapManager for SharePoint customers with active NetApp support contracts using SharePoint 2013/2010 and are not looking for SharePoint 2016 support may continue to use SnapManager for SharePoint until the end-of-support date (Dec 2019) or until their support contract expires. Customers looking to renew support contracts can contact netapp@avepoint.com for more details.

3. What is the recommended path for new SharePoint customers?

- Any new customer looking for SharePoint support should contact AvePoint directly at netapp@avepoint.com and buy DocAve licenses.

4. Do we have a process to convert SnapManager for SharePoint entitlements to DocAve?

- Customers looking to convert existing SMSP entitlements to DocAve may contact their local AvePoint seller through netapp@avepoint.com and request a quote for conversion of licenses. Please provide the expected renewal date for the customer's contract to aid in the process.

5. What is the overall product support strategy for NetApp SnapManager for SharePoint?

- NetApp will continue to provide support (thru EOS of SnapManager for SharePoint - Dec 2019) for all SnapManager for SharePoint customers.

- NetApp will qualify SMSP 8.2 with HN (9.2) to enable the existing customers with SharePoint 2010/13 to upgrade their ONTAP and take advantage of new features in the latest release
- NetApp will also continue to provide bug fixes for SnapManager for SharePoint 8.2 customers till Dec 2019

6. Why should my customer move to DocAve?

- The customer needs support for SharePoint 2016.
- DocAve will have feature parity with SnapManager for SharePoint wrt NetApp storage integration
- The customer needs to add more nodes to an existing deployment, but SnapManager for SharePoint is EOA
- The customer needs new add-ons to manage SharePoint better, including other DocAve modules: <http://www.avepoint.com/products/sharepoint-infrastructure-management/>
- The customer needs data governance or compliance solutions for their Microsoft platform: <http://www.avepoint.com/office-365-and-sharepoint-protection/>
- The customer gains a direct relationship with the Microsoft SharePoint experts, ensuring high customer satisfaction and strong NetApp platform support

7. What about support renewals and controller refreshes?

- The existing SnapManager for SharePoint customers requiring support renewals or license renewals as part of controller refresh should opt for DocAve from AvePoint.

8. What will happen to add-on modules entitlements?

- SnapManager for SharePoint host based add-on modules entitlements will be honored by AvePoint. Contact AvePoint for details.

9. What are S/W prerequisites for DocAve?

- DocAve will have the same prerequisites as SnapManager for SharePoint
 - SnapDrive for Windows
 - SnapManager for SQL

10. What are the key milestones for this activity?

Key program milestones (planning purposes only):

- Q4 CY2016
 - FCS (Oct'16): DocAve 6 SP8 with SharePoint 2016 support for NetApp Storage Systems is available for customers deploying SharePoint 2016.
- Q1CY2017
 - FCS: DocAve 6 SP9 migration tool for SnapManager for SharePoint to DocAve is available for all customers.