



Product Bulletin:

Data ONTAP GX Software and Systems “Cross-Sell” Feature 5/09

Revision History

4 May 2009 – Initial version

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This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp® products or services.

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1. Summary

This product bulletin announces a new “cross-sell” feature for FAS systems supporting the Data ONTAP® GX operating system to enable configured hardware and software licenses to be structured together and properly on a quotation. The FASXXXX-GX Bundle License Manager configuration program has been moved from the Add Parts/W Service pick list to the main system pick list and placed next to the FASXXXX-GX Platform configuration program to promote better continuity of quoting for FASXXXX GX hardware and software.

2. What's New?

- A new “Add Software” checkbox and “Platform” pull-down menu have been implemented on the System Software tab of the FASXXXX-GX Platform configuration program. The checkbox is defaulted on and a “FAS Software” selection is required in order to remove the incomplete for the tab to be able to complete a quotation. When the checkbox is checked and the selection has been made, the Quote Tool will automatically output a new “FASXXXX-GX Bundle License Manager” line item with an incomplete flag checked. An “edit config” must be executed to configure Data ONTAP GX software for the quotation to be completed. The checkbox and pull-down selection should always be made if new hardware is being configured with software.
- The user has the option to uncheck the “Add Software” box if the software has already been quoted via the FASXXXX-GX Bundle License Manager, thus obviating the requirement to configure software again.
- The FASXXXX-GX Bundle License Manager configuration program also has a cross-sell feature implemented. On each System Selection tab of this configuration program is a new “Add hardware” checkbox that is defaulted on along with a “Platform” pull-down menu. If you are quoting Data ONTAP GX software and also require hardware to be configured with the new software, then the “Add Hardware” checkbox must remain checked and the “FAS Platform” selection must be made from the pull-down menu to remove the incomplete at the top of the screen. The checkbox can also be unchecked if hardware has already been configured to remove the incomplete.
- The FASXXXX-GX Platform and FASXXXX-GX Bundle License Manager configuration programs are now together on the same system pick list. The FASXXXX-GX Bundle License Manager configuration program has been moved from the Add Parts w/Service tab pick list. This promotes better continuity.
- New messages have been added to the FASXXXX-GX Platform configuration program System Software tab that reflects the new cross-sell feature.

The cross-sell feature for these configuration programs has been implemented to eliminate situations that have occurred in the past when hardware was configured and software licenses were not configured, with the quote resulting in systems shipped without software entitlements being available for downloading when installation occurred. Additionally, having the configuration programs together on the same pick list makes more sense for quoting hardware and software for Data ONTAP GX systems.

These changes have been implemented with the ability to be flexible in quoting multiple system types for a network cluster. When configuring the first set of FAS systems, the checkbox and platform software selection will invoke the software license manager only for the first set of FAS systems configured. Subsequent FAS systems configured will not invoke the FASXXXX-GX Bundle License Manager regardless of how the checkbox is selected on the second or subsequent configuration on the same quote. This feature enables a multiplatform configuration to implement a single set of network cluster software with a single master software serial number. This provides one software serial number for a heterogeneous environment.

If for some reason a second network cluster is to be configured on the same quote requiring the configuration of a second set of software license entitlements, it can be accomplished by first selecting the FASXXXX-GX Bundle License Manager configuration program and leaving the "Platform" checkbox checked and the "FAS system" selection made when configuring the software for the second network cluster configuration. This operation will then invoke the cross-sell feature and provide a FASXXXX-GX platform line item requiring an "edit config" function to be completed. The end result would then show two sets of Data ONTAP GX software and multiple sets of hardware. It should be noted that since there is no association or link between hardware and software that the use of this capability requires knowledge of how the systems will be employed in the field. In most cases only one network cluster per quote is recommended, with one set of software licenses for either a homogeneous or heterogeneous set of hardware. NetApp recommends configuring all hardware systems first for the quote, whether there are multiple platform types of hardware or a single type of hardware, before completing the software licensing configuration.

3. Product Information

Product information for Data ONTAP GX systems can be obtained from <http://www.netapp.com/us/products/storage-systems>.

4. Regulatory Compliance

Products need to be validated against the NetApp Safety/EMI Regulatory Compliance List prior to order submission. This is required to ensure that products are being sold only in the countries in which NetApp has received regulatory compliance certification.

5. Warranty and Service

Standard software warranty and services apply.

6. Additional Information

Contact Information: Please contact your NetApp sales or channel partner representative with questions concerning this bulletin.