



Product Bulletin

Remote Support Agent

Revision History

July 29, 2008 - 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 the availability of Remote Support Agent for SupportEdge Premium entitled devices. Remote Support Agent is a remote diagnostics data collector that is embedded in the NetApp controller and is simple to use and install. It reduces a customer's manual involvement during support case diagnostics by automating the upload of core files and diagnostics data to NetApp Support. Through the Remote Support Agent, NetApp Support personnel can remotely access log files and trigger AutoSupport on demand. The Remote Support Agent is provided as a firmware upgrade to the Remote LAN Management (RLM) card, starting at RLM firmware v3.0.

2. What's New?

Customers adopting this new technology will realize faster case resolution times and less burden on their own staff for conducting core extraction and transferring diagnostics files to NetApp Support.

Remote Support Agent is a fast, simple, and reliable design and supports three major features:

- Remote data collection: Allows NetApp Support to remotely collect selected files from the /etc/log and /etc/crash directories. It will also enable NetApp Support to remotely trigger an AutoSupport on the customer's NetApp controller and have a complete AutoSupport log returned.
- Intelligent core handling: When the NetApp system panics or reboots, Remote Support Agent will "intelligently" upload the core file to NetApp without customer intervention. A core file will only be uploaded if it is not corrupted and the panic signature does not match any known condition in NetApp's panic message database.

- Down controller notification: Remote Support Agent will detect when a NetApp controller is down (for example, not serving data) and will auto open a case on the customer's behalf with NetApp Support.

3. Sales Tools (Sales Guides, Training Presentations, SE Presentations)

We encourage both NetApp sales and NetApp partners to review the latest [Remote Support Agent information](#) located on the NOW™ (NetApp on the Web) site.

4. Customer-Ready Tools (Customer Presentations, Datasheets)

The link above also contains a customer presentation and other customer-ready material such as FAQs and technical white papers.

5. System Requirements

Remote Support Agent requires the RLM card, which is certified only for the FAS/V 3xxx and FAS/V6000 series.

RLM is bundled at no charge for FAS/V3040, 3070, 31XX, and 6000 series systems. RLM was optional for older FAS/V3020 and 3050 systems. NetApp decided to offer RLM at no charge for FAS/V3020 and 3050 systems that are ordered from NetApp with SupportEdge Premium entitlement. If your 3020 or 3050 controller does not contain an RLM card, it is likely that you had SupportEdge Standard support on this controller earlier. FAS/V3020 and 3050 customers who upgraded their support contract from standard to premium support should contact their account manager and request a free RLM. Sales should be able to request an RLM as a \$0 value item on NetApp's eConfigurator ordering system.

6. Product Information

Quoting

Remote Support Agent is not sold as a standalone product. It is an offering within the SupportEdge Premium (SEP) program and is offered at no additional charge to FAS/V 3xxx and 6000 systems with SEP entitlement.

Downloading

To download Remote Support Agent, go to [NOW Download Software](#).

Product Availability

Remote Support Agent will be available on August 18, 2008, as a firmware upgrade to the RLM service processor. This updated version of RLM firmware (version 3.0) can be downloaded from the NOW site.

7. Regulatory Compliance

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

8. Warranty and Service

Standard NetApp hardware and software warranty and services apply.

9. Additional Information

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



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