



Product Bulletin:

S Family/S550 (formerly StoreVault) Availability

Revision History

August 11, 2008 – Original

September 12, 2008 – Updated information on ordering SSP

September 25, 2008 – Updated availability on SCSI card, CIFS add-on license, and SnapVault Primary; corrected discount category on spare disks from A to B

December 21, 2008 – Add note specifying drive mix capacities for S family platforms.

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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

Beginning August 15, 2008, the S550 and services for the S family (including services for the S500 and S300, which are now EOA) will be offered for sale through NetApp. Previously the S family was sold through a division of NetApp, StoreVault. The S family offers a subset of NetApp technology in a simple-to-use package at an affordable price point.

2. What's New?

S Family Brand

The StoreVault division of NetApp no longer exists. The former StoreVault™ products are now the S family. Note that products and documentation may still reference StoreVault or StoreVault Edition—over time these references will be removed, but there are no functional differences between “StoreVault” and “S family.”

S550 Positioning

The S550 is the perfect entry-level platform for customers who want the benefits of NetApp's unified storage and prioritize low price over the full suite of NetApp products and features. The S550 targets two customer segments: the Remote Office/Branch Office (ROBO) of the Storage 5000 and the Midsize Enterprise (MSE). The S550 in the ROBO office provides opportunity for volume unit sales of the S550 as primary storage and, importantly, creates more opportunities to sell secondary storage, data protection, disaster recovery, data archival, and other solutions in the data center. For the MSE, the S550, with its Windows®-based, easy-to-use configuration manager tool, is the perfect introduction to NetApp products.

The FAS2000 series will meet the needs in the ROBO and MSE markets for customers who require the full suite of NetApp products and features.

For more information on S550 positioning, please reference collateral, presentations, and training on SalesEdge and PartnerEdge. In particular, sales teams should consult the S family feature comparison to FAS matrix located on SalesEdge, PartnerEdge, and the NOW™ (NetApp on the Web) site.

S550 Bundles and Configuration

The S550 is a 2U single-controller storage system with 12 internal SATA drive bays. The S550 is offered in fixed bundle configurations, from 2TB up to 12TB (see Product Information below for details). Each S550 bundle includes the easy-to-use GUI configuration manager, StoreVault Manager, which includes SnapRestore® and SnapDrive® for Windows StoreVault Edition. Additionally, the S550 bundles include iSCSI and CIFS protocol licenses (customers requiring Fibre Channel protocol should use FAS2000, which offers the dual-controller option that is most commonly deployed in Fibre Channel SANs).

The S550 is not available to configure to order. The customer orders one of the S550 bundle configurations, and at the time of sale can also choose other options (additional disk drives and optional software) that will be overpacked with the S550 system and then installed by the customer. Rack mounts for the S550 are not overpacked and will be shipped separately.

S Family 3.2 Software

There is also a new software release for the S family, 3.2. The S family 3.2 software release is for all S family platforms (S550, S500, S300) and includes the following components:

- Data ONTAP® S Family Edition 7.2.1S9
- StoreVault Manager 3.2
- SnapDrive 5.0 for Windows StoreVault Edition

The S family 3.2 release updates the StoreVault software licensing scheme to use the same license key formats as with other NetApp products. **Customers wanting to mix disk drive capacities must upgrade to Data ONTAP S Family Edition 7.2.1S10. See “Post-Sale Offerings” for available options and conditions.**

SnapManager® StoreVault Edition for Microsoft® Exchange and SnapManager for SQL Server™ StoreVault Edition are licensed software and must be purchased separately, and also use the NetApp license key format:

- SnapMirror® (previously sold as StoreVault Replication—this license provides asynchronous replication between S family storage systems or from an S family storage system to a FAS storage system)
- SnapManager StoreVault Edition 4.0S1 for Microsoft Exchange
- SnapManager for Microsoft SQL Server StoreVault Edition 2.1.1S1

S Family Services

NetApp Global Services (NGS) will support S family products ordered worldwide after August 14.

The standard warranty for S family is two years with next business day (NBD) parts delivery (advance exchange). This warranty also includes 24x7 phone and Web (NOW) support (for all new and existing customers), and the software warranty period is now 90 days. A third-year extended warranty can be purchased.

Upgraded service options are also available through NGS.

- The Software Subscription Plan (SSP) is similar to the FAS SSP offerings. Customers can choose to purchase an SSP in one-year increments up to three years. SSP pricing is dependent on what software is included with the system (note, this is a change from StoreVault software maintenance pricing, for which customers paid one price for software maintenance regardless of software licenses purchased).
- Third-year extended warranty is available for NBD parts delivery (advance exchange).
- Customers can upgrade NBD parts delivery to four-hour parts replacement; this upgrade is purchased in one-year increments up to three years.

StoreVault products (ordered before August 15) will continue to be supported through StoreVault Support until

early 2009.

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

N/A

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

N/A

5. System Requirements

StoreVault Manager runs on Windows Server 2003 or Windows XP clients to configure and manage the S family storage systems. Management of S family storage systems through the Data ONTAP command line interface (CLI) or FilerView® is not supported.

Existing StoreVault customers are strongly encouraged to upgrade to Data ONTAP S Family Edition 7.2.1S9 and StoreVault Manager 3.2. This upgrade does not require StoreVault customers to modify their existing StoreVault license keys. **However, if an existing StoreVault customer purchases a new software or protocol license (SnapMirror, SnapManager, CIFS, or NFS), the customer must upgrade to Data ONTAP S Family Edition 7.2.1S9 and StoreVault Manager 3.2 before installing the new software license key.**

6. Product Information

S550 System Configurations

The S550 is available in the following configurations—each bundle includes the controller, disks, CIFS, iSCSI, SnapRestore, StoreVault Manager, and SnapDrive for Windows S Family Edition.

Part Number	Description	Discount Category Code
S550-4X500-CI-BNDL-R5	S550,2TB,4x500GB,CIFS,iSCSI,SRESTORE,BNDL,R5	B
S550-6X500-CI-BNDL-R5	S550,3TB,6x500GB,CIFS,iSCSI,SRESTORE,BNDL,R5	B
S550-6X750-CI-BNDL-R5	S550,4.5TB,6x750GB,CIFS,iSCSI,SRESTORE,BNDL,R5	B
S550-6X1000-CI-BNDL-R5	S550,6TB,6x1TB,CIFS,iSCSI,SRESTORE,BNDL,R5	B
S550-12X500-CI-BNDL-R5	S550,6TB,12x500GB,CIFS,iSCSI,SRESTORE,BNDL,R5	B

S550-12X750-CI-BNDL-R5	S550,9TB,12x750GB,CIFS,iSCSI,SRESTORE,BNDL,R5	B
S550-12X1000-CI-BNDL-R5	S550,12TB,12x1TB,CIFS,iSCSI,SRESTORE,BNDL,R5	B
S550-6X500-SCSI-BNDL-R5	S550,3TB,6x500GB,CIFS,iSCSI,SRESTORE,SCSI,BNDL,R5	B
S550-6X750-SCSI-BNDL-R5	S550,4.5TB,6x750GB,CIFS,iSCSI,SRESTORE,SCSI,BNDL,R5	B

The following protocols and software can be purchased with the S550. Note that this software is not preconfigured; the customer installs the software licenses.

Part Number	Description	Discount Category Code
SW-T0-NFS-C	NFS Software,T0,-C	J
SW-T0-SME-C	Snapmanager Software,Exchange,T0,-C	J
SW-T0-SMIRROR-C	Snapmirror Software,T0,-C	J
SW-T0-SMSQL-C	Snapmanager Software,SQL,T0,-C	J
SW-T0-SVPRI-C	SnapVault Primary Software,T0,-C (PVR Required**)	J

****Note:** The sales team must request a feature PVR at the time of the quote in order to sell SnapVault Primary on the S550. The PVR should be assigned to Core Systems–Controllers and must include information on the customer's usage of the S550 such as configuration, load, and application.

If the customer requires a disk drive configuration that falls between two bundles, additional disks may be purchased and will be overpacked with the S550 system. The customer can then install the additional disk drives into the system. **See “Post-Sale Offerings” for available options and conditions.**

Part Number	Description	Discount Category Code
X431A-R5	DSK DRV,500GB,7.2K RPM,1.5Gb,SATA,SV,R5	B
X432A-R5	DSK DRV,750GB,7.2K RPM,1.5Gb,SATA,SV,R5	B
X433A-R5	DSK DRV,1.0TB,7.2K RPM,1.5Gb,SATA,SV,R5	B

A PCI-x SCSI HBA for tape backups is available. Note that except for the two S550 bundles listed above (S550-6X500-SCSI-BNDL-R5 and S550-6X750-SCSI-BNDL-R5) the customer must open the chassis and install the SCSI HBA on site. Only the two preconfigured bundles are shipped with the SCSI HBA already installed.

Part Number	Description	Discount Category Code
X2033A-R5	HBA,SCSI,PCIx,64-bit,LP,R5	A

Service upgrades are available in one-year increments up to three years at time of purchase. If the customer chooses the SSP option, then an SSP must be purchased for all software licenses on the system. If the customer chooses the 4-hour upgrade service, then SSP must be selected as well.

Part Number	Description	Discount Category Code
SW-SSP-T0-BNDL	SW Subs,T0,CIFS,iSCSI,SRESTORE,BNDL	S
SW-SSP-T0-NFS	SW Subs,T0,NFS	S
SW-SSP-T0-SME	SW Subs,T0,SME	S
SW-SSP-T0-SMIRROR	SW Subs,T0,SMIRROR	S
SW-SSP-T0-SMSQL	SW Subs,T0,SMSQL	S
SW-SSP-T0-SVPRI	SW Subs,T0,SVPRI	S
SVC-S550-NBD-12-POS	S500-POS Yr 3 WRNTY-24X7-NBD	S
SVC-S550-24X7-24-POS	S500-POS 2yr UPGD WRNTY-24X7-4HR	S

S500 and S550 Post-Sale Offerings

The following parts are available for the S500 and S550. Note that SnapVault Primary can only be sold with the S550, and not the S500. **Customers wanting to mix disk drive capacities must upgrade to Data ONTAP S Family Edition 7.2.1S10. Allowable mix capacity for S500 is 500GB (X431A-R5). Allowable mix capacities**

for S550 are 500/750GB & 1TB (X432A-R5, X432A-R5 & X433A-R5).

Part Number	Description	Discount Category Code
SW-T0-CIFS	CIFS Software,T0	J
SW-T0-NFS	NFS Software,T0	J
SW-T0-SME	Snapmanager Software,Exchange,T0	J
SW-T0-SMIRROR	Snapmirror Software,T0	J
SW-T0-SMSQL	Snapmanager Software,SQL,T0	J
SW-T0-SVPRI-C	SnapVault Primary Software,T0,-C (PVR Required**)	J
X431A-R5	DSK DRV,500GB,7.2K RPM,1.5Gb,SATA,SV,R5	B
X432A-R5	DSK DRV,750GB,7.2K RPM,1.5Gb,SATA,SV,R5	B
X433A-R5	DSK DRV,1.0TB,7.2K RPM,1.5Gb,SATA,SV,R5	B
X2033A-R5	HBA,SCSI,PCIx,64-bit,LP,R5	A
X5190A-R5	PSU W/FANS,500W,AC,S5XX,R5	A
X5521A-R6	Rackmount kit,S5XX,R6	A
X8534-R6	Fan Assy,S5XX,R6	A
SW-SSP-T0-BNDL	SW Subs,T0,CIFS,iSCSI,SRESTORE,BNDL	S
SW-SSP-T0-NFS	SW Subs,T0,NFS	S
SW-SSP-T0-SME	SW Subs,T0,SME	S
SW-SSP-T0-SMIRROR	SW Subs,T0,SMIRROR	S
SW-SSP-T0-SMSQL	SW Subs,T0,SMSQL	S
SW-SSP-T0-SVPRI	SW Subs,T0,SVPRI	S
SVC-S550-NBD-12-EW	S500-Post WRNTY Ext WRNTY-24X7-NBD	S
SVC-S550-24X7-12-EW	S500-Post WRNTY UPGD Ext WRNTY-24X7-4HR	S

S300 Post-Sale Offerings

The following parts are available for the S300. **Customers wanting to mix disk drive capacities must upgrade to Data ONTAP S Family Edition 7.2.1S10. Allowable mix capacities for S300 is 500GB (X431A-R5).**

Part Number	Description	Discount Category Code
SW-T0-CIFS	CIFS Software,T0	J
SW-T0-NFS	NFS Software,T0	J
SW-T0-SME	Snapmanager Software,Exchange,T0	J
SW-T0-SMIRROR	Snapmirror Software,T0	J
SW-T0-SMSQL	Snapmanager Software,SQL,T0	J
X431A-R5	DSK DRV,500GB,7.2K RPM,1.5Gb,SATA,SV,R5	B
SW-SSP-T0-BNDL	SW Subs,T0,CIFS,iSCSI,SRESTORE,BNDL	S
SW-SSP-T0-NFS	SW Subs,T0,NFS	S
SW-SSP-T0-SME	SW Subs,T0,SME	S
SW-SSP-T0-SMIRROR	SW Subs,T0,SMIRROR	S
SW-SSP-T0-SMSQL	SW Subs,T0,SMSQL	S
SVC-S300-NBD-12-EW	S300-Post WRNTY Ext WRNTY-24X7-NBD	S
SVC-S300-24X7-12-EW	S300-Post WRNTY UPGD Ext WRNTY-24X7-4HR	S

Downloading

For downloading software go to [NOW Download Software](#).
Follow the link to S family.

Product Availability

All part numbers added in the September 25, 2008, Quote Tool release are available for shipping.

7. Regulatory Compliance

S550 is available for sale to all countries where NetApp currently sells the FAS storage systems. 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

NetApp Global Services will support S family products ordered worldwide after August 14.

The standard warranty for S family is two years with next business day parts delivery (advance exchange). This warranty also includes 24x7 phone and Web (NOW) support (for all new and existing customers), and the software warranty period is now 90 days. A third-year extended warranty can be purchased.

Upgraded services options are also available through NGS.

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NOTE: The second and third years of SSP can only be quoted using service renewals (except when quoting an upgrade to four-hour replacement service).

- Third-year extended warranty is available for NBD parts delivery (advance exchange).
- Customers can upgrade NBD parts delivery to four-hour parts replacement; this upgrade is purchased in one-year increments up to three years.

StoreVault products (ordered before August 15) will continue to be supported through StoreVault Support until early 2009.

9. Additional Information

To better align with the new positioning of S family products, certain StoreVault part numbers were not carried forward into the NetApp S family product lines. The discontinued products are S300, Fibre Channel protocol and kits, and 250GB SATA drives. For customers who already purchased these products, normal warranty and support continues. The S family 3.2 release (including Data ONTAP S Family Edition 7.2.1S9) continues to support these discontinued products.

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