



Product Bulletin:

SSP Renewal for FAS2000 Software Packs and NetApp Select Bundles

Revision History

29 April 2010 - 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 Software Subscription Plan (SSP) Renewal for FAS2000 Software Packs and FAS2000 and FAS/V3100 NetApp Select™ Software Bundles at the parent Pack and Bundle level versus renewing SSP at the individual software product level.

NetApp introduced Software Packs for the FAS2000 and NetApp Select Software Bundles for the FAS2000 and FAS/V3100 controllers on 5 May 2009. For the past year, SSP at point of sale has been based on the percentage of the list price for the appropriate Software Pack and Bundle purchased. However, SSP Renewal is still based on the percentage of the list price for the individual software products.

On 17 May 2010, NetApp will introduce SSP Renewal at the parent Software Pack and Bundle level. SSP Renewal at the Pack and Bundle level provides consistency in how customers purchase and renew software, makes all software purchased within the Pack and Bundle entitled to updates/upgrades, and makes SSP Renewal pricing consistent with SSP pricing when purchased at point of sale.

2. What's New?

On 17 May 2010, NetApp will introduce the availability of SSP Renewal for FAS2000 Software Packs and FAS2000 and FAS/V3100 NetApp Select Software Bundles at the parent Pack and Bundle level versus renewing SSP at the individual software product level. Two major changes have been made to accommodate SSP Renewals at the Software Pack and Bundle level.

SSP Expiration Reports and NOW™ Site:

Sales Operations will now see a description of the Software Pack and Bundle purchased by the customer, which is the basis on which the customer purchased SSP at point of sale and is now the basis on which the customer will renew SSP. Below are the descriptions for the Software Packs and Bundles and what will be displayed in the SSP expiration reports, on the NOW site, in the Quote Tool, and in the Price Quote:

Software Pack and Bundle	Description Displayed on SSP Expiration Report or NOW	Quote Tool – System Protocols/Packs and Bundles Tab	Price Quotation Configuration Detail
Base Pack	BasePk1	BP1-Base Pack 1	Base P1
Foundation Pack	FoundPk1	FP1-Foundation Pack 1	Foundation P1
Protection Pack	ProtcPk1	PP1-Protection Pack 1	Protection P1
Advanced Pack	AdvanPk1	VP1-Advanced Pack 1	Advanced P1
Application Pack	AppliPk1	AP1-Application Pack 1	Application P1
Server Pack	ServrPk1	SP1-Server Pack 1	Server P1
Windows® Bundle	WindwBd1	WB1-Windows Bundle 1	Windows B1
Server Virtualization Bundle	SvrVtBd1	SB1-Server Virtualization 1	Server Virt B1
Complete Bundle	ComplBd1	CB1-Complete Bundle 1	Complete B1

Quote Tool:

Sales Operations will now see on the Serviceable System tab a new System Protocols/Packs and Bundles tab to accommodate SSP Renewals at the Software Pack and Bundle level.

HELP file

The screenshot displays the 'Serviceable System' window. The 'System Protocols/Packs and Bundles' tab is highlighted with an orange circle. The 'Software/Hardware' tab is also visible. The 'System Protocols/Packs and Bundles' tab contains a table with columns: Name, Hardware, Switch Card Qty, Windows Tier, OFM Tier, and Unix Tier. The 'Software/Hardware' tab contains a table with columns: Name, Hardware, Switch Card Qty, Windows Tier, OFM Tier, and Unix Tier. An orange arrow points from the 'HELP file' header to the 'Software Lic/Capacity (TB):' field in the 'Software/Hardware' tab.

Serviceable System

Model: Qty: Serial Number:

First Drive Selection: Shelves: Disks:

Second Drive Selection:

Third Drive Selection:

Description: New Serviceable System

Switch/Hardware: Switch Qty:

Software Lic/Capacity (TB):

For the Packs and Bundles SSP HELP file, please go to [Software Packs and Bundles](#)

System Protocols/Packs and Bundles

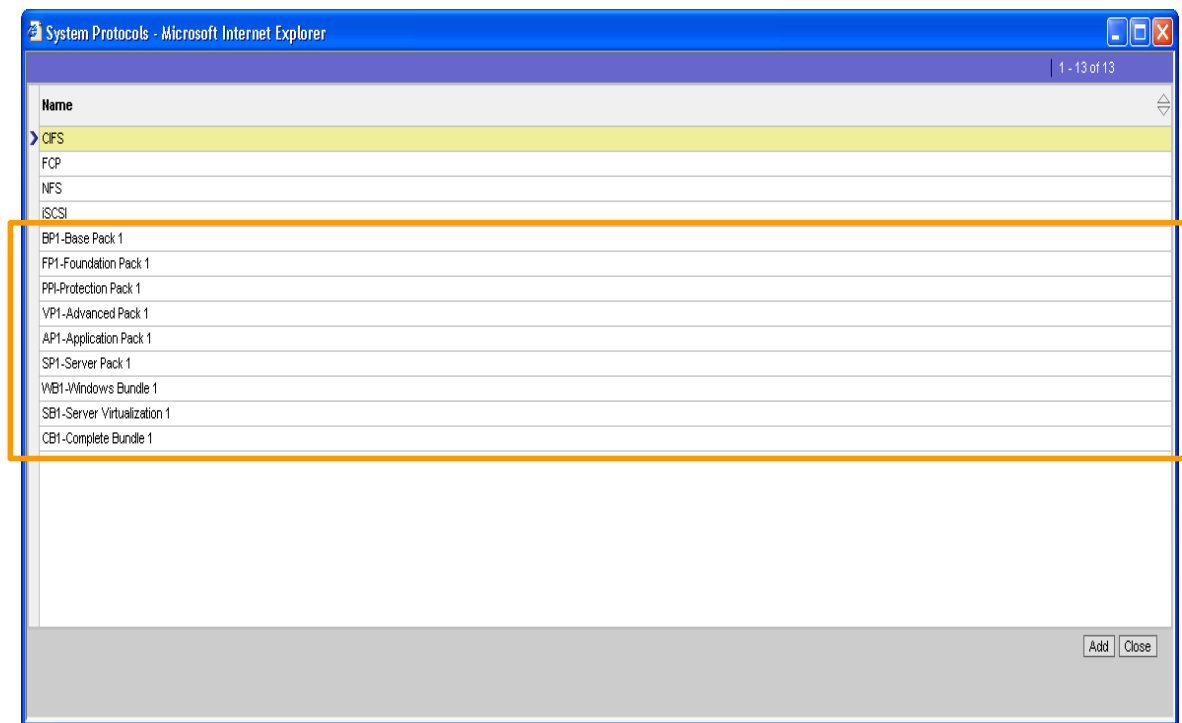
No Records

Name	Hardware	Switch Card Qty	Windows Tier	OFM Tier	Unix Tier

Software/Hardware

No Records

Name	Hardware	Switch Card Qty	Windows Tier	OFM Tier	Unix Tier



3. Sales and Customer-Ready Tools (Training, SE, Customer Presentations, Datasheets, Sales Guides)

For quoting instructions please refer to the deep-dive Software Packs and Bundles SSP Renewal training presentation on the Field Portal. Also, SSP Renewal training will be conducted on 18 May 2010 and the recorded Webex session will be posted on the Field Portal.

For details on the Quote Tool changes, please refer to the Quote Tool Release Notes for May 2010, specifically, SSP Renewals for Software Packs and Bundles.

4. System Requirements

System requirements are not applicable to this announcement.

5. Product Information

No new product part numbers have been added.

Software Subscription Plans

No new SSP and SSP Renewal part numbers have been added.

Downloading

For downloading software go to [NOW Download Software](#).

Product Availability

SSP Renewal at the parent Software Pack and Bundle level will be introduced on 17 May 2010.

6. 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. This information can be found in the Field Portal by searching under "Compliance, Policies and Procedures" or following the links below:

- [RoHS Compliance](#)
- [Safety/EMI Regulatory Compliance \(XLS\)](#)
- [WEEE Compliance](#)

7. Warranty and Service

Standard software warranty and services apply.

8. Additional Information

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



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