



Product Bulletin:

Announcing an Update to SupportEdge Standard and Premium

Revision History

15 May 2010 - Initial version

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

1. Summary
2. What's New?
3. Sales and Customer-Ready Tools
4. System Requirements
5. Product Information
6. Regulatory Compliance
7. Warranty and Service
8. Additional Information

1. Summary

This product bulletin announces an update to the product specifications for SupportEdge Standard and SupportEdge Premium.

2. What's New?

SupportEdge Standard and SupportEdge Premium entitlements purchased or renewed after May 15, 2010 will not include Storage Availability Audits; this feature is being phased out of these offerings. If you purchased SupportEdge Standard and/or SupportEdge Premium before May 15, you will continue to receive your Storage Availability Audits for the term of your agreement. For descriptions of SupportEdge Standard and SupportEdge Premium, please review the [SupportEdge Product Specifications](#).

These specifications will be updated on May 15 to reflect this change. Customers with SupportEdge Secure for Government, Onsite will continue to receive Secure Health Checks as described in the relevant SupportEdge Product Specifications.

Pricing for SupportEdge Standard and Premium will be reduced commensurate with this change.

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

All sales and customer-ready tools associated with SupportEdge Standard and SupportEdge Premium will be updated to reflect this change.

NetApp Sales can also access a Frequently Asked Questions document on the [Field Portal](#).

4. System Requirements

Not applicable.

5. Product Information

The following part numbers are affected by this action.

Part Number	Description	Discount Category Code
CS-O-NBD	SupportEdge Premium Next Bus Day Onsite	
CS-O-2HR	SupportEdge Premium 7x24 2hr Onsite	
CS-O-4HR	SupportEdge Premium 7x24 4hr Onsite	
CS-A-4R	SupportEdge Standard Replace 4hr	
CS-A-INST-4R	SupportEdge Standard Replace 4hr,Install	
CS-A-NBR	SupportEdge Standard Replace NBD	
CS-A-INST-NBR	SupportEdge Standard Replace NBD,Install	
CS-A-4D	SupportEdge Standard w/ 4hr Parts Del	
CS-A-INST-4D	SupportEdge Standard w/ Inst 4hrPartsDel	
CS-UPL-A-4R	Upgrade to Standard Replace 4hr	
CS-UPL-A-NBDR	Upgrade to Standard Replace Next Bus Day	
CS-UPL-O-2HR	Upgrade to SupportEdge Premium 2hr	
CS-UPL-O-4HR	Upgrade to SupportEdge Premium 4hr	
CS-UPL-O-NBD	Upgrade to SupportEdge Premium NBD	
CS-UPL-A-4D	Upgrade to SupportEdge Standard 4hr Parts Del	
FAS6080A-IB-BAS2R-R5	FAS6080A,IB,ACT-ACT,SupportEdge,INC,220V,R5	A
FAS6080A-IB-BASE2-R5	FAS6080A,IB,ACT-ACT,SupportEdge INC,220V,R5	A
FAS6080A-IB-BASE-R5	FAS6080A,IB,ACT-ACT,SupportEdge INC,R5	A
FAS6080A-IB-BASR-R5	FAS6080A,IB,ACT-ACT,SupportEdge,INC,R5	A
FAS6080AS-IB-SYS2-R5	FAS6080A,ACT-ACT,SAN,220V,SupportEdge INC,R5	A
FAS6080AS-IB-SYS2R-R5	FAS6080A,ACT-ACT,SAN,220V,SupportEdge,INC,R5	A
FAS6080AS-IB-SYS-R5	FAS6080A,ACT-ACT,SAN,SupportEdge INC,R5	A
FAS6080AS-IB-SYSR-R5	FAS6080A,ACT-ACT,SAN,SupportEdge,INC,R5	A

FAS6080A-HPVALU-BASE-R5	FAS6080A,HPVALU-BNDL,ACT-ACT,SES INC,R5	A
FAS6080A-HPVALU-BASE2-R5	FAS6080A,HPVALU-BNDL,ACT-ACT,SES INC,220V,R5	A
FAS6080A-HPVALU-BASR-R5	FAS6080A,HPVALU-BNDL,ACT-ACT,SES,INC,R5	A
FAS6080A-HPVALU-BAS2R-R5	FAS6080A,HPVALU-BNDL,ACT-ACT,SES,INC,220V,R5	A
X1938A-PBNDL-R5	ADPT,PAM II,PCIe,512GB,SupportEdge INC,R5	A
X1938A-PBNDLR-R5	ADPT,PAM II,PCIe,512GB,SupportEdge,INC,R5	A
DSX-7.0TB-PBNDL-R5	Disk SHLF,7.0TB,SATA,SupportEdge INC,R5	B
DSX-7.0TB-PBNDLR-R5	Disk SHLF,7.0TB,SATA,SupportEdge,INC,R5	B
DS4243-0712-24A-PB-R5-C	DSK SHLF,24x500GB,7.2K,SATA,IOM3,PB,-C,R5	B
DS4243-0712-24A-PBR-R5-C	DSK SHLF,24x500GB,7.2K,SATA,IOM3,PBR,-C,R5	B
DS4243-0706-12A-PB-R5-C	DSK SHLF,12x500GB,7.2K,SATA,IOM3,PB,-C,R5	B
DS4243-0706-12A-PBR-R5-C	DSK SHLF,12x500GB,7.2K,SATA,IOM3,PBR,-C,R5	B
DSX-14.0TB-PBNDL-R5	DSK SHLF,14.0TB SATA,SupportEdge INC,R5	B
DSX-14.0TB-PBNDLR-R5	DSK SHLF,14.0TB SATA,SupportEdge,INC,R5	B
DS4243-0724-24A-PB-R5-C	DSK SHLF,24x1.0TB,7.2K,SATA,IOM3,PB,-C,R5	B
DS4243-0724-24A-PBR-R5-C	DSK SHLF,24x1.0TB,7.2K,SATA,IOM3,PBR,-C,R5	B
DS4243-0712-12A-PB-R5-C	DSK SHLF,12x1.0TB,7.2K,SATA,IOM3,PB,-C,R5	B
DS4243-0712-12A-PBR-R5-C	DSK SHLF,12x1.0TB,7.2K,SATA,IOM3,PBR,-C,R5	B
DSX-28.0TB-PBNDL-R5	DSK SHLF,28.0TB SATA,SupportEdge INC,R5	B
DSX-28.0TB-PBNDLR-R5	DSK SHLF,28.0TB SATA,SupportEdge,INC,R5	B
DS4243-0748-24A-PB-R5-C	DSK SHLF,24x2.0TB,7.2K,SATA,IOM3,PB,-C,R5	B
DS4243-0724-12A-PB-R5-C	DSK SHLF,12x2.0TB,7.2K,SATA,IOM3,PB,-C,R5	B
DS4243-0748-24A-PBR-R5-C	DSK SHLF,24x2.0TB,7.2K,SATA,IOM3,PBR,-C,R5	B
DS4243-0724-12A-PBR-R5-C	DSK SHLF,12x2.0TB,7.2K,SATA,IOM3,PBR,-C,R5	B
X94015A-ESH4-PBNDL-R5	DSK SHLF,300GB,15K,ESH4,SupportEdge INC,R5	B
X94015A-ESH4-PBNDLR-R5	DSK SHLF,300GB,15K,ESH4,SupportEdge,INC,R5	B
DS4243-1507-24S-PB-R5-C	DSK SHLF,24x300GB,15K,3Gb SAS,IOM3,PB,-C,R5	B

DS4243-1507-24S-PBR-R5-C	DSK SHLF,24x300GB,15K,3Gb SAS,IOM3,PBR,-C,R5	B
DS4243-1504-12S-PB-R5-C	DSK SHLF,12x300GB,15K,3Gb SAS,IOM3,PB,-C,R5	B
DS4243-1504-12S-PBR-R5-C	DSK SHLF,12x300GB,15K,3Gb SAS,IOM3,PBR,-C,R5	B
X54015A-ESH4-PBNDL-R5	DSK SHLF,450GB,15K,ESH4,SupportEdge INC,R5	B
X54015A-ESH4-PBNDLR-R5	DSK SHLF,450GB,15K,ESH4,SupportEdge,INC,R5	B
DS4243-1511-24S-PB-R5-C	DSK SHLF,24x450GB,15K,3Gb SAS,IOM3,PB,-C,R5	B
DS4243-1511-24S-PBR-R5-C	DSK SHLF,24x450GB,15K,3Gb SAS,IOM3,PBR,-C,R5	B
DS4243-1505-12S-PB-R5-C	DSK SHLF,12x450GB,15K,3Gb SAS,IOM3,PB,-C,R5	B
DS4243-1505-12S-PBR-R5-C	DSK SHLF,12x450GB,15K,3Gb SAS,IOM3,PBR,-C,R5	B
X64015A-ESH4-PBNDL-R5	DSK SHLF,600GB,15K,ESH4,SupportEdge INC,R5	B
X64015A-ESH4-PBNDLR-R5	DSK SHLF,600GB,15K,ESH4,SupportEdge,INC,R5	B
DS4243-1514-24S-PB-R5-C	DSK SHLF,24x600GB,15K,3Gb SAS,IOM3,PB,-C,R5	B
DS4243-1514-24S-PBR-R5-C	DSK SHLF,24x600GB,15K,3Gb SAS,IOM3,PBR,-C,R5	B
DS4243-1507-12S-PB-R5-C	DSK SHLF,12x600GB,15K,3Gb SAS,IOM3,PB,-C,R5	B
DS4243-1507-12S-PBR-R5-C	DSK SHLF,12x600GB,15K,3Gb SAS,IOM3,PBR,-C,R5	B

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 these links:

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

7. Warranty and Service

Support provided during HW warranty is not affected by this action.

8. Additional Information

Contact Information: Please send any questions to [xdl-sesquestions](#).