



# Product Bulletin

## Product Bulletin

## Upgrade Program Update DEC09

### Revision History

December 14, 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

With the release of the December 2009 Quote Tool, the GF825 and F825 platforms have been removed from the program. An additional text message has been added clarifying active-active system returns and disabling of CIFS and NFS software returns when an FAS2020 is purchased.

## 2. What's New?

The GF825 and F825 have reached the five-year end of support date and as such have been removed from the upgrade program. These platforms will no longer receive credit as a trade-in against new system purchases. A static message has been added to the UI that states, "Trade-in credits are based on a single system controller. If trading in an active-active system, then a quantity of 2 should be selected." This message has been added to alert people that when trading in an active-active system that a quantity of 2 should be selected for the base hardware return. Lastly, since FAS2020 systems no longer charge for CIFS or NFS protocol, when trading in a system against the purchase of a FAS2020 system the CIFS and NFS protocol check boxes will be disabled. Trade-in credit is only provided if a new software purchase is made. Since these protocols are no longer charged for on a FAS2020 purchase, credits are no longer offered for CIFS and NFS protocol software returns.

## 3. Product Information

### Mapping of Platforms per Level for Trade-ins

| Level 7   | Level 6   | Level 5 | Level 4   |
|-----------|-----------|---------|-----------|
| V6080     | FAS6040   | FAS3170 | FAS3160   |
| FAS6080   | V6040     | V3170   | V3160     |
| FAS6080GX | FAS6070   | V6030   | V3070     |
| SA600     | V6070     | FAS6030 | FAS3070   |
|           | FAS6070GX |         | FAS3070GX |
|           |           |         | SA300     |

| Level 3   | Level 2                                                                                                        | Level 1  | Level 0 |
|-----------|----------------------------------------------------------------------------------------------------------------|----------|---------|
| FAS3040GX | FAS2050                                                                                                        | FAS2020  | GF270C  |
| FAS3040   | FAS2040                                                                                                        | S-Family | FAS270  |
| V3040     | GF940                                                                                                          |          | FAS250  |
| GF980     | GF920                                                                                                          |          |         |
| FAS980    | V3050                                                                                                          |          |         |
| FAS3140   | FAS3050                                                                                                        |          |         |
| V3140     | FAS3050GX                                                                                                      |          |         |
|           | FAS3020                                                                                                        |          |         |
|           | V3020                                                                                                          |          |         |
|           | FAS940                                                                                                         |          |         |
|           | FAS920                                                                                                         |          |         |
|           | FAS960                                                                                                         |          |         |
|           | GF960                                                                                                          |          |         |
|           | R200                                                                                                           |          |         |
|           | SA200                                                                                                          |          |         |
| Legend    | EOA platform;<br>Mapping position<br>shown as a trade-<br>in only                                              |          |         |
| Notes:    | FAS250/FAS270<br>covered under<br>separate upgrade<br>FAS250/FAS270<br>shelf conversions<br>used for trade-ins |          |         |

#### Allowed Trade-ins

| Purchased Product | Trade-ins Allowed       |
|-------------------|-------------------------|
| L7                | L7,L6,L5,L4,L3,L2,L1,L0 |
| L6                | L6,L5,L4,L3,L2,L1,L0    |
| L5                | L5,L4,L3,L2,L1,L0       |
| L4                | L4,L3,L2,L1,L0          |
| L3                | L3,L2,L1,L0             |
| L2                | L2,L1,L0                |
| L1                | L1,L0                   |

Following are the new upgrade credit part numbers to be used for hardware, software, and protocols:

| Part Number   | Description                 |
|---------------|-----------------------------|
| UG-LX-BASE    | Platform Base Return Credit |
| UG-LX SW-RTNS | Software Return Credit      |

## 4. Regulatory Compliance

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

## 5. Additional Information

The competitive upgrade/trade-in program did not change. The same rules apply.

In business cases in which the upgrade/trade-in program does not accommodate a credit or trade-in required to consummate a sale, the recourse is to submit a PVR request to have a trade-in or credit approved.

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

