



SERVICE DESCRIPTION

NetApp SolidFire Active Support Basic/Premium

NetApp® SolidFire® Active Support is available for purchase on all NetApp SolidFire SF and FC models before they reach End of Support. There is no defined hardware or software warranty period for NetApp SolidFire products. Active entitlement of NetApp SolidFire Active Support is a requirement to receive all hardware and software support from NetApp on NetApp SolidFire products.

Active Support includes access to SolidFire software (including related firmware and operating system, if applicable).

Table 1 lists the support features of NetApp SolidFire Active Support Basic¹ and Active Support Premium provided under NetApp Support Services terms.²

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR ACTIVE SUPPORT BASIC	ENTITLEMENT DETAILS FOR ACTIVE SUPPORT PREMIUM
System Installation	See the “ System Installation ” datasheet for details and deliverables.	Optional with initial purchase of system. ³	Optional with initial purchase of system. ³
Target Response Objective for Remote Technical Support	The NetApp Technical Support Center provides a response by remote means. Initial technical response objective from time of customer contact, based on priority level and availability of local language support. ⁴	<ul style="list-style-type: none"> Priority 1: 2 hours; on a 24/7 basis Priority 2: 4 hours; on a 24/7 basis Priority 3/4: Next Business Day; on a 24/7 basis 	<ul style="list-style-type: none"> Priority 1: 30 minutes; on a 24/7 basis Priority 2: 2 hours; on a 24/7 basis Priority 3: 4 hours; on a 24/7 basis Priority 4: Next Business Day; on a 24/7 basis
Access to NetApp SolidFire Support Portal and Knowledge Base	Customers have access on a 24/7 basis. Includes unlimited access to updated release notes, API guides, and user guides. Also includes active case upgrades and notification of software releases and upgrades.	Included	Included

Table 1) NetApp SolidFire Active Support Basic and Active Support Premium features.

1. NetApp SolidFire Active Support Basic may previously be referred to as Standard in some legacy part descriptions and is hereby noted to be the same service from a product description perspective.

2. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms that are available at www.netapp.com/us/how-to-buy/stc.html (“NetApp Support Services terms”). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp’s sole discretion without notification to customer. Note: There is also a limited support offering called “NetApp SolidFire Active Support Non-Production” that offers minimal hardware and software support with no target response for test environments on a limited number of systems. This offering is available only if the customer has other systems under NetApp SolidFire Active Support entitlement in your environment. Please consult your representative for more details or eligibility.

3. Installation support is included for NetApp SolidFire products. Customers, at their discretion, can work with the NetApp account team or their NetApp SolidFire support team to receive remote installation guidance and review. If the customer needs additional on-site installation support, that will be provided at NetApp Support discretion or through a professional service engagement.

4. The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective might be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.

- Priority 1: NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating “panic” or “hang,” or is in a state of degraded performance sufficient to prevent normal business operations. At this level, both NetApp and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
- Priority 2: NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent “panic” or “hang” or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. At this level, NetApp is committed to a commercially reasonable best effort to provide a workaround and/or restore normal operations as quickly as possible.
- Priority 3: NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
- Priority 4: Normal customer requests for information regarding the installation, configuration, use, and maintenance of NetApp equipment are made. These requests include administrative inquiries and return material authorization information. There is no impact on customer’s production systems or business operations.

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR ACTIVE SUPPORT BASIC	ENTITLEMENT DETAILS FOR ACTIVE SUPPORT PREMIUM
Active IQ Cluster Monitoring and Problem Notification	NetApp SolidFire products, when properly installed and configured, will automatically contact NetApp to provide input to assist NetApp in support issue determination and might proactively create technical support cases on behalf of the customer.	Included	Included
NetApp Unified Support	<p>During the course of troubleshooting a support issue related to NetApp, if NetApp determines the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier.</p> <p>To the extent it can, NetApp will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.</p>	Included for NetApp hardware and software	Included for NetApp hardware and software
Replacement Parts Delivery Target Response Objective	<p>NetApp delivers replacement parts within the target response objective.^{5, 6, 7}</p> <p>Note: Replacement parts will be shipped to customer for next local business day arrival. Local country shipment cut-off times might affect target response objective timing.</p>	Next Business Day	4 hours; on a 24/7 basis
Replacement Parts Installation	Installation of parts that are delivered by NetApp.	Not included	Installation of all replacement parts performed by NetApp ⁸
On-Site Support	NetApp sends authorized engineers to installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.	Not included	Included for NetApp hardware and software purchased
Access to SolidFire Updates and Patches	Customer can download updates and patches 24/7.	Included	Included
Software Update Assistance	Customer can call technical support for assistance on performing updates to software. ⁹	Included	Included

Table 1) NetApp SolidFire Active Support Basic and Active Support Premium features (continued).

5. Response time availability is based on the installation location of the NetApp equipment. Target response time objective clock begins after NetApp triages the issue.

6. When the NetApp solution contains third-party products, some of the components might not have the same target response time for delivery and part installation. Consult product documentation for further details.

7. For customers that need the target technical response but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opting out for disk drives only or for all components. Additionally, there is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).

8. Time to install part will vary by part complexity and access to equipment.

9. Customer is responsible for installing all software on NetApp equipment. This feature is limited to system software for which software is identified as the remedy for a material issue on the system.