NetApp Managed Upgrade Service

Avoid security risks and accelerate your return on investment with NetApp Managed Upgrade Service.

Key Benefits

- Reduces risk with upgrade procedures based on the current architecture design
- Performs upgrades using highly skilled professionals who are experts in NetApp technologies
- Minimizes business disruptions, which follows documented best practices
- Delivers service around the world through the NetApp Global Services Delivery Center
- Takes advantage of configuration management tools such as NetApp Config Advisor and NetApp Active IQ® to guide and validate the ONTAP upgrade

The Challenge

To continue to operate at peak performance, take advantage of the latest features, and avoid security risks, organizations need to stay current on their NetApp® ONTAP® data management software. Implementing and managing new technology requires time and skilled resources. However, many organizations might not have the internal resources and expertise to perform the upgrades to NetApp standards and best practices. Some organizations choose to have those resources assigned to higher value projects.

The Solution

NetApp Managed Upgrade Service is a proactive, remotely delivered software upgrade service for installed and configured NetApp FAS and AFF systems. It helps to make sure that you always have all the latest NetApp software versions that include all software features, security patches, and firmware upgrades.

NetApp quickly and cost effectively performs up to four upgrades annually, which include major software upgrades as well as patch and firmware updates across your storage environment. These upgrades help you continually improve your system and accelerate your return on investment. Managed Upgrade Service keeps your NetApp system maintained in an optimum state, minimizing business disruption and maximizing operating performance.

Why NetApp Managed Upgrade Service?

- **Simple:** a single streamlined service delivery model that keeps your NetApp software up to date.
- **Best practices:** required system software upgrades and configurations performed according to NetApp best practices with minimal impact to your storage environment.
- **Peace of mind:** confidence that your NetApp software is always up to date, secure, and operating with all the latest features.

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Service Scope

The NetApp Managed Upgrade Service is delivered in four steps.

1. Review and Design

- Engagement kick-off
  - Review Config Advisor, Active IQ, or NetApp AutoSupport™ reports, if required
  - Review Upgrade Advisor output
  - Document upgrade dependencies in customer environment
- Create Upgrade Advisor Plan
- Validate equipment
- Review current and target ONTAP versions
- Review Compatibility Matrix and verify software firmware (SW/FW) level of all components, as applicable
- Verify cluster for upgrade readiness
- Validate your SAN servers, host bus adapters, and FC switches with Interoperability Matrix Tool (IMT)
- Determine upgrade type: automated, rolling, or disruptive
- Confirm available updates and schedule maintenance windows

2. Project Execution

- Perform software release per your acceptance and maintenance windows (depending on storage operating system)
- Perform post-upgrade tasks:
  - Verify cluster version
  - Verify cluster health
  - Reenable features
- Upgrade ONTAP systems to designated version, per Upgrade Plan
- Update Service Processors
- Verify that corresponding firmware is upgraded as required Your IT team upgrades any SAN host drivers and firmware to designated versions
- Validate end-to-end configuration
- Install disk qualification package and latest disk firmware
- Roll back to previous version if necessary

3. Upgrade Validation

- Test and validate that the upgrade was performed successfully

4. Project Closeout

- Review deliverables with your IT team and provide all necessary information during a single Knowledge Transfer (KT) session or by email. The KT enables your IT team to support and maintain the system in your environment

Get Started Today

Don't put your NetApp storage environment at risk with out-of-date software. Improve security and performance by upgrading easily and quickly to current versions with NetApp Managed Upgrade Service. To learn more about how NetApp can help you rapidly deploy and maintain optimal performance in your NetApp storage environment, contact your local NetApp representative.

About NetApp Services

Gain greater business value from your investment. Whether you're planning your next-generation data center, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, NetApp Services can help.

About NetApp

NetApp is the data authority for hybrid cloud. We provide a full range of hybrid cloud data services that simplify management of applications and data across cloud and on-premises environments to accelerate digital transformation. Together with our partners, we empower global organizations to unleash the full potential of their data to expand customer touchpoints, foster greater innovation and optimize their operations. For more information, visit **www.netapp.com**. #DataDriven