

snapserver®

Configuration Guide

July 2011

SnapServer® Configuration Guide

Table of Contents

| | | |
|-------|--|----|
| 1 | Introduction..... | 4 |
| 2 | SnapServer NAS Systems..... | 5 |
| 2.1 | Midrange SnapServer NAS Systems..... | 5 |
| 2.1.1 | SnapServer N2000..... | 5 |
| 2.2 | Workgroup and Desktop SnapServer NAS Systems..... | 6 |
| 2.2.1 | SnapServer 410..... | 6 |
| 2.2.2 | SnapServer 210..... | 7 |
| 2.3 | General Notes on SnapServer NAS Models and Configurations..... | 7 |
| 2.3.1 | SnapServer N2000 Memory Configuration..... | 7 |
| 2.3.2 | SnapServer 410 Memory Upgrades..... | 7 |
| 2.3.3 | Configured Capacity..... | 8 |
| 3 | SnapServer NAS Capacity Expansion..... | 8 |
| 3.1 | SnapServer Expansion E2000..... | 8 |
| 3.1.1 | SnapServer Expansion E2000 Overview..... | 8 |
| 3.2 | SnapServer Expansion S50..... | 8 |
| 3.2.1 | SnapServer Expansion S50 Overview..... | 8 |
| 3.3 | General SnapServer Expansion Configuration Notes..... | 10 |
| 3.3.1 | Interconnect..... | 10 |
| 3.3.2 | Expansion Drive Notes..... | 10 |
| 3.3.3 | Cables..... | 10 |
| 3.3.4 | Legacy SnapServer NAS Systems..... | 10 |
| 4 | SnapServer NAS Software Solutions..... | 11 |
| 4.1 | GuardianOS..... | 11 |
| 4.2 | GuardianOS Options..... | 11 |
| 4.2.1 | GuardianOS Options for Workgroup and Desktop SnapServer NAS Systems..... | 11 |
| 4.2.2 | Snap Enterprise Data Replicator (Snap EDR)..... | 11 |
| 5 | OverlandCare™ Services for SnapServer Systems and Software..... | 14 |
| 5.1 | OverlandCare Levels..... | 14 |
| 5.2 | Standard Warranty, Uplifts and Extensions For SnapServer Products..... | 14 |
| 5.2.1 | Standard Warranty..... | 14 |
| 5.2.2 | Uplifts and Extensions..... | 15 |
| 5.3 | Supplemental Software Support..... | 15 |

SnapServer® Configuration Guide

| | | |
|-------|--|----|
| 5.4 | Summary of Support Offerings for SnapServer Systems and Software..... | 15 |
| 5.4.1 | SnapServer N2000 Support Offering Summary | 15 |
| 5.4.2 | SnapServer 410 Support Offering Summary | 15 |
| 5.4.3 | SnapServer 210 Support Offering Summary | 16 |
| 6 | Purchasing Guide | 17 |
| 6.1 | Scalable Systems, Expansion, Drives, System Specific Software | 17 |
| 6.1.1 | Configuring SnapServer N2000 Solutions | 17 |
| 6.1.2 | Configuring Snapserver Expansion S50 Solutions..... | 19 |
| 6.2 | SnapServer 410 Systems and Specific Software | 20 |
| 6.3 | SnapServer 210 Systems and Specific Software | 21 |
| 6.4 | Snap EDR for Non-SnapServer NAS Systems | 21 |
| 6.5 | Support Options for SnapServer NAS Systems, Expansion and Software | 22 |
| 6.5.1 | SnapServer N2000 Support Options..... | 22 |
| 6.5.2 | SnapServer Expansion E2000 Support Options | 23 |
| 6.5.3 | SnapServer Expansion S50 Support Options | 23 |
| 6.5.4 | SnapServer 410 Support Options | 24 |
| 6.5.5 | SnapServer 210 Support Options | 24 |
| 6.5.6 | Supplemental Software Support Options..... | 25 |
| 6.5.7 | Accessories (ACC), Customer Replaceable Spares (CRS) and Field Replaceable Units (FRUs) for SnapServer NAS Systems and Expansion | 26 |

SnapServer[®] Configuration Guide

1 Introduction

This document is intended as a guide for configuring and ordering SnapServer NAS Systems, Optional Expansion, Software and Service. It is primarily intended as a “what should be ordered with what” guide and provides an overview of the features and functionality of each of the options available. This has been designed as an “all inclusive” guide as much as possible but should not be used as a complete substitute for Datasheets and/or administration guides.

This first part of this guide (Sections 2 through 5) is divided in to the following sections:

- SnapServer NAS Systems – providing an overview of available SnapServer NAS Systems
- SnapServer NAS Capacity Expansion – providing an overview for the SnapServer Expansion storage available for scalable SnapServer NAS Systems.
- SnapServer NAS Software Solutions – providing an overview of GuardianOS™ and available software options that work with GuardianOS based SnapServer NAS Systems.
- Overland Storage Services for SnapServer NAS Systems and Software – providing an overview of the service offerings available for existing as well as discontinued SnapServer NAS systems.

The second part of this guide (Section 6) then provides full details on configuring a solution with the logical steps to follow (including part numbers).

SnapServer[®] Configuration Guide

2 SnapServer NAS Systems

SnapServer NAS Systems are a complete family of platforms, software solutions and services designed to store and protect data allowing the deployment of “right-sized” storage to various locations within a small to medium business or enterprise.

Designed as NAS and iSCSI appliances to take advantage of industry standards for centralized storage and access to data, SnapServer NAS Systems are also robust servers providing enough processing power for data protection, replication and system management applications.

There are three general categories of SnapServer systems – Midrange, Workgroup, and Desktop. Midrange SnapServer systems are designed with enterprise-class features to support the more complex environments typically found in small and medium businesses. Workgroup SnapServer systems are designed primarily around affordability for smaller departments and remote offices. And the SnapServer Desktop systems, while they may appear similar to other “NAS-only” devices available in the market, are designed with sufficient processing power and reliability to provide full data protection as well as data-sharing for small office and home office users.

2.1 Midrange SnapServer NAS Systems

Midrange SnapServer NAS Systems are designed to manage higher workload levels and capacities and are, by design, scalable with the addition of SnapServer Expansion storage.

| | SnapServer N2000 |
|--------------------|----------------------------|
| Processor(s) | 1 Quad-Core Xeon Processor |
| Memory | 4GB (2 x 2GB Module) |
| Power Supplies | Dual Standard |
| Drive Type in Head | SAS or SATA II |
| SAS Expansion HBA | Standard |
| Expansion | Up to 5 E2000 Expansions |

2.1.1 SnapServer N2000

The SnapServer N2000 is a 2U, 12-Bay rack mount Network Attached Storage server. The N2000 is sold as an empty enclosure where drive 4-packs and singles are purchased separately to add internal capacity. In addition to the 12 internal drive bays, up to 120TB additional capacity can be added via the included SAS connection which supports up to 5 SnapServer Expansion E2000 JBOD units. Each configuration includes 1 x Quad-Core Intel Xeon processor; 4GB of Memory (2 x 2GB Memory Module); Dual Gigabit Ethernet ports (expandable up to 6 ports with the addition of dual-port or quad-port Gigabit Ethernet PCIe Cards); Dual power supplies; and a Slide Rail Rack Mount Kit. It supports RAID 0, 1, 5, 6 and 10. Tape attachment for backup is supported with an optional U320 SCSI adapter card, daisy chained via SAS connectivity or via USB port. Software Included: GuardianOS, iSCSI, Snapshot, CA AntiVirus. The following table provides a summary of the differences between the SnapServer N2000 configurations.

SnapServer[®] Configuration Guide

| | SnapServer N2000, 0-DRIVE |
|-------------------------------------|---------------------------------------|
| Part Number | OV-NAS101007 |
| Form Factor | 2U |
| Max Raw Internal/External Capacity | 24TB / 144TB |
| Memory | 4GB |
| Network (Standard; Optional Add-On) | 2 x 1GbE; 6 x 1GbE Max |
| Power Supply | Dual Standard |
| External SCSI Port | Optional |
| Expansion Port | SAS (Included) |
| Expansion Option | Up to 5 x E2000 + 2 x SAS Tape Drives |

Note: SnapServer N2000 units are sold without drives. Drives may be ordered in 4-packs or as singles. *Drives used in the SnapServer N2000 must be obtained from Overland Storage and have SnapServer N2000 drive carriers.*

2.2 Workgroup and Desktop SnapServer NAS Systems

Workgroup and Desktop SnapServer NAS systems are designed for affordability while providing sufficient processing power and design attributes to reliably run data protection applications. While the SnapServer 410 systems can be used effectively to run the Snap Enterprise Data Replicator (Snap EDR) management console, the SnapServer 210 systems are not designed to manage a large number of Snap EDR replication jobs¹. If you are considering the deployment of a large number of workgroup, fixed capacity systems, you should also consider a Midrange SnapServer NAS System for the centralized management and data repository for the distributed workgroup SnapServer NAS Systems.

2.2.1 SnapServer 410

The SnapServer 410 is a 1U, 4-Drive fixed capacity rack mount Network Attached Storage server. Each configuration includes 4 Hot-Swappable SATA II Drives; 1 x Single-Core 2GHz processor; 1GB of Memory (2 x 512MB Memory Modules, can be upgraded to 2GB with 2 x 1GB Memory Modules); Dual Gigabit Ethernet ports; Single power supply; and Fixed Rack Mount Brackets. Supports RAID 0, 1, 5, 6 or 10 (Configured with RAID 5 as standard). An optional Ultra 160 68-pin LVD VHDCI SCSI Adapter is available for local tape backup. Software Included: GuardianOS. Software Options: iSCSI, Snapshot, CA AntiVirus. The following table provides a summary of the differences between the SnapServer 410 configurations.

| | SnapServer 410, 8TB SATA | SnapServer 410, 4TB SATA |
|------------------------------|-----------------------------|-----------------------------|
| Part Number | 5325302320 | 5325302223 |
| Form Factor | 1U | 1U |
| Drive(s) Installed | 4 x 2TB SATA II (Desktop) | 4 x 1TB SATA II (Desktop) |
| Raw Capacity / Max. | 8TB | 4TB |
| Usable Capacity ² | 5,580GB | 2,790GB |
| Memory | 1GB; 2GB Max. | 1GB; 2GB Max. |
| Network (Standard) | Dual 1GbE | Dual 1GbE |
| Power Supply | Single | Single |
| External SCSI Port | Optional | Optional |
| Expansion Port | None | None |
| Expansion Option | N/A | N/A |

² All 410 systems are preconfigured with 4-Drives in a single RAID 5 set. Capacity estimations are calculated, but are only approximations for planning purposes. Actual capacities will vary.

SnapServer[®] Configuration Guide

2.2.2 SnapServer 210

The SnapServer 210 is a 2-Drive fixed capacity desktop Network Attached Storage server. Each configuration includes 2 SATA-II Drives; 1 x Single-Core 1.3GHz processor; 1GB of Memory (1 x 1GB Memory Module); Single Gigabit Ethernet port; and a single power supply. Supports RAID 0 or 1 (Configured with RAID 0 as standard). Software Included: GuardianOS. Software Options: iSCSI, Snapshot, CA AntiVirus. The following table provides a summary of the differences between the SnapServer 210 configurations.

| | SnapServer 210, 4TB SATA | SnapServer 210, 2TB SATA |
|------------------------------|-----------------------------|-----------------------------|
| Part Number | 5325302318 | 5325302314 |
| Form Factor | Desktop | Desktop |
| Drive(s) Installed | 2 x 2TB SATA II (Desktop) | 2 x 1TB SATA II (Desktop) |
| Raw Capacity / Max. | 4TB | 2TB |
| Usable Capacity ³ | 3,720GB | 1,860GB |
| Memory | 1GB | 1GB |
| Network (Standard) | Single 1GbE | Single 1GbE |
| Power Supply | Single | Single |
| External SCSI Port | None | None |
| Expansion Port | None | None |
| Expansion Option | N/A | N/A |

2.3 General Notes on SnapServer NAS Models and Configurations

2.3.1 SnapServer N2000 Memory Configuration

All current 0-drive configurations of the N2000 product include 4GB of memory (2 x 2GB memory module) standard. Older (pre-populated) SnapServer N2000 systems included 2GB of system memory and can be upgraded to 4GB with an additional 2GB memory module.

2.3.2 SnapServer 410 Memory Upgrades

There are 2 available slots for adding additional memory modules. SnapServer 410 systems are delivered pre-configured with 1GB (2 x 512MB Memory Modules). The pair of memory slots must contain the same size memory module. Upgrading to 2GB requires replacing the included memory modules with 2 x 1GB memory modules.

³ All 210 systems are preconfigured with 2-Drives in a single RAID 0 set. Capacity estimations are calculated, but are only approximations for planning purposes. Actual capacities will vary.

SnapServer[®] Configuration Guide

2.3.3 Configured Capacity

GuardianOS 4-Drive SnapServer NAS systems are shipped configured with 4-Drive RAID 5 sets while the 2-Drive SnapServer NAS systems are shipped configured with no RAID and RAID 0, respectively. The “Usable Capacity” estimate rows in all the tables above reflect these defaults. The default configuration may be modified according to the instructions in the Administration Guides.

3 SnapServer NAS Capacity Expansion

The guidelines below provide configuration and ordering information for SnapServer NAS capacity expansion on scalable SnapServer NAS systems.

3.1 SnapServer Expansion E2000

SnapServer N2000 models support expansion with SnapServer Expansion E2000 units. The SnapServer Expansion E2000 can be configured with four (4) to twelve (12) SATA II or SAS drives when being used with SnapServer N2000 systems; however, drives must be the same rotational speeds in columns of three drives. This means that SAS and SATA drives cannot be mixed within the same column of 3 drives, but they can occupy adjacent columns. It is also recommended that drives of the same rotational speed be kept in contiguous columns (e.g. It would not be recommended to have a column of SAS followed by a column of SATA followed by a column of SAS again). Multiple SnapServer Expansion E2000 JBOD units can be added with different capacities.

3.1.1 SnapServer Expansion E2000 Overview

The SnapServer Expansion E2000 can be utilized to provide additional expansion capacity to SnapServer NAS N2000, SnapSAN S2000, and REO 4600 systems.

The SnapServer Expansion E2000 can be configured with up to 12 SATA II or SAS Drives. SnapServer Expansion E2000 JBOD units include SAS I/O Controllers for both input from the SnapServer N2000 system as well as daisy chaining to additional SnapServer Expansion E2000 JBOD units, E2000 units also include a rail-kit for each rack installation and a 1-meter external SAS cable for connecting to an N2000 system or daisy chaining to another E2000 expansion unit.

Note: SnapServer Expansion E2000 units are sold without drives and contain 8 drive slot blanks. Drives may be ordered in 4-packs or as singles. Initially, a minimum of four drives must be ordered (to fill the four empty slots). *Drives used in the SnapServer Expansion E2000 must be obtained from Overland Storage and have SnapServer Expansion E2000 drive carriers.*

3.2 SnapServer Expansion S50

SnapServer NAS Models Supported: 650, 620, 550, 520, 18000, and 4500

3.2.1 SnapServer Expansion S50 Overview

The SnapServer Expansion S50 can be utilized to provide additional expansion capacity to the scalable SnapServer NAS systems listed above. It supports the use of both SATA and Serial Attach SCSI (SAS) disk drives in various capacities and rotational speeds.

The SnapServer Expansion S50 can be configured with up to 12 SATA or SAS drives; however, drives must be the same rotational speeds in columns of three drives. This means that SAS and SATA drives cannot be mixed within the same column of 3 drives, but they can occupy adjacent columns. It is also recommended that drives of the same rotational speed be kept in contiguous columns (e.g. It would not be recommended to have a column of SAS followed by a column of SATA followed by a column of SAS again). Multiple SnapServer Expansion S50 JBOD units can be added with different capacities.

SnapServer[®] Configuration Guide

The SnapServer Expansion S50 JBOD units include a single SAS I/O Controller, a rail-kit for each rack installation and a 1-meter external SAS cable for host connection or daisy chaining.

Note: SnapServer Expansion S50 units are sold without drives and contain 8 drive slot blanks. Drives must be ordered in 4-packs. *Drives used in the SnapServer Expansion S50 must be obtained from Overland Storage and have SnapServer/SnapServer Expansion S50 Drive Carriers.*

SnapServer® Configuration Guide

3.3 General SnapServer Expansion Configuration Notes

3.3.1 Interconnect

3.3.1.1 N2000 Interconnect

Every SnapServer N2000 includes a single external SAS connection for expandability with SnapServer Expansion E2000 JBOD units. Only 1 SAS HBA (included) is required for expansion. Subsequent SnapServer Expansion E2000 JBODs are connected to previously installed SnapServer Expansion E2000 JBOD units in a daisy chain.

The SAS HBA included with the N2000 also supports the attachment of Tape drives for local backup. Up to 2 SAS Tape drives can be connected to either the SAS connection on the N2000 or the last daisy chained E2000.

Note: The N2000 does not support expansion with SnapServer Expansion S50 JBOD units.

3.3.1.2 600 Series Interconnect

The SnapServer SAS HBA (2219500) is available as a separate FRU. Only 1 SAS HBA is required for expansion. Subsequent SnapServer Expansion S50 JBODs are connected to previously installed SnapServer Expansion S50 JBOD units in a daisy chain.

Note: The SnapServer 600 series does not support expansion with SnapServer Expansion E2000 JBOD units.

3.3.2 Expansion Drive Notes

Both SnapServer Expansion E2000 and S50 JBODs can be configured for SnapServer NAS expansion with either SATA or SAS drives.

Drive 4-Packs and Singles are specific to the platform. Drive carriers are common to both the SnapServer 600 series and the SnapServer Expansion S50. Drive carriers are common to both the SnapServer N2000 and the SnapServer Expansion E2000. Drive carriers for the 600 / S50 and the N2000 / E2000 are not interchangeable between the two families.

3.3.3 Cables

A 1-meter SAS cable is included with each SnapServer Expansion unit for connection to either the SAS HBA (for initial SnapServer NAS Expansion) or to another SnapServer Expansion for daisy chaining.

3.3.4 Legacy SnapServer NAS Systems

For the SnapServer 650/620, SnapServer 550/520, SnapServer 18000 and SnapServer 4500, the SnapServer Expansion S50 can be purchased for capacity expansion for installed systems. For these installed systems, there are a few items to note:

SnapServer 650/620 and SnapServer 550/520 systems can support a total of 7 Snap Expansion units. The SnapServer 18000 can support up to a total of 7 Expansion Units. This can be a combination of current SnapServer Expansion S50 and legacy Snap Disk 30, but the total number of units remains 7. The 2 expansion array types each use their own unique interconnect card (SAS HBA for the SnapServer Expansion S50 and FC HBA for the Snap Disk 30)

- SnapServer 4500 can support up to a total of 3 expansion units. This can be a combination of the current SnapServer Expansion S50 and legacy Snap Disk 10. However, the ability to add new SnapServer Expansion S50 to a SnapServer 4500 with existing expansion units depends on whether there is an available PCI slot on the 4500 for the SnapServer SAS HBA. Each expansion unit (S50 and SD10) requires its own unique interconnect card.

SnapServer[®] Configuration Guide

4 SnapServer NAS Software Solutions

SnapServer NAS Systems support a wide range of data sharing, data protection and replication solution software designed to be compatible with today's computing environment in distributed enterprises and small businesses.

4.1 GuardianOS

Every SnapServer NAS System is delivered with GuardianOS that combines file-level (NAS) with block-level (iSCSI)⁴ data on a single device to provide a simple and flexible solution ideal for any storage infrastructure. In addition to its unified storage architecture, GuardianOS offers seamless scalability for scalable SnapServer NAS systems, centralized storage management, and a comprehensive suite of data protection tools ideal for consolidating data and simplifying management to reduce storage total cost of ownership (TCO).

4.2 GuardianOS Options

4.2.1 GuardianOS Options for Workgroup and Desktop SnapServer NAS Systems

To minimize customer cost for Workgroup and Desktop SnapServer NAS Systems, some features that are included with Midrange SnapServer NAS systems are optional on Workgroup and Desktop SnapServer NAS Systems. This allows Overland Storage to provide a lower cost for those customers that do not necessarily need these optional functions.

The following licenses are optional for Workgroup and Desktop SnapServer NAS systems:

- **CA AntiVirus – Workgroup**

This license enables antivirus scanning on SnapServer 210 and 410 systems ensuring enhanced data integrity by augmenting any client side antivirus scanning that may also be deployed in a customer configuration.

4.2.2 Snap Enterprise Data Replicator (Snap EDR)

Snap Enterprise Data Replicator (Snap EDR) 7.2 provides a powerful, high-performance data replication and protection solution, with a comprehensive set of data management, movement, and backup capabilities. Administrators can remotely move files between servers; replicate data from their remote offices to a central server where it can be protected with established backup and restore procedures; or automatically distribute data from a central server to multiple remote offices. With Snap EDR, the administrator can implement enterprise-wide data movement, backup, disaster recovery, and compliance operations from a single location.

Snap EDR 7.2 is an option to GuardianOS 5.0 or greater and is licensed by functionality of Snap EDR (EDR Express or EDR Standard) as well as by class of platform (Workgroup, Departmental and Non-SnapServer NAS Systems). Each system participating in Snap EDR replication or backup requires a separate Snap EDR license whether it is a SnapServer NAS, Windows, Solaris, Linux or MAC OS X system.

Snap EDR 7.2 can be used to replicate data between any GuardianOS-powered SnapServer regardless of GuardianOS release provided that Snap EDR is the same version for all SnapServers participating in the replication.

⁴ For Workgroup SnapServer NAS Systems (SnapServer 210 and 410 systems) iSCSI Target software is an optionally licensed feature. Refer to GuardianOS Options for Workgroup SnapServer NAS Systems.

SnapServer[®] Configuration Guide

4.2.2.1 Snap EDR Standard and Snap EDR Express

4.2.2.1.1 Snap EDR Standard

Snap EDR Standard Edition includes all functionality, including remote backup, as well as one-to-one, one-to-many and many-to-one replication. Snap EDR Standard can be positioned not only for disk-based backup and disaster recovery but also for data distribution and versioned disk-based backup with the advanced backup functionality included over EDR Express.

Snap EDR Standard is licensed by class of SnapServer NAS Systems as well as by client operating system (for non-SnapServer NAS systems) as follows:

- Snap EDR Standard - Windows / Mac OS X / Linux / UNIX⁵
- Snap EDR Standard - Workgroup
- Snap EDR Standard - Department

4.2.2.1.2 Snap EDR Express

Snap EDR Express is a value-based replication-only suite for two-node, one-to-one replication between SnapServer NAS Systems only. It is primarily positioned for disk-based backup and disaster recovery⁶ between two SnapServer NAS systems.

Snap EDR Express is licensed by class of SnapServer NAS Systems as follows:

- Snap EDR Express - Workgroup
- Snap EDR Express - Department

4.2.2.2 Snap EDR for Workgroup or Department

Snap EDR is licensed for SnapServer NAS Systems categorized as Workgroup or Department SnapServer NAS Systems.

4.2.2.2.1 Workgroup SnapServer NAS Systems

SnapServer NAS Systems that are categorized as Workgroup are the following:

- Current SnapServer NAS Systems
 - SnapServer 410
 - SnapServer 210

4.2.2.2.2 Midrange and Department SnapServer NAS Systems

SnapServer NAS Systems that are categorized as Midrange or Department are both covered by the “Department” Snap EDR license and are the following models:

- Current SnapServer NAS systems
 - SnapServer N2000

⁵ Snap EDR 7.2 supports Solaris as the only UNIX platform. Refer to the data sheet for specific versions.

⁶ GuardianOS also provides disaster recovery options to backup SnapServer settings that should be used in conjunction with Snap EDR for a full disaster recovery solution.

SnapServer[®] Configuration Guide

- Discontinued SnapServer NAS Systems
 - SnapServer NAS 18000
 - SnapServer NAS 15000
 - SnapServer NAS 14000
 - SnapServer NAS 4500
 - SnapServer NAS 4400
 - SnapServer NAS 4200
 - SnapServer NAS 650
 - SnapServer NAS 620
 - SnapServer NAS 550
 - SnapServer NAS 520
 - SnapServer NAS 510

4.2.2.3 Snap EDR Upgrades

Snap EDR upgrades are available for customers that initially licensed Snap EDR Express.

4.2.2.3.1 Snap EDR Express to Snap EDR Standard upgrades

The following upgrades are available from Snap EDR Express to Snap EDR Standard:

- Snap EDR Exp/Snap EDR Std Upg-Workgroup
- Snap EDR Exp/Snap EDR Std Upg-Department

SnapServer[®] Configuration Guide

5 OverlandCare[™] Services for SnapServer Systems and Software

OverlandCare is Overland’s premier service and support program. This program provides enhanced services for customers who require either longer coverage periods or options that provide for higher system availability. We offer support upgrades at the time of system sale and support extensions for up to five years after the initial system purchase. If your SnapServer solution includes multiple products each item must be covered to the same entitlement. As a special incentive to keep your SnapServer product covered for a longer period of time we offer a discount on multiple years of support coverage when purchased at the time of sale.

5.1 OverlandCare Levels

There are four levels of OverlandCare, each offering a different range of services. As mentioned above, every SnapServer carries one of these levels as its “standard warranty”, and customers can purchase upgrades and extensions for up to 5 years after the initial system purchase. The four OverlandCare Levels are summarized in the table below.

| | OverlandCare Level 1 NBD Advance Parts Replacement | OverlandCare Level 2 5x9xNBD Onsite Support | OverlandCare Level 3 5x9x4-Hour Onsite Support | OverlandCare Level 4 24x7x4-Hour Onsite Support |
|--|--|--|---|---|
| Unlimited Web and Email Support | • | • | • | • |
| Access to Online Knowledgebase | • | • | • | • |
| Critical Software/Firmware Updates and Patches | • | • | • | • |
| 24x7 Telephone Assistance | • | • | • | • |
| Remote Problem Diagnostics & Support | • | • | • | • |
| Next Business Day Advance Parts Replacement | • | • | • | • |
| Onsite Support Monday Thru Friday | | • | • | • |
| Next Business Day Response for Onsite Support | | • | • | • |
| 4-Hour Response for Onsite Support | | | • | • |
| 24x7 Onsite Support | | | | • |

5.2 Standard Warranty, Uplifts and Extensions For SnapServer Products

5.2.1 Standard Warranty

SnapServer products are covered by a three-year limited warranty which covers all aspects of the product. The standard warranty for SnapServer includes the following:

- Return to Factory parts warranty
- 9x5 Technical Telephone Support during Overland business hours excluding recognized public and company holidays
- Software support for GuardianOS with updates and patches as available

For full details of current service programs, please refer <http://support.overlandstorage.com/support/service-coverage.html>

SnapServer® Configuration Guide

5.2.2 Uplifts and Extensions

All SnapServer systems are eligible for service uplifts and extensions to augment and/or extend the standard OverlandCare warranty.

- Specially priced 3-year uplifts for OverlandCare Levels 1-4 are available at the time of purchase
- 1-year extensions for OverlandCare Levels 1-4 are available to extend the SnapServer warranty to 5-years of total coverage

5.3 Supplemental Software Support

Supplemental Software Support can be purchased for each optional software product. This service is offered as an annual contract for Snap Enterprise Data Replicator (Snap EDR). To purchase Supplemental Software Service, the SnapServer system on which the software product will be run must be covered by OverlandCare service or Software maintenance.

Supplemental Software Support includes the following:

- Support offering 24x7 access to web based self-support
- Technical support access for the Software product in line with the service level of the SnapServer system on which it runs

5.4 Summary of Support Offerings for SnapServer Systems and Software

5.4.1 SnapServer N2000 Support Offering Summary

The following table provides a summary of the support offerings available for SnapServer N2000 systems.

| Service Offering | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---|----------------------------|--------|--------|----------------------------|--------|
| 9x5 Telephone Support, Return-to-Factory Parts Replacement | Standard Warranty | | | | |
| OverlandCare Level 1 – 24x7 Telephone Support, NBD Advance Parts Replacement | Optional 3-Year Uplift | | | Optional 1-Year Extensions | |
| OverlandCare Level 2 – 24x7 Telephone Support, 9x5xNBD Onsite | | | | | |
| OverlandCare Level 3 – 24x7 Telephone Support, 9x5x4-Hour Onsite | | | | | |
| OverlandCare Level 4 – 24x7 Telephone Support, 24x7x4-Hour Onsite | | | | | |
| Supplemental Software Coverage for Snap EDR | Optional 1-Year Extensions | | | | |

5.4.2 SnapServer 410 Support Offering Summary

The following table provides a summary of the support offerings available for SnapServer 410 systems.

| Service Offering | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---|----------------------------|--------|--------|----------------------------|--------|
| 9x5 Telephone Support, Return-to-Factory Parts Replacement | Standard Warranty | | | | |
| OverlandCare Level 1 – 24x7 Telephone Support, NBD Advance Parts Replacement | Optional 3-Year Uplift | | | Optional 1-Year Extensions | |
| OverlandCare Level 2 – 24x7 Telephone Support, 9x5xNBD Onsite | | | | | |
| OverlandCare Level 3 – 24x7 Telephone Support, 9x5x4-Hour Onsite | | | | | |
| OverlandCare Level 4 – 24x7 Telephone Support, 24x7x4-Hour Onsite | | | | | |
| Supplemental Software Coverage for Snap EDR | Optional 1-Year Extensions | | | | |

SnapServer[®] Configuration Guide

5.4.3 SnapServer 210 Support Offering Summary

The following table provides a summary of the support offerings available for SnapServer 210 systems.

| Service Offering | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---|----------------------------|--------|--------|----------------------------|--------|
| 9x5 Telephone Support, Return-to-Factory Parts Replacement | Standard Warranty | | | | |
| OverlandCare Level 1 – 24x7 Telephone Support, NBD Advance Parts Replacement | Optional 3-Year Uplift | | | Optional 1-Year Extensions | |
| OverlandCare Level 2 – 24x7 Telephone Support, 9x5xNBD Onsite | | | | | |
| OverlandCare Level 3 – 24x7 Telephone Support, 9x5x4-Hour Onsite | | | | | |
| OverlandCare Level 4 – 24x7 Telephone Support, 24x7x4-Hour Onsite | | | | | |
| Supplemental Software Coverage for Snap EDR | Optional 1-Year Extensions | | | | |

SnapServer[®] Configuration Guide

6 Purchasing Guide

6.1 Scalable Systems, Expansion, Drives, System Specific Software

The tables below provide ordering information to configure SnapServer N2000 and 620 series servers as well as SnapServer Expansion E2000 and S50 expansions with a common drive type throughout. However, any available drive type may be used in the expansion shelf provided all drives are common within a RAID set.

Following the expansion storage are additional tables for Snap EDR software specific to scalable systems. Snap EDR Software for Non-SnapServer NAS Systems are addressed in later sections of the Purchasing Guide.

6.1.1 Configuring SnapServer N2000 Solutions

The following steps can be used as guidance for configuring a scalable SnapServer N2000 solution.

| Step 1 | Choose and Configure a Base SnapServer N2000 System |
|---------|---|
| Step 1a | Choose a scalable SnapServer N2000 system OV-NAS101007 SnapServer N2000, 0-DRIVE |
| Step 1b | To populate a SnapServer N2000 with internal capacity, choose up to 12 drives SAS Drive 4-Packs (15K RPM) OV-ACC901013 HDD - S2000/N2000/E2000, 600GB SAS w/ Carrier, 4 Pack OV-ACC901016 HDD - S2000/N2000/E2000, 300GB SAS w/ Carrier, 4 Pack SAS Drive Single (15K RPM) OV-ACC901019 HDD - S2000/N2000/E2000, 600GB SAS w/ Carrier OV-ACC901020 HDD - S2000/N2000/E2000, 300GB SAS w/ Carrier SATA II Enterprise Drive 4-Packs (7200 RPM) OV-ACC901012 HDD - S2000/N2000/E2000/4600, 2TB SATA ENT w/ Carrier, 4 Pack OV-ACC901011 HDD - S2000/N2000/E2000/4600, 1TB SATA ENT w/ Carrier, 4 Pack SATA II Enterprise Drive Single (7200 RPM) OV-ACC901018 HDD - S2000/N2000/E2000/4600, 2TB SATA ENT w/ Carrier OV-ACC901017 HDD - S2000/N2000/E2000/4600, 1TB SATA ENT w/ Carrier SATA II Desktop Drive 4-Packs (7200 RPM) OV-ACC901024 HDD - N2000/E2000, 2TB SATA DT w/ Carrier, 4 Pack OV-ACC901023 HDD - N2000/E2000, 1TB SATA DT w/ Carrier, 4 Pack SATA II Desktop Drive Single (7200 RPM) OV-ACC901027 HDD - N2000/E2000, 2TB SATA DT w/ Carrier OV-ACC901026 HDD - N2000/E2000, 1TB SATA DT w/ Carrier <i>NOTE: Each SnapServer N2000 enclosure may be configured with 4 to 12 drives. Drives must be the same rotational speed within a vertical column in the SnapServer N2000 shelf</i> |
| Step 1c | If additional Ethernet connectivity is desired, select one of the following PCIe Ethernet cards. (A maximum of six 1GbE ports are supported) OV-ACC901005 ACC - PCIe Card, Dual Port Gig/E Card OV-ACC901015 ACC - PCIe Card, Quad Port Gig/E Card |
| Step 1d | Add a SCSI HBA for tape connectivity (if desired) OV-ACC901008 ACC,PCIe,SCSI,U320 |

SnapServer[®] Configuration Guide

| Step 2 | Select and Configure SnapServer Expansion E2000 |
|---------|---|
| Step 2a | Select Expansion Units – Up to 5 SnapServer Expansion E2000 JBODs per SnapServer N2000 OV-EXP101001 SnapServer EXP E2000 |
| Step 2b | Add Drives with Drive 4-Packs or Singles. SAS Drive 4-Packs (15K RPM) OV-ACC901013 HDD - S2000/N2000/E2000, 600GB SAS w/ Carrier, 4 Pack OV-ACC901016 HDD - S2000/N2000/E2000, 300GB SAS w/ Carrier, 4 Pack SAS Drive Single (15K RPM) OV-ACC901019 HDD - S2000/N2000/E2000, 600GB SAS w/ Carrier OV-ACC901020 HDD - S2000/N2000/E2000, 300GB SAS w/ Carrier SATA II Enterprise Drive 4-Packs (7200 RPM) OV-ACC901012 HDD - S2000/N2000/E2000/4600, 2TB SATA ENT w/ Carrier, 4 Pack OV-ACC901011 HDD - S2000/N2000/E2000/4600, 1TB SATA ENT w/ Carrier, 4 Pack SATA II Enterprise Drive Single (7200 RPM) OV-ACC901018 HDD - S2000/N2000/E2000/4600, 2TB SATA ENT w/ Carrier OV-ACC901017 HDD - S2000/N2000/E2000/4600, 1TB SATA ENT w/ Carrier SATA II Desktop Drive 4-Packs (7200 RPM) OV-ACC901024 HDD - N2000/E2000, 2TB SATA DT w/ Carrier, 4 Pack OV-ACC901023 HDD - N2000/E2000, 1TB SATA DT w/ Carrier, 4 Pack SATA II Desktop Drive Single (7200 RPM) OV-ACC901027 HDD - N2000/E2000, 2TB SATA DT w/ Carrier OV-ACC901026 HDD - N2000/E2000, 1TB SATA DT w/ Carrier <i>NOTE: Each SnapServer Expansion E2000 enclosure may be configured with 4 to 12 drives. Drives must be the same rotational speed within a vertical column in the SnapServer Expansion E2000 shelf</i> |
| Step 3 | Add Snap EDR Software (as appropriate Standard or Express) |
| Step 3a | Snap EDR Standard 5325301879 Snap EDR Standard - Department |
| Step 3b | Snap EDR Express 5325301953 Snap EDR Express - Department |

SnapServer[®] Configuration Guide

6.1.2 Configuring Snapserver Expansion S50 Solutions

The following steps can be used as guidance for configuring a SnapServer Expansion S50 for SnapServer 600-Series solutions.

| Step 1 | Select and Configure SnapServer Expansion S50 |
|---------|--|
| Step 1a | <p>If adding Expansion, add a SnapServer SAS HBA for 620 SATA systems (included with SnapServer 620, 1.2TB SAS systems)</p> <p>2219500 FRU, HBA, SAS, 500/600/4500/18000</p> |
| Step 1b | <p>If additional Gigabit Ethernet ports are desired, add a dual port NIC</p> <p>5325302064 FRU, NIC, Dual Port Ethernet</p> <p><i>NOTE: requires GuardianOS 5.2 or later, the ports available on the additional NIC cannot participate in Ethernet teaming</i></p> |
| Step 1c | <p>Select Expansion Units (Up to 7 Snap Expansion Units per 600 Series Scalable SnapServer System)</p> <p>5325302228 SnapServer Expansion S50 Single JBOD</p> |
| Step 1d | <p>Add Drives with any combination of Drive 4-Packs or Single Drives up to a maximum of 12 Drives per Snap Expansion S50</p> <p>SAS Drive 4-Packs (15K RPM) 5325302039 HDD - 600/S50, 300GB SAS w/Carrier, 4 Pack</p> <p>SAS Drive Single (15K RPM) 5325302038 HDD - 600/S50, 300GB SAS w/Carrier</p> <p>SATA Drive 4-Packs (7200 RPM) 5325302325 HDD - 600/S50, 2TB SATA ENT w/Carrier, 4 Pack 5325302207 HDD - 600/S50, 1TB SATA ENT w/Carrier, 4 Pack</p> <p>SATA Drive Single (7200 RPM) 5325302326 HDD - 600/S50, 2TB SATA ENT w/Carrier 5325302180 HDD - 600/S50, 1TB SATA ENT w/Carrier</p> |
| Step 1e | <p>Add drive slot blanks if fewer than 4 drives are ordered for a given S50</p> <p>2226600 CRS - Drive Slot Blank, S50</p> <p><i>NOTE: 8 drive slot blanks are included with each SnapServer Expansion S50</i></p> |

SnapServer® Configuration Guide

6.2 SnapServer 410 Systems and Specific Software

The tables below provide ordering information to configure SnapServer 410 series.

Following the 410 System are additional tables for Snap EDR software specific to SnapServer 410 systems. Snap EDR Software for Non-SnapServer NAS Systems are addressed in later sections of the Purchasing Guide.

Support Options and Field Replaceable Units are also addressed as separate sections in the Purchasing Guide.

| Step 1 | Choose and Configure a Base SnapServer 410 System |
|---------|--|
| Step 1a | Choose a SnapServer 410 System 5325302320 Snap Server 410, 8TB 5325302223 Snap Server 410, 4TB 5325302029 Snap Server 410, 2TB |
| Step 1b | Select Additional Memory (if desired) 5325302227 FRU, Memory, 410 1GB (1x1GB) 5325302002 FRU, Memory, 410 512MB (1x512MB) <i>NOTE: SnapServer 410 Systems are provided with 512MB (2 x 256MB) memory and have a total of 2 memory slots for a maximum memory configuration of 2GB.</i> |
| Step 1c | Add a SCSI HBA for tape connectivity (if desired) 5325301589 FRU, HBA, SCSI 600/410/510/4200/4500/15000 |
| Step 1d | Add a Slide Rail Kit (if desired) 5325302005 FRU, Slide Rail Kit, 410 <i>NOTE: SnapServer 410 systems include Fixed Rack Mount Brackets for 19" Cabinet Mounting; a Slide Rail Kit is only required if sliding the system forward in the Rack is desired</i> |

| Step 2 | Add GuardianOS Workgroup software (as appropriate) |
|---------|---|
| Step 2a | iSCSI Target Functionality 5325302027 GuardianOS iSCSI Target - Workgroup |
| Step 2b | Snapshot Functionality 5325302025 GuardianOS Snapshot – Workgroup |
| Step 2c | CA eTrust AntiVirus Functionality 5325302024 CA Antivirus - Workgroup |

| Step 3 | Add Snap EDR Software (as appropriate Express or Standard) |
|---------|--|
| Step 3a | Snap EDR Express 5325302015 Snap EDR Express - Workgroup |
| Step 3b | Snap EDR Standard 5325302018 Snap EDR Standard - Workgroup |

SnapServer[®] Configuration Guide

6.3 SnapServer 210 Systems and Specific Software

The tables below provide ordering information to configure the SnapServer 210 series.

Following the 210 Systems are additional tables for Snap EDR software specific to SnapServer 210 systems. Snap EDR Software for Non-SnapServer NAS Systems are addressed in later sections of the Purchasing Guide.

Support Options and Field Replaceable Units are also addressed as separate sections in the Purchasing Guide.

| Step 1 | Choose a Base SnapServer 210 System |
|---------|---|
| Step 1a | Choose a SnapServer 210 System 5325302318 Snap Server 210, 4TB 5325302314 Snap Server 210, 2TB |

| Step 2 | Add GuardianOS Workgroup software (as appropriate) |
|---------|--|
| Step 2a | iSCSI Target Functionality 5325302027 GuardianOS iSCSI Target - Workgroup |
| Step 2b | Snapshot Functionality 5325302025 GuardianOS Snapshot – Workgroup |
| Step 2c | CA eTrust AntiVirus Functionality 5325302024 CA Antivirus - Workgroup |

| Step 3 | Add Snap EDR Software (as appropriate Express or Standard) |
|---------|---|
| Step 3a | Snap EDR Express 5325302015 Snap EDR Express - Workgroup |
| Step 3b | Snap EDR Standard 5325302018 Snap EDR Standard - Workgroup |

6.4 Snap EDR for Non-SnapServer NAS Systems

Snap EDR Supports Windows, Linux, MAC OS X, and UNIX platforms in addition to SnapServer NAS Systems but must be licensed separately for these additional platforms.

| Step 1 | Choose additional Snap EDR licenses for non-SnapServer NAS Systems as appropriate |
|---------|---|
| Step 1a | Choose appropriate Snap EDR Standard Licenses 5325301881 Snap EDR Standard - Windows / Linux / Mac OS X / UNIX |

SnapServer[®] Configuration Guide

6.5 Support Options for SnapServer NAS Systems, Expansion and Software

Support options are available for all SnapServer NAS Systems, SnapServer Expansion Systems and associated SnapServer NAS software. Support, if ordered for SnapServer NAS Systems, must all be at the same level.

Note: Support options described below are for current SnapServer NAS Systems only. Support options are available for discontinued SnapServer NAS Systems and expansion. For these options, please contact Overland Storage Sales.

6.5.1 SnapServer N2000 Support Options

| Step 1 | Choose support for SnapServer N2000 systems as appropriate. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|--|-----------------|--|-----------------|---|-----------------|--|-----------------|--|-----------------|---|-----------------|--|-----------------|---|-----------------|--|-----------------|---|-----------------|--|-----------------|---|-----------------|--|---------------|---|--------------|--|
| Step 1a | <p>Choose appropriate SnapServer N2000 Support option Support for up to 5 years can be obtained at the time of initial system purchase by combining appropriate single year offerings.</p> <table border="0"> <tr> <td>EWCAREL1U-N2000</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, N2000</td> </tr> <tr> <td>EWCAREL1E-N2000</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, N2000</td> </tr> <tr> <td>EWCAREL1R-N2000</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, N2000</td> </tr> <tr> <td>EWCAREL2U-N2000</td> <td>OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, N2000</td> </tr> <tr> <td>EWCAREL2E-N2000</td> <td>OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, N2000</td> </tr> <tr> <td>EWCAREL2R-N2000</td> <td>OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, N2000</td> </tr> <tr> <td>EWCAREL3U-N2000</td> <td>OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, N2000</td> </tr> <tr> <td>EWCAREL3E-N2000</td> <td>OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, N2000</td> </tr> <tr> <td>EWCAREL3R-N2000</td> <td>OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Uplift/Renewal, N2000</td> </tr> <tr> <td>EWCAREL4U-N2000</td> <td>OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, N2000</td> </tr> <tr> <td>EWCAREL4E-N2000</td> <td>OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, N2000</td> </tr> <tr> <td>EWCAREL4R-N2000</td> <td>OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, N2000</td> </tr> <tr> <td>EWSECURE-DD24</td> <td>1 YR SECURE DRIVE Exchange, Up to 24 Drives</td> </tr> <tr> <td>EWSECURE-DD8</td> <td>1 YR SECURE DRIVE Exchange, Up to 8 Drives</td> </tr> </table> | EWCAREL1U-N2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, N2000 | EWCAREL1E-N2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, N2000 | EWCAREL1R-N2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, N2000 | EWCAREL2U-N2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, N2000 | EWCAREL2E-N2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, N2000 | EWCAREL2R-N2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, N2000 | EWCAREL3U-N2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, N2000 | EWCAREL3E-N2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, N2000 | EWCAREL3R-N2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Uplift/Renewal, N2000 | EWCAREL4U-N2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, N2000 | EWCAREL4E-N2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, N2000 | EWCAREL4R-N2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, N2000 | EWSECURE-DD24 | 1 YR SECURE DRIVE Exchange, Up to 24 Drives | EWSECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives |
| EWCAREL1U-N2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL1E-N2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL1R-N2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL2U-N2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL2E-N2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL2R-N2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL3U-N2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL3E-N2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL3R-N2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Uplift/Renewal, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL4U-N2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL4E-N2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL4R-N2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, N2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWSECURE-DD24 | 1 YR SECURE DRIVE Exchange, Up to 24 Drives | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWSECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

SnapServer® Configuration Guide

6.5.2 SnapDisk E2000 Support Options

| Step 1 | Choose support for SnapDisk E2000 JBOD shelves as appropriate. | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|-----------------|--|-----------------|---|-----------------|--|-----------------|--|-----------------|---|-----------------|--|-----------------|---|-----------------|--|-----------------|---|-----------------|--|-----------------|---|-----------------|--|---------------|---|--------------|--|
| Step 1a | <p>Choose appropriate SnapDisk E2000 JBOD Shelf Support option Support for up to 5 years can be obtained at the time of initial system purchase by combining appropriate single year offerings.</p> <table border="0"> <tr> <td data-bbox="272 600 548 625">EWCAREL1U-E2000</td> <td data-bbox="565 600 1305 625">OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, E2000</td> </tr> <tr> <td data-bbox="272 627 548 653">EWCAREL1E-E2000</td> <td data-bbox="565 627 1224 653">OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, E2000</td> </tr> <tr> <td data-bbox="272 655 548 680">EWCAREL1R-E2000</td> <td data-bbox="565 655 1187 680">OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, E2000</td> </tr> <tr> <td data-bbox="272 705 548 730">EWCAREL2U-E2000</td> <td data-bbox="565 705 1252 730">OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, E2000</td> </tr> <tr> <td data-bbox="272 732 548 758">EWCAREL2E-E2000</td> <td data-bbox="565 732 1170 758">OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, E2000</td> </tr> <tr> <td data-bbox="272 760 548 785">EWCAREL2R-E2000</td> <td data-bbox="565 760 1214 785">OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, E2000</td> </tr> <tr> <td data-bbox="272 810 548 835">EWCAREL3U-E2000</td> <td data-bbox="565 810 1289 835">OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, E2000</td> </tr> <tr> <td data-bbox="272 837 548 863">EWCAREL3E-E2000</td> <td data-bbox="565 837 1208 863">OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, E2000</td> </tr> <tr> <td data-bbox="272 865 548 890">EWCAREL3R-E2000</td> <td data-bbox="565 865 1252 890">OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Uplift/Renewal, E2000</td> </tr> <tr> <td data-bbox="272 915 548 940">EWCAREL4U-E2000</td> <td data-bbox="565 915 1300 940">OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, E2000</td> </tr> <tr> <td data-bbox="272 942 548 968">EWCAREL4E-E2000</td> <td data-bbox="565 942 1219 968">OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, E2000</td> </tr> <tr> <td data-bbox="272 970 548 995">EWCAREL4R-E2000</td> <td data-bbox="565 970 1263 995">OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, E2000</td> </tr> <tr> <td data-bbox="272 1020 548 1045">EWSECURE-DD24</td> <td data-bbox="565 1020 959 1045">1 YR SECURE DRIVE Exchange, Up to 24 Drives</td> </tr> <tr> <td data-bbox="272 1047 548 1073">EWSECURE-DD8</td> <td data-bbox="565 1047 943 1073">1 YR SECURE DRIVE Exchange, Up to 8 Drives</td> </tr> </table> | EWCAREL1U-E2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, E2000 | EWCAREL1E-E2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, E2000 | EWCAREL1R-E2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, E2000 | EWCAREL2U-E2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, E2000 | EWCAREL2E-E2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, E2000 | EWCAREL2R-E2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, E2000 | EWCAREL3U-E2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, E2000 | EWCAREL3E-E2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, E2000 | EWCAREL3R-E2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Uplift/Renewal, E2000 | EWCAREL4U-E2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, E2000 | EWCAREL4E-E2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, E2000 | EWCAREL4R-E2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, E2000 | EWSECURE-DD24 | 1 YR SECURE DRIVE Exchange, Up to 24 Drives | EWSECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives |
| EWCAREL1U-E2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL1E-E2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL1R-E2000 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL2U-E2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL2E-E2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL2R-E2000 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL3U-E2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL3E-E2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL3R-E2000 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Uplift/Renewal, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL4U-E2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL4E-E2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWCAREL4R-E2000 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, E2000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWSECURE-DD24 | 1 YR SECURE DRIVE Exchange, Up to 24 Drives | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EWSECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

6.5.3 SnapServer Expansion S50 Support Options

| Step 1 | Choose support for SnapServer Expansion S50 JBOD shelves as appropriate. | | | | | | | | | | |
|---------------|--|---------------|--|---------------|---|---------------|--|---------------|---|--------------|--|
| Step 1a | <p>Choose appropriate SnapServer Expansion S50 JBOD Shelf Support option Support for up to 5 years can be obtained at the time of initial system purchase by combining appropriate single year offerings.</p> <table border="0"> <tr> <td data-bbox="272 1434 548 1459">EWCAREL1U-S50</td> <td data-bbox="565 1434 1284 1459">OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, S50</td> </tr> <tr> <td data-bbox="272 1461 548 1486">EWCAREL1E-S50</td> <td data-bbox="565 1461 1203 1486">OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, S50</td> </tr> <tr> <td data-bbox="272 1488 548 1514">EWCAREL1R-S50</td> <td data-bbox="565 1488 1166 1514">OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, S50</td> </tr> <tr> <td data-bbox="272 1539 548 1564">EWSECURE-DD24</td> <td data-bbox="565 1539 959 1564">1 YR SECURE DRIVE Exchange, Up to 24 Drives</td> </tr> <tr> <td data-bbox="272 1566 548 1591">EWSECURE-DD8</td> <td data-bbox="565 1566 943 1591">1 YR SECURE DRIVE Exchange, Up to 8 Drives</td> </tr> </table> | EWCAREL1U-S50 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, S50 | EWCAREL1E-S50 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, S50 | EWCAREL1R-S50 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, S50 | EWSECURE-DD24 | 1 YR SECURE DRIVE Exchange, Up to 24 Drives | EWSECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives |
| EWCAREL1U-S50 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, S50 | | | | | | | | | | |
| EWCAREL1E-S50 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, S50 | | | | | | | | | | |
| EWCAREL1R-S50 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, S50 | | | | | | | | | | |
| EWSECURE-DD24 | 1 YR SECURE DRIVE Exchange, Up to 24 Drives | | | | | | | | | | |
| EWSECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives | | | | | | | | | | |

SnapServer[®] Configuration Guide

6.5.4 SnapServer 410 Support Options

| Step 1 | Choose support for SnapServer 410 systems as appropriate. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------|---|-----------------|--|-----------------|---|-----------------|--|------|--|-----------------|--|-----------------|---|-----------------|--|------|--|-----------------|---|-----------------|--|-----------------|---|------|--|-----------------|--|-----------------|---|-----------------|--|------|--|---------------|--|
| Step 1a | <p>Choose appropriate SnapServer 410 Support option Support for up to 5 years can be obtained at the time of initial system purchase by combining appropriate single year offerings.</p> <table border="0"> <tr> <td>EW CAREL1U-S410</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, 410</td> </tr> <tr> <td>EW CAREL1E-S410</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, 410</td> </tr> <tr> <td>EW CAREL1R-S410</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, 410</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>EW CAREL2U-S410</td> <td>OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, 410</td> </tr> <tr> <td>EW CAREL2E-S410</td> <td>OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, 410</td> </tr> <tr> <td>EW CAREL2R-S410</td> <td>OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, 410</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>EW CAREL3U-S410</td> <td>OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, 410</td> </tr> <tr> <td>EW CAREL3E-S410</td> <td>OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, 410</td> </tr> <tr> <td>EW CAREL3R-S410</td> <td>OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1 Yr Uplift/Renewal, 410</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>EW CAREL4U-S410</td> <td>OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, 410</td> </tr> <tr> <td>EW CAREL4E-S410</td> <td>OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, 410</td> </tr> <tr> <td>EW CAREL4R-S410</td> <td>OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, 410</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>EW SECURE-DD8</td> <td>1 YR SECURE DRIVE Exchange, Up to 8 Drives</td> </tr> </table> | EW CAREL1U-S410 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, 410 | EW CAREL1E-S410 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, 410 | EW CAREL1R-S410 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, 410 | | | EW CAREL2U-S410 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, 410 | EW CAREL2E-S410 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, 410 | EW CAREL2R-S410 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, 410 | | | EW CAREL3U-S410 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, 410 | EW CAREL3E-S410 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, 410 | EW CAREL3R-S410 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1 Yr Uplift/Renewal, 410 | | | EW CAREL4U-S410 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, 410 | EW CAREL4E-S410 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, 410 | EW CAREL4R-S410 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, 410 | | | EW SECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives |
| EW CAREL1U-S410 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL1E-S410 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL1R-S410 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL2U-S410 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 3-Yr New Product Uplift, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL2E-S410 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Extension, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL2R-S410 | OverlandCare Level 2 (24x7 Phone/NBD Onsite), 1-Yr Uplift/Renewal, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL3U-S410 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 3-Yr New Product Uplift, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL3E-S410 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1-Yr Extension, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL3R-S410 | OverlandCare Level 3 (24x7 Phone/9x5x4-Hr Onsite), 1 Yr Uplift/Renewal, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL4U-S410 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 3-Yr New Product Uplift, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL4E-S410 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Extension, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW CAREL4R-S410 | OverlandCare Level 4 (24x7 Phone/24x7x4-Hr Onsite), 1-Yr Uplift/Renewal, 410 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EW SECURE-DD8 | 1 YR SECURE DRIVE Exchange, Up to 8 Drives | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

6.5.5 SnapServer 210 Support Options

| Step 1 | Choose support for SnapServer 210 systems as appropriate. | | | | | | |
|-----------------|---|-----------------|--|-----------------|---|-----------------|--|
| Step 1a | <p>Choose appropriate SnapServer 210 Support option Support for up to 5 years can be obtained at the time of initial system purchase by combining appropriate single year offerings.</p> <table border="0"> <tr> <td>EW CAREL1U-S210</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, 210</td> </tr> <tr> <td>EW CAREL1E-S210</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, 210</td> </tr> <tr> <td>EW CAREL1R-S210</td> <td>OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, 210</td> </tr> </table> | EW CAREL1U-S210 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, 210 | EW CAREL1E-S210 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, 210 | EW CAREL1R-S210 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, 210 |
| EW CAREL1U-S210 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 3-Yr New Product Uplift, 210 | | | | | | |
| EW CAREL1E-S210 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Extension, 210 | | | | | | |
| EW CAREL1R-S210 | OverlandCare Level 1 (24x7 Phone/NBD Adv. Replace), 1-Yr Uplift, 210 | | | | | | |

SnapServer[®] Configuration Guide

6.5.6 Supplemental Software Support Options

Supplemental Software support is offered for Snap EDR. Supplemental Software support requires the system on which they are licensed to also be supported by Standard Warranty, Software Maintenance, or Overland CARE.

SnapServer Manager, GuardianOS iSCSI Target – Workgroup, GuardianOS Snapshot – Workgroup, and CA Antivirus – Workgroup licenses are supported as part of the Standard Warranty, Software Maintenance, or OverlandCare for the SnapServer NAS System on which they are licensed.

Supplemental Software Support for EDR is provided as a single support option regardless of the level of license (Express or Standard⁷). If Supplemental Software support is selected for Snap EDR, all licenses of Snap EDR must be covered by Supplemental Software support.

| Step 1 | Choose support for Snap EDR as appropriate. | | | | | | | | | | | | | | | | | | | | |
|--------------|---|------------|-------------------------------------|--------------|-------------------------------------|------------|--------------------------------|--------------|--------------------------------|------------|--------------------------------------|--------------|--------------------------------------|------------|-------------------------------|--------------|-------------------------------|------------|-------------------------------|--------------|-------------------------------|
| Step 1a | <p>Choose appropriate Supplemental Software Support option for Snap EDR Supplemental Software Support for Snap EDR is offered by system platform. Support for up to 5 years can be obtained at the time of initial system purchase by combining a 3-year support option with 2 of the corresponding 1-year support options.</p> <table data-bbox="272 884 812 1249"> <tbody> <tr> <td>5325302157</td> <td>1-Year Supplemental, EDR, Win/Linux</td> </tr> <tr> <td>5325302157-3</td> <td>3-Year Supplemental, EDR, Win/Linux</td> </tr> <tr> <td>5325302158</td> <td>1-Year Supplemental, EDR, UNIX</td> </tr> <tr> <td>5325302158-3</td> <td>3-Year Supplemental, EDR, UNIX</td> </tr> <tr> <td>5325302152</td> <td>1-Year Supplemental, EDR, Department</td> </tr> <tr> <td>5325302152-3</td> <td>3-Year Supplemental, EDR, Department</td> </tr> <tr> <td>5325302148</td> <td>1-Year Supplemental, EDR, 410</td> </tr> <tr> <td>5325302148-3</td> <td>3-Year Supplemental, EDR, 410</td> </tr> <tr> <td>5325302147</td> <td>1-Year Supplemental, EDR, 210</td> </tr> <tr> <td>5325302147-3</td> <td>3-Year Supplemental, EDR, 210</td> </tr> </tbody> </table> <p><i>Note: Only current SnapServer NAS System platform options are listed below. For additional Supplemental Software Support options for Snap EDR on discontinued SnapServer NAS Systems, please contact Overland Storage Sales.</i></p> | 5325302157 | 1-Year Supplemental, EDR, Win/Linux | 5325302157-3 | 3-Year Supplemental, EDR, Win/Linux | 5325302158 | 1-Year Supplemental, EDR, UNIX | 5325302158-3 | 3-Year Supplemental, EDR, UNIX | 5325302152 | 1-Year Supplemental, EDR, Department | 5325302152-3 | 3-Year Supplemental, EDR, Department | 5325302148 | 1-Year Supplemental, EDR, 410 | 5325302148-3 | 3-Year Supplemental, EDR, 410 | 5325302147 | 1-Year Supplemental, EDR, 210 | 5325302147-3 | 3-Year Supplemental, EDR, 210 |
| 5325302157 | 1-Year Supplemental, EDR, Win/Linux | | | | | | | | | | | | | | | | | | | | |
| 5325302157-3 | 3-Year Supplemental, EDR, Win/Linux | | | | | | | | | | | | | | | | | | | | |
| 5325302158 | 1-Year Supplemental, EDR, UNIX | | | | | | | | | | | | | | | | | | | | |
| 5325302158-3 | 3-Year Supplemental, EDR, UNIX | | | | | | | | | | | | | | | | | | | | |
| 5325302152 | 1-Year Supplemental, EDR, Department | | | | | | | | | | | | | | | | | | | | |
| 5325302152-3 | 3-Year Supplemental, EDR, Department | | | | | | | | | | | | | | | | | | | | |
| 5325302148 | 1-Year Supplemental, EDR, 410 | | | | | | | | | | | | | | | | | | | | |
| 5325302148-3 | 3-Year Supplemental, EDR, 410 | | | | | | | | | | | | | | | | | | | | |
| 5325302147 | 1-Year Supplemental, EDR, 210 | | | | | | | | | | | | | | | | | | | | |
| 5325302147-3 | 3-Year Supplemental, EDR, 210 | | | | | | | | | | | | | | | | | | | | |

⁷ Snap EDR Advanced (which is no longer offered as a separate license) is also covered by the same Supplemental EDR support that covers Snap EDR Express or Snap EDR Standard Editions.

SnapServer® Configuration Guide

6.5.7 Accessories (ACC), Customer Replaceable Spares (CRS) and Field Replaceable Units (FRUs) for SnapServer NAS Systems and Expansion

If support options are not selected, it is highly recommended that a selection of Accessories (ACC), Customer Replaceable Spares (CRS) and Field Replaceable Units (FRUs) for the SnapServer NAS system or SnapServer Expansion unit are obtained to maximize system availability.

6.5.7.1 SnapServer N2000 ACC and CRS

| Step 1 | Choose Accessories and Customer Replaceable Spares for the SnapServer N2000 as appropriate. |
|---------|--|
| Step 1a | <p>Choose appropriate SnapServer N2000 Drive ACC</p> <p>SAS Drive Single (15K RPM) OV-ACC901019 HDD - S2000/N2000/E2000, 600GB SAS w/ Carrier OV-ACC901020 HDD - S2000/N2000/E2000, 300GB SAS w/ Carrier</p> <p>SATA II Enterprise Drive Single (7200 RPM) OV-ACC901018 HDD - S2000/N2000/E2000, 2TB SATA ENT w/ Carrier OV-ACC901017 HDD - S2000/N2000/E2000, 1TB SATA ENT w/ Carrier</p> <p>SATA II Desktop Drive Single (Variable RPM) OV-ACC901027 HDD - N2000/E2000, 2TB SATA DT w/ Carrier OV-ACC901026 HDD - N2000/E2000, 1TB SATA DT w/ Carrier</p> |
| Step 1b | <p>Choose appropriate SnapServer N2000 System ACC and CRS</p> <p>OV-CRS901008 S/K, UIO Module, SAS OV-CRS901002 CRS - Slide Rail Kit, S2000/N2000/E2000 OV-ACC901005 ACC - PCIe Card, S2000/N2000, Dual Port 1GbE NIC OV-ACC901015 ACC - PCIe Card, S2000/N2000, Quad Port 1GbE NIC OV-CRS901006 CRS - Fan Module, S2000/N2000/E2000 OV-CRS901009 CRS - Power Supply, S2000/N2000/E2000, 800W OV-CRS901010 CRS - Power Cord, US OV-CRS901011 CRS - Power Cord, UK OV-CRS901012 CRS - Power Cord, EMEA OV-ACC901008 ACC - PCIe Card, N2000, U320 SCSI HBA</p> |

6.5.7.2 SnapServer Expansion E2000 ACC and CRS

| Step 1 | Choose Accessories and Customer Replaceable Spares for the SnapServer Expansion E2000 as appropriate. |
|---------|---|
| Step 1a | <p>Choose appropriate SnapServer Expansion E2000 Drive ACC</p> <p>SAS Drive Single (15K RPM) OV-ACC901019 HDD - S2000/N2000/E2000, 600GB SAS w/ Carrier OV-ACC901020 HDD - S2000/N2000/E2000, 300GB SAS w/ Carrier</p> <p>SATA II Enterprise Drive Single (7200 RPM) OV-ACC901018 HDD - S2000/N2000/E2000, 2TB SATA ENT w/ Carrier OV-ACC901017 HDD - S2000/N2000/E2000, 1TB SATA ENT w/ Carrier</p> <p>SATA II Desktop Drive Single (Variable RPM) OV-ACC901027 HDD - N2000/E2000, 2TB SATA DT w/ Carrier OV-ACC901026 HDD - N2000/E2000, 1TB SATA DT w/ Carrier</p> |

SnapServer® Configuration Guide

| | |
|----------------|---|
| Step 1b | <p>Choose appropriate SnapServer Expansion E2000 JBOD CRS</p> <p>OV-CRS901002 CRS - Slide Rail Kit, S2000/N2000/E2000 OV-CRS901006 CRS - Fan Module, S2000/N2000/E2000 OV-CRS901009 CRS - Power Supply, S2000/N2000/E2000, 800W OV-CRS901007 CRS - Cable, E2000, External, 1M OV-CRS901010 CRS - Power Cord, US OV-CRS901011 CRS - Power Cord, UK OV-CRS901012 CRS - Power Cord, EMEA</p> |
|----------------|---|

6.5.7.3 SnapServer Expansion S50 FRUs

| | |
|----------------|---|
| Step 1 | Choose Field Replaceable Units for the SnapServer Expansion S50 as appropriate. |
| Step 1a | <p>Choose appropriate SnapServer Expansion S50 Drive FRU</p> <p>5325302038 HDD - 600/S50, 300GB SAS w/Carrier 5325302326 HDD - 600/S50, 2TB SATA ENT w/Carrier 5325302180 HDD - 600/S50, 1TB SATA ENT w/Carrier</p> |
| Step 1b | <p>Choose appropriate SnapServer Expansion S50 JBOD FRUs</p> <p>2227000 CRS - Rack Mount Shelf Kit, S50 2226900 CRS - Power Supply/Fan Module, S50 2226600 CRS - Drive Slot Blank, S50</p> |

6.5.7.4 SnapServer 410 FRUs

| | |
|----------------|--|
| Step 1 | Choose Field Replaceable Units for the SnapServer 410 as appropriate. |
| Step 1a | <p>Choose appropriate SnapServer 410 Drive FRU</p> <p>5325302324 HDD - 410, 2TB SATA II w/Carrier 5325302217 HDD - 410, 1TB SATA II w/Carrier 5325302031 HDD - 410, 500GB SATA II w/Carrier</p> |
| Step 1b | <p>Choose appropriate SnapServer 410 System FRUs</p> <p>5325302005 CRS - Slide Rail Kit, 410 5325302003 CRS - Power Supply, 410 5325302004 CRS - Fan Module, 410 5325302227 ACC - Memory, 410, 1GB DIMM (1x1GB) 5325301589 ACC - PCIe Card, 600/410/510/4200/4500/15000, U160 SCSI HBA</p> |

6.5.7.5 SnapServer 210 FRUs

| | |
|----------------|--|
| Step 1 | As the 210 is a fixed capacity desktop system without replaceable drives, the system itself is the primary FRU. The only other FRU available for the 210 system is the power supply as follows. |
| Step 1a | <p>Choose SnapServer 210 Power Supply FRU</p> <p>5325302014 CRS - Power Supply, 110/210/1100/2200</p> |

SnapServer[®] Configuration Guide

About Overland Storage

Overland Storage is the trusted global provider of effortless data management and data protection solutions across the data lifecycle. By providing an integrated range of technologies and services for primary, nearline, offline, archival, and cloud data storage, Overland makes it easy and cost effective to manage different tiers of information over time. Whether distributed data is across-the-hall or across-the-globe, Overland enables companies to focus on building their business instead of worrying about data growth.

Overland SnapServer[®], SnapSAN[™], NEO[®] and REO[®] solutions are available through a select network of value added resellers and system integrators. For more information, visit www.overlandstorage.com

Sales Offices

North America

125 S. Market Street
San Jose, CA 95113
USA
Tel: 800.729.8725

Asia Pacific

16 New Industrial Road #04-04
Hudson TechnoCentre , Singapore
536204
Tel: +65 62811 778, +65 62811 073

France

88 ter avenue du Général Leclerc
92100 Boulogne Billancourt
France
Tel: +33 17431.1070

Germany

Wilhelm Wagenfeld Straße 28
80807 München
Germany
Tel: +49.89.329890.800

United Kingdom

Ashville Way
Wokingham, Berkshire
RG41 2PL England
Tel: +44 (0) 118.989.8000

SnapServer[®] Configuration Guide