Sales FAQ

ONTAP One

New, comprehensive ONTAP software suite

Keith Aasen, Grant Getz, Charles Hayes

NetApp May 2023

© 2023 NetApp, Inc. All rights reserved. Internal use only.

Contents

What does the May 16th announcement include? 4

What is the new ONTAP One?....4

What is included in the new ONTAP One? 4

What is not included in ONTAP One? 4

Which NetApp systems can be licensed with ONTAP One? 4

What are the key reasons for NetApp to introduce ONTAP One? 5

What are some of the additional customer benefits of NetApp's introduction of ONTAP One? 5

How does the pricing of ONTAP One compare to purchasing licenses separately? 5

Will this make ONTAP systems more expensive? 5

Are there any discounts available for purchasing ONTAP One? 5

Are there any volume or enterprise pricing options available for ONTAP One? 5

Can I get a quote for ONTAP One that includes additional services or support options? 5

Will existing quotes be adjusted automatically for ONTAP One or does that need to be refreshed manually? ..5

Quotes will need to be refreshed manually if ONTAP One is desired. 5

Are there any limitations or restrictions on the usage of the licenses in ONTAP One? 5

What if I'm selling ONTAP systems into a country where encryption is restricted? 5

Does ONTAP One affect any products in our Cloud portfolio? 5

Can ONTAP One be customized to meet specific business needs? 6

What if my customer does not want all of the features in ONTAP One? 6

Looking into the future - will new features be just part of ONTAP one as well like in subscriptions? 6

We cannot commit to this however that is the vision 6

What is ONTAP Base and when should I quote that? 6

Is ONTAP Base exactly the same as the Core bundle? 6

No, The Core bundle did not include the NVMe-oF license which is now included in ONTAP Base. 6

Can licenses for additional features be added to ONTAP Base? 6

No, there are no add Ons or ala carte licenses available. If a license that is not in ONTAP Base is needed the only option is to upgrade to ONTAP One 6

Can systems that ship with only NLFs be converted to LICKEY for the purpose of adding them to clusters earlier than 9.10.1? 6

How can an employee get NLFs for their customer? 7

What happens in the case of systems that have ONTAP Core bundle plus the Security and Compliance bundle but not the Data Protection bundle? 7

Can a system with ONTAP One be added into an existing cluster with previous software bundles? 7

© 2023 NetApp, Inc. All rights reserved. Internal use only.

Will upgrading to ONTAP One licenses be a self-service process for customers? 7
What systems are entitled to the free software? 7
Are any systems excluded from the offer? 7
Which systems are entitled to the equivalent of ONTAP One? 7
Which software is each system entitled to? 7
Do I need to upgrade to a particular version of ONTAP? 8
Do I need to buy a new C-series system to get the free licenses? 8
When can I download these new licenses? 8
Does adding these licenses impact my support renewals? 8
Will my existing system now state that it has ONTAP One? 8
What is the IPA license model and why does it matter? 8
What if I have to stay on legacy LICKEYS? 9
How can a customer/partner/account team know if a serial# is using IPA or LICKEY? 9
What about FabricPool and Backup? 9
Is ONTAP One Included with Cloud Volumes ONTAP? 9
Is ONTAP One, available at no additional cost on existing systems, apply for customers who have 'ONTAP base' software today? 9
Does true up to ONTAP One have any implication in changes to Support refresh costs in the future? 9
What if I have a software bundle that does not entitle me to ONTAP One, but I want to upgrade? 9
Version history 9
Copyright information 11
Trademark information 11

© 2023 NetApp, Inc. All rights reserved. Internal use only.

What does the May 16th announcement include?

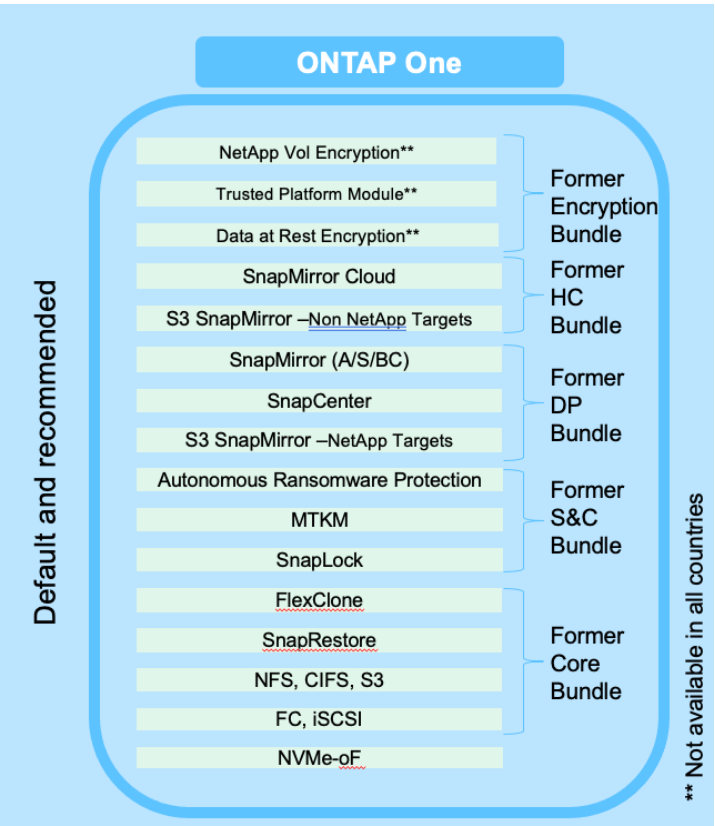
On May 16th, 2023, NetApp announced the availability of ONTAP One for A-series and FAS systems. All new A-series and FAS systems will be sold with either the ONTAP One suite of software or the ONTAP Base Suite of Software. In addition, we announced that most existing ONTAP systems that are currently under support contract will have access to licenses to match ONTAP One or ONTAP Base to simplify system clustering and provide the additional data protection and security functionality that ONTAP One provides to existing customers. These new licenses will be provided at no charge to the customer.

What is the new ONTAP One?

ONTAP One is a new ONTAP software suite for ONTAP systems that has the full functionality of ONTAP in one easy to order, comprehensive bundle.

What is included in the new ONTAP One?

ONTAP One has all available ONTAP licensed functionality. It is a combination of the contents of the former Core bundle, Data Protection bundle, Security and Compliance bundle, Hybrid Cloud bundle, and Encryption bundle (encryption not available in restricted countries).



What is not included in ONTAP One?

ONTAP One includes all on prem ONTAP license keys, it does not include any of our cloud delivered services such as BlueXP Tiering, Cloud Insights, BlueXP Backup or Data Governance.

Which NetApp systems can be licensed with ONTAP One?

As of May 27th, 2023, all ONTAP systems can be licensed with ONTAP One including C-Series, A-Series and FAS systems.

What are the key reasons for NetApp to introduce ONTAP One?

The key reason is that NetApp believes that data protection, as well as defending against ransomware and cyber-attacks, are critical for today's storage environments and should be deployed by all customers. NetApp is now including all those capabilities into ONTAP One so that every NetApp customer can benefit from ONTAP's industry-leading technology. In addition, a single ONTAP software suite is simple: Simple to quote, simple to buy, and predictable for customers.

What are some of the additional customer benefits of NetApp's introduction of ONTAP One?

We want to make it easier to do business with NetApp by removing the complex software bundles and allowing customers to use all of our capabilities to solve their business problems. This will make us more competitive and stickier in our install base.

How does the pricing of ONTAP One compare to purchasing licenses separately?

The pricing for ONTAP One is similar to the price of the previous Core bundle plus the price of the current Data Protection bundle. Since ONTAP One includes additional ONTAP capabilities and software licensing, such as Autonomous Ransomware Protection, it delivers tremendous value.

Will this make ONTAP systems more expensive?

No. ONTAP ONE is priced similar to the former Core bundle plus the current Data Protection bundle, which is the ONTAP software stack that a vast majority of our customers are currently purchasing.

Are there any discounts available for purchasing ONTAP One?

ONTAP One can be discounted like previous ONTAP software bundles.

Are there any volume or enterprise pricing options available for ONTAP One?

No, not at this time.

Can I get a quote for ONTAP One that includes additional services or support options?

Yes, all existing services and support options are available with ONTAP One.

Will existing quotes be adjusted automatically for ONTAP One or does that need to be refreshed manually?
Quotes will need to be refreshed manually if ONTAP One is desired.

Are there any limitations or restrictions on the usage of the licenses in ONTAP One?

No, there are no limitations to the usage of the licenses in ONTAP One.

What if I'm selling ONTAP systems into a country where encryption is restricted?

ONTAP encryption is included in the ONTAP One software suite. However, for sales to countries where encryption is restricted, the quote will automatically default to a version of ONTAP One that does not include encryption.

Does ONTAP One affect any products in our Cloud portfolio?

No. Although ONTAP One does include SnapMirror cloud, that does not reduce the value of BlueXP Backup and Recovery, since SnapMirror Cloud alone does not have any cataloging or object level restoration capabilities.

Can ONTAP One be customized to meet specific business needs?

No, ONTAP One cannot be modified or customized.

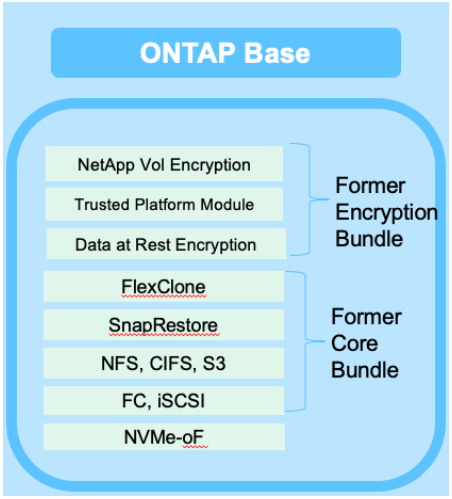
What if my customer does not want all of the features in ONTAP One?

NetApp is also introducing ONTAP Base. It is an ONTAP software suite that includes the subset of ONTAP software capabilities that are in the former ONTAP Core bundle. It is meant as an alternative to the ONTAP One bundle for the small percentage of customers who are deploying a solution for use cases where data protection technologies such as SnapMirror and SnapCenter, as well as security features like Autonomous Ransomware, are not required (for example, in non-production systems such as in dedicated test/dev environments). Since a huge majority of NetApp customers will need strong data protection when deploying their ONTAP systems for a broad range of applications and storage infrastructure, customers should typically purchase ONTAP One with their ONTAP system to get the comprehensive suite of all the currently available ONTAP capabilities, including data protection, at an attractive price point.

Looking into the future - will new features be just part of ONTAP one as well like in subscriptions?
We cannot commit to this however that is the vision

What is ONTAP Base and when should I quote that?

ONTAP Base is an optional software suite for ONTAP Systems as an alternative to ONTAP One. It is for a small subset of specific use cases where data protection technologies such as SnapMirror and SnapCenter, as well as security features like Autonomous Ransomware, are not required – for example, in non-production systems for dedicated test/dev environments.



Is ONTAP Base exactly the same as the Core bundle?
No, The Core bundle did not include the NVMe-oF license which is now included in ONTAP Base.

Can licenses for additional features be added to ONTAP Base?
No, there are no add Ons or ala carte licenses available. If a license that is not in ONTAP Base is needed the only option is to upgrade to ONTAP One

Can systems that ship with only NLFs be converted to LICKEY for the purpose of adding them to clusters earlier than 9.10.1?

Yes, customers can “downgrade” their NLF files to convert them to LICKEYs which will enable these systems to be added to clusters earlier than 9.10.1. The licenses can then be “upgraded” back to NLFs once the cluster has been upgraded to 9.10.1 or higher.

How can an employee get NLFs for their customer?

To obtain NLFs, send an email to ng-CSIB-support@NetApp.com with the Subject: “Need NLFs.” In the body of the email provide the System Serial Numbers you require NLFs for and identify any other recipients besides yourself that should receive the information. CSIB will either provide the Access Key data needed to use the Instant Access Portal (https://mysupport.netapp.com/site/instantaccess), or they may provide the NLFs themselves, depending on the number of resources available.

Why do NetApp employees and partners not have access to the NSS site?

This is a limitation of the current NetApp Support Site.

What happens in the case of systems that have ONTAP Core bundle plus the Security and Compliance bundle but not the Data Protection bundle?

This is a rare and unusual situation. The customer is entitled to get the NVMe-oF license which is not in the Core bundle by default but not the rest of the ONTAP One license bundle. They do not lose the Security and Compliance bundle features. However, it may prove difficult to add new systems to the cluster as new systems only come with ONTAP One or ONTAP Base. In these cases, we will need to work with the customer to either help them upgrade to ONTAP One or do a custom order to match the licenses

Can a system with ONTAP One be added into an existing cluster with previous software bundles?

Yes, and since all systems must have the same software license, NetApp has simplified this process for our customers. Existing systems will have access to the keys required to match the ONTAP One license suite or the ONTAP Base license Suite. without having to purchase new keys.

Will upgrading to ONTAP One licenses be a self-service process for customers?

If the customer is able to switch to the recommended IPA license model, then yes, they can do the upgrade on the NSS (NetApp Support Site) themselves. If, however, they need to remain on LICKEYs then they will need to order the $0 Compatibility bundles and then do the upgrade.

What systems are entitled to the free software?

All systems that are under a current support contract and have the Core, Flash, Premium or Base bundle will be entitled to additional SW keys to equal the ONTAP One suite or the ONTAP Base suite of software.

Are any systems excluded from the offer?

Systems sold with the DPO bundle or the limited access EDA bundles are not eligible for the additional SW. Likewise ONTAP Select and CVO use different license models and as such are not eligible for the additional SW.

Which systems are entitled to the equivalent of ONTAP One?

Systems sold with the Flash bundle, Premium Bundle or the Core and Data Protection bundles are entitled to the equivalent of ONTAP One.

Which software is each system entitled to?

The software that each system is entitled to is based on the mapping below;

ONTAP Software Bundle on System	New Software suite being matched	Additional Keys entitled
Core	ONTAP Base	NVMeoF

Base	ONTAP Base	NVMeoF, FlexClone, S3, SnapRestore
Core + Data Protection, Flash, Premium	ONTAP One	NVMeoF, ARP, MTKM, SnapLock, SnapMirror Cloud, S3 SnapMirror
Core + S&C	ONTAP Base	NVMeoF

- NVMeoF – Enables the NVMeoF protocol for front end client IO
- FlexClone – Enables rapid creation of space efficient cloning of data based on snapshots
- S3 – Enables the S3 protocol for front end client IO
- SnapRestore – Enables rapid recovery of data from snapshots
- ARP – Autonomous Ransomware Protection, enables the automatic protection of NAS file shares when abnormal filesystem activity is detected
- MTKM – Multi Tenant Key Manager, enables the ability to have multiple key managers for different tenants on the system
- SnapLock – Enables the protection of data from modification, deletion or corruption on the system
- SnapMirror Cloud – Enables the replication of system volumes to object targets
- S3 SnapMirror – Enables the replication of ONTAP S3 objects to alternate S3 compatible targets

Do I need to upgrade to a particular version of ONTAP?

No, any supported version of ONTAP can get the additional licenses, although not all features are available in every release of ONTAP. There is no ONTAP version dependency to add these additional licenses.

Do I need to buy a new C-series system to get the free licenses?

No, although this will make adding new C-series system to an existing cluster easy, you do not need to buy a new system to get the free licenses

When can I download these new licenses?

Customers who are using the new IPA license model can download new, updated NLFs on May 16th 2023Customers who are still using the legacy LICKEY model can order the required Compatibility Bundles, starting on June 26th 2023

Does adding these licenses impact my support renewals?

No, adding these new licenses to existing system will not impact the cost of renewing support on the system.

Will my existing system now state that it has ONTAP One?

No, the system will continue to reflect the software bundle it was sold with (IE Core or Premium) however it will have the equivalent licenses as ONTAP One. This is to ensure the system support renewals are calculated correctly and fairly.

What is the IPA license model and why does it matter?

In ONTAP 9.10.1 we introduced the IPA License model which uses a single license key file (NLF) to deliver the software keys to an ONTAP System. Any ONTAP system running 9.10.1 or higher can convert (upgrade)

their license keys to the IPA model through the NetApp Support Site (NSS).

To acquire these new license keys we strongly encourage customers to adopt the IPA license model. This makes the delivery of the new license keys easy and fast for customers with no NetApp involvement. Customers are able to log into the NSS site and generate a new NLF that will contain the new free software. More details on this process can be found in this KB article. For further assistance open a support case with ng-CSIB-support@netapp.com.

What if I have to stay on legacy LICKEYS?

If the customer cannot get to ONTAP 9.10.1 or higher and/or is in a dark site where licenses cannot be brought in, then they need to take extra steps to acquire the additional free licenses. The customer will need to order a "Compatibility bundle" for their target systems. This will deliver a NLF to the NSS site. The customer can then "downgrade" that NLF into the individual LICKEYs that they will need. For further assistance open a support case with ng-CSIB-support@netapp.com.

How can a customer/partner/account team know if a serial# is using IPA or LICKEY?

In AIQ, in the Auto Support section, in the liceses.xml file, if the Type= "License" then it is LICKEY, if it is "Capacity" or "Enabled" then it is IPA

What about FabricPool and Backup?

Creating a FabricPool between NetApp-based systems such as ONTAP to ONTAP or ONTAP to StorageGrid does not require a license. The FabricPool license to tier to 3 rd party storage was deprecated so customers who want to tier to 3rd party object storage still need a BlueXP Tiering subscription. For backup, we are providing the base transport with Snapmirror Cloud, but everything else like policies, catalog, and file level restores should be done with Cloud Backup Service.

Is ONTAP One Included with Cloud Volumes ONTAP?

Cloud Volumes ONTAP (CVO) is not included in ONTAP One, nor does CVO follow the ONTAP One license model.

Is ONTAP One, available at no additional cost on existing systems, apply for customers who have 'ONTAP base' software today?

No, If the customer just has Base or Core only they will be trued up to the new ONTAP Base package. So they will get some new licenses but not the full One suite.

Does true up to ONTAP One have any implication in changes to Support refresh costs in the future?

No, we were very careful about this to be sure that adding these licenses did not impact the customers renewal cost.

What if I have a software bundle that does not entitle me to ONTAP One, but I want to upgrade?

New upgrade bundles that are tailored to upgrade existing systems to the equivalent of ONTAP One will be available in the quote tool on May 27th. These upgrade bundles will add the required licenses to existing systems facilitating the addition of new ONTAP One based systems into an existing cluster.

Version history

Version	Date	Document version history
Version 1.0	February 2023	Initial FAQ document
Version 1.1	March 2023	Minor updates/clarifications

Refer to the Interoperability Matrix Tool (IMT) on the NetApp Support site to validate that the exact product and feature versions described in this document are supported for your specific environment. The NetApp IMT defines the product components and versions that can be used to construct configurations that are supported by NetApp. Specific results depend on each customer's installation in accordance with published specifications.

Copyright information
Copyright © 2023 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data—Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, non-sublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at http://www.netapp.com/TM are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.