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Customer FAQ

OnCommand Balance v4.2

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FAQ overview

This document provides answers to frequently asked questions on OnCommand® Balance and the direction of the product.

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1. OnCommand Balance News and Product Direction

What is OnCommand Balance?

Answer: [OnCommand Balance](#) delivers TOP performance for VMware and Microsoft Hyper-V virtualization, FlexPod, and Cloud environments built on NetApp FAS series platforms. Balance helps customers manage the performance and workloads of their dynamic shared infrastructure through troubleshooting, optimization, and prediction.

What's new in Balance version 4.2?

Answer: The new features in Balance v4.2 are:

- Support for Data ONTAP 8.2.2
- Support for Microsoft® Windows® Cluster Shared Volumes (CSV)
- Microsoft Windows 2012 (including Hyper-V® role) support
- Additional controller-based licensing
 - Controller licenses are now available for FAS legacy controllers of the following series:
 - NetApp® FAS6000 series (limited to 6080 and 6040)
 - NetApp FAS3100 series
 - NetApp FAS2000 series

I have heard that as of this release (4.2), OnCommand Balance product development will cease and no new features will be added to the OnCommand Balance product. Does this mean I should stop using OnCommand Balance?

Answer: OnCommand Balance (OCB) is a mature product and will continue to serve customers' needs well for years to come. We expect customers to keep using OCB to solve performance problems in the environment for which it was purchased. We are committed to supporting OCB in the environments and use cases originally purchased for.

Can I still purchase OnCommand Balance licenses?

Answer: Yes, OnCommand Balance licenses will continue to be available for purchase until NetApp sends out an end of availability announcement. We are planning to send that announcement out sometime in CY2014 Q4.

What are my alternatives to OnCommand Balance?

Answer: NetApp has plans to provide some of the storage troubleshooting capabilities as part of the [OnCommand Performance Manager](#) product roadmap. [OnCommand Insight](#) is available and has some recently added features for workload performance troubleshooting and planning that may be used in similar use cases to OCB.

2. Customer Support and Software Downloads

How do I upgrade?

Answer: Balance is available for download through the [NetApp Support](#) site. Log in, click the Downloads tab, then click the Software link and scroll down to OnCommand Balance.

How do I get support for OnCommand Balance?

Answer: Contact NetApp support. If you have licensed Balance by controller, use the FAS or V-Series serial number. If you have a capacity (terabyte) license, use your Balance serial number to request support.

Where can I download Balance?

Answer: Balance is available for download through the [NetApp Support](#) site. Log in, click the Downloads tab, then click the Software link and scroll down to OnCommand Balance.

For how long will NetApp support OnCommand Balance?

Answer: Per NetApp's standard support policy, we will support the product for at least two years from the time at which it is no longer available for sale, which we expect to be sometime in early 2015. This support includes bug fixes as well as platform currency – e.g. maintaining compatibility with changes to products supported within the formal interoperability matrix.

3. More Information

I have other questions that are not addressed in this document. Where do I go?

Answer: Submit questions on the Balance community page:

- https://communities.netapp.com/community/products_and_solutions/storage_management_software/oncommand-balance

How do I get trained on OnCommand Balance?

Answer: You can get training through NetApp University. Start with the Getting Started Series. Go to <http://www.netapp.com/gettingstarted> - Search "Balance"