

# Introducing New, More Flexible Capacity Expansion, Improved Monitoring, and Support Options for EMC Centera

---

**Scales EMC Centera in smaller, 2-node increments;  
adds improved, Web-based monitoring; and offers new Support Options**

## Overview

EMC Centera Generation 4 LP (low power) nodes are now upgradeable in two-node increments. EMC is also announcing a new version of EMC Centera Console V2.2, and Support Options.

Effective with the April release of Channel Express, the two Support Option choices for EMC Centera will be Premium and Enhanced. The Enhanced Support Option, which is included with the purchase of EMC Centera hardware, comes with 7x24 remote support access and replaces the former "Standard" Support Option. Additionally, the default for EMC Centera will now be the Premium Support Option. You must *deselect* Premium in the Configurator to offer Enhanced.

These announcements will improve customers' total cost of ownership, especially in commercial accounts, by offering smaller increments for upgrading, easier monitoring, and 7x24 remote support.

## EMC Centera Upgradeable in 2-Node Increments

For customers using EMC Centera's Content Protection Mirroring as their information protection scheme, the growth increments from a new, Generation 4 LP-based system to a full cabinet are 4 nodes (the minimum starting point) to 6 nodes, to 8, 10, 12, 14, 16, 20, 22, 24, 26, 28, 30, and 32.

### Notes:

- A customer cannot go from 16 to 18 nodes because EMC Centera has two switches for every 16 nodes, and the second half of the cabinet has to start with four nodes and two switches.
- Generation 4 LP two-node expansion can be added to EMC Centera clusters of Generation 2, 3, 4, and 4 LP nodes.

Customers using Content Parity Protection as their information protection scheme will continue to buy in eight-node increments as Content Parity Protection strips content across nodes.

With the ability to upgrade in two-node increments for Generation 4 LP, there are now new two-node configuration rules and new software licenses available in Channel Express.

For an initial 4-node system, a customer will buy two 2-node software licenses. For expansion, the software licenses can be purchased in single 2-node increments.

---

## EMC Centera Console V2.2

EMC Centera Console is a Web-based monitoring and reporting application that provides a graphical view of one or more EMC Centera clusters. Customers can receive status regarding capacity, historic performance tracking, relationships, properties, and alerts. EMC Centera Console V2.2 has simplified installation, added improved reporting, and supports all of the new features of CentraStar 3.1.3 and 4.0. EMC Centera Console is offered to EMC Centera customers free of charge and is downloadable from Powerlink at this path: Support > Software Downloads and Licensing > Downloads C > [Centera Console Software](#).

## EMC Centera Support Options

Effective with the April release of Channel Express, the two Support Option choices for EMC Centera are Premium and Enhanced. The Enhanced Support Option, which is included with the purchase of EMC Centera hardware, replaces the former "Standard" Support Option. Additionally, the default for EMC Centera is now the Premium Support Option. You must *deselect* Premium in the Configurator to offer Enhanced.

Highlights of the Enhanced Support Option are:

- Two-year Enhanced warranty for EMC Centera
- 5x9, next-business-day, onsite service
- 7x24 remote support access
- Customer performs resetting of modems and nodes

The table below summarizes the differences between the new Enhanced Support Option and the former Standard Support Option for EMC Centera.

Feature	Enhanced	Standard
Remote Technical Support	7x24	5x9 local business days
Secure Remote Support	Included	Included
Hardware onsite service coverage and response	Next business day	5x9 next business day, 4 hours
Resetting modems and nodes	Customer	EMC

### EMC Centera Warranty and Maintenance Coverage Details

The EMC Centera warranty and maintenance options are outlined in the table below. The Enhanced warranty is included with the purchase of EMC Centera hardware. An upgrade to the Premium Support Option is now the default unless *de-selected* for Enhanced.

Feature	Enhanced	Premium
7 X 24 Remote Technical Support	✓	✓
Secure Remote Support	✓	✓
7 X 24 hardware onsite service coverage		✓
Installation of core software (OS) updates	✓	✓
Next-business-day hardware onsite service coverage	✓	
EMC performs parts replacement	✓	✓
Customer performs self service tasks- resetting modems and nodes	✓	
EMC performs resetting modems and nodes		✓
Critical escalation case management and emergency response	✓	✓
Comprehensive root cause analysis		✓
Remote support service-level objectives (initial response)	<b>Severity:</b> 1. 1 hour 2. 3 hours 3. 4 business hours 4. 10 business hours	<b>Severity:</b> 1. 30 minutes 2. 2 hours 3. 3 business hours 4. 8 business hours
Communication frequency	<b>Severity:</b> 1. Every 3–4 hours 2. Once per day (business hours) 3. Weekly 4. Twice per month	<b>Severity:</b> 1. Every 2–3 hours 2. Once per day (business hours) 3. Weekly 4. Twice per month