

Fluke Networks' Gold Support helps you fully leverage your Network Time Machine investment and keep it current with regular software upgrades and comprehensive technical assistance.

Typical NIC Card Replacement Costs:

1G NIC Card 10G NIC Card
\$10,000 \$25,000

The value is clear – Gold Support covers your investment in the Network Time Machine, including NIC card replacement, current software releases, priority repair service and technical support.



Gold Support for Network Time Machine

The Gold Support Program is Fluke Networks' support and maintenance service. With Gold Support you have access to the latest software releases and our comprehensive support resources.



Key Benefits

Gold Support Coverage	Express3, Standard3 and Premium3	Portable 1 and Portable 2	Units purchased before 2010 ^B
Appliance Failure	Next business day on-site repair or parts replacement ^{C,D}	Priority factory repair	Priority factory repair
NIC Failure	Expedited NIC replacement shipment to customer ^E	Priority factory repair	Priority factory repair
Loaner Unit	No	Yes ^G	No
Software Updates^A	Yes	Yes	Yes
Priority 24 X 7 phone & email technical support^F	Yes	Yes	Yes

Notes:

- A. To be eligible for Gold Support Software upgrades/updates, the software must have been continuously covered by a Gold Support Program contract. Gold Support Program coverage that has lapsed can be brought to current status by purchasing sufficient months of service to cover the lapsed period plus 1 year. In such an instance, the Gold Support Program start date will be back-dated to the next day after original service plan expiration.
- B. Express2, Standard2, Premium2 and some models of NTM Portables are covered by factory repair.
- C. Next business day is after Fluke Networks Technical Support and Dell diagnose the problem and agree on a replacement. Customer will have a Recovery DVD to re-image the system OS under the supervision of Fluke Networks Technical Support.
- D. Please visit www.flukenetworks.com/ntmrepair for a list of countries where coverage is available for these units.
- E. A replacement NIC will be shipped to the customer via door to door express mail service. Customer will replace the NIC and return the defective NIC to Fluke Networks.
- F. Except for US holidays, which are listed at <http://www.flukenetworks.com/gold/terms&conditions>.
- G. Network Time Machine Portable loaners are available in the United States, European Union and Singapore.

Software Upgrades

You will receive new software upgrades (*available only to Gold Members*) released during the active term of your support contract. Upgrades are released throughout the year, incorporating meaningful new features and performance enhancements that keep Network Time Machine at the forefront of network, application, and video/voice performance management and forensic analysis.

Recent Key Releases	NTM v7.0	NTM v7.1	NTM v8.0	NTM v9.0 Hardware	NTM v9.0 Software
Release date	2009	2010	2011	2012	2012
Enhanced Remote Agent Manager consolidates the configuration of filter, retrieval of packet and merging of traces from multiple sources (interfaces of NTM and XG, and local trace file)					✓
Remote Agent Manager supports get and put configuration from multiple NTMs					✓
Inter-segment Packet Loss statistic in Combine Flow view					✓
Tunneled traffic analysis in Atlas and eCSA: MPLS, GTP, PPB, GRE, and user defined					✓
Microburst analysis with alarm up to 1msec resolution					✓
Fast TopN Atlas/Network table view and PDF reports					✓
Quick search by IP address or Flow in Atlas/Network statistic					✓
Export of tables in Atlas to CSV file					✓
Faster launch and navigation from Remote Viewer					✓
Bug fixes and enhancements					✓
Support Portable2B with 10Gbps S2D rate and 1Gbps + 10Gbps in the same box				✓	
Increase maximum storage capacity up to 144Gbps for Premium3, and 216TB for Standard3				✓	
Performance Bottleneck Analysis (PBA) in Atlas			✓		
Scheduled and On-Demand Atlas report			✓		
Alarm for PBA			✓		
Add PBA in embedded CSA			✓		
System Recovery DVD shipped with new NTMs EX3, ST3 and PR3			✓		
RAID5 support in Standard3			✓		
Multiple dynamic payload type definition			✓		
Hardened Window appliance			✓		
NTM Agent Viewer and CSA co-exist and supported on Window7 64 bit OS			✓		
Hardware filter/slicing improvement and Packet capture de-duplication		✓			
Increase Lock triggers by time/day setting from 1 to 3		✓			
Enable capture start/stop from Agent Manager console		✓			
Address book import/export		✓			
Agent Manager and CSA co-exist		✓			
Support latest Wireshark 1.2.4		✓			
Go to Trigger Frame		✓			
Atlas Enhancements: Add TCP retries counts, Database Optimization, Analysis type options added to Atlas configuration	✓				
NTM capture operation triggered by time settings, including start and stop	✓				
NTP Time Synchronization has been added	✓				
Jumbo Frame	✓				
HTTP Reassembly Improvement	✓				

Access to live 24 x 7 technical support

Gold Support includes direct telephone access to our world-class Technical Assistance Center (TAC), **access only available to Gold Members**. Our centers in Seattle, WA and Eindhoven, NL employ a full staff of highly trained technical experts that are on call, including weekends and through the night when most network changes are implemented, to answer complex troubleshooting questions, interpret results and help you get the most out of the Network Time Machine.

Hardware Repair

If your Network Time Machine mainframe needs repair, it will receive priority service free-of-charge at the nearest service center for the Network Time Machine. In some countries, on-site repair for the Network Time Machine EX3, ST3 and PR3 is available to Gold Support customers. (Visit www.flukenetworks.com/ntmrepair to find a list of countries where on-site repair units are available.) Loaner units for the Network Time Machine Portable are available in the United States, European Union and Singapore.

Knowledge Base

Gold support includes access to our Knowledge Base of application and product information we have gathered over the years, content that includes helpful technical articles written by our experts and available only to Gold Support Program members.

“Member Only” Discounts and Promotions

Special discounts are offered to Gold customers on new products, enhancements and reconditioned equipment.

Easy Access to Gold Member Benefits

As a Gold Support Member you will receive a unique Membership Number and PIN for secure access to your specific Gold member benefits via “My Account” on www.flukenetworks.com website, as well as a membership card with phone numbers to the priority Gold TAC Support lines.

Network Time Machine Gold Support Models		
Mainframe	1-Year Gold	3-Year Gold
CSN/NTM-EX3	GLD-NTM-EX3	N/A
CSN/NTM-EX3-A	GLD-NTMEX3-A	GLD3-NTMEX3-A
CSN/NTM-ST3-4TB	GLD-NTM-ST3-4TB	N/A
CSN/NTM-ST3-4TB-A	GLD-NTMST3-4TB-A	GLD3-NTMST3-4TB-A
CSN/NTM-ST3-8TB	GLD-NTM-ST3-8TB	N/A
CSN/NTM-ST3-8TB-A	GLD-NTMST3-8TB-A	GLD3-NTMST3-8TB-A
CSN/NTM-ST3-EA	GLD-NTM-ST3-EA	N/A
CSN/NTM-ST3-EA-A	GLD-NTMST3-EA-A	GLD3-NTMST3-EA-A
CSN/NTM-ST3-EA3	GLD-NTM-ST3-EA3	N/A
CSN/NTM-PR3-S5	GLD-NTM-PR3	GLD3-NTM-PR3
CSN/NTM-PR3-S5-A	GLD-NTMPR3-A	GLD3-NTMPR3-S5-A
CSN/NTM-PR3L-A	GLD-NTM-PR3L-A	N/A
CSN/NTM-PR3E-A	GLD-NTM-PR3E-A	N/A
CSN/NTM-P01-1G	GLD-NTM-P01-1G	N/A
CSN/NTM-P01A	GLD-NTMP01A	N/A
CSN/NTM-P01A-A	GLD-NTMP01A-A	GLD3-NTMP01A-A
CSN/NTM-P02-1G	GLD-NTM-P02-1G	N/A
CSN/NTM-P02-1G-A	GLD-NTMP02-1G-A	GLD3-NTMP02-1G-A
CSN/NTM-P02-10G	GLD-NTM-P02-10G	N/A
CSN/NTM-P02-10G-A	GLD-NTMP02-10G-A	GLD3-NTMP02-10G-A
CSN/NTM-P02B-1A	GLD-NTM-P02B-1A	N/A
CSN/NTM-P02B-10A	GLD-NTM-P02B-10A	N/A
CSN/NTM-P02B-10PA	GLD-NTM-P02B-10PA	N/A
Storage Array (each)	1-Year Gold	3-Year Gold
CSN/NTM-ST3-EA-UGD	GLD-NTM-ST3-EA-UGD	N/A
CSN/NTM-EA3-UGD	GLD-NTM-EA3-UGD	N/A
CSN/NTM-PR3-S5-UGD	GLD-NTM-PR3-UGD	N/A

For more information about our Fluke Networks Solutions, call **888-293-5853** (US/Canada) or **425-446-4519** (Other locations) or email info@flukenetworks.com.

Fluke Networks
P.O. Box 777, Everett, WA USA 98206-0777

Fluke Networks operates in more than 50 countries worldwide. To find your local office contact details, go to www.flukenetworks.com/contact.

©2012 Fluke Corporation. All rights reserved.
Printed in U.S.A. 4/2012 3841200C

Fluke Networks' Gold Support may not be available in all countries. Please confirm with your Fluke Networks representative before purchase. Full terms and conditions can be viewed at www.flukenetworks.com/goldsupport

