

NETGEAR®

The Benefits of Network Attached Storage in Small and Mid-sized Business Networks

THE EVOLVING SMB

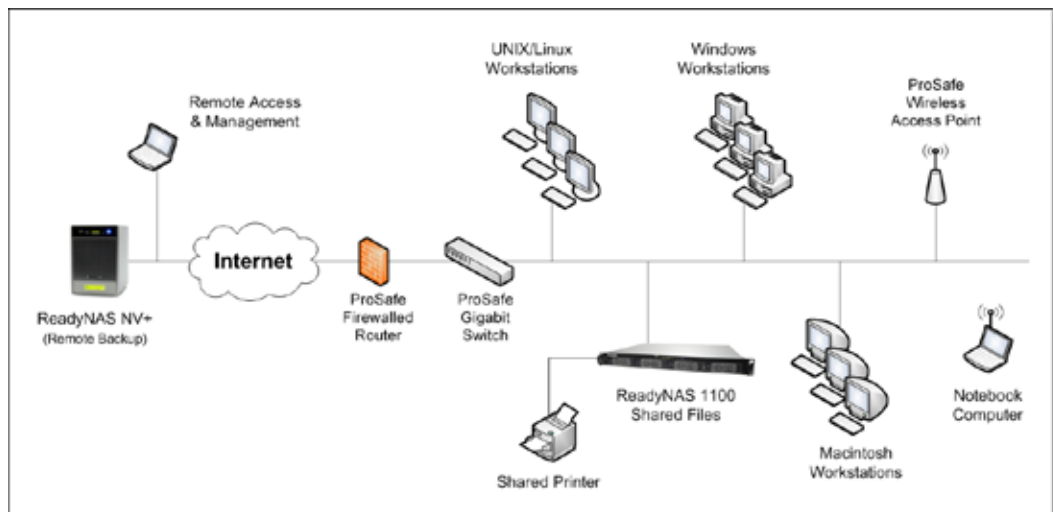
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Contrary to common assumptions, SMBs have many of the same technology needs as larger organizations albeit on a smaller scale. Fundamentally, they need to share and print documents to facilitate workgroup collaboration and streamline workflow. Additionally, they need to have a system that provides data redundancy to protect the company's information store. While traditional server hardware and operating system software can provide these services, they do so at a cost that often taxes the company's bottom line. For example, beyond the initial cost of the server hardware and operating system, client access licenses need to be purchased and, because of the complexity of managing such a system, technical staff must be hired. Fortunately, a Network Attached Storage solution can provide centralized file and print services as well as data redundancy without the administrative overhead typically associated with a traditional server environment.

Network Attached Storage in brief

A Network Attached Storage (NAS) device is a network appliance that simply "plugs in" to your existing network infrastructure, and provides centralized file and print services to clients on multiple platforms. In contrast to Direct Attached Storage (DAS), which increases the storage capacity of a single workstation, a NAS device increases the storage capacity of all workstations on the network. Moreover, because the storage is centralized, it can be managed from any workstation on the network, or even remotely. Figure 1 illustrates how NETGEAR's ReadyNAS fits into a typical local area network (LAN).

Figure 1: A typical NETGEAR ReadyNAS deployment



NAS versus traditional file servers

Traditionally, organizations have deployed server hardware and operating systems to provide file and print services on their LAN. NAS devices represent a significant step forward in file and print server technology in that they provide these same services without a costly investment in hardware, operating system licenses, and support staff. Table 1 highlights some of the key differences between NETGEAR's ReadyNAS and a traditional server solution.

Table 1: Comparison of traditional versus NAS file server

Server solution	ReadyNAS solution
Expensive server-class hardware to host the operating system as well as dedicated external storage arrays.	Cost-effective, all-in-one hardware solution; hardware, operating system, and storage devices are integrated into a single device.
Operating system is designed to provide multiple services and must therefore share its processing resources among several tasks simultaneously.	Operating system is optimized for network file and printer sharing, resulting in no wasted processing cycles.
Operating system license as well as per seat client access licenses are required.	No operating system or client access licenses are required.
Data redundancy is implemented as part of the operating system, which can compromise system performance.	Data redundancy is implemented via dedicated hardware, ensuring better performance and higher availability.
Frequent operating system patches and security updates are required, resulting in system restarts and thus more downtime.	All updates are applied as a single, comprehensive firmware update.
File sharing protocols are usually limited to those that match the host operating system.	Windows, Macintosh, and UNIX/Linux clients are supported out-of-the-box.
Experienced technical staff is required to install, administer, and maintain server operations.	User-friendly, web-based interface guides customers through setting up shared folders and printers.
Storage capacity is fixed when the hard disks are first installed.	Patented auto-expanding RAID technology allows customers to increase storage as their requirements dictate.
Hot-swappable hard disk capability is available only on high-end systems.	Hot-swap capability is built-in, minimizing downtime in the event of a disk failure.
Additional Backup Software must be purchased .	Includes 5-Client EMC Retrospect Professional Bundle as well as Integrated Backup Manager and SnapShot support.

The ReadyNAS product family

To satisfy unique customer requirements, NETGEAR provides Network Attached Solution in two distinct form factors: the *ReadyNAS NV+* desktop model and the *ReadyNAS 1100* rack mount model. These products are shown in Figure 2 and described briefly here:

- ReadyNAS NV+

Packed with technology previously reserved for upper echelon high-end servers (i.e. hardware RAID, gigabit Ethernet, continuous system monitoring, and backup capabilities), the ReadyNAS NV+ brings enterprise-level technology to the masses in a cost-effective manner. The ReadyNAS NV+ is a bulletproof way to virtually insure that your data will never be lost again due to hardware failure.

- ReadyNAS 1100

Unlike other complicated or proprietary storage solutions, the ReadyNAS 1100 is a new class of NAS designed to meet the requirements of increasingly energy efficient computing environments. By carefully tailoring a Linux-based OS with a custom microprocessor, the 1100 removes traditional complexity, efficiency, and interoperability barriers. The ReadyNAS 1100 packs two gigabit Ethernet interfaces, hardware RAID, and four hot swap Serial ATA (SATA) disks all in a remarkable twelve-inch deep 1U chassis.

Both form factors are available in several different storage configurations, but both use a removable disk tray system. The disk tray system allows customers to easily install new hard disks, or replace existing ones with larger-capacity disks as their storage needs change. Detailed product specifications for both devices are available online at <http://www.netgear.com/Products/Storage.aspx>.

Figure 2: The ReadyNAS product family



Key features and benefits

The ReadyNAS provides a unique set of features and benefits that are particularly well-suited for SMBs. The key features and benefits are listed in Table 2 and described in more detail later in this document.

Table 2: Key features and benefits of the ReadyNAS

Feature	Description	Benefit
Easy installation and setup	The ReadyNAS Setup Wizard walks you through the process of completing an initial setup, which you can fine-tune at a later time.	Effortlessly deployed and managed without hiring technical staff.
Advanced networking capabilities	The ReadyNAS fully supports IP networking, and includes advanced supports for WINS, VLANs, and jumbo frames.	Fits into your existing network infrastructure while providing room for growth.
Tailored security modes	The ReadyNAS provides three security models: Share, User, and Domain.	Choice of security models that best suit specific workflow requirements.
Comprehensive file and media streaming services	The ReadyNAS supports standard file protocols (CIFS, NFS, FTP, AFP, HTTP/S, and Rsync) as well as several network-enabled media players.	Easy access to shared resources on your LAN and over the Internet.
Extensive volume management	The ReadyNAS supports both single-volume (X-RAID) and multi-volume (Flex-RAID) data protection technologies as well as the ability to take incremental, scheduled snapshots.	Data protection via patented auto-expanding storage as well industry standard RAID levels.
Cross-platform file sharing and security	The ReadyNAS provides secure, centralized storage that's accessible to Windows, Macintosh, and UNIX/Linux clients.	Centralized file storage with client-specific security access controls.
Automatic printer sharing	The ReadyNAS automatically shares printers attached to its integrated USB ports.	Enhances productivity by making attached printers immediately available on the network.
On demand and scheduled backups	The ReadyNAS supports both local and remote backup jobs via standard file protocols.	Information archiving and security via local and remote backup jobs.
Trouble-free system maintenance	The ReadyNAS provides automatic email alerts, performance tuning, power management, and firmware updates.	Easily maintained and updated to support new features.
Device health monitoring	The ReadyNAS allows you to easily monitor the status of installed disks, and maintains detailed operational logs.	Comprehensive monitoring tools to ensure continuous availability.

Easy installation and setup

Unlike a traditional server system, which requires several man-hours to configure, the ReadyNAS is easy to install and set up. The ReadyNAS package includes a utility, appropriately called *RAIDar*, which automatically discovers the device on the network.

The ReadyNAS can be managed from any workstation with a Java-enabled web browser. After connecting to the ReadyNAS, an encrypted Secure Sockets Layer (SSL) session is established and the ReadyNAS management console, called *FrontView*, appears. FrontView's *Welcome* page, which is shown in Figure 3, provides a detailed summary of the device's current configuration.

Figure 3: The ReadyNAS management console



FrontView provides two tools for configuring the ReadyNAS: *Setup Wizard* and *Advanced Control*, as described here:

- Setup Wizard

Setup Wizard assists the administrator in completing an initial configuration. Among other things, Setup Wizard allows the administrator to specify network settings, choose one of several security modes, and create shared folders.

- Advanced Control

Advanced Control allows the administrator to fine-tune the initial settings created with Setup Wizard. Among other things, Advanced Control allows the administrator to create users and groups, assign access permissions to shared folders, and configure backup jobs.

Advanced networking capabilities

The *Network* page allows the administrator to configure several advanced settings that are specific to his network infrastructure. These settings include the following:

- IP configuration

The ReadyNAS can obtain its IP configuration from an existing DHCP server on the LAN, or it can be assigned a static IP address, subnet mask, default gateway address, and DNS addresses. If the device is assigned a static IP address and there is no DHCP server on the network, the device's integrated DHCP server can distribute a range of IP addresses to client workstations.

- Hostname

The ReadyNAS uses a default hostname derived from its MAC address. The administrator can change the hostname to a more friendly name, making it easy identifiable when users browse for the device on the LAN.

- Windows Internet Naming Service (WINS)

WINS is a service that allows Windows clients to resolve NetBIOS computer names to IP addresses. The ReadyNAS can assume the role of a WINS server on the LAN, or it can register itself with an existing WINS server.

- Virtual LANs (VLANs)

A VLAN allows devices on different physical LAN segments to communicate with each other as if they were on the same logical network. The ReadyNAS can be a member of a VLAN as long as the network switch and all devices connected to the switch include support for VLANs.

- Jumbo frames

Jumbo frames allows combining of multiple smaller packets into a single larger packet, reducing network overhead and increasing data transfer performance. The administrator can enable jumbo frames on the ReadyNAS if a jumbo frame-capable switch is installed on the LAN, and client workstations have jumbo frame-capable network controllers.

Tailored security modes

The *Security* page allows the administrator to create a new administrative password and specify a password recovery question, the expected answer, and an email address. If the admin password is forgotten, it can be reset by answering the password recovery question correctly and specifying the email address to which the new admin password should be sent. On this same page, the administrator can also choose one of the following security modes, depending on his workflow requirements and network environment:

- Share

Best suited for home or small office. Select this option to restrict share access with the use of an optional share password. Each user accesses the shares on the device as a common guest user and has the same read/write privilege as other users. This option supports setting disk quotas on a per-share basis.

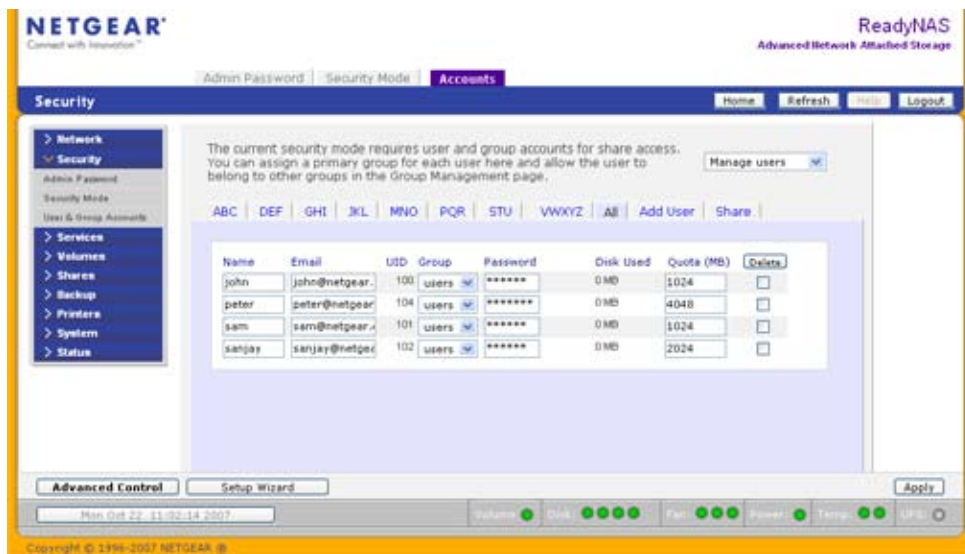
- User

Best suited for medium-size offices or workgroups. Select this option to control access to shares based on user or group accounts and the network doesn't use a domain controller for authentication. In order to access the device, each user must have a unique account; users can then be assigned to specific groups. This option supports setting disk quotas on a per-user or per-group basis. An example configuration is shown in Figure 4 for reference.

- Domain

Best suited for departmental or corporate environments. Select this option to control access to shares based on user and group accounts and your Windows network has a centralized domain controller or Active Directory (AD) service for login authentication. This option does not support disk quotas.

Figure 4: ReadyNAS user and group management



Comprehensive file and media streaming services

The Services page allows the administrator to configure file sharing protocols for specific client platforms. The standard file protocols include:

- Common Internet File Systems (CIFS)

The native protocol used in Microsoft Windows environments. Apple's Mac OS X also supports this protocol, but refers to it as Server Message Block (SMB).

- Network File System (NFS)

The native protocol used in UNIX or Linux environments. Mac OS X also supports this protocol.

- File Transport Protocol (FTP and FTP/S)

The native protocol for file transfers across remote IP networks. If the FTP service is to be available outside the firewall, a custom port for added security can be specified. Both user and anonymous authentication are supported.

- Apple Filing Protocols (AFP)

The native protocol in Mac OS and Mac OS X environments. AFP provides better support for a larger range of characters in filenames and is preferred where this is important.

- Hypertext Transport Protocol (HTTP)

The native protocol for serving web pages. Default access to the NAS over HTTP shows a share list. If the NAS is to be used as a web server, a share where access will be redirected can be specified.

- HTTP with Secure Sockets Layer encryption (HTTPS)

The native protocol for encrypting HTTP traffic. If the HTTPS service is to be available outside your firewall, an additional port for added security can be specified.

- Remote Synchronization (Rsync)

A popular incremental backup protocol used in UNIX and Linux environments. Mac OS X also supports this protocol at the shell level.

The ReadyNAS also supports several different media streaming services, including SlimServer, iTunes Streaming Server, Universal PnP AV devices, and network-enabled media players.

And finally, discovery services, such as Apple's Bonjour and Microsoft's Universal PnP, allow network clients to automatically discover the NAS when browsing the network.

Extensive volume management

The *Volumes* page allows the administrator to group physical hard disks into logical volumes. The ReadyNAS supports two distinct RAID volume technologies: *X-RAID* and *Flex-RAID*, as described here:

- Expandable Volume (X-RAID)

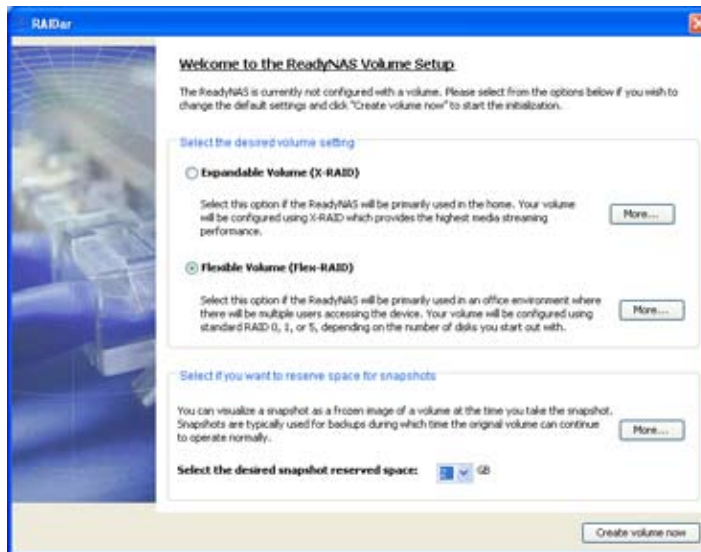
A single volume scheme that allows the administrator to automatically increase storage capacity by adding more disks while maintaining data redundancy.

- Flexible Volume (Flex-RAID)

A multiple volume scheme that allows the administrator to configure individual volumes as RAID Level 0 (disk striping), RAID Level 1 (disk mirroring), or RAID Level 5 (disk striping with parity).

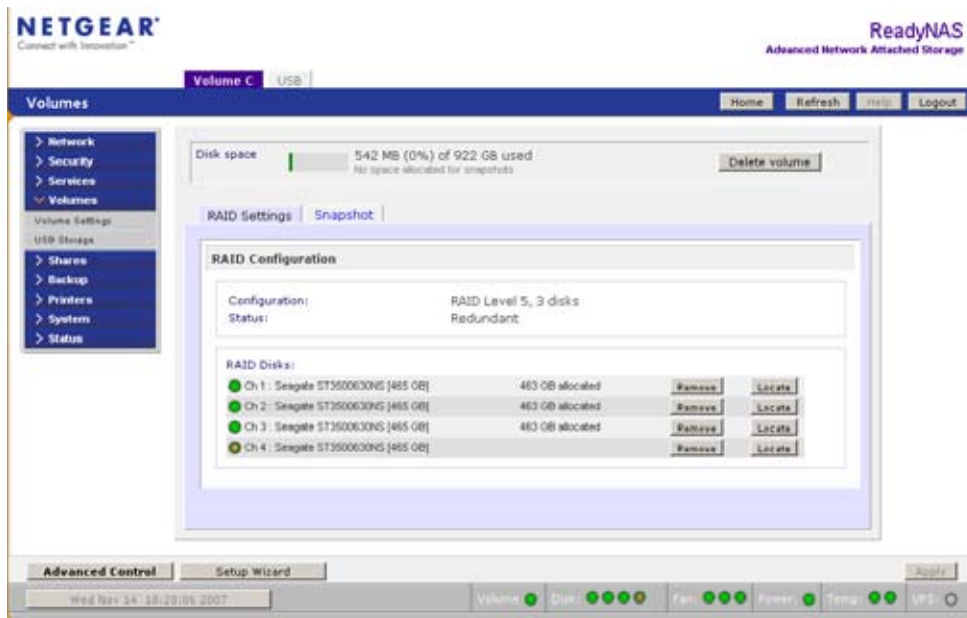
By default, the ReadyNAS is pre-configured for X-RAID and a default volume is already created. However, volume schemes can be changed by resetting the device to factory defaults. In this case, the RAIDar discovery utility prompts the administrator to choose the desired volume scheme, as shown in Figure 5.

Figure 5: ReadyNAS volume schemes



In addition to using RAID technology to ensure data redundancy, one disk can be designated as a hot spare. In the event of a disk failure, the failed disk can be replaced with the hot spare to sustain operations. Figure 6, for example, illustrates a RAID 5 volume, consisting of three disks and one hot spare.

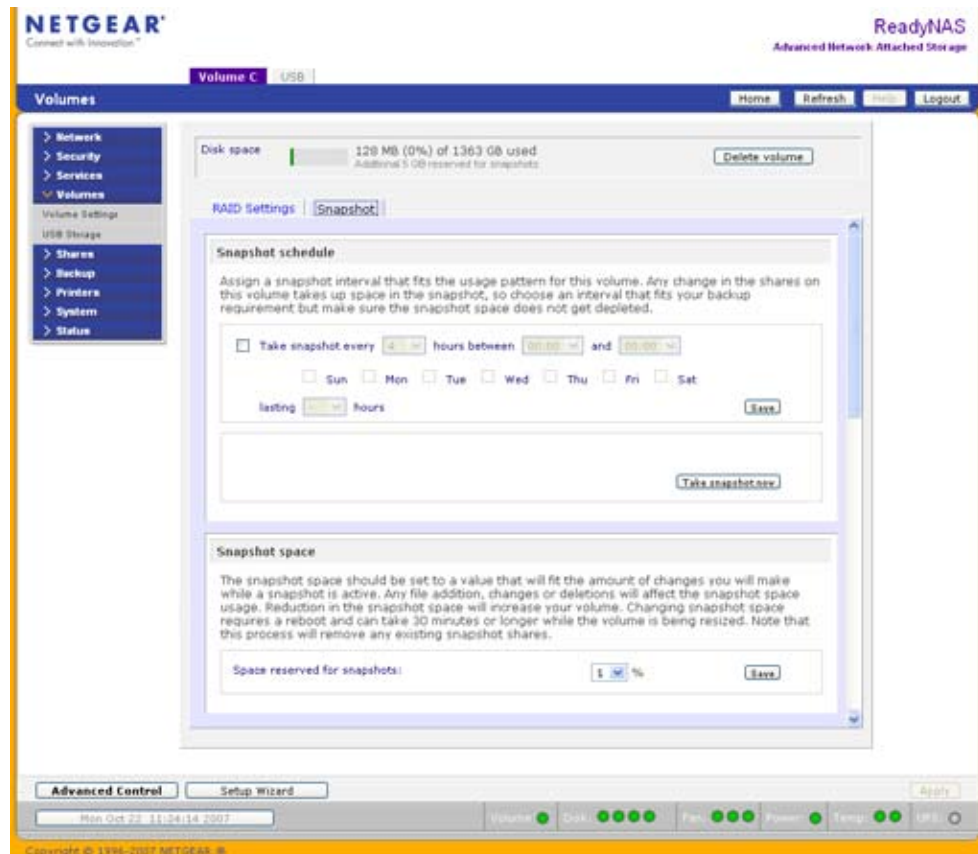
Figure 6: ReadyNAS data redundancy with support for hot spares



For additional buy non-redundant storage, the ReadyNAS supports external USB drives connected to its USB ports. The ReadyNAS can read and write to NTFS, FAT32, and EXT2/EXT3 formatted drives.

The ReadyNAS supports both on-demand and scheduled snapshots. In brief, a snapshot is a frozen image of a volume at the time it is taken. Snapshots are typically used for incremental backups, during which time the original volume can continue to operate normally. Snapshots can also be used as temporary backups; for example, as a means to protect data against viruses. If a file becomes infected or otherwise corrupted, it can be restored from a prior snapshot taken before the attack occurred. Figure 7 illustrates a typical schedule for taking snapshots during business hours.

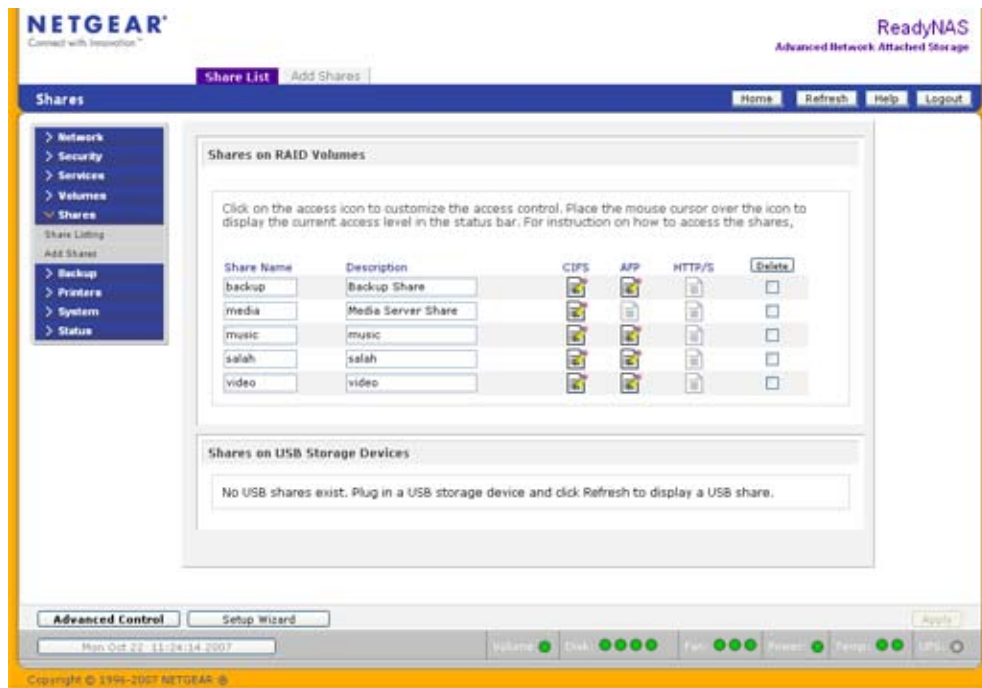
Figure 7: ReadyNAS on demand and scheduled snapshots



Cross-platform file sharing and security

The *Shares* page allows the administrator to create shares, enable or disable specific file sharing protocols on a per share basis, and control access to each share via standard privileges (read/write, read-only, or no access). Figure 8 shows an example of several shares and their associated file sharing protocols.

Figure 8: ReadyNAS file sharing with support for USB storage devices



Each file sharing protocol has a unique set of supplemental security attributes that allow the administrator to fine-tune access to the respective share. For example, CIFS and AFP restrict access by credentials (username and password) whereas NFS restricts access by host (IP address). A comparative summary of the supplemental security attributes is provided in Table 2 for reference.

Table 2: ReadyNAS supplemental security attributes

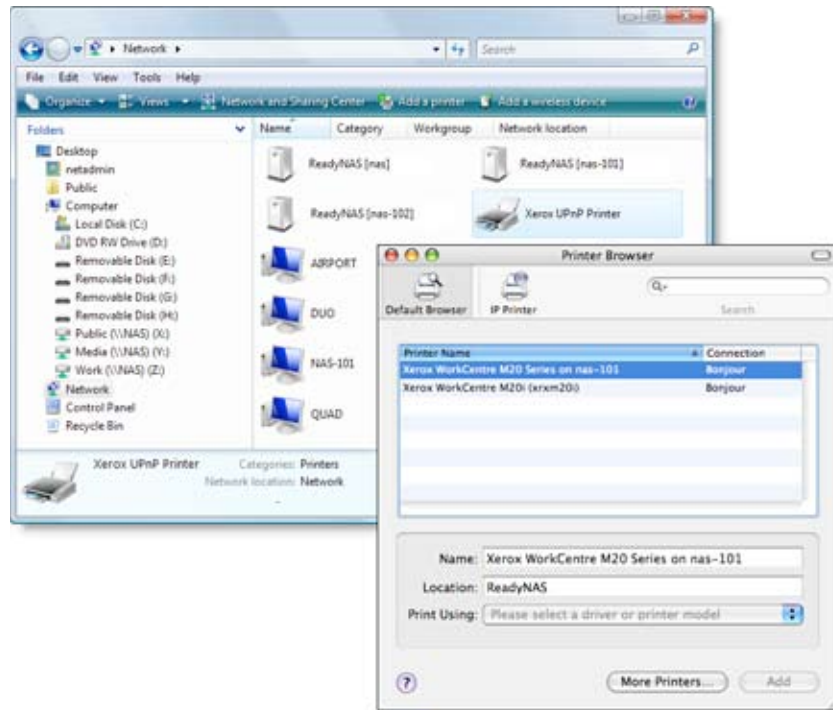
	Windows [CIFS]	Unix [NFS]	Mac [AFP]	FTP [FTP/S]	Web [HTTP/HTTPS]	Rsync
Hosts Allowed Access	•				•	•
Users Allowed Access					•	
Groups Allowed Access					•	
Read-Only Users	•		•	•		
Read-Only Groups	•		•	•		
Write-Enabled Users	•		•	•		
Write-Enabled Groups	•		•	•		
Read-Only Hosts		•		•		
Write-Enabled Hosts		•		•		
Root Privilege-Enabled Hosts		•				

And finally, several advanced options that apply to all shares and protocols can be specified. For example, for administrative purposes, the administrator may need to change the ownership and rights to shares on a system-wide basis. Or, he may want to grant non-owners rename and delete privileges.

Automatic printer sharing

The *Printers* page allows the administrator to manage USB printers that are connected to the ReadyNAS. The printers appear as print shares to clients on the LAN. Alternately, printers can advertise their presence via the UPnP and Bonjour discovery services, in which case Windows and Macintosh clients can browse for the printers, as shown in Figure 9. For easy printer monitoring, queued print jobs are listed next to each printer.

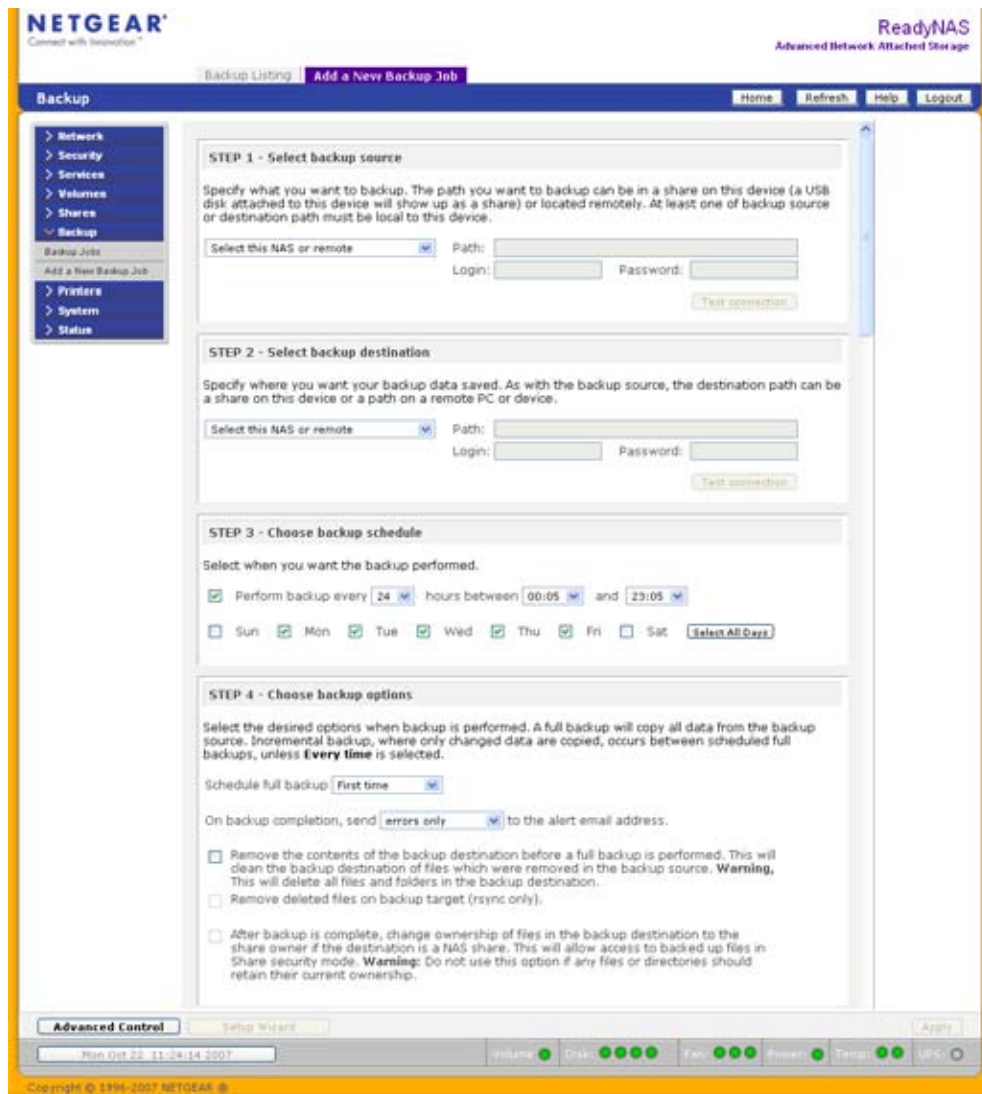
Figure 9: ReadyNAS shared USB printers



On demand and scheduled backups

The *Backup* page allows the administrator to create backup jobs. When the administrator creates a backup job, he identifies the source and destination of the backup, configures a backup schedule, and specifies whether the job is to perform a full or incremental backup. In general, a full backup is performed the first time the backup job runs, with scheduled incremental backups on subsequent runs. Depending on the file sharing protocols that have been enabled on the Services page, the administrator can specify local or remote NAS devices, individual shares and snapshots, and users' private home shares, as shown in Figure 10.

Figure 10: ReadyNAS Integrated Backup Manager



The backup jobs appear in the Backup Listing pane. On this pane, the administrator can enable or disable, edit, and delete specific jobs as well as monitor backup logs.

Trouble-free system maintenance

The System page allows the administrator to perform several tasks that apply to system maintenance and performance. These tasks include synchronizing the NAS device with a network time server and specifying platform specific performance options, as shown in Figure 11. Other tasks include choosing the operating language, updating the device firmware, managing power options, and restarting and shutting down the device.

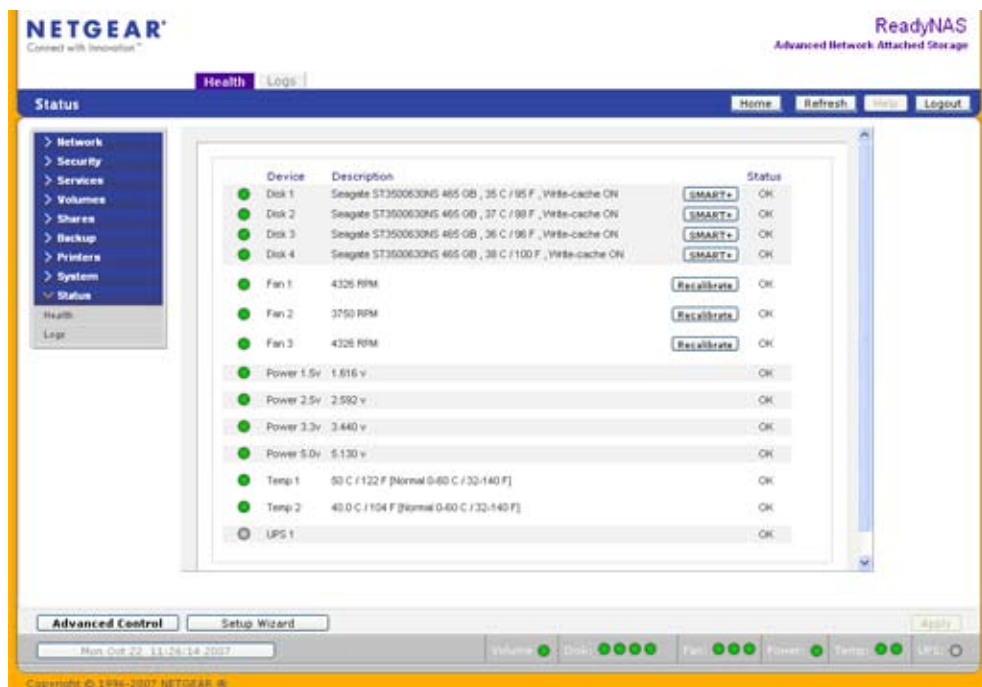
Figure 11: ReadyNAS performance options



Device health monitoring

The *Status* page allows the administrator to monitor the health of your ReadyNAS. As shown in Figure 12, the status of each hard disk, the system fan, the internal chassis temperature, and any attached UPS can be monitored. The administrator can also view the system logs and, if necessary, email them directly to NETGEAR's technical support staff if assistance is required.

Figure 12: ReadyNAS health monitoring



The ReadyNAS can be monitored from a PC or a MAC through widgets as shown in figure 13.

Figure 13: ReadyNAS Macintosh Widget



Summary

In today's increasingly competitive business environment, it's critical for organizations to select technology that works *for* them rather than *against* them. SMBs are particularly susceptible to the pitfalls of choosing the wrong technology because they often cannot afford the luxury of having a full-time IT staff onboard to help them plan and implement it. Moreover, when technical problems arise, they find themselves diverting precious time from normal business operations to managing technology. NETGEAR's ReadyNAS family of Network Attached Storage devices is a cost-effective solution to these problems because it provides centralized file and print services, extensive security, out-of-the-box data redundancy, and scheduled local and remote backups—all easily managed via a web console.



Limited Product Warranty

Subject to the provisions described below, this NETGEAR product is protected against defects in material and workmanship for a period of five (5) years from the date of first purchase of the product. NETGEAR products repaired or replaced under warranty shall be subject to the product warranty remaining for the original products that are repaired or replaced.

Should a NETGEAR hardware product, or the media in which NETGEAR software is delivered, have defects in material or workmanship while covered under warranty, it will be repaired or replaced with the same or functionally equivalent product by NETGEAR, at its discretion, free of charge provided you: (1) return the failed product to a NETGEAR designated repair facility with shipping charge prepaid, and (2) provide NETGEAR with written proof of the original date of purchase, such as a dated purchase receipt.

NETGEAR software is provided as is with no express or implied warranties. NETGEAR does not guarantee the integrity or quality of your data, and you are highly encouraged to back up your data regularly to prevent permanent data loss.

Repaired or replacement products will be returned to you with shipping charges prepaid. Prior to returning any defective product, the end customer or the reseller from whom the end customer originally purchased the product must obtain a Return Materials Authorization (RMA) number from NETGEAR. All defective products should be returned to NETGEAR with shipping charges prepaid. NETGEAR will not accept collect shipments. Replacement products may be refurbished or contain refurbished materials. If NETGEAR, by its sole determination, is unable to repair or replace the defective product, it will refund the purchase price of the product, less a reasonable usage charge.

This limited warranty does not apply if, in the sole judgment of NETGEAR, the product fails due to damage from shipment, handling, storage, exposure to magnetic fields, incorrect electrical current, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced. Repair by anyone other than

NETGEAR or an approved agent will void this limited warranty.

NETGEAR reserves the right to revise or update its products, software or documentation without notice. NETGEAR also reserves the right to change the terms of its limited product warranty at any time.

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Limited Technical Support

NETGEAR will provide installation and configuration technical support by telephone for 90 days from the date of purchase of product by the end user. Thereafter, services under this section may be provided on an as-available, time and materials basis unless customer purchases a then-available NETGEAR Service Program.

NETGEAR Technical Support Services and Warranty Support Information

NETGEAR gets you connected easily, through a wide variety of support services:

- An Online Knowledgebase
- Free E-mail Support
- Web Escalations
- Free 90-day Basic installation* Phone Support
- 24x7 Technical Support
- NETGEAR Per-Incident Service

TO OBTAIN SUPPORT SERVICES

Register Your Product

Free 90-day Basic Installation* support is available for registered owners. To register, point your browser to www.NETGEAR.com/register.

As a registered owner, you receive 90 days of complimentary support for basic installation of your registered NETGEAR products. For additional information about your product, use the Select Product dropdown at kbserver.netgear.com.

Search Our Knowledgebase

Our online knowledgebase is your first resource for troubleshooting and other useful information. It has the most up-to-date information on drivers, manuals and firmware. The frequently asked questions cover most supported issues you will encounter. To search the knowledgebase, point your browser to kbserver.netgear.com and enter a product or other query in the search box.

Escalate Through the Web

If you cannot find what you are looking for in the knowledgebase point your browser to <http://my.netgear-support.com/>. From there, simply fill in the escalation to submit a question to our technicians via the Web. Most cases are answered in one business day.

E-mail

You may e-mail our technicians at support@netgear.com. For the fastest service and the most accurate assistance include details such as your NETGEAR product(s), firmware version, network configuration, and operating system, (as listed below).

Standard Phone Support

Free 90-day Basic Installation* phone support is available for registered owners. Basic installation may consist of hardware and driver installation, basic product configuration, checking the installation, verifying network connectivity and hardware functionality. The complimentary support expires 90 days from the date of purchase.

You must register your product at www.NETGEAR.com/register before contacting support. Please have the following information available (as listed below) before calling technical support the first time.

Information Needed for E-mail and Phone Support

- Customer Number (if applicable)
- E-mail Address
- Product Model
- Purchase Date
- Hardware Serial Number (required)
- Detailed Description of Problem
- RMA or RA Number (if applicable)

Service Offerings (Fee-Based) 1-800-448-169

We understand that some of our customers may require advanced support or additional assistance after the first 90 days. To meet this need, we offer various service options. These are affordably priced options giving you direct access to technical experts with advanced networking and storage knowledge. Through these service offerings, we provide support for advanced NETGEAR product features as well as non-NETGEAR issues that are not covered under the standard warranty support service. For more information, point your browser to kbserver.netgear.com.

Examples of Fee-based Services

- Non-NETGEAR Hardware
- Software Applications
- Network Security Applications
- Network Technology
- VPN Configuration
- File and Print Sharing
- Advanced Security Settings

Defective or Damaged Merchandise

If you suspect you have a defective or damaged product, you must call Technical Support. Have your computer system and the NETGEAR product available before contacting Technical Support. Ensure that you also have on hand the information as requested in the Information for E-mail and Phone Support list. Our technicians will help you to troubleshoot the product. If it is determined that repair is required, a return authorization will be issued. Products sent to NETGEAR without an authorization number will not be processed. NETGEAR will not issue refunds or offer product upgrades. NETGEAR is not responsible for lost or misdirected shipments.

Before returning a defective product or parts to NETGEAR for service, you are required to back up all data, configuration files, and remove any confidential or personal information. NETGEAR is not responsible for lost or damaged data, configuration files or the unauthorized disclosure of Confidential Information on the returned product.

NETGEAR shall own all parts removed from repaired products and all units for which a replacement was provided. The defective unit or part must be returned to NETGEAR at Customer's expense within 10 days after delivery of the replacement part or unit or Customer will pay NETGEAR for the replacement unit or part promptly upon receipt of invoice. If Customer fails to pay the invoice within 10 days after the date of the invoice, NETGEAR reserves the right to take the following actions: cancel the NETGEAR Service, keep all fees paid to date, charge the credit card deposits, and take any further legal action to which NETGEAR may be entitled.

*Advanced product features and configurations are not included in Basic installation support services.

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