

## Frequently Asked Questions

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### Steelhead xx50 Series Appliances

## PRODUCT INFORMATION

### 1. What new hardware was announced?

Riverbed has announced new models for the Steelhead appliances. The new models provide upgrade paths for customers throughout the product models so the technology can grow with the customer's business. More robust availability features have been added as well.

### 2. When are the new models available?

The new models are available to order on July 22, 2008. They will be available to ship by mid-August 2008.

### 3. What are the new models?

The new models are 250, 550, 1050, 2050. They are organized in model series so there is a Low (L), Medium (M), High (H) model or an M, H model in each series with different specifications.

### 4. What are the new features on these models?

4 On-board copper ports on 1Us  
RAID-10 on the 1U models (2050s)  
Hot swap hard drives on the 1Us  
Hot swap power supplies on the 1Us

Link to the [spec sheet](#) here.

### 5. What is the minimum RiOS supported release for the new models?

4.1.6  
5.0.3

### 6. What models is RSP supported on?

All the new models will support RSP but there will be some limitations on the number and types of packages that can run. Infoblox cannot currently run on the 1050 or 2050 as Infoblox does not support 64-bit. A solution is being worked on for the future.

### 7. What is flexible licensing and what does it do?

Flexible licensing allows customers to upgrade within a product series (from L to M or M to H) for a fee. This essentially gives the customer investment protection and the ability to have the solution grow with their business

### 8. How will model upgrades work?

Software license key registration.

### 9. How do you order upgrades?

There will be UPG part numbers that will be available via SFDC Powerstrip

### 10. Do all the 1U models have RAID?

No. The 2050 Series appliances have RAID-10, the 1050s do not.

### 11. Do the 1050s and 2050s ship with a spare disk?

No.

**12. How do you replace disk drives?**

The new 1U platforms have hot swap disk drives that are accessible from the front. For desktop models, customers can order and replace the hard drives on the units.

**13. Is there redundant power supplies on the 1U?**

It is standard on the 2050s and available as a configurable option on the 1050s.

**14. Are rack mount kits standard on the new models?**

Yes. All new products have rack mount capability. The 1U has rail kits attached. The desktop (sub 1U) ships with the rail kit ("ears") unattached.

**15. What Ethernet cables will ship with the product?**

CAT 6

**16. Can the bezels be removed?**

No, they're hinged.

**17. Can the old cards be used in the new models?**

No, because the old systems are PCI-X and the new models are PCI-E.

**18. What is the maximum number of bypass ports?**

The 1050/2050 supports 8 bypass ports that can intercept 4 circuits. There are 4 onboard ports, and one PCI-e expansion slot that can be configured with one of the option cards- 2 port fiber, 4 port fiber or 4 port copper.

The 250/550 has 2 onboard bypass ports, and is not expandable.

We are not supporting a 6 port NIC on these hardware platforms.

**19. Is the 6-port card still supported on the 1U?**

No. Max port count is 8 (see above)

**20. What are the configurable cards available?**

4-port copper

4-port fiber

2-port fiber

**21. When will the new 1Us support 10gig Ethernet?**

It's being planned, but no release date has been set

**22. What are the data store sizes for the new models?**

Please refer to the spec sheet for more details. Data stores range from 40 GB to 400 GB. Existing 3U models go up to 3.4 TB.

**23. What are the new bandwidth limits?**

The desktop models go up to 2 Mbps.

The 1Us go up to 45 Mbps

Existing 3Us go up to 310 Mbps.

**24. What is the pricing for the new models?**

Prices range from \$3,495 for the 250-L to \$41,995 for the 2050-H. Refer to the posted price list for more details.

**25. What disk drives are being shipped?**

1050, 2050 – 250 GB SATA  
250, 550 – 120 GB SATA

**26. What are the memory DIMMs in the new models?**

All memory is ECC

250 – 1 GB DIMMs  
550 – 2 GB DIMMs  
1U – 2 GB DIMMs

**27. How is the new memory and drives different?**

Memory and disk will be Riverbed-tagged. This means that only Riverbed recognized parts can be used. The system will not use any non-Riverbed tagged components.

**28. Can memory be added to the system?**

No. Considering in the future.

**29. What is a product series?**

A product series is indicated by a product model number (ie. 250 or 1050) and followed by a letter, L, M, or H. All models with the same number belong in the same product series family.

**30. Why do some models have a low vs. other series that have a medium high?**

Where there are 3 models – L,M,H  
Where there are 2 models- M,H

**31. Can you upgrade between series?**

No.

**32. What is the form factor of the 250/550?**

It is 1U high but less than 19" wide with mounting "ears" so that it can be rack-mounted. It measures 1.65H x 12W x 7.1D in (4.2H x 30.5W x 18.0D cm). This is slightly larger than the current 50/100/200/300. This is partially because it has an internal power supply where the 50/100/200/300 used an external power supply.

**33. Can I mix current and new models? What about software versions?**

You can mix new and old models and older and newer software version. In general, Riverbed recommends running the same software versions on all systems, but Riverbed supports interoperability between different versions. Specifically, Riverbed supports interoperability between two major versions (i.e. v4.x and v5.x) as well as between all minor versions of a release.

**34. How can I upgrade from X series appliance to a Y series?**

Generally speaking, you can upgrade within a series. I.e. you can upgrade from a 1050-L to a 1050-M or a 550-M to a 550-H but you cannot upgrade from a 550 to a 1050 – i.e. between two series.  
Upgrades are enabled by either licenses (today) or licenses + hardware (target Q4).

## SALES QUESTIONS

### 35. What is the new product positioning?

Scalability – More bang for the buck – more bandwidth capacity, more connections, more data store  
Flexibility to grow with your business  
Resiliency for more availability

Customers now have a choice between price and scalability

### 36. I just bought Steelheads, what do I do now?

Nothing. The new models are additions to the current model line. The current desktop and 1U xx20 Steelhead models are still available for sale and will continue to be for the foreseeable future for those customers that wish to standardize on a current model. In addition, the changes in pricing structure between the current and newer models might make the current desktop / xx20 models more attractive, particularly in price-sensitive situations.

### 37. Can I get an eval set up with the new xx50 models?

It is strongly encouraged to use xx20s for evaluations and allocate xx50 models for sale only.

### 38. What about the 3U models? When will those be upgraded?

The 3U models have remained the same. They are already running a 64-bit architecture. These are the models that we have available right now. We have updated the 1U to the 64-bit architecture with this upgrade.

### 39. How come there isn't separate support pricing for each model?

We have moved to a simpler series based support pricing

### 40. Are hardware upgrades currently available?

No.

### 41. What about customers who have just purchased the existing models?

Support for these models will continue for 5 years. There has been no end-of-sale announced. Please refer to question 36 for additional information.

### 42. Is there any kind of trade-in or upgrade program?

It is under consideration for xx10s to the xx50s.

### 43. Has the ordering process changed for the new models?

Yes. We have a new version of the configurator called Powerstrip. You should review or attend the new PowerStrip training please send an email to [partners@riverbed.com](mailto:partners@riverbed.com) for the information link.

### 44. How does the new support pricing help sell higher models?

Because the support is lower on the higher models so the pricing actually flattens out as customers move up to bigger models within the same series.

### 45. Are you announcing the end of sale of any existing models?

No, the new models announced today are in addition to our existing product portfolio.

**46. I would have chosen a 3520, should I now purchase a 2050-H?**

Generally speaking, prioritizing PRICE, CONNECTIONS or BANDWIDTH will drive the correct platform choice. This is a trade-off between price performance (2050H) and higher workload performance- like DR (3520). The bandwidth and connections are the same but the data store is a little smaller on the 2050-H and it has fewer disk spindles.

**47. I would previously have chosen a 1020, which should I choose now, 1020, 550-H, or 1050-L?**

Generally, this is a trade-off between price performance (550-H) and scalability (1020 or 1050-L). The 550-H cannot be upgraded whereas both the 1020 and 1050-L can. The 1050-L also has slightly higher optimized WAN capacity.

**48. I would previously have chosen a 300, should I choose a 300, 250-H, or 550-M?**

Again, this is a trade-off between price performance (250-H), connection count (300 or 550-M), and upgradeability and WAN capacity (550-M)

**49. Are the current 1U and Desktop models now end-of-sale/end-of-life?**

No. The new models are additions to the current line. The current desktop and 1U xx20 Steelhead models are still available for sale and will continue to be for the foreseeable future for those customers that wish to standardize on a current model. In addition, the changes in pricing structure between the current and newer models might make the current desktop / xx20 models more attractive, particularly in price-sensitive situations.

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