

When will I start my free trial and how long is it?

Once you request a free trial by clicking on “Register for Trial” and filling out the form that follows*, you will receive a system email with login information for your free trial by the end of the following business day. Your free trial will run for 14 days and will start once you receive the login email.

*Note that you will also be required to log in to Cloud Central if you are not already logged in.

Do I have to provide credit card information to get access to the free trial?

No. No credit card information is required to start your free trial.

Are there limits on my MUs or features during the free trial?

No. You can set up as many data collectors as you would like with no limit on the number of MUs that you use. You will be using the Standard Edition, fully-featured, in your trial.

What happens at the end of the free trial?

At the end of your free trial you can purchase Cloud Insights and continue to use the same instance of the product. Or, if you choose not to purchase, then you will no longer be able to access your account. We will retain your data for X days in case you decide to purchase during that time.

How can I buy Cloud Insights?

If you would like to purchase Cloud Insights, please fill out our [Contact Us](#) form and a member of our team will reach out to discuss your needs and available discounts.

Are there other billing options?

Yes. You can purchase Cloud Insights through the [AWS Marketplace](#).

Do you provide volume discounts?

Yes, if you would like to monitor more than 1,000 managed units (MUs) you are eligible for a volume discount. Please fill out our [Contact Us](#) form and a member of our team will reach out to discuss your needs and available discounts.

How do you measure the number of MUs?

When you subscribe to Cloud Insights, you select the number of Managed Units (MUs) that you wish to monitor.

Cloud Insights continuously monitors the data collectors you choose to set up and updates the number of Managed Units (MUs) that it discovers in your environment.

As new hosts or storage capacity are discovered, Managed Unit counts are updated, thus increasing the total number of Managed Units used. Conversely, if you delete a data collector, total Managed Units usage decreases.

You will see always your current usage on the Subscription page of your account.

How do you handle overages?

If you are approaching the maximum number of Managed Units for which you are subscribed, you will see informational and warning messages in the product to let you know that you are getting close to an overage.

If your Managed Unit usage exceeds your subscription amount, you have an overage. An error banner will be displayed and you will have limited functionality until you do one of the following:

- Modify your subscription to increase the subscribed Managed Unit count.
- Remove data collectors so that your Managed Unit usage is at or below your subscribed amount.

How can I be sure my data is secure?

Product and customer data security is of utmost importance at NetApp. Cloud Insights follows security best practices throughout the release life cycle to make sure customer information and data is secured in the best possible way. We follow a development lifecycle in line with Agile principles, thus allowing us to address any security-oriented software defects more rapidly, compared to longer release cycle development methodologies.

Any data gathered by the Cloud Insights service is considered confidential information. Customer data currently resides in Amazon Web Services (AWS) utilizing industry standard security best practices. Cloud Insights utilizes encryption at various points in the system to protect customer data using technologies that include Transport Layer Security (TLS) and industry-standard AES-256 algorithm.

All Cloud Insights personnel undergo annual security training, developed for individual roles, to make sure each employee is equipped to handle the specific security-oriented challenges of their role.

Do you have special offerings for partners?

If you are a NetApp partner interested in Cloud Insights, please contact us at: <email>