

### **What is Silver Peak's hardware-to-software conversion program?**

Silver Peak now offers customers the ability to convert their NX hardware appliances to the equivalent VX software (perpetual license). The conversion is free and available anytime (as long as a maintenance contract is in place).

### **What are the benefits of this conversion program?**

- Get all the benefits of virtualization – whenever you are ready to go virtual
- Convert in just a few minutes
- Eliminate future hardware refreshes
- Protect your investment in WANop
- Keep the exact same features, functionality and performance

### **Who benefits from this conversion?**

- **New WANop customer not ready for Virtual.** When you buy a Silver Peak physical appliance today, you can switch to virtual at your own schedule (for free). This maximizes flexibility while protecting your investment in WAN optimization.
- **Existing Silver Peak NX customers.** Convert to virtual at no cost to avoid future hardware refreshes.

### **Which NX models can be converted today? What do they convert to?**

The NX models that can be converted are shown below.

NX-1700 → VX-1000 perpetual license, any hypervisor

NX-2700 → VX-2000 perpetual license, any hypervisor

NX-3700 → VX-3000 perpetual license, any hypervisor

NX-5700 → VX-5000 perpetual license, any hypervisor

NX-7700 → VX-7000 perpetual license, any hypervisor

NX-8700 → VX-8000 perpetual license, any hypervisor

NX-9700 → VX-9000 perpetual license, any hypervisor

### **What do I need to convert?**

Conversions will be authorized if there is a valid gold or platinum maintenance service contract on an NX appliance that is in good standing.

### **Is the conversion free?**

Yes, it is free and available at any time through the life of the NX appliance (as long as a maintenance contract is in place).

### **Does the maintenance contract transfer, too?**

Upon product conversion, the maintenance service contract associated with the NX appliance will be transferred to the converted VX appliance. The level (Gold, Platinum), term and expiration date of the contract will not change.

Because the upgrade is free, Silver Peak does not credit any difference in pricing between an NX and VX maintenance contract.

### **What happens when the converted maintenance contract expires?**

You can purchase a new maintenance contract for your VX appliance.

### **Does the conversion require a network upgrade?**

There is a minimum release of VXOA software supported by each virtual model. As a result, converting to a specific virtual model dictates the minimum VXOA release that customers can run in their network

### **How do I convert?**

The conversion process must be initiated by the customer via the customer support portal using the following steps. (Silver Peak employees cannot do this on behalf of customers):

- Login to the support portal and view your inventory.
- Click on the “Convert to Virtual” button beside any NX appliances entitled to be converted
- Follow the onscreen instructions
- Acknowledge that the conversion is not reversible
- New VX licenses will be emailed to you

### **Can I convert back?**

The conversion process is not reversible, nor does a VX service contract allow the conversion of VX series appliances to NX series appliances

### **Can I convert my NX to VRX software?**

No, the conversion process is only available today for VX software.

### **Can I upgrade my new VX to a larger model?**

Yes, VX upgrade SKUs are available for purchase from Silver Peak.

### **What happens to my NX appliance upon conversion?**

You will decommission your NX model. All decommissioned NX models shall be either recycled or returned to Silver Peak. Silver Peak will provide instructions when we process your conversion. If the NX is to be returned Silver Peak will cover the shipment costs. Once converted your NX model will not be listed as part of your inventory nor will it be entitled to support.

**Can I try the equivalent VX before I convert?**

Absolutely. You can trial any VX product at anytime on the [Silver Peak Marketplace](#)