



Support Options for Customers Implementing Microsoft DFS and ExtremeZ-IP

Group Logic offers two service levels for DFS support with ExtremeZ-IP.

- Your standard Support contract covers DFS issues and questions that relate specifically to ExtremeZ-IP.
- Group Logic Support Services also offers an add-on, optional package called the "Group Logic DFS Kickstart" for customers that require more general assistance or training with Microsoft DFS.

Standard Support for DFS with ExtremeZ-IP

Your standard Support contract covers basic ExtremeZ-IP / DFS configuration for AFP and SMB targets. This includes DFS configuration related to Finder-integrated browsing (AutoFS), Home Directories, and the ExtremeZ-IP Zidget. To receive standard DFS Support, customers must first work with Group Logic to complete their DFS Worksheet, which is designed to deliver clarity on the DFS configuration and possible challenges.

Optional DFS Kickstart Program

The DFS Kickstart package adds the following to the services included in your standard Support contract:

- An initial 60-90 minute training session on DFS, delivered by audio / computer conferencing. A PDF of the slides presented is provided for future reference.
- Assistance for up to 90 days with advanced DFS configuration, guided by our DFS Implementation Process. Normally we try to work with customers at their speed over the first 30 days, but we will extend assistance out to 90 days.
- Assistance with DFS configuration beyond the scope of ExtremeZ-IP, including:
 - Binding Macs to the domain, if needed
 - Complex DFS implementations (more than 3 namespaces, more than 100 targets, more than 5 DFS sites)
 - DFS Cluster failover configuration / redundancy
 - Configuration of Windows and Active Directory DFS configuration
 - General network accessibility issues
 - DFS problems that also occur on Windows without involvement from ExtremeZ-IP

To request your DFS Kickstart quote click [here](#)