



Mac OS X Server Software Support

Delivers the IT department–level consultative support you need when deploying Mac OS X, Mac OS X Server, or Xserve in a heterogeneous environment.

Key Features

Coverage for most Apple client/server technologies

Coverage includes current versions of:

- Mac OS X Server
- Mac OS 9 and Mac OS X
- WebObjects
- QuickTime Streaming Server
- QuickTime Broadcaster
- Apple Remote Desktop

Access to the support you need

- Priority handling of technical issues
- Phone support 12 hours a day, 7 days a week
- Response times for priority 1 issues from four hours to as fast as one hour¹
- 24/7 support for critical-need priority 1 issues available
- Submission of support incidents by telephone, email, or web
- Up to four designated technical contacts for your organization
- Personalized support home page providing access to current issue status, activity reports, and other customer-specific files and information
- Access to AppleCare Help Desk Tools via the web

AppleCare Help Desk Support

- Coverage for most Apple software, including current versions of Apple consumer and professional video applications, including Final Cut Pro, DVD Studio Pro, LiveType, Soundtrack, Compressor, and QuickTime Pro
- AppleCare Help Desk Tools, such as:
 - Mac OS 9 and Mac OS X installation discs
 - Apple Service Diagnostics
 - AppleCare Technician Training
 - Quarterly updates

Specification Sheet

Mac OS X Server Software Support

Mac OS X Server Software Support delivers consultative phone and email support for advanced server operation, migration, and integration issues. Whether you have occasional questions or you need assistance on a regular basis, Apple has a plan to fit your requirements. Each plan provides one year of coverage.

Choose one of three plans:

- **Select** covers up to 10 enterprise-level incidents and provides four-hour response for priority 1 issues (server down), 12 hours a day, 7 days a week (12/7).¹ Unused incident support expires after one year. Additional support for incidents can be purchased as needed.
- **Preferred** covers an unlimited number of enterprise-level incidents, provides two-hour response for priority 1 issues, 12/7,¹ and assigns a technical account manager to your organization.
- **Alliance** covers an unlimited number of enterprise-level incidents across multiple locations and provides one-hour response for priority 1 issues, 24/7.¹ This plan includes an onsite review by an Apple technical support engineer.

All three Mac OS X Server Software Support plans provide enterprise-level incident support—defined as support for system component support; network configuration and administration; the integration of Mac OS X into heterogeneous environments; professional video support; web applications server support; and support for technical issues requiring the use of the command-line tools for resolution. Examples of each type of support issue are provided under “Scope of Support” on the following page. Apple products covered under the Mac OS X Server Software Support plans include Mac OS X Server, Mac OS 9 and Mac OS X, WebObjects, QuickTime Streaming Server, QuickTime Broadcaster, and Apple Remote Desktop.²

Every Mac OS X Server Software Support plan includes AppleCare Help Desk Support, an annual technical support plan that covers an unlimited number of support incidents for software installation, launch, and use; hardware and software diagnosis and troubleshooting; and issue isolation for Apple-based solutions. Products covered under AppleCare Help Desk Support include Apple hardware,³ the Mac operating system, and most Apple tools and applications, including Final Cut Pro, DVD Studio Pro, and QuickTime Pro.² You also get a copy of AppleCare Help Desk Tools,⁴ a library of Mac OS installation and hardware diagnostic discs that is updated quarterly. This comprehensive kit includes tools you need to reinstall the operating system and troubleshoot hardware problems—Apple’s own technical support staff uses the same tools. In addition, AppleCare Help Desk Tools grants you access to Apple’s professional online support resources, including private and monitored discussion boards, Apple’s extended Knowledge Base, and a dedicated website for online updates of the latest tools and software patches. Also included is AppleCare Technician Training, the only Apple-developed, Apple-approved online service certification training available. Additional copies of AppleCare Help Desk Tools can be purchased separately.

Scope of Support

The following chart provides at-a-glance information on the scope of support provided by the Select, Preferred, and Alliance plans.

Scope of Support		Select	Preferred	Alliance
System	Hardware diagnostics (repair requires service contract)	●	●	●
	Installation, launch, and basic use of Apple applications	●	●	●
	Support for Mac OS and Apple applications using graphical user interface	●	●	●
	System configuration using command-line interface	Incident	●	●
Network	Network configuration and server administration using graphical user interface	●	●	●
	Network configuration and administration using command-line interface	Incident	●	●
	Configuration and administration of advanced services	Incident	●	●
	Automation of administrative tasks, including scripting	Incident	●	●
Integration	Cross-platform home directory configuration	Incident	●	●
	Workgroup Manager integration with third-party directories	Incident	●	●
	Integration with cross-platform security services	Incident	●	●
	Cross-platform file and print services	Incident	●	●
Professional video	Video applications including input/output via FireWire	●	●	●
	Shake render farm configuration	Incident	●	●
	Custom workflow design (as for digital post-production)			●
Web application servers	Mac OS X Server application server deployment support	Incident	●	●
	WebObjects deployment support on third-party servers	Incident	●	●
	Configuring WebObjects with other application servers (WebLogic, WebSphere)			●

Select Support provides a total of 10 enterprise-level incidents in the areas indicated.

● Indicates an unlimited number of support incidents.

Additional Service and Support Products

AppleCare Premium Service and Support

This plan provides up to three years of coverage from date of purchase for Xserve or Xserve RAID. One team will diagnose hardware failures and provide up-and-running support for Mac OS X Server software. Because Apple hardware and software are uniquely integrated, there's only one number to call for help. You get 24/7 telephone and email support with 30-minute response.¹ For hardware repairs, Apple-certified technicians provide onsite response within four hours during business hours and next-day onsite response when you contact Apple after business hours.⁵ Purchase one AppleCare Premium Service and Support Plan for each Xserve or Xserve RAID in your organization.

AppleCare Service Parts Kits

The parts kits allow you to keep crucial replacement modules on hand at all times. Since Xserve and Xserve RAID are designed for easy swapping of critical parts, you'll be ready to resolve the most common hardware failures quickly. When you combine a parts kit with the AppleCare Premium Service and Support Plan, Apple experts can often help you troubleshoot and fix your system right over the phone, so you don't have to wait for a technician.

AppleCare Enterprise Consulting

Whether you're developing custom Internet applications, building networks using Mac OS X Server, or integrating Apple solutions into multiplatform environments, AppleCare Enterprise Consulting can provide the expertise you need. Your individualized contract may include network planning, advanced training, ongoing technical consulting, project management, and more.

Examples of the types of comprehensive coverage provided with Mac OS X Server Software Support include the following.

System component support

- Using standard UNIX command-line tools
- Scripting and automation using UNIX shell tools, AppleScript, or both
- Configuring and updating open source components (Apache, BIND, and others)
- Configuring and using remote system administration tools and Apple Mail server
- Installing and configuring SendMail and other mail transfer agents
- Designing and implementing backup strategies and tools

Network configuration and administration

- Implementing multi-tier NetInfo domain hierarchies (more than two tiers)
- Configuring and operating Macintosh Manager, NetBoot, and Network Install
- Installing and configuring firewall and other security tools
- Monitoring and troubleshooting network performance
- Managing security: firewall, IP filtering, reporting
- File, network, and print services: AFP, NFS, SMB, LPR, DHCP, DNS, NAT, FTP, SSH
- Designing and configuring network architecture
- Installing and configuring Usenet news servers

Integration of Mac OS X into heterogeneous environments

- Mac OS X clients with UNIX and Windows servers
- Windows and UNIX clients with Mac OS X servers
- Directory services: LDAP, Active Directory, NIS, NetInfo
- Migrating to Mac OS X and Mac OS X Server

Professional video support

- Support for standard-definition (SD) and high-definition (HD) solutions based on Final Cut Pro, which may include Apple-qualified third-party capture cards, device control, and attached storage solutions⁶
- Assistance with film and HD workflows using Cinema Tools
- FXScript troubleshooting and development support (Alliance only)
- Design and deployment support for custom workflows (Alliance only)
- Development support for Final Cut Pro open XML (Alliance only)
- Support for DVD Studio Pro that includes assistance with encoding and importing assets, testing navigation, and output to formats including DVD-R and DLT
- DVD scripting troubleshooting and development support (Alliance only)

Web applications server support

- Mac OS X Server application server deployment support
- WebObjects deployment support on third-party servers
- Configuring web application server components (WebObjects, Apache, JBoss, Tomcat, SSL, QuickTime Streaming Server, and others)
- Configuring WebObjects with other application servers such as WebLogic and WebSphere (Alliance only)
- Deploying mission-critical applications using WebObjects, Cocoa, Carbon, and Java environments (Alliance only)

Mac OS X Server Software Support		Select	Preferred	Alliance
Customer contacts	Technical contacts	2	2	4
	Management contacts		1	1
	Number of supported locations	1	1	Multiple
Incidents	Help desk–level support (submitted via telephone, web, email)	Unlimited	Unlimited	Unlimited
	Enterprise-level support (submitted via telephone, web, email)	10 incidents	Unlimited	Unlimited
Hours	Standard support availability ⁷	12 hours, 7 days	12 hours, 7 days	12 hours, 7 days
	Priority 1 (system down) support	12 hours, 7 days	12 hours, 7 days	24 hours, 7 days
Response times	Priority 1: Production server down (business hours)	4 hours	2 hours	1 hour
	Priority 2: Performance problems with production server (business hours)	48 hours	24 hours	4 hours
	Priority 3: All other questions and issues (business days)	3 days	2 days	Next day
Management	Technical account-management services		●	●
Customer site visits	One scheduled kick-off/business review (all-day onsite visit)			●
	One scheduled onsite technical analysis (up to 2 days)			●
Reporting	Incident status report (web based)	●	●	●
	Quarterly written activity report		●	●
	Monthly teleconference review			●
Resources	Private and monitored discussion boards ⁸	●	●	●
	Periodic email updates	●	●	●
Software	Library of Mac OS X installation and hardware diagnostic discs with quarterly updates to disc library	●	●	●
	Online patches and updates ⁹	●	●	●
	Beta program participation		●	●

For More Information

For more information, visit www.apple.com/support/products in the United States or www.apple.com/ca/support/products in Canada, or call 1-800-APL-CARE (1-800-275-2273) in the United States or 1-800-263-3394 in Canada.

¹Response times are not guaranteed. ²Details on support coverage and eligible Apple technologies are described under the Mac OS X Server Software Support and AppleCare Help Desk Support Service Plan at www.apple.com/support/products/macosxserver_sw_supt.html. ³Hardware repairs that are not covered under warranty require an extended service contract, such as AppleCare Premium Service and Support Plan. ⁴AppleCare Help Desk Tools is subject to separate terms and conditions. ⁵Response times are based on Apple's hours of operation and are not guaranteed. Product availability may vary depending on location. For specific terms and conditions, visit www.apple.com/support/products/premium. ⁶For a list of Apple-qualified DV cameras and other devices, visit www.apple.com/finalcutpro/qualification.html. ⁷Hours of operation may vary and are subject to change. ⁸One year of access begins at time of enrollment via Apple's website. Requires an Apple ID and an Internet connection. Access fees may apply. ⁹Online patches and updates are provided at Apple's discretion.

All support offerings are subject to change or discontinuance without notice. Offerings as described may not be available in all countries or in all languages.

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