



Mac OS X Server Software Support

This cost-effective and flexible technical support solution offers various levels of support for organizations that deploy Mac OS X in a heterogeneous network environment including Windows, UNIX, and other platforms.

Key Features

Full coverage for many 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
- Command-line tools

Access to the support you need

- Priority handling of technical issues
- Submission of support incidents by email or telephone
- Up to four designated 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 Apple tools via the web

Mac OS X Server Software Support is available in three comprehensive technical support programs that provide enterprise-level assistance for the deployment of Mac OS X in a heterogeneous network environment. Depending on the program you select—Alliance, Preferred, or Select Support—product features can include unlimited support incidents, up to four designated customer support contacts, optional 24/7 phone support,¹ and more. Whether your business deploys Mac OS X and Mac OS X Server networkwide or as a desktop or server component of the overall network, you'll find Mac OS X Server Software Support invaluable to your organization.

Examples of the types of comprehensive coverage provided include the following.

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

Darwin layer and open source system component support

- Use of 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)
- Installing and configuring Usenet news servers
- Configuring web application server components (WebObjects, Apache, Tomcat, SSL, QuickTime Streaming Server, and others)
- File, network, and print services: AFP, NFS, SMB, LPR, DHCP, DNS, NAT, FTP, SSH
- Installing and configuring Sendmail or other mail transfer agents

Apple tools for system management and configuration

- Implementing multi-tier NetInfo domain hierarchies (more than two tiers)
- Configuring and using remote system administration tools and Apple Mail server
- Configuring and operating Macintosh Manager, NetBoot, and NetInstall

System administration planning

- Installing and configuring firewall or other security tools
- Designing and implementing backup strategies and tools
- Monitoring and troubleshooting network performance
- Security management: firewall, IP filtering, reporting

Specification Sheet

Mac OS X Server Software Support

Products²

Order number	Select Support D2542LL/A	Preferred Support D2543LL/A	Alliance Support D2541LL/A
Support incidents	10-incident package	Unlimited	Unlimited
Designated customer support contacts	Not applicable	Two	Four
Additional customer support contacts available	—	Two	Four
Designated customer management contact	—	—	Yes
Customer activity reports	—	Quarterly	Monthly
Expanded phone support hours (24/7) available	—	Additional cost	Additional cost
Designated enterprise support engineer	—	—	Yes
Onsite visit by Apple for technical support review	—	—	Yes
Product patch availability	Public	Early access	Custom
Proactive notification of product-related issues	—	Yes	Yes

In addition to the standard products described here, Apple can custom-tailor a support program for your business. For more information, contact your Apple Account Executive or visit www.apple.com/support/products.

Response Time

The Mac OS X Server Software Support staff provides timely response to issues submitted by email or phone during hours of operation, Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific time for North American customers. Europe support hours are 9:00 a.m. to 6:00 p.m. Central European time. Hours of operation are subject to change and vary in other areas.

Response time targets ¹	Select Support	Preferred Support	Alliance Support
Priority 1: Production server down	As fast as four business hours	As fast as four business hours	As fast as two business hours
Priority 2: Performance problem with production server	Two business days	One business day	Four business hours
Priority 3: All other questions and bug reports	Three business days	Two business days	Next business day

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 time targets are based on normal hours of operation; specific response times for issue resolution cannot be guaranteed. ²Product availability may vary depending on location. For specific terms and conditions, visit www.apple.com/support/products.