



AppleCare Xsan Support

Integrated support for Apple's high-performance storage networking solution.

Key Features

Priority access to Apple experts

- Direct access to Apple's Xsan Support team 24 hours a day, 7 days a week
- Priority phone and email support¹
- Unlimited number of support incidents for one year






Integrated support for Apple storage solutions

- Support for Xsan, including support for migration to Xsan upgrades that you purchase during the support period
- Troubleshooting of Power Mac, Xserve, and Xserve RAID systems running Xsan²
- Troubleshooting of interconnectivity between Power Mac, Xserve, and Xserve RAID systems, including qualified Fibre Channel switches³

Your new Apple Xsan file system accelerates your workflows by enabling fast, concurrent access to shared storage devices. To keep your storage area network available day and night, you need expert support that's also available around the clock.

AppleCare Xsan Support delivers a year of priority phone and email support¹ for your storage deployment. You'll have direct access—24 hours a day, 7 days a week—to Apple's dedicated Xsan Support team. These experts provide in-depth problem-solving assistance with Xsan and RAID Admin software. They also troubleshoot Apple hardware² running Xsan, as well as interconnectivity between Power Mac, Xserve, and Xserve RAID systems, including Apple-qualified Fibre Channel switches.³ A separate AppleCare Xsan Support agreement must be purchased for each copy of Xsan software in your network.

Because Apple hardware and software are uniquely integrated, there's just one place to go for help. Apple offers convenient, cost-effective service and support products: the AppleCare Protection Plan for Mac computers and the AppleCare Premium Service and Support Plan for Xserve and Xserve RAID systems. When you combine AppleCare Xsan Support with these AppleCare products, experts can help you troubleshoot your entire Apple storage solution—and even set up a repair—with a single call. To keep video workflows running smoothly, video professionals can purchase AppleCare Professional Video Support to cover Apple video production solutions. And for IT department-level support, network administrators can choose from three levels of Mac OS X Server Software Support.

One-Stop Expert Support		
Products	Solutions	
	AppleCare Xsan Support for Xsan and RAID Admin software support and hardware troubleshooting.	Buy one for every Xsan node.
	AppleCare Protection Plan for convenient Mac repairs, as well as support for Mac OS X and built-in applications.	Buy one for every Mac computer.
	AppleCare Premium Service and Support Plan for onsite Xserve and Xserve RAID repairs and support for the graphical user interface in Mac OS X Server.	Buy one for every Xserve and every Xserve RAID.
	AppleCare Professional Video Support for troubleshooting Apple video production applications and related hardware.	Buy one for every user.
	Mac OS X Server Software Support for networking and workflow issues in Mac OS X Server environments, including support for command-line tools and mixed-platform integration.	Buy one for every server deployment.

Ordering Information

AppleCare Xsan Support

Order No. M9754LL/A

A separate AppleCare Xsan Support agreement must be purchased for each copy of Xsan software in your network. To purchase AppleCare Xsan Support and other AppleCare products, visit the Apple Store online (www.apple.com or 1-800-MY-APPLE), an Apple Store near you, or an Apple Authorized Reseller.

Educators can purchase AppleCare Xsan Support and other AppleCare service and support products directly from the Apple hardware price list, from the Apple Store at www.apple.com/education/store in the United States or www.apple.com/canadastore in Canada, or by calling 1-800-800-APPL (1-800-800-2775) in the United States or Canada.

For terms and conditions associated with AppleCare service and support products, visit www.apple.com/support/products in the United States or www.apple.com/ca/support/products in Canada.

Service and Support Products

AppleCare Protection Plan extends the complimentary coverage on your Mac to three years from the computer's purchase date. Get one-stop support for Mac hardware, the Mac OS, and iLife. This integrated plan includes onsite repairs for desktop computers⁴ and global repair coverage for portable computers—all for one economical price. Power Mac and PowerBook customers may also enroll one Apple display for coverage when the Mac and the display are purchased together.

AppleCare Premium Service and Support Plan provides up to three years of coverage for Xserve or Xserve RAID systems.⁵ It includes telephone and email response¹ within 30 minutes—24 hours a day, 7 days a week—for issues involving your hardware and the graphical user interface in Mac OS X Server. The response time for onsite hardware repairs by Apple-authorized technicians is 4 hours for contacts made during business hours and the next day for contacts after business hours.⁶ For rapid replacement of crucial components, add an AppleCare Service Parts Kit to your Xserve or Xserve RAID purchase. When you combine a parts kit with this plan, Apple experts can troubleshoot and provide assistance in fixing your system over the phone day or night.

Additional Support Options

AppleCare Professional Video Support gives one contact in your organization a year of priority access to the Apple Professional Video Technical Support Team. These experts provide one-stop support for Production Suite, Final Cut Pro, Final Cut Pro HD, Motion, DVD Studio Pro, and Soundtrack. Also included is troubleshooting for Apple hardware and for interconnectivity between your Mac or Xserve and an Xserve RAID,² as well as assistance with DV, SD, and HD video input/output over FireWire.

Mac OS X Server Software Support provides IT department-level support for integration, networking, and workflow issues, including support for command-line tools. Also included are all the features in AppleCare Professional Video Support. Choose from three levels of consultative AppleCare telephone and email support¹—Select, Preferred, and Alliance—depending on the support you require. Each plan provides one year of coverage.

Training and Certification options include a comprehensive lineup of instructor-led courses and certification programs. From application basics to advanced network management, these high-quality offerings cover the material required to prepare for Apple's certification exams. For details, see www.apple.com/training.

Apple Consulting Services offers support and consulting for enterprise-oriented deployments. Services include presales assessment, migration and integration planning, and deployment of Xserve and Xserve RAID in heterogeneous environments. For more information or to schedule a consultation, contact consultingservices@apple.com.

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.

¹Telephone numbers and hours of operation may vary and are subject to change; local telephone fees may apply. Access to web-based resources requires the use of a compatible Internet service provider; fees may apply. ²Software support covers only the graphical user interface. Hardware repairs that are not covered under warranty require an extended service contract, such as the AppleCare Protection Plan. ³For a list of Apple-qualified Fibre Channel switches, see www.apple.com/xsan/compatibility.html. ⁴Onsite service is not available in all locations; see terms and conditions at www.apple.com/support/products/proplan.html. ⁵Coverage ends three years after date of Xserve or Xserve RAID purchase. ⁶Represents typical response times. Actual onsite response times and availability of onsite service depend on location; see www.apple.com/support/products/premium for details.

All support offerings are subject to change or discontinuance without notice.