ExtremeZ-IP®
Frequently Asked Questions

Are Mac® clients a critical component of your IT infrastructure? Have you struggled with ways to integrate them seamlessly into your Windows® File & Print Server environment? If you answered "yes", you are not alone. Fundamental differences between the Mac and Windows operating systems can make this integration a challenge.

Over a decade later, our superior quality and customer service have made us the industry-standard for Mac/Windows connectivity. With ExtremeZ-IP® you get seamless integration while maintaining the complete Mac experience for end-users. You also get a powerful suite of administrator features that will enable you to manage your business more efficiently. We call it compatibility without compromise.

What is ExtremeZ-IP?

ExtremeZ-IP is a Windows-based file and print server that allows your organization to preserve the innovative "Mac experience" for your end users, while simultaneously integrating them fully into your Windows Server infrastructure. Whether it's security policies, Active Directory integration, performance, scalability or manageability and monitoring options, ExtremeZ-IP allows you to deliver enterprise-class services that your Mac users require. This reduces help desk calls and increases productivity – saving you time and money. As the proven standard for file sharing between Mac desktops and Windows servers, ExtremeZ-IP is the most trusted solution and a "must-have" for mixed Mac and Windows computing environments.

Who uses ExtremeZ-IP?

Since 1999, ExtremeZ-IP's compatibility, ease of use, performance and reliability has made it the Mac connectivity tool of choice in over 7,000 organizations worldwide from small businesses, to a "Who's Who" of Media, Publishing, Fortune 500, and Education leaders.

What are SMB, SFM and AFP?

Both Apple® and Microsoft® have made attempts to address the issue of Mac/Windows connectivity within their own respective products. The Mac OS X® has a built-in SMB client, which uses the native file sharing protocol for Windows. Windows Server 2003 shipped with Services for Macintosh® (SFM), which uses Apple Filing Protocol (AFP), the native file sharing protocol of the Mac (not to be confused with AppleTalk which has been replaced by TCP/IP). It's important to note that SFM has not been enhanced by Microsoft since Windows 2000, and is discontinued with the release of Windows Server 2008. ExtremeZ-IP is a direct, drop-in replacement for SFM on all Windows platforms.

So if my Macs come with a built-in SMB client, then why can't I just use that?

If you are considering using the SMB client, there are many important limitations and trade-offs to consider. The SMB protocol was designed by Microsoft for Windows, not the Mac. As such, many of Apple's innovations – which are built around AFP – may be compromised, leading to a degradation of performance and manageability, including:

• Data loss due to splitting Mac file data across separate"._" files
• Lack of file name policies/problems with name control
• Incompatibility between different Mac OS X versions, as well as with PC users
• Lack of support for legacy data on file servers
• Increased help desk calls due to incompatibilities
• Slow performance and searches

Now that Mountain Lion has shipped, do I still need ExtremeZ-IP?

Yes! With Mountain Lion, Apple offers a number of innovative features, such as Time Machine and Network Spotlight, which require the AFP protocol and will not work with SMB. Furthermore, the SMB-related issues mentioned above, including application compatibility problems, slow performance, and potential data loss have not improved with Mountain Lion.

What about Apple's Xserve?

While the Xserve is appropriate in some scenarios, most organizations currently use Windows file servers. Existing investments in Windows technology and training, heavy usage, a high volume of users, and cluster environments often mean that changing a company's IT strategy is neither economically nor politically feasible. In addition, Apple has announced that the Xserve will be discontinued in January 2011, leaving no data center appropriate OS X file server hardware available.

So what advantages does ExtremeZ-IP deliver?

ExtremeZ-IP's rich feature set includes:

• Supports all releases of the Mac operating system from Mac OS 9 to Mac OS X 10.8 (Mountain Lion)
• Full support for native Mac OS X AFP protocol including long file names, large files and Unicode.
• Flexible file name policy enforcement
• Active Directory integration, including Single-sign on, full support for AD permissions and password policies
• Support for Distributed File System (DFS) on Mac OS X 10.5 and later
• Support for Volume Shadow Copy (VSS) with included ShadowConnect
• Support for blazing search speeds without impacting the server performance
• Advanced caching to minimize the impact of Mac file operations on servers
• Support for Auto-reconnect
• Support for Time Machine
• Support for Microsoft Clustering and virtualization
• Support for access to files located on CIFS and Network Attached Storage (NAS)

How difficult is it to implement ExtremeZ-IP?

Installation of ExtremeZ-IP is simple, and does not require you to shut your server down. Installation times can range from a few minutes on a single server, to slightly longer for more complex clusters. You will also have the option to migrate existing SMB and SFM shares to ExtremeZ-IP with a single mouse click.

Is ExtremeZ-IP appropriate for both small-medium size businesses, as well as large global enterprises?

Yes! With ExtremeZ-IP, you can deliver stable file and print sharing for a handful of Mac users, to more complex services such as clustering, virtualization, service discovery and administrator controls across an entire enterprise. We currently have licenses deployed ranging in size from supporting 2 to 30,000 Macs.

How do you license your product?

ExtremeZ-IP is licensed on a per server/cluster basis based on the number of Macs in your organization. We offer a number of flexible licensing options, from single servers to enterprise and cluster licenses. We also offer innovative options for educational institutions. At Acronis, we differentiate ourselves by providing best in-class pre- and post-sales support to our customers. All new licenses include a one-year Maintenance & Support contract which includes:

- Major Version Upgrades and Minor Version Updates
- Maintenance Releases / Hot Fixes
- Expert Telephone, Web and e-Mail Support

Can I test ExtremeZ-IP before buying it?

Yes! Simply download the 21-day trial from our web site. You will get a full-featured version of the product and access to our presales technical support should you have any specific questions about deploying ExtremeZ-IP in your environment.

Where can I find out more technical information about ExtremeZ-IP?

You can visit our web site for white papers and webinars, as well as to search our Knowledge Base.

For additional information please visit http://www.acronis.com

To purchase Acronis products, visit **www.acronis.com** or search online for an authorized reseller.

Acronis office details can be found at **http://www.acronis.com/company/worldwide.html**