

NetMAX provides support through install for users of software products and SG10/20 hardware products who purchase the \$50 install support option. When you get the NetMAX browser administrative interface screen or we determine that there is a hardware incompatibility with your install machine your NetMAX install support is complete. Assuming a successful install from that point on the NetMAX system is up and functioning and you can avoid further support call expenses by using the comprehensive on-line help. We will continue to keep your install support session open until hardware incompatibility issues are resolved (by replacing your incompatible hardware at your own expense).

Because some users need further help that involves (1) interaction with additional Linux packages loaded over NetMAX, (2) network or file sharing configuration, (3) help with making client machines work with NetMAX services like VPN, DHCP, NAT, Proxy, etc., or (4) other developmental or consultative help, we also offer support after install for \$99 per half hour. Our goal for this support is to fix your NetMAX, Linux, or client problem, which may include identifying that your system, hardware, or network configuration needs repair, while letting you decide when the incident is complete.

For very extensive problems or developments, Cybernet will help you define the requirement, and then you can either request a proposal from us or any other IT vendor. We will respond to your request for proposal with a quotation that you can authorize through purchase order or direct payment. Our normal development rates are less than the incident support rates stated above.

How a Support Call is Processed

The NetMAX receptionists (or auto answer system depending on how you contact us) will direct you to the NetMAX support phone cue. The support phone automation will remind you to ready your credit card or other payment information because the first thing the NetMAX support desk operator will say is:

“Hello, NetMAX support. Can I get your name, credit card number, and expiration date?” This will be asked even if you have paid for install support. *If your call is covered by install support or helps us uncover a NetMAX product bug, your incident will be free of additional charge.*

The support person will put you on hold to pre-authorize your credit card for the first ½ hour of support (\$99). If there is a problem he/she will let you know when they come back on the line.

They will then ask *“Have you registered your NetMAX?”* If you have they will ask *“Is Your NetMAX registered under your name or is under another?”* This allows them to look up your product record.

If you have not registered your NetMAX they will ask you the necessary questions for product registration. These include (1) *What product you have*, (2) *Any NetMAX upgrades or packages applied*, (3) *any other Linux packages loaded*, (4) *What your hardware configuration is* (who made your system, processor type and speed, RAM size, disk sizes and types, network interface vendor), (5) *any hardware modifications since you bought your system*, and (6) *modifications since you had your NetMAX working* (if it has been operational).

If the problem is part of a new install the support person will ask *“Have you gotten your install to the point of accessing the configuration screen through your browser or has the install failed before that point?”*

If you answer no, you will be classified as a new installation support call. See next section.

Otherwise, the support person will ask you to detail the nature of your problem and will gather further information until it is resolved or you wish to terminate the support action.

Because a normal support call is paid for by time, and not problem resolution, you should feel free to terminate the call anytime you believe that it is not worth the cost of proceeding. To support your decision in this regard, your NetMAX support person should keep you informed as to his/her next action and how long it is likely to take. Feel free to ask your support representative if going further is worth the trouble and cost.

Generally a support incident falls into the following three categories:

(1)Problems configuring NetMAX, your network, or your clients. These types of problems can be resolved by walking you through configuration and if the NetMAX representative can acquire access to your NetMAX through the Internet (you may have to allow access through your security firewall to allow this), he/she may be able to directly examine your configuration and make changes for you. If your incident is of this type it is almost always resolvable in a reasonable time period and your representative should be clear with you about what was the problem, what was changed, and how to avoid the problem in the future.

(2)Problems arising from add-in Linux packages (modifying the NetMAX Linux system), hardware incompatibility, hardware updates, virus or security intrusions, disk failures, etc. These problems can often be resolved by the NetMAX support desk but require detailed information from you about your system state and configuration – especially about any system patches, updates or newly included packages. It is very helpful if the support person can get Internet access to both your NetMAX configuration web pages (i.e. the NetMAX administrative web server) and telnet/ssh to/from your NetMAX. If this is not possible, you and your support person need to determine if further support through phone walkthrough makes sense.

(3)Problems arising from unknown hardware failures or massive or unknown intrusions or system failure. These failure problems will be difficult to diagnose by phone and may not be reversible (for instance when your disks are substantially corrupted, recovery may not be possible under any circumstances). We recommend that when this occurs that either you send us your equipment for data recovery or you get new hardware and re-install NetMAX at the current supported release level.

For all of the incident types above we generally recommend that you upgrade to the current release level before further support. Sometimes the NetMAX support representative will suggest this as the only alternative. For categories (2) and (3) this is almost mandatory if you wish to keep your support call cost at an acceptable level.

Problems in category (3) or new development can be handled by Cybernet as a development project (through quotation to your requirements at Cybernet development rates).

Our goal is to (1) get your NetMAX up or (2) determine with you that this is not cost effective for you (and probably help you get a replacement up).

New Installation Support

You are classified as a new install support caller if you answered yes to the latter part of the question ***“Have you gotten your install to the point of accessing the configuration screen through your browser or has the install failed before that point?”***

If you purchased install support this call will be free of charge, but if you have not it will be handled as a normal support incident. We guarantee that the install portion of the incident will take less than ½ hour so you can plan for a \$99 expense for install only help.

At anytime during the session you may ask the representative for return authorization for your NetMAX product. You will be refunded product cost (not including shipping and handling) when we get your returned product from you.

For software NetMAX products Only

Your representative will begin by asking ***“Does your PC have a CDROM drive?”*** – this is required to proceed. If you don’t have one, you need to install on a computer that does. The incident is suspended.

“Do you know if your machine can boot from CDROM?” You can tell this if the CDROM lights during the reset or reboot cycle (i.e. when you push the reset or power-up). ***You should have removed any floppy disks before initiating the reboot cycle.***

If you do not see your CDROM flashing, your support person can take you through examining your BIOS settings. Generally when you reboot, the BIOS splash includes instructions for how to enter BIOS set-up – usually you press DEL or ESC immediately after the splash comes up. Once in the BIOS set-up there are commands listed. Under one there should be a way to see and change which devices that boot reads first. Many PCs boot from floppy (A:) drive and then harddisk. Modern PC’s usually include the CDROM after the A: drive and before harddisk. If the CDROM is missing in the boot sequence, or after the harddisk, you need to change this so that CDROM (i.e. the NetMAX install disk) boots first (or after A: drive if you do not have any media in it).

If you cannot verify that your machine can boot the CDROM or cannot update your BIOS, you need to either get a local IT professional to help or ship the unit to us. Some older PCs cannot boot from CDROM at all and need motherboard or BIOS ROM replacement to work. You have to decide if you can use an alternative machine.

“Is your CDROM good?” Check this by putting the CDROM into any machine (Windows, Linux, Mac) and look at .htm files (which in a Windows machine automatically launch) using a browser. If you see the CDROM NetMAX web site the CD is probably good. You can send it back to Cybernet to check – this will cost shipping and handling for us to return the disk back to you.

If your machine boots the CDROM you will see the NetMAX boot loader prompt and shortly after that the loading of the set-up NetMAX kernel.

Software NetMAX Products: Failures During Initial Install Kernel Loading

“Does your machine have enough RAM?” We recommend 64 MB of RAM or more. If your machine has too little RAM the initial install load may fail and core dump. Check to see if you have at least 64 MB RAM. If you don’t have that much, get more and install it or contact your local IT professional to help you. Usually you can get the right kind and size of RAM from the computer vendor who sold you your machine.

After initial install kernel loading the NetMAX installer will ask you a few questions. These can be from the console or the remote install console. See the Quick Install Guide and Quick Console Install Guide for details. The installer will report if it found and used a network interface and a destination harddisk for further installation.

“Did the installer recognize/find your network adapter?” If not it will report this on the console (on an SG10/20 the adapter has to be there and will be recognized unless there is a hardware problem). If you have a network adapter and it is not recognized, it is either because the adapter has a hardware problem or the NetMAX does not have a software driver that supports it. You can either purchase a new adapter that is on the NetMAX approved list from your own sources or you can ask your NetMAX install support person to sell you one we know works – you will pay for the adapter and shipping and handling. Overnight shipping is available.

“Did the installer recognize/find your harddisk?” If not it will be reported on the console (on an SG10/20 the harddisk has to be there and will be recognized unless there is a hardware problem). This problem almost never occurs without the system having a hardware problem. You will either need to install on an alternative machine or get yours repaired.

“Is your harddisk large enough?” We recommend at least 2 GB. Most machines now have that much disk space available.

For Software and “Instant” Hardware NetMAX Products

After completing install, copy from CDROM to harddisk and rebooting ***“Can you connect (from the remote client browser) to the NetMAX at https://www.<IP address>:5150.”*** If not (1) your hardware is incompatible or faulty, (2) you are using an unsupported or improperly configured browser, or your browser client is not connected on the same network as the NetMAX administrative web server.

After start-up or reboot if you do not see the NetMAX console display or on the SG10/20 a check alerts message, your hardware failed to bring up the NetMAX and is probably faulty.

Your browser must be Netscape 4.7 or later or MSIE 6.0 or later with Javascript, cookies, and 128bit SSL enabled or equivalent. You may need to disable your proxy server settings (between the client and NetMAX).

Be sure that the client is on the same logical network as the NetMAX (IP address you used for arp ping or console IP setting should be on same net as the client). For an SG10 or SG20 the client can be set to use DHCP to ensure this.

If your NetMAX has two or more network adapters (typical for a FireWall), the administrative port might be available from any of the available adapters. ***You can force the administration to one by removing all the network adapters except for the one you want to use for administration. Alternatively, you can connect the client browser to each port until you find the one that responds to https://www.<IP address>:5150.*** Remember that you need a crossover Ethernet cable if you do not connect client to NetMAX through a hub. Crossover cables can be purchased from your NetMAX support person if you don’t want to go buy one locally.

When you get the NetMAX browser administrative interface screen your NetMAX is installed successfully.