

The presentation
formerly known as...

To ExtremeZ-IP or not to ExtremeZ-IP

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Recently rebranded as Acronis Access Connect.

- All the ExtremeZ-IP features from before
- Adds the ability to access Windows server files from IOS, Android, and Windows Mobile.

What is Access Connect?

- Acronis Access Connect is a 3rd party application that is installed on Windows Server to allow it to share files via AFP (Apple FileShare Protocol)
- It also offers print services, Spotlight searching of Windows shares, & DFS support for Mac OS X 10.6 and earlier. (10.7 and later has support for DFS shares natively)

Brief Product History

- Version 1.0 released in 1999 by Grouplogic around the time Microsoft had stopped development of Services For Macintosh but before Microsoft discontinued SFM after Server 2003.
- Grouplogic acquired by Acronis September 2012
- Current Version is 10.0. 9.0.2 is the oldest version with Yosemite support.
- Renamed Acronis Access Connect at 1pm 5/19/15

Server Requirements

- 2012 R2 Standard & Datacenter & Essentials
- 2012 Standard & Datacenter & Essentials
- 2008 R2 Service Pack 1
- 2008 Service Pack 2
- 2003 Service Pack 2 & 2003 R2 Service Pack 2
- 2011 Small Business Server Standard Update Rollup 3 **Note: They do not support Windows Small Business Server 2011 Essentials!**
- Windows Storage Server 2008 R2 Service Pack 1
- Windows Storage Server 2008 Service Pack 2
- Windows Storage Server 2003 Service Pack 2 & R2 Service Pack 2
- Windows Powered NAS

Client Requirements

- Mac OS X: Mac OS X 10.2.8 or later.
- Note: Print Accounting requires Mac OS X 10.3.
- Note: Acronis' Zidget software requires Mac OS X 10.4 or later.
- Note: Access Connect's DFS and Network Spotlight support require Mac OS X 10.5 or later.

- It's a great product that performs admirably and filled a necessary gap left by Apple and Microsoft for many years.
- Like many great products, it's also very expensive.

<input type="radio"/> 3 Clients	\$795.00
<input type="radio"/> 10 Clients	\$1,495.00
<input type="radio"/> 25 Clients	\$1,995.00
<input type="radio"/> 50 Clients	\$2,995.00
<input type="radio"/> 100 Clients	\$4,495.00
<input checked="" type="radio"/> Unlimited Clients	\$6,995.00

2 Choose addons for your product

- Add DFSCconnect to my order
 DFS support is already included with Unlimited client ExtremeZ-IP Server

3 Select the number of years of support

<input type="radio"/> 1 Year (Free)	\$0
<input type="radio"/> 2 Year	\$1,749.00
<input checked="" type="radio"/> 3 Year	\$3,498.00

Current pricing per server

This is not edu pricing which they don't publish.

- In 2011 when they were still Grouplogic they quoted me \$23,000 edu for 3 servers with unlimited clients.
- Alternatively I could buy a site license for \$10,000 annually for a fixed number of clients.
- I negotiated it down to \$5000 annually. (That was all we had left in our budget at the time.) Again, this is pre Acronis buyout.

Apple Makes Changes....

- With the Mac OS X 10.7 release in July 2011 Apple added native support for connecting to Windows Server DFS shares.
- At WWDC 2013 Apple announced Mac OS 10.9 Mavericks. As part of that they announced SMB2 would be the default protocol for Macs connecting to file servers going forward....

- This meant Macs would have improved SMB support as SMB2 has many improvements over SMB.
- So if we had native DFS support and SMB2 access was good enough (for us, YMMV) to not need AFP, do we need Acronis Access Connect?

- So I went to my CIO (Tony Bata) and mentioned that if we could get most of our clients to 10.9 we might be able to get rid of Access Connect from our environment.
- Needless to say he was enthusiastic at the prospect of saving \$5000 a year to divert to other needs.

- So I set myself to work to see if this was truly feasible. Early in my testing after 10.9's release we ran into an ugly bug.
- If a user changes permissions to a file/folder on a SMB2 share from a Mac 10.9-10.9.3 client the file/folder becomes invisible.
- The item is still on the server but only visible to a server admin. They can change permissions and the item is visible to the user again.

- This was a widespread Mac OS X client bug. I checked each version of 10.9.x as it was released but there was no fix.
- I went to my boss and explained we may need to renew Access Connect again. That didn't go well. I talked Acronis into selling us a few months extension.
- 10.9.4 comes out with a fix for the permissions bug!



SUCCESS

memegenerator.net

Testing

- My first step was to stop the Access Connect AFP service on a Windows file share used by IT and test on us. It went very well.
- With the help of Shane Hickey (our Windows/Print Admin) I then disabled Acronis Access Connect on our print server and enabled the LPR Role in Print Services on our 2008R2 Print Server.

- Magically all of the queues set up on the Mac clients from when we ran Access Connect still worked. Access Connect just uses the Windows Server's LPR services to share print queues to Macs. The queues were the same.

Removal Steps

- Uninstall Acronis Access Connect from the print server. Reboot and then enable LPR role in Print Services. This assumes your Windows print server is only providing print services.
(Performed over lunch hour with prior warning)
- As part of my planning I changed all Macs to use SMB instead of AFP for network homes. I'm not sure if this was necessary or if they would just fail over to SMB. `dsconfigad -protocol smb`

- Stop AFP services on Windows File Servers Via ExtremeZ-IP Administrator application
- If using clustered Windows File services, you will want to remove ExtremeZ-IP shares in Failover Cluster Manager during a maintenance window. This does not need to be done right away.
- When you have a scheduled maintenance Window, remove ExtremeZ-IP from Windows Servers via add/remove programs.

- Optional: For users manually mapping drives I created AFPLOC files for them to the Windows Shares. These can then be copied to their desktop using Apple Remote Desktop, Munki, Casper, etc. 10.9 didn't reliably default to smb in the Connect to Server dialog. 10.10 does.

Observations

- SMB2 speed is equal to AFP for small files. This even includes a folder with over a GB of small files. SMB2 speed was slower than AFP for copying a really large multi-GB file. SMB3 is only slightly slower than AFP for copying a large file.
- 10.8 clients and earlier are significantly slower over SMB than AFP
- Access Connect continued to work for 90 days past it's license expiration date which could be used to buy you some time.

- There is no way to change a AD password via the Connect To Server dialog when using SMB/SMB2 unlike AFP. This is a non issue for those bound to AD and logging in with AD accounts as they can use System Preferences/Users & Groups to change their password.
- Browsing icons in list view on SMB shares is initially slow on 10.8 and earlier. 10.9 is a little better. 10.10 and later didn't have this issue.

DNS, DNS, DNS

- When integrating Macs, Linux, VMware, into AD you need to have forward AND reverse DNS setup to your Windows Servers and Domain Controllers. Windows will work without reverse DNS through proprietary magic even though “the right way” is to include forward and reverse DNS.
- This can be double checked by running nslookup against the server name and then the ip address of the servers from Mac Terminal.

Why you would need Acronis Access Connect?

- If your clients are 10.8 and earlier and speed is really important so you need AFP
- You have enough 10.6/10.5 clients that need DFS support
- You want the mobile device capabilities of Acronis Access Connect.
- The ability to Spotlight search Windows shares is important
- You use local accounts and want end users to be able to change Domain passwords at the AFP connection dialog
- You can afford it \$\$\$

When you wouldn't need it.

- All your Mac clients are 10.9 or later.
- You have pre 10.9 Mac clients but don't require lightning speed.
- You simply can't afford it and need to make due.
- You don't require the mobile device access as you already have a cloud file solution.
- You don't have DFS shares or you do but your clients are 10.7 and newer.

Demos

Questions????

Giveaways from Mike's
Baffling Vault of Antiquities!