

OpenServer™ 5.0.7V for Microsoft® Hyper-V™ Server Getting Started Guide

Version 3.0.0 Revision 1.0

Monday, August 22, 2011

OPENSERVR™ 5.0.7V FOR MICROSOFT® HYPER-V™ SERVER GETTING STARTED GUIDE..... 1

A NEW COMPANY

ABOUT THIS BOOK 2

- How this book is organized 2
- How can we improve this book? 3

ABOUT OPENSERVR RELEASE 5.0.7V FOR MICROSOFT HYPER-V SERVER 3

- The OpenServer 5.0.7V Virtual Machine Image 3
- OpenServer 5.0.7V Media and Downloads 4
- OpenServer 5.0.7V for Microsoft Hyper-V Documentation 4
- OpenServer 5.0.7V Hardware Support 4
- OpenServer 5.0.7V Licenses 5

BEFORE IMPORTING OPENSERVR 5.0.7V FOR HYPER-V 5

- Microsoft Windows Hyper-V System Requirements 6
- Microsoft Windows Server Software Requirements 6
- Microsoft Windows Server/Hyper-V Server Resource Requirements 6

IMPORTING AN OPENSERVR 5.0.7V APPLIANCE INTO HYPER-V 7

- Importation overview 7
- Importing into Hyper-V 8

CONFIGURING YOUR IMPORTED OPENSERVR 5.0.7V VIRTUAL MACHINE 9

- Configuration Checklist 10
- Valid OpenServer 5.0.7V License Combinations 11
- Powering on OpenServer 5.0.7V using the Hyper-V Manager 12
- Booting OpenServer 5.0.7V for the first time 12
- Registering your OpenServer 5.0.7V Virtual Machine 14
- Taking a backup of your Virtual Machine 15
- Renewing your OpenServer 5.0.7V License 15

ADDITIONAL INFORMATION, LIMITATIONS AND KNOWN PROBLEMS 15

Additional Information	16
Limitations and Known Problems	16
UNIX GLOBAL SERVICES.....	16
Professional Services and Custom Engineering.....	17
Technical Support.....	17
Online Services -- Self-Help Support	18

A New Company

OpenServer 5.0.7V Version 3 is the first of many new products that will be coming from UnXis, Inc., a new company with a vision to develop the full potential of UNIX technology for businesses worldwide. UnXis has acquired the OpenServer and UnixWare operating system businesses with the intent of returning to, and building upon, the long tradition of offering rock solid UNIX system software to the IT market.

About this book

This book introduces the reader to OpenServer™ Release 5.0.7V for Microsoft Hyper-V Server. It provides the information you need to import and configure an OpenServer Virtual Machine on a supported Microsoft Hyper-V platform.

You will find the information you need more quickly if you are familiar with:

- how this book is organized

Customers wishing to upgrade an earlier version of OpenServer 5.0.7V for Microsoft Hyper-V or OpenServer 5.0.7 virtual machine to Version 3.0.0 should follow the instructions in the *OpenServer 5.0.7V Upgrade Supplement Getting Started Guide*

How this book is organized

After introducing the OpenServer 5.0.7V product, this book describes how to:

- prepare to import your OpenServer 5.0.7V product
- import OpenServer 5.0.7V into your Hyper-V system
- proceed with system configuration and registration after importing OpenServer 5.0.7V
- locate additional information and known issues related to OpenServer 5.0.7V

This Getting Started Guide describes OpenServer 5.0.7V Version 3.0.0 for Microsoft Hyper-V Server.

How can we improve this book?

What did you find particularly helpful in this book? Are there mistakes in this book? Could it be organized more usefully? Did we leave out information you need or include unnecessary material?

If so, please tell us by providing your feedback under the Documentation category

To help us implement your suggestions, include as much relevant detail as possible.

About OpenServer Release 5.0.7V for Microsoft Hyper-V Server

OpenServer 5.0.7V for Microsoft Hyper-V is an OpenServer 5.0.7 Appliance optimized to run on supported Hyper-V platforms. This chapter describes:

- the OpenServer 5.0.7V Virtual Machine Image
- the contents of the OpenServer 5.0.7V downloads
- the OpenServer 5.0.7V documentation
- OpenServer 5.0.7V hardware support
- OpenServer 5.0.7V Licenses

The OpenServer 5.0.7V Virtual Machine Image

OpenServer 5.0.7V for Hyper-V is an optimized version of the OpenServer 5.0.7 Enterprise System that is designed to be imported into and run on Microsoft Hyper-V. OpenServer 5.0.7V for Hyper-V is delivered as a Virtual Machine Image, i.e. an image of an already installed OpenServer 5.0.7V system.

OpenServer 5.0.7V Version 3.0.0 for Hyper-V is supported on the following Microsoft platforms:

- Microsoft Windows Server® 2008 Release 2
- Microsoft Hyper-V Server 2008 R2

OpenServer 5.0.7V Version 3.0.0 for Hyper-V is delivered pre-installed with the following major components:

- OpenServer Release 5.0.7 Enterprise Edition

- OpenServer Release 5.0.7 Supplement CD 5
- OpenServer Release 5.0.7V Virtualization Extensions

OpenServer 5.0.7V Downloads

OpenServer 5.0.7V is made available as a set of images to download from the [UnXis Support Download Web Site](#)

The [UnXis Support Download Web Site](#) contains:

- An ISO image of the OpenServer 5.0.7V Version 3.0.0 Virtual Machine for Microsoft Hyper-V
- An ISO image of the OpenServer 5.0.7V Version 3.0.0 Virtual Appliance for VMware
- An ISO image of the OpenServer 5.0.7V Version 3.0.0 Upgrade Supplement
- Getting Started Guides in HTML format for each of the above
- OpenServer 5.0.7V Version 3.0.0 Release Notes

This Getting Started Guide is for the OpenServer 5.0.7V Version 3.0.0 Virtual Appliance for Hyper-V.

OpenServer 5.0.7V for Microsoft Hyper-V Documentation

The OpenServer 5.0.7V for Microsoft Hyper-V documentation includes

- The OpenServer 5.0.7V for Microsoft Hyper-V Getting Started Guide (this document)
- The OpenServer 5.0.7V Version 3.0.0 Release Notes

For additional documentation please see:

- The generic OpenServer 5.0.7 system documentation
The UnXis Technical Article Knowledge

Note that the OpenServer 5.0.7V Appliance also comes with a pre-built DocView search index for conveniently viewing the system documentation on the installed appliance. If you install either the French or German Language Supplements then you will need to rebuild the search index.

OpenServer 5.0.7V Hardware Support

OpenServer 5.0.7V for Hyper-V runs as a Virtual Machine on top of a [supported Hyper-V Release](#) and does not impose any dependencies on the server platform. Please contact Microsoft for specific hardware requirements and certified hardware listings.

OpenServer 5.0.7V Licenses

The OpenServer 5.0.7V License is a contract that grants you rights to use OpenServer software for a limited period of time. An OpenServer 5.0.7V license is required for each instance of OpenServer 5.0.7V running on a Virtual Host.

OpenServer 5.0.7V licenses are Subscription Licenses. This means that they are only valid for, and will expire at the end of the License period. At the end of the License period you will need to renew your license and register it if you want to continue to use the product.

Typically, you obtain OpenServer product licenses from your OpenServer software provider. You can locate an OpenServer software provider using the UnXis Distributor Locator.

If you need help locating a UnXis Partner or have any questions relating to the purchasing of licenses you can contact directly by choosing the “Sales” category on the feedback form.

The end user license agreement (EULA) of OpenServer 5.0.7V for Hyper-V is displayed at install time and is also available to view:

- on the downloadable ISO image in the directory **/info/license**
- on an already installed system in the directory **/etc/license**

We recommend you use WordPad when viewing text files on the ISO Image or CD Media on Microsoft Windows systems.

On first booting your OpenServer 5.0.7V product you will be asked to enter one or more licenses. Upgrades and cross-grades to OpenServer 5.0.7V usually require the entry of one or more licenses. See the [Valid OpenServer 5.0.7V License Combinations](#) section below for more details on valid license combinations.

Please note that the Symmetric Multiprocessor (SMP) feature is not supported with this release of OpenServer 5.0.7V for Hyper-V.

Before Importing OpenServer 5.0.7V for Hyper-V

Before you can import OpenServer 5.0.7V for Hyper-V you will need to ensure that you have:

- Installed and configured a Microsoft Windows Server Hyper-V services on a supported platform
- The OpenServer 5.0.7V Virtual Machine Image in iso format
- An account with appropriate Hyper-V privileges on your Microsoft Windows Server

Please note that this guide does not cover how to install, configure or use Hyper-V services on your Microsoft Windows Server product. This guide assumes you have a good working knowledge of Hyper-V on the platform you are importing OpenServer 5.0.7V into.

Microsoft Windows Hyper-V System Requirements

OpenServer 5.0.7V for Hyper-V is a Virtual Machine Image designed to be imported into specific supported versions of Microsoft Windows Server. UnXis cannot support customers who attempt to import OpenServer 5.0.7V into versions of Microsoft Windows Server that are not listed as supported.

The Microsoft Windows Server you are importing to will also need to meet certain resource requirements in order to support the installation of OpenServer 5.0.7V. These requirements are discussed below.

Microsoft Windows Server Software Requirements

OpenServer 5.0.7V Version 3.0.0 for Hyper-V is supported on the following Microsoft platforms:

- Microsoft Windows Server® 2008 Release 2
- Microsoft Hyper-V Server 2008 R2

OpenServer 5.0.7V for Hyper-V is also compatible with the following Microsoft Hyper-V services:

- Live Migration
- Failover Clustering

We recommend that you have the latest Microsoft Updates applied to your system before importing OpenServer 5.0.7V.

Please note that Hyper-V services need to be enabled on your Windows Server before you can import OpenServer 5.0.7V. Please refer to your Microsoft documentation for details on how to enable Hyper-V services.

Microsoft Windows Server/Hyper-V Server Resource Requirements

The server you are importing into will need the following in order to successfully run OpenServer 5.0.7V:

- A datastore with at least 8Gbytes of free disk space to hold the OpenServer 5.0.7V for Hyper-V virtual machine.

Note that additional disk space can be configured for your virtual machine once the import is complete.

- A Virtual Network that can be used by the Legacy Network Adapter configured for the OpenServer 5.0.7V for Hyper-V Virtual Machine
- At least 256 Mbytes of free memory.

Note that the amount of memory used by your virtual machine can be increased once the import is complete.

Importing an OpenServer 5.0.7V Appliance into Hyper-V

This section covers how to import OpenServer 5.0.7V for Hyper-V into a supported Microsoft Hyper-V Server.

Importation overview

OpenServer 5.0.7V for Hyper-V is delivered in the form of a Virtual Machine Image that you “import” into your Microsoft Hyper-V Server. This documentation assumes that:

- The target Microsoft Hyper-V system is installed and configured correctly.
- There is enough free disk space (at least 8Gbytes) on the target server to install the OpenServer 5.0.7V Virtual Machine Image.
- The target system has enough resources (memory and CPU) to run the OpenServer 5.0.7V Virtual Machine.
- The person importing the OpenServer 5.0.7V Virtual Machine Image has a good working knowledge of Microsoft Hyper-V.
- You have already obtained a copy of the [OpenServer 5.0.7V ISO image](#)

Importation of OpenServer 5.0.7V for Hyper-V will create a Virtual Machine with the following specifications:

- CPUs 1
- Floppy Drives 1
- CD/DVD Drives 1
- Memory 256Mb

- Network Adapter Emulation 1 Adapter using d21x Digital Semiconductor NIC
- Disk Controller 1 Controller using the IDE emulation
- Hard Disks 1 Virtual Disk of 8 Gbytes (includes 2Gbytes of swap)
- Video SVGA 1024x768x64k colors Microsoft Hyper-V VESA - VBE 2.0

Additional Memory, Floppy and CD/DVD Drives, Network Adapters and Hard Disks can be added to your Virtual Machine once importation is complete.

Note that Symmetric Multiprocessor (SMP) is not supported in this release of OpenServer 5.0.7V for Hyper-V.

Importing into Hyper-V

To import OpenServer 5.0.7V for Hyper-V do the following:

1. Log in to an account on your Windows Server that has administrator privileges.
2. Copy the OpenServer 5.0.7V Version 3.0.0 Hyper-V image on your Windows Server as follows:
 - a. Insert the OpenServer 5.0.7V for Hyper-V Version 3.0.0 CD/DVD into your CD/DVD drive or mount the ISO image.
 - b. Choose a location on your Windows server where you want this new Hyper-V virtual machine to reside. Note that the location you choose should not already contain a copy of the OpenServer 5.0.7V Version 3.0.0 Hyper-V image. In our example we will use:


```
\Users\root\VMs
```
 - c. In the `\Hyper-V\osr507_VM` directory of the Install Media, locate and unzip the `osr507v_hv_3.0.0<level>.zip` file. Here, `<level>` is the two-character UnXis build level for this release; for example, `Ah`. Unzip the file under the directory selected in Step 2b. A new subdirectory will be created; for example, `\Users\root\VMs\osr507v_hv_3.0.0<level>`
3. Launch the Hyper-V Manager using:


```
Start -> Administrative Tools -> Hyper-V Manager
```
4. Highlight the Hyper-V Server you want to import onto
5. On the Hyper-V Manager menu bar select


```
Action -> Import Virtual Machine...
```
6. In the “Import Virtual Machine” window that pops up use “Browse” to locate the OpenServer 5.0.7V directory created in Step 2 above. For example,


```
\Users\root\VMs\osr507v_hv_3.0.0<level>
```

7. Click on “Import” to import the Virtual Machine Image onto your server. Refer to your Hyper-V documentation for an understanding of the setting options in this dialog box. For example, the default “Move or restore the virtual machine (use the existing ID)” may not be valid if this release was previously imported into Hyper-V.
8. Once the import is complete we recommend that you rename the OpenServer 5.0.7V Virtual Machine. To do this
 - a. Right click on the Virtual Machine you have imported
 - b. Select “Rename...”
 - c. Enter the name you want to assign to the Virtual Machine (e.g. osr507v_server1) and press “Enter”
9. Your newly imported Virtual Machine does not have a Network Adapter assigned to it yet. To assign a network adapter:
 - a. Right click on the Virtual Machine you have imported
 - b. Select “Settings...”
 - c. Select “Legacy Network Adapter” in the left hand side of the Settings Window
 - d. Select the Legacy Network Adapter to use (e.g. vnet0) from the drop down list
 - e. Click on “OK” to complete the configuration.

The import phase is now complete. You can now proceed to [configure your OpenServer 5.0.7V Virtual Machine](#).

Configuring your imported OpenServer 5.0.7V Virtual Machine

The first time you boot your OpenServer 5.0.7V Virtual Machine after import, you will be prompted for configuration details for your Virtual Machine. This section takes you through:

- A [configuration checklist](#) that lists the information you will need to configure your system
- The [valid license combinations](#) you can use to license your system
- How to [power on](#) your OpenServer 5.0.7V Virtual Machine
- What happens when you [boot OpenServer 5.0.7V](#) for the first time
- [Registering](#) your OpenServer 5.0.7V system
- Taking a [backup](#) of your newly registered OpenServer 5.0.7V Virtual Machine

- Renewing the subscription license of your OpenServer 5.0.7V system

Configuration Checklist

This section provides a checklist that will help you collect the information you need to successfully configure your imported OpenServer 5.0.7V Virtual Machine. If you complete this checklist, the configuration will go more quickly and you will have a written log of your responses, in case you ever need to troubleshoot or reconfigure your system.

Note that this guide assumes you know the IP address, Netmask (Subnet Mask), Gateway IP address and Primary/Secondary Nameserver IP addresses that will be used by your OpenServer 5.0.7V Virtual Machine. For more information on these parameters please consult your Hyper-V documentation or contact the System Administrator of your Hyper-V Server.

When booting your OpenServer 5.0.7V Virtual Machine for the first time you will be asked for the following information:

- Keyboard type(e.g. US English)

- The Fully Qualified Domain Name (e.g. osr507v.unxisco.com)

- The IP Address your OpenServer 5.0.7V System will use or DHCP if your system will obtain its IP via DHCP
_____._____._____._____
- The Netmask or DHCP if your system will obtain its Netmask via DHCP (if you choose DHCP here then you must also choose DHCP for the IP address)
_____._____._____._____
- The Gateway IP address or DHCP if your system will obtain its gateway IP via DHCP (if you choose DHCP here then you must also choose DHCP for the IP address)
_____._____._____._____
- The Primary Nameserver IP address or DHCP if your system will obtain its Primary Nameserver IP via DHCP (if you choose DHCP here then you must also choose DHCP for the IP address)
_____._____._____._____
- The Secondary Nameserver IP address, DHCP if your System will obtain its Secondary Nameserver IP via

DHCP or “none” if you do not use a Secondary Nameserver

____.____.____.____

- Mail Transfer Agent (e.g. Sendmail or MMDF)

- System Locale

- Language Supplement to install (e.g. none, French or German)

- Root password

- Security Level (low/traditional/improved/high)

- Enable/Disable the Graphical Desktop (scologin)

- Timezone (e.g. EST)

- Fully Qualified Email hostname

Valid OpenServer 5.0.7V License Combinations

You will be required to provide one or more licenses when you first boot your OpenServer 5.0.7V Virtual Machine.

Valid license combinations that can be used to license your system include:

1. An OpenServer 5.0.7V Enterprise Edition License
OR
2. An OpenServer 5.0.7 Enterprise Edition License
and
an OpenServer 5.0.7 to OpenServer 5.0.7V Cross-grade license
OR
3. An OpenServer 5.0.6 Enterprise Edition License
and
an OpenServer 5.0.6 Enterprise to OpenServer 5.0.7 Enterprise upgrade license
and
an OpenServer 5.0.7 to OpenServer 5.0.7V Cross-grade license
OR

4. An OpenServer 5.0.7 Enterprise Trade-In
and
an OpenServer 5.0.7 to OpenServer 5.0.7V Cross-grade license

OR

5. Use of a 7 day temporary license for OpenServer 5.0.7V that is provided with the product. (selectable during first boot)

Powering on OpenServer 5.0.7V using the Hyper-V Manager

The procedure to power on your OpenServer 5.0.7V Virtual machine is as follows:

1. Log in to an account on your Windows Server that has administrator privileges.
2. Launch the Hyper-V Manager using:
Start -> Administrative Tools -> Hyper-V Manager
3. Right click on the newly imported OpenServer 5.0.7V virtual machine and select
Connect...
4. You will now see a console window with a message saying that the virtual machine is currently turned off. To power on the machine, on the Console menu bar select

Action -> Start

On the console you should now press “**Enter**” to boot your Virtual Machine. You are now ready to configure your system.

Booting OpenServer 5.0.7V for the first time

The first time you boot OpenServer 5.0.7V, the OpenServer 5.0.7V Configuration Utility (`/usr/sbin/guest_conf`) will run on the console to take you, step by step, through the process of configuring your system. In this section we will take you through the process describing the ways in which you can respond to the prompts of the Configuration Utility.

1. Click on your OpenServer 5.0.7V Console so it has keyboard focus
2. On the **OpenServer 5.0.7V Configuration** screen press **<Enter>**
3. On the **Select Keyboard** screen
 - a. Choose the keyboard mapping that matches the keyboard of your Windows PC
4. On the **OpenServer 5.0.7V Software License Agreement** screen
 - a. Display the Agreement

- b. Accept the terms of the Agreement with option **4** to proceed with configuration
5. On the **OpenServer 5.0.7V Subscription and OpenServer 5.0.7 License Use Agreement** screen
 - a. Choose **y** if you wish to proceed with the configuration of OpenServer 5.0.7V
6. On the **OpenServer 5.0.7V Product Licensing** screen press **<Enter>**
7. On the **Select your License Scenario** screen
 - a. Choose the option that matches the License(s) you have
 - b. If you choose to enter one of more Licenses
 - i. Enter the relevant License Number(s), License Code(s) and License Data
 - ii. Select **License** to add the license to the Virtual Machine
 - iii. Select **OK** to acknowledge the Message
 - iv. Press **<Enter>** to continue configuring your Virtual Machine
 - c. If you choose to install the 7 day temporary license provided with the product
 - i. Confirm that the license you have selected is correct by choosing **y**
 - ii. Press **<Enter>** to continue configuring your Virtual Machine
8. On the **Virtual Machine Network Info** screen
 - a. Enter your virtual machine's fully qualified domain name (e.g. osr507v.unxisco.com)
 - b. If you are using a static IP address for your server then
 - i. Enter the IP address for your virtual machine
 - ii. Enter the Netmask for your virtual machine
 - iii. Enter the Gateway IP address (router) for your virtual machine
 - iv. Enter the Primary NameServer IP address
 - v. Enter the Secondary NameServer IP address (optional)
 - vi. Confirm that your settings are correct using "y"
 - c. If you want to allocate your server an IP address via DHCP then
 - i. At the **Please enter the IP address..** prompt type
 1. DHCP
 - ii. If you do not want the gateway IP address allocated by DHCP
 1. Enter the Gateway IP address for your virtual machine

2. Otherwise press <Enter> to use DHCP
 - iii. If you do not want the Primary Nameserver IP allocated by DHCP
 1. Enter the Primary Nameserver IP address
 2. Otherwise press <Enter> to use DHCP
 - iv. Confirm that your settings are correct using **y**
9. On the **Select System** screen
 - a. Choose either Sendmail or MMDF as your Mail Transfer Agent (MTA)
10. On the **System Language (locale) Choice** screen
 - a. Choose a locale or accept the default
11. On the **Optional Language Support** screen
 - a. Choose what language supplements, if any, to install
 - b. If you install supplements press <Enter> to acknowledge the rundig notice
12. On the **Root Password** screen
 - a. Enter and confirm the root password or have one generated for you
 - b. Choose the security level for your system
13. On the **Time zone initialization** screen
 - a. If your server is in North America respond with **y**
 - i. Choose the number that represents your time zone
 - ii. Indicate if Daylight Saving Time applies in your location
 - b. If your server is outside North America respond with **n**
 - i. Choose **y** to set your time zone later (recommended) and <Enter> to continue
 - ii. Choose **n** to manually set your time zone (only choose this option if you have a good understanding of how to manually set your Timezone)
14. On the **Exporting the Sendmail/MMDF mail system** screen
 - a. Enter the fully qualified domain name to be used by your MTA
15. The Configuration Utility will now re-link the kernel and automatically reboot the system

Registering your OpenServer 5.0.7V Virtual Machine

Registration of your OpenServer 5.0.7 V product is mandatory. If you do not register your product within 14 days of licensing it then system services will be restricted.

Registering your product provides the following benefits:

- it allows UnXis to automatically notify you when your license needs to be renewed
- it protects your investment in case of loss of license.

Registering a product is a three-part process:

1. Use the **License Manager** to get the information you need to register.
2. Visit the OpenServer Registration web page to obtain a Registration Key.
3. Use the **License Manager** again to enter the Registration Key onto your system.

See "[Licensing and registering OpenServer products](#)" for information on how to register your OpenServer products using the License Manager.

Taking a backup of your Virtual Machine

UnXis recommend that you make a backup of your complete system for disaster recovery purposes once you have successfully registered your system.

Renewing your OpenServer 5.0.7V License

You will be notified by email and by warning messages on the Console and in the System Log (*/var/adm/syslog*) when your OpenServer 5.0.7V license is about to expire. If you wish to continue to use the product you will need to purchase a renewal license and apply it to the system (ideally before your existing license expires).

To apply the new license to your system:

1. Log into the system as the root user
2. Launch the License Manager using the command:
scoadmin license
3. Select
License -> Add a Product or Service License...
4. Enter the License Number, Code and Data of your Renewal License
5. Select **License** to apply the license to your system

Note that you will also need to register this license within 14 days.

Additional Information, Limitations and Known Problems

Additional Information

For additional information on how to install, configure and manage OpenServer 5.0.7V please see:

The UnXis Knowledge Base of Technical Articles

For a list of issues fixed in OpenServer 5.0.7V for VMware Version 3.0.0 please see the product Release Notes

Limitations and Known Problems

Limitations when running OpenServer 5.0.7V on Hyper-V include:

- The "SCSI Controller" and "Network Adapter" devices offered under the 2008 Server Hyper-V Settings "Add Hardware" screen are synthetic devices which are not currently supported
- The Integration Services offered through the 2008 Server Hyper-V Settings "Management" window are currently not supported
- Your OpenServer 5.0.7V Virtual Machine may suffer from clock drift. On heavily loaded systems, this drift may be significant. The result is that over time the System Clock date and time will become more and more inaccurate. We recommend that you use **ntupdate(ADMN)** or configure **ntpd(ADMN)**. For additional details on this clock drift issue and for information on how to use **ntupdate(ADMN)** or **ntpd(ADMN)** to prevent clock drift, please see [Technical Article 127547](#).

For additional information including:

- Additional limitations imposed on OpenServer 5.0.7V when running in Virtual Environment
- Known problems and workarounds relating to OpenServer 5.0.7V
please see the UnXis Knowledge Base of Technical Articles for OpenServer 5.0.7V

UnXis Global Services

UnXis Global Services provides a wide range of support options, including:

- [Professional Services and Custom Engineering](#)
- [Technical Support](#)
- [Self-Help options](#)

UnXis Global Services offer a variety of support services to complement UnXis's channel and direct sales efforts. Included among these are partner-specific services and end-user options designed for those end users and corporate accounts requiring direct support from the vendor. With over 25 years of experience and strategically located Support Centers, UnXis's award-winning Services team possesses knowledge, expertise, and skills enabling it to deliver high quality support to the entire spectrum of our customer base, world-wide.

UnXis offers a broad choice of Operating Systems and value-added Software Technologies. UnXis Global Services complement these product deliverables with unrivaled services ensuring successful development, integration, roll out, and on-going maintenance of UnXis-based solutions. Together, UnXis and its partners service over 2 million installed systems.

For more information on UnXis Global Service offerings, contact your UnXis Sales Account Representative, or:

- in the Americas, phone +1 800-726-6561
- in the rest of the world, phone +44 8700 994 992

Professional Services and Custom Engineering

UnXis's Professional Services offer a full suite of consulting services ranging from server deployment and management, migration and web services to customized solutions. For more information on Professional Services, call your UnXis Sales Representative, or:

- in the Americas, phone +1 800-726-6561
- in the rest of the world, phone +44 8700 994 992

Technical Support

UnXis offers a wide array of technical support services ranging from business critical, 24x7 after-hours offerings to traditional support services covering all products and customer types from partners to end users. In addition, UnXis support services are available to partners for their own use and resale.

To find out more about these services, call your UnXis Sales Account Representative, or:

- in the Americas, phone +1 800-726-6561
- in the rest of the world, phone +44 8700 994 992

Online Services -- Self-Help Support

UnXis provides extensive 24x7 Self-Help technical support services on UnXis products, including installation and configuration support through an easy-to-use, single Web view.

Last Updated: Monday, August 22, 2011
Copyright © 2011 UnXis, Inc. All Rights Reserved.