

## STANDARD SUPPORT SCOPE

The standard scope includes the following:

### 1 Installation and update

- Installation from CD-ROM/DVD
- Update of versions N-1 and N-2
- IDE RAID 3ware and SCSI RAID Support

### 2 Partitioning

- Automatic partitioning
- Configuration during installation
- LVM ( for 10.1 and Corporate Server 3.0) and Software RAID configuration with DiskDrake

### 3 Software Management

- Installation support of applications provided on Installation CD (except contributions)
- Installation support of updates via Mandrakeupdate
- Installation of new applications using the Mandrakelinux Control Center or urpmi
- Advice on the selection of applications to install (only for the one provided on CD)

### 4 Bootloader

- Dual boot with Windows® 9x/NT/2000/XP
- LILO or GRUB configuration
- Add/remove a boot loader entry
- Linux bootloader regeneration (rescue CD)

### 5 Video Configuration

- Graphic interface (X11) basic configuration with video cards detected by XFDrake
  - 3D acceleration with NVIDIA® and ATI® cards (\*)
  - 800x600 and 1024x768 resolutions
  - 16-bit color setup
- VESA mode and framebuffer support

(\*) The 3D acceleration of the ATI® and NVIDIA® cards is limited to the cards supported by the drivers included in the Mandrakelinux product you bought.

## 6 Printing System

- Configuration of compatible local printer with PrinterDrake (USB/Parallel/Serial)
- Printing on compatible network printer with PrinterDrake
- Printing options configuration
- Configuration of printers shared by Windows®

## 7 Hardware

- Standard keyboard configuration (USB or PS/2)
- Standard mouse configuration (USB or PS/2)
- Configuration of PCI or integrated sound cards compatible with Mandrakesoft products
- Configuration of PCI or integrated network cards compatible with Mandrakesoft products
- Configuration of scanners compatible with Mandrakesoft products
- Configuration of TV cards compatible with Mandrakesoft products
- Configuration of IDE or SCSI CD-writer (connected to a controller compatible with Mandrakesoft products)
- Configuration of USB or Firewire devices compatible with Mandrakesoft products

## 8 Internet Connection

- Configuration of ISDN Internet connections on hardware compatible with Mandrakesoft products
- Configuration of RTC Internet connections on hardware compatible with Mandrakesoft products (serial/ USB)
- Configuration of Cable Internet connections on network cards compatible with Mandrakesoft products
- Configuration of ADSL Internet connections on ADSL modem compatible with Mandrakesoft products

## 9 Network Clients

- Network card configuration (max. 2)
- Internet connection sharing with Drakgateway
- Basic firewall with Drakfirewall
- Basic samba configuration for data and printer sharing (Note: User management, ACL (access control list), and Domain Controller features are not supported)

## Important reminders

- Our support applies only to Mandrakesoft products
- All support provided by Mandrakesoft is an help to configuration or an answer to a specific question. For any consulting query, please contact: [consulting@mandrakesoft.com](mailto:consulting@mandrakesoft.com)
- Mandrakesoft does not warrant that Mandrakelinux is compatible with all generic hardware and specific hardware combinations