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## ArchiveConnect™

### Frequently Asked Questions

**Q: *How does ArchiveConnect work?***

**A:** ArchiveConnect is client software installed on each Mac that stops inadvertent file recall behavior and gives Mac computers other functions for file archiving such as a visual clue that the file is offline and a “Bring Online” function to bring a selected number of files back online as a group. If the file server is the AFP server Group Logic® ExtremeZ-IP™, additional functionality is enabled.

**Q: *What versions of the Mac OS are supported?***

**A:** ArchiveConnect supports Mac OS X 10.6 Snow Leopard, Mac OS X 10.5 Leopard & Mac OS X 10.4 Tiger.

**Q: *Can't I simply disable icon previews to resolve this problem?***

**A:** No, our testing shows that there are no configuration changes available that reliably prevent the behavior caused by Apple's Quick Look and Cover Flow usability enhancements.

**Q: *What Macintosh application software is supported by ArchiveConnect?***

**A:** Nearly all software products are supported by ArchiveConnect. Group Logic has tested the most popular applications and we encourage you to test any important applications before rolling out ArchiveConnect.

**Q: *How can I test ArchiveConnect? Do you offer a trial version?***

**A:** Contact Group Logic's sales team for information to request a fully functional 14 day free trial of ArchiveConnect.

**Q: *What file archiving solutions are supported by ArchiveConnect?***

**A:** ArchiveConnect supports file archiving solutions that implement standard “file stubbing” technology, such as Symantec Enterprise Vault. Additional archiving systems are being tested so please contact Group Logic for more information on your particular configuration at [sales@grouplogic.com](mailto:sales@grouplogic.com) or call **+1.703.528.1555** or **800.476.8781**.

**Q: *What file servers are supported by ArchiveConnect?***

**A:** Group Logic's AFP server, ExtremeZ-IP™, is supported with some additional functionality enabled. ArchiveConnect supports all file servers accessible by Macintosh over SMB connections.

**Q: *What extra functionality can you get with ExtremeZ-IP servers?***

**A:** When used with ExtremeZ-IP™, ArchiveConnect allows setting the Finder color label for files that are “offline,” optionally requiring end-users to explicitly bring files online before opening them, and improved performance of multiple file recalls.

**Q: *What are the roles of the file archiving vendors with ArchiveConnect?***

**A:** Group Logic is working closely with many vendors to test their products with ArchiveConnect. Please email [sales@grouplogic.com](mailto:sales@grouplogic.com) or call **+1.703.528.1555** or **800.476.8781** to explore compatibility.

**Q: *How can I get ArchiveConnect?***

**A:** ArchiveConnect is available directly from Group Logic or from our approved resellers worldwide. Contact Group Logic at [www.grouplogic.com](http://www.grouplogic.com) or [sales@grouplogic.com](mailto:sales@grouplogic.com) or call **+1.703.528.1555** or **800.476.8781**.