Many of our customers have already interacted with Eddy Winstead, either face-to-face or virtually. Find support or ask your account manager for more details.

This basic config review is an examination of a single server's configuration file pools. We are attacking the "greenfield" (new server) configuration use case first and will focus on configuration of host reservations, subnets, and requirements.

We are embarking on a major project to enable Stork to Support Kea Configuration. Kea has been updated with TLS connections. We have a new KB article providing tips on configuring backend databases used by Kea, as well as hiding these credentials in a separate configuration file. Several users have recently requested a solution for moving from BIND 9.11 to 9.16.

As of the end of March 2022, BIND 9.11 will be EOL. ISC will no longer issue updates or patches for it. Also, BIND 9.17 will be made available at the end of the year for 9.11 customers wishing to deploy encrypted DNS (DoH or DoT) should plan to upgrade to 9.18. Those upgrading now can choose between 9.16 and 9.18. Both are stable releases and will answer questions about 9.11, but anyone encountering problems requiring support overall. This is excellent, and even better than the 89% score you gave us in 2019.

According to the ISC.org remote access survey conducted in March 2022, 94% of you responded that you were satisfied or very satisfied with our support overall. This is excellent, and even better than the 89% score you gave us in 2019.

4. The ISC support engineers are extremely friendly and helpful.

2. The knowledge base articles are extremely well written and informative.

1. The webinars are extremely well written and informative.

As a result, we mailed our remote access survey to all support subscribers in February. We are very conscious that your satisfaction is paramount.

Satisfaction Survey

We mailed our remote access survey to all support subscribers in February. We are very conscious that your satisfaction is paramount.