



## 使用全局文件缓存 Global File Cache

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# 目录

- 使用全局文件缓存..... 1
  - 最终用户培训 ..... 1
  - 追加信息..... 1

# 使用全局文件缓存

## 最终用户培训

您需要对用户进行有关通过全局文件缓存访问共享文件的最佳实践的培训。

这是全局文件缓存部署的最后阶段，即最终用户实施阶段。

为了准备和简化最终用户的入职流程，请使用下面的电子邮件模板帮助您向最终用户介绍在 " 中央数据 " 环境中工作的意义。这将帮助您的用户充分利用全局文件缓存解决方案的所有优势。我们还发布了一个视频，可在需要时供 " 培训 " 用户共享。

自定义以下资源并将其转发给最终用户，以便为部署做好准备：

- 用户培训视频["最终用户培训视频"](#)
- 电子邮件模板["MAC 电子邮件模板（.emltpl）"](#)  
["Windows 电子邮件模板（.msg）"](#)
- 入职沟通["Word 文档（.docx）"](#)

请参见中的第 13 章 "《NetApp 全局文件缓存用户指南》" 以获取其他材料。

## 追加信息

使用以下链接可了解有关全局文件缓存和其他 NetApp 产品的更多信息：

- 全局文件缓存常见问题解答
  - 查看常见问题解答列表 ["此处"](#)
- "《NetApp 全局文件缓存用户指南》"
- NetApp 产品文档
  - 请参见有关 NetApp 云产品的其他文档 ["此处"](#)
  - 请参见所有 NetApp 产品的其他文档 ["此处"](#)
- 可通过以下渠道为使用 Cloud Volumes ONTAP 的全局文件缓存用户提供客户支持：
  - 引导式问题解决，案例管理，知识库，下载，工具，等等 ["此处"](#)
  - 登录到 NetApp 支持部门，网址为 <https://mysupport.netapp.com> 使用您的 NSS 凭据
  - 要获得 P1 问题描述呼叫的即时帮助，请拨打：+1 856.481.3990（选项 2）
- 您的提供商可通过标准支持为使用 Cloud Volumes Services 和 Azure NetApp Files 的全局文件缓存用户提供客户支持。请分别联系 Google 客户支持或 Microsoft 客户支持。

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