



Novell® Product Support Lifecycle

Product support is an essential part of any software investment—especially in a fiercely competitive economy. You can't afford to be uncertain about whether your mission-critical applications are supported or how long support will last. That's why you ask the key questions: Is my software supported? For how long? What are my support options? If you're considering Novell® products—or already own a few—you can easily get the answers you need.

The Novell Product Support Lifecycle outlines consistent and predictable support-availability guidelines for nearly all products on the Novell price list. Effective August 2005, this newly restructured lifecycle model can help you effectively plan and manage your support needs.

Support Duration

Novell provides a minimum of five years' general support for Platforms and Operating Systems—including revisions—starting with the date of a product's general availability. When general support ends, Novell will offer extended support for a minimum of two years.

Infrastructure products include: NetWare, Novell Small Business Suite, etc.

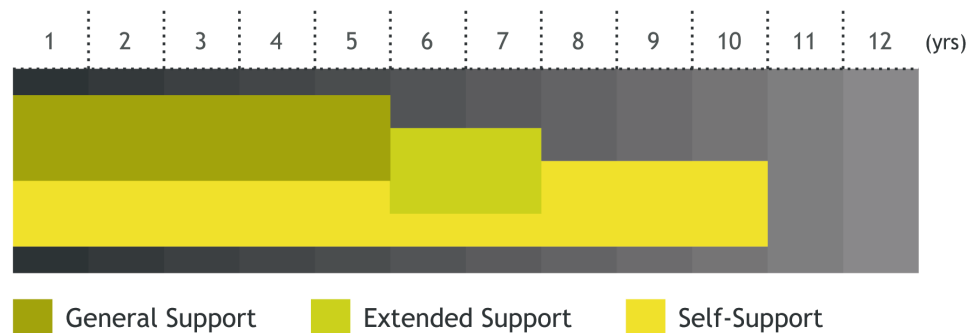


Figure 1. Support for platforms and operating systems

Similarly, Novell provides a minimum of three years' general support for a Software Services and Applications—including revisions—starting with the date of a product's general availability. When general support ends, Novell will offer extended support for a minimum of two years.

Novell software is organized into two categories:

■ Platforms/Operating Systems:

- Novell Open Enterprise Server
- SUSE™ Linux Enterprise Server
- NetWare®
- Novell Linux Desktop
- Novell Small Business Suite
- Novell Linux Point of Service
- and more

■ Software Services/Applications:

- Novell GroupWise®
- Novell ZENworks®
- Novell NetMail®
- Novell BorderManager®
- Novell Identity Manager and drivers
- Novell eDirectory™
- Novell iChain®
- Novell iFolder®
- Novell Account Management
- Novell exteNd™
- and many more

Novell offers a broad spectrum of support programs and self-support options. For a comprehensive list of all Novell support offerings, visit: www.novell.com/support/

To find Lifecycle detail for a specific product use the “support status by product” search tool at: www.novell.com/support/lifecycle





Figure 2. Support for software services and applications

www.novell.com

Self-support options are available for all your Novell products for a minimum of ten years from the products' general availability.

Novell Support Phases

All software listed under the support lifecycle categories is covered by three distinct support phases:

- **General support** offers you a wide variety of free and fee-based support options, software maintenance as outlined in the Software Maintenance policy and the ability to request product and feature enhancements.
- **Extended support** includes fee-based support options and software maintenance as outlined in the Software Maintenance policy.
- **Self support** provides access to free and fee-based resources, including the Novell Knowledgebase, support forums, Novell Technical Subscriptions and more.

The three support phases encompass a substantial number of support programs and self-support options, giving you the flexibility to choose the support that's exactly right for your organization. For a comprehensive list of all Novell support offerings, visit: www.novell.com/support/support_options.html

Bundled and Third-party Products

Novell generally supports the products in a formal product suite or bundle based on the lifecycle of that suite or bundle. There are,

however, a few bundled products that have their own separate lifecycles. To accurately identify the lifecycle of a specific product, use the "support status by product" search tool at: www.novell.com/support/lifecycle

Third-party products are not covered by the Novell Product Support Lifecycle; they follow the support policies set by the individual product manufacturers.

Software Maintenance

No matter what Novell products you use, you want to have the most effective, up-to-date software. With software maintenance, Novell proactively improves software releases by providing updates and fixes for recognized issues. (Note: A maintenance fee payment may be required.) For more information on how software maintenance applies to the general and extended support phases, visit: www.novell.com/support/lifecycle/software-support.html

Planning Ahead

With the Novell Product Support Lifecycle, you can review the extensive, reliable support resources available for your Novell products. You can also see a clear support roadmap for each product, which gives you the time and flexibility to plan for future development and growth. For more information about the Novell Product Support Lifecycle, visit: www.novell.com/support/lifecycle



Contact your local Novell Solutions Provider, or call Novell at:

1 888 321 4272 U.S./Canada
1 801 861 4272 Worldwide
1 801 861 8473 Facsimile

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA