

NetWare 6

There's No Stopping It

Novell Connection recently received a letter from a reader who said he was “drooling” for NetWare 6. Since we at Novell Connection typically only drool for Harry and David Bing chocolate cherries, we first attributed this letter to an overzealous NetWare administrator. After taking a look at everything included in the NetWare 6 box, however, we revised our opinion. Maybe network administrators, such as this enthusiastic reader, have every right to drool. (For more information about the services and features NetWare 6 includes, see “Out of the Box” on p. 8.)

In this interview, Craig Miller, vice president and general manager of the Net Management group, previews NetWare 6, explaining how it provides nonstop access to network services and data from any point on the planet. If you are expecting NetWare 6 to be just another release of NetWare, you may be surprised. (Miller also comments on Novell's merger with Cambridge Technologies. See “Putting It Together” on p. 10.)

Q Why do companies need NetWare 6?

A Right now, companies are faced with several problems. The biggest problem is the inability for employees to be connected to their information systems all of the time. This problem is due to the fact that their applications have been developed based on being inside the firewall. People have no concept of being able to access files all of the time, no matter where they are.

That's what Net services software and our one Net strategy are all about—being able to connect people so that they are always hooked up, always able to get their information, their data, their applications, their storage. With one Net, people are always able to leverage their network to get their job done and get the information they need to make decisions and to communicate with other people. That's the focus of NetWare 6.

In the past few years, the releases of NetWare have primarily focused on administration. We've expanded the vision of NetWare 6 and created a compelling feature set for users—to make their life more productive, to enable them to collaborate more easily, and to allow them to share more information and have access to that information.

Q Why should existing customers upgrade to NetWare 6? After all, a lot of customers are using NetWare 4 and 5, which are very good products.

A That's a good question. With NetWare 6, we've expanded our software. For example, with NetWare 6, you're not tied down to the Novell client; you can have any level of access you need. First, at the lowest layer, you can have native access using the clients you already have. If you have an NT, Windows 2000, Macintosh, or UNIX client, you can have native access without adding a Novell client to your storage, to your printing, to the services that are handled on the back-end servers.

If you need more features, we also offer the ability to have just enough of the infrastructure—the client—to be able to do what you need. And for people who want it all, we offer the full-client capability. You get everything from browser access to our full-featured client, and you're not limited in any way to how you connect.

The NetWare 6 remote management capabilities are also very compelling. For example, if you are a network administrator, you can manage your network wherever you are. You can be at a kiosk at an airport and access a NetWare server back at the office. You don't even need your laptop or workstation. If you are a reseller or systems integrator and you have support contracts with your customers, you can provide better 24x7 support because you can manage a network wherever you are, safely, securely over the Internet with no fear of a security breach. [See the

Craig Miller, vice president and general manager of the Net Management group



related article about Novell Remote Manager on p. 14.]

Another important thing to understand is that you can simply add NetWare 6 to your network and leverage your existing infrastructure. You don't have to rip out and replace all of your servers. You can deploy NetWare 6 as you need functionality, which is very key.

We've also made a significant effort to ease the installation. We've taken the capabilities in NetWare 5 and 5.1 and built upon them to provide an enhanced installation with a lot of migration tools. These tools make it easy to check your network to make sure everything is at the right level. We've eased the deployment by eliminating the inhibitors to rolling out a new server.

Q What size of companies are you targeting with NetWare 6?

A With all of the functionality and power of NetWare 6, you would think that it would be available only for the enterprise, but it's not. NetWare 6 is available for all customer segments. It meets customers' needs across the spectrum—providing the accessibility, the scalability, and the reliability for powerful Net services software.

For example, we've tuned multiprocessing in NetWare 6, making sure that it scales very well. As a result, you can use NetWare 6 to do the server consolidations that many enterprise companies need.

Because of the compelling feature set, however, NetWare 6 works in every size of business. Small- and me-

dium-sized businesses have the same requirements of access and manageability that large businesses do. Your network can't be any less secure or any less reliable because you have a smaller company.

Everybody needs features such as Novell iFolder and iPrint. If you are a one-person company, you need iFolder. You still need to print easily and securely. You still need to collaborate. And all of these services are available in NetWare 6. Whether it is one user, or 10,000, it doesn't matter. NetWare 6 provides scalability as your company grows.

To provide value and ease of use for small-sized companies, we will offer a small business suite based on the NetWare 6 engine—just as we have for the NetWare 5 platform. The NetWare 6 small business suite will be available at the same time NetWare 6 ships.

Q You mentioned iFolder. What is iFolder?

A iFolder makes your files available on your workstation or through a web browser, and automatically synchronizes those files to a server on the backend. You simply save your files to a folder on your desktop, and iFolder automatically encrypts these files and sends them to a server where they are stored safely encrypted.

Not even the network administrator can see your files, which is important for me. Like many people, I store a lot of confidential files that I don't want anyone—even a network administrator—to view. iFolder pro-

vides a way to store this information.

Many people—30 to 40 percent—who have computers today have laptops. They're mobile; they're typically not connected to the network. When these users do connect to the network, the backup software doesn't back up their laptops because they are not connected long enough to do that.

iFolder allows you to protect that information securely. Your electronic bags are always packed. You're always ready to go because your files are synchronized and secure.

With iFolder, your work is where you are, instead of you being bound to your desktop or laptop. You always have access to your data through a web browser. iFolder is very freeing, very empowering because you don't have to worry about your data.

iFolder is almost like having your own personal data shadow. What if you dropped your laptop and broke the hard drive? What if your laptop were stolen? How long would it take you to restore the information on your laptop?

iFolder allows you to overcome these problems very quickly. Your data is always there; it's always protected; it's always kept up-to-date. You don't have to worry about synchronizing with other machines or other servers; you don't have to worry about lugging around your laptop; and you don't have to remember to back up your data. iFolder automatically takes care of you.

Q Will iFolder run on NetWare 5 as well as on NetWare 6?

A iFolder does run on NetWare 5.1. If you are current on your maintenance with NetWare, you get iFolder as a free upgrade. If you are not current, then it is a charged-for item. And, of course, iFolder comes in the box with NetWare 6.

Incidentally, iFolder also runs on NT and a host of other platforms. iFolder is true Net services software; it is cross-platform.

Obviously, we're including iFolder with NetWare 6 because NetWare 6 is a super platform to run your storage on. The two products are a good combination.

Out of the Box

In addition to file and print services, NetWare 6 includes the following services and features in the box:

- Novell iPrint
- Novell Storage Services (NSS) 3.0
- NetWare web access
- Novell eDirectory 8.5
- Novell Cluster Services (two-node license in the box, but will support up to 32 servers)
- Novell iFolder
- Native file access protocols
- Browser-based management
- Multiprocessor enabled (supporting up to 32 processors)

For more information, visit <http://nw6launch.novell.com/nw6launch/index.jsp>. ●

We're getting good feedback from customers: One customer is going to use iFolder to distribute insurance quotes to 1,000 salespeople every day. Another customer is using iFolder for disaster recovery. When this customer had a bomb threat, he made sure that his data was in his iFolder before he left the building. He simply moved documents to his iFolder, where he knew that they were safe and secure. It didn't matter if the building blew up or not (fortunately, it was just a threat, not an actual bomb). But, being able to drag-and-drop documents into iFolder solved a disaster recovery problem that the customer faced on very short notice.

Q You also mentioned that iPrint is included with NetWare 6. How does iPrint improve companies' printing capabilities?

A iPrint significantly reduces the cost of printing and the number of calls users make to the help desk. After all, 40 percent of help-desk calls are related to printing. With iPrint, customers can print by simply pointing to the printer that they want on a map. iPrint does the rest: iPrint checks to see if customers have the right print driver and, if necessary, installs that driver. iPrint can do this wherever customers are to any printer that they like. iPrint can also

do this over the Internet, safely and securely.

Q What other web-based functionality does NetWare 6 offer?

A With NetWare 6, we are providing a web-access portal for NetWare services right out of the box. This portal provides a web-based frontend for Net services in a nice, easy, prebuilt format.

For example, if you are running GroupWise, you can have gadgets automatically put on your desktop. We've been using this portal at Novell for the past nine months, and it's nice to have one desktop that is automatically provisioned for you. You get exactly what you need, based on who you are. This web-access portal also enables you to access your data no matter where you are. You can step up to any kiosk in any airport and safely access your information and files.

Q How does NetWare 6 fit into Novell's one Net strategy?

A A one Net service and one Net software means that you can access information wherever you are. Whether you're on the inside of a company's



"Right now, the network is way too complex, and you need to be able to simplify that—and that is exactly what we're doing with our Net services software."

firewall, on the outside of the company's firewall, or on the road disconnected, a Net service is available to you all of the time.

Net services software also simplifies all of the different networks. For instance, when I am at work, I live in an intranet. When I am at home, I use the Internet. When I am working with a partner, I use an extranet. All of these networks are too confusing for people. People need secure access to the network without worrying about the Internet, extranets, or firewalls, and people need to be able to access the information they need.

NetWare 6 provides all of these services in one nice, compelling package so that it is easy to deploy and easy to use. Right now, the network is way too complex, and you need to be able to simplify that—and that is exactly what we're doing with our Net services software.

Q What are the biggest opportunities for Novell in the next six months?

A I think first and foremost is to show the world what we've got with NetWare 6—with these new Net services that we've developed, such as iFolder and iPrint. We want to make sure that everyone takes the opportunity to upgrade because NetWare 6 is a fantastic product. It's going to help companies be more productive.

Q NetWare has been called a legacy platform. How do you respond to that statement?

Putting It Together

Q How does the merger with Cambridge Technologies affect the traditional NetWare channel?

A Cambridge offers a good integration point with Novell. Many of our Net services software components lend themselves into consulting arrangements. The entire consulting force of Cambridge is beginning to take advantage of the Net services that are inside of NetWare and deploy these services because of the reliability and the strength of the product.

We can now leverage Cambridge's consulting force to deliver this new value to our customers to help them solve complex problems. For example, in the e-provisioning space when you are talking about putting the right applications on top of desktops, when you're talking about being able to help people with their mobile-user problem and management problems, our consulting group can help companies solve these complex problems. Having such a consulting force works very well with our new product offerings. ●

A I laugh actually. If NetWare is a legacy platform, how come everyone is trying to get into the storage market—a market that we are in and have been in for the past 18 years? If NetWare is so legacy, why are other vendors trying to make such in-roads to try and get there?

To me, this statement is just a competitor trying to position us into a corner while they try to copy the same features our product already has. That is very telling. You take a look at what is really going on, and to me, it is just laughable. NetWare is the best of breed. When you talk about a storage platform, resource sharing of printers and information, and absolute reliability—obviously, that's best of breed.

Q What are beta customers saying about NetWare 6?

A We're very excited about the feedback we've gotten so far. When people see the capabilities that NetWare 6 allows them to have access to, it's a jaw dropper. They look at these capabilities and say, "I didn't know that NetWare could do this kind of thing." Our beta customers get the paradigm of being able to have access outside their firewall, wherever they are. They are coming up with neat, new things that they want to use to deploy NetWare 6 with.

Q What's next for NetWare? Will there be a NetWare 7?

A Absolutely. We are focusing on helping our customers solve their business problems. We'll continue to invest heavily to improve the access, the speed, and the reliability of the NetWare operating system. We are still committed to being the best of breed and to bringing world-class Net services to our customers.

Q NetWare 6 is more expensive than competing products. How do you justify the added cost to customers?

A First, total cost of ownership. When-

ever you make a business decision, you have to ask yourself: What is it costing? and what is my return on this investment? As I look at the decision to buy NetWare versus NT, for example, I come back to the total investment cost over and over again.

Second, NetWare 6 can scale both horizontally and vertically—meaning both the number of processors and the number of clusters. In fact, customers have told me that NetWare 6 can handle four or five times as many users per server as Windows 2000. That's important. If you have to add servers, your cost of deployment and your cost of management go up.

Third, NetWare is the most reliable server on the earth. It's a common story that a NetWare server is kept in a closet and just runs for years and years. People don't even know where the server is, and then they discover it when they are painting or moving. That's the kind of heritage that we bring with NetWare—

"NetWare 6 is the NetWare for one Net. You don't have to wait two to three years for .Net. You can have all the benefits of one Net now. Why wait?"



absolute reliability that people can depend on to run their business.

Before the advent of the Internet, all the IS department had to worry about was making sure that the applications running on users' machines worked. Today, however, the IS department is responsible not only for the network infrastructure but also for their company's electronic store. If a server goes down, it is like someone has closed the doors to the store and

said, "We don't want your money." IS now has a huge responsibility to keep their company's infrastructure up and running all the time. NetWare 6 provides nonstop access to data and services, and that's huge to any company whose business is running on servers.

Fourth, NetWare 6 can help companies cut IT costs by as much as 20 percent. Because NetWare 6 allows companies to consolidate servers, they save on hardware costs. NetWare 6 also cuts costs by providing web-based management tools, improving the efficiency of the IT staff.

In addition, as I mentioned earlier, users can access their data no matter where they are. People can be more productive.

Next, when you're talking about storage—which is a major part of NetWare—we store much of the world's data. We're in 80 percent of the Fortune 500 companies. People trust that their business and their information are stored securely on NetWare. That's absolutely huge. That is the corporate asset. That is where all the information is, and where are they storing it? They're storing it on NetWare.

Finally, our support is outstanding. We have tens of thousands of people trained on Novell and NetWare with our CNE program. When you add that up, it's the full package: You're going to get the support you need, you're going to get the product you need, and your company's going to be more productive and profitable because of it.

Q Why should companies buy NetWare 6 instead of Windows 2000?

A We announced our vision of one Net and Net services software 18 months ago at BrainShare. Six months later, Microsoft announced .Net. NetWare 6 is the NetWare for one Net. You don't have to wait two to three years for .Net. You can have all the benefits of one Net now. Why wait? ●