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Over the past five years, we have received many letters from readers who wondered why they had to reenter their personal information each time they resubscribed online to *Novell Connection* magazine. The short answer is our subscription database did not have the capability to populate the online subscription form with each reader's information. That is, until now. *Novell Connection* is excited to announce that we recently implemented a new subscription database, which can populate the online subscription form with your information.

Please visit the *Novell Connection* web site to check out your subscription information and update any changes. To do this, simply visit www.ncmag.com/subscribe. Then, enter your e-mail address or subscription number (located in the mailing address area of your copy of the magazine) and name. The database will return matches to your query. Find the entry that belongs to you and ensure the accuracy of your information. If you have duplicate entries in the *Novell Connection* database, choose the "No, I do not want to receive *Novell Connection*" option for the extra entries.

Subscribing to *Novell Connection* magazine has never been easier. Visit our web site to update your subscription today.

Ted Lloyd, publisher

Letters to the Editor

An Open and Shut Case

Your article "VERITAS Backup Exec for NetWare 9.0: Backing Up All Devices" was very complete but does incorrectly state that the open file agent works with all NetWare 4 and 5 servers (see May 2002, pp. 37-41). This statement is only partially correct. VERITAS Backup Exec for NetWare 9.0 will not back up open files on a Novell Storage Services (NSS) volume. This information is important to include for anyone making a decision on whether this is the backup solution for their firm.

VERITAS technical support has confirmed this issue and said it will be addressed by version 9.1. We have asked to be on the VERITAS beta test list but have not heard from the company yet.

Brad Meyers

More Ads, Please

I love your magazine. It has been helpful to learn the nuts and bolts about Novell products. Therefore, after reading the articles, I usually rip out the pages and file them in the respective product file I keep to refer to later.

In every issue, there is always one or more articles that has part of one article on the front or back of a page another article starts on. I would greatly appreciate it if the layout would be modified so an advertisement would separate articles. I could then keep the articles intact as they come out of the magazine.

Phillip E. Bolin

We're glad you enjoy the magazine. We'll see what we can do about putting advertisements in between the articles, but fitting all the pieces together sometimes requires that we print the articles on consecutive pages.

Circulation

Novell Connection is distributed to 140,000 Novell users worldwide.

How To Contact *Novell Connection*

Subscriptions. If you want a free subscription to *Novell Connection*, complete the online subscription form at www.ncmag.com/subscribe.

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- Write to *Novell Connection*, P.O. Box 52000, Provo, UT 84605-2000

Past Issues. You can view past issues of *Novell Connection* at www.ncmag.com/past. To order past issues, send a request to *Novell Connection*, P.O. Box 52000, Provo, UT 84605-2000. Please include U.S. \$5 per issue.

Letters to the Editor. Please send your letter via e-mail to editors@ncmag.com. You can also mail your letter to *Novell Connection*, P.O. Box 52000, Provo, UT 84605-2000. We reserve the right to edit and publish all letters.

Advertising. For information about advertising in *Novell Connection*, contact a *Novell Connection* sales manager:

- Steve Branda, Eastern and North-western sales manager, 1-201-814-0500
- Brian Smith, Central sales manager, 1-801-465-4753
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You can also send an e-mail message to advertise@novell.com.

Article Proposals. We accept articles from Novell networking professionals. Please send a proposed outline via e-mail to dpearson@novell.com, or mail the outline to Debi Pearson, *Novell Connection*, P.O. Box 52000, Provo, UT 84605-2000.

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