

# Connection

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## ARTICLES

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# Management Made Easy

Novell ZENworks 10 Configuration Management SP2

The release last month of Novell ZENworks 10 Configuration Management SP2 delivers thousands of feature enhancements and bug fixes that further improve the solution. A number of the improvements bring shared benefits to ZENworks Configuration Management, ZENworks Asset Management and ZENworks Patch Management – three key products in Novell Endpoint Management solutions. Other improvements enrich specific capabilities of the individual products themselves. This article highlights some of these key shared and product-specific enhancements.

## Shared Enhancements

### > Installation and Administration Flexibility

The first shared enhancement that ZENworks 10 Configuration Management SP2 provides is greater flexibility in terms of product installation and administration. With this release you can now run both ZENworks Configuration Management and ZENworks Asset Management as standalone solutions. You can choose which of the individual solutions to actually be installed and activated. You also have the option to dictate which of the individual ZENworks solutions will display in the ZENworks Control Center console.

For example, if you only have a license for ZENworks Configuration Management, then the ZENworks Asset Management and ZENworks Patch Management feature set can be disabled so those services don't show up in the console. This leaves you with a much cleaner, leaner and easier-to-use administrative interface.

This ability to pick and choose extends to the ZENworks Adaptive Agent as well. With ZENworks 10 Configuration Management SP2, only the agent features that you enable as an administrator will be implemented on your managed devices, allowing the deployed agent to have a smaller footprint. Specifically, you have the ability to uninstall, enable or disable any of the following features:

- Asset Management
- Bundle Management
- Image Management
- Patch Management
- Policy Management
- Remote Management
- User Management

Figure 1: ZENworks 10 Asset Management SP2 lets you allocate licenses by device or demographics, such as by site, department or cost center.

General	License Entitlements	Compliance Status	License Allocations
<b>Demographic Allocations</b> <span style="float: right;">⌵</span>			
Add Remove			
<input type="checkbox"/>	Site <span>⌵</span>	Device Count	Allocated Quantity
		Installed Quantity	Variance
No items available.			
<b>Device Allocations</b> <span style="float: right;">⌵</span>			
Add Remove			
<input type="checkbox"/>	Machine Name <span>⌵</span>	Login Name	IP Address
	Site	Department	Cost Center
		Installed Quantity	Duplicate Allocation
<input type="checkbox"/>	ZENDOC2A	Administrator	137.65.167.172
			1
<span>⏪</span> <span>1 - 1 of 1</span> <span style="float: right;">show 5 items</span>			
Installations with no allocations: <a href="#">0</a>			
<input type="button" value="Apply"/> <input type="button" value="Reset"/>			

Figure 2: With ZENworks 10 Asset Management SP2 you can easily see how many of your licenses are actively being used.

Discovered Products						
Action ▼						
<input type="checkbox"/>	Name ▲	Excluded	Licensed Product	Installed Quantity	Active Usage Quantity	Standards Category
<input type="checkbox"/>	Microsoft Office Professional 2003 2003 (Windows)		<a href="#">Office Professional 2003</a>	10	10	
<input type="checkbox"/>	Microsoft Windows Server 2003 5.2 (Windows)		<a href="#">Windows Server 2003</a>	5	5	
<input type="checkbox"/>	Microsoft Windows XP Professional 5.1 (Windows)		<a href="#">Windows XP Professional</a>	15	11	
<input type="checkbox"/>	Sun Java2 Runtime Environment 1.5 (Windows)			15	12	
<input type="checkbox"/>	Sybase SQL Anywhere Developer Edition 10.0 (Windows)			1	0	
<input type="checkbox"/>	Symantec Symantec AntiVirus Corporate Edition 8.1 (Windows)			30	25	
<input type="checkbox"/>	VMware VMware Tools - (Windows)			2	2	
<input type="checkbox"/>	Yahoo! Yahoo! Companion Toolbar - (Windows)			1	0	

1 - 8 of 8 show 25 ▼ items

## Novell ZENworks 10 Configuration Management SP2 delivers thousands of feature enhancements and bug fixes that further improve the solution's stability, scalability, and flexibility.

### > Improved Reporting Capabilities

Novell has also completely redesigned reporting in ZENworks 10 Configuration Management SP2, providing a single universe for cross-product reporting. Rebranded as the ZENworks Reporting Server, this cross-product reporting engine enables you to build and customize reports that span ZENworks Configuration Management, ZENworks Asset Management and ZENworks Patch Management.

The new reporting universe now has 1,350 objects or fields that you can use to create reports, extending your ability to generate reports on just about anything you want. Novell has made it much easier to access and report on the fields and items that you want. The reporting interface is richer, more user-friendly and structured in a more intuitive manner to simplify and enhance your ability to build reports. The ZENworks Reporting Server has also added support for Windows 2008 Server, as well as 64-bit versions of Linux and Windows servers.

### > Broader Cross-Platform Capabilities

New platform support is not isolated only to the reporting server. In Support Pack 1, Novell introduced the concept of satellites, which can be a server or workstation that can perform certain roles that a ZENworks primary server typically performs. Satellites

are ideal for branch offices or locations with slow WAN links, allowing you to offload local tasks to the satellite to improve performance.

When this functionality was first released, only managed Windows devices could act as satellites. Now satellites can be hosted on Linux devices running SUSE Linux Enterprise Server 10 SP2, Novell Open Enterprise Server 2 SP1/SP2 or SUSE Linux Enterprise Desktop 10 SP1/ SP2. This gives you the ability to better leverage your Linux infrastructure not only for your primary ZENworks servers, but for your satellite systems as well.

Novell has added new platform support in other areas as well. Windows 2008 SP2 is now supported on ZENworks primary servers, satellite systems and managed devices while Windows Vista SP2 is now supported on managed devices. All of this added platform support combines to give you even greater choice and interoperability.

Further extending your choice and interoperability, ZENworks 10 Configuration Management SP2 is providing "experimental" support for Windows 7 devices. This means that you should be able to discover and manage Windows 7 workstations using much of the functionality in this new ZENworks release. If you experience problems or issues managing these devices, you can report them to Novell to address any compatibility issues as quickly as possible.

## Solution Specific

### > ZENworks 10 Configuration Management SP2

Many of the enhancements specific to ZENworks Configuration Management were simply responses to common requests from customers. These suggestions include the addition of a bundle activity indicator, which is basically a progress bar that lets users know that ZENworks is performing some type of action on their devices. Other customer-requested enhancements

include the ability to keep users from being removed from their volatile user cache for a set amount of time, the option to specify certain IP addresses be excluded from discovery tasks, TFTP folder replication, LDAP inventory importing and more.

In addition to addressing a significant number of common customer requests, Novell has also added Ghost imaging support to ZENworks Configuration Management. This enables customers to leverage existing investments in Ghost, but drive and manage the imaging and image deployment process from within the ZENworks Control Center.

ZENworks 10 Configuration Management SP2 also enables you to manage devices outside your corporate firewall without requiring you to use a VPN. It employs a remote management proxy to route remote management requests and operations through your Network Address Translation (NAT) firewalls and routers.

**With this support pack, only the agent features that you enable as an administrator will be implemented on your managed devices, allowing the deployed agent to have a smaller footprint.**

**> ZENworks 10 Asset Management SP2**

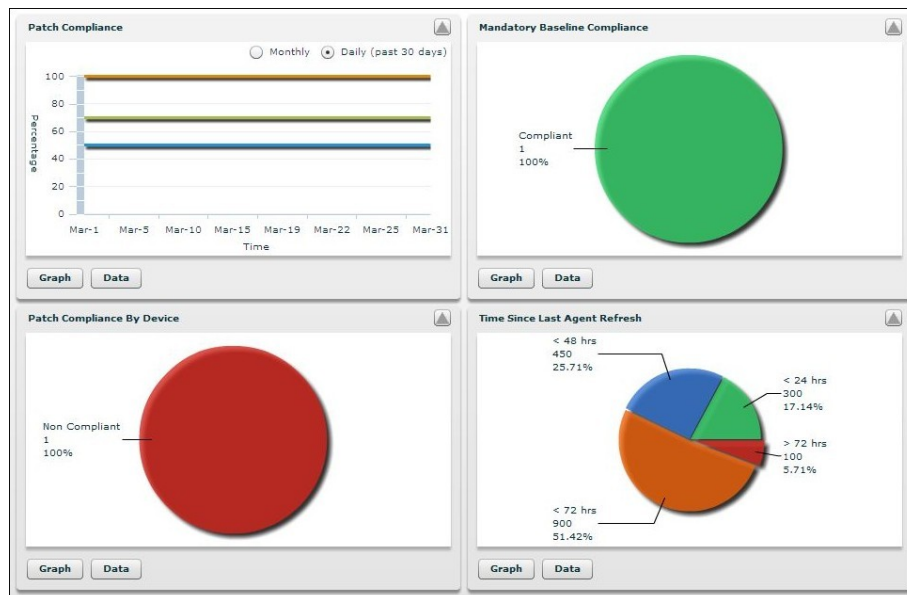
This support pack introduces a number of enhancements that are specific to ZENworks Asset Management as well. One of the first ones you'll notice is the addition of a graphical snapshot of key asset management metrics in the ZENworks Control Center. This gives you a quick view into your license status and asset infrastructure.

License allocation is another key feature new to ZENworks Asset Management. (See Figure 1.) This allows you to allocate licenses by leveraging both device and demographic data, such as site, department or cost center. For example, you can allocate licenses to specific workstations as well as to all workstations at a specific site or within a certain department. Once these licenses are allocated, you can view whether or not they are actually being used and easily reallocate them as necessary.

The solution also displays new software usage data in the Discovered Product list and in the ZENworks Control Center. (See Figure 2.) This allows you to see how many products are installed against your licenses and how many of those licenses are actively being used.

Additionally, the migration utility for ZENworks Asset Management now supports Oracle-to-Oracle database migration of asset management data. As a result, you can migrate ZENworks Asset Management 7.5 data in one Oracle database to an Oracle database being used for ZENworks 10 Configuration Management SP2.

Figure 3: ZENworks 10 Patch Management SP2 presents a graphical dashboard in the ZENworks Control Center that gives you a quick summary of patch management status as well as patch compliance history.



> **ZENworks 10 Patch Management SP2**

Specific to ZENworks Patch Management, this release delivers two main enhancements. The first enhancement focuses on improving the user's experience by providing a "snooze" capability for patch deployments. This allows administrators to configure a patch deployment to prompt users before actually laying down the patch and giving the user the option to delay the patch installation to a more convenient time. This can eliminate untimely work interruptions while still giving the administrator full control of when and how long a patch deployment can be delayed.

The second enhancement to ZENworks Patch Management is the addition of dashboard charts in the ZENworks Control Center. (See Figure 3.) This enhancement uses pie charts and line graphs to give administrators a quick summary of patch management status as well as patch compliance history. When needed, you can click on the graphics to drill down and see the detailed numbers behind the graphs. In addition to these two main enhancements, ZENworks Patch Management has been updated in other areas as well, including a redesign of the vulnerabilities page and new filtering categories to further facilitate patch administration.

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**All the shared and product-specific ZENworks improvements combine to enhance and simplify your overall administrative experience.**

All of these shared and product-specific ZENworks improvements combine to enhance and simplify your overall administrative experience. They further improve the solution's quality, stability and usability. They build on and strengthen the user-focused and policy-based management approach of Novell Endpoint Management solutions, while giving you even greater freedom of choice as a flexible cross-platform solution with a complete range of advanced configuration management capabilities that makes it easier than ever to manage your desktops.

# It's Time for a Change

*Why Now is the Time to Upgrade to Novell Open Enterprise Server*

Novell NetWare revolutionized the industry in the early 1980s and still provides many Novell customers an efficient, reliable networking product today. Despite the obvious advantages of newer products, especially Novell Open Enterprise Server on Linux, many long-standing customers have had little incentive to change. However, while some degree of support will continue for NetWare until 2015, the pending end to the general support phase of the Novell NetWare lifecycle, scheduled for early 2010, is leading many to realize that now is, in fact, the time for them to upgrade to our new premium product.

## > The Novell NetWare Lifecycle

Since its introduction in the early 1980s, NetWare has had an illustrious life, earning extensive user loyalty and establishing itself globally as the network platform of choice. Customers have come to value the reliability and security of NetWare, leading them to wonder why the product would ever be move through the standard lifecycle phases. The reason is primarily because hardware and software manufacturers are increasingly narrowing their support, mainly to Windows and Linux platforms, leaving customers that are running NetWare with fewer and fewer choices.

On top of market trends, all software products have a lifecycle. According to Novell product lifecycle norms, Novell provides a three-tiered ongoing support lifecycle for NetWare: General Support, which will end on March 7, 2010; Extended Support, ending March 7, 2012, and Self-Support, continuing until March 7, 2015.

It is important to note that while Novell and the market are focusing more and more on the Linux platform, Novell understands that many customers still find NetWare as their network OS of choice.

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**“Novell support for Linux has been excellent. We’ve now moved Linux from a hypothetical idea to a mission-critical platform in our organization.”**

**—Eric Leader, Chief Technology Architect, Catholic Healthcare West**

Considering the economic climate and that upgrade efforts might not be top priority in 2009, Novell is still going to support its customers who cannot invest in the upgrade at this time. As long as customers are current with maintenance, they can enjoy the extended support period for free.

This promotion will allow current customers to keep using the product they know and love while planning to upgrade when it makes sense. For details on the Novell Support Lifecycle for NetWare and other products, go to <http://support.novell.com/lifecycle/>.

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## If You're Opting To Not Upgrade Now

We understand that some customers cannot undertake an upgrade right now. If you're one of these customers, and if you remain current on Maintenance, Novell will be offering you free extended support for two additional years beyond the product's end-of-general-support date—which in this case is through March of 2012. That means that you can receive unlimited call-in service requests for as long as you are current with Maintenance. This does not mean that Novell will be extending the general support phase, which typically includes engineering investments. Ongoing development investment in the product will continue to be at the discretion of Novell. For Academic customers, your current support agreement will be honored in the extended support phase.

## > The Value of Novell Open Enterprise Server on Linux

In the meantime, Novell has invested heavily in porting all the reliable, familiar NetWare services to Novell Open Enterprise Server 2 SP1, which comes with all of the additional benefits of running on the Linux platform that delivers the robust networking services you had with NetWare, plus the added choice, flexibility and cost savings provided by SUSE Linux Enterprise Server.

Indeed, the Linux platform is increasingly becoming the operating system of choice, even over Windows. First, Linux offers choice and flexibility. Whereas there is only one Windows vendor, Linux has several “flavors” or vendor versions. Because you can choose from any hardware that supports SUSE Linux Enterprise, you can take advantage of commodity hardware for the first time in a long while. Beyond that, Linux is more flexible in that user access to source codes allows you to customize the platform yourself.

Second, Novell Open Enterprise Server is a powerful consolidation platform because it is based on Linux, which allows you to consolidate your servers through virtualization. In addition, it inherits support for the thousands of software applications that run on SUSE Linux Enterprise.

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### Benefits of Open Enterprise Server 2, Service Pack 1

New features shipping with Service Pack 1 include more than patches and bug fixes. With this product, you will receive additional benefits such as:

- Domain Services for Windows, an innovative technology that allows eDirectory to appear like Active Directory, streamlining authentication between Windows workstations and the central identity vault.
- Novell-engineered AFP and CIFS protocol support that allows enterprise-class scalability for Mac and PC client access to the network and file system.
- iFolder, which now delivers group folders, multiple iFolders per user, and enhanced clients for Mac and Linux.
- Enhanced upgrade tools that make it easier for customers to upgrade from NetWare to Open Enterprise Server-Linux than from an older version of NetWare to the latest version of NetWare.
  - Upgraded GUI and serverID swap that allow you to migrate the configuration of a running NetWare server to an Open Enterprise Server 2-Linux server
  - A dashboard view that identifies the job status, overall status, throughput, timings and more — during the entire migration
  - Ability to integrate tasks into a single overall view: Single entry of eDirectory/server details. Dependant services can be migrated together or separately.
- Native 64-bit eDirectory can now use the entire addressable memory on an x86-64 CPU.
- LDAP Auditing means enhanced authentication support, directory monitoring, as well as 64-bit versions of NCP, PKIS and NMAS.
- Software Developer Kit (SDK) for iPrint that allows partners to provide print accounting tools for Linux.

#### > **Upgrading: A Smart Decision All-around**

In this economic climate, the smart move is to upgrade now, especially since Novell Open Enterprise Server comes with so many money-saving features. You need

to look beyond license costs alone and remember that if you opt to move away from the Novell platform you'll find **hidden costs** such as:

- Doubling hardware
- Moving file systems
- Needing to touch every device in your environment
- Retraining administrators and end users
- Incurring the risk of many manual processes

On the flip side, upgrading is a smart tactical decision—one that allows you to:

- Leverage existing skill sets while streamlining management of mixed environments
- Achieve efficiencies in storage management and server usage
- Empower your end users with automated storage, print and networking utilities, which takes the load off your administrators

More broadly, upgrading is a smart strategic decision that aligns your infrastructure to where market growth and innovation is occurring; offers powerful consolidation opportunities; provides more options for hardware and software; and helps you incur less cost, risk and effort.

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### Upgrade Successes

- Fifty one percent of customers have deployed Novell Open Enterprise Server on Linux on at least 25 percent of their Novell infrastructure servers.
- Eighty percent of customers who have deployed the product on Linux are “satisfied” or “extremely satisfied” with those workloads.
- Customers using Open Enterprise Server on Linux often start their deployments with iManager, Novell Storage Services (NSS) and DNS/DHCP.

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### How You Can Benefit

- Upgrading is easy, and we're giving you a lot of tools and resources to help.
- In this economic climate, the smart move is to upgrade, not migrate, especially since the product comes with so many money-saving features.
- Novell Open Enterprise Server is a powerful consolidation platform, because it is based on Linux. Hence, this solution gives you a lot of options to help you save more money, by consolidating your servers in the data center via virtualization, for example.

> **Move IT: Helping You Upgrade Painlessly and Economically**

Novell has invested heavily in making the actual transition from NetWare to Novell Open Enterprise Server 2 Service Pack 1 as easy as possible. A simple graphical user interface allows point-and-click migrations from NetWare to Linux, along with customizable scheduling, notifications and server identity transfer.

Still, we realize that the decision to upgrade can be harder than the actual transition itself. Thus to help you, our loyal NetWare customers, as you consider your options, Novell is launching a global, holistic campaign called "Move IT." Its purpose is to help all customers still running NetWare overcome Linux adoption barriers with offers, programs and communications during the next year. Details can be found at [www.novell.com/upgrade](http://www.novell.com/upgrade). The campaign currently includes the following offers, each of which is also described below:

- A Revised and Updated [Upgrade Best Practices Guide](#)
- Built-in Upgrade Tools: Our migration GUI makes it easier than ever to migrate NetWare servers to Open Enterprise Server on Linux.
- New services that help your organization with the upgrade include:
  - [Fast Track](#): Bundled Offerings of Essential Services
  - [Free On-demand Web-based Training](#)
  - [Novell Upgrade Advisor](#)
- Special Offer: Upgrade now and [save 33 percent!](#)

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**Best Practices: Upgrading to Open Enterprise Server—Planning and Implementation Guide**

**What This Guide Provides**

The guide gives an overview of the planning and implementation processes involved in upgrading from NetWare to Open Enterprise Server 2 Service Pack 1. It provides overview and planning information along with links to specific implementation instructions that are found on the Web.

**What This Guide Does Not Replace**

It does not replace the specific upgrading and planning instructions found in the regular installation and migration guides. You should follow those carefully to ensure a successful upgrade to Open Enterprise Server.

For the most recent version of this guide, see the [Open Enterprise Server 2 Documentation Web site](#).

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**Fast Track: Bundled Offerings of Essential Services**

This bundle of integrated services is designed to help you make the move from NetWare to Open Enterprise Server. Based on best practices and world-class support, this offering will help you upgrade successfully and ensure that you have all the skills you will need to administer the Open Enterprise Server environment.

This offer includes:

- A technical assessment
- A high-level design and upgrade plan, including related documentation
- Five consecutive days (including travel expenses) of predefined, on-site consulting delivered by Novell Professional Services or a qualified Novell partner
- Three one-year subscriptions to the End-user Computing On-demand Web-based training course library

Depending upon the edition purchased, this offer can also include:

- Two Scheduled Standard calls or two Service Requests (Standard Edition)
- Or, two four-hour blocks of Scheduled Standby support if you are current with maintenance (Enterprise Edition)

For more details, see [Fast Track](#) on the Web.

## On-demand Training: Bridging NetWare Skills to Novell Open Enterprise Server 2

If you're an experienced NetWare engineer, this course will reintroduce you to the skills you already have that can help you administer Novell Open Enterprise Server 2 services running on SUSE Linux Enterprise Server. You will find that many of your existing NetWare server managements skills, in areas such as Novell Storage Services and iPrint, will transfer seamlessly to Novell Open Enterprise Server on Linux.

In addition to the management tools, this course discusses command line equivalents so you can quickly reference how NetWare command line tasks are done on a Linux server.

Course objectives include:

- Describe the role and function of Open Enterprise Server 2
- Become familiar with Linux
- Complete NetWare server tasks on SUSE Linux Enterprise Server 10
- Prepare SUSE Linux Enterprise Server 10 for Open Enterprise Server 2
- Install Open Enterprise Server 2 on SUSE Linux Enterprise Server 10
- Use Open Enterprise Server 2 management tools
- Use Open Enterprise Server 2 migration tools

For video demonstrations and labs, see the "Tell Me" and "Show Me" steps at [Bridging NetWare Skills to Open Enterprise Server 2](#).

## Where can I get more information and/or assistance upgrading?

- "Move IT" Programs to Support Upgrades: <http://www.novell.com/upgrade>
- Video Message from Ron Hovsepian: <http://www.novell.com/communities/node/7700/move-it>
- Novell Open Enterprise Server product page: <http://www.novell.com/oes>
- NetWare Lifecycle explanation: <http://support.novell.com/lifecycle>

## Novell Upgrade Advisor

This new offering allows you to get targeted, premium support from a designated Novell Advantage Support Engineer for the critical task of upgrading NetWare servers to Novell Open Enterprise Server — at a fraction of the cost of an Advantage Support Engineer contract. This offering, also available through Novell partners and with regular program discounts, such as MLA and VLA, includes:

- A single point-of-contact for all service requests pertaining to upgrades from NetWare to Open Enterprise Server. (Currently, Advantage Support Engineer contracts start at \$60,000 or with high levels of maintenance, making this offer a great deal.)
- An introductory environmental interview and assessment by the Advantage Support Engineer
- Sold through Deal Registration System, and program discounts, such as MLA and VLA, apply to this offering.
- 90 days of Advantage Support for 10 upgrade-related service requests

See our [Services Flyer on Novell Upgrade Advisor](#) for more details.

## Move IT Upgrade Pricing Promotion: If you move now, you will save big!

With significant discounts on the upgrade price of Novell Open Enterprise Server, there is simply no reason to deny your organization the latest and greatest solutions for workgroup productivity. If you upgrade now, you can take advantage of a 33 percent license discount when upgrading:

- Save \$31 per user
  1. One License + Priority Maintenance = \$113
  2. One License + Standard Maintenance = \$109
- Available to Open Enterprise Server 1 or NetWare customers without maintenance
- Discount applies when purchasing license + maintenance
- Novell Open Workgroup Suite customers are not eligible, but can take advantage of a similar discount on Novell Open Workgroup Suite upgrades

To learn more about available upgrade promotions, go to our "[Upgrade Now](#)" promotional Web site.

# Novell Data Center and IT in Action Media Gallery

Explore Novell's Latest Educational Masterpieces

Artists use galleries to give the public access to their most interesting and valuable work. Now, Novell is taking a cue from the art world and assembling some of its freshest and most relevant educational content into two new media galleries. These rich, interactive online resources owe most of their content to two recent live multi-city tours—the IT in Action tour and the Data Center Evolution tour.

Packaged and organized in one convenient location, each gallery includes more than a dozen video presentations, software demos and other related online training and educational resources. Each gallery features the very latest and most up-to-date content on Novell strategies, technologies and solutions in specific areas. And of course, all this in-depth, interactive information is available to you completely free of charge.

Keep reading to explore some of the highlights of the Service-Driven Data Center and IT in Action Media Galleries. Then, check them out for yourself and start taking full advantage of these great new learning resources.

## Visit Novell's Latest Media Galleries

Explore these collections of Novell's latest video presentations, webcasts and product demos:

- [Service-Driven Data Center Media Gallery](#)
- [IT in Action Media Gallery](#)

## The Service-Driven Data Center Media Gallery

### > Evolve to a Service-Driven Data Center

What does a next-generation, service-driven data center look like? What benefits can it offer your organization? Most important, how do you build, manage and measure the effectiveness of a best practice data center environment—even in the face of limited resources and budget cuts? With nearly 5 hours of new training and educational content, including video presentations, demos and other supporting technical information, the Novell Service-Driven Data Center Media Gallery

explores the answers to these crucial questions in detail. Some of the highlights include:

- *Build a Service-Driven Data Center*—This two-part video presentation explores the advantages of using SUSE Linux Enterprise to create a more flexible, efficient and reliable data center environment. You'll learn exactly how SUSE Linux Enterprise can help you create a new kind of data center that supports your most demanding mission-critical workloads, and how it accommodates a complete range of physical and virtual server platforms and supports your whole heterogeneous IT environment.
- *Manage Your Service-Driven Data Center*—In this 30-minute presentation you'll get a detailed overview of how PlateSpin solutions from Novell can help you manage your service-driven data center with sophisticated workload management, smart server consolidation and consolidated disaster recovery solutions. You'll explore innovative approaches and techniques for lowering data center costs, optimizing performance and managing risks.
- *Measure Your Service-Driven Data Center*—This 18-minute presentation will show you how Novell Business Services can help you measure your service-driven data center by viewing your whole IT infrastructure as a unified set of business services, rather than a disjointed collection of IT technology. You'll learn how Novell Business Service Management solutions make it possible to prioritize issues and place them in a business context, identify and fix the issues that are affecting your business the most and gain a more complete view of your IT infrastructure.

The Service-Driven Data Center Media Gallery expands these core build, manage and measure concepts with a wealth of product demos and other supporting technical information. It's clearly one of the best places to learn how Novell can accelerate and enhance your efforts to build a cost effective data center environment. And it's all waiting for you. [>Visit the Service-Driven Data Center Media Gallery Now.](#)

## IT in Action Media Gallery

### > Experience IT in Action

The IT in Action Media Gallery offers the same mix of video presentations, demos and technical resources as the Service-Driven Data Center gallery and has an exclusive focus on Novell Collaboration, Endpoint Management, Enterprise Linux Desktop and Identity and Security solutions. With nearly 15 hours of up-to-date video presentations and demos, and new content being added all the time, it's a treasure trove of information you can use to boost productivity, accelerate innovation, improve security, extend your IT resources, save time and create a more effective workgroup computing environment. Where should you start? It's really up to you, but here's a quick preview of some of the most popular presentations and demos:

- *Moving Your Novell GroupWise System to Linux demo*—This popular 11-minute demo guides you through the process of migrating your GroupWise System to the Linux platform, where you can take full advantage of low-cost commodity hardware, new server consolidation opportunities and a long list of valuable open source software add-ons.
- *Novell Teaming Beta Installation Quickstart demo*—The next version of Novell Teaming is generating a lot of excitement and this 15-minute session will give you the technical information you need to get started quickly. This includes instructions for installing the beta version of the upcoming release, tips for integrating the new version with Novell GroupWise and Novell eDirectory, configuration and customization best practices and other information that will help ensure a fast, trouble-free deployment.
- *Privileged User Manager demo*—This 30-minute demonstration drills down into the details of using Novell's popular Privileged User Manager, including the product's rule-creation tools, reusable script and command libraries, color-coded audit records and much more.
- *Novell ZENworks 10 Configuration Management Best Practices webcast*—This 22-minute session guides you through a proven, best practice approach for designing, configuring and deploying ZENworks Configuration Management 10 in your organization.
- *Unstructured Data Storage webcast*—In this unique 42-minute Legends of Engineering live

chat webcast, a panel of distinguished Novell storage engineers discuss issues and take questions directly from Novell customers. Tune in to hear the team that developed Novell Dynamic Storage Technology discuss the details of putting automated, policy-driven storage to work in real IT environments. If you like this format, the IT in Action Media Gallery features four other highly rated Legends of Engineering live chat discussions: The Ins and Outs of File Systems, Novell Open Enterprise Server Futures, Interoperability with Windows and Interoperability with Macintosh.

The IT in Action Media Gallery represents the most complete, up-to-date and in-depth collection of multimedia content surrounding Novell's Collaboration, Enterprise Linux Desktop, Endpoint Management and Security and Identity technologies and solutions. Don't miss this opportunity to explore these resources and use them to improve and enhance your IT infrastructure. [>Visit the IT in Action Media Gallery Now.](#)

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### Check out additional Novell learning resources:

- [Novell Advanced Technical Training](#)
- [Upcoming face-to-face tours and seminars](#)
- [Additional online training](#)

### > Beyond the Media Galleries

The Service-Driven Data Center and IT in Action Media Galleries are important components of a broader effort to bring new educational and training opportunities directly to you. This includes more Novell face-to-face seminars and educational opportunities in your area and a range of new fee-based Advanced Technical Training options that bring quality, in-depth technical training directly to your city or computer screen. Together, these city-to-city tours, media galleries and new advanced technical training options can help you make the very most of your Novell solutions—with zero impact on your travel budget.

# Keeping It Relevant

Brining Order to Information Chaos with Novell Teaming 2

Workspace clutter often grows in direct proportion to how busy you are, how much workload you have or the urgency of your deadlines. However, workspace clutter isn't limited just to the piles of folders on your desk or the collage of sticky notes scattered across your shelves. It includes the overwhelming clutter of digital information that you and your team need to sort through to do their jobs. Whether it's scouring the net for presentations, team documents, research notes, blogs or countless other information sources, finding and keeping track of all the information relevant to your projects and tasks can consume almost all your time and leave you fewer cycles to get real work done.

With the help of the relevance dashboard in the upcoming release of Novell Teaming, you can eliminate much of that digital clutter while keeping the latest and most relevant information to your work close at hand.

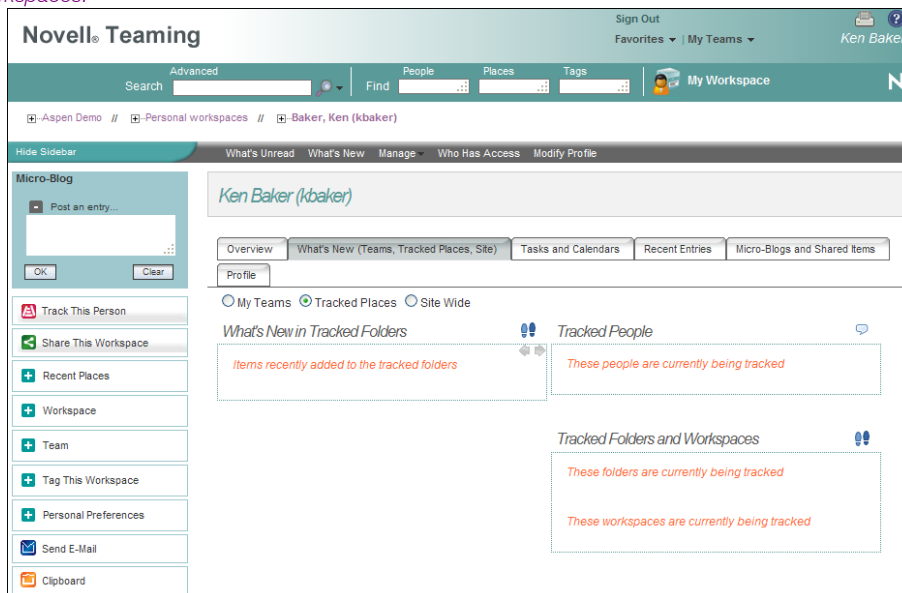
## > Powerful, Consistent Interface

The relevance dashboard is a key component of the updated user interface in Novell Teaming 2. (See Figure 1.) One of the main goals of the new interface is to present users with a consistent look and feel as they move from one page to another through team workspaces. The interface can be broken down into three main elements: header, sidebar and content area.

**The relevance dashboard keeps you abreast of everything that is going on in your organization, teams and locations that are of interest to you.**

The Novell Teaming header runs across the top, providing a number of powerful navigation tools. It includes five different search options: general search, advanced search, find people, find places and find tags. As you enter letters in the Find searches boxes, a list of potential matching destinations will automatically drop down, providing options you can select or tab through to further simplify your search. In addition to search capabilities, the header provides dropdowns for your favorite places as well as your teams. It also shows a quick link to your own personal workspace. One of the handiest navigational tools in the header is what Novell engineers refer to as the breadcrumb trail, which shows you the path to the workspace or location you are currently viewing. This can be extremely helpful in allowing you to keep track of where you are as you jump from one page to another. You can click on any

Figure 1: The new interface in Novell Teaming presents users with a consistent look and feel as they move from one page to another through team workspaces.



location on the displayed breadcrumb path and Teaming will automatically take you there.

The sidebar runs down the left side of the page and presents you with an array of global functions or actions that you can utilize within the teaming environment. These actions include the ability to

- post a micro-blog (similar to a “tweet”),
- track a person or a place,
- share a workspace or folder,
- jump to a recently visited place,
- go to any folder or subfolder in the current workspace,
- view and manage your team,
- tag a workspace or folder with a relevant name to facilitate finding it again,
- set your personal preferences,
- send an e-mail and
- add people to your clipboard to give you quick access to their names when needed.

To free up space on your screen, you can hide the sidebar with its hide/show toggle button.

The final element of the user interface is the content area, which displays the content of your workspaces, folders, calendars, blogs, tasks, wikis and other items in your teaming environment. The content area of your personal workspace is also where you’ll find the relevance dashboard with its ability to give you quick access to the information most relevant to your work.

### > The Power of Relevance

The relevance dashboard keeps you abreast of everything that is going on in your organization, teams and locations that are of interest to you. It makes it significantly easier and faster to interact and collaborate with the people and information in your teaming environment. When you log in to your workspace, the relevance dashboard will automatically show you every new item related to your teams and organization, without any configuration or set up. This gives you a very quick view into exactly what is happening in your teams and areas of interest. The *What’s Hot* area will also show you the most popular blogs, discussions, documents, workspaces or content in the environment.

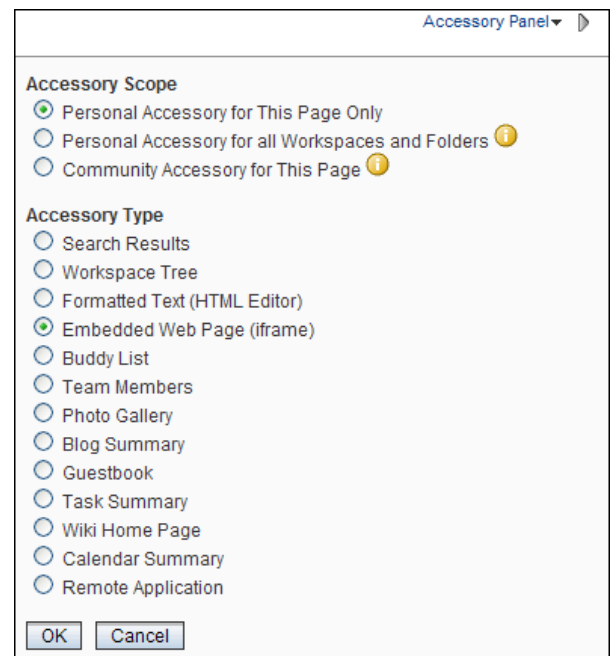
**Novell Teaming lets you track your thought leaders such that anytime they make a blog entry, post a document or plan a meeting, you’ll automatically know about it within your relevance dashboard.**

However, the real power of the relevance dashboard comes to life with the ability it gives you to track different people and places in your teaming environment. For example, you might want to keep track of what the thought leaders on your teams or in your organization are working on or saying. Novell Teaming lets you track your thought leaders such that anytime they make a blog entry, post a document or plan a meeting, you’ll automatically know about it within your relevance dashboard. In essence, the solution leverages social engineering to make sure you and your team members can easily collaborate as well as automatically stay up-to-date and gain access to the information they need as soon as it becomes available.

In addition to what’s new and what’s hot with your teams and your tracked people and places, the relevance dashboard has a set of quick access tabs to your other areas of interest. The *Tasks and Calendars* tab lets you see the status of tasks assigned to you and when they’re due. It also displays any events happening today in the different calendars that you might be tracking.

The *Recent Entries* tab shows you the entries you’ve recently posted or the entries you’ve recently visited. If you’ve been working on a wiki, blog or some other content, this allows you to quickly go back to it. Or, if you had been reading an article in another workspace or folder that you didn’t have a chance to finish, the history of your recent visited entries makes it easy to quickly find and jump back to that article or other places of interest that you’ve recently visited.

Figure 2: From within the accessory panel you can add different accessories to your Overview page, such as an embedded Web page, buddy lists, Wikis, remote applications and more.



Additionally, if you want to know who has recently visited your workspace, the *Recent Entries* area displays that information as well.

The relevance dashboard also has a *Micro-Blogs and Shared Items* tab. From this tab you can see the most recent micro-blogs of the people you are tracking. As mentioned before, micro-blogs are similar to “tweets” in that they’re intended to be quick thoughts about what you’re doing, thinking or working on. This keeps the people who are tracking you up-to-date on what’s going on with you and vice versa. In addition to seeing the micro-blogs of your tracked people, this tab also enables you to see the different items that people have shared with you. These would be any entries or content that members of your team or organization might think would interest you or that you should know about.

The relevance dashboard also provides you an *Overview* tab, which obviously gives you a quick overview of some of your other areas of interest. By default, the *Overview* tab shows your tasks, guestbook, blogs and photo album. However, this section also has an accessory panel that lets you add other element options. These accessories can include search results, a workspace tree, an HTML editor, an embedded Web page, buddy lists, team members, Wikis, remote applications and more. (See Figure 2.)

**> What Else is New**

In addition to the relevance dashboard, Novell Teaming 2 introduces a number of other new powerful teaming and collaboration capabilities. Probably the first thing you’ll notice is that Novell Teaming no longer requires the Liferay portal. Not only does this mean that it now runs as a stand-alone application, but it also now enjoys a 4-to-1 performance improvement over the previous version of Teaming.

Novell Teaming 2 also has improved e-mail and RSS access, including the ability to subscribe to any folder. The solution allows a greater level of

customization, including custom workspace and folder branding, customizable jsp pages, entry forms, workflows and extensions. Some of the customization comes from the ability to integrate with external applications, referred to as remote applications or Teaming Apps.

The remote applications in Novell Teaming interact with the solution’s Web services interface to give you significant power and flexibility in extending and enhancing your collaboration environment. You or a third party can create custom remote applications that run on another server that can pull data from teaming workspaces and other sources and then merge and present that data to address specific needs, such as automated workflow transitions. Novell also provides what it calls a template factory of prebuilt remote applications for processes such as procurement, conference room scheduling, document review and more.

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**Novell Teaming 2 brings order to a world of information chaos, delivering instant views and access to the people, places and content most relevant to your users and teams’ success.**

While the list of new features goes far beyond what’s been introduced here, the main takeaway for Novell Teaming 2 is that it gives you a collaboration environment where you and your people can become more efficient and agile contributors. It minimizes and sorts through the digital clutter that impedes productivity and knowledge. Novell Teaming 2 brings order to a world of information chaos, delivering instant views and access to the people, places and content most relevant to your users and teams’ success.

# Prescription for Technology

*Doing More with Less*

**D**espite recent budget cuts, Hartford Hospital still needed to provide high quality IT services for its users, but without increased headcount. With Novell solutions, the hospital has created a stable infrastructure and has reduced IT administration and travel time by 90 percent.

## > Overview

Hartford Hospital is one of the largest teaching hospitals and tertiary care centers in New England with perhaps the region's busiest surgery practice. The hospital is an 867-bed regional referral center that provides high-quality care in all clinical disciplines and is one of the top 10 hospitals in the U.S. for cardiovascular surgery.

## > Challenge

Hospitals offer critical patient care 24/7 and require a highly stable and reliable IT infrastructure. Hartford Hospital needed a highly available network platform, as well as a stable collaboration platform for 17,000 users. The hospital's employees and 900 doctors also require secure access to applications, whether working in the hospital or off site.

The hospital's small IT staff was spending much of its time physically traveling to nearly 5,000 individual workstations across five buildings to install updates or troubleshoot issues. For large application rollouts, the hospital would have to hire additional staff. Centralizing desktop management would allow a small IT staff to keep the enterprise updated, without having to leave their desks.

## > Solution

Hartford Hospital is migrating many of its NetWare and Microsoft Windows servers to Novell Open Enterprise Server running SUSE Linux Enterprise.

"We wanted to move to Linux and Novell Open Enterprise Server to give us the networking functionality we are accustomed to with NetWare on a Linux platform," said Fernando Seguro, manager of Systems Engineering at Hartford Hospital. "SUSE Linux Enterprise Server gives us enormous flexibility with the ability to leverage open source applications, as well as build our own."

Hartford Hospital implemented Novell Open Enterprise Server running on SUSE Linux Enterprise for its file and printing services, as well as Novell Cluster Services for high availability. The hospital is also running a number of applications on SUSE Linux

Enterprise Server, including Novell GroupWise, and a variety of open source applications and tools including JBoss, Apache, Tomcat, MySQL and PERL.

The hospital is using both Xen virtualization and VMware ESX to consolidate its environment by virtualizing servers as much as possible.

Novell Identity Manager synchronizes user names and passwords across Novell eDirectory, Microsoft Active Directory and LDAP-enabled applications. Novell SecureLogin provides users with single sign-on access to applications, and Novell Access Manager provides secure authentication to the hospital's portal.

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**"SUSE Linux Enterprise Server gives us enormous flexibility with the ability to leverage open source applications, as well as build our own."**

## **Fernando Seguro Manager of Systems Engineering Hartford Hospital**

With Novell ZENworks, the hospital has standardized nearly 5,000 workstations and can manage them from a central location. One administrator can now prepare and distribute new applications and updates in a matter of days, rather than weeks or months. Using remote control, the helpdesk can respond immediately to user requests without having to visit a workstation.

"The ease of management with Novell ZENworks can't be beat," said Seguro. "We work with hundreds of applications, but one administrator can do dozens of application rollouts and updates a year — without any additional IT help. We couldn't manage our environment in any other way."

Novell GroupWise is the collaboration tool of choice for 17,000 users at Hartford Hospital and throughout Hartford Health Care. GroupWise Messenger is especially popular for mobile users, such as nutritionists who can communicate with colleagues via secure instant messaging while traveling around with their laptops visiting patients.

**“With Novell GroupWise, we only need one administrator to manage 17,000 users across five hospitals. We would need at least 5-10 administrators with any other system, plus double the hardware costs.”**

**Fernando Seguro  
Manager of Systems Engineering  
Hartford Hospital**

“With Novell GroupWise, we only need one administrator to manage 17,000 users across five hospitals,” said Seguro. “We would need at least 5-10 administrators with any other system, plus double the hardware costs.”

Novell GroupWise Mobile Server supports mobile users with Palm and Windows mobile devices, and Novell GroupWise BlackBerry Server supports the hospital’s 300 BlackBerry users.

“Our Novell GroupWise server had been running for 400 days before we had to take it down to apply a patch,” said Seguro. “In contrast, we have to reboot our Windows servers monthly.”

**> Results**

Novell solutions are helping Hartford Hospital cope with budget cuts by allowing a small IT staff to do more for its users, without additional IT help. Novell Open

Enterprise Server and SUSE Linux Enterprise Server provide a stable infrastructure and the opportunity to reduce hardware costs by consolidating 20 percent of its servers to date.

Novell identity management solutions reduce routine user administration and provide users with secure, single sign-on to applications. The hospital has reduced IT administration and travel time by 90 percent with one administrator for Novell ZENworks who can manage all its workstations from a central location. With the stability of Novell GroupWise, one administrator can manage e-mail and collaboration for 17,000 users.

“When we can’t hire more staff or invest in more hardware, we have to make do with what we have,” said Seguro. “Novell solutions allow us to actually do more with less. Novell has saved us a lot of money and our investment continues to pay off.”

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**Products and Services**

- Novell Open Enterprise Server
- SUSE Linux Enterprise Server
- Novell Cluster Services
- Novell Identity Manager
- Novell SecureLogin
- Novell Access Manager
- Novell ZENworks Suite
- Novell GroupWise

**Results**

- Reduced hardware costs by consolidating servers by 20 percent through virtualization
- Provided secure, single sign-on to applications
- Reduced IT administration and travel time by 90 percent