

Timothy: PC problem..gotta reboot

Mike: JRBUutilities are needed for the Linux platform also. I agree this is an important need for support for 3rd party developers by creating API's they can use to integrate with SUSE Linux.

Milton: Hopefully OES 2 works better than this...

James: is the rdesktop rpm available to download from the novell webpage

David: Welcome Nancy. I'm looking forward to having you working with the academic community.

Mark (presenter): mblane--- this is not running on OES-2 ;)

Jared: What is the plan for Netstorage going forward? More specifically integration of iFolder 3 with Netstorage? And along with that, what is the status of iFolder 3.6? We haven't gotten any updates lately.

Mike: Can we have an update on the iPrint client for Windows Vista? Status/Timeframe?

David: /usr/X11R6/bin/rdesktop

Mark (presenter): Jared, iFolder 3.6 is going to be shipping with OES-2, with feature parity from where we were at with iFolder 2.1. No NetStorage integration. NetStorage integration is being looked at post OES-2 release.

Brett: Is there any word yet on when updates to the GW702HP will be made available?

James: when are you going to give SLED for free to education shops?

Mark (presenter): iPrint client for Vista was targeted to coincide with OES-2 release but these are being looked at this week so we can announce accurate release dates to you.

Jose (presenter): On the base SLED desktop, you can find a terminal services client under Application Browser -> Services

Fred: Even a couple of dozen SLED licenses would help get it in the door.

David (presenter) to Timothy: Timothy, it is scheduled for an hour

Jared: Mark, thanks for the update. I would really push to get iFolder/Netstorage back in a future update?

Mark (presenter): Brett, the GW702HP updates are going to be the end of the week or early next week.

Craig: Is this running on NOvell Teaming solution?

Craig: IF not? what solution?

Mark (presenter): NO--this is NOT Novell Teaming!!!

Brett: Thanks Mark - which items will be fixed?

Ben (presenter): SLED is included in the OpenWorkgroup suite which is available as a replacement for the Value Bundle in your ALA

Craig: surprisid to see Novell hosting its own event, usually farmed out...

Charles: Date for Vista Client?

Mark (presenter): This was an internally developed application that will most likely be replaced by Novell Teaming and Conferencing in the future.

Craig: do you have release dates for SLES SP1? SLED SP1?

carl: does anyone have sound?

Charles: yes

Nancy (presenter): carl. refresh your browser

David: Sound's ok here now. I had to exit and restart Firefox then reconnect to get it though.

Charles: must be using M\$

Jose (presenter): SLE 10 SP1 went Gold Master yesterday, it shold be available within the next few days. I'll ge the exact date and post.

Mark (presenter): Vista client release date was targeted for late June..... being reviewed this week to determine if that is still going to be the correct expectation.

Charles: thanks..

Bill: I'm still not really clear on the Microsoft/Novell-Linux agreement. Why is Microsoft making threatening comments about patent infringement?

Barry: That's what MS does best: FUD.

Charles: jajaja

Gord: Bill has an important question. I would like an answer too.

Mark (presenter): Bill bkreps question---MS/Novell agreement ----good question for Mr. Jaffe

Mike: As a followup to Bill, I'm also concerned about Novell's reputation in the free software/open source community, and what steps Novell is taking, or thinks they need to take, to improve their reputation

Peter (presenter): Yes, as soon as he is done, we will que the question up for him

David: Interoperability with ALL vendors is important. MS is one, but they're not the only one.

Barry: I agree it is an important question. My answer was serious.

Owen: Agree on interoperability with all vendors - we need better/improved support for Apple/OSX clients too...

Nancy (presenter): guys, I'll ask Jeff to address the MSFT alliance and the patent issue

Mike: I Understand licensing issues, but my customers do not care. They are asking for DVD playback on SLED 10. We have training video DVD's and other DVD's that our users want to play on the SLED Desktop. Please just make this happen for us Novell!

Mark (presenter): Owen--we are working towards better Apple support.... we realize that Apple support is important to not only Education, but a growing user base in the corporate world as well.

Craig: Why does NOvell *not* promote the SUSE brand?! That is *much* stronger in the general public than NOvell brand, IMHO.

David: Dell doesn't offer SLED on desktop machines. I'm ordering one right now from them, and can't get it with a Novell OS on it.

Daniel: Just joined. Has anyone brought up the problem with locking down Firefox through a group Policy?

Craig: Can you get a dell without an OS?

Gord: Management tools: Please get all VPs and up in a room and have them try to manage a real big tree with iManager. Then give us a tool that is fast enough to actually use effectively.

Charles: I am trying to sell people on SLED 10, but the issue is always can I run microsoft applications, Novell answer is to use Citrix o Rdesk to connect to a windows terminal services server, I would like to see a complete solutions to avoid using microsoft. Another issue is why is GWmobile server based on Windows Server?

Ricardo: Would Jeff also be able to speak to the GPL v3 issues as well? (based on the most recent 4th comment draft)?

Matthew: I agree. iManager sucks

Timothy: What role will Novell play in NetMail now that it is a product of Messaging Architects?

Nancy (presenter): I'll ask him about GPL3

Peter (presenter): ZENworks Linux Management has a Firefox policy in it that will lock it down for you

Mike: I created Custom Packages for SLED10 to enable full multimedia playback, add www.pcc-services.com/sled10_rpms.html

Matthew: are we going to see a new, improved iManager or a different management tool?

Daniel: What about Windows?

David: (Dell w/out OS) No. I'm having to order it with an XP license, just to get the hardware I want nVidia + 30" display.

Jose (presenter): I believe that Dell offers the choice of no OS now with some of their desktop models.

Ben (presenter): It depends what you are using iManager for... We ship Identity Manager Designer for Identity Manager architecture/design/testing

Nathan: NTS support call quality has really decreased. It has always been a huge strong point for Novell in my opinion. Any plans for enhancing NTS support call quality?

Craig: I believe the M\$/Novell agreement is important for virtualization interoperability, just so long as Novell doesn't get the short end of the deal...

David: They might, somewhere, but not in the desktops sold to education. At least not as far as I can tell. My options are Vista, XP, DeadRat, or Ubuntu. No SLED. No SUSE at all.

Peter (presenter): Later this year, we are planning on managing all windows and linux machines through one ZENworks product

Peter (presenter): the Firefox policy would be there for windows then

Mike: How about Novell partner with Apple also, making it easy for OES customers using Mac OS X desktops to connect to OES servers in an easy way. Why should I have to purchase something like Kanaka that seems to break with every OS patch?

Jake: Maximizing this window really helps with chat readability.. fyi

Ben (presenter): Zenworks Configuration Management will ship with a new tool which is integrated with iManager called control center

Andrew: is Control Center web based or is it a stand alone app

Matthew: web

Peter (presenter): web based

Ben (presenter): Control Center is Web based, Designer is based on Eclipse and is stand alone

David: Since 2001, I have been trying to get Novell to fix a problem we, and many other customers, have been having with eDirectory. I have had an open support incident since the fall of 2001 on this. Most recently, I have been told that the problem "cannot" be fixed. Since this is with a security feature that I am required to use by our external auditors (Deloitte, etc.), I need to know what I am supposed to tell them this year when they ask, yet again, why this has not been fixed yet, and when will it be.

Andrew: I hope it uses ajax so that it is quick enough to be useable

James: On our ALA, if we pick the workgroup suite or one of the value bundles, are we allowed to run SLES? In particular, to run an oracle server on...

Peter (presenter) to Daniel: do me a favor and email me the firefox question for windows, I will spin up my ZCM image and look and get back to you to see if it will be there for ZCM ship

James: I thought I heard the license agreement changed on this issue

Mike: Lets not forget that our mixed enterprise also uses Apple Macintosh systems on the desktop side. Apple should also be considered as a "primary vendor"

Ben (presenter): It uses AJAX extensively

Gord: Web apps break too easily and require particular browsers set up in particular ways. Give us an app instead.

Daniel: to peter What is your email address?

Nancy (presenter): guys. this will be interesting. hear it from the horse's mouth

Ben (presenter): as done Identity Manager and Groupwise

Mike: James: Either Value Bundle allows SLES usage for all platforms but mainframe

Peter (presenter): our email addresses are right after our names in the chat window

Peter (presenter): pstrzalkowski@novell.com

Jake: email addresses only appear for presenters

Jake: participants don't see them

Mike: I don't know about Open Workgroup Suite--but you can run OES Linux which is SLED . . .

Mark (presenter): James--Workgroup license only allows you to use as much SLES as you need for Workgroup services.... you would need to buy additional SLES to run Oracle for example

Mike: I mean SLES.

Peter (presenter): any ZEN questions, please feel free to email me at pstrzalkowski@novell.com

Peter (presenter): it's as easy to type as it is to say

Bill: Jeff: A Covenant is fine, but it doesn't do much to blunt the anxiety that the suit threat creates.

Jose (presenter): Any SLED/SLES/OpenSUSE questions feel free to send to jbetancourt@novell.com

Charles: Novell has too many products, for example SuSE Linux Enterprise Server and OES, why not make them one!!

Matthew: I was told that the Workgroup license covers OES, but not SLES

Matthew: Open Workgroup license, that is

David (presenter) to Timothy: ALA customers that have the value bundle can run OES, NW and SLES. SLED is not included in that license

Geoffrey: Nancy, <http://www.novell.com/academic> is not an active URL...

Mark (presenter): Matthew.... correct. You can run as much OES as you need to host "workgroup" services. It does not entitle you to SLES to run some other application.

Geoffrey: Whoops, I meant: <http://www.novell.com/academic>

David (presenter) to: <http://www.novell.com/industries/education/>

Charles: They should change that..

Mark (presenter): Any workgroup questions (OES/NetWare/GroupWise/Teaming&Conferencing/Novell Client) you can always e-mail me at mmilttenberger@novell.com

Matthew: so, if I'm running a web server on SLES, I can't convert that to OES with the Open Workgroup licensing?

Mark (presenter): Charles--- SLES and OES serve two different purposes at this time.

Matt (presenter): <http://www.novell.com/industries/education/>

David: I don't mind the number of products, just please stop re-naming them all every couple of years.

Mike: Not sure if this question was kept after the audio restart. We use 3rd party vendors such as AND Technologies (PCounter) and JRBSoftware (JRBUtills) that work with Novell products. Both of these vendors tell us they can not support Linux clients or backends as Novell will not release API's to allow their products to be supported on OES Linux (or OES 2). What should the customer do if Novell does not provide a path for upgrades to our print auditing or management utilities that we use? Why will Novell not work with these vendors to support Linux?

Charles: I understand that, but why not make one product to meet all needs, that what M\$ does..

Mark (presenter): Charles.... I believe Mr. Jaffe is going to address this question too.

Geoffrey: Thank you

Charles: ok..

David: I'd like to see an answer on the API problems, too.

Matthew: I'd echo the concern about JRBSoftware and a lack of available Linux client API's

Ricardo: Could you remind/ask Jeff to speak to GPL3...

Mark (presenter): Mike sherer.... I would invite you to contact your Novell partner or your Novell representative with these 3rd party issues.... we are actually pushing for these vendors to move their apps to Linux platforms.

Daniel: I too echo the issues with 3rd party software.

David: They CAN'T move their products to Linux, because Novell are preventing them from doing so.

Mike: Any info on upcoming SLED Terminal Services Client shown at brainshare ?

Mark (presenter): On the 3rd party software.... continue to press your vendors for Linux releases.... get Novell involved where necessary.

Bill: What kind of effort/energy is Novell putting into pushing vendors towards Linux/SLES?

Matthew: John Baird of JRBSoftware said that he can't get Novell to give him the API's he needs.

Bob: Linux side API parity is a big issue, but the JRB issue has a bit to do with J. R. B. as much as Novell, it takes 2 to tango.

David (presenter): ALA customers that have the value bundle can use SLES, OES or NW. However SLED is not included in that license

David: So Novell are committing to providing API support, on Linux, to be the same as the APIs supported on NetWare?

Matthew: we've already pushed the 3rd party vendors

Jose (presenter): Novell has an alliances group whose primary business is to partner with the partner companies out there and support the enablement of their products under SLED/SLES as needed.

Mike: Mark, I have contacted both these Novell partners, and my Novell representative (Owen Burritt). At this point there has been no update on this issue where the API's are not available to 3rd party developers. This is why I am asking in this forum.

Gord: Management tools: iManager, when it works, is a real test of patience. JRB does not work because of lack of APIs. We need a real, NON WEB BASED tool that works and works fast.

Craig: RATHER shortsighted that SLED is not included in the Value Bundle, considering NOvell wants to be "Desktop to Datacenter".

Mark (presenter): Matthew..mrsmith..... contact me directly on the JRBSoftware issues.....mmiltenberger@novell.com

David: This isn't just JRB. This is also companies like NetVision right down the road from you.

Matthew: sure

Jose (presenter): With regards to the SLED Terminal services client from Brainshare, please ping me via e-mail and I will provide an update.

Craig: why the private info? I thought this chat was "its all on the table"?

Jose (presenter): It's not the private info. It's just that I need to contact another person to get the details.

Charles: Is the update for Xen to run Netware out yet? When will it be out?

Trevor: A new bundle has been added to the ALA and SLA. It is called the Novell Open Workgoup Suite. It includes OES, ZEN Suite, GW, SLED, OpenOffice for Windows

Timothy: Questions about 3rd party support have been asked for a long time now, and it seems to always be the same answer, and it isn't getting anywhere.

Roger: To Jose: What is your email address ?

Geoffrey: Why wouldn't those APIs be made openly available?

Jose (presenter): SLES 10 SP1 will have an updated version of XEN that will allow NetWare to run in paravirtualized mode.

James: Charls: Xen + NW will be possible when OES2 releases

David: Don't want this one to get burried in the chat: Since 2001, I have been trying to get Novell to fix a problem we, and many other customers, have been having with eDirectory. I have had an open support incident since the fall of 2001 on this. Most recently, I have been told that the problem "cannot" be fixed. Since this is with a security feature that I am required to use by our external auditors (Deloitte, etc.), I need to know what I am supposed to tell them this year when they ask, yet again, why this has not been fixed yet, and when will it be. Still need an answer...

Bill: Are you fogetting the GPL3 question?

Charles: I installed the Groupwise 7.0 Client for Linux on SLED10, but it does not look like the version that runs on linux..

robert: My servers are operational at NW65 sp5 now. Will I have to change to OES to stay operational?

Mike: Thank you for addressing the 3rd party API issue Dr. Jaffe

Mark (presenter): Geoffrey... we will have to take this question to product management

Peter (presenter): Jose's email is jbetancourt@novell.com

Charles: James Projected date?

Trevor: The next release of GW will have an updated client for Mac and Linux

Timothy: For ALA customers, can you provide a way to substitute products when we don't use the whole bundle? Some of us are paying for software we don't use.

James: I'm not with Novell, so can't say

Jon: JRB problem (and probably AND Technologies) most likely rely on NCP calls - these have not been released for a LINUX client station - JRB Software is a small company, yet produces EXTREMELY useful software for NetWare environments

Charles: ok, thanks Trevor

Mark (presenter): Robert raffetyr.... NW65 will continue to be supported until I believe 2015. By then, you will hopefully have migrated to OES/Linux of some version.

Daniel: Yes, thank you for the 3rd API issue address.

Geoffrey: Thanks

Matthew: yeah, thanks

: API's. Forget the 3rd parties for a second. Why doesn't Novell port the existing api's over to OES-L?

Nancy (presenter): Timothy, email me with your issue at nfaigen@novell.com ... we can address the ALA issues

robert to Mark (presenter): Thanks Mark.

Bob: Re SLES support by 3rd parties: Novell uses Adobe Flash Media Server extensively on SLES, Novell and Adobe worked together on tuning this environment, yet Adobe will not list SuSE as a supported platform. If you cannot convince Adobe to list SLES as a platform, what hope is there? The last 3 apps we purchased for Linux platforms all wen on RHEL because the vendors involved did not want to support another distribution. How do you fight "RedHat as the Microsoft of Linux"?

David (presenter): If there are specific vendors you want addressed, bring it up on the TTP list serve or the K-12 List server. We can take the products that are most requested and have the alliance team follow up. If your campus is not on the TTP list (higher education) go to www.novell.com/ttp for more info. To be added to the K-12 list, send a message to broadcast@novell.com and request to be added to that list.

John: What about 802.1x support in the novell client?

Mark (presenter): John jmorana.... 802.1x support is slated for 4.91 SP4..... hopefully end of June....stay tuned.

John: That's great news thanks!!!!!!

: NW65 Support until 2015 - So does that mean that new version of say, DS will continue to run on NW65?

Mike: DS will run, but I'm guessing it will be stalled at 8.7/8.8 functionality with interoperability with future DS versions

Matthew: Thanks, David, I knew about the TTP list, but didn't know there was a K-12 list (my new environment.)

Ricahard: NW65 Support until 2015 - That only gives me another Hour !

David: I'd like to know if my problem with eDirectory will be fixed before 2015.

: no

Mark (presenter): DS... at some point, we will probably stop developing new version of eDir for NetWare and go to fixes only support.... do not have any time frame on anything like that at this point.

Matthew: :-) Go David!

: fixes only != supported

Ben (presenter): David please email the specifics of your eDir problem and you 6 year old incident # ben@novell.com

Mark (presenter): David dgersic.... do you have a tech support incident open on your edir problems ? or is it a documented bug ??

David (presenter) to David: your question scrolled off, you may want to post it again with Nancy's name on it.

: Mark: run and hide....

Roger: I have heard that OES2 can simulate an Active Directory environment. Will this be done using XEN ? Is this possible on OES Netware or only OES Linux ?

David: I'll email a summary to you ben. Mark: Yes, it's an open incident, but I don't have the number handy (I'm at home). Talk to Jim Schnitter (support), or Rick Killpack (PM) about it.

Nancy (presenter): all: last 2-3 questions. what do you want to ask Jeff?

Mark (presenter): Roger rdodd.... we do have AD/domain emulation in OES-2, but it is not related to XEN in any way. It is only OES-2/Linux and will never be on NetWare kernel.

Ben (presenter): AD support is via Domain services for windows shipping as part of OES2

Peter (presenter): and once again, any ZENworks specific questions, email me at pstrzalkowski@novell.com

Gord: MANAGEMENT TOOLS Something better and not web than iManager

Brett: How about changing the security and other update model to not be so forklift oriented?

James: why isn't SLED in the value bundle or just plainly given away free to education

Bill: Is Novell courting the European Community seeing as how they don't seem to like MSFT?

Michael: What are the specifics regarding the desktop application suite?

Geoffrey: When will Novell begin marketing beyond the "converted" folks that already use Novell solutions?

Matthew: iManager replacement?

carl: Are there going to be more courses like OES migration being taught by MindWorks?

Ben (presenter): Domain services for windows "emulates" AD via Kerberos and Directory virtualization technology

Matthew: a management tool that's more stable and reliable than iManager?

robert: Zenworks/GroupWise Snapins for iManager?

Milton: come up with a better system if you can't handle this...one that you can truly address each question

: Xen is not ready to replace my NetWare servers yet...

Mark (presenter): No iManager replacement being developed at this point.

Geoffrey: Novell is still the "best kept secret" in the industry, but nobody outside the community knows... I still get folks who are surprised that Novell is still around...

Peter (presenter): for ZENworks, the ZENworks Control Center will be the management console going forward - yes, it's web

Nathan: My concern: NTS Support call quality has decreased. Any comments?

Bill: Amen Geoffrey!

Ed: What is the possibility of bundling Teaming and Conferencing as part of WorkGroup Suite?

Trevor: OES 2 can simulate an AD and Windows through Windows Domains services

Bob: Re ISV support for SuSE... one vendor said "My app costs \$10,000 why are you worried about an OS that costs \$200?" There is no motivation for ISV's to support SuSE - it needs to be about value to the developer, and reaching out to developers. Yet developer support was, for the most part, eviscerated.

Mike: How about SLED licenses free for Education or an easy way for University students to purchase SLED for their personal computers? Promotion is needed for this great user base.

Geoffrey: Novell needs to let the world know they're still alive & kicking

Gord: If you cannot manage it effectively, how do you expect to market it?

Mark (presenter): Workgroup Suite---you can get a discount on Teaming & Conferencing if you own Workgroup Suite currently.

Matthew: I think that bundling Teaming and Conferencing with Groupwise would be a great value for my environment.

Charles: I am actually in Central America and I provided services to Small Business and in the last 5 months, I have installed 6 Netware 6.5 Small Business Servers with 200 users, so Netware is still very much used here in panama..

robert: Release date for ZENworks Control Center?

Michael: Please give more detail regarding the Security of internet attacks with the built in firewall?

David: If they have it, they'll use it. The more you get the product(s) out there, the more they'll get used, sometimes in ways you're not expecting.

Ricahard: Timing For releases is very awkward for academic community - it must be available for test in July - install in August - Running in September. Can Novell keep an eye on this.

Geoffrey: How about being able to license only those features an organization needs to use?

Ed: Please integrate T & C with Open WorkGroup Suite and provide a feature parity Novell Client for Mac OS X

David: Nancy: Well, you were hoping for a lot of participation and feedback... ;-)

Timothy: Just don't end support for Novell's strongest product...File and Print services!

David (presenter): I will be working on new routes to market for teaming and collaboration. I will try and incorporate the ideas voiced here.

Peter (presenter): ZENworks Control Center is not a product

Peter (presenter): just our management console

Peter (presenter): currently, ZENworks Linux Management is managed via the ZCC

Jose (presenter): From an SLE perspective, the SUSE Firewall is just one of the security measures that comes with the distribution. It'siptables. We also have AppArmor which provides an 'application-level' firewall.

Geoffrey: Tech support is sketchy outside of 9-5 these days...

Peter (presenter): our upcoming windows desktop management platform, ZENworks Configuration Management, will use this as well

Matthew: Honestly, I've had very good experiences with NTS. I've spoken with reps in India, but that didn't effect the quality of my support.

Charles: Unfortunately they changed the tech support for the region to Venezuela and it is not the same..

Geoffrey: Great support during regular hours, but after-hours is not nearly as good...

David: I've had great, and abysmal support. I don't see much in the middle between these two extremes, though.

Roger: What is the expected release date of OES2 ?

Mike: For the most part, NTS support has been excellent for us... Keep up the good work!

Mark (presenter): Roger rdodd... It WAS targeted for end of June but is now being adjusted and is looking more like September timeframe.

Daniel: Nancy, I think you are doing a fabulous job considering the rudeness of many of these posts. KUDOS to you!!

Charles: When I talked to Tech Support in Utah, it was the best... Now that they changed it to Venezuela and other Latin American Countries it has been less that satisfactory

Barry: Thank you for the DRBD / Heartbeat / iSCSI combination and support! It's a great feature!

Nathan: I agree, Charles--

Peter (presenter): Richard - ZENworks Configuration Management should fit in to that timeframe

Charles: Nany you are doing a good job...

Charles: nancy..ooops

Michael: Please describe the details of the utilities for e-mail, browser, photo, music, instant messenger and other multi-media support?

Geoffrey: Thanks for the presentation! Good format

Mike: I hope we can do this again sometime. It's been great, really.

Bill: Thanks Jeff.

Timothy: Will you be posting all answers somewhere that we can go back through this? I found it a bit overwhelming too.

Ricahard to Peter (presenter): But will OES 2 / Netware Vix

Nathan: This has been a great web conference. Thanks to everyone!

Mike: Thank you Nancy and Dr. Jaffe! This has been a great forum!!

: Hopefully not during my lunch hour next time...

James: Will MSOffice apps(Word, Excel, PP) be able to run on a SLED machine?

Timothy: Thanks for hosting this. This is a good start.

Matthew: Thanks guys, I hope Novell does more like this.

Charles: Yeap, agree..

Trevor: MSOffice can be run on SLED using Crossover Office

Gord: Where will we find the transcripts?

Jose (presenter): For e-mail, we have Evolution, for browser, Firefox, for Instant Messenger - GAIM, several music players (Amarok, Banshee).

John: Been great, can't wait to do it again. Thanks

: Thanks to every one. Good job.

Geoffrey to Jeff (presenter): I want to help Novell move forward. How can I help? I'd love to work for you and help move Novell forward...

Peter (presenter) to Ricahard: I do not know sir. Mark Miltengerger should be able to answer that for you

Timothy: Our Unversity's loyalty to Novell is slowly eroding, so sessions like this will help. Thank you.

Brett: How does Novell suggest we fight the attitudes of management telling us that we need to move away from Novell products?

Mark (presenter): If we haven't responded to your question, feel free to post again.

Bob to Presenter(s): Thanks guys!

James: We need to use MSOffice for curriculum purposes, we teach it we need to use it

Jose (presenter): You can run MS-Office via cross-over, but why? OpenOffice comes with SLED and you can export as word, excel, or ppt right from OpenOffice.

Geoffrey: education redirects to "training"

Charles: I least you guys answer the questions, I have written Ron Hovsepian, but I haven't had an answer...

Brett: <http://www.novell.com/industry/education>

robert: Good job. Thanks

David: Thanks, Nancy. Jeff.

Peter (presenter): In your case where you're teaching the MS Suite

Jon: Thank you folks VERY much for having Dr. Jaffe "appear" for this session, it has been valuable to hear from a high-level exec.

Mike: Once every month or so is a good schedule for these type of chats. Thanks again!

Peter (presenter): Cross-Over will be a great tool for you

Barry: Thanks for the presentation. I'm looking forward to the next one.

James: <http://www.novell.com/industries/education/>

Geoffrey: <http://www.novell.com/industry/education> does not work...

James: that one works

Timothy: This has been very good, hopefully not too little, too late...

Owen: Ditto on monthly "conversations" - that's a good schedule...

James: We teach a curriculum in k-12 specific to specific to MSOffice suite

Roger: Nice to hear from Novell. At times it seems as if everything is Top Secret unless one is able to attend BrainShare. Thanks.

Geoffrey: That's better. Thanks!

Mike: It's certainly very brave for Jeff and Nancy to be directly accessible like this.

Peter (presenter): James, Cross-Over Office written by CodeWeavers should be able to help you out nicely

Jeff: anyone know about GW webaccess on sles9 where threads go negative on the gwinter screen

Nancy (presenter): all thank you. I know we didn't get to all your issues, and I wasn't filtering them. I'll make sure we get to everything, and I give Jeff a copy of your issues so he can pass them on to development

Peter (presenter): Roger, keep in mind most of the sessions from BS are posted to our site

Timothy: I would agree about general public attitude. Novell is still around? or What is Novell? Marketing, marketing, marketing... :)

Geoffrey: Nancy, you did a great job. Thanks!

Matthew: so, any comments about iManager? I've just about decided to create a virtual machine running iManager so I can revert it back to a working state when it breaks. And it breaks often.

Geoffrey: Marketing to those other than the "already converted" is critical

Roger: Is Suse Linux Enterprise Thin Client part of OES2 or a separate product? If separate, then what is it's expected release date ?

Matthew: the thin client was part of SLED, I heard

Roger: Don't wish to be negative about it, but why should I have to dig through the BrainShare stuff to find out Novell's plans?

Geoffrey: Too many times I hear from someone that they're surprised that Novell is still around

Timothy: Yes, Geoffrey, the message isn't reaching those that need to hear it.

Jose (presenter): Thin client is part of SLED. SLED 10 SP1 went GoldMaster yesterday and should be available in a couple of weeks.

Matthew: I hate it when I talk to a vendor and they act surprised that they might have to deal with a Novell environment

Nancy (presenter): Timothy: I too am unhappy with comments like, "is Novell still in business" I promise you that this is at the top of Ron Hovespian (CEO) mind.

Mark (presenter): Thin client is not part of OES-2

Peter (presenter): Roger, I understand, just letting you know it's out there

Bob to David (presenter): So will Jeff show up at TTP 2007 --- with a neck tie? I'm actually having a tie specially crafted from kevlar fiber.

Mike: I mean, the whole Microsoft agreement sure got people talking about Novell again.

Roger: Got it. And thanks, really, Peter.

Daniel: I agree! Novell is the best NOS on the market yet I see more and more people switchin to the dark side.

Bob: Mike, they are talking, but its not all good - thats the problem.

Matthew: yep

Milton: hmmm...I am a Novell cust. and much of the time I am surprised that Novell is still around...considering how little they listen to cust. and our issues.

Mike: Yeah, but sometimes, there's no such thing as bad publicity

Timothy: Love to stick around, but I have a lot to finish this afternoon. I look forward to future events. Thanks a million.

Peter (presenter): Roger, hopefully more events like this will happen to keep you "in the know"

Peter (presenter): in the meantime, as I mentioned, do not hesitate to ping me for anything ZEN

Peter (presenter): pstrzalkowski@novell.com

Jeff: Does anyone know why Novell does not build a GW SLES appliance iso and VMware image for quick deployment of GroupWise agents with just a configuration wizard..... Answer a few questions and your up.

Mike: I get very frustrated after things like the GroupWise 7.0.2 hot fix, which don't seem like the behavior of a professional software company

Jose (presenter): Same here for SLED/SLES/OpenSUSE - jbetancourt@novell.com

Mark (presenter): Also keep tabs on www.novell.com/events as we do frequently have web seminars on product updates, etc.

Geoffrey: There should be lots of appliance images

Nancy (presenter): Jose, do you have a comment for Jeff

Geoffrey: The appliance model would make deployment so much easier

Geoffrey: virtual appliance model, that is

Michael: Just want to confirm the location of this transcript will be posted at www.novell.com/education? Currently it takes you to training instead.

Jose (presenter): I'll escalate with the development Business Unit.

Bob: virtual Appliances rule. Yes please.

Nancy (presenter): www.novell.com/education

Matthew: www.novell.com/industries/education

Brett: I agree completely with the virtual appliance model for GW, SLES, OES, everything!

Geoffrey: With virtualization playing a central role, we need to have development tools that leverage virtualization.

Nancy (presenter): I'll take the appliance message forward.

: vm for iManager

Matthew: exactly

Brett: definitely

Matthew: the only way I've found that I've been able to rely on the darned thing

Brett: with all the plugins

Geoffrey: Virtualized appliance images with a configuration wizard would be excellent!

Mark (presenter): You are going to see more of the virtual appliance model down the road when we start taking advantage XEN and our Data Center Management

Ricahard: SLES 10 Sp1 has already been posted as a virtual appliance - but a Microsoft 'vhd' one

Matthew: if you're going to do a VM for iManager, make sure it can manage both OES Netware and OES Linux resources.

Brett: virtual appliances for XEN are great, but we're using VMWare now - we need both

Nancy (presenter): You guys aware of the ZenWorks Orchestrator for virtualization management?

Jose (presenter): If you're running SLES 10 SP1 with OES2 as a number of XEN Virtual Machines, wouldn't that deliver the same appliance concept?

Matthew: I hate that I can't manage my iPrint printer agents created on Netware boxes with iManager on my OES Linux box

Peter (presenter): it's ZENworks Nancy ;)

James: Matt: no kidding

Mark (presenter): right... Zen Orchestrator can do all of the virtualization management you are all talking about.

Brett: There's still a significant feature disparity between OES-N and OES-L - and even when the features are there, they don't work the same.

Matthew: yeah, I had to back up and create a OES Netware VM to run iManager in, but it takes twice as much RAM than the OES Linux VM did

Geoffrey: What I'm talking about is not something through the ZEN virtualization component, but a deployment method using VM and/or XEN images with a config wizard

Brett: exactly

Geoffrey: This would let a server be built in minutes instead of hours

Mark (presenter): Brett mckeacbr.... OES-2 bridges that feature disparity, but you are correct in that they will not always work the same.

Peter (presenter): Geoffrey, I understand what you're asking for. Orchestrator will have an imaging capability where these virtual machines would be warehoused and ready for on the fly deployment

Peter (presenter): you're asking for us to help you get to those vms

Brett: right - configured with best practices, etc.

: how about a minimal vm, with a configuration wizard that allowed you to join it to a zenworks channel from Novell and they would push the product/patches, etc to the vm...

Peter (presenter): Patching is a built in function to Orchestrator

Brett: cool, but appliances would be better

Peter (presenter): for both the host and virtual machine

Ricahard: Isn't there a set of best practice images called 'Utopia'

: I hate appliances....

Peter (presenter): Utopia images are used by SEs and partners for demo, their not meant for production use

Geoffrey: Orcheatrator is not practical for many customers. I have many who have a few servers and need 1 or 2 more once in a while...

Peter (presenter): understood

Geoffrey: I need a way to deploy a server or 2 quickly

Geoffrey: Appliances allow a customer to have a services model instead of a server model for their IT infrastructure

Jose (presenter): SLES 10 SP1 will have additional capabilities for creating XEN VM's via virt-manager. You should be able to create a number of VM's and have them handy for quick deployment.

: Appliances allow the appliance vendor to force new hardware in order to get new features.

Brett: Think of it as a GroupWise Post Office in an image, or a GWIA, or WebAccess . . .

: or worse, to get fixes...

Brett: virtual appliances

Geoffrey: Force new hardware? I don't understand...

Mark (presenter): We went down the appliance route before with our ICS system.

Jeff: We have 45,000+ GroupWise users... Deploying machines quickly using appliances is the way to go. I look forward to them and I have many GroupWise appliance suggestions?

Geoffrey: Appliance is a generic concept...

: We have had several appliance vendors that when a feature did work right, only fixed it in code for their newer appliance, and then just told us to throw out the one we just bought 8 months ago and buy the new one...

Geoffrey: The deployment method for servers now has the model I'm describing, where you can pick a pre-configured type of server

: did = didn't

Geoffrey: The deployment process to START at that point...

Brett: How about a NCP NAS type appliance?

Mark (presenter): right... the OES patterned installs let you set up OES for a specific purpose.

Geoffrey: When I say "appliance" I mean a pre-built configuration that prompts for only a few variables

Brett: right, but you still have to install - just a quick wizard to configure an appliance and you are up and running

Mark (presenter): NCP NAS....probably not.

Geoffrey: Patterned installs, without all the file copy and detailed config questions.

Brett: right

Brett: and swapping CDs

Mark (presenter): We went down that path a few years ago.... with the "soft appliance" NAS.

: Patterned installs are fine, although I wish they were better documented on what tweaks they were doing...

Geoffrey: It takes 45 minutes or more to get to the patterned deployments

Geoffrey: I want to start there. Virtualized images would make deployment go MUCH faster

Geoffrey: Even have a "preconfigurator" that let's the questions be answered off-line, sort of like an answer file

Mark (presenter): I agree.... do more with imaging....then select your variables to finalize the build of the server.

Jeff: yes a GW image that has ncpmount, locate all GW installs without having to fight the consoleone, imanager. edir dependency packages.

Ricahard: Perhaps some of the Portlock style images used for the NW6 demos would suit Geoffrey

Geoffrey: Okay, forget I ever used the word "appliance"

:

Geoffrey: I don't want another product... I like PortLock, but I don't want another vendor involved

Geoffrey: Virtualization uses "standard" hardware, so all those questions become moot

Jeff: just like portlock.... answer the questions that build the install script... insert this file into the ISO and go.

Geoffrey: All I want is to put in the addressing & eDir info, then pick the type of server

Ricahard: If its a XEN based Image perhaps 'dd' would be enough.

Geoffrey: [getting down off my soapbox now]

Mark (presenter): You will see some of this in the Virtualized NetWare portion of OES-2, based on the XEN virtualization.... but nothing as deep as what Jeff wants with a GW image, etc.

Mark (presenter): Very good feedback everyone.

Brett: thanks for listening

Nancy (presenter): all get your last comments in soon. We need to wrap up. Give me a few days to address all your unanswered questions. I commit we'll post, and have another session soon.

Ricahard: There is a security issue with 'Appliances' which contain apps / services which may not be really needed.

Peter (presenter): anything else for the ZEN guy?

Jeff: good information... Thank You

Geoffrey to Mark (presenter): Mark, what can I do personally to assist with the Workgroup initiative? I have been working with Novell for years, and I want to see it keep moving forward.

Jose (presenter): Thanks for all the feedback.

Peter (presenter): my inbox is filling up with emails, so thanks for all the interest

Nancy (presenter): Thanks all. We appreciate your questions, comments and your business.

Mark (presenter): Just help inform the customer community of our offerings ... especially the Workgroup Suite and Teaming + Conferencing in addition to the OES, GroupWise, etc.....