

# Novell Technology Partner Support Program

Handbook

[www.novell.com](http://www.novell.com)

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**Novell.**

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## WELCOME

Thank you for choosing to purchase a Novell Support Package for Technology Partners!

By choosing to join Novell's PartnerNet for Technology Partners, you have also chosen to utilize Novell's global technical services infrastructure. The key offerings of the Technology Partner Program span Novell Technical Services and Developer Services and have been specially designed to meet your needs. The purchase of a Novell Support Package for Technology Partners has given you direct access to the level of expertise and technical backup you need to make your solutions truly enterprise ready.

This handbook has been created to help you make the most of your Technology Partner Support (TPS) Package. The processes for accessing your benefits are explained, as is all the information you might need for engaging with Novell.

For more information, visit [www.novell.com/partners/isvihv](http://www.novell.com/partners/isvihv).

## GLOSSARY

### **Service Requests**

A Service Request is defined as one Novell support issue, problem or question and the reasonable efforts required to resolve it, regardless of the number of communications needed.

For partners who have chosen to purchase a Developer Support option, a Service Request may relate to a development issue, problem, or question relating to the use of a supported component of the Novell Developer Kit.

The description submitted when opening a service request should include an error message and explanation of circumstances under which the product does not function as designed. To ensure that service requests are resolved and closed to your satisfaction it is recommended that you discuss and agree the measure for successful closure.

### **Primary contact**

The primary contact serves as a point of contact to receive communication directly from Novell (specifically from the Service Account Manager for TPS 100, 250 and 500 partners). The primary contact communicates relevant information to authorised contacts within their organisation. In addition, the primary contact is the management contact who is granted rights to add or change authorised contacts.

### **ISO Certification**

The support division of Novell - Novell Technical Services - has achieved ISO 9001:2000 certification. ISO 9001:2000 certification is awarded by the independent International Standards Organisation (ISO). The ISO reviews participating companies to ensure that they are delivering high-quality service and are continually improving their internal processes to better respond to customers and partners.

### **ITIL**

ITIL (IT Infrastructure Library) provides a framework of "best practice" guidance for IT Service Management and is the most widely used and accepted approach to IT Service Management in the world. ITIL complements the ISO 9001:2000 quality system. Novell Technical Services have a number of individuals that are ITIL certified and have an ongoing education program on ITIL best practices.

## RESPONSIBILITIES

To set the correct expectations for using our services, responsibilities for both Novell and partners are outlined below. More detailed descriptions of processes and procedures are defined within the sections of this handbook.

### NOVELL

#### *Authorised Novell contacts*

Authorised Novell contacts are defined as specific named individuals authorised by Novell to contact and support partners under the terms of their contract.

#### *Service Account Manager (SAM)*

The service of a SAM are provided in all partner contracts. The SAM is a non-technical account manager who will assist you by developing a close working relationship with the you by gaining an in-depth knowledge of your technical support requirements and support related business issues.

The principal activities of your Service Account Manager include:

- ◆ Communication coordination;
- ◆ Escalation assistance;
- ◆ Service activity reporting;
- ◆ Service request review;
- ◆ Service satisfaction review;
- ◆ Support planning;
- ◆ Planning of training and internships;
- ◆ Coordinates involvement of Developer Manager.

#### *Developer Support via Developer Manager*

If you have a partner agreement that includes the Developer Support option, then the Developer Manager's responsibilities will include:

- ◆ Facilitating initial engagement between Novell and the partner;
- ◆ Monitoring Service Request progress and partner satisfaction relating to development issues and certification;
- ◆ Proactive sharing of Novell product roadmaps with partners (under Non-Disclosure Agreement);
- ◆ Advising partner on development roadmaps relative to Novell products;

- ◆ Facilitating certification/training setup.

#### ***Technical Support via Assigned Support Engineer (ASE)***

If you have a partner agreement that includes the services of an ASE:

- ◆ Support for your environment is provided by a single point of technical contact;
- ◆ Novell will match the skills of your ASE to the most critical areas of technology for your business as determined between you and Novell at the start of your support agreement;
- ◆ Where necessary your ASE will liaise with and engage other members of the team to expedite the support process;
- ◆ Your ASE will maintain ownership of the service requests you submit from response to resolution or closure;
- ◆ In cases where your ASE is unavailable (eg; training or vacation) Novell will assign, and notify you of, a backup engineer from Novell's team of ASE's. (Novell will utilise approximately 25% of the ASE's time for training and meetings, in order to ensure that the ASE is up-to-date with known issues and as close to the Novell support organisation as possible.);
- ◆ Where Developer Support has been purchased, the ASE will receive the partner's certification submissions.

#### ***Technical Support via Primary Support Engineers (PSE)***

A Primary Support Engineer will work with you to gain in-depth knowledge of your business needs to give you tailored Technology Partner Support. A PSE works with a maximum of 3 partners and is therefore able to give partners a high level of service. If you have a partner agreement that includes the services of a PSE:

- ◆ Support for your environment is provided by a single point of technical contact;
- ◆ Novell will match the skills of your PSE to the most critical areas of technology for your business as determined between you and Novell at the start of your support agreement;
- ◆ Where necessary your PSE will liaise with and engage other members of the team to expedite the support process;
- ◆ Your PSE will maintain ownership of the service requests you submit from response to resolution or closure;
- ◆ In cases where your PSE is unavailable (eg; training or vacation) Novell will assign, and notify you of, a backup engineer from the PSE team;
- ◆ Where Developer Support has been purchased, the PSE will receive the partner's certification submissions.

#### **PARTNER**

Authorised partner contacts are defined as specific named individuals authorised by the partner to contact Novell for support. Authorised contacts should be highly skilled and qualified personnel. Each authorised contact is

provided with a Contact ID. This number is confidential and should be used ONLY by the individual to whom it is assigned. Please be sure to promptly update Novell Partner Services with changes to your list of authorised contacts as they occur to ensure support tools are delivered properly and your authorised contacts are able to submit technical support incidents.

TPS 100, 250 and 500 partners should update their list of authorised contacts by sending an email to their Service Account Manager (SAM). Include the company name, the new authorised contact's name, title, address, phone number, fax number and email address. If the new contact is replacing an existing contact, please include the same information for the contact being replaced.

### ***Authorised Partner contacts***

As a Technology Partner, Novell requires the following to be fulfilled by you in order to ensure that we are able to satisfy your technical support expectations:

- ◆ You designate a 'Primary contact'. Your Primary contact is responsible for coordinating the flow of communication on Novell support issues within your organisation and between your organisation and Novell. The Primary contact manages your organisation's process for submitting service requests and manages portal access to the Technical Subscription portal.
- ◆ You designate your required number of 'Authorised contacts' (including the Primary contact) - authorised contacts are named individuals on Novell's support database who are recognised as able to submit support service requests.
- ◆ Submission of service requests - when you submit service requests, (depending on the issue) Novell expects you to carry out the following steps and perform the following actions under the guidance of the support engineer:
  - run diagnostics as supplied by Novell
  - run network traces
  - report error messages
  - collect configuration information
  - collect diagnostic / de-bug information

## ACCESSING & USING NOVELL'S TECHNICAL AND DEVELOPER SUPPORT TOOLS

Novell's support tools are designed to provide you with the latest technical information, patches, fixes etc. that allow you to immediately resolve many of your technical issues. As a Technology Partner you have access to a customised website via 'eLogin'.

### eLogin Portal

To set up your profile in eLogin - where you can get access to your secure areas of novell.com, visit <http://support.novell.com>, select 'Interact' / 'Open/check request online', then select 'Create new account'- follow the online instructions, ensuring that you input your Contact ID (PIN) numbers by clicking 'modify profile'.

Once you have set up your profile, you can select the 'support' icon at the top of the screen to view the Technical Support portal. Select the Product Support drop down list for 'Electronic Service Request':

The screenshot displays the Novell Service & Support portal. At the top, the browser address bar shows the URL: [https://secure-support.novell.com/eService\\_enu/start.swe?SWECmd=Start](https://secure-support.novell.com/eService_enu/start.swe?SWECmd=Start). The page header includes the Novell logo and a 'Service' tab. Below the header, there is a 'Service & Support' section. This section is divided into two main areas:

- My Account:** This section contains four links with corresponding icons:
  - [Check My Service Requests](#): Track the status of my service requests
  - [Submit a Service Request](#): Get fast, convenient support for products
  - [Check My Accounts](#): Check My Accounts
  - [Check My Company's Service Requests](#): Track the status of my company's service requests
- Top FAQs:** This section lists several frequently asked questions:
  - How do I send an email regarding my Service Request to my Engineer?**: The preferred method is to create a web update to your Service Request; your engineer will be alerted of your update. However, if you wish to send an ...
  - What if I have multiple Accounts?**: On the Service Request create screen the Entitlement field is populated based on what Account is selected above. If you have multiple account associat...
  - What if I have other questions?**: Additional FAQs can be found by clicking the "Top FAQs" link on the Self Service home page. If your question is not answered there, please click the F...
  - Where can I check how many Service Requests I have left?**: On the Self Service home page, click Check My Accounts, then click the account name, then click the agreement number. Here you will see a list of ent...

At the bottom of the page, there is a footer with links for [Print](#), [Feedback](#), and [Log Out](#).

Novell encourages you to use one or more of the following support tools before logging a technical support service request:

### **Novell Support Web Site**

The Novell Support Web site provides a single source of comprehensive technical information and support options. With daily updates, the Novell Support Web site gives you access to the latest technical information available about Novell products and technologies through Technical Information Documents (TIDs), downloadable files, patches and drivers.

The Web site offers natural language, wildcard and boolean searching with answers ranked according to relevance as well as Filefinder for locating any downloadable file. Visit the Web site at the following address:

<http://support.novell.com>.

### **Tech Select**

Novell's Tech Select is a comprehensive set of tools, services and resources as an annual subscription.

The subscription provides the following tools and assistance to help you deal with unforeseen network challenges and optimize your network:

- One Novell Professional Resource Suite, including one Subscriber Portal account
- Four additional NPRS Subscriber Portal accounts
- Online access to expanded (2 server, 100 user) licenses for evaluation software
- Server installation of NPRS technical resources
- Exclusive online access to Novell Authorized Training content

### ***Novell Professional Resource Suite***

The Novell Professional Resource Suite is the ultimate technical resource for Novell professionals. The suite contains all of the Novell Product Toolkits, the complete Novell Software Evaluation and Development Library and the Novell Support Resource Library.

All Technology Partners receive a subscription to the Novell Professional Resource Suite as part of Tech Select.

The Professional Resource Suite provides the following tools: Novell Support Resource Library

The Novell Support Resource Library (replacing the Novell Support Connection CD) saves time and money by placing the latest technical resources at your fingertips. Everything from Support Packs and Technical Information Documents to Cool Solutions, Novell Connection magazine, Novell AppNotes and product documentation are available when and where you need them.

Novell's Consolidated Support Packs contain product updates to previously released Novell products. Consolidated Support Packs give improved safety and reliability because the support packs for key Novell products are tested together to prevent the introduction of new bugs or instability. The latest Consolidated Support Pack is included on the Novell Support Resource Library and can also be downloaded from the Novell Support Web site:

<http://support.novell.com/tools/csp/csplist.html>

All Technology Partners receive the Support Resource Library as part of their Tech Select subscription.

### ***Novell Product Toolkits***

Novell Product Toolkits are the comprehensive information resource for specific Novell products including:

- eDirectory Toolkit
- ZENworks for Desktops Toolkit
- NetWare Toolkit
- GroupWise Toolkit

Each toolkit contains product specific evaluation and beta software, utilities, detailed consulting reports and more. Each Technology Partner is provided with the full set of Product Toolkits as part of the Tech Select subscription.

### ***Novell Software Evaluation and Development Library***

This collection of Novell products provides valuable hands-on experience with Novell's latest software innovations. Product CDs include shipping, beta and early-access release versions of Novell software. (These products are licensed only for internal testing, development and evaluation.) See

[http://support.novell.com/subscriptions/subscription\\_products/nsedl18.html](http://support.novell.com/subscriptions/subscription_products/nsedl18.html)

### ***Support offered on the Novell Developer Kit***

Additionally, Developer Services works with the Open Source community and third party companies that supplied the component to the Novell Developer Kit for offering different kinds of support on the NDK.

Limited developer support is also available through “early access” newsgroups for technologies that are under development. These components should not be used in a production environment. Novell does not guarantee the support given by these groups.

### **Technical Subscription Portal**

Additionally, everything you need to make the most of Novell products is available online via the Subscriber Portal. Information such as the support and developer support forums archive are *only* available on the subscriber portal. You can manage your subscription online and track CD shipments, as well as modifying subscription recipients within your organisation.

From <http://support.novell.com/subscriptions/>, select ‘Subscriber Portal’ and login if you have not already done so.

http://support.novell.com/subscriptions/

COMPANY SOLUTIONS PRODUCTS CONSULTING TRAINING SUPPORT PARTNERS DEVELOPERS

Novell

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## Novell Technical Subscriptions

technical subscriptions home > support

Novell® Technical Subscriptions make it easier to manage today's complex networks. By subscribing, you'll receive the latest information and resources, including new Novell software, advanced technical resources, exclusive online tools and much more. Solve your business problems and maximize productivity by subscribing today!

subscriber portal home page  
search technical resources  
download licenses & software  
change shipping address  
view shipment history  
activate subscription

next couple of months you'll receive some of the most exciting software Novell® has ever released.

- Novell Open Enterprise Server
- Novell eDirectory™ 8.8
- Novell exteNd™ 5.2.1
- Novell Nsure™ Audit 1.0.3

Be among the first to try Novell Open Enterprise Server. This revolutionary product combines tightly integrated, enterprise-ready services—including networking, communication, collaboration and application capabilities—and gives you the choice of running them on either Novell NetWare® or SUSE® LINUX Enterprise Server 9. Other key products—including Novell eDirectory, Novell exteNd and Novell Nsure Audit—will also ship soon. [More](#)

**Advanced and Expanded Resources**

- Four new Authorized Training courses (available online)
- Updated LogicSource® releases
- More than 20 new bonus utilities
- New technical papers

In addition to four new online training courses (for SUSE LINUX Enterprise Server 9 and Novell ZENworks 6.5), this month's shipment gives you updated LogicSource releases (for eDirectory and NetWare on DVD and GroupWise® on the Subscriber Portal). You can also try one of the many bonus utilities offered.

**get a shirt**

february shipments

- Professional Resource Suite
- Support Resource Library
- ZENworks Toolkit

notes & news

**BrainShare Is Almost Here!**  
BrainShare will be held March 20-25 in Salt Lake City. Make your reservations now—we look forward to seeing you there!

**Want A Novell Jacket?** Eberhard R., a network administrator in Germany, received a jacket this month for sharing a workaround that enables Novell customers to run their Technical Subscriptions products on Linux (until we implement a full-fledged Linux solution).

**New ZENworks Book on Sale!**  
Get 30 percent off the new Novell ZENworks 6.5 Suite Administrator's Handbook.

contact & portal info

E-mail: [subscriptions@novell.com](mailto:subscriptions@novell.com)

To view CD / DVD shipments and tracking references or to change CD/DVD recipients, choose 'Manage subscription':

The screenshot shows the Novell Technical Subscriptions portal. The main content area is titled "Technical Subscriptions" and "Manage Profile". It features a sidebar with navigation links: home, search technical resources, access subscription benefits, manage subscription profile, and activate subscription. The main content is divided into sections: "subscriptions customer profile" with a summary of the customer's address (1 Arlington Square, Downshire Way, Bracknell, RG12 1WA, United Kingdom, +44 1344 724443), "shipping address" with a table showing the address and product (Professional Resource Suite), and "invoice history" with a table of invoices.

description	shipping address
invoice id: 142974 status: Complete date: 8-Jan-2003 total: \$0.00	1 Arlington Square Bracknell, RG12 1WA United Kingdom
view	
invoice id: 142973 status: Complete date: 8-Jan-2003 total: \$0.00	1 Arlington Square Bracknell, RG12 1WA United Kingdom
view	

You must activate your subscription to receive CD updates

To activate your subscription, follow the steps below:

**Step 1:** Go to <http://support.novell.com/subscriptions>

**Step 2:** Select 'Activate Subscription'.

**Step 3:** Follow the instructions on the screen.

At one point, you will be prompted to enter the activation key provided in your welcome email.

Your subscription must be activated in order to receive your Welcome Kit CDs/DVDs and subsequent updates. Your Welcome Kit should arrive within one week after activation.

### Developer Training

Novell provides in-depth, hands-on training to those partners who have purchased a Developer Support package. Partners who have a DS250-1000 package as part of their support agreement can get experience with the latest products or technologies by attending multi-day, lab-based or instructor-led training.

As a Technology Partner with a Developer Support option, you will be assigned a particular number of training days and you can choose to use these as you see fit. Each Developer Support training is customized according to the your needs and the knowledge level of the participants. This training can be provided at your site, if required. See <http://developer.novell.com/training/instructor/> or contact your SAM for more information.

## THE NOVELL SUPPORT LIFECYCLE

Novell provides technical service on products according to the Novell Support Lifecycle. The Support Lifecycle policy standardises Novell's product support policies, providing clear guidelines as to the length of time Novell provides support for a product.

There are three support 'phases':

### ***General Support***

Includes all the free and fee based support options Novell offers to when a product is made available to the general public including warranty support, incident support and annual support agreements.

### Extended Support

Includes all the free and fee-based support options available to partners when General Support has been discontinued.

### Self-Support

Novell's free and fee based online services and technical subscriptions that allow partners to resolve technical issues on their own.

General Support divides Novell technologies into two categories; Infrastructure Products and Software Services Products. Examples of Infrastructure Products include: SUSE® LINUX Enterprise Server (SLES), NetWare® and Open Enterprise Server (OES). Examples of Software Services include: GroupWise®, ZENworks® and Nsure Identity Manager. For a complete and up-to-date listing see the support lifecycle pages on the web at

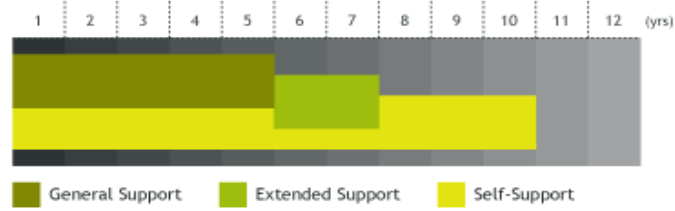
<http://support.novell.com/lifecycle>

Novell provides a minimum of 5 years General Support for an Infrastructure product, and 3 years of General Support for a Software Service product starting with the date of a product's general availability.

When General Support Ends, Novell will provide a minimum of 2 years Extended Support.

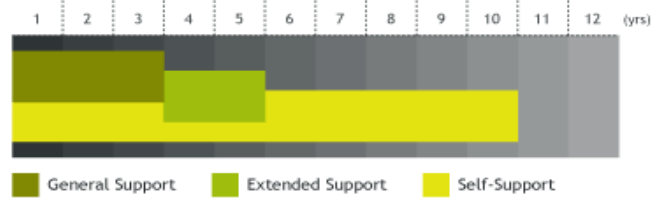
### ***Infrastructure Products***

The timeline below illustrates the period and phases of support provided for Infrastructure Products:



### ***Software Services Products***

The timeline below illustrates the period and phases of support provided for Software Services Products:



## SUBMITTING SERVICE REQUESTS

### Response Times

When registering Service Requests, Novell works to Service Levels; service levels define targets for the maximum elapsed business time in responding to the logging of a service request.

A response is defined as the moment a technical support engineer takes ownership of the (technical or developer) problem and communicates with your company. Response times vary according to the Technology Partner Support package purchased as follows:

Technology Partner Support 100 - 4 hour response\*

Technology Partner Support 250 - 2 hour response\*

Technology Partner Support 500 - 1 hour response\*

\*Note that all TPS packages offer access 24 hours per day, 7 days per week.

### Problem Phases

There are typically four phases in resolving problems. These include:

PHASE	DESCRIPTION
Assignment	An engineer from the appropriate knowledge area assigns the Service Request (or your PSE)
Response	A response is defined as the time between creation of the Service Request and the initial communication between the assigned engineer and your company.
Analysis/Problem Determination	During this phase your assigned engineer will work to analyze and identify the nature of the problem. This phase may require your staff (under the direction of Novell) to assist in and/or complete further analysis.
Monitor	A tested potential solution for the problem has been provided to your company.
Closure/Resolution	When the solution or workaround provided has been monitored and confirmed as acceptable.

Novell has established escalation guidelines to ensure Technology Partners receive resolutions as quickly as possible. Partners may ask the support engineer to expedite the escalation procedure in critical situations or if they feel the service request is not receiving adequate resources to ensure the quickest resolution. All Technology Partners may ask to expedite the escalation process by contacting their SAM.

## Technical Troubleshooting Steps Prior to Escalating Service Requests

When escalating an issue to Novell Technical Support, minimum troubleshooting steps will assist in resolution of technical issues.

The engineer assigned to work on your service request would typically need to know the following facts, providing this information when logging an incident will assist Novell in resolving the problem as quickly and efficiently as possible:

WHAT is the problem?

- Which version of Novell product(s) is having the problem?
- Which service pack level is loaded?
- What error messages if any are returned?
- What troubleshooting steps have already been performed prior to escalating to Novell?

WHERE does the problem occur?

- Production environment or test environment?
- On which sites, servers, directories or clients does the problem occur?
- Where does the problem not occur?

WHEN does the problem occur?

- When did the problem first occur?
- Were changes made prior to the problem occurring? If so, what (eg: installation of products, service packs, network changes etc)?
- With what frequency does the problem occur? (constantly, hourly, daily, weekly etc)

EXTENT

- Is a workaround available?
- What is the business impact of the problem?

**Logging Service Requests Online**

You can submit service requests online by visiting the Novell Support Web site at <http://support.novell.com>. Select 'Interact', then 'Open/check request online', you will need to login using your eLogin username and password and then select '>New Service Request' and follow the on-screen instructions.

Please provide as much detail as possible - as this assists technicians in starting work on your issue as quickly as possible. Novell would encourage Technology Partners to enter service requests online where possible.

However, if your issue needs immediate attention, or is outside of business hours and is of a critical nature, please register your service request by phone.

**Logging Service Requests By Phone**

If you are a TPS 250 or 500 partner you should call your Assigned or Primary Support Engineer directly.

If you are a TPS 100 partner, you should call the EMEA Support Centre (ESC). The operating hours of the ESC are from 08.00 to 20.00 Monday to Friday, Central European Time (CET).

Your call will be handled by a Customer Service Representative, who will allocate an incident number to your issue and then assign an engineer to your service request.

Calling the European Support Centre:

AUSTRIA +31 10 286 4943

BELGIUM (FRENCH) +31 10 286 4640

BELGIUM (DUTCH) +31 10 286 4641

DENMARK +31 10 286 4942

FINLAND +31 10 286 4651

FRANCE +31 10 286 4643

GERMANY +49 211 5632 1900

ITALY +31 10 286 4644

LUXEMBOURG +31 10 286 4654

MIDDLE EAST +31 10 286 4652

NETHERLANDS +31 10 286 4647

NORWAY +31 10 286 4948

PORTUGAL +31 10 286 4650

SOUTH AFRICA +31 10 286 4653

SPAIN +31 10 286 4645

SWEDEN +31 10 286 4649

SWITZERLAND +31 10 286 4541

UK +31 10 286 4646

USA +1-801 861 4000

For any country not listed above, please call +31 10 286 4900

### **After Hours Support**

If you experience a problem outside the operating hours of the EMEA Support Centre (before 08.00 and after 20.00 CET Monday to Friday and during weekends) and you have purchased a TPS 100 package, you may access support from the Americas Support Centre (ASC). Calls made to the EMEA Support Centre outside of business hours are automatically transferred to the Americas Support Centre.

Please note that after hours support is only given in the English language. It is recommended that calls made outside of hours should be for high severity problems only (mission critical problems). Calls relating to Developer Support issues can be logged after hours but it may not be possible to take action on the service request outside of ESC/ASC business hours.

*NOTE: The Scheduled Standby service can be pre-arranged for specific time periods during and outside business hours. This service is for provision of a Novell engineer on standby for scheduled product upgrades or network maintenance.*

*This provides the benefit of expertise at the end of the phone line should you need it. The service includes a pre-standby briefing to ensure that the engineer is familiar with your system and planned changes. Scheduled standby is a chargeable service that can be arranged in blocks of 4 hours and booking is required with seventy-two hours notice.*

### **Accessing Your Assigned or Primary Support Engineer (ASE or PSE)**

(TPS 250 OR TPS 500 PARTNERS ONLY)

During business hours your first point of contact for developer or technical support issues should be your Assigned or Primary Support Engineer. After hours for non-critical incidents please call on the standard partner telephone numbers (see page 17), which will transfer you to the Americas Support Centre (ASC). Please note that after hours support is only given in English.

After hours support for non-critical incidents will be provided with a two-hour response time. For emergency situations outside of business hours assistance is available via the ASE/PSE pool mobile. This service is a mobile

telephone carried by an on-call member of the ASE/PSE team in Europe, Middle East and Africa and is available to all Technology Partners 24 hours a day, 7 days a week. Please note that this number should *only* be used for reporting high severity incidents where a server is down or a mission critical component of the network is impacted.

### **Escalating Critical Issues**

When you have an issue involving Novell products which is having a major, adverse impact to your business, Novell wants to ensure that the proper resources are quickly involved in order to resolve the issue in a timely manner. Novell has internal escalation procedures in place for Technology Partners, which involve increasingly higher levels of technical and management personnel with an incident in order to speed resolution.

There are several things you can do during any critical situation that will enable Novell to help you more effectively. Please follow the guidelines below when reporting a critical situation to Novell:

- ◆ If you are a TPS 100 partner, notify your SAM of the critical situation as soon as possible. This is a vital step in ensuring that the appropriate resources are ready to help you.
- ◆ If you are a TPS 250 or 500 partner, then you should contact your ASE or PSE who will own the technical escalation. Additional escalation assistance will be provided by your SAM, if necessary.
- ◆ Have an authorised contact open the service request by phone. Do not rely on email or the Novell Support Web site to get a critical service request opened. Try to contact us as early in the emergency as possible. At the beginning of your call, indicate the critical nature of the situation.
- ◆ If the issue did not start out as critical, but has since turned critical, notify us similarly with a phone call. Information on the impact the critical situation is having on your business operations is extremely helpful.
- ◆ Be ready to provide us with all relevant information: Contact ID, product versions, patch levels, configuration, troubleshooting steps performed etc. It may be helpful for you to call from the site where the critical situation is occurring.

If you have logged a service request but are not satisfied with the support or advice provided, you may request escalation assistance via the following channels:

#### **TPS 100 Partners:**

Contact your Service Account Manager, escalation assistance will be coordinated by the SAM.

#### **TPS 250 and 500 Partners:**

Contact your ASE or PSE who will own the technical escalation. Additional escalation assistance will be provided by your SAM, if necessary.

### **Critical Situations Handling**

Should a service request become critical, authorised contacts should notify their ASE/PSE of the technical problem and the Service Account Manager of the business impact. This will ensure that relevant resources from the Novell support organisation are engaged and that you are updated regularly on the progress of the service request.

The Technical Support Engineer or ASE/PSE will be able to coordinate all of the relevant resources needed to progress a problem to resolution. Where additional escalation assistance is required, the SAM can help facilitate this.

In exceptional circumstances where a mission critical component is impacted or down and this is having a major business impact, Novell can declare a “Critical Situation”. The Novell Technical Services ISO procedure defines a critical situation as “...one or more Support service requests whose timely resolution will minimize or prevent a major financial loss to Novell or one of its customers”. A critical situation is the highest level of escalation within Novell, raising the service request visibility to a Vice President level within the Novell Technical Services organisation.

Once approved, critical situations are reviewed on a daily basis at World-Wide Support level and regular action plan updates will be provided by the ASE/PSE or Service Account Manager to appropriate management contacts at your organisation until the service request is resolved or an acceptable workaround is found.

### **On-Site Support**

You can arrange for a Novell support engineer to personally assist with issues at the customer site together with your engineers. This is a chargeable service and a daily on-site rate is charged dependent on when on-site support is required. Partners who have chosen a TPS 500 package with a PSE receive 4 on-site days as part of their package. These on-site days can be supplemented with additional days as required, subject to a fee.

It is also possible to purchase a number of on-site days at the start of your agreement, which can then be called off as needed throughout the year. This option is also available for Developer Support or, alternatively, you may choose to allocate your assigned developer training days for on-site visits instead.

### **Checking the Status of Open Service Requests**

You can access the most current information on your service requests from Novell’s global support database at <http://support.novell.com>

Select ‘Interact’, then ‘Open/check request online’ including current status and detailed descriptions of the actions taken by the support engineer by visiting the Novell Support Web site. Login to eLogin and select the ‘SUPPORT’ icon at the top of the screen, you will then be able to choose to generate reports and view created service requests.

Technology Partners may also check the status of service requests by phone by contacting their SAM.

### **Software Defect Reporting Policy**

It is Novell's policy not to charge Partners for technical support calls that result from previously unknown or unpublished Novell software defects.

If you want to contact Novell regarding a software defect, you may register a bug report with a Novell Customer Service Representative. You will not receive a call back from a Novell support engineer unless Novell needs additional information to resolve the issue.

If you choose to register a technical support Service Request rather than a bug report, you will be charged for the Service Request unless the problem is determined to be a Novell software defect, for which information was not previously published on the Novell Support Web site (credits for service requests are issued at Novell's discretion).

Defects relating to the Novell Developer Kit should always be reported in the same way as a normal service request.

For the purposes of this policy, a software defect is either:

- (1) an error in a shipping product's design that results in the software's failure to perform substantially in accordance with its specifications and for which Novell is responsible; or
- (2) a critical defect in a product that is in Maintenance Phase. Critical Defects are product defects that cause the performance or continued performance of any one or more mission-critical programme functions to be impossible.

## USEFUL INFORMATION

### Suggested Software toolkit For Field Engineers

Minimum OS Patch List:	<a href="http://support.novell.com/produpdate/patchlist.html">http://support.novell.com/produpdate/patchlist.html</a>
pc-Anywhere (Direct Internet connection or via modem)	<a href="http://www.symantec.com">http://www.symantec.com</a>
Onsite Admin Pro:	<a href="http://support.novell.de/additional/premium/tools-files.html">http://support.novell.de/additional/premium/tools-files.html</a> (You will need your last name and Contact ID to enter this site)
Free Tools:	<a href="http://www.novell.com/coololutions/tools/index.html">http://www.novell.com/coololutions/tools/index.html</a>

### Useful Web Site Addresses

Novell	<a href="http://www.novell.com">http://www.novell.com</a>
Novell Developer Services	<a href="http://developer.novell.com">http://developer.novell.com</a>
Novell Developer Kit	<a href="http://developer.novell.com/ndk">http://developer.novell.com/ndk</a>
YES certification	<a href="http://www.novell.com/partners/yes">http://www.novell.com/partners/yes</a>
Novell Update Files	<a href="http://support.novell.de/misc/patlst.htm">http://support.novell.de/misc/patlst.htm</a>
Novell Connection Magazine	<a href="http://www.novell.com/nwc">http://www.novell.com/nwc</a>
Novell Users International	<a href="http://www.novell.com/nui">http://www.novell.com/nui</a>
Technical Subscriptions	<a href="http://support.novell.com/subscriptions">http://support.novell.com/subscriptions</a>
Bug reports	<a href="http://support.novell.com/additional/bugreport.html">http://support.novell.com/additional/bugreport.html</a>
Product enhancement request	<a href="http://support.novell.com/enhancement">http://support.novell.com/enhancement</a>
Support Lifecycle	<a href="http://support.novell.com/lifecycle">http://support.novell.com/lifecycle</a>
Novell Technology Partners Web site	<a href="http://www.novell.com/partners/isvihv">http://www.novell.com/partners/isvihv</a>

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### **Novell Product Training and Support services**

For more information about Novell's worldwide product training, certification programs, consulting and technical support services, please visit: <http://www.novell.com>

For more information

Contact your local Novell sales representative. Visit our website at [www.novell.com/support](http://www.novell.com/support)

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