



Q&A Session for Enterprise-wide Password Management Web Seminar

Date: 6/15/06

Q: Is Access Manager the new name for iChain?

A: Yes, iChain is being re-branded to Access Manager

Q: Is IDM your 'metadirectory' product?

A: The IdM product has both the Metadirectory and provisioning (workflow system, password management/self-service, and user/delegated administration) components.

Q: Will I be able to do password resets without purchasing the additional product besides IDM3?

A: Yes., you can do password resets with just Identity Manager 3 , however your overall capabilities are much greater with the combination of all components.

Q: Will product "work" with IBM OS/400 Client Access or other telnet sessions?

A: Yes, several of our password management solutions support telnet. Novell's integration Module for OS/400 also supports password synchronization with that platform (in addition to the telnet/terminal emulator response).

Q: Using IDM can password policies be synch between different systems?

A: Yes different systems, platforms and directories..

Q: CAN identity manager work with Windows Active Directory?

A: Yes, Novell's Identity Manager integrates with Active Directory including password synchronization.

Q: Password self-service isn't a product by itself. Which product does it come with? eDir? IDM?

A: Password self-service is a component of Identity Manager.

Q: How is multi factor authentication handled with IDM? (Card and Pin) (Biometric / Password) etc..?

A: Novell Identity Manager, Novell Secure Login, and IChain are desinged for modular integration of multi-factor authentication depending on your needs and environment...for more detail goto Novell.com at <http://support.novell.com/techcenter/articles/dnd20000303.html>

A: Additional detail on multi-factor authentication (or NMAS) is on Novell's web site

Q: If I use self-service, but keep phone support as plan B for IT-challenged users, can my phone support personnel access the users's challenge questions and answers and ask them to the user over the phone?

A: While good security policy suggests that help desk admin should not gain "super user" acces to user's passwords - you can configure the solution to let the admin access the portal to verify and read out the challenge resonse questions

Q: Is Password self-service included in OES

A: Yes. It is a component of the Identity Manager Bundle edition included with ZENworks and OES.

Q: If you have zenworks is there an addon for IDM or is it a sperate price.

A: ZENWorks include the Identity Manager Bundle Edition which includes connectivity to Active Directory, NT Domains and other eDirectory trees. It also includes password self service/synchronization to those three environments.

Q: So, if we have the ZEN suite what additional software do we need to purchase to setup IDM.

A: You receive the Identity Manager Bundle Edition with ZEN. The IDM Bundle edition includes integration with Active Directory, NT 4 Domains and eDirectory, password synchronization and password self-service.

Q: Does this include exchange 2003?

A: Exchange 2000 and 2003 are integrated into our Active Directory Integration Module.