

Novell® GroupWise® 2014 Licensing

Frequently Asked Questions

January 2014

What is changing in the GroupWise 2014 End User License Agreement (EULA) and why?

With the release of GroupWise 2014, we are making the following EULA changes:

- Licensing for GroupWise will now be counted on a per-mailbox, not a per-user, basis.
- GroupWise entitlements for SUSE Linux Enterprise Server Basic Subscription, Novell Messenger and GroupWise Mobility Service will require active maintenance. GroupWise customers who let their maintenance lapse will no longer be authorized to run these components.
- The former WebAccess/Messenger license will now be called a Limited license.
- We are introducing an Inactive license that can be used when organizations need access to an otherwise-inactive mailbox for archive and eDiscovery or compliance purposes.
- We have made provisions for unlicensed test accounts and systems.

These changes better align with customer deployment practices and enable license tracking for new deployment options available in GroupWise 2014, such as use of Active Directory or no directory. For more details, please refer to the product EULA or speak with your Novell sales representative or partner.

When will a customer be subject to the terms of the new EULA?

While the EULA is presented and agreed to when GroupWise 2014 is downloaded, the act of installing or deploying GroupWise 2014—in any part of the environment—binds an organization to its terms. See the mixed version deployment question below for compliance and audit recommendations. See the mixed version deployment question below for compliance and audit recommendations.

PER-MAILBOX LICENSING

What is the practical impact of shifting from per-user to per-mailbox licensing for GroupWise?

The majority of our customers are already managing the product on a per-mailbox basis, so we are aligning our software license model to be consistent with this practice. The practical impact of this change should be minimal. If a customer has licensed versions of GroupWise prior to GroupWise 2014 on a per-user basis, upon first installation or use of the GroupWise 2014 software, all GroupWise licenses owned by the customer automatically convert at a 1:1 ratio to mailbox licenses. No further action is required on the customer's part to convert the user licenses to mailbox licenses.

If a customer does not want to convert all of their user licenses to mailbox licenses, then the customer must avoid upgrading to or deploying any GroupWise 2014, and must remain entirely on a prior version of GroupWise.

We recognize that some organizations may have individual users who manage multiple mailboxes (a personal mailbox and a helpdesk or inbound sales mailbox, for example). Customers with users in these situations should discuss options with their Novell sales representative or partner prior to their first GroupWise 2014 audit.

Does the mailbox license apply to customers licensed for GroupWise 2014 through either the ALA or SLA contracts?

No. For these customers, the license metric for GroupWise 2014 is the same as the license metric that applies to their ALA and SLA contracts.

Does the mailbox license apply to customers licensed for GroupWise 2014 through the Novell Open Workgroup Suite?

No. For these customers, the license metric for GroupWise 2014 is the same as the license metric that applies to their Novell Open Workgroup Suite bundle (user- or device-based license).

Is there a grace period or a defined time by which a customer needs to act in order to take advantage of the previous user-based licensing vs. the new mailbox-based licensing?

No. There is no specified time period. Customers will be subject to the EULA terms of the GroupWise 2014 for all copies of GroupWise they have deployed (such as GroupWise 8 or GroupWise 2012) at the time that they deploy any copy of GroupWise 2014. That can happen at any time. Customers can be current on maintenance and continue to renew maintenance without upgrading to GroupWise 2014. In these cases, they would be subject to prior GroupWise EULA terms.

Do customers entitled to GroupWise 2014 still have the right to deploy GroupWise 2012 and prior versions?

Yes, prior version rights apply. GroupWise 2014 customers may deploy GroupWise 2012 or other prior versions as an authorized alternative. The applicable license metric is the one referenced in the EULA for the version that they are deploying. Be aware, however, that support for customers using prior versions will not be extended beyond published lifecycle dates. Customers choosing to deploy prior versions should consult the Novell Product Support Lifecycle page at <http://support.novell.com/lifecycle/> and plan accordingly.

If an organization is entitled to GroupWise 2014 but has deployed a mix of GroupWise 2012 and GroupWise 2014, how many licenses are they required to have?

Customers who deploy GroupWise 2014 alongside prior versions are now licensed by “mailbox.” They need sufficient licenses to cover all mailboxes. Their GroupWise 2012 licenses are converted to “mailbox” licenses at a 1:1 rate.

Is licensing affected by the mixed use of different versions of the GroupWise Client running against a GroupWise 2014 post office?

No. The version of the GroupWise Client does not impact the licensing requirements in any way. Once a customer has updated their servers (POA, MTA, GWIA) to GroupWise 2014, any access to those mailboxes is

then governed by the GroupWise 2014 EULA. The version(s) of the GroupWise Client used to access those mailboxes is immaterial.

Does the licensing change from per-user to per-mailbox require that the customer continue on maintenance, and does the customer still own a perpetual license for the software?

Just as in the past, the GroupWise license is perpetual. Once customers purchase the license, they are entitled to use GroupWise whether they continue their maintenance contract or not. However, the following entitlements expire when GroupWise maintenance expires, and customers are required to uninstall and cease to use these entitlements: GroupWise Mobility Service and Novell Messenger. SUSE Linux Enterprise Server Basic Subscription customers forfeit the right to support or updates. Customers whose GroupWise maintenance expires may also elect to purchase Novell Messenger or SUSE Linux Enterprise Server as stand-alone products, with licensing unrelated to Novell GroupWise. Note that NetIQ eDirectory is not affected by these changes. A GroupWise customer owns a perpetual license of eDirectory.

Note: Perpetual license rights do not apply to subscription or academic licenses.

Are customers required to purchase licenses for GroupWise resources (for instance, places, things or roles)?

No. The GroupWise 2014 EULA explicitly defines the licensing requirements for resources that include places (conference rooms), things (printers, rental cars) and roles (helpdesk). Resources are also used to enable mobile printing via Novell iPrint, and no additional licenses are required to assign a mailbox to a printer for this purpose.

Does an organization need mailbox licenses for GroupWise data replicated to a disaster recovery site?

No. As long as a customer has ample licenses to cover the mailboxes in deployment, separate licenses are not required to run GroupWise in a disaster recovery site. If there are additional users in the disaster recovery environment who do **not** have mailbox license coverage in the production environment, the customer will need to purchase additional mailbox licenses.

LICENSE ENTITLEMENTS

What components are provided as entitlements with GroupWise?

NetIQ eDirectory, SUSE Linux Enterprise Server Basic Subscription, Novell Messenger and GroupWise Mobility Service are all entitlements provided to GroupWise customers.

What specific changes are being made to these entitlements with the release of GroupWise 2014?

No changes are being made to the eDirectory entitlement with GroupWise 2014. The entitlements for SUSE Linux Enterprise Server Basic Subscription, Novell Messenger and GroupWise Mobility Service, however, will now be explicitly tied to active GroupWise maintenance.

Will an organization's use of entitled products be impacted if their GroupWise maintenance expires?

Yes. The entitlements for SUSE Linux Enterprise Server Basic Subscription, Novell Messenger and GroupWise Mobility Service are all subscriptions that are explicitly tied to and dependent upon an organization maintaining its GroupWise maintenance. In these cases, the customer has three choices: renew their GroupWise maintenance, purchase the entitlements as stand-alone products (where available), or uninstall and cease to use these entitlements (where applicable). In the case of SUSE Linux Enterprise Server Basic Subscription, allowing GroupWise maintenance to lapse does not require the removal of the product. It does, however eliminate the right to support or updates from SUSE.

LIMITED LICENSE

What is the Limited license, and how does it differ from previous GroupWise licensing options?

The GroupWise Limited Client Mailbox license is essentially a new name for the former GroupWise WebAccess/Messenger license. This license provides rights to use a GroupWise mailbox via WebAccess. It includes exactly the same entitlements as a GroupWise Full Client Mailbox license, yet limits client access to WebAccess, mobile devices, and POP/IMAP email clients. Organizations often use this when they have deskless users, such as students, retail workers and so on, who still need access to email. The price of this license option remains the same (approximately 23 percent of the cost of a GroupWise Full Client Mailbox license). For additional details, please visit http://www.novell.com/documentation/beta/groupwise2014/gw2014_guide_admin/data/adqby0x.html (prior to release) and http://www.novell.com/documentation/groupwise2014/gw2014_guide_admin/data/adqby0x.html (once the product ships).

Is there now a separate Novell Messenger license? Can Novell Messenger be purchased as a stand-alone product?

Yes. While Novell Messenger remains an entitlement with GroupWise maintenance, it is also now available as a stand-alone product. For pricing, please contact your Novell sales representative or partner.

INACTIVE LICENSE

What is the new Inactive license for GroupWise? How and when is it used?

The Inactive license is a new licensing option we have added to the Novell Corporate Price List. It is used in cases where a mailbox has been explicitly marked as inactive by the administrator and has not been accessed for 60 days. This is often the case when an employee leaves an organization, but the employee's email must be retained for eDiscovery or compliance purposes. This license option is priced at approximately 23 percent of the cost of a GroupWise Full Client Mailbox license.

Have any changes been made to the GroupWise product to mark a mailbox as inactive and report that accurately in audit reports?

Yes. The administrator can now explicitly mark a mailbox as 'Inactive,' after which the mailbox will no longer receive new mail and GroupWise will no longer record the last login date. In addition, this action will store the date that the account was made inactive and clear any last login date/time stamp. The audit report will count and show all mailboxes that require an Inactive license (they were marked explicitly via the admin console and 60 days have passed). The audit report will continue to show inactive mailboxes as traditionally determined (that is, mailboxes that haven't been accessed for a period of time and may require administrator action) as well as a separate and explicit inactive license count.

TEST SYSTEMS AND MAILBOXES

How do I license a GroupWise test system or test mailboxes?

We've now provided explicit rights to use and deploy GroupWise test systems and mailboxes in the following ways: In a production system, two test mailboxes per post office, and in a non-production test system, up to 25 test mailboxes—at no licensing cost.

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