Novell® Technical Support Handbook

Novell®

Preface

Novell® is committed to providing quality service offerings that consistently meet or exceed our customers' expectations. Our services range from extensive, award-winning self-help options, to 24-hour Support Centre assistance to dedicated support engineers.

This handbook is a practical guide to using and getting the most from the support you receive through our maintenance and Premium Service™ programmes.

Referenced in this document are Novell buying programmes—Master, Volume, Academic and School Licence Agreements (VLA, MLA, ALA, SLA). Detailed information about each of these services is available in its respective services guide at: www. novell.com/licensing

Managing Your Account

Welcome to Novell technical support. The first step to using your maintenance programme benefits is creating a login account, which you may use to activate your maintenance purchase, add or update your authorised contacts, manage your Novell purchases and more.

Create a Novell Login Account and Activate Your Maintenance

The primary contact for your organisation will receive a confirmation e-mail containing a unique contact ID number, which you use to activate and manage your maintenance account and benefits.

■ *If you have an existing Novell login account, all Novell product licences and support entitlements will be activated automatically, provided the e-mail address used to place your order matches the address in your login account. To check or update your e-mail address, log in at* **www.novell.com/customercenter/** *and select from the navigation menu* My Profile *and then select* Login Profile.

■ *If you do not already have a login account, you may click the Installation link in the confirmation e-mail. This will take you to a web page that steps you through the process of creating a Novell login account. After you activate your maintenance programme purchase, you will receive an e-mail confirming and explaining your support and training entitlements.*

Add to or Update Your Authorised Contacts

1. Log in to Novell Customer Centre at: **www.novell.com/customercenter/**
2. Select My Products/Products from the left navigation menu.
3. Select the product for which you would like to manage support contacts in the Product Family list and then double-click the product's Maintenance line to get to the Product Detail page.
4. Click the User Access tab. Here you will see a list of current contacts that includes information about whether or not they are entitled to support or training.
5. To add a new contact, click the + button below the list of contacts. Enter the contact's e-mail address and select one or more of the following check boxes: Support, Training or Patch & Update.
6. Click Add.

If you have any issues updating your contacts, please e-mail us at: **SupportSetup@novell.com**

To add a new contact, the contact must already have a Novell login account. If the new contact's name does not appear next to the e-mail address when you attempt to add the contact as a user, this means that the contact will need to create a Novell login account for that e-mail address. When his or her login account is confirmed, the new contact will receive an e-mail confirmation that he or she has been added as an entitled contact and may now access one or more of the following benefits for the product: Patch & Update, Support or Training.

Manage Your Novell Purchases, Products and Services

Novell Customer Centre provides your complete order history—products, maintenance, subscriptions and other services. You may easily evaluate and manage your current resources and effectively plan for the future.

Through Novell Customer Centre, you may register and activate your Novell products. You may also access the valuable support services provided through your subscription or maintenance programme purchase. These resources help you get the most from your Novell solutions and products.

All the information and resources you need are right at your fingertips. Novell Customer Centre can help you simplify and reduce costs associated with managing the resources that are so critical to your business.

www.novell.com/customercenter/

Leveraging Self-support Resources

Subscribe to Patch Notifications

Through RSS feeds and customised e-mail notifications, you can receive the information you need to keep your systems optimised and secure.

http://support.novell.com/patches.html

Access Service Request Information

After you have set up your profile, you may enter the electronic Service Request site at **www.novell.com/center/eservice**. You may be asked to enter your last name and contact ID when you log in to the self-service site for the first time. Your Novell account profile will then store this information for future logins.

http://support.novell.com/selfserv/help_ncc.html

Search the Novell Knowledgebase

The support knowledgebase is a valuable troubleshooting and how-to resource, providing access to a rich database of technical articles, Technical Information Documents (TIDs), white papers, read-me documents and more. Through the comprehensive search capability, you may find the most recent patches for products, look for product documentation, search for TIDs, find tips and tricks, access technical articles and download free tools.

http://support.novell.com

Explore the Novell Discussion Forums

Novell forums are available at no cost and allow you to interact with Novell and other industry experts, as well as your industry peers, to resolve technical issues, build individual expertise and enhance the collective store of information.

http://forums.novell.com

Subscribe to and Manage Your Novell Professional Resource Suite

A subscription to the Novell Professional Resource Suite (NPRS) is provided to Master Licence Agreement customers who qualify for the Enterprise levels of Premium Service. The NPRS is also available for any customer to purchase. The NPRS combines all the support resources you need to troubleshoot problems, update your systems and even get training on Novell products. The subscription includes the Novell Software Evaluation and Development Library; shipping, beta and early access release versions of Novell software; and the Novell Developer Kit (NDK), a comprehensive set of software development tools to help take your technology skills to the next level. With this all-inclusive subscription, everything you need to make the most of your Novell products is available 24 hours a day—online through the Subscriber Portal (updated daily), or on CDs and DVDs (updated monthly). (Some resources, such as training resources and access to Linux registration codes, are only available via the Subscriber Portal.) You may manage your subscription online and track CD shipments, as well as modify subscription recipients within your organisation.

http://support.novell.com/subscriptions

Soon after you purchase your Novell Professional Resource Suite or finalise your Enterprise 1 or 2 contract, you will receive an e-mail informing you that your starter kit will be sent within 10 days. You will also receive instructions on activating your subscription and completing the account setup process. We have included these instructions in the following sections:

ACTIVATE YOUR SUBSCRIPTION

You must activate your subscription to access any of your online benefits, assign or reassign subscriptions (within your account), change your online profile or check on CD and DVD shipments. To activate, follow these steps:

1. Click the Activation link included in step 1 of the e-mail you received
2. Follow the on-screen instructions
3. Follow the online instructions to assign an unassigned subscription to others at your company

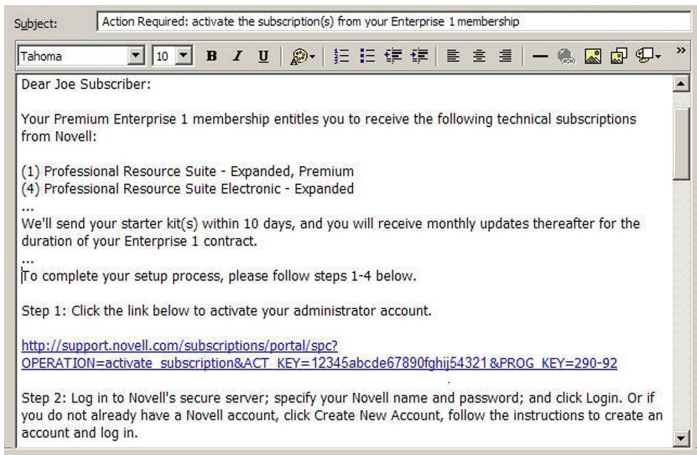## E-mail with Activation Instructions

Figure 1. *Example e-mail containing confirmation and instructions for activating subscriptions*

ACCESS YOUR TECHNICAL SUBSCRIPTION BENEFITS

1. Access the Subscriber Portal at: **http://support.novell.com/ subscriptions/portal/spc**
2. Select your subscription under *My Subscriptions* (Novell Professional Resource Suite, for example)
3. Select one of the benefits listed on the page:
   – *Download software*
   – *Download licences*
   – *Request product registration codes*
   – *Download utilities*
   – *Search technical resources*
   – *Access self-study manuals*
   – *Access on-demand training*

– *Upgrade or renew a subscription* (see Subscription Details)
– *Edit your current shipping address*
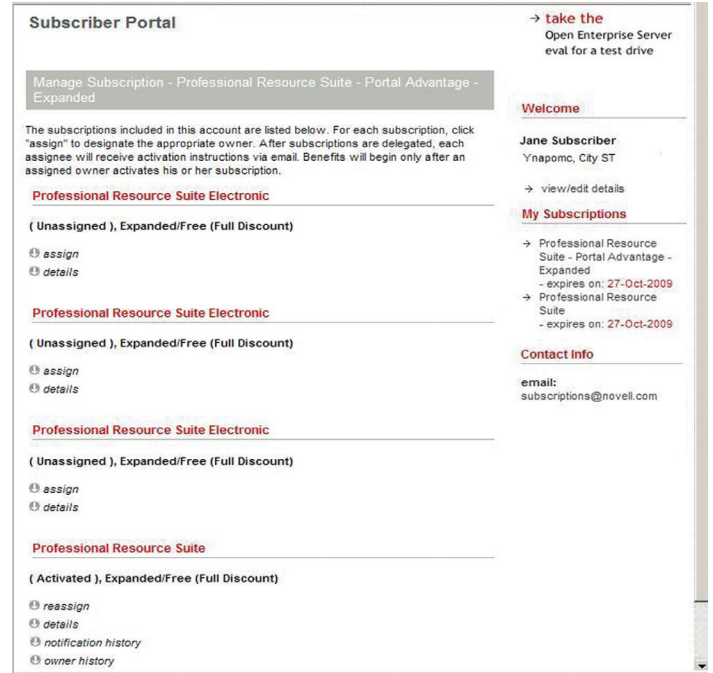– *Review your shipping history*

The Subscriber Portal

Figure 2. *Assignments for Novell Professional Resource Suite on the Subscriber Portal*

ASSIGN OR REASSIGN SUBSCRIPTIONS WITHIN YOUR ACCOUNT

1. Access the Subscriber Portal at: **http://support.novell.com/ subscriptions/portal/spc**
2. Select your subscription (Admin Account or Novell Professional Resource Suite–Portal Advantage, for example) within the *My Subscriptions* area
3. Click on *Manage Subscription*
4. Click *Assign* by an Unassigned Subscription or *Reassign* by an Activated Subscription and provide the required contact information. The individual you are assigning or reassigning will receive an e-mail containing instructions for activating his or her account, which the individual must do before taking ownership

HOW TO GET HELP WITH YOUR NOVELL TECHNICAL SUBSCRIPTIONS
If you have questions or problems with your subscription, please e-mail a Novell services specialist at: **subscriptions@novell.com**

Premium Service

Additional Support Options Available

When your IT environment is truly business-critical, you need to be sure you can get help, quickly, from people who understand your environment and business needs. You can get that extra assurance with these additional support options, available to help you get the most from your IT investment:

Premium Service Engineers	Assigned, Primary or Dedicated Support Engineers (ASE, PSE, DSE) give you access to a named engineer with faster response times and increased levels of dedicated support; includes Service Account Management
Service Account Management	Business account management to assist with coordinating and advocating your Novell software services needs as well as providing escalation assistance
Advantage Service Request Packs	Access to a team of senior in-region support engineers for business-hours access to technical support (note: may not be available in all countries)
On-site Support	Services to assist with technical issues at your site
Scheduled Standby	Remote assistance with scheduled work such as upgrades and migrations; sold in four-hour blocks and includes one planning call

For more information, please contact your Novell sales representative or visit: **www.novell.com/support/programs/**

Accessing Technical Support

What to Do Before Submitting a Service Request

Prior to submitting any issue to Novell, ensure you have first searched the Novell support website for possible answers to your issue. If you cannot find a resolution to your issue and need to log a service request, the following basic information will assist Novell in resolving the problem as quickly and efficiently as possible:

- **WHAT** *is the problem?*
  - Which version of the Novell product (or products) is having the problem?
  - Which service pack level is loaded?
  - What error messages (if any) are returned?
  - What troubleshooting steps have already been performed?

- **WHERE** *does the problem occur?*
  - What is the 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 (installation of products, service packs, network changes and so forth, for example)?

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

Support via Your Premium Service Engineer

If your support agreement gives you access to an Assigned, Primary or Dedicated Support Engineer (ASE, PSE or DSE), you should contact this engineer directly using the contact information provided to you at the commencement of your service agreement (or you may also log service requests using chat, e-mail or phone). Service requests submitted via the website are automatically routed to the assigned Premium Service Engineer.

Your Premium Service Engineer will work on the issue and communicate directly with you on progress and resolution, involving other members of the support team as necessary while remaining the main point of contact. Should a service request require escalation, additional resources will be engaged, including senior support engineers, development engineers and executives. If necessary, the service request may be declared a Critical Situation *(see Critical Situations Handling Procedure on page 8)*.

Customers with a Service Account Manager (SAM) will benefit from his or her assistance in service request management and the escalation process.

Support via the Novell Support Centre

You may log service requests via chat, e-mail or phone. Severity 1 service requests must be submitted by telephone and are assigned to engineers on a priority basis.

After you create a service request, a support engineer will contact you to begin the troubleshooting process. Should a service request require escalation, it will be routed to a second-level support engineer. Should the issue require code changes, the second-level support engineer will engage product development. If necessary, the service request may be declared a Critical Situation *(see Critical Situations Handling Procedure on page 8)*.

Logging a Service Request

You may submit service requests online by visiting **www.novell.com/center/eservice**. First, log in using your Novell account username and password. Then select Submit New SR and follow the on-screen instructions. (You will need to enter your contact ID the first time you set up your Novell account. This number will then be stored for future logins.)

As part of the process, you choose your preferred response method:

- **Chat.** *Get real-time access to Novell support engineers and have the option to allow your support engineer to connect to your system for improved troubleshooting and easier walk-through directions. You may even grant full control of your desktop or server so that your support engineer can work directly on your problem with you. Chat support is available in English, German, French, Italian and Spanish. For detailed information about this service, go to:* **http://support.novell.com/online**
- **E-mail or Call-back.** *Request support via call back or e-mail and a Novell support engineer will contact you within the targeted response time for your support agreement. Please provide all of the details so that the engineers may quickly begin to resolve your issue. We encourage you to enter service requests electronically where possible; however, if your issue needs immediate attention, or is outside of business hours and is of a critical nature, you may register your service request by phone.*

Logging a Critical or Severity 1 Service Request

A severity 1 issue is defined as a severe issue with an operation that is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total disruption of work. There is no workaround available. In this situation, you must log the service request by phone.

Calling the Support Centre

Europe, Middle East and Africa		
	English	+420 28 408 4051
	French	+420 28 408 4054
	German	+49 211 5632 1849
	Italian	+420 28 408 4055
	Polish	+48 22 537 50 97
	Spanish	+420 28 408 4052

Working with Your Premium Service Engineer

The Premium Service Engineer programme features the following:

- *Your Premium Service Engineer is your main technical point of contact for all Novell product support issues in your environment.*
- *Novell will match the skills of your Premium Service Engineer to the most critical areas of technology for your business.*
- *Where necessary, your Premium Service Engineer will engage other members of the team to expedite the support process.*
- *Your Premium Service Engineer will maintain ownership of the support issues you submit from response to resolution.*
- *Should your Premium Service Engineer be unavailable (in training or on vacation), we will assign a backup engineer from the ASE, PSE or DSE team.*

Leveraging Service Account Management

Service Account Management is a key feature of the Premium Service Engineer programme and is also available a la carte. With a Service Account Manager (SAM), you have an advocate within Novell who can help you stay on top of current issues, proactively assist you as you prepare for future technology changes and ensure you are getting the most from your support benefits. The principal activities of your SAM include:

- **Communication coordination.** *Your SAM is your main management point of contact at Novell on all support and service-related issues. Through regular communication, your SAM will gain knowledge of your particular business and support needs. Your SAM also provides communication coordination within Novell (for example, working closely with Novell Consulting® and Technical Training). Your SAM will work with your organisation's primary Novell contact, but may also work with authorised contacts when necessary.*
- **Escalation assistance.** *As your main point of contact, your SAM will assist you with any issues requiring escalation.*
- **Service activity reporting.** *If desired, your SAM will provide service activity reports on a regular basis, showing the service requests submitted, their progress and any other support activity or projects.*

- **Service request review.** *Your SAM may conduct reviews of service requests during and after resolution, via telephone or with a personal meeting. This will ensure that issues are progressed to resolution quickly and that any additional concerns experienced during the resolution process may be addressed.*
- **Service satisfaction review.** *Your SAM will provide feedback to Novell on all service-related issues to continually improve the service you receive.*
- **Support planning.** *Your SAM will assist you with any planned implementations or migrations by organising resources such as on-site support, scheduled standby service, proactive analysis and potential training needs at your request*

Expectations and Responsibilities

Setting correct expectations that will deliver the best possible experience from Novell Technical Support is the responsibility of both our company and you, the customer, as outlined in the following sections. (More detailed descriptions of processes and procedures are defined within other sections of this handbook.)

Responsibilities of Novell

- *Novell follows set processes for the submission, assignment, response, analysis or problem determination, monitoring, and closure or resolution of service requests.*
- *Should an issue be a previously unknown and unreported defect in Novell software, the issue may be submitted to Novell as a bug report* (see page 11, Software Defect Reporting Policy)
- *Novell follows established escalation procedures* (see page 8)*, including a critical situation process. You may request a technical or management escalation at any time.*
- *It may be necessary for Novell to remotely dial-in to your systems. This is done only with your permission and you have control over which systems our company accesses.*
- *Novell provides a comprehensive set of support knowledge and tools to enable you to get the most from your Novell technology. A description of these tools and how you access them begins on page 3.*

Responsibilities of the Customer

Novell requires the following to be fulfilled by you, the customer, so we can quickly resolve your technical product issues:

- *Ensure that all of your Novell products are covered under maintenance or a subscription to secure Novell unlimited technical support and access to patches and fixes. ALA and SLA customers should purchase an adequate number of service requests to ensure they may receive the support they need, when they need it.*
- *Keep your products current with the latest support packs and product version updates. Many known issues may be avoided by effectively managing patch releases and ensuring your products are kept up-to-date. Most Novell products have an n-1 policy for defect support in patch releases—the current support pack and the support pack immediately prior to the current support pack are candidates for defect fixes. If a defect is found in an older support pack or patch, the customer may be asked to update to the current release as part of the troubleshooting process.*
- *Use the range of support information and tools available to you to troubleshoot issues before escalating to Novell. A description of these tools and how you access them begins on page 3.*
- *Designate a primary contact to be responsible for coordinating the flow of communication on Novell support issues between your organisation and our company. This individual will manage your process for submitting service requests.*
- *Ensure that authorised contact information is current and accurate.*

Assign authorised contacts (in addition to the primary contact) who will be able to submit support service requests within our company's support database. (The number of available authorised contacts varies by support programme, as the following chart indicates.) Please ensure that your selected authorised contacts are individuals who have an appropriate level of Novell technical ability. This will assist in swift resolution of technical issues.

Support Programme	Number of Authorised Contacts
Academic Service Request Packs, Advantage Service Request Packs	3
Standard Maintenance	3
Priority Maintenance, Advanced 1	5
Advanced 2, Enterprise 1, Enterprise 2, ASE / PSE / DSE Package	No limit

See "Add to or Update Your Authorised Contacts" on page 2 for step-by-step instructions.

Managing Your Service Request through Resolution

Checking the Status of Open or Resolved Service Requests

You may access the most current information on your service requests from the electronic Service Request portal at **www.novell.com/center/eservice**. After you log in, a list of your service requests and the current status of each is made available. Select one to view its details (which may include current status and detailed descriptions of the actions taken by the support engineer). To display all service requests created under your account(s) (by yourself or other authorised contacts), click the *All SRs* tab.
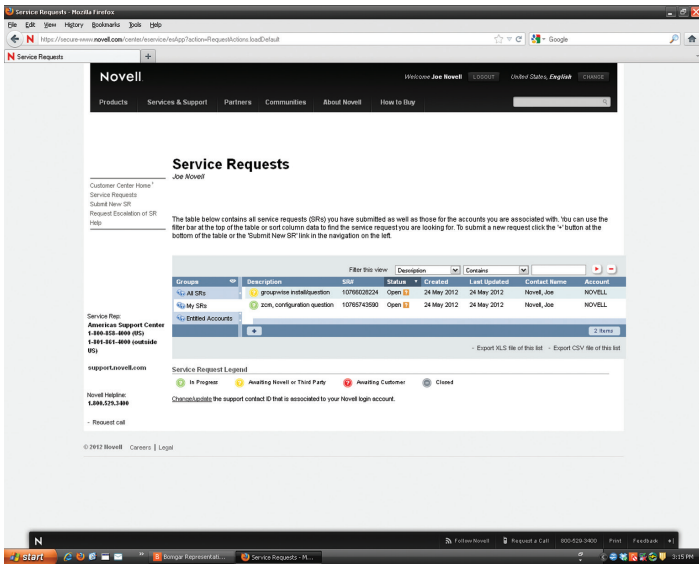
The Service Request Portal

Figure 3. *Details of the Service Request Portal*

Customer Satisfaction Surveys

At the closure of each service request, you will receive an invitation to complete a survey regarding your experience (unless your service requests are serviced by an ASE, PSE or DSE, in which case surveys may be conducted less frequently). The survey measures your satisfaction with the overall service request process, as well as in specific areas such as resolution effectiveness, Novell product quality and support engineer performance. Surveys are delivered in one of eight languages, as specified during the service agreement setup. We encourage your participation in completing this survey to detail your experience on each opened service request. Rest assured, our company takes customer satisfaction and feedback seriously and we use this information to determine where improvements may be made.

How to Escalate an Issue

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

- *A Novell customer service representative (CSR) via the support centre telephone numbers* (see page 6)
- *Your Service Account Manager (SAM), if your support agreement provides for one*

Critical Situation Handling Procedure

In exceptional circumstances, where a mission-critical component is down causing a major business impact, we may declare a critical situation. Our company defines a critical situation as "…one or more support Service Requests whose timely resolution will minimise or prevent a major financial loss to one of Novell's customers (or Novell)." A critical situation is the highest level of escalation, raising the service request visibility to the executive levels within Novell.

When you have an issue involving Novell products that is creating a major, adverse impact to your business, we wish to ensure that the proper resources are quickly involved so we may resolve the issue in a timely manner. Our company has internal escalation procedures that involve specialised and focused levels of technical and management personnel working together to speed resolution.

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

- *Please contact us as early as possible.*
- *Have an authorised contact open the service request by phone. Do not use e-mail or the Novell Support website to open a critical service request.*
- *At the beginning of your initial call, indicate the critical nature of the situation. If the issue did not start out as critical, but has since become such, notify Novell with a phone call. Information on the level of impact the particular critical situation is having on your business operations is extremely helpful.*

- *Be ready to provide Novell with all relevant information: contact ID, product versions, patch levels, configuration, troubleshooting steps performed and so forth.* (It may be helpful for you to call from the site where the critical situation is occurring.)
- *If you have a SAM, notify him or her as soon as possible regarding the critical situation. This is a vital step in ensuring that the appropriate resources are ready to help you.*

Should a service request become critical, authorised contacts should notify their support engineer; ASE, PSE, or DSE; and/or SAM to make them aware of the business impact. The support engineer will be able to coordinate all of the relevant technical resources needed to progress a problem to resolution. Where additional escalation assistance is required, the SAM can help facilitate this process. Following this communication process will ensure that relevant resources from Novell are engaged and that you are updated regularly on the resolution progress.

After they are approved, critical situations are reviewed on a daily basis by the Novell Technical Support team, which will initiate regular action plan updates from the assigned support engineer (or SAM) to all appropriate management contacts within your organisation until the critical situation is resolved.

Closing a Service Request
Novell has a policy of closing service requests only upon mutual agreement with you. Unless otherwise agreed upon, service requests are closed as soon as you confirm the issue is resolved to your satisfaction. Service requests with no customer response for two weeks may also be closed.

Resolving Multi-vendor Issues
Our company is a founding sponsor and remains an active member of the Technical Support Alliance Network (TSANet)—a global, vendor-neutral, not-for-profit industry support alliance. This organisation creates an industry infrastructure, allowing members to collaborate and work on multi-vendor issues without "finger pointing." Most TSANet relationships are many-to-many type relationships, maximising the number of partners involved. Most major IT vendors participate in TSANet, including key Novell partners. While relationships may vary based on specific requirements, all follow industry-standard support policies and obligate members to collaborate on issues to isolation or resolution (or both). This process gives the customer a seamless interface in solving complex multi-vendor problems among two or more partners.

TSANet allows the assigned engineer to work directly with other partners to solve support issues. Think of it as a behind-the-scenes mechanism that expedites resolution, often without the customer even being aware it is being engaged. TSANet is a direct partner-to-partner contact; therefore, partners may require specific customer entitlement information prior to the interaction. This customer information allows members to work on your behalf and not waste time duplicating support incidents with multiple vendors. More information on TSANet, including a list of participating members, is available at: **www.tsanet.org**

Overview of the Novell Support Process

Response Times and Hours of Coverage
When registering service requests, Novell has defined targets for the maximum response time to respond when a service request is logged. A response is defined as the time between creation of the service request and the initial communication between the assigned engineer and your company. Response times vary according to the support agreement you have:

Maintenance Programme	Hours of Coverage	Severity Level	Target Response Time[1]
Standard	12x5	1	2 hours
		2	4 hours
		3	Next business day
		4	Next business day
Priority	24x7	1	1 hour
		2	2 hours
		3	4 hours
		4	Next business day

1 *The target response time applies to the period when support is available. For example, a Standard Maintenance Severity 1 service request logged at 6 p.m. will have a target response time of before 10 a.m. the following business day.*

Premium Service Programme	Hours of Coverage	Target Response Time[2]	Buying Programme
Academic Service Request Packs	24×7	2 hours	ALA, SLA
Advantage Service Request Packs	8×5	1 hour	VLA, MLA ALA, SLA[3]
Assigned Support Engineer (ASE)	8×5	1 hour (to the ASE)	VLA, MLA ALA, SLA[3]
Primary Support Engineer (PSE)	Same as maintenance[4]	30 minutes (to the PSE)	VLA, MLA, ALA, SLA[3]
Dedicated Support Engineer (DSE)	Same as maintenance[4]	15 minutes (to the DSE)	VLA, MLA, ALA, SLA[3]

2   The target response time applies to the period when support is available. For example, a Standard Maintenance Severity 1 service request logged at 6 p.m. will have a target response time of before 10 a.m. the following business day.
3   Current maintenance required for VLA and MLA customers
4   Customers with Standard Maintenance receive 12x5 hours of coverage for their PSE or DSE. Customers with Priority Maintenance receive 24x7 hours of coverage for their PSE or DSE.

The following chart shows the specific hours covered by weekday (12-hour) support:

Location	12×5 Details
Europe, Middle East and Africa	8am to 8pm, M-F, Central European Time, excluding local holidays

Severity Levels

The severity of a service request is defined when created and may be set electronically by the customer creating the service request or by a customer service representative over the telephone. Our company has defined three severity levels:

Severity Level	Description
Severity 1 (Critical)	The operation is in production and is mission critical to the business. The product is inoperable and the situation is resulting in a total disruption of work. There is no workaround available.
Severity 2 (High)	Operations are severely restricted. Important features are unavailable, although work may continue in a limited fashion. A workaround is available.
Severity 3 (Medium)	The product does not work as designed resulting in a minor loss of usage.
Severity 4 (Low)	There is no loss of service. This may be a request for documentation, general information, product enhancement request, etc.

Issue Phases

There are typically five phases in resolving technical support issues. These include:

Phase	Description
Assignment	An engineer (including your ASE, PSE or DSE) is assigned the service request.
Response	The time between creation of the service request and the initial communication between the assigned engineer and your company.
Analysis or Problem Determination	During this phase your assigned engineer will work to analyse and identify the nature of the problem. This phase may require your staff (working with our company) to assist in or complete further analysis (or both)
Monitor	A potential solution for the problem has been provided to your company and your assigned engineer is awaiting feedback from your company on the status of the issue following solution implementation.
Closure or Resolution	When the solution or workaround provided has been monitored and confirmed as resolving the issue.

After-hours Support

If you experience a Severity 1 (Critical) issue outside business hours, and have access to 24-hour coverage, it is recommended that you phone for support (rather than logging a service request electronically).

NOTE: *Scheduled Standby is a chargeable service that may be pre-arranged in blocks of four hours during and outside business hours. This service gives you direct access to a Novell engineer on a standby basis. When you have a scheduled product upgrade or network maintenance task for which you would like some added insurance, you can have an experienced support engineer standing by. Our company requires a minimum of three business days of notice to arrange for this service.*

Software Defect Reporting Policy

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

- *During the General Support phase of the product support lifecycle, an error in a product's functionality that results in the software's failure to perform substantially in accordance with its specifications and for which our company is responsible; or*
- *A critical security defect in a product that is in the Extended Support phase.*

To contact our company regarding a software defect, please register a bug report at: **http://support.novell.com/additional/bugreport. html**. (You will not receive a call back from a Novell support engineer unless we need additional information to understand the issue.)

If you choose to register a service request rather than a bug report, the service request will be decremented if your support agreement has a limit on service requests, unless the problem is determined to be a Novell software defect for which information was not previously published as a Technical Information Document (TID) or on the Novell Support website knowledgebase.

The Novell Product Support Lifecycle

Novell provides technical support on products for the time period specified in the Novell Product Support Lifecycle. The Novell Product Support Lifecycle defines the duration and levels of support customers may expect to receive as products mature. Detailed information on Novell product lifecycles may be found here:

PRODUCT SUPPORT LIFECYCLE INFORMATION
http://support.novell.com/lifecycle/

PRODUCT SUPPORT LIFECYCLE POLICY
http://support.novell.com/lifecycle/#policy

PRODUCT SUPPORT LIFECYCLE FREQUENTLY ASKED QUESTIONS
http://support.novell.com/lifecycle/faq.jsp

For More Information

For more information about Novell technical support, training and certification, and professional services, contact your local Novell sales representative, or visit: **www.novell.com/services**

Contact your local Novell Solutions Provider, or call Novell at:

France
+33 1 55 62 50 00

Germany
+49 211 56 31 0

Italy
+39 (0) 2 99 06 02 01

Netherlands
+31(0)172 50 55 55

Poland
+48 22 537 5000

Russia
+7 495 514 1155

Spain
+34 91 640 25 00

Sweden
+46 (0)8 752 25 00

Switzerland
+41 43 456 23 00

South Africa
+27 11 322 8300

United Kingdom
+44 1344 724 000

Novell, Inc.
1800 South Novell Place
Provo, UT 84606 USA

www.novell.com

Novell