

It's Time for a Change

Why Now is the Time to Upgrade to Novell Open Enterprise Server

Novell NetWare revolutionized the industry in the early 1980s and still provides many Novell customers an efficient, reliable networking product today. Despite the obvious advantages of newer products, especially Novell Open Enterprise Server on Linux, many long-standing customers have had little incentive to change. However, while some degree of support will continue for NetWare until 2015, the pending end to the general support phase of the Novell NetWare lifecycle, scheduled for early 2010, is leading many to realize that now is, in fact, the time for them to upgrade to our new premium product.

> The Novell NetWare Lifecycle

Since its introduction in the early 1980s, NetWare has had an illustrious life, earning extensive user loyalty and establishing itself globally as the network platform of choice. Customers have come to value the reliability and security of NetWare, leading them to wonder why the product would ever be move through the standard lifecycle phases. The reason is primarily because hardware and software manufacturers are increasingly narrowing their support, mainly to Windows and Linux platforms, leaving customers that are running NetWare with fewer and fewer choices.

On top of market trends, all software products have a lifecycle. According to Novell product lifecycle norms, Novell provides a three-tiered ongoing support lifecycle for NetWare: General Support, which will end on March 7, 2010; Extended Support, ending March 7, 2012, and Self-Support, continuing until March 7, 2015.

It is important to note that while Novell and the market are focusing more and more on the Linux platform, Novell understands that many customers still find NetWare as their network OS of choice.

“Novell support for Linux has been excellent. We’ve now moved Linux from a hypothetical idea to a mission-critical platform in our organization.”

—Eric Leader, Chief Technology Architect, Catholic Healthcare West

Considering the economic climate and that upgrade efforts might not be top priority in 2009, Novell is still going to support its customers who cannot invest in the upgrade at this time. As long as customers are current with maintenance, they can enjoy the extended support period for free.

This promotion will allow current customers to keep using the product they know and love while planning to upgrade when it makes sense. For details on the Novell Support Lifecycle for NetWare and other products, go to <http://support.novell.com/lifecycle/>.

If You're Opting To Not Upgrade Now

We understand that some customers cannot undertake an upgrade right now. If you're one of these customers, and if you remain current on Maintenance, Novell will be offering you free extended support for two additional years beyond the product's end-of-general-support date—which in this case is through March of 2012. That means that you can receive unlimited call-in service requests for as long as you are current with Maintenance. This does not mean that Novell will be extending the general support phase, which typically includes engineering investments. Ongoing development investment in the product will continue to be at the discretion of Novell. For Academic customers, your current support agreement will be honored in the extended support phase.

> The Value of Novell Open Enterprise Server on Linux

In the meantime, Novell has invested heavily in porting all the reliable, familiar NetWare services to Novell Open Enterprise Server 2 SP1, which comes with all of the additional benefits of running on the Linux platform that delivers the robust networking services you had with NetWare, plus the added choice, flexibility and cost savings provided by SUSE Linux Enterprise Server.

Indeed, the Linux platform is increasingly becoming the operating system of choice, even over Windows. First, Linux offers choice and flexibility. Whereas there is only one Windows vendor, Linux has several “flavors” or vendor versions. Because you can choose from any hardware that supports SUSE Linux Enterprise, you can take advantage of commodity hardware for the first time in a long while. Beyond that, Linux is more flexible in that user access to source codes allows you to customize the platform yourself.

Second, Novell Open Enterprise Server is a powerful consolidation platform because it is based on Linux, which allows you to consolidate your servers through virtualization. In addition, it inherits support for the thousands of software applications that run on SUSE Linux Enterprise.

Benefits of Open Enterprise Server 2, Service Pack 1

New features shipping with Service Pack 1 include more than patches and bug fixes. With this product, you will receive additional benefits such as:

- Domain Services for Windows, an innovative technology that allows eDirectory to appear like Active Directory, streamlining authentication between Windows workstations and the central identity vault.
- Novell-engineered AFP and CIFS protocol support that allows enterprise-class scalability for Mac and PC client access to the network and file system.
- iFolder, which now delivers group folders, multiple iFolders per user, and enhanced clients for Mac and Linux.
- Enhanced upgrade tools that make it easier for customers to upgrade from NetWare to Open Enterprise Server-Linux than from an older version of NetWare to the latest version of NetWare.
 - Upgraded GUI and serverID swap that allow you to migrate the configuration of a running NetWare server to an Open Enterprise Server 2-Linux server
 - A dashboard view that identifies the job status, overall status, throughput, timings and more — during the entire migration
 - Ability to integrate tasks into a single overall view: Single entry of eDirectory/server details. Dependant services can be migrated together or separately.
- Native 64-bit eDirectory can now use the entire addressable memory on an x86-64 CPU.
- LDAP Auditing means enhanced authentication support, directory monitoring, as well as 64-bit versions of NCP, PKIS and NMA.
- Software Developer Kit (SDK) for iPrint that allows partners to provide print accounting tools for Linux.

> Upgrading: A Smart Decision All-around

In this economic climate, the smart move is to upgrade now, especially since Novell Open Enterprise Server comes with so many money-saving features. You need

to look beyond license costs alone and remember that if you opt to move away from the Novell platform you'll find **hidden costs** such as:

- Doubling hardware
- Moving file systems
- Needing to touch every device in your environment
- Retraining administrators and end users
- Incurring the risk of many manual processes

On the flip side, upgrading is a smart tactical decision—one that allows you to:

- Leverage existing skill sets while streamlining management of mixed environments
- Achieve efficiencies in storage management and server usage
- Empower your end users with automated storage, print and networking utilities, which takes the load off your administrators

More broadly, upgrading is a smart strategic decision that aligns your infrastructure to where market growth and innovation is occurring; offers powerful consolidation opportunities; provides more options for hardware and software; and helps you incur less cost, risk and effort.

Upgrade Successes

- Fifty one percent of customers have deployed Novell Open Enterprise Server on Linux on at least 25 percent of their Novell infrastructure servers.
- Eighty percent of customers who have deployed the product on Linux are “satisfied” or “extremely satisfied” with those workloads.
- Customers using Open Enterprise Server on Linux often start their deployments with iManager, Novell Storage Services (NSS) and DNS/DHCP.

How You Can Benefit

- Upgrading is easy, and we're giving you a lot of tools and resources to help.
- In this economic climate, the smart move is to upgrade, not migrate, especially since the product comes with so many money-saving features.
- Novell Open Enterprise Server is a powerful consolidation platform, because it is based on Linux. Hence, this solution gives you a lot of options to help you save more money, by consolidating your servers in the data center via virtualization, for example.

> Move IT: Helping You Upgrade Painlessly and Economically

Novell has invested heavily in making the actual transition from NetWare to Novell Open Enterprise Server 2 Service Pack 1 as easy as possible. A simple graphical user interface allows point-and-click migrations from NetWare to Linux, along with customizable scheduling, notifications and server identity transfer.

Still, we realize that the decision to upgrade can be harder than the actual transition itself. Thus to help you, our loyal NetWare customers, as you consider your options, Novell is launching a global, holistic campaign called "Move IT." Its purpose is to help all customers still running NetWare overcome Linux adoption barriers with offers, programs and communications during the next year. Details can be found at www.novell.com/upgrade. The campaign currently includes the following offers, each of which is also described below:

- A Revised and Updated [Upgrade Best Practices Guide](#)
- Built-in Upgrade Tools: Our migration GUI makes it easier than ever to migrate NetWare servers to Open Enterprise Server on Linux.
- New services that help your organization with the upgrade include:
 - [Fast Track](#): Bundled Offerings of Essential Services
 - [Free On-demand Web-based Training](#)
 - [Novell Upgrade Advisor](#)
- Special Offer: Upgrade now and [save 33 percent!](#)

Best Practices: Upgrading to Open Enterprise Server—Planning and Implementation Guide

What This Guide Provides

The guide gives an overview of the planning and implementation processes involved in upgrading from NetWare to Open Enterprise Server 2 Service Pack 1. It provides overview and planning information along with links to specific implementation instructions that are found on the Web.

What This Guide Does Not Replace

It does not replace the specific upgrading and planning instructions found in the regular installation and migration guides. You should follow those carefully to ensure a successful upgrade to Open Enterprise Server.

For the most recent version of this guide, see the [Open Enterprise Server 2 Documentation Web site](#).

Fast Track: Bundled Offerings of Essential Services

This bundle of integrated services is designed to help you make the move from NetWare to Open Enterprise Server. Based on best practices and world-class support, this offering will help you upgrade successfully and ensure that you have all the skills you will need to administer the Open Enterprise Server environment.

This offer includes:

- A technical assessment
- A high-level design and upgrade plan, including related documentation
- Five consecutive days (including travel expenses) of predefined, on-site consulting delivered by Novell Professional Services or a qualified Novell partner
- Three one-year subscriptions to the End-user Computing On-demand Web-based training course library

Depending upon the edition purchased, this offer can also include:

- Two Scheduled Standard calls or two Service Requests (Standard Edition)
- Or, two four-hour blocks of Scheduled Standby support if you are current with maintenance (Enterprise Edition)

For more details, see [Fast Track](#) on the Web.

On-demand Training: Bridging NetWare Skills to Novell Open Enterprise Server 2

If you're an experienced NetWare engineer, this course will reintroduce you to the skills you already have that can help you administer Novell Open Enterprise Server 2 services running on SUSE Linux Enterprise Server. You will find that many of your existing NetWare server managements skills, in areas such as Novell Storage Services and iPrint, will transfer seamlessly to Novell Open Enterprise Server on Linux.

In addition to the management tools, this course discusses command line equivalents so you can quickly reference how NetWare command line tasks are done on a Linux server.

Course objectives include:

- Describe the role and function of Open Enterprise Server 2
- Become familiar with Linux
- Complete NetWare server tasks on SUSE Linux Enterprise Server 10
- Prepare SUSE Linux Enterprise Server 10 for Open Enterprise Server 2
- Install Open Enterprise Server 2 on SUSE Linux Enterprise Server 10
- Use Open Enterprise Server 2 management tools
- Use Open Enterprise Server 2 migration tools

For video demonstrations and labs, see the "Tell Me" and "Show Me" steps at [Bridging NetWare Skills to Open Enterprise Server 2](#).

Novell Upgrade Advisor

This new offering allows you to get targeted, premium support from a designated Novell Advantage Support Engineer for the critical task of upgrading NetWare servers to Novell Open Enterprise Server — at a fraction of the cost of an Advantage Support Engineer contract. This offering, also available through Novell partners and with regular program discounts, such as MLA and VLA, includes:

- A single point-of-contact for all service requests pertaining to upgrades from NetWare to Open Enterprise Server. (Currently, Advantage Support Engineer contracts start at \$60,000 or with high levels of maintenance, making this offer a great deal.)
- An introductory environmental interview and assessment by the Advantage Support Engineer
- Sold through Deal Registration System, and program discounts, such as MLA and VLA, apply to this offering.
- 90 days of Advantage Support for 10 upgrade-related service requests

See our [Services Flyer on Novell Upgrade Advisor](#) for more details.

Move IT Upgrade Pricing Promotion: If you move now, you will save big!

With significant discounts on the upgrade price of Novell Open Enterprise Server, there is simply no reason to deny your organization the latest and greatest solutions for workgroup productivity. If you upgrade now, you can take advantage of a 33 percent license discount when upgrading:

- Save \$31 per user
 1. One License + Priority Maintenance = \$113
 2. One License + Standard Maintenance = \$109
- Available to Open Enterprise Server 1 or NetWare customers without maintenance
- Discount applies when purchasing license + maintenance
- Novell Open Workgroup Suite customers are not eligible, but can take advantage of a similar discount on Novell Open Workgroup Suite upgrades

To learn more about available upgrade promotions, go to our ["Upgrade Now"](#) promotional Web site.

Where can I get more information and/or assistance upgrading?

· “Move IT” Programs to Support Upgrades:

<http://www.novell.com/upgrade>

· Video Message from Ron Hovsepian:

<http://www.novell.com/communities/node/7700/move-it>

· Novell Open Enterprise Server product page:

<http://www.novell.com/oes>

· NetWare Lifecycle explanation:

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