Novell
Novell Customer Center

1.0

August 13, 2006

GUIDE

Novell®

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Contents

About This Guide

This manual is designed to introduce you to the main features of Novell® Customer Center and show you how to configure it to meet your personal needs and preferences.

This guide contains the following chapters:

Audience

This guide is intended for the people responsible for purchasing and maintaining Novell products in an organization.

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We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html and enter your comments there.

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For the latest version of this documentation, see the Novell Documentation Web site (http://www.novell.com/documentation/ncc).

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Introducing Novell Customer Center

<div align="right">1</div>

Novell® Customer Center is an online tool that makes it easier for you to manage your business and technical interactions with Novell. From one location, you can:

- Review the status of supported Novell products, subscriptions, and services
- Obtain support
- Get Linux* updates and patches

The core functionality and data of the Novell Customer Care and SUSE Linux portals have been consolidated into the Novell Customer Center. Novell Customer Center brings together Novell customer information to provide an overview of contracts, licenses, subscriptions, and product entitlements. As a result, you can better manage your subscriptions, ensure licensing compliance, and simplify patch acquisition and update processes.

Currently, you can use Novell Customer Center to manage the following products:

- SUSE® Linux Enterprise Desktop 10
- SUSE Linux Enterprise Server 10

Although customers can see information about many Novell products within Novell Customer Center, the activation, registration, and subscription management features presented in this guide are only enabled for the products listed above. Novell plans to add additional management features and supported products in the future.

This section includes the following information:

1.1 System Requirements

You can access Novell Customer Center with any Internet browser that supports Asynchronous JavaScript, XML (AJAX), XHTML, and CSS. That includes:

- Firefox 1.0 and later
- Internet Explorer 5.0 and later
- Opera 7.6 and later
- Netscape 7.1 and later
- Safari 1.2 and later

NOTE: In order to download the DVD images for SUSE Linux Enterprise Server and SUSE Linux Enterprise Desktop, you must use Firefox 1.5 or later, a download manager if using other browsers, or wget version 1.10. Only Firefox 1.5 or later supports file downloads over 2GB

1.2 Who Should Use Novell Customer Center?

Novell Customer Center is primarily focused on the following people:

- Purchasers of SUSE Linux Enterprise products
- IT managers
- System administrators
- Resellers

However, anyone responsible for purchasing, installing, or updating SUSE Linux products can benefit from Novell Customer Center if they are given access rights by the Organization Administrator. The Organization Administrator is the administrative user of the account or another user with the same rights. If you do not know who this user is, contact your internal support organization.

Novell Customer Center defines three types of users:

Organization Administrators control rights for the entire organization. They can add users, groups, or other administrators.

Group Administrators have administrative rights within a group of subscriptions or systems that was created by the Organization Administrator.

Entitled Users have activated a system using a subscription owned by the organization or have been granted rights to other subscriptions by a Group or Organization Administrator. User access to the site is limited to information about that particular system unless the Group or Organization Administrator grants rights to other subscriptions or systems.

To access Novell Customer Center, you need a Novell Login account. To see information about your account or subscription, you either need to register the product or ask an Organization Administrator to give you access to the information about the organization.

1.3 Key Features and Benefits

When you install a SUSE Linux Enterprise product, such as SUSE Linux Enterprise Server or SUSE Linux Enterprise Desktop, the install process provides an opportunity to automatically register the system with Novell Customer Center. Registering helps you lower your product maintenance cost by providing the following features:

- Overview of supported products in an organization
- Patches and updates for shipping Linux products from Novell
- Order history for Novell products, subscriptions, and services
- Work more productively
- Lower system management costs
- Make better business decisions

* Entitlement visibility for new SUSE Linux Enterprise products
* Overview of your Linux subscription renewal status
* Subscription renewals from Novell or its partners

You can access this information about any SUSE Linux Enterprise product you have purchased.

For more information about the features and benefits of Novell Customer Center, see Section 1.6, "Additional Information," on page 12.

1.3.1 Key Features and Benefits for Purchasers

If you are responsible for purchasing Novell products, Novell Customer Center helps you:

* Review purchases
* Renew licenses
* See entitlements
* Review expiration dates

1.3.2 Key Features and Benefits for IT Managers

If you are an IT manager, Novell Customer Center helps you:

* Compare active server licenses
* Make licensing adjustments
* Register products automatically

1.3.3 Key Features and Benefits for System Administrators

If you are a system administrator, Novell Customer Center helps you:

* Monitor status of installed systems
* View operating system information
* View subscription information and licensing costs

1.4 Future Enhancements

Novell Customer Center is currently in its first release. It will be expanded in the future to provide even more features and benefits. Some of the enhancements planned for the future include:

* Tools to help plan purchases
* Synchronization of renewal dates
* Additional notification management
* Integrated XEN virtual image awareness
* Integration with Novell Technical Support

1.5 You Are in Control of Collected Data

When you register systems in Novell Customer Center, only information about each system you register is collected. No additional data is collected. This data is stored securely and used by Novell to support you as a customer. Nobody else, including your sales representative, can view this information unless you give them access.

1.6 Additional Information

For additional information about Novell Customer Center, refer to the following:

- Frequently Asked Questions document (http://www.novell.com/customercenter/faq.html).
- Online demo, available from the *About Customer Center* link in Novell Customer Center.

Administering Your Novell Customer Center Account

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After you have created an account in the Novell® Customer Center and are specified as an Organization Administrator, you can add and manage users and control their access to your information.

This chapter includes the following sections:

2.1 Managing Your Account

Novell Customer Center provides the following account management tasks:

2.1.1 Creating an Account

You must have a Novell Login account to log in to Novell Customer Center. A Novell Login account provides access to several Novell services, including Novell Customer Center. If you do not have an account, you must create one the first time you log in to Novell Customer Center.

To create a Novell Login account:

1 Go to the Novell Customer Center Login Web page (http://www.novell.com/center).

2 Click *Create New Account*.

3 Enter the required information in the form on the *Account Creation* page.

4 Click *Create Login*.

Your Novell Login account is created.

After you have a Novell Login account, you can log in to Novell Customer Center. Your Novell Customer Center account is created automatically according to the following conditions:

- If you install a provisional system (a system installed without an activation code) or download an evaluation activation code:

  The first time you install a supported product and choose to register it with Novell Customer Center without an activation code, an account is created for the e-mail address you enter during the registration process. Any additional products you register for that e-mail address or download when logged in are automatically added to your account.

- If you are listed as the contact on a sales order to Novell:

  Your account is created in the organization representing the company on the order.

- If you are added as an entitled user or Organization Administrator by another Organization Administrator:

  Your account is registered as a member of that organization.

You can be a member of multiple organizations, including the one that was created when you created your Novell account and any others that you are added to by that organization's administrator or automatically assigned to you based on a purchase.

2.1.2 Logging In to Novell Customer Center

1 Go to the Novell Customer Center Login Web page (http://www.novell.com/center).

2 Enter your Novell Login name and password.

You must have a Novell Login account to be able to access Novell Customer Center. If you do not have an account, click *Create Account* and follow the instructions to create an account, as explained in Section 2.1.1, "Creating an Account," on page 13.

3 Click *Login*.

The Novell Customer Center opens.

Figure 2-1 *Novell Customer Center Home Page*
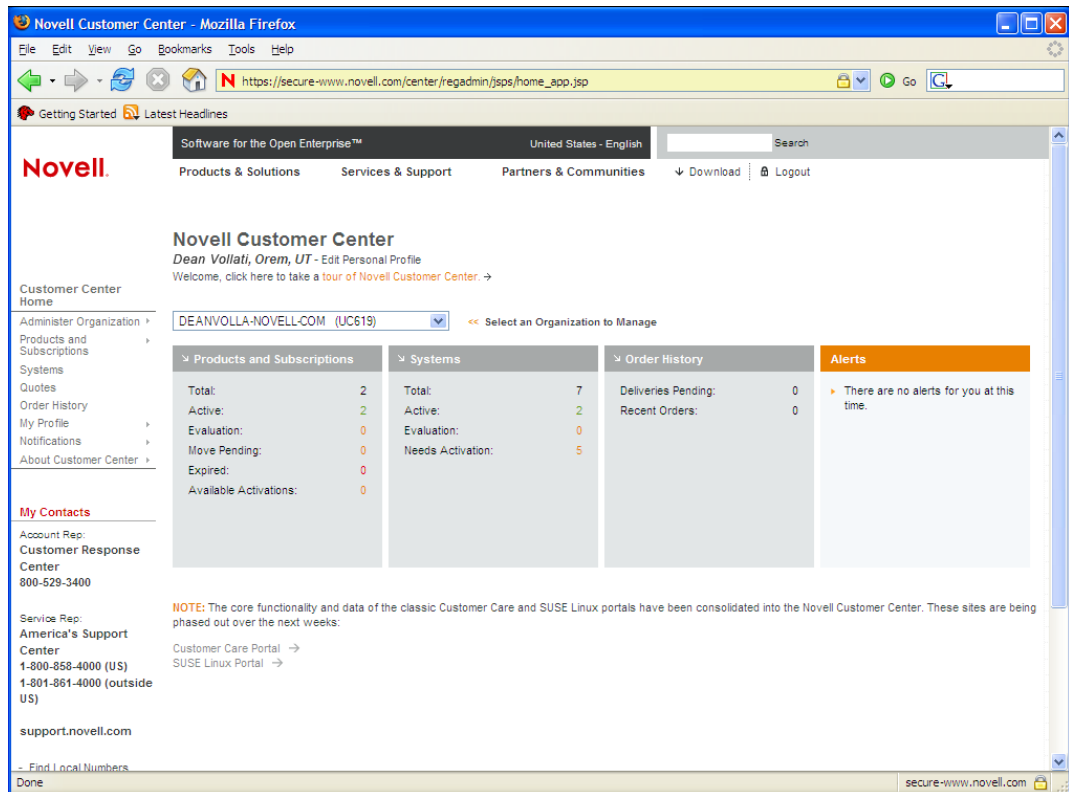
2.1.3 Managing Account Information

Your personal account information includes details such as your name and contact information. This information is stored as part of your Novell Login account. To edit your account information:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > Edit My Profile*.

3 Edit your information as desired.

4 Click *Save*.

2.2 Managing Access for Organizations

You can specify who has access to information about products, subscriptions, and other services that are listed for your organization. The following tasks are described:

- Section 2.2.1, "How Organizations Are Created for You," on page 15
- Section 2.2.2, "How You Might Belong to Multiple Organizations," on page 15
- Section 2.2.3, "Updating Organization Address Information," on page 16
- Section 2.2.4, "Viewing Another Organization," on page 16
- Section 2.2.5, "Viewing an Organization's Order History," on page 16

2.2.1 How Organizations Are Created for You

In Novell Customer Center, accounts are placed into organizations. For example, an organization can represent a company and contain the systems and subscriptions registered to that company.

When you create a Novell Login account, you are added to a company's organization if either of the following is true:

- The subscription was purchased under a Novell contract (*x*LA) tied to that company
- An Organization Administrator added you as a user, group, or Organization Administrator

A company is created for you if:

- You register an evaluation product
- You download an evaluation activation code
- You purchase an OEM or Redbox product and install it
- You don't enter a code upon registration (known as provisional access)

You can be a member of multiple organizations, including the one that was created when you created your Novell account and any others that you are added to by that organization's administrator or are automatically assigned to based on a purchase.

2.2.2 How You Might Belong to Multiple Organizations

A user can be associated with multiple organizations in Novell Customer Center. This is useful, for example, if a reseller needs to use a single Novell Customer Center login to view and manage information for multiple customers.

A user's role and access to information changes when switching to a different organization, based on the user's assigned roles in that organization. For information about the available roles, see Section 1.2, "Who Should Use Novell Customer Center?," on page 10.

For information about how to switch to another organization, see Section 2.2.4, "Viewing Another Organization," on page 16.

2.2.3 Updating Organization Address Information

If it becomes necessary to change the address information for an organization:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Administer Organization*.

3 Click *Edit* next to the *Organization Information* heading.

4 Fill out the *Edit Organization Data* form with the updated information, then click *Save*.

   The changed information appears in the *Organization Information* section of the *Overview* tab.

2.2.4 Viewing Another Organization

1 Log in to Novell Customer Center.

   If you are a member of only one organization, the name of the organization appears on the Novell Customer Center home page, above the information for that organization. In this case, you cannot view another organization.

   If you are a member of multiple organizations, a drop-down menu allows you to select the organization you want to view.

2 Select the organization you want to view from the drop-down menu.

   The page changes to show the information for the selected organization. Your role and access to information changes based on your assigned rights whenever you switch to a different organization.

You can switch to another organization from within several Novell Customer Center pages. For example, if you are viewing the systems for one of your organizations, you can use the drop-down menu on the Systems page to switch to the system information for another organization.

2.2.5 Viewing an Organization's Order History

Novell Customer Center logs your organization's orders for Novell products, subscriptions, quotes from Novell, and services.

To view your organization's order history:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Order History* in the left navigation frame.

   The order history appears in a table similar to other Novell Customer Center tables.

3 To view information about an order, double-click the order in the *Order History* table.

Order information includes contract orders placed under any associated purchase order given to Novell, and the date when the order reached Novell. The table also lists any line items associated with the order and information about how they were delivered.

2.3 Managing Access for Users

In many organizations, more than one person needs access to system information. For example, the organization's purchasers and IT administrators might need information about the organization's account.

Novell Customer Center defines three types of users:

Organization Administrators control rights for the entire organization. They can add users, groups, or other administrators.

Group Administrators have administrative rights within a group of subscriptions or systems that was created by the Organization Administrator.

Entitled Users have activated a system by using a subscription that is owned by the organization or were granted rights to other subscriptions by a Group or Organization Administrator. User access to the site is limited to information about that particular system, unless the Group or Organization Administrator grants rights to other subscriptions or systems.

This section describes the following tasks:

- Section 2.3.1, "Viewing User Information," on page 17
- Section 2.3.2, "Adding Users to the Organization," on page 18
- Section 2.3.3, "Setting User Entitlements for a Subscription," on page 19
- Section 2.3.4, "Restricting Activation Rights for a Subscription," on page 19
- Section 2.3.5, "Removing Users From the Organization," on page 19

2.3.1 Viewing User Information

Only Organization Administrators can see information about users. To view the Users page:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Administer Organization > Administer Users* (available only to Organization Administrators).

The Users page opens.
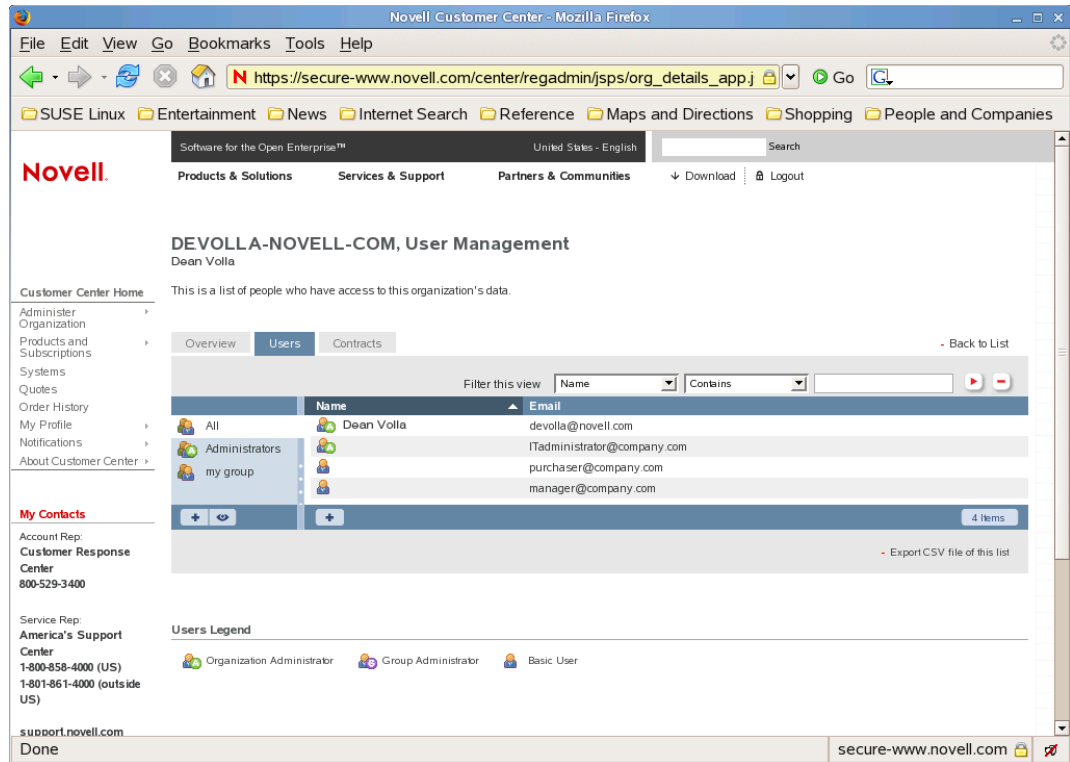
2.3.2 Adding Users to the Organization

Novell Customer Center enables you to give access to your organization's information to anybody you choose. This can include co-workers, other interested people in your company, your Novell, sales representatives, or resellers.

NOTE: You can add any user with an e-mail address. However, to access Novell Customer Center, each user must have a Novell Login account using the e-mail address you have assigned. Users can create a Novell Login account the first time they access Novell Customer Center, as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

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1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > My Organizations*.

3 Double-click the organization you want to add users to.

4 Click the *Users* tab.

5 Click the *Add User* (+) button under the *Name* column.

6 Specify the user's e-mail address.

7 (Conditional) If the user is to have administrative responsibilities, select the *Organization Administrator* check box.

Users who are not set as administrators can see only company address information.

8 Click *Add*.

The new user name appears in the user list, represented by the icon for that type of user.

2.3.3 Setting User Entitlements for a Subscription

Users can be set up with different entitlements for each of an organization's subscriptions. Users can be entitled to:

- ◆ Patch and upgrade a subscription
- ◆ Receive installation assistance

To set the user entitlements for a subscription:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions*.

3 Double-click the subscription where you want to set up entitlements.

4 Click *Entitled Users*.

5 Double-click the user whose entitlements you want to set.

6 Select the entitlements you want to give that user, then click *Save*.

2.3.4 Restricting Activation Rights for a Subscription

To allow only a specified set of users in your organization to activate products for a subscription:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions*.

3 Double-click the subscription to which you want to restrict access.

4 Click *Entitled Users*.

5 Check the box labeled *Restrict activation rights to this list*.

Only the users in that list can install products using the activation code for this subscription.

TIP: If your users are organized into groups, you can create a group containing the users who are permitted to activate products, then restrict activation rights to only the users in that group.

2.3.5 Removing Users From the Organization

To remove users who should no longer have access to your organization's information:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > My Organizations*.

3 Double-click the organization containing the users you want to remove.

4 Click the *Users* tab.

5 Select the user you want to delete.

6 Click the *Remove* (-) icon under the *Name* column.

7 Click *Yes* to confirm that you want to delete the user.

The deleted user is no longer a part of your organization and can no longer access any information about it.

2.4 Managing Access for User Groups

You can place your users into groups and assign a user in each group as the Group Administrator. Using groups makes it easier to provide customized information to specific groups of users. For example, you might want the members of an IT administrators group to have access to different information than your software purchasers group.

This section contains the following information:

- Section 2.4.1, "Viewing User Groups," on page 20
- Section 2.4.2, "Creating, Editing, or Deleting a User Group," on page 20
- Section 2.4.3, "Adding Users to a Group," on page 21
- Section 2.4.4, "Removing Users from a Group," on page 21

2.4.1 Viewing User Groups

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > My Organizations*.

3 Double-click the organization containing the groups you want to view.

On the *User Management* page, the left column lists the groups in your organization. If this column does not appear in your view, click the View (eye) icon to display the column. Toggle between showing and hiding the Groups column by clicking the View icon while that column is visible.

2.4.2 Creating, Editing, or Deleting a User Group

To create a group:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > My Organizations*.

3 Double-click the organization where you want to create a group.

4 Click the *Users* tab.

5 Click the *Add* (+) icon under the Groups column.

6 Type a name for the group and click *Add*.

The new name appears in the list of groups. After the group is created, you can:

- Change the group name by selecting the group and clicking the *Edit* (pencil) icon.
- Delete the group name by selecting the group and clicking the *Remove* (-) icon.

  Groups created by default (All and Administrators) cannot be deleted.

2.4.3 Adding Users to a Group

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > My Organizations*.

3 Double-click the organization containing the group where you want to add users.

4 Click the *Users* tab.

5 Click the group name.

6 Click the *Add* (+) icon under the *Name* column.

7 Type the e-mail address of the user.

Or

If the user already exists in your organization, click *All* in the groups list, then select the user name and drag it to the group name. This opens the view for the group you moved the user to. You can then double-click the user name and make that user an Organization Administrator, if desired.

8 (Conditional) If you want the new user to administer the group, select the *Organization Administrator* check box.

9 Click *Add*.

2.4.4 Removing Users from a Group

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *My Profile > My Organizations*.

3 Double-click the organization containing the group where you want to remove users.

4 Click the *Users* tab.

5 Click the group name.

6 Select that user's name and click the *Remove* (-) icon.

The selected user is no longer listed in the group.

IMPORTANT: Removing a user from a group also removes the user from the organization. If you don't want to delete the user from the organization, move that user to a different group, such as All, rather than deleting the user.

Managing Products and Systems

3

Novell® Customer Center gives you a single location from which you can manage your products and subscriptions, view and manage your installed systems, and perform various other actions that help you manage your Novell product accounts.
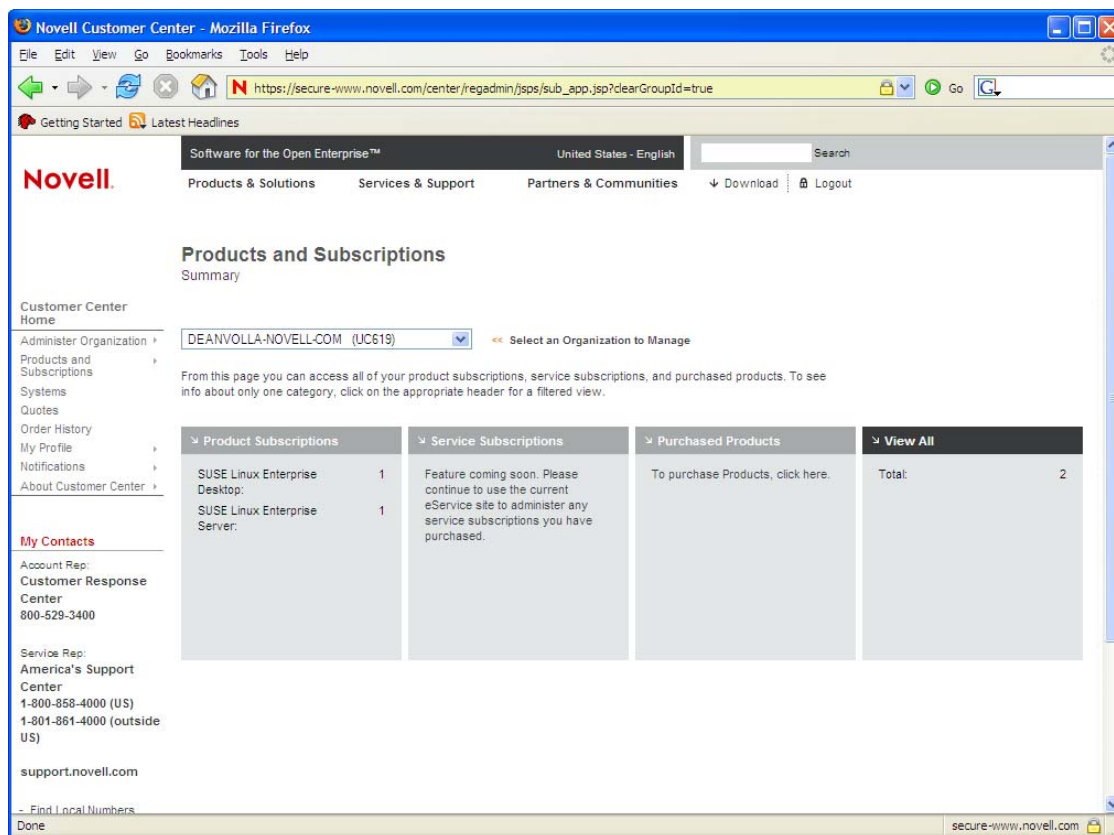
In this first release, most of the active features are located in the following parts of Novell Customer Center:

3.1 Products and Subscriptions

The Products and Subscriptions page provides access to information about your purchased products and product subscriptions.

Figure 3-1 *Products and Subscriptions Page*

This helps you determine which products and subscriptions are current and which need to be updated. The following tasks are available:

3.1.1 Managing Product Subscriptions

The Product Subscriptions portion of Novell Customer Center enables you to easily manage your product subscriptions. The following tasks are available:

Activating a Product Subscription

When you purchase a subscription, it is automatically added to the Product Subscription list in Novell Customer Center, but you still need to activate it.

To activate the subscription:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions*.

3 Double-click the new product subscription.

   Double-clicking the subscription automatically activates it. An activation code appears in the *Product Subscription Information* section of the subscription overview.

Manually Creating a Product Subscription

You can manually create a subscription, as long as you have the activation code you received when you purchased the product.

To manually create a product subscription:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions*.

3 Click *Product Subscriptions*.

4 Click the *Add (+)* icon beneath the *Name* column.

5 Type the activation code, then click *Add*.

Viewing Basic Information About Your Product Subscription

You can view basic information about your product or subscription, including:

- The activation code, renewal date, type of subscription, the name of the product subscription, and the current status
- The number of users of each type who can access information about that product subscription
- The number of systems that are activated for this product subscription
- Information about available downloads, if there are any

To view basic information about your product subscription:

1 Log in to Novell Customer Center as described in .

2 Click *Products and Subscriptions* in the left navigation frame.

3 Click *List of Products and Subscriptions* in the left navigation frame to display the Products and Subscriptions page.
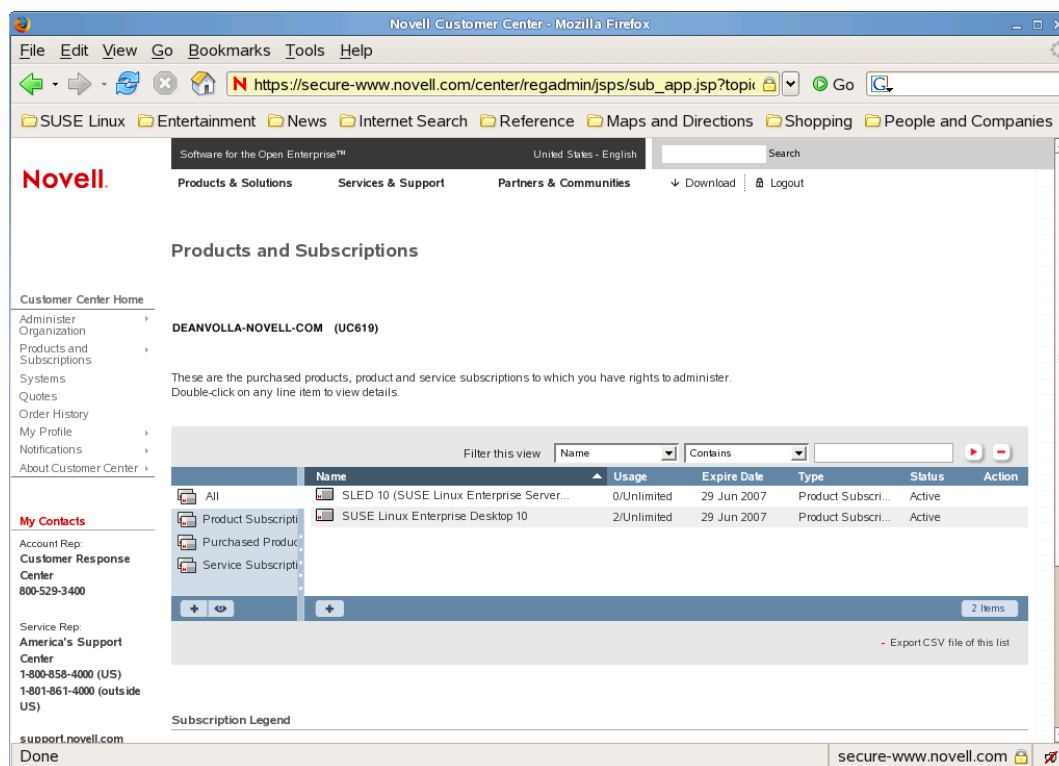
4 Double-click a product subscription in the list.

5 Click *Overview*.

Understanding Subscription Status

In the *Subscription* list, the *Status* column displays one of three states described in the following table:

Table 3-1 *Subscription Status Definitions*

Status	Definition
Active	The subscription is purchased, activated, and eligible to receive patches and updates.
Evaluation	The subscription was granted as part of an evaluation installation and will function for 60 days. Systems operating under evaluation subscriptions are eligible to receive patches and updates during the evaluation period. The systems will continue to function after the evaluation period expires, but will not benefit from the management capabilities within Novell Customer Center, most notably patches and updates.
Expired	The subscription has exceeded its term limit and is no longer eligible to receive patches and updates.

It's important to understand these states so you can monitor your subscriptions and renew them before they expire.

Creating Subscription Compliance Reports

Organization Administrators and Group Administrators can create reports that show the compliance of systems installed under a selected subscription.

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions*.

3 Click *Export CSV file of this list*.

4 Either open the file with a spreadsheet or save it to disk to open later.

Renewing a Product Subscription

When a subscription nears its expiration date, Novell Customer Center notifies all entitled users who have access to the subscription. To avoid losing access to updates and patches, you should renew the product subscription before it expires. However, you can also renew an expired subscription and regain access to patches and updates.

To renew a subscription:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

3 Locate the subscription you want to renew.

4 In the Action column for the subscription, click *Renew*.

   If there is no *Renew* link, you do not need to renew the subscription at this time.

What happens next depends on how you purchased the product. You might see a window where you can enter your credit card information to purchase directly from Novell. Or, you might be redirected to your reseller so you can renew through them. In either case, follow the on-screen instructions to complete the transaction.

Editing a Description of Your Product Subscription

Use the *Properties* tab to enter information about your product subscription. Currently, the only available property is a description of your product subscription. It might be helpful to edit the sometimes-cryptic names that are automatically entered when you register a product so they are easier to identify.

To enter or edit a description:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

3 Double-click a product subscription in the list.

4 Click *Properties*.

5 Type a description of the product subscription.

6 Click *Save*.

The new description prepends the default name for that product subscription in the Products and Subscriptions list. The default name remains, enclosed in parentheses.

Managing the Entitled Users of a Product Subscription

To manage which users have access to information about the selected product (available only to Group and Organization Administrators):

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

3 Double-click a product subscription in the list.

4 Click *Entitled Users*.

5 (Optional) To add a user to the Entitled Users list, click the *Add* (+) icon, type the e-mail address of the user you want to add, then click *Add*.

6 (Optional) To delete a user from the list, click the user's entry in the list, click the *Remove* (-) icon, then click *Yes* to confirm that you want to delete the user.

7 (Optional) Use the check boxes to specify whether you want Organization and Group Administrators to know when a user is added to the Entitled Users list and whether you want to restrict rights so only the listed users can activate systems.

Managing the Details of the Systems Where the Product Is Installed

To view and edit information for the systems installed under this product subscription:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

3 Double-click a product subscription in the list.

4 Click *Systems*.

5 Double-click the system you want to view or edit.

An overview of information about the selected system appears. This page shows a variety of information about the system and the product subscription.

6 (Optional) In addition to the viewable information, you can edit the properties for the selected system, either by clicking the *Properties* tab or by clicking the *Edit* link next to the *System Properties* heading.

Editable information includes the name and description of the system and details about where the system is located.

7 (Conditional) If you choose to edit the information by performing Step 6, edit it as desired, then click *Save*.

Moving a Product Subscription to Another Organization

If responsibility for a red box, OEM, provisional, or evaluation product or subscription shifts to another organization, you can move that product or subscription from your organization to the other one.

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

3 Double-click a product subscription in the list.

4 Click *Move Subscription*.

5 Select the company from the drop-down menu or specify the e-mail address of the Organization Administrator who manages the new organization for the subscription, then click *Move*.

3.1.2 Creating a Product of Subscription Group

If you have many subscriptions, you might find it easier to manage your subscriptions if you organize them in groups.

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

Any existing groups appear in the left column, in the blue shaded area.

3 Click the *Add (+)* icon under the group list.

4 Type a name for the group.

5 In the box provided, type the e-mail address of the Group Administrator.

To add additional administrators, click *Add New* and type the e-mail address for each person you want to add.

6 Click *Save*.

The new group appears in the left column.

3.1.3 Adding a Subscription to a Group

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions* in the left navigation frame.

3 Click the group where the subscription currently exists, or click *All*.

4 Drag the subscription and drop it onto the name of the group you want to place it in.

3.1.4 Receiving Notification of Product Releases and Patches

You can configure Novell Customer Center to notify you about the releases of products and patches.

There are two types of notification:

- "Product Release Notification" on page 29
- "Patch Release Notification" on page 30

Product Release Notification

To subscribe or unsubscribe to information about product releases:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Notifications > Product Release Notifications*.

3 Make sure the correct e-mail address for your account is shown.

Correct your e-mail address if necessary. This is the address that notifications are sent to.

4 If you want to receive information about product releases, click *Subscribe*.

5 Click *Submit*.

To unsubscribe:

1 In the left navigation frame, click *Notifications > Product Release Notifications*.

2 Confirm that your e-mail address is correct or provide a different e-mail address.

3 Click *Unsubscribe*, then click *Submit*.

You will no longer receive an e-mail when Novell releases a product.

Patch Release Notification

To subscribe to notifications about patches to the Novell products of your choice:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Notifications > Patch Notifications*.

3 Confirm that the correct e-mail address is entered for your account.

   If the e-mail address is incorrect, click the link to change it.

4 Select the products for which you want to receive patch notifications.

5 Click *update subscriptions*.

   A confirmation e-mail is sent to the address you specified.

6 To complete the request, click the appropriate link in the e-mail.

To unsubscribe:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Notifications > Patch Notifications*.

3 Confirm that the correct e-mail address is entered for your account.

   If the e-mail address is incorrect, click the link to change it.

4 Deselect the products for which you no longer want to receive patch notifications.

5 Click *update subscriptions*.

   A confirmation e-mail is sent to the address you specified.

6 To complete the request, click the appropriate link in the e-mail.

3.1.5 Downloading Patches and Updates

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Products and Subscriptions > List of Products and Subscriptions*.

3 Double-click the product you want to patch or upgrade.

4 In the overview for that product, scroll down to the *Downloads* section, then click *Patches & Updates*.

   If there aren't any available patches or upgrades, that information is provided in the *Downloads* section of the overview.

5 Download the patch or update for the selected product.

3.2 Managing Systems

The Systems area of Novell Customer Center is where you view and manage information about individual installations of Novell products. A system is any device which consumes a Novell activation code that is registered in Novell Customer Center. The following tasks are available:

- Section 3.2.1, "Viewing Your Installed Systems," on page 31
- Section 3.2.2, "Activating a Provisional System," on page 32
- Section 3.2.3, "Placing Systems in Groups," on page 32
- Section 3.2.4, "Viewing Information About a System," on page 33
- Section 3.2.5, "Editing System Properties," on page 33
- Section 3.2.6, "Downloading Patches and Updates," on page 33

3.2.1 Viewing Your Installed Systems

A system is automatically created when a product is registered with Novell Customer Center during installation, even if the product didn't use an activation code during registration. To view the registered systems:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems* to display the Systems Information page.

If you are an administrator, Novell Customer Center lists all systems registered to your organization, and shows whether those systems need to be activated. If you are not an administrator, you see only your own installations.

3.2.2 Activating a Provisional System

If a system is registered without an activation code during installation, it is listed in Novell Customer Center as provisional system. You can activate a provisional system at any time after the install by entering its activation code in Novell Customer Center.

To activate a provisional system:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems*.

3 Click the system you want to activate, then click the *Key* icon.

4 Select a subscription from the list or enter your activation code in the box.

5 Click *Activate*.

3.2.3 Placing Systems in Groups

If your organization contains many systems, it is easier to manage those systems if they are in groups. For example, you might create groups for different departments, different groups of users, or different products, or for any other type of grouping you find convenient.

Creating a Group

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems*.

The Systems Information page appears. The left column of the *Systems* list shows the currently available groups. By default, there are two groups: All and Needs Activation.

3 Click the *Add* (+) icon under the list of groups.

4 Type the new group name, then click *Add*.

The newly created group appears in the list.

Moving a System to a Group

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems*.

The Systems Information page appears. The left column of the *Systems* list shows the currently available groups. The other columns show information about each installed system.

3 Select the name of the system you want to move, then drag it to the name of the group you want to move it to.

You can Shift-click or Ctrl-click to select multiple systems.

The system is moved to the selected group and that group's contents display.

3.2.4 Viewing Information About a System

You can view information about any installed system, including general system information, system properties, the system's product subscriptions, and information about available downloads.

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems*.

3 (Conditional) If your systems are organized in groups, click the name of the group containing the system whose information you want to view.

4 Double-click the desired system.

   The Information page for the selected system opens. The information about the system is displayed on this page.

5 (Optional) Edit the system properties as described in Section 3.2.5, "Editing System Properties," on page 33.

3.2.5 Editing System Properties

You can store useful information about each system in the system's properties. The information you can store includes the system name, a description of the system, and details about where the system is located.

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems*.

3 (Conditional) If your systems are organized in groups, click the name of the group that contains the system you want to edit.

4 Double-click the desired system.

   The Information page for the selected system opens.

5 Open the System Properties page by either clicking the *Properties* tab or by clicking the *Edit* link next to the *System Properties* heading.

6 Edit the properties as desired, then click *Save*.

3.2.6 Downloading Patches and Updates

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Systems*.

3 Double-click the system you want to patch or upgrade.

4 In the overview for that system, scroll down to the *Downloads* section, then click *Patches & Updates*.

   If there aren't any available patches or updates, that information is provided in the *Downloads* section of the overview.

5 Follow the on-screen instructions to download the patch or upgrade for the selected system.

3.3 Monitoring Contract History

Novell Customer Center tracks the history of an organization's contracts. To view your organization's contract history:

1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 14.

2 Click *Administer Organization*.

3 Click *Contracts*.

The *Contracts* tab shows each contract and its expiration date.

4 For further details, double-click on a contract.

You can see the contract discount level, address, contact, and parent contract (if applicable)

Documentation Updates A

The following updates have been made to this guide:

- Section A.1, "September 14, 2006," on page 35

A.1 September 14, 2006

- Substantial editing, reorganization, and additional content throughout