

Guide

Novell® Novell Customer Center

2.3

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www.novell.com



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About This Guide

This guide 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 sections:

- ♦ Chapter 1, “Introducing Novell Customer Center,” on page 9
- ♦ Chapter 2, “Administering Your Novell Customer Center Account,” on page 13
- ♦ Chapter 3, “Managing Products and Systems,” on page 35
- ♦ Chapter 4, “Managing Maintenance Support Benefits,” on page 77
- ♦ Appendix A, “Documentation Updates,” on page 79

Audience

This guide is intended for the people responsible for purchasing and maintaining Novell products for 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 the [Novell Documentation Feedback site \(http://www.novell.com/documentation/feedback.html\)](http://www.novell.com/documentation/feedback.html) and enter your comments there.

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In Novell documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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Introducing Novell Customer Center

1

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 do the following:

- ◆ 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:

- ◆ [Section 1.1, “System Requirements,” on page 9](#)
- ◆ [Section 1.2, “Who Should Use Novell Customer Center?,” on page 10](#)
- ◆ [Section 1.3, “Key Features and Benefits,” on page 10](#)
- ◆ [Section 1.4, “Future Enhancements,” on page 11](#)
- ◆ [Section 1.5, “You Are in Control of Collected Data,” on page 12](#)

1.1 System Requirements

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

- ◆ 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 2 GB.

1.2 Who Should Use Novell Customer Center?

Novell Customer Center focuses 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 an Organization Administrator, who 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 five types of users:

- ◆ **Organization Administrators** control rights for the entire organization. They can add users, groups, and other administrators, and they have administrative rights to all subscriptions for that organization.
- ◆ **Group Administrators** have administrative rights within a group of subscriptions that was created by the Organization Administrator.
- ◆ **Organization Users** have limited organization-level access to view all data and perform limited actions.
- ◆ **Group Users** have limited group-level access to view all data and perform all actions for the specified group.
- ◆ **Entitled Users** have activated a system by 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. For information about logging on to your account and managing information, see [Section 2.1, “Managing Your Account,” on page 13](#).

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:

- ◆ An overview of supported products in an organization
- ◆ Patches and updates for shipping Linux products from Novell
- ◆ An order history for Novell products, subscriptions, and services

- ◆ You can work more productively
- ◆ You can lower system management costs
- ◆ You can make better business decisions
- ◆ Entitlement visibility for new SUSE Linux Enterprise products
- ◆ An 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.

1.3.1 Key Features and Benefits for Purchasers

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

- ◆ Review purchases
- ◆ Renew subscriptions
- ◆ 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 do the following:

- ◆ 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 do the following:

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

1.4 Future Enhancements

Novell Customer Center will be expanded in the future to provide even more features and benefits. Some of the enhancements planned for the future include the following:

- ◆ Tools to help plan purchases
- ◆ Synchronization of renewal dates
- ◆ Additional notification management
- ◆ Integrated Xen* virtual image awareness
- ◆ Integration with Novell 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.

Administering Your Novell Customer Center Account

2

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

This section includes the following topics:

- ♦ [Section 2.1, “Managing Your Account,” on page 13](#)
- ♦ [Section 2.2, “Working with Organizations,” on page 19](#)
- ♦ [Section 2.3, “Working with Users,” on page 23](#)
- ♦ [Section 2.4, “Managing User Groups,” on page 29](#)

2.1 Managing Your Account

Novell Customer Center provides the following account management tasks:

- ♦ [Section 2.1.1, “Creating an Account,” on page 13](#)
- ♦ [Section 2.1.2, “Logging In to Novell Customer Center,” on page 15](#)
- ♦ [Section 2.1.3, “Managing Account Information,” on page 16](#)
- ♦ [Section 2.1.4, “Receiving Notifications,” on page 18](#)

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.

You might already have a Novell Customer Center account under the following circumstances:

- ♦ You have installed a system without an activation code or downloaded 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.
- ♦ 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.
- ♦ You are added as an entitled user or Organization Administrator by another Organization Administrator. Your account is registered as a member of that organization.

NOTE: 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.

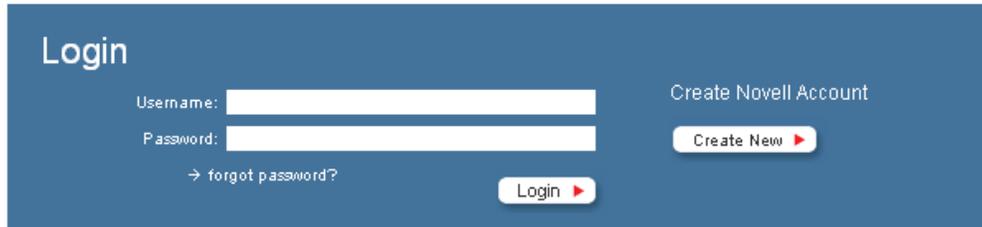
If you do not have an account, you must create one the first time you log in to Novell Customer Center.

To create a Novell Login account:

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

Novell Login

Authentication is required to access this page or file. → [what does this mean?](#)



The screenshot shows the Novell Login page. It features a dark blue header with the word "Login" in white. Below the header, there are two input fields for "Username:" and "Password:". To the right of these fields is a link "Create Novell Account" and a button "Create New" with a right-pointing arrow. Below the password field is a link "→ forgot password?". At the bottom center is a "Login" button with a right-pointing arrow.

- 2 Click *Create New*, which is to the right of the account login fields.

Novell Login

The first step to creating an account is to enter your basic profile information. → [Help](#)

Basic Information



The screenshot shows the "Basic Information" form. It contains the following fields and options:

- First Name* [text input]
- Last Name* [text input]
- Company* [text input] I am not associated with a company
- Street Address* [text input]
- Address 2 [text input]
- Address 3 [text input]
- City* [text input]
- State/Province+ [dropdown menu: Please Select]
- Zip/Postal Code* [text input]
- Country* [dropdown menu: Select a Country]
- Language [dropdown menu: English]
- Telephone* [text input]
- Fax [text input]
- Email Address* [text input]

Certain Novell web sites require that your email be validated before you can access these sites. Once your account has been created you will receive an email message with details on how to validate your email address.

* Required Fields

+ Required in the United States and Canada

Login Information

Username*

Password*

Repeat Password*

Your password must contain at least 6 characters and must contain at least one letter and one numeric or punctuation character.

Security Question*

Security Answer*

Repeat Security Answer*

- 3 Fill in the required information and click *Create Login*.

Your Novell Login account is created.

After you have a Novell Login Account, you can log in to Novell Customer Center.

2.1.2 Logging In to Novell Customer Center

- 1 Go to the [Novell Customer Center Login Web page \(http://www.novell.com/center\)](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 New* and follow the instructions in [Section 2.1.1, “Creating an Account,”](#) on page 13.

- 3 Click *Login*.

Novell Customer Center
 Ed Newman, Provo, UT - Edit Personal Profile
 Welcome, click here to take a [tour of Novell Customer Center](#). →

Customer Center Home
 My Profile >
 My Products >
 My Support >
 My Training >
 Administration >

We hope the Novell Customer Center will help you get added value from the products and services you have purchased. Feel free to contact us if you have any questions in using the Customer Center. Contact information is provided for your convenience in the left column of every page. Please let us know via the feedback link on the bottom of the page if you have comments or suggestions for improvement.

555 Music Lane Provo, UT (100) << Select an Organization to Manage

My Products	Systems	Order Tracking	Alerts
Total: 7	Total: 15	Deliveries Pending: 0	▶ 1 Subscriptions to renew.
Active: 1	Active: 15	Recent Orders: 0	▶ 6 Subscriptions have expired.
Evaluation: 0	Evaluation: 0		
Move Pending: 0	Needs Activation: 0		
Expired: 6			

My Contacts
 Account Rep:
Customer Response Center
 800-529-3400

Service Rep:
America's Support Center
 1-800-858-4000 (US)
 1-801-861-4000 (outside US)

support.novell.com

- Find Local Numbers
- Request call
- Buy

Promotions
 01 **Novell Teaming + Conferencing** is now available for purchase. If you own Novell Open Workgroup Suite, don't miss out on the opportunity to purchase this new product at a discounted price!

Quicklinks

- Cool Solutions
- KnowledgeBase
- Service Requests
- Patches and Updates
- Certified Partner Products
- Software and Hardware Certification Database
- Enhancement Requests (en)

This screen shows you a snapshot of your products and subscriptions, systems, order history, and alerts. On the left is a list of menu items you'll use to navigate within Novell Customer Center. Click *Customer Center Home* at the top of the menu list to return to the home page.

There are four areas of information:

- ◆ **My Products.** This area gives you an overview of your purchased products and subscriptions. For more information, see [Section 3.1, "Managing Products and Subscriptions,"](#) on page 35.
- ◆ **Systems.** This area gives you an overview of your systems. For more information, see [Section 3.2, "Managing Systems,"](#) on page 58.
- ◆ **Order Tracking.** This area shows you the number of deliveries that are pending and your recent orders. For more information, see [Section 3.4, "Viewing an Organization's Order History,"](#) on page 69.
- ◆ **Alerts.** This area shows you if you have subscriptions to renew or moves to approve. For more information, see ["Monitoring Product and Subscription Renewals"](#) on page 39.

You can click each heading for more detailed information, or you can use the menu on the left to navigate Novell Customer Center.

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 15.

2 Click *My Profile* > *Login Profile* in the left navigation frame.

Software for the Open Enterprise™ Choose Country - English Search

Novell. Products & Solutions Services & Support Partners & Communities Download Logout

Edit My Profile

Ed Newman, Novell Music

Customer Center Home My Profile **Login Profile** Validate email Organizations Quotes About Customer Center

You can edit your Novell Login information here. When finished, click the Save button to apply your changes or the Cancel button to revert to previously saved data. → Help

Basic Information

First Name* Ed
Last Name* Newman
Job Title* CIO
Company* Novell Music I am not associated with a company
Street Address* 555 Music Lane
City* Provo
State/Province+ UT (Utah - USA)
Zip/Postal Code* 84606
Country* United States
Language English
Telephone* 555-5555
Fax
Email* ednewman@novellmusic.com Status: **Not Validated**

When you enter a new email address you will be sent a confirmation email with details on how to re-validate your email address.

Login Information

Username admin_cc11
Password
Repeat Password
Your password must contain at least 6 characters and must contain at least one letter and one numeric or punctuation character.
Security Question novell
Security Answer
Repeat Security Answer

Save
Cancel

3 Edit your information as desired.

The *Status* message next to the e-mail field lets you know if the e-mail address has been validated. To validate an e-mail address, click *Validate e-mail* in the left navigation frame, then follow the instructions. You can also click *My Profile* > *Validate e-mail* in the left navigation frame on the home page.

4 Click *Save*.

2.1.4 Receiving Notifications

You can receive notifications for patch availability, certain actions within Novell Customer Center, and new software availability. This section includes information on the following tasks:

- ◆ “Selecting Notifications” on page 18
- ◆ “Selecting Notifications Based on Products” on page 19

Selecting Notifications

- 1 Log in to Novell Customer Center as described in Section 2.1.2, “Logging In to Novell Customer Center,” on page 15.
- 2 Click *My Profile* > *Notifications* in the left navigation frame.

The screenshot shows the Novell Customer Center interface. At the top, there is a navigation bar with the Novell logo, the text 'Software for the Open Enterprise™', and a search bar. Below the navigation bar are tabs for 'Products & Solutions', 'Services & Support', and 'Partners & Communities'. The main content area is titled 'My Notifications' and contains the following sections:

- Global Settings:** A section for configuring notification preferences. It includes a dropdown menu for 'Choose your region' set to 'North America' and radio buttons for 'Choose your default format for new notifications' set to 'Text'.
- Notifications:** A section for selecting specific notification types. It includes checkboxes and dropdown menus for 'Patches & Updates' (set to 'Daily') and 'Security Bulletins' (set to 'Daily').
- Customer Center:** A section for selecting specific product notifications. It includes checkboxes for 'Add Entitled Product User', 'Move Product', and 'Evaluation Expiration', each with a 'Choose Products' link.
- Newsletters:** A section for selecting newsletter preferences. It includes a checkbox for 'New software email notices'.

At the bottom of the page, there is a large red 'N' logo and 'cancel' and 'save' buttons.

- 3 Fill in the required information.

Global Settings. Select your region and format for the notification.

Notifications. Select which notifications you want to receive and how often.

- ◆ Patches. Select whether you want to receive patch notifications and security bulletins and how often you want to receive them.
- ◆ Customer Center. Selecting one of these options allows you to receive notifications for all products for organizations in which you are an organization administrator. Select whether you want to receive notifications when
 - ◆ An entitled product user is added. You can also monitor the addition of entitled users to specific products. See “Selecting Notifications Based on Products” on page 19.

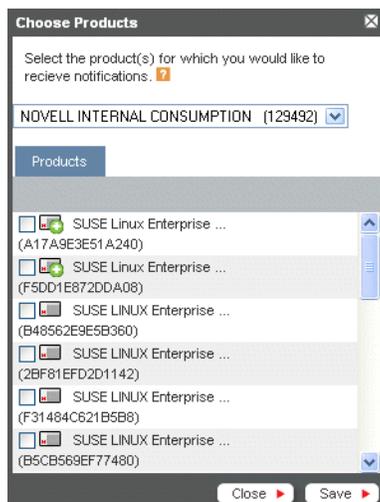
- ◆ A request to access a locked product is made. You can also monitor these types of request by product. See [“Selecting Notifications Based on Products” on page 19](#).
- ◆ A request to move a product. You can also monitor move requests by product. See [“Selecting Notifications Based on Products” on page 19](#).
- ◆ A product evaluation is about to expire.
- ◆ A product is about to expire.

Newsletters. Select whether you want to receive e-mail notices of new software availability. Click *Novell Software Downloads* for latest software revisions.

4 Click *Save*.

Selecting Notifications Based on Products

- 1 Open the Notifications page as described in [“Selecting Notifications” on page 18](#).
- 2 After you have selected one of the notification choices that allow product-specific notification, click *Choose Products*.



- 3 Select an organization from the drop-down menu.
- 4 Select the products you want to monitor.
- 5 Click *Save*.
- 6 Click *Save* on the My Notifications page.

2.2 Working with Organizations

If you are an Organization Administrator, you can specify who has access to information about products, subscriptions, and other services that are listed for your organization. For information on adding organization administrators, see [Section 2.3.2, “Adding an Organization Administrator or an Organization User to an Organization,” on page 25](#).

The following sections provide more information:

- ◆ [Section 2.2.1, “How Organizations Are Created for You,” on page 20](#)
- ◆ [Section 2.2.2, “Belonging to Multiple Organizations,” on page 20](#)

- ♦ [Section 2.2.3, “Updating Organization Address Information,” on page 20](#)
- ♦ [Section 2.2.4, “Viewing Another Organization,” on page 22](#)
- ♦ [Section 2.2.5, “Requesting Access to an Organization’s Account,” on page 22](#)

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 (xLA) tied to that company
- ♦ An Organization Administrator added you as an Entitled User, a Group Administrator, or an Organization Administrator

An organization is created for you if you

- ♦ Register an evaluation product
- ♦ Purchase an OEM or Red Box product and install it
- ♦ Don’t enter a code upon registration

2.2.2 Belonging 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 22](#).

2.2.3 Updating Organization Address Information

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 15](#).
- 2 Click *Administration > Organizations* in the left navigation frame.
- 3 Select an organization.

EDNEWMAN-PERSONAL, Detail

Ed Newman

Here you will find detailed information regarding this organization, its users, contracts and contacts.

Overview Users Contracts

[Back to List](#)
[Remove Organization](#)

Organization Information [\(Edit\)](#)

Name	EDNEWMAN-PERSONAL
Address	555 Homestrech Rd
City	New York
State/Province	New York
Zip/Postal Code	12345
Country	United States
Organization ID#	UC94389

User Summary [\(Edit\)](#)

Total	2
Organization Administrators	2
Group Administrators	0
Basic Users	0

Contracts [\(View\)](#)

Current	0
Pending	0
Expired	0
Terminated	0

4 Click *Edit* or *Request Change* next to the *Organization Information* heading.

Whether you see *Request Change* or *Edit* depends on the way your account was created. When you click the *Request Change* link and change your organization information, your changes are submitted to the appropriate team at Novell for review prior to being displayed in Novell Customer Center. When you click *Edit*, your changes are made directly.

Request Change

To update your organization's information, please fill out the form below and press the Send button. ?

Name:

Address:

City:

State/Province:

Zip/Postal Code:

Country:

Reason for requesting change:

5 Fill in the form with the new information, then click *Save* (or *Send*).

2.2.4 Viewing Another Organization

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.

The screenshot displays the Novell Customer Center interface. At the top, it shows the user's name 'Ed Newman, Provo, UT' and a welcome message. Below this is a navigation menu on the left with options like 'My Profile', 'My Products', 'My Support', 'My Training', and 'Administration'. A central dropdown menu is set to '555 Music Lane Provo, UT (100)'. Below the dropdown are three data tables: 'My Products', 'Systems', and 'Order Tracking'. The 'My Products' table shows 7 total products, 1 active, 0 evaluations, 0 move pending, and 6 expired. The 'Systems' table shows 15 total systems, 15 active, 0 evaluations, and 0 needs activation. The 'Order Tracking' table shows 0 deliveries pending and 0 recent orders. To the right of these tables is an 'Alerts' section with 1 subscription to renew and 6 subscriptions that have expired. Below the tables are sections for 'Promotions' (highlighting a 01 Novell Teaming + Conferencing offer) and 'Quicklinks' (listing various support resources like Cool Solutions, KnowledgeBase, and Service Requests).

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 new page shows the information for the selected organization. Your role and access to information in this organization changes based on your assigned rights for this organization.

NOTE: 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 Requesting Access to an Organization’s Account

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
 - 2 If you are a member of more than one organization, select *Request Access Form* from the organization drop-down list on any page showing the *Select an Organization to Manage* field.
- or

- ♦ **Group Administrators** have administrative rights within a group of subscriptions that was created by the Organization Administrator.
- ♦ **Organization Users** have limited organization-level access to view all data and perform limited actions.
- ♦ **Group Users** have limited group-level access to view all data and perform all actions for the specified group.
- ♦ **Entitled Users** have activated a system by 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.

This section describes the following tasks:

- ♦ [Section 2.3.1, “Viewing User Information,” on page 24](#)
- ♦ [Section 2.3.2, “Adding an Organization Administrator or an Organization User to an Organization,” on page 25](#)
- ♦ [Section 2.3.3, “Removing Users from an Organization,” on page 26](#)
- ♦ [Section 2.3.4, “Editing a User,” on page 28](#)

2.3.1 Viewing User Information

Only Organization Administrators or Organizational Users can see information about all 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 15](#).
- 2 Click *Administration > Organizations* in the left navigation frame. (This menu item is available only to Organization Administrators).
- 3 Select an organization.
- 4 Click the *Users* tab.

EDNEWMAN-NOVELLMUSIC-COM, User Management
Ed Newman, Provo, UT

This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Overview **Users** Contracts - Back to List

Filter this view: Name Contains ▶ ◀ ⊕

	Name	Email
All	 ednewman@novell.com	ednewman@novell.com
Administrators	 samkenichi@novellmusic.com	samkenichi@novellmusic.com
	 ednewman@novellmusic.com	ednewman@novellmusic.com

3 Items

- Export CSV file of this list

Users Legend

 Organization Administrator
  Group Administrator
  Entitled User
 Organization User
  Group User

- 5 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The  icon to the right of the filter fields applies the filter; the  icon clears it.
- 6 (Optional) Click *Export CSV file of this list* to create a CSV file.

2.3.2 Adding an Organization Administrator or an Organization User to an Organization

Novell Customer Center enables you to give access to your organization’s information to anyone 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 who has 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 15](#).

To add an Organization Administrator or Organization User:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,” on page 15](#).
- 2 Click *Administration > Organizations* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	...	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

2 Items

[Export CSV file of this list](#)

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The  icon to the right of the filter fields applies the filter; the  icon clears it.
- 4 In the *Organization* column, double-click the organization to which you want to add users.
- 5 Click the *Users* tab.

EDNEWMAN-NOVELLMUSIC-COM, User Management

Ed Newman, Provo, UT

This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Overview Users Contracts - Back to List

Filter this view Name Contains

	Name	Email
All		ednewman@novell.com
Administrators		samkenichi@novellmusic.com
		ednewman@novellmusic.com

3 Items

Export CSV file of this list

Users Legend



- 6 Click the *Add User* button under the *Name* column.

Add User

You can give another person access to this organization's data by entering their email address below.

Email:

Organization Administrator

Organization User

Add

- 7 Specify the user's e-mail address and select *Organization Administrator* or *Organization User*.
- 8 Click *Add*.

The new user name appears in the user list, represented by the icon for that type of user. If the user doesn't have a Novell account, the new user is listed by e-mail only.

2.3.3 Removing Users from an 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 15.
- 2 Click *Administration > Organizations* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	...	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Double-click the organization containing the users you want to remove.
- 5 Click the *Users* tab.

EDNEWMAN-NOVELLMUSIC-COM, User Management

Ed Newman, Provo, UT

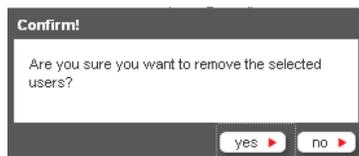
This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Name	Email
All	ednewman@novell.com
Administrators	samkenichi@novellmusic.com
	ednewman@novellmusic.com

Users Legend



- 6 Select the user you want to remove.
- 7 Click the *Remove* icon under the *Name* column.



- 8 Click *Yes* to confirm that you want to remove the user or click *No* to cancel.

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

2.3.4 Editing a User

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2 Click *Administration > Organizations* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	...	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Double-click the organization which contains the users you want to edit.
- 5 Click the *Users* tab.

EDNEWMAN-NOVELLMUSIC-COM, User Management

Ed Newman, Provo, UT

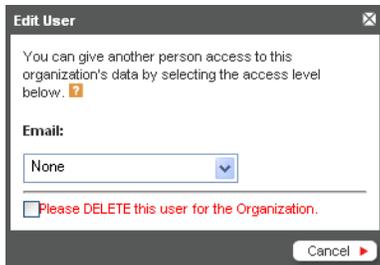
This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Name	Email
All	ednewman@novell.com
Administrators	samkenichi@novellmusic.com
	ednewman@novellmusic.com

Users Legend

Organization Administrator Group Administrator Entitled User
 Organization User Group User

- 6 Double-click the user you want to edit.



- From the drop-down list, select *Organization Administrator*, *Organization User*, or *Entitled User*; then click *Save*.

2.4 Managing User Groups

You can create and edit groups to manage users, making it easier to handle large numbers of users and administrators. Changes to the group name are reflected immediately within the Novell Customer Center site.

This section contains the following information:

- ◆ [Section 2.4.1, “Viewing User Groups,” on page 29](#)
- ◆ [Section 2.4.2, “Creating, Editing, or Deleting a User Group,” on page 30](#)
- ◆ [Section 2.4.3, “Adding Users to a Group,” on page 31](#)
- ◆ [Section 2.4.4, “Removing Users from a Group,” on page 33](#)

2.4.1 Viewing User Groups

- Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,” on page 15](#).
- Click *Administration > Organizations* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

2 Items

Export CSV file of this list

- (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- Double-click the organization containing the groups you want to view.
- Click the *Users* tab.

NOVELL MUSIC INC, User Management

Ed Newman, Provo, UT

This is a list of people who have access to this organization's data. Double-click on any line item to view details.

The screenshot shows the 'Users' tab in the Novell Music Inc User Management interface. The interface includes a navigation bar with 'Overview', 'Users', and 'Contracts' tabs, and a 'Back to List' link. A filter bar allows filtering by 'Name' and 'Contains'. The main area displays a table of users with columns for 'Name' and 'Email'. A left sidebar shows a tree view of groups: 'All', 'Administrators', and 'test group'. The table lists 17 users, including Cori Jones, LaNae Maughan, Micah Beals, Thomas Maynard größtem, Tifini Young, Trina Johns, ednewman@novell.com, lmaughn@novell.com, mhartmann@novellmusic.com, and ednewman@novellmusic.com. The interface also shows pagination (Page 1 of 2) and an 'Export CSV file of this list' link.

	Name	Email
All	Cori Jones	cojones@novell.com
Administrators	LaNae Maughan	lmaughan@novell.com
test group	Micah Beals	mbeals@novell.com
	Thomas Maynard größtem	tmaynard@novell.com
	Tifini Young	tgodfrey@novell.com
	Trina Johns	tjohns@novell.com
	ednewman@novell.com	ednewman@novell.com
	lmaughn@novell.com	lmaughn@novell.com
	mhartmann@novellmusic.com	mhartmann@novellmusic.com
	ednewman@novellmusic.com	ednewman@novellmusic.com

Users Legend



NOTE: The left column lists the groups in your organization. If this column does not appear in your view, click the *View* icon to display the column. You can 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

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- 2 Click *Administration > Organizations* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

The screenshot shows the 'My Organizations' interface. It includes a filter bar with 'Organization' and 'Contains' dropdowns. The main area displays a table of organizations with columns for 'Organization', 'Address', and 'ID#'. The table lists two organizations: EDNEWMAN-NOVELLMUSIC-COM and NOVELL MUSIC INC. The interface also shows pagination (2 Items) and an 'Export CSV file of this list' link.

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Double-click the organization where you want to create a group.
- 5 Click the *Users* tab.

NOVELL MUSIC INC, User Management

Ed Newman, Provo, UT

This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Overview Users Contracts Back to List

Filter this view Name Contains

	Name	Email
All	Cori Jones	cojones@novell.com
Administrators	LaNae Maughan	lmaughan@novell.com
test group	Micah Beals	mibeals@novell.com
	Thomas Maynard größtem	tmaynard@novell.com
	Tifini Young	tgodfrey@novell.com
	Trina Johns	tjohns@novell.com
	ednewman@novell.com	ednewman@novell.com
	lmaughn@novell.com	lmaughn@novell.com
	mhartmann@novellmusic.com	mhartmann@novellmusic.com
	ednewman@novellmusic.com	ednewman@novellmusic.com

Page 1 of 2 1 Show All Items: (17)

Export CSV file of this list

Users Legend



- 6 Click the **Add**  icon under the *Groups* column.

Add Group

Enter the name of the new custom group to add. ?

Group Name:

Add

- 7 Type a name for the group, then click *Add*.

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

- ♦ Change the group name by selecting the group and clicking the *Edit*  icon.
- ♦ Delete the group 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 15.
- 2 Click *Administration > Organizations* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	...	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Double-click the organization containing the group where you want to add users.
- 5 Click the *Users* tab.

EDNEWMAN-NOVELLMUSIC-COM, User Management

Ed Newman, Provo, UT

This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Name	Email
All	ednewman@novell.com
Administrators	samkenichi@novellmusic.com
	ednewman@novellmusic.com

Users Legend



- 6 Click the group name.
- 7 Click the *Add* icon under the *Name* column.

Add User

You can give another person access to this organization's data by entering their email address below.

Email:

Organization Administrator:

Organization User:

Add

- 8 Type the e-mail address of the user and select *Organization Administrator* or *Organization User*.

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 then double-click the user name and make that user an Organization Administrator.

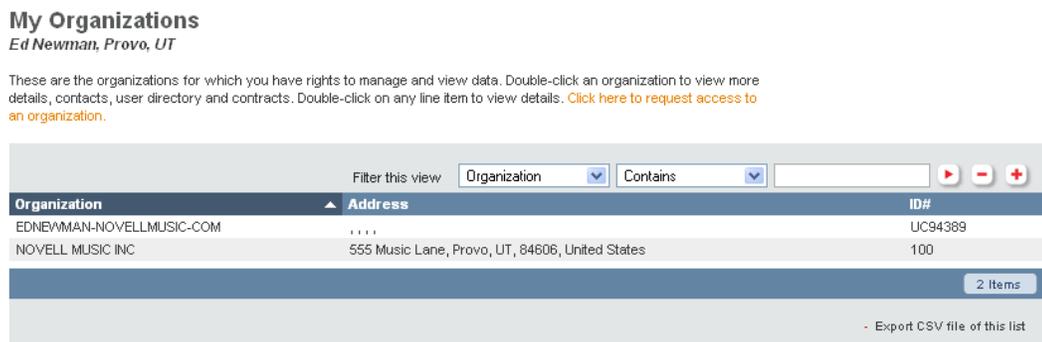
9 Click *Add*.

The new user name appears in the user list, represented by the icon for that type of user. If the user doesn't have a Novell account, the new user is listed by e-mail only.

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 15.

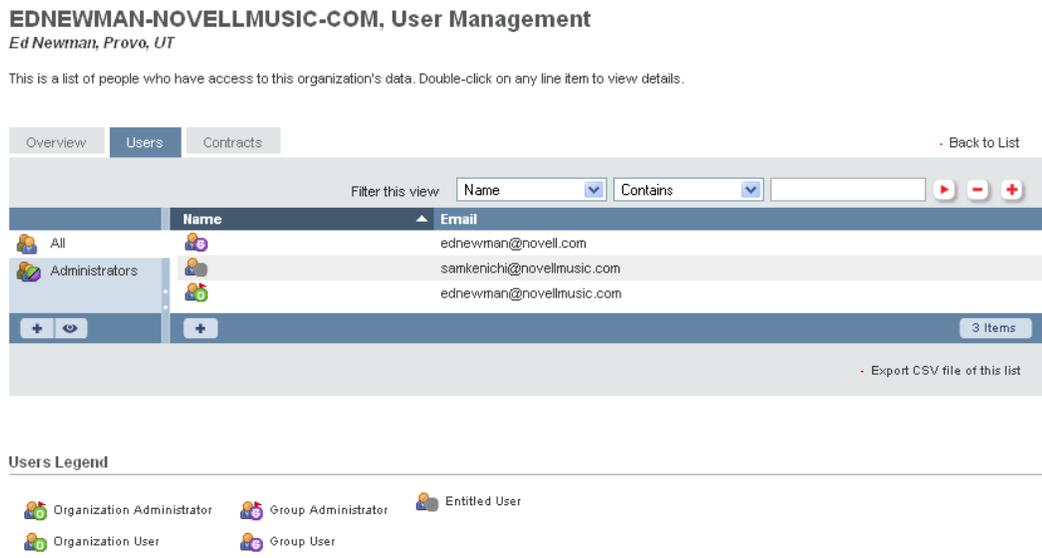
2 Click *Administration > Organizations* in the left navigation frame.



3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

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

5 Click the *Users* tab.



6 Click the group name.

7 Select the user you want to delete, then click the *Remove* icon.

NOVELL MUSIC INC, User Management

Ed Newman, Provo, UT

This is a list of people who have access to this organization's data. Double-click on any line item to view details.

Overview Users Contracts - Back to List

Filter this view Name Contains

	Name	Email
All	Ed Newman	ednewman@novellmusic.com

Administrators
test group

+ - 1 item

Export CSV file of this list

Users Legend



The selected user is no longer listed in the group.

IMPORTANT: Selecting a user in a group and clicking the  icon removes the user from both the group and the organization. If you don't want to delete the user from the organization, move that user to a different group or click the  icon.

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.

Additional information is available in the following sections:

- ◆ [Section 3.1, “Managing Products and Subscriptions,” on page 35](#)
- ◆ [Section 3.2, “Managing Systems,” on page 58](#)
- ◆ [Section 3.3, “Monitoring Contract History,” on page 68](#)
- ◆ [Section 3.4, “Viewing an Organization’s Order History,” on page 69](#)
- ◆ [Section 3.5, “Working with Quotes,” on page 70](#)

3.1 Managing Products and Subscriptions

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

Figure 3-1 Home Page

Novell Customer Center
Ed Newman, Provo, UT - Edit Personal Profile
Welcome, click here to take a [tour of Novell Customer Center](#). →

Customer Center Home

- My Profile
- My Products
- My Support
- My Training
- Administration

We hope the Novell Customer Center will help you get added value from the products and services you have purchased. Feel free to contact us if you have any questions in using the Customer Center. Contact information is provided for your convenience in the left column of every page. Please let us know via the feedback link on the bottom of the page if you have comments or suggestions for improvement.

555 Music Lane Provo, UT (100) << Select an Organization to Manage

My Products	Systems	Order Tracking	Alerts
Total: 7	Total: 15	Deliveries Pending: 0	▶ 1 Subscriptions to renew.
Active: 1	Active: 15	Recent Orders: 0	▶ 6 Subscriptions have expired.
Evaluation: 0	Evaluation: 0		
Move Pending: 0	Needs Activation: 0		
Expired: 6			

My Contacts

Account Rep:
Customer Response Center
800-529-3400

Service Rep:
America's Support Center
1-800-858-4000 (US)
1-801-861-4000 (outside US)
support.novell.com

- Find Local Numbers
- Request call
- Buy

Promotions

01 **Novell Teaming + Conferencing** is now available for purchase. If you own Novell Open Workgroup Suite, don't miss out on the opportunity to purchase this new product at a discounted price!

Quicklinks

- Cool Solutions
- KnowledgeBase
- Service Requests
- Patches and Updates
- Certified Partner Products
- Software and Hardware Certification Database
- Enhancement Requests (en)

This page helps you determine which products and subscriptions are current and which ones need to be updated. See the following sections for more information:

- ◆ [Section 3.1.1, “Managing Products and Subscriptions,” on page 36](#)

- ◆ [Section 3.1.2, “Creating a Product or Subscription Group,” on page 51](#)
- ◆ [Section 3.1.3, “Adding a Product or Subscription to a Group,” on page 52](#)
- ◆ [Section 3.1.4, “Setting User Entitlements for a Subscription,” on page 53](#)
- ◆ [Section 3.1.5, “Restricting Activation Rights for a Subscription,” on page 55](#)
- ◆ [Section 3.1.6, “Downloading Patches and Updates,” on page 56](#)

3.1.1 Managing Products and Subscriptions

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

- ◆ [“Getting Your Activation Code from an xLA Purchase” on page 36](#)
- ◆ [“Activating a Retail or OEM Purchased Product or Subscription” on page 36](#)
- ◆ [“Viewing Basic Information About Your Product or Subscription” on page 37](#)
- ◆ [“Monitoring Product and Subscription Renewals” on page 39](#)
- ◆ [“Creating Subscription Compliance Reports” on page 40](#)
- ◆ [“Renewing a Subscription” on page 41](#)
- ◆ [“Editing a Description of Your Product or Subscription” on page 42](#)
- ◆ [“Managing the Entitled Users of a Product or Subscription” on page 44](#)
- ◆ [“Managing the Details of the Systems Where the Product Is Installed” on page 46](#)
- ◆ [“Manually Adding Systems without Internet Access” on page 48](#)
- ◆ [“Moving a Product Subscription to Another Organization” on page 49](#)

Getting Your Activation Code from an xLA Purchase

When you purchase a subscription, it is automatically added to the Products and Subscriptions list in Novell Customer Center. The primary contact on the order receives an e-mail upon purchase. Click the URL in the e-mail and follow the instructions on the page to get your activation code and/or download media. At this point, you can use Novell Customer Center to manage your subscription as described in this section.

Activating a Retail or OEM Purchased Product or Subscription

If you use the activation code during install, the product or subscription is activated. If you want installation support, you can activate the product or subscription as follows:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,” on page 15](#).
- 2 Click *My Products > Activate Product* in the left navigation frame.

Activate Product/Subscription

NOVELL MUSIC INC (100)

NOVELL MUSIC INC (100) << Select an Organization

Thank you for purchasing from Novell. You can activate a new product or subscription by entering your activation code below. Restrict activation rights to this list. 

Code:

Activate 

- 3 Choose the organization from the drop-down list.
- 4 Type the activation code, then click *Activate*.

Viewing Basic Information About Your Product or Subscription

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

- ♦ 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 (SUSE® Linux Enterprise Desktop 10 only).
- ♦ Information about media, patches, and downloads, if any.

To view basic information about your product subscription:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2 Click *My Products > Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCtest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Subscription Legend

Active Evaluation Expired

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Click a product family to expand the list.
- 5 Double-click a product or subscription in the list.
- 6 Click *Product Details*.

SUSE Linux Enterprise Desktop 10

EDNEWMAN-NOVELLMUSIC-COM, (UC94389)

[Previous](#) | [Back to List](#) |

Here is a detailed summary of your subscription.

Product Details | User Access (2) | Systems (0)

Product Subscription Information

Custom Name:

Activation Code: **35792CB89C55F7**

Product Subscription Name: **SUSE Linux Enterprise Desktop 10**

Type: **EVALUATION**

Expiration Date: **27 Nov 2006**

[Delete Subscription](#)

[Move Subscription](#)

Support [New Service Request](#)

End of General Support: **31 Jul 2011**

End of Extended Support: **31 Jul 2013**

End of Self Support: **31 Jul 2016**

Training

[Search for training on this product](#)

Downloads

- License unavailable for downloading
 - [Media](#)
- [Patches & Updates](#)
- [Mirror Credentials](#)

Helpful Resources

- [Partners & Communities](#)
- [Service & Support](#)
- [Documentation](#)
- [Knowledgebase](#)

Monitoring Product and Subscription Renewals

You can monitor when products and subscriptions need to be renewed by using the Novell Customer Center Alerts feature.

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.

If a product or subscription needs to be renewed, it is listed in the *Alerts* box.

- 2 Click the alert message for more information.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

Filter this view Name Contains

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Export CSV file of this list

Subscription Legend

Active Evaluation Expired

NOTE: You can also check for products or subscriptions that need renewing by navigating to the Products and Subscriptions list page and using the filter to find those items that need to be renewed. See [“Viewing Basic Information About Your Product or Subscription” on page 37](#).

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 15](#).
- 2 Click *My Products* > *Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

Filter this view Name Contains

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Export CSV file of this list

Subscription Legend

Active Evaluation Expired

- 3 Click *Export CSV file of this list*, which is in the bottom right corner of the screen, and save the file to your hard drive or open it with a spreadsheet application.

Renewing a 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 subscription before it expires; however, you can also renew an expired subscription and regain access to 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 15.
- 2 Click *My Products > Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

Filter this view Name Contains

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Export CSV file of this list

Subscription Legend

Active Evaluation Expired

3 Locate the subscription you want to renew.

Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 Click the detail icon.

5 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 subscription. 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. If you receive a new activation code as a result of the renewal process, you need to go to the Systems area and move all the systems from the old code to the new one in order to retain patch and update service.

Editing a Description of Your Product or Subscription

If you don't want to use the descriptions that are automatically entered when you register a product, you can enter your own product description.

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 15.
- 2 Click *My Products* > *Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

The screenshot shows a web interface for managing products. At the top, there is a dropdown menu for the organization, currently set to "555 Music Lane Provo, UT (100)", and a link to "Select an Organization to Manage". Below this is a text box explaining that the list shows purchased products and subscriptions that the user can administer, with a note to double-click for details.

The main interface features a "Filter this view" section with two dropdown menus: "Name" and "Contains", followed by a search input field and three icons (play, minus, plus). Below the filter is a table with two columns: "My Groups" and "Product Family".

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

At the bottom of the table, there are several icons: a plus sign, a plus sign with a double-headed arrow, and a double-headed arrow. In the bottom right corner, there is a link: "Export CSV file of this list".

Subscription Legend

Active Evaluation Expired

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Click a product family to expand the list.
- 5 Double-click a product or subscription in the list.

SUSE Linux Enterprise Desktop 10

EDNEWMAN-NOVELLMUSIC-COM, (UC94389)

[Previous](#) | [Back to List](#) |

Here is a detailed summary of your subscription.

Product Details User Access (2) Systems (0)

Product Subscription Information

Custom Name:

Activation Code: **35792CB89C55F7**

Product Subscription Name: **SUSE Linux Enterprise Desktop 10**

Type: **EVALUATION**

Expiration Date: **27 Nov 2006**

[Delete Subscription](#)

[Move Subscription](#)

Support [New Service Request](#)

End of General Support: **31 Jul 2011**

End of Extended Support: **31 Jul 2013**

End of Self Support: **31 Jul 2016**

Training

[Search for training on this product](#)

Downloads

- License unavailable for downloading
 - [Media](#)
- [Patches & Updates](#)
- [Mirror Credentials](#)

Helpful Resources

- [Partners & Communities](#)
- [Service & Support](#)
- [Documentation](#)
- [Knowledgebase](#)

6 In the *Custom Name* field, type or edit a description of the product or subscription.

7 Click *Save*.

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

Managing the Entitled Users of a Product or Subscription

Group and Organization Administrators can manage which users have access to information about a selected product.

1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.

2 Click *My Products > Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

Filter this view Name Contains

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCtest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Export CSV file of this list

Subscription Legend

Active Evaluation Expired

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Click a product family to expand the list.
- 5 Double-click a product subscription in the list.
- 6 Click *User Access*.

SUSE Linux Enterprise Desktop 10

EDNEWMAN-NOVELLMUSIC-COM, , (UC94389)

[Back to List](#) | [Next](#) ▶

This page lists people who have activated against this subscription or who have administrative roles associated with this subscription. Checking the "Restrict activation rights to this list" box will restrict anyone not on the list from using the activation code for this subscription.

Name	Email Address	E-mail	Support	ZLM
	ednewman@novellmusic.com	Pending	Pending	Pending
	ednewman@novellmusic.com	No	No	Yes
	samkenichi@novellmusic.com	No	No	Yes

Restrict activation rights to this list. ?

[Export CSV file of this list](#)

- 7 (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*. You can click *add multiple users* to add more than one user at a time.
- 8 (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.
- 9 (Optional) Select *Restrict activation rights to this list* if you want to restrict rights so only the listed users can activate systems.

Managing the Details of the Systems Where the Product Is Installed

A system is any device that consumes a Novell activation code that is registered in Novell Customer Center. You can view and edit information for the systems installed under this product or subscription.

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- 2 Click *My Products* > *Systems* in the left navigation frame.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

The screenshot shows a web interface for system management. At the top, there is a dropdown menu for organization selection, currently set to '555 Music Lane Provo, UT (100)'. Below this is a filter bar with 'System Name' and 'Contains' dropdowns, and a search input field. The main content is a table with columns: My Groups, System Name, Updates, Location, OS, Installed Products, and Last Checked In. The table lists several systems, including 'appserver', 'brainshare2007', 'dbserver', 'linux-server', 'mailserver', and five 'nmdesktop' systems. The 'Updates' column shows status like 'Unknown' or 'No Data'. The 'Location' column shows 'Provo UT H8' for the 'linux-server' system. At the bottom, there is a pagination control showing 'Page 1 of 2' and '1' items per page, and a 'Show All Items: (15)' link. An 'Export CSV file of this list' link is also present.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Double-click the system you want to view or edit.

This page that appears shows a variety of information about the system and the product or subscription.

NOTE: Currently, system information is available only for SUSE[®] Linux Enterprise Server 10 and SUSE Linux Enterprise Desktop 10.

dbserver

< Previous | Back to List | Next >

Here is a quick overview of the details of this system.

Overview - Back to List

System Info

System ID: **25730**
Hostname: **dbserver**
Architecture: **i686**
Operating System: **SUSE Linux Enterprise Server 10 (i586)**
Activated Date: **11 Aug 2006**

System Properties

System Name:

Description:

Facility Address:

City:

State/Province:

Country:

Building:

Room:

Rack:

save ▶

Registered Software

SUSE Linux Enterprise Server 10 - [View Product Detail](#)
Activation Code: **30F268C4AED780**
Expiration Date: **27 Jun 2007**
Registered By: **samkenichi@novellmusic.com**
Registered Date: **11 Aug 2006**
Patch Status:
Last Checked In: **N/A**

5 (Optional) Edit the properties for the selected system under the heading *System Properties*.

You can edit the name and description of the system and details about where the system is located.

6 (Conditional) If you choose to edit the information (**Step 5**), edit the information as desired, then click *Save*.

Manually Adding Systems without Internet Access

- 1** Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2** Click *My Products > Systems* in the left navigation frame.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCtest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
bramp07	obs-server	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdestop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdestop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdestop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdestop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdestop5	Unknown		SUSE Linux Enterp...	0	N/A

3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 Click the icon.

Manually Register a System

Please enter details for your system here. ?

System name:

Hostname:

Architecture:

E-mail address to register (installer):

Your system's GUID is a 32-character hash found in the file `/etc/zmd/deviceid`, if present on your system. Entering it below is optional, but if you do so then we will be able to match this registration with the actual machine if you ever want it to receive automatic updates.

GUID:

Please enter other system properties, such as description and location, by double clicking on this system after it is created and choosing the Properties tab.

Register System

5 Type the required information, then click *Register System*.

Moving a Product Subscription to Another Organization

If responsibility for a retail purchase, OEM purchase, or evaluation product or subscription shifts to another organization, you can move the product or subscription from the first organization to the other one.

NOTE: You cannot move a subscription purchased under a contract.

To move a product or subscription to another location:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2 Click *My Products* > *Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

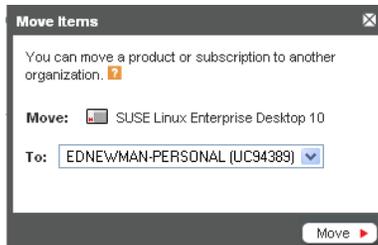
These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Subscription Legend

Active Evaluation Expired

- 3 Click a product family to expand the list.
- 4 Click a product or subscription in the list.
- 5 Click the *Move* icon.



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

If you specify the e-mail address to select the Organization Administrator, the Organization Administrator must approve the move before the change is carried out.

NOTE: You can also move a product or subscription by double-clicking the product or subscription and clicking *Move Subscription*.

3.1.2 Creating a Product or Subscription Group

You can place your products or subscriptions into groups and assign a user in each group as the Group Administrator. As a Group Administrator, you can add Group Users. 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.

To create a product or subscription group:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2 Click *My Products > Products* in the left navigation frame.

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

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

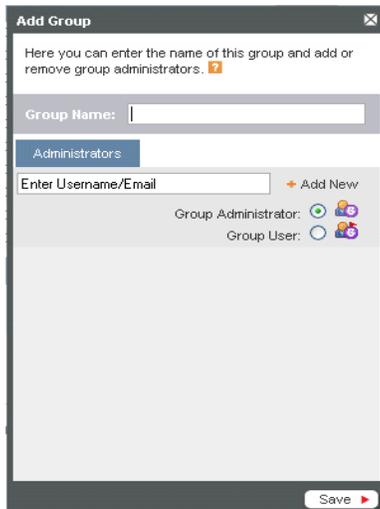
These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCtest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Subscription Legend

Active Evaluation Expired

- 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 user, select *Group Administrator* or *Group User*, then click *Add New*.

You can add additional users by repeating the process for each person you want to add, indicating whether that user should be a Group Administrator or Group User, and clicking *Add New*.

- 6 Click *Save*.

The new group appears in the left column.

NOTE: You can edit the group name or add more users by clicking the group name and clicking the *Edit*  icon.

3.1.3 Adding a Product or 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 15.
- 2 Click *My Products > Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

Filter this view Name Contains

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Export CSV file of this list

Subscription Legend

Active Evaluation Expired

- 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.

TIP: Use Shift+click and Ctrl+click to select multiple items.

3.1.4 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 the following:

- ♦ Patches and updates for a subscription
- ♦ Installation assistance

To set user entitlements:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- 2 Click *My Products > Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

Filter this view Name Contains

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Export CSV file of this list

Subscription Legend

Active Evaluation Expired

- (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- Click a product family to expand the list.
- Double-click a product or subscription in the list.
- Click *User Access*.

SUSE Linux Enterprise Desktop 10

EDNEWMAN-NOVELLMUSIC-COM, (UC94389)

[Back to List](#) | [Next](#)

This page lists people who have activated against this subscription or who have administrative roles associated with this subscription. Checking the "Restrict activation rights to this list" box will restrict anyone not on the list from using the activation code for this subscription.

Product Details User Access (3) Systems (0)

Filter this view Name Contains

Name	Email Address	E-mail	Support	ZLM
	ednewman@novellmusic.com	Pending	Pending	Pending
	ednewman@novellmusic.com	No	No	Yes
	samkenichi@novellmusic.com	No	No	Yes

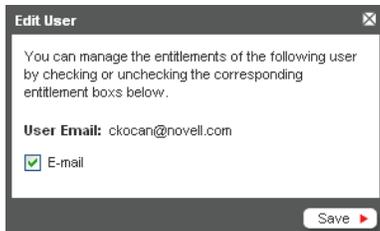
3 Items

Email Domain

Restrict activation rights to this list. ?

Export CSV file of this list

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

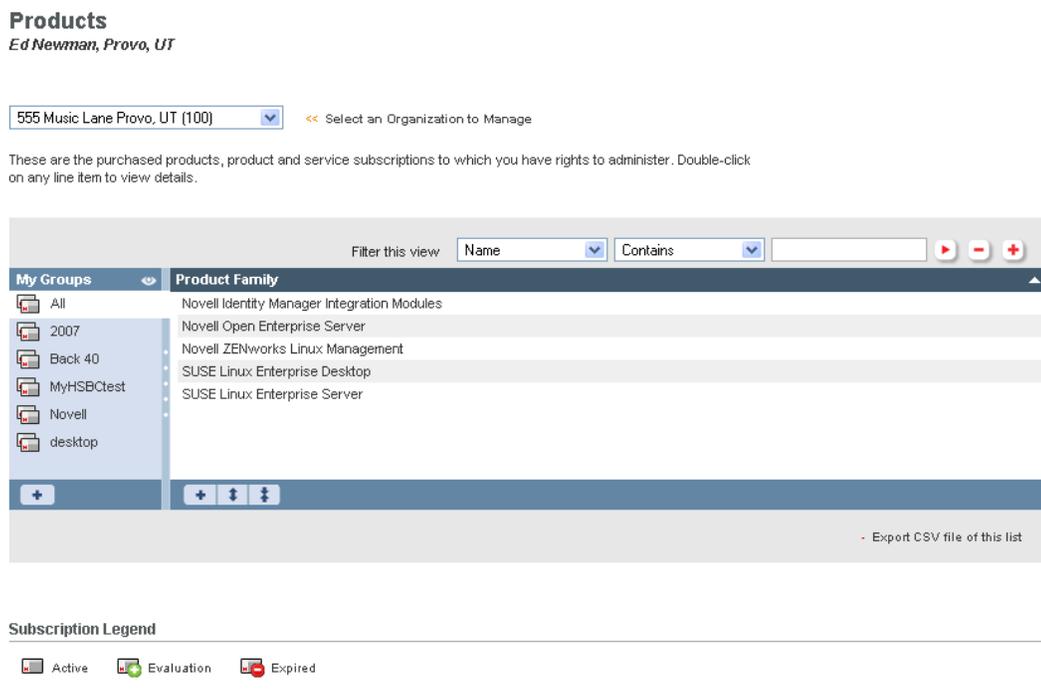


- 8 Select the entitlements you want to give that user, then click *Save*.

3.1.5 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 15.
- 2 Click *My Products > Products* in the left navigation frame.



- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Click a product family to expand the list.
- 5 Double-click a product or subscription in the list.
- 6 Click *User Access*.

SUSE Linux Enterprise Desktop 10

EDNEWMAN-NOVELLMUSIC-COM, (UC94389)

[Back to List](#) | [Next](#)

This page lists people who have activated against this subscription or who have administrative roles associated with this subscription. Checking the "Restrict activation rights to this list" box will restrict anyone not on the list from using the activation code for this subscription.

Name	Email Address	E-mail	Support	ZLM
	ednewman@novellmusic.com	Pending	Pending	Pending
	ednewman@novellmusic.com	No	No	Yes
	samkenichi@novellmusic.com	No	No	Yes

Restrict activation rights to this list. ?

[Export CSV file of this list](#)

- 7 Select the box labeled *Restrict activation rights to this list* on the bottom right of the screen. Only the users in that list can install products by 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.

3.1.6 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 15.
- 2 Click *My Products* > *Products* in the left navigation frame.

Products

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the purchased products, product and service subscriptions to which you have rights to administer. Double-click on any line item to view details.

My Groups	Product Family
All	Novell Identity Manager Integration Modules
2007	Novell Open Enterprise Server
Back 40	Novell ZENworks Linux Management
MyHSBCTest	SUSE Linux Enterprise Desktop
Novell	SUSE Linux Enterprise Server
desktop	

Subscription Legend

Active Evaluation Expired

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Click a product family to expand the list.
- 5 Double-click the product you want to patch or upgrade.

Novell Open Enterprise Server

Purchased Product Detail

Here is a detailed summary of your purchased product.

Overview Properties Entitled Users

Purchased Product Information

Activation Code: **407179117** - [Download License File](#)

Current Version: **Novell Open Enterprise Server 100-User**

Type: **Purchased Product**

Status: **Active**

Users

Administrators:

Basic Users:

Downloads

[- Media](#)

- Patches unavailable for downloading

[- Back to List](#)

[- Upgrade Product](#)

[- Move Product](#)

- 6 Check the *Downloads* section to see if patches or upgrades are available.
- 7 Click *Patches & Updates* if downloads are available.
- 8 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 that 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 58](#)
- ♦ [Section 3.2.2, “Activating a System,” on page 59](#)
- ♦ [Section 3.2.3, “Moving a System to a New Subscription,” on page 60](#)
- ♦ [Section 3.2.4, “Placing Systems in Groups,” on page 61](#)
- ♦ [Section 3.2.5, “Viewing Information About a System,” on page 63](#)
- ♦ [Section 3.2.6, “Editing System Properties,” on page 64](#)
- ♦ [Section 3.2.7, “Downloading Patches and Updates,” on page 66](#)

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. 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.

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 15](#).
- 2 Click *My Products* > *Systems* in the left navigation frame to display the Systems Information page.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15) Export CSV file of this list

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

3.2.2 Activating a System

If a system is registered without an activation code during installation, it is listed in Novell Customer Center as *needs activation* under the Systems section. You can activate a system at any time after installation by entering the system's activation code in Novell Customer Center.

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- 2 Click *My Products > Systems* in the left navigation frame.

Systems Information

Ed Newman, Provo, UT

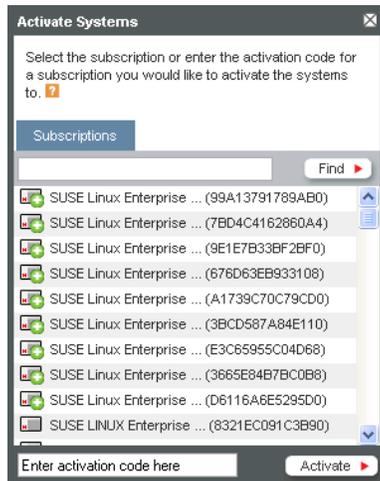
555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15) Export CSV file of this list

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The  icon to the right of the filter fields applies the filter; the  icon clears it.
- 4 Click the system you want to activate, then click the *Key*  icon.



- 5 Select a subscription from the list or type your activation code in the box.
You can search for a subscription in the list by entering a subscription name in the *Subscriptions* field and clicking *Find*.
- 6 Click *Activate*.

3.2.3 Moving a System to a New Subscription

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2 Click *My Products > Systems* in the left navigation frame.

Systems Information
Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

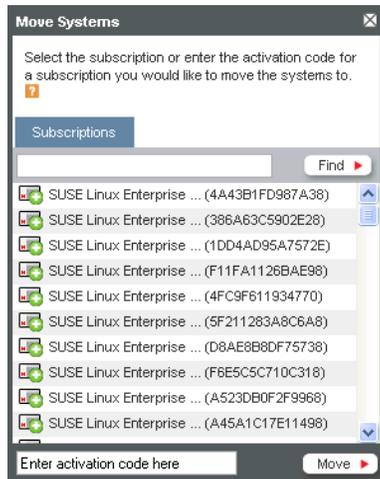
These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15)

Export CSV file of this list

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The  icon to the right of the filter fields applies the filter; the  icon clears it.
- 4 Click the system you want to move, then click the  icon.



- 5 Select the subscription or type the activation code for a subscription you want to move the systems to.

You can search for a subscription in the list by entering a subscription name in the *Subscriptions* field and clicking *Find*.

- 6 Click *Move*.

3.2.4 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.

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 15.
- 2 Click *My Products > Systems*.

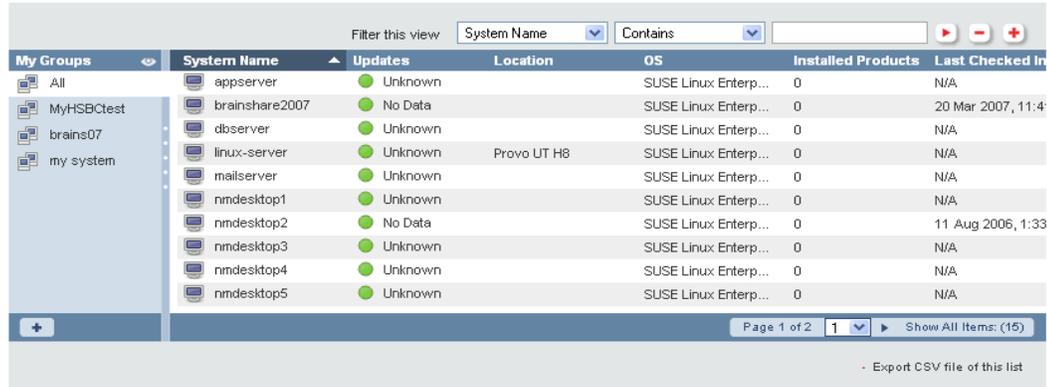
The left column of the *Systems* list shows the currently available groups. By default, there is one group, *All*.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

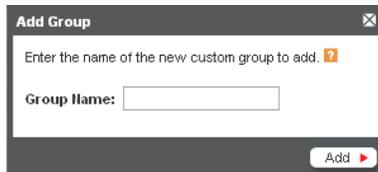
These are the systems that are activated against your subscriptions. Double-click on any line item to view details.



My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15) Export CSV file of this list

3 Click the **Add**  icon under the list of groups.



Add Group

Enter the name of the new custom group to add. 

Group Name:

Add 

4 Type the new group name, then click **Add**.
The newly created group appears in the list.

To move 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 15.
- 2 Click *My Products* > *Systems* in the left navigation frame.

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.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15) Export CSV file of this list

- 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.

3.2.5 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.

- Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- Click *My Products > Systems* in the left navigation frame.

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserver	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15) Export CSV file of this list

- 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 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The  icon to the right of the filter fields applies the filter; the  icon clears it.
- 5 Double-click the desired system.

The Information page for the selected system opens.

dbserver

< Previous | Back to List | Next >

Here is a quick overview of the details of this system.

Overview Back to List

System Info

System ID: **25730**
 Hostname: **dbserver**
 Architecture: **i686**
 Operating System: **SUSE Linux Enterprise Server 10 (i586)**
 Activated Date: **11 Aug 2006**

System Properties

System Name:

Description:

Facility Address:

City:

State/Province:

Country:

Building:

Room:

Rack:

Registered Software

SUSE Linux Enterprise Server 10 - [View Product Detail](#)

Activation Code: **30F268C4AED780**
 Expiration Date: **27 Jun 2007**
 Registered By: **samkenichi@novellmusic.com**
 Registered Date: **11 Aug 2006**
 Patch Status:
 Last Checked In: **N/A**

3.2.6 Editing System Properties

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

To edit system properties:

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,”](#) on page 15.
- 2 Click *My Products > Systems* in the left navigation frame.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserv	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

Page 1 of 2 1 Show All Items: (15) Export CSV file of this list

- 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.

dbserver

< Previous | Back to List | Next >

Here is a quick overview of the details of this system.

Overview

- Back to List

System Info

System ID: **25730**
Hostname: **dbserver**
Architecture: **i686**
Operating System: **SUSE Linux Enterprise Server 10 (i586)**
Activated Date: **11 Aug 2006**

System Properties

System Name:
Description:
Facility Address:
City:
State/Province:
Country:
Building:
Room:
Rack:

save ▶

Registered Software

SUSE Linux Enterprise Server 10 - [View Product Detail](#)

Activation Code: **30F268C4AED780**
Expiration Date: **27 Jun 2007**
Registered By: **samkenichi@novellmusic.com**
Registered Date: **11 Aug 2006**
Patch Status:
Last Checked In: **N/A**

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

To manually add systems to a subscription that aren't connected to the Internet, see "[Manually Adding Systems without Internet Access](#)" on page 48.

3.2.7 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 15.
- 2** Click *My Products > Systems* in the left navigation frame.

Systems Information

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

These are the systems that are activated against your subscriptions. Double-click on any line item to view details.

My Groups	System Name	Updates	Location	OS	Installed Products	Last Checked In
All	appserver	Unknown		SUSE Linux Enterp...	0	N/A
MyHSBCTest	brainshare2007	No Data		SUSE Linux Enterp...	0	20 Mar 2007, 11:4
brains07	dbserver	Unknown		SUSE Linux Enterp...	0	N/A
my system	linux-server	Unknown	Provo UT H8	SUSE Linux Enterp...	0	N/A
	mailserv	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop1	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop2	No Data		SUSE Linux Enterp...	0	11 Aug 2006, 1:33
	nmdesktop3	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop4	Unknown		SUSE Linux Enterp...	0	N/A
	nmdesktop5	Unknown		SUSE Linux Enterp...	0	N/A

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The  icon to the right of the filter fields applies the filter; the  icon clears it.
- 4 Double-click the system you want to patch or upgrade.

dbserver

< Previous | Back to List | Next >

Here is a quick overview of the details of this system.

Overview

[Back to List](#)

System Info

System ID: **25730**
Hostname: **dbserver**
Architecture: **i686**
Operating System: **SUSE Linux Enterprise Server 10 (i586)**
Activated Date: **11 Aug 2006**

System Properties

System Name:
Description:
Facility Address:
City:
State/Province:
Country:
Building:
Room:
Rack:

[save](#)

Registered Software

SUSE Linux Enterprise Server 10 - [View Product Detail](#)

Activation Code: **30F268C4AED780**
Expiration Date: **27 Jun 2007**
Registered By: **samkenichi@novellmusic.com**
Registered Date: **11 Aug 2006**
Patch Status:
Last Checked In: **N/A**

5 Click *Patches & Updates* in the *Downloads* section.

If there aren't any patches or updates available, the *Patches & Updates* link is not visible.

6 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 15.
- 2** Click *Administration > Organization* in the left navigation frame.

My Organizations

Ed Newman, Provo, UT

These are the organizations for which you have rights to manage and view data. Double-click an organization to view more details, contacts, user directory and contracts. Double-click on any line item to view details. [Click here to request access to an organization.](#)

Organization	Address	ID#
EDNEWMAN-NOVELLMUSIC-COM	UC94389
NOVELL MUSIC INC	555 Music Lane, Provo, UT, 84606, United States	100

2 Items

Export CSV file of this list

3 Double-click the organization that has the contract you want to monitor.

4 Click the *Contracts* tab.

You can see the contract type, number, expiration date, status, whether the contract has been tagged for automatic renewal, and the discount level.

EDNEWMAN-NOVELLMUSIC-COM, Contract Management

Ed Newman, Provo, UT

Here is a list of this organization's contracts. Double-click on any line item to view details.

Overview Users **Contracts** Back to List

Contract Type	Contract #	Expiration Date	Status	Auto Renew	Discount
0 records returned for selected criteria					

0 Items

Export CSV file of this list

Contracts Legend

Active Pending Terminated Expired

3.4 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 15.
- 2 Click *Administration > Order Tracking* in the left navigation frame.

Order History

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

This is a catalog of all your Novell transactions to date. Use the filter to help you find exactly what you're looking for. Double-click any item to view details.

Filter this view Order # Contains

Order #	Date	Contract #	PO	Reseller PO	Billing PO	Order Status
0 records returned for selected criteria						

0 Items

Export CSV file of this list

Order Legend

New Pending Completed

- 3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.
- 4 Double-click the order to view additional information about it.

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.

3.5 Working with Quotes

- 1 Click *Administration > Quotes* in the left navigation pane to display the My Quotes page.

My Quotes

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

Here is a list of all quotes you have received from Novell. You can double-click on a quote to view details, accept the quote and continue the renewal process, or reject the quote. Prices on quotes are good for 30 days. Double-click on any line item to view details.

Filter this view Quote ID Contains

Quote ID	Date Created	Customer Name	Status	Amount
100	14 Sep 2006	Novell Music...	New	\$700.00

1 It

Quote Legend

New Pending Accepted Rejected

This page shows the quotes you've received from Novell along with the following information and options:

- ♦ **Select an Organization to Manage.** Use the list to select which organization you want to manage.
- ♦ **Filter this view.** Use these fields to arrange the list of quotes.
- ♦ **Quote ID.** The ID number for the quote.
- ♦ **Date Created.** The date the quote was made.
- ♦ **Customer Name.** The name of the customer.
- ♦ **Status.** The status of the process: *New*, *Pending Accept*, *Pending Reject*, and *Pending Help*.
- ♦ **Amount.** The amount quoted.

The following sections provide more information:

- ♦ [Section 3.5.1, “Viewing Details about a Quote,” on page 71](#)
- ♦ [Section 3.5.2, “Accepting a Quote,” on page 72](#)
- ♦ [Section 3.5.3, “Requesting Help,” on page 74](#)

3.5.1 Viewing Details about a Quote

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, “Logging In to Novell Customer Center,” on page 15](#).
- 2 Click *Administration* > *Quotes* in the left navigation frame.

My Quotes

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

Here is a list of all quotes you have received from Novell. You can double-click on a quote to view details, accept the quote and continue the renewal process, or reject the quote. Prices on quotes are good for 30 days. Double-click on any line item to view details.

Quote ID	Date Created	Customer Name	Status	Amount
 100	14 Sep 2006	Novell Music...	New	\$700.00

1 Item

Quote Legend

 New  Pending  Accepted  Rejected

- 3 Double-click a quote.

Use this page to select purchase options or submit a request.

Renewal Quote #100 - New

NOVELL MUSIC INC (100)
[Back to List](#)

Prepared For

Contract: 100
Novell Music Inc.
555 Music Lane
Provo, UT 84606
United States

Sales Contact

Joe Novell
joenovell@novell.com

[Purchasing Options](#)

[Questions / Adjustments](#)

Pricing Good: 14 Jan 2008 - 13 Feb 2008

New Start Date: 14 Sep 2006

New End Date: 14 Sep 2007

Line Items

Item Description	SKU	Quantity	Price
Renewal SUSE Linux Enterprise Desktop 10 1-Devi...	874-005058-R	1	\$75.00
			Total: \$700.00

3.5.2 Accepting a Quote

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- 2 Click *Administration > Quotes* in the left navigation frame.

My Quotes

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

Here is a list of all quotes you have received from Novell. You can double-click on a quote to view details, accept the quote and continue the renewal process, or reject the quote. Prices on quotes are good for 30 days. Double-click on any line item to view details.

Filter this view

Quote ID	Date Created	Customer Name	Status	Amount
 100	14 Sep 2006	Novell Music...	New	\$700.00

1 Item

Quote Legend

 New  Pending  Accepted  Rejected

- 3 Double-click a quote.

Renewal Quote #100 - New

NOVELL MUSIC INC (100)
Back to List |

Prepared For

Contract: 100
Novell Music Inc.
555 Music Lane
Provo, UT 84606
United States

Sales Contact

Joe Novell
joenovell@novell.com

Purchasing Options ▶

Questions / Adjustments ▶

Pricing Good: 14 Jan 2008 - 13 Feb 2008

New Start Date: 14 Sep 2006

New End Date: 14 Sep 2007

Line Items

Item Description	SKU	Quantity	Price
Renewal SUSE Linux Enterprise Desktop 10 1-Devi...	874-005058-R	1	\$75.00
			Total: \$700.00

4 Click *Purchase Options*.

You have the option to pay by PO number or credit card.

Shopping Cart

Order Number: 100
Order For: NOVELL (120495)

[Back to Quote](#)

RENEWAL QUOTE PAYMENT INFORMATION REVIEW ORDER PLACE ORDER

Choose Payment Type:

Invoice Credit Card

Enter Your PO Number:

PO#:

Payment Terms:: By choosing to pay by purchase order, you agree to the payment terms found in your contract.

Subtotal	\$281,924.00
Tax	\$0.00
Quote Total	\$281,924.00

[Review Order ▶](#)

5 Select your payment type: invoice or credit card.

- ◆ If you select *Invoice*, specify your PO number in the *PO#* field.
- ◆ If you select *Credit Card*, specify your billing and shipping information along with your credit card details.

6 Click *Review Order*.

Shopping Cart

Order Number: 100
Order For: NOVELL (120495)

[Back to Quote](#)



Line Items

Item Description	SKU	Quantity	Price
ZENworks 7 Suite 1-Device/User 2-Year Upgrade P...	874-004370-R	2123	EUR97,658.00
Novell Cluster Services for NetWare & Open Ente...	874-004366-R	4	EUR7,160.00
iChain 1-User 2-Year Upgrade Protection	874-003557-R	50	EUR180.00
Novell Open Enterprise Server 1-User 1-Year Upg...	874-003896-R	2123	EUR78,551.00
Renewal GroupWise 7 including Mobile Server Pow...	874-005012-R	3935	EUR98,375.00

Subtotal \$281,924.00
Tax \$0.00

Quote Total **\$281,924.00**

PO# 12345

[Submit Order](#)

- 7 Review your order and click *Submit Order*. If you want to make changes, click *Back to Quote* in the upper right corner.

Order Confirmation

Order Number: 100

Order For: NOVELL (120495)

[Back to Quote](#)

Your order has been accepted by Novell. You may track the fulfillment of your order in the Order History section of the Novell Customer Center.

Line Items

Item Description	SKU	Quantity	Price
ZENworks 7 Suite 1-Device/User 2-Year Upgrade P...	874-004370-R	2123	EUR97,658.00
Novell Cluster Services for NetWare & Open Ente...	874-004366-R	4	EUR7,160.00
iChain 1-User 2-Year Upgrade Protection	874-003557-R	50	EUR180.00
Novell Open Enterprise Server 1-User 1-Year Upg...	874-003896-R	2123	EUR78,551.00
Renewal GroupWise 7 including Mobile Server Pow...	874-005012-R	3935	EUR98,375.00

Subtotal \$281,924.00
Tax \$0.00

Quote Total **\$281,924.00**

PO# 123456

Your order is sent to processing. You will be notified by e-mail when your order is complete.

3.5.3 Requesting Help

- 1 Log in to Novell Customer Center as described in [Section 2.1.2, "Logging In to Novell Customer Center,"](#) on page 15.
- 2 Click *Administration* > *Quotes* in the left navigation frame.

My Quotes

Ed Newman, Provo, UT

555 Music Lane Provo, UT (100) << Select an Organization to Manage

Here is a list of all quotes you have received from Novell. You can double-click on a quote to view details, accept the quote and continue the renewal process, or reject the quote. Prices on quotes are good for 30 days. Double-click on any line item to view details.

Filter this view Quote ID Contains

Quote ID	Date Created	Customer Name	Status	Amount
100	14 Sep 2006	Novell Music...	New	\$700.00

1 item

Quote Legend

New Pending Accepted Rejected

3 Double-click a quote.

Renewal Quote #100 - New

NOVELL MUSIC INC (100)
[Back to List](#)

Prepared For

Contract: 100
Novell Music Inc.
555 Music Lane
Provo, UT 84606
United States

Sales Contact

Joe Novell
joenovell@novell.com

[Purchasing Options](#)

[Questions / Adjustments](#)

Pricing Good: 14 Jan 2008 - 13 Feb 2008

New Start Date: 14 Sep 2006

New End Date: 14 Sep 2007

Line Items

Item Description	SKU	Quantity	Price
Renewal SUSE Linux Enterprise Desktop 10 1-Devi...	874-005058-R	1	\$75.00
			Total: \$700.00

4 Click *Questions/Adjustments*.

Request Contact

If you have questions about this quote, or need to make adjustments, please fill out the information below and someone from Novell will contact you.

Your Name: Ed Newman
Phone: 555-5555
Email: ednewman@novellmusic.com
Request: [Empty text area]

Close Send

- 5 Specify any questions or requests you might have and click *Send*, or click *Close* to cancel. The status changes to *Pending Help*, and a Novell Representative will either update the quote or contact the user.

Managing Maintenance Support Benefits

4

When you purchase maintenance with your Novell® product, you are entitled to a certain level of support from Novell.

For more information about using Novell Customer Center (NCC) to manage support and training contacts, as well as general information about how to access technical support and training benefits, see [How to Manage Maintenance Support Benefits \(http://support.novell.com/programs/maintenancehelp.html\)](http://support.novell.com/programs/maintenancehelp.html).

For information about using the new electronic service request (SR) system through Novell Customer Center, see [Novell Customer Center - Electronic Service Request \(http://support.novell.com/selfserv/help_ncc.html\)](http://support.novell.com/selfserv/help_ncc.html).

Documentation Updates

A

This section contains information on documentation content changes that were made in this guide after the initial release of Novell® Customer Center. The information can help you to keep current on updates to the documentation.

The documentation was updated on the following dates:

- ♦ [Section A.1, “April 8, 2009,” on page 79](#)
- ♦ [Section A.2, “February 4, 2008,” on page 79](#)
- ♦ [Section A.3, “April 24, 2007,” on page 79](#)
- ♦ [Section A.4, “March 14, 2007,” on page 79](#)
- ♦ [Section A.5, “September 14, 2006,” on page 79](#)

A.1 April 8, 2009

- ♦ Added [Chapter 4, “Managing Maintenance Support Benefits,” on page 77](#).

A.2 February 4, 2008

- ♦ Updated graphics and content throughout.

A.3 April 24, 2007

- ♦ Added [Section 2.2.5, “Requesting Access to an Organization’s Account,” on page 22](#).

A.4 March 14, 2007

- ♦ Added [Section 3.5, “Working with Quotes,” on page 70](#).

A.5 September 14, 2006

- ♦ Substantial editing, reorganization, and additional content throughout.

