AUTHORIZED DOCUMENTATION

Guide

Novell®
Novell Customer Center

2.3

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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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1 Introducing Novell Customer Center

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.

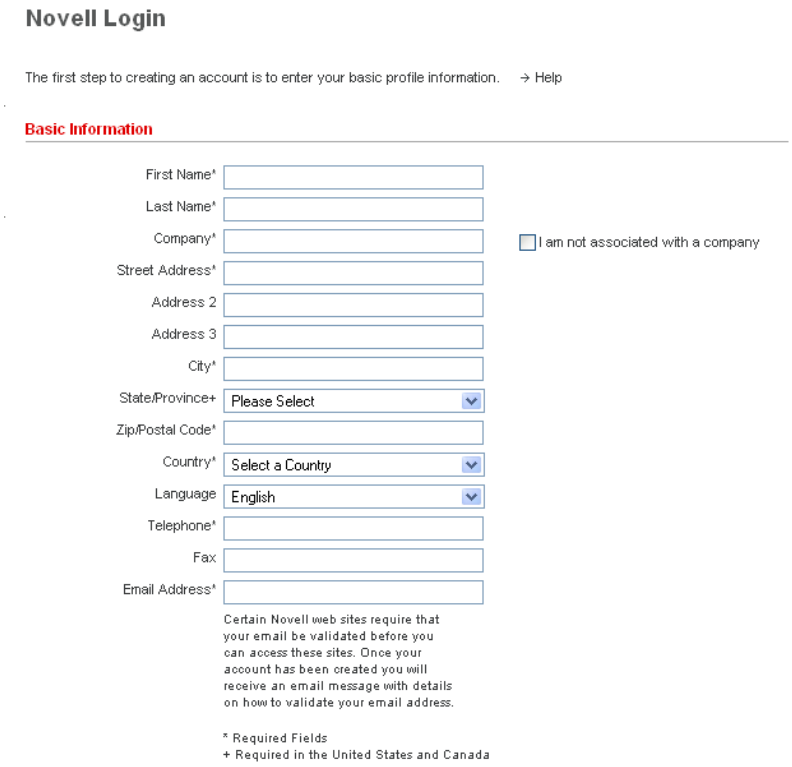
NOTE: You can be a member of multiple organizations, including the one that was created when you created your Novell account and any others that you are added to by that organization’s administrator or automatically assigned to you based on a purchase.

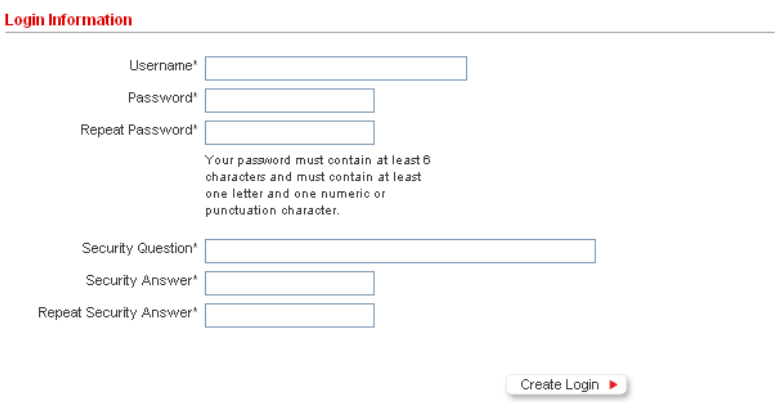
If you do not have an account, you must create one the first time you log in to Novell Customer Center.

To create a Novell Login account:

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

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





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.

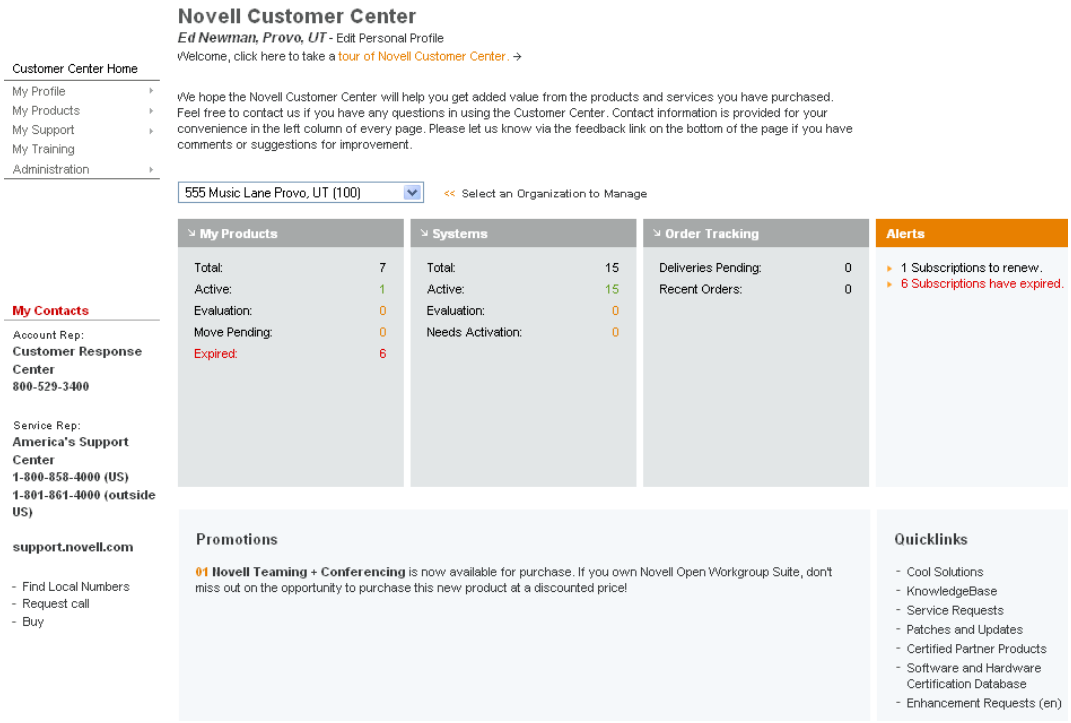
2.1.2 Logging In to Novell Customer Center

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

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*.



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.

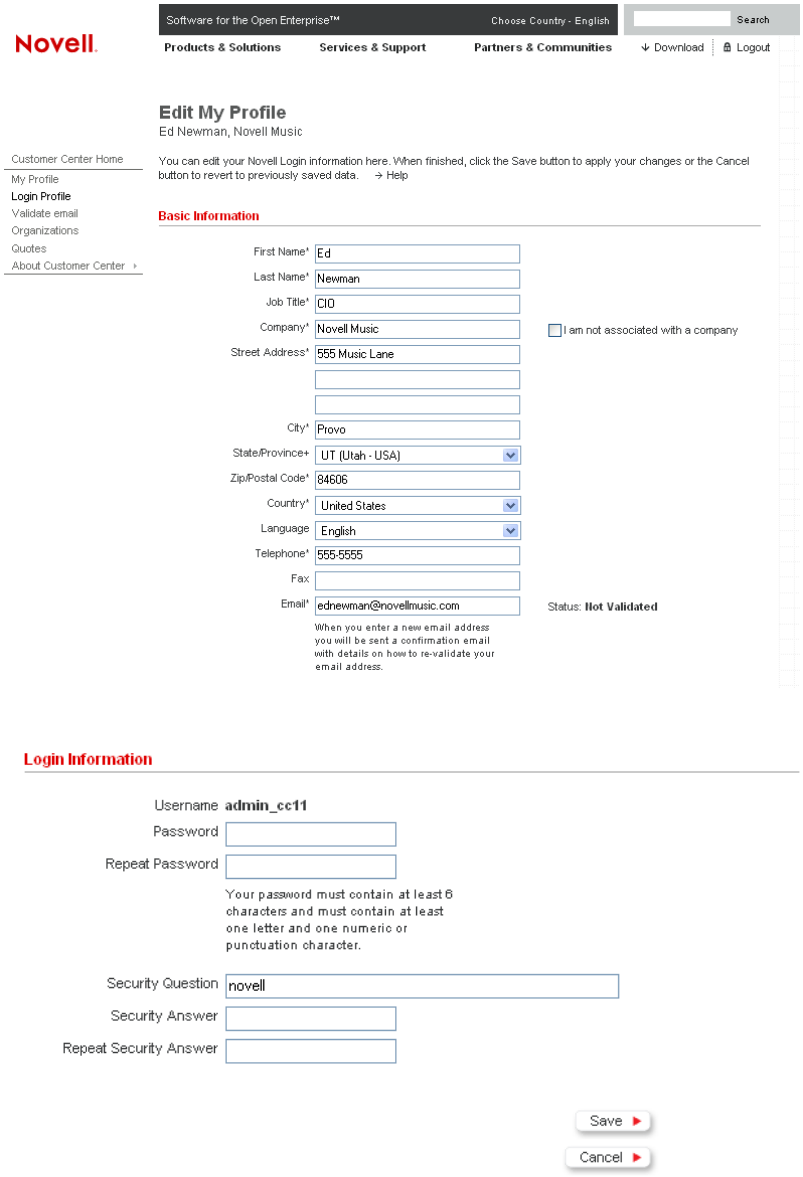
2.1.3 Managing Account Information

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.



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*.

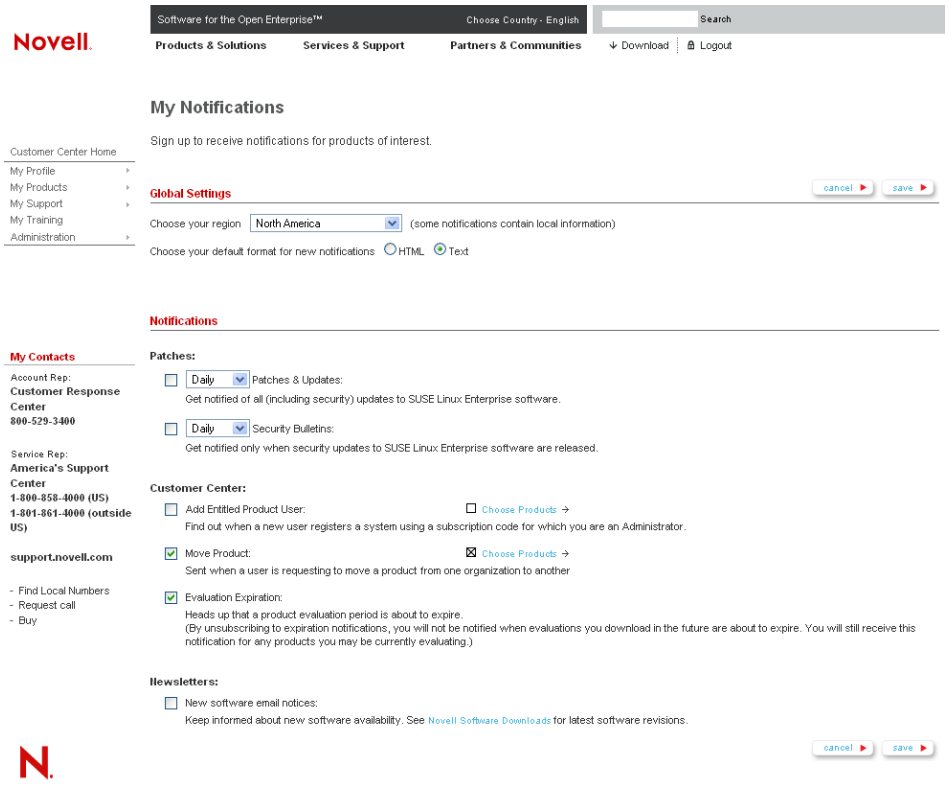
2.1.4 Receiving Notifications

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.



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.

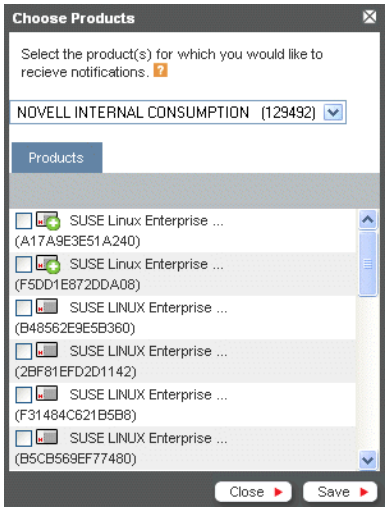
Newsletters. Select whether you want to receive e-mail notices of new software availability. Click *Novell Software Downloads* for latest software revisions.

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 (*x*LA) 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.

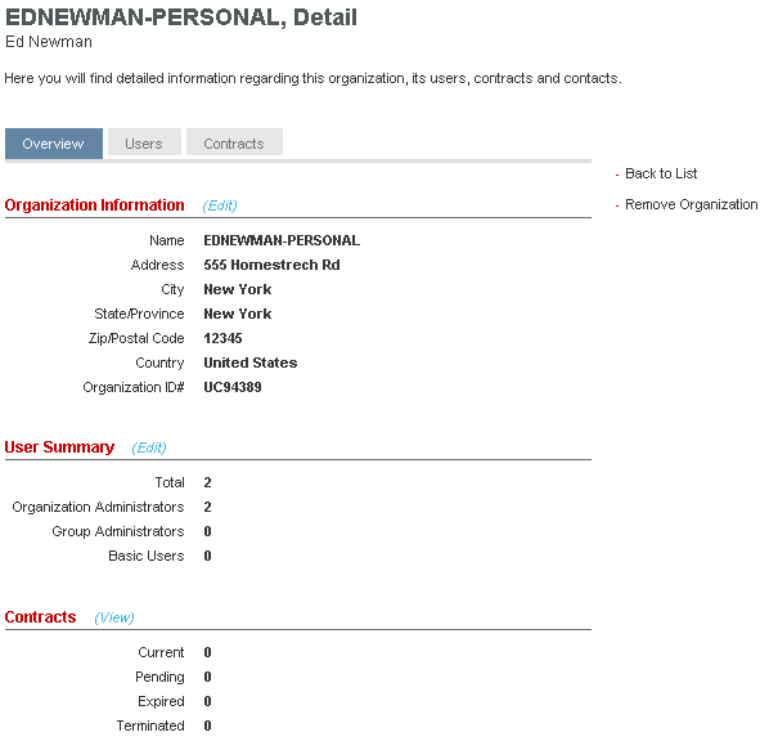
A user’s role and access to information changes when switching to a different organization, based on the user’s assigned roles in that organization. For information about the available roles, see Section 1.2, “Who Should Use Novell Customer Center?,” on page 10.

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

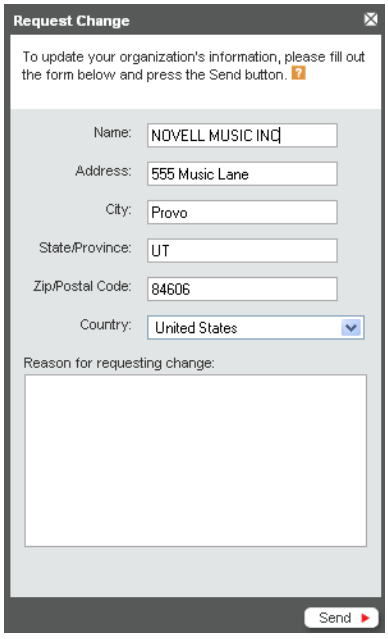
To change the address information for an organization:

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.



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

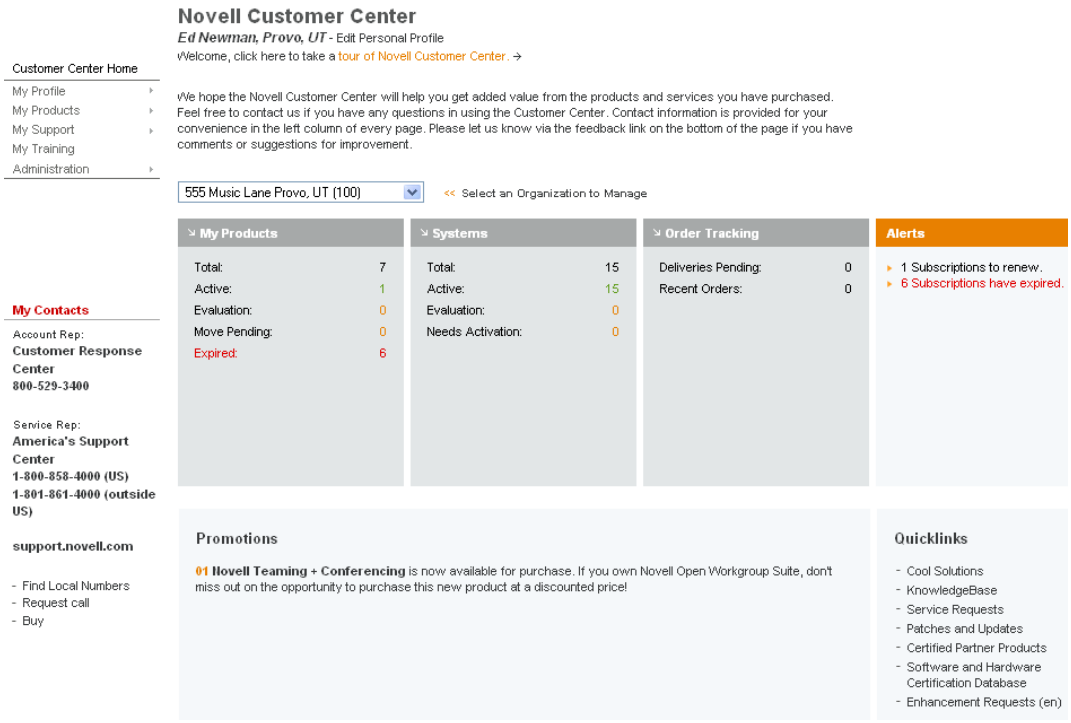
Whether you see *Request Change* or *Edit* depends on the way your account was created. When you click the *Request Change* link and change your organization information, your changes are submitted to the appropriate team at Novell for review prior to being displayed in Novell Customer Center. When you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



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.



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.

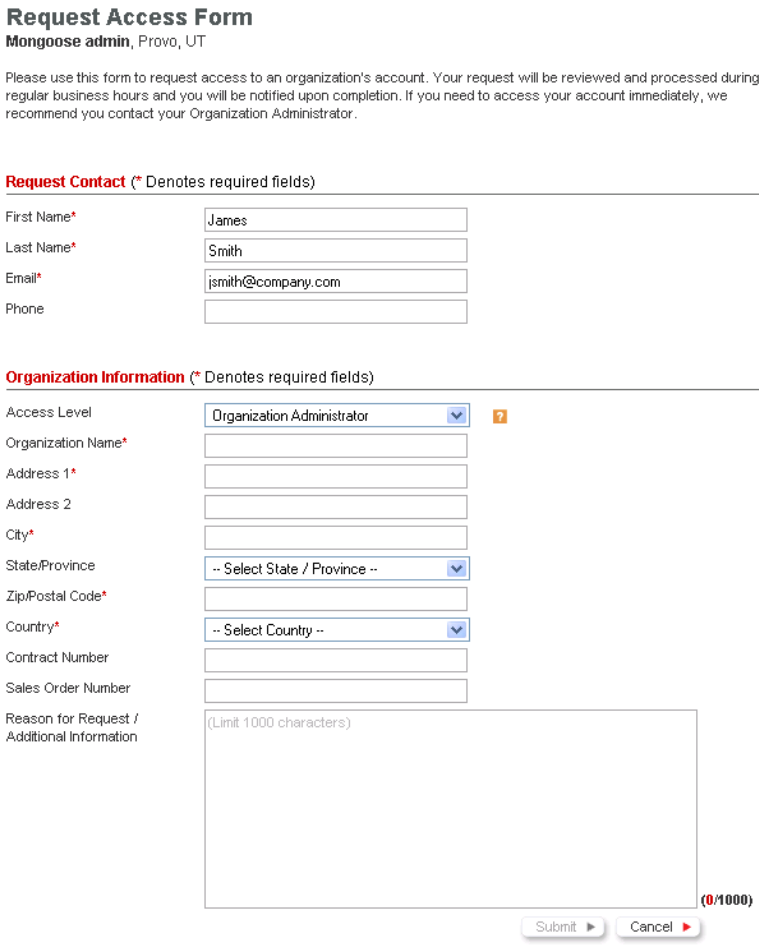
2.2.5 Requesting Access to an Organization’s Account

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

If you are a member of only one organization, click *Administration* > *Organization* in the left navigation frame, then select *Click here to request access to an organization.*



3 Fill in the fields.

Fields marked with an asterisk are required.

4 Click *Submit*.

The request is submitted and you are notified by e-mail if access has been granted.

2.3 Working with Users

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

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.

This section describes the following tasks:

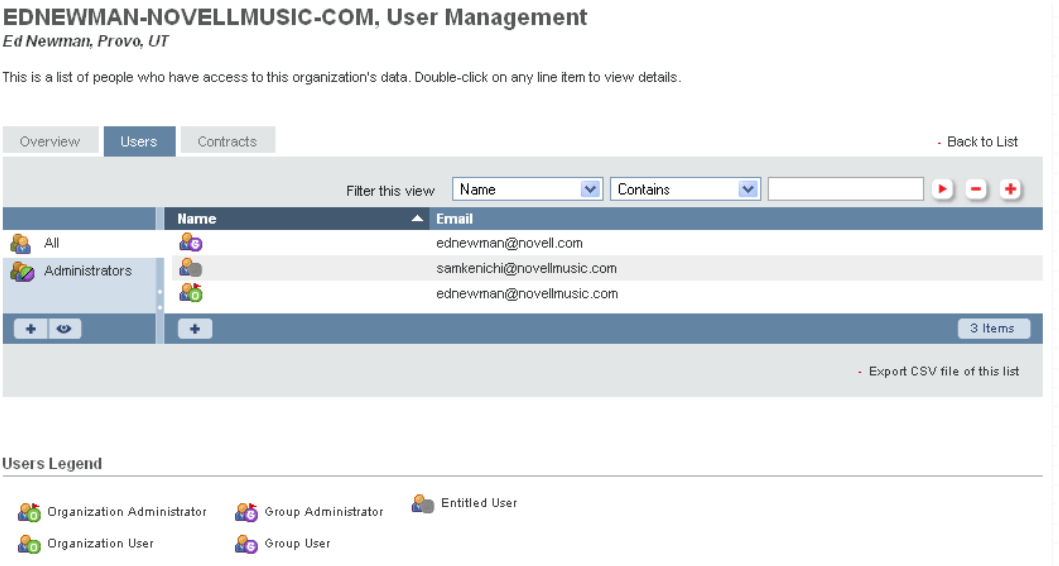
- Section 2.3.1, “Viewing User Information,” on page 24
- Section 2.3.2, “Adding an Organization Administrator or an Organization User to an Organization,” on page 25
- Section 2.3.3, “Removing Users from an Organization,” on page 26
- Section 2.3.4, “Editing a User,” on page 28

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.



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

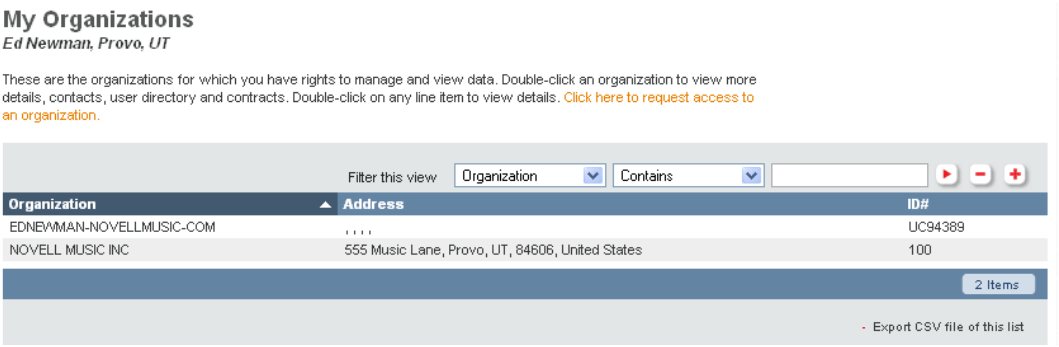
Novell Customer Center enables you to give access to your organization's information to anyone you choose. This can include co-workers, other interested people in your company, your Novell sales representatives, or resellers.

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.

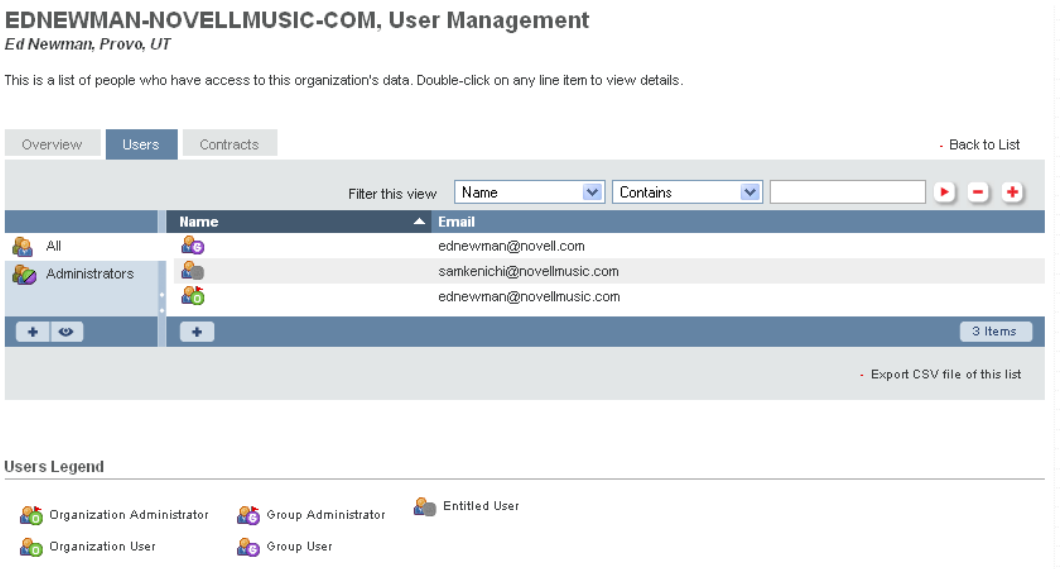
2 Click *Administration* > *Organizations* in the left navigation frame.



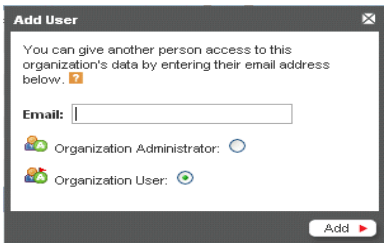
3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 In the *Organization* column, double-click the organization to which you want to add users.

5 Click the *Users* tab.



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



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

8 Click *Add*.

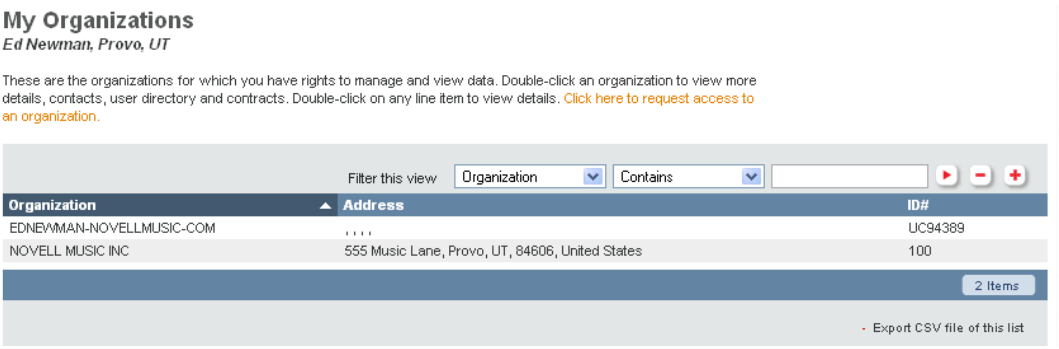
The new user name appears in the user list, represented by the icon for that type of user. If the user doesn't have a Novell account, the new user is listed by e-mail only.

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.

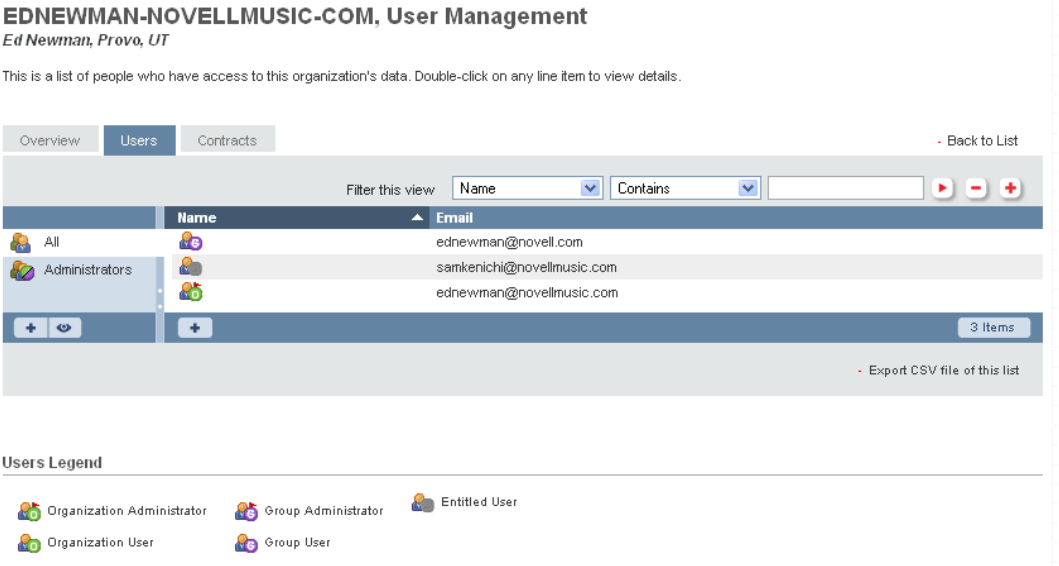
2 Click *Administration* > *Organizations* in the left navigation frame.



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.

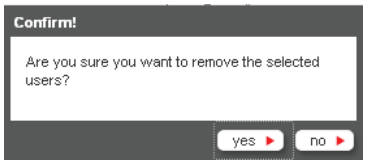
4 Double-click the organization containing the users you want to remove.

5 Click the *Users* tab.



6 Select the user you want to remove.

7 Click the *Remove* icon under the *Name* column.



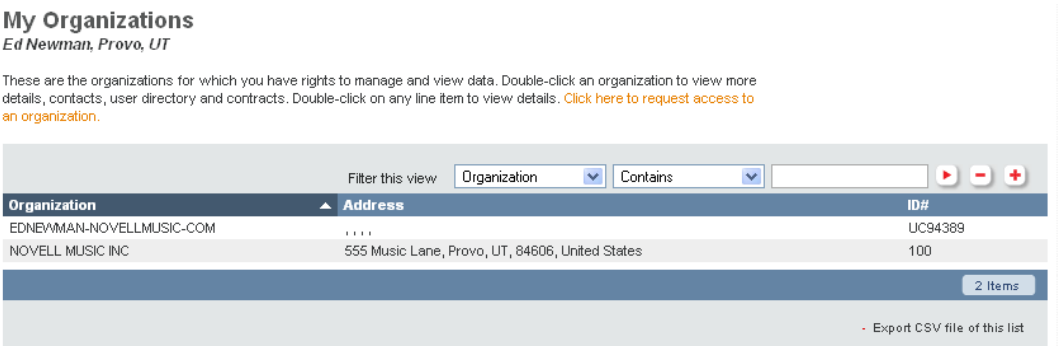
8 Click *Yes* to confirm that you want to remove the user or click *No* to cancel.

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.

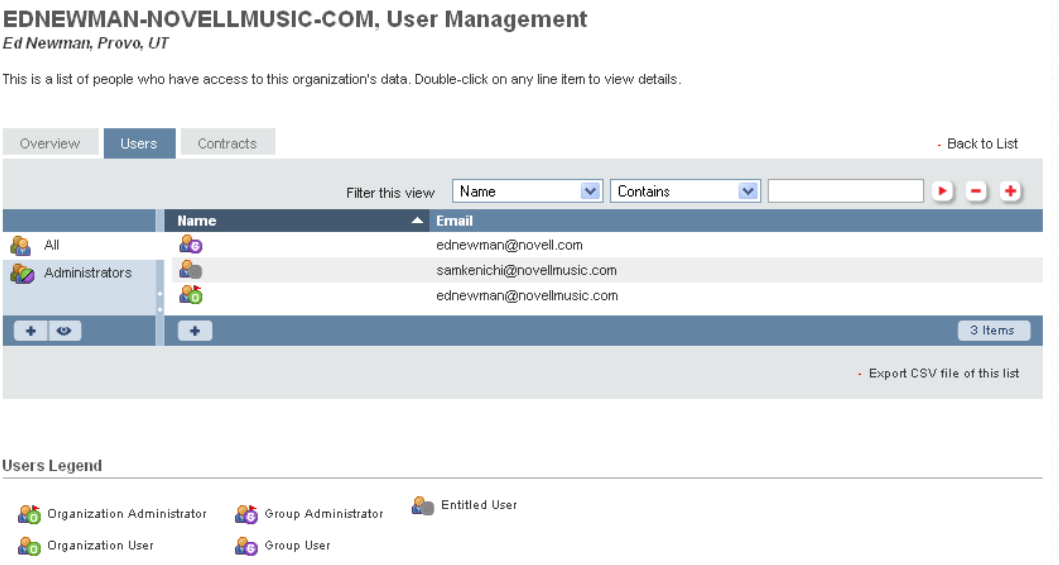
2 Click *Administration* > *Organizations* in the left navigation frame.



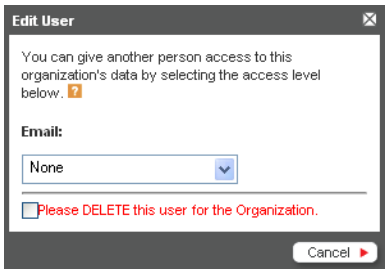
3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 Double-click the organization which contains the users you want to edit.

5 Click the *Users* tab.



6 Double-click the user you want to edit.



7 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.

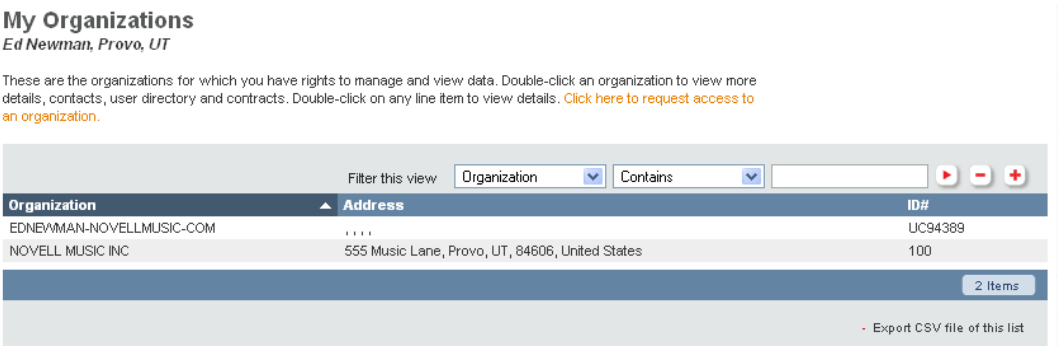
This section contains the following information:

- 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

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

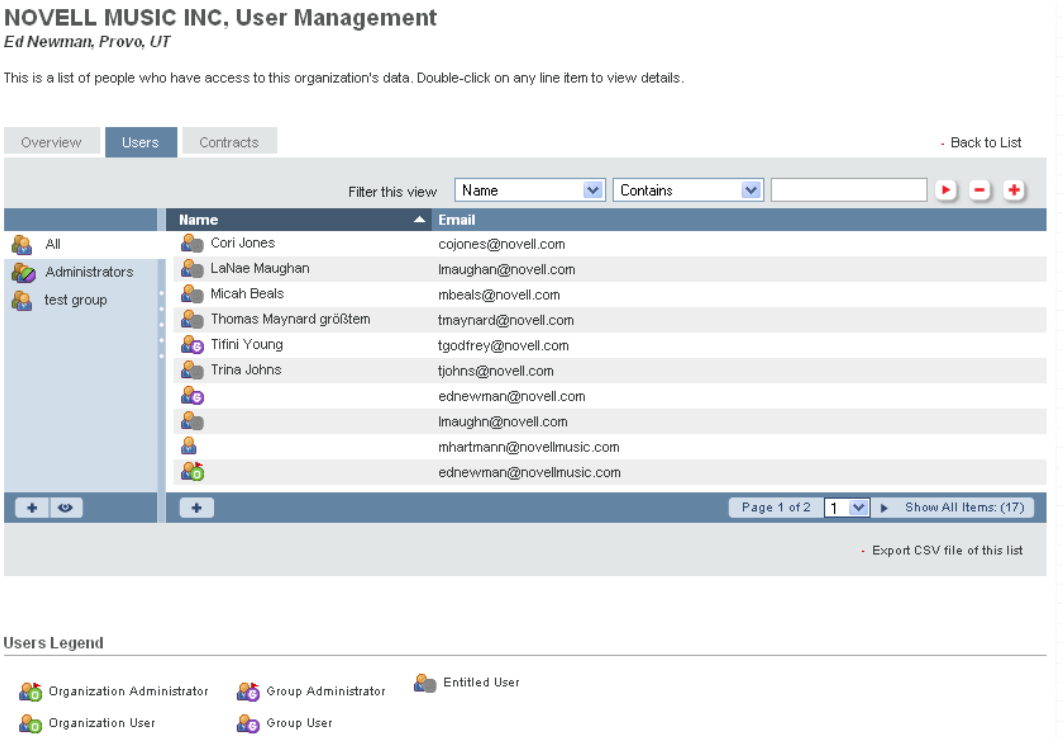
2 Click *Administration* > *Organizations* in the left navigation frame.



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 groups you want to view.

5 Click the *Users* tab.

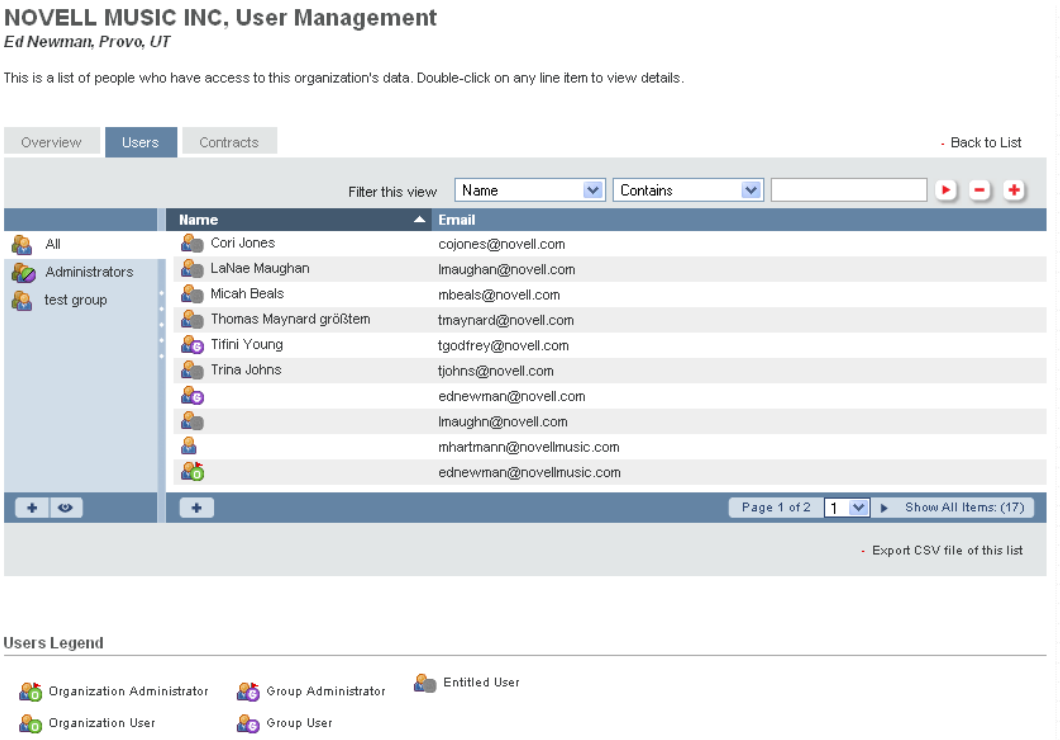


NOTE: The left column lists the groups in your organization. If this column does not appear in your view, click the *View* icon to display the column. You can toggle between showing and hiding the *Groups* column by clicking the *View* icon while that column is visible.

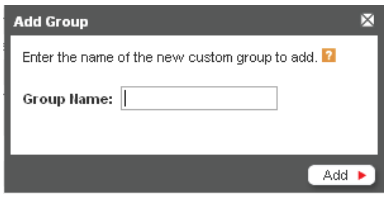
2.4.2 Creating, Editing, or Deleting a User Group

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.

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.



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



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:

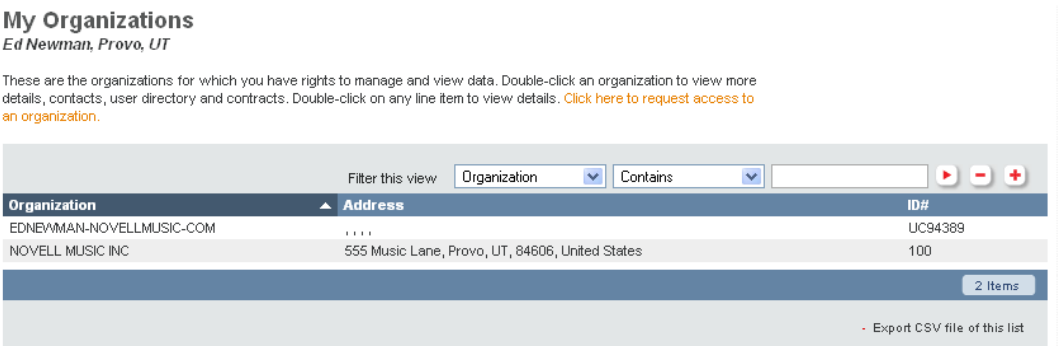
- Change the group name by selecting the group and clicking the *Edit* icon.
- Delete the group by selecting the group and clicking the *Remove* icon.

  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.

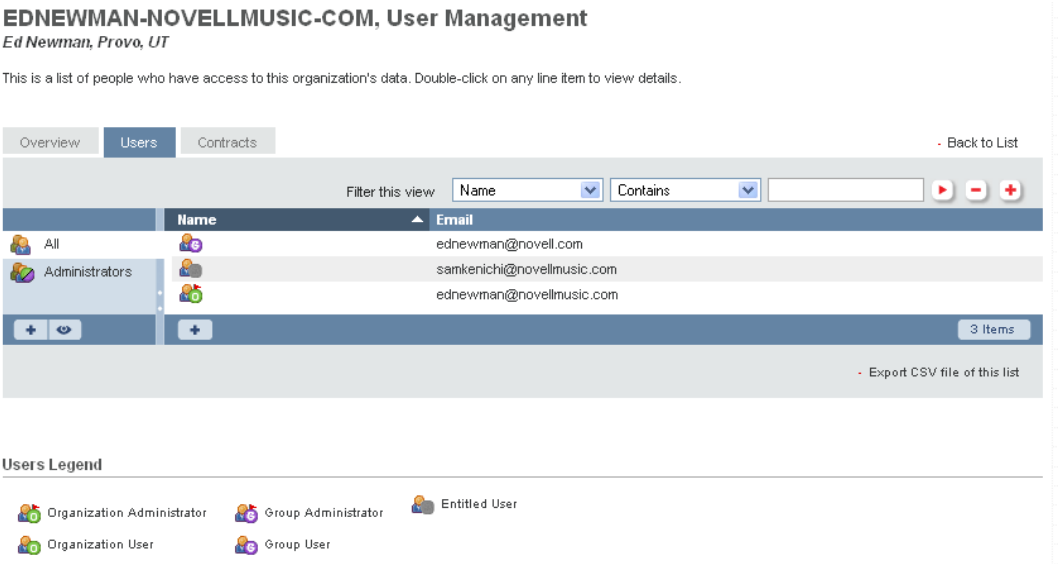
2 Click *Administration* > *Organizations* in the left navigation frame.



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.

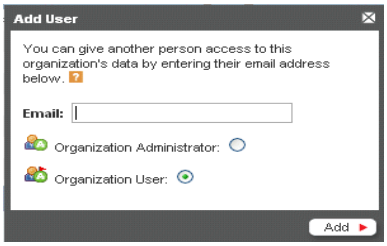
4 Double-click the organization containing the group where you want to add users.

5 Click the *Users* tab.



6 Click the group name.

7 Click the *Add* icon under the *Name* column.



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.

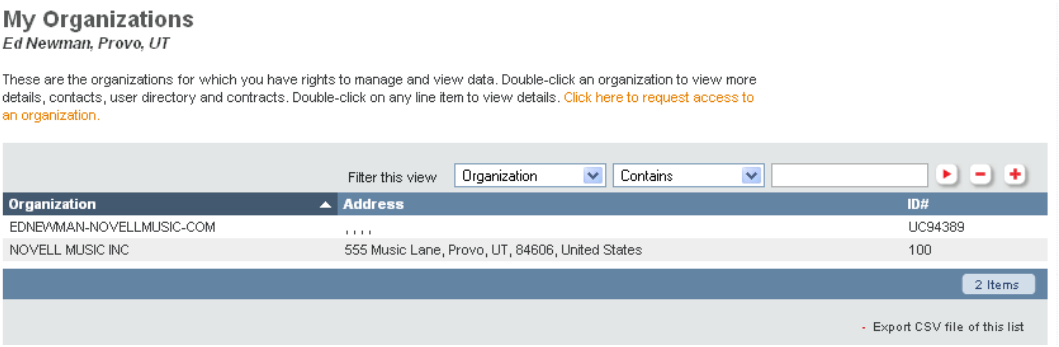
9 Click *Add*.

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.

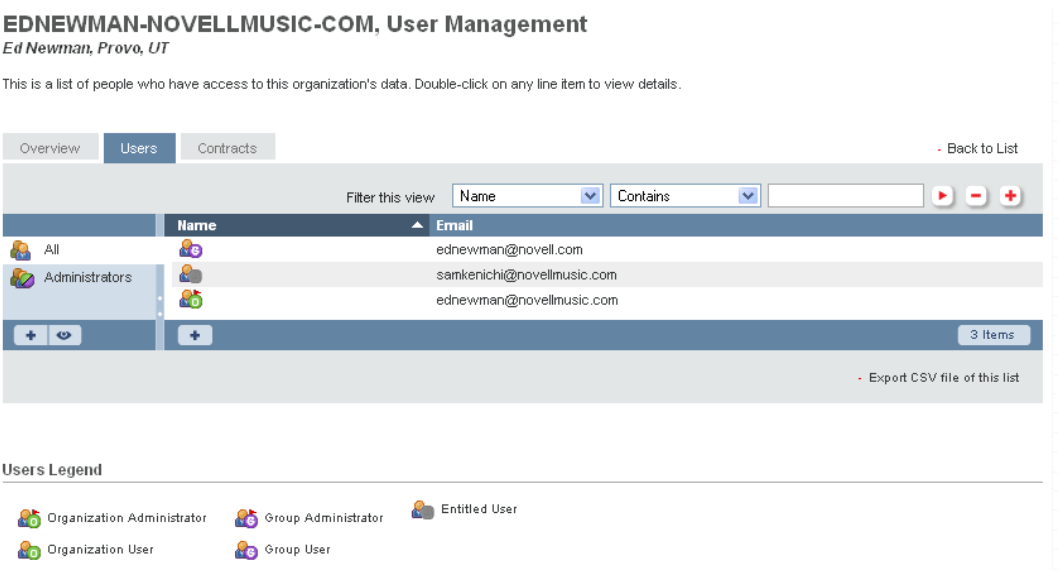
2 Click *Administration* > *Organizations* in the left navigation frame.



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.

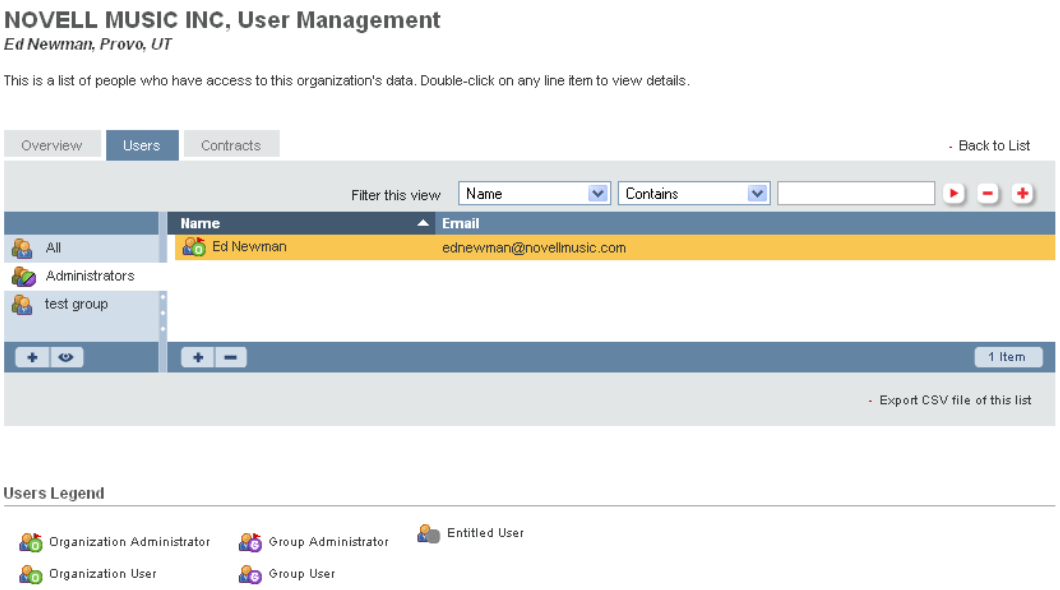
4 Double-click the organization containing the group where you want to remove users.

5 Click the *Users* tab.



6 Click the group name.

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



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.

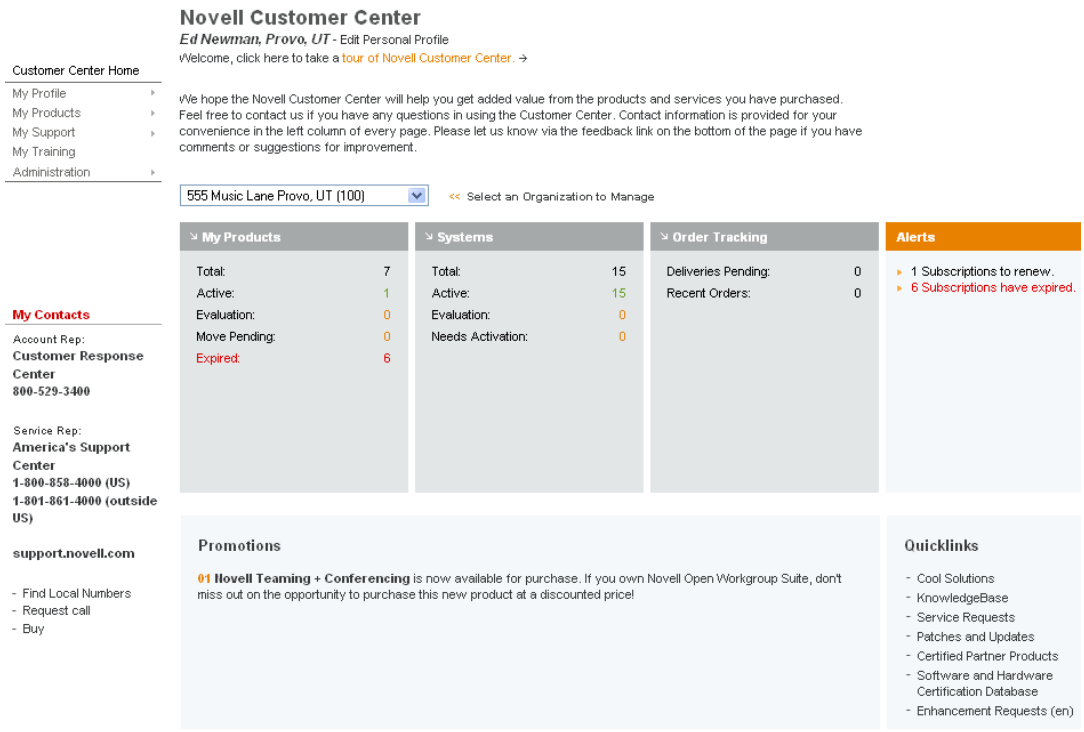
Additional information is available in the following sections:

- 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*



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

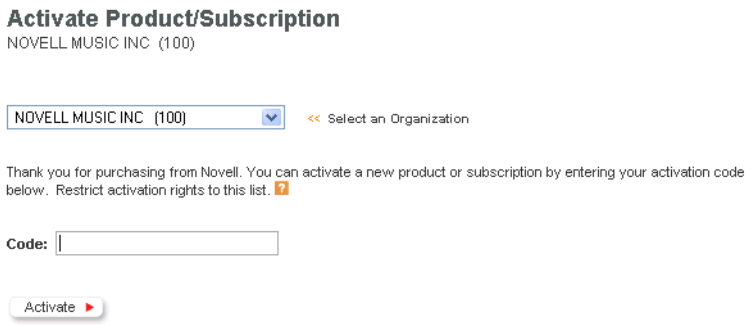
Getting Your Activation Code from an xLA Purchase

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.



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

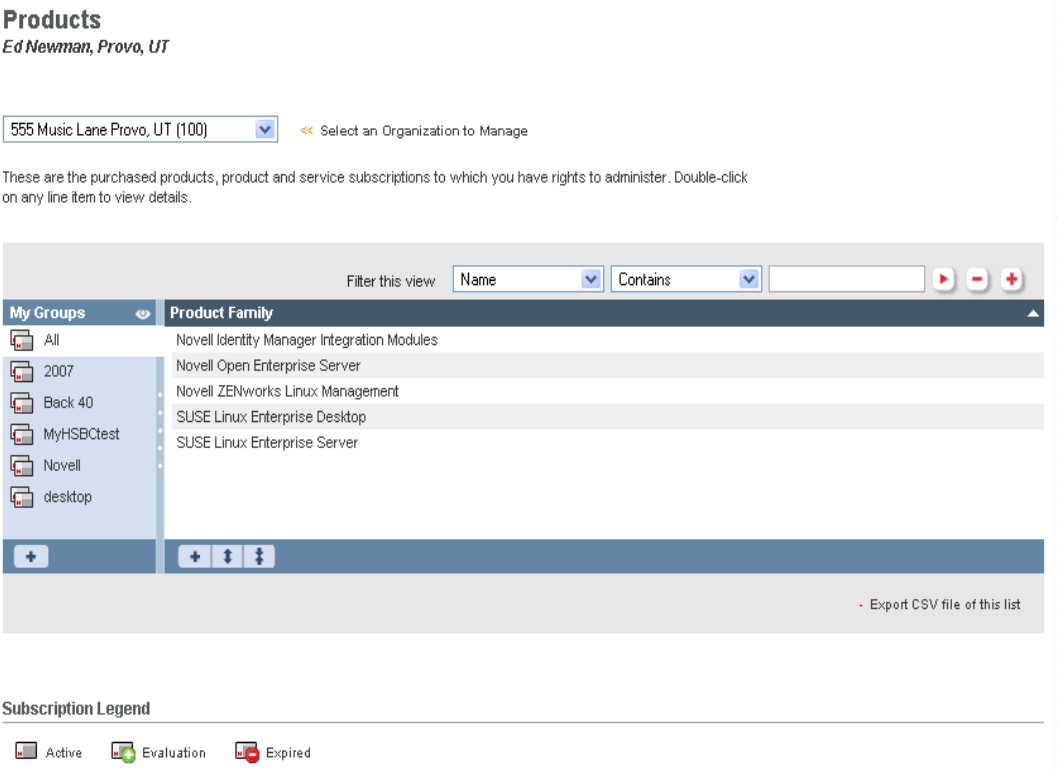
You can view basic information about your product or subscription, including the following:

- 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.

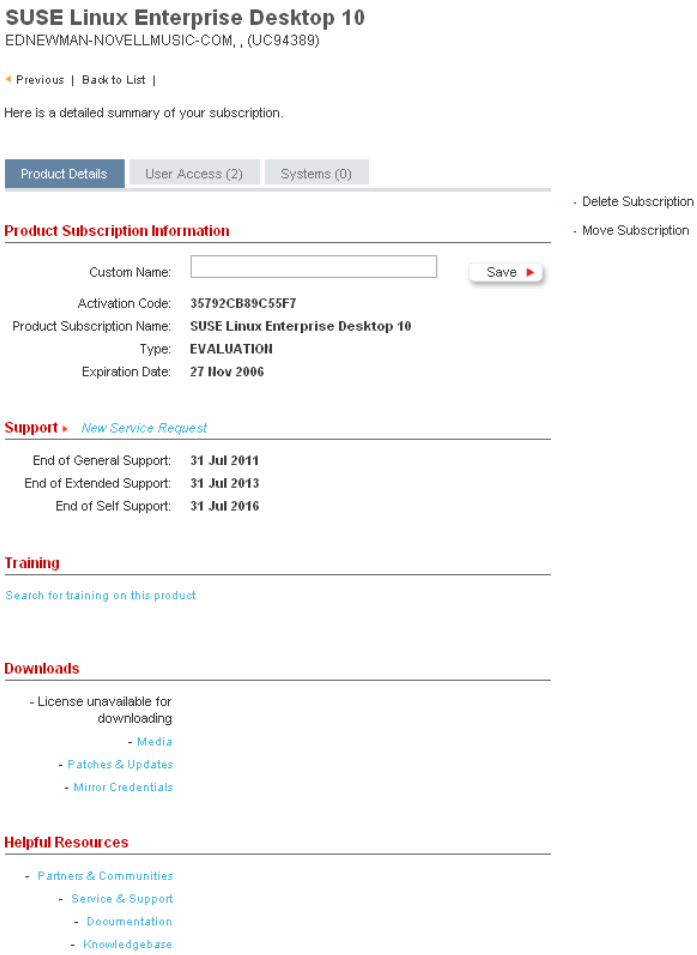


3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 Click a product family to expand the list.

5 Double-click a product or subscription in the list.

6 Click *Product Details*.



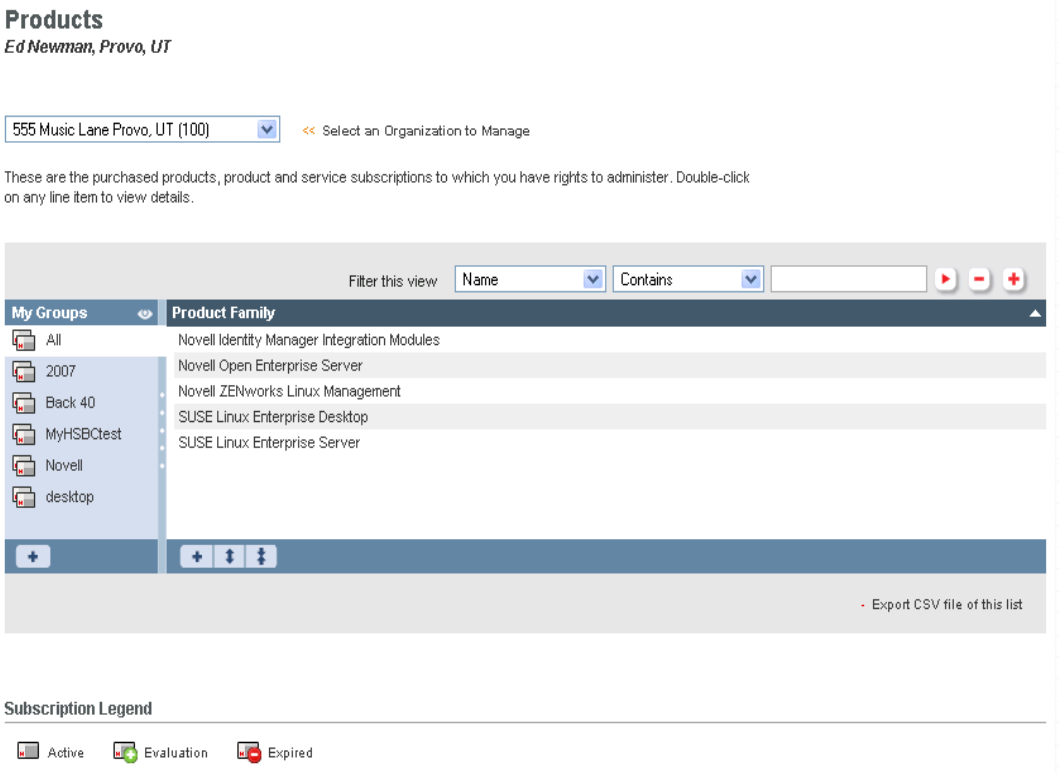
Monitoring Product and Subscription Renewals

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.

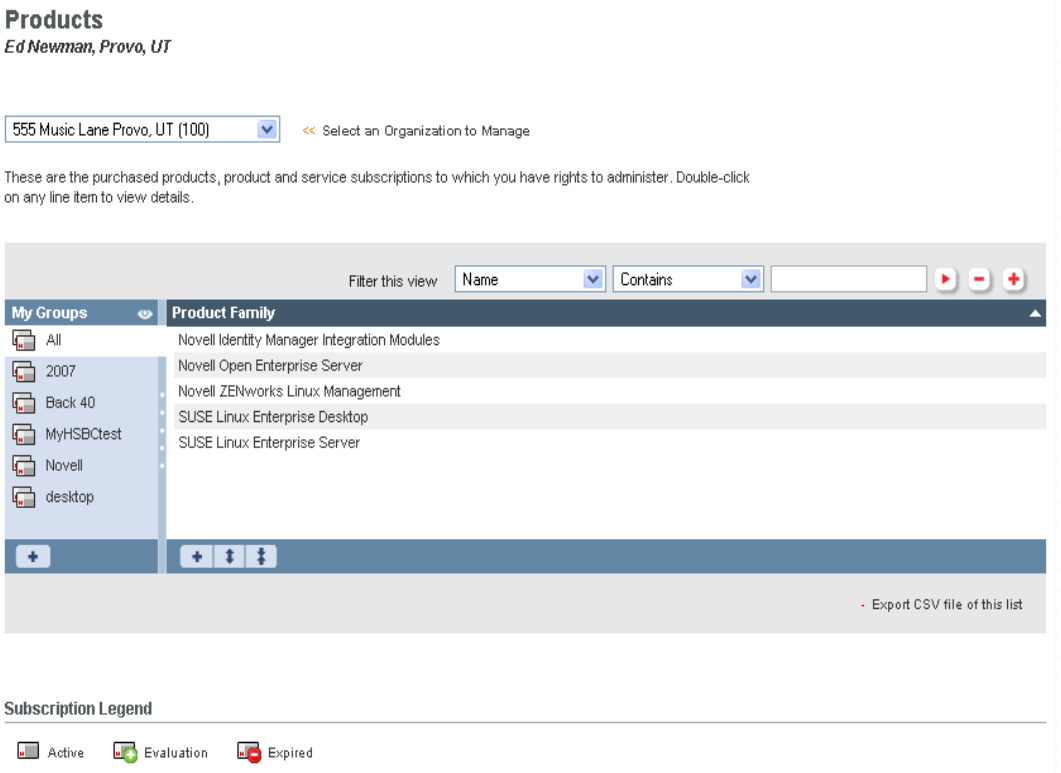


NOTE: You can also check for products or subscriptions that need renewing by navigating to the Products and Subscriptions list page and using the filter to find those items that need to be renewed. See "Viewing Basic Information About Your Product or Subscription" on page 37.

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.



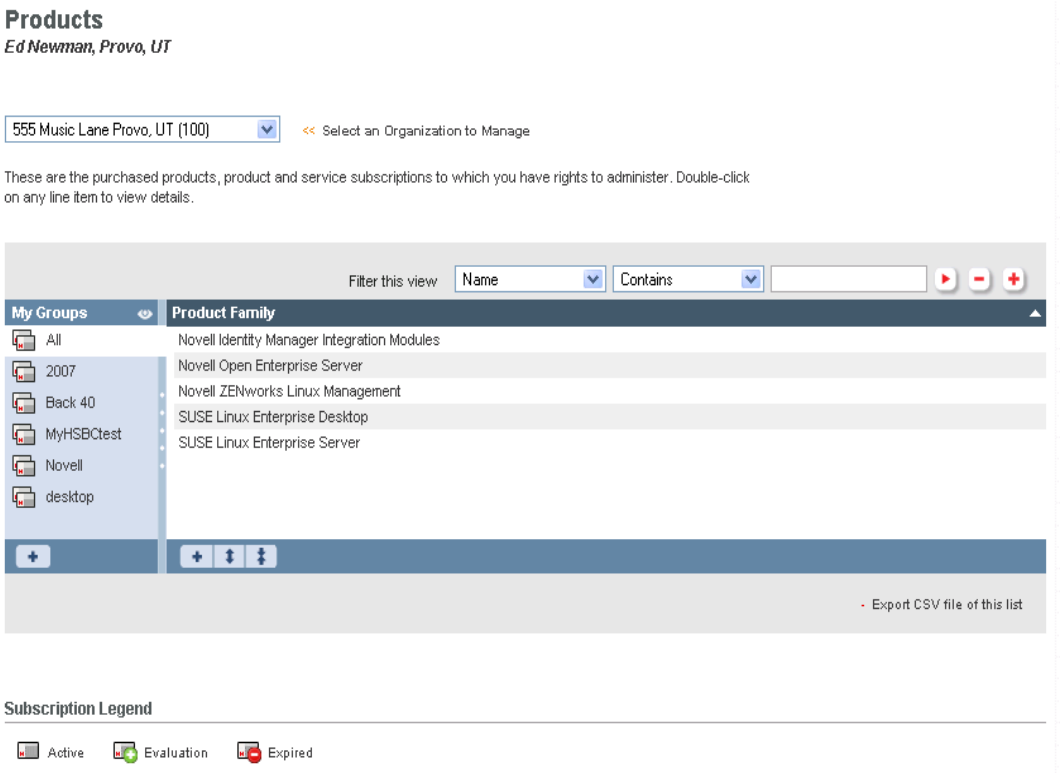
3 Click *Export CSV file of this list,* which is in the bottom right corner of the screen, and save the file to your hard drive or open it with a spreadsheet application.

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.



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.

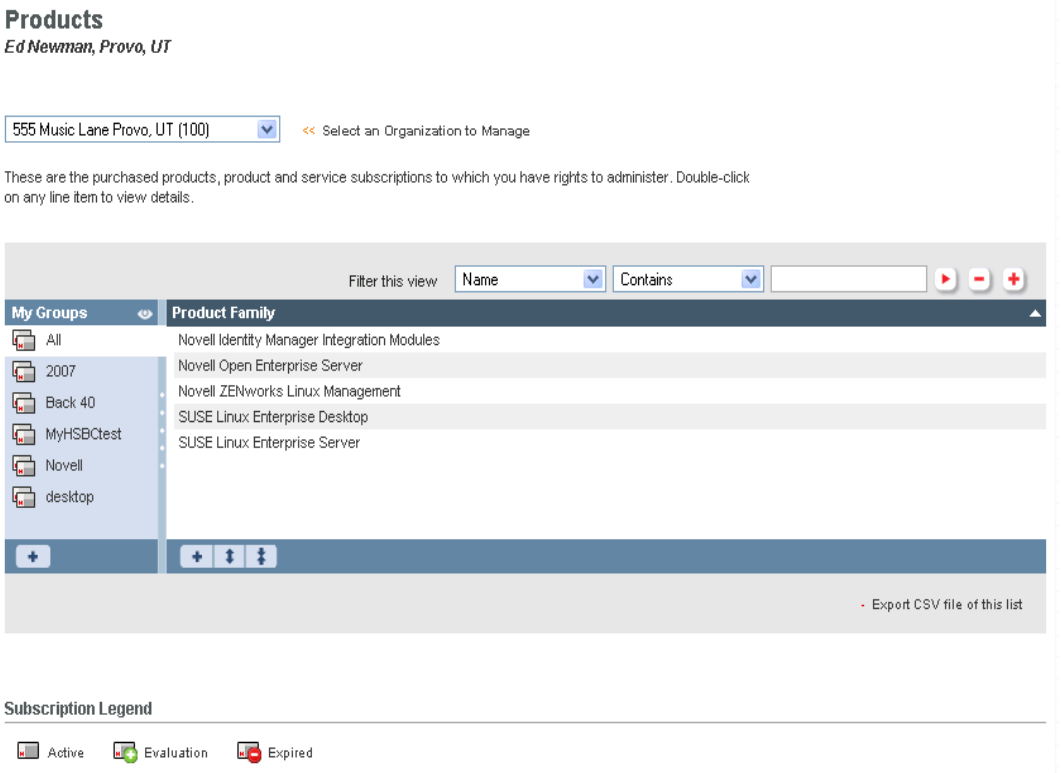
Editing a Description of Your Product or Subscription

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.

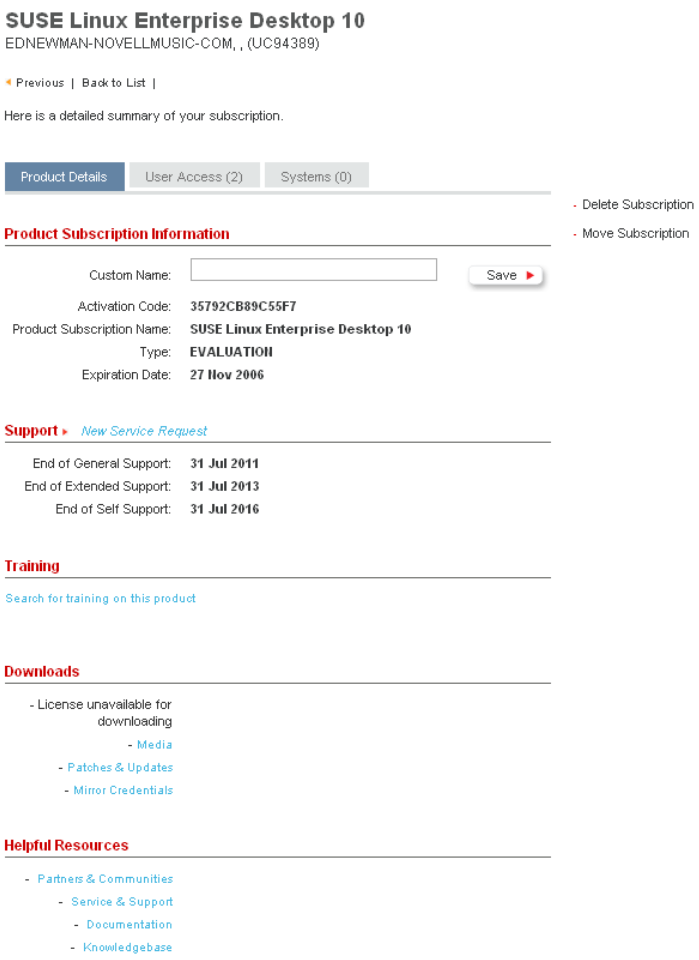
2 Click *My Products* > *Products* in the left navigation frame.



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

7 Click *Save*.

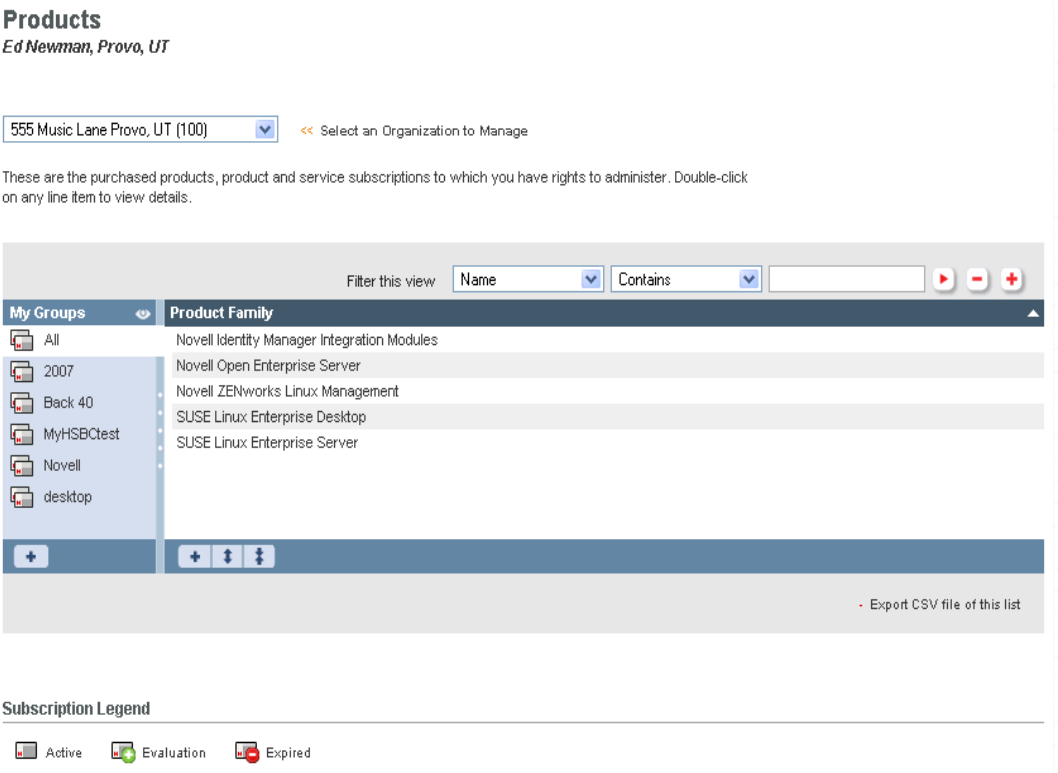
The new description prepends the default name for that product or subscription in the Products and Subscriptions list. The default name remains, enclosed in parentheses.

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.

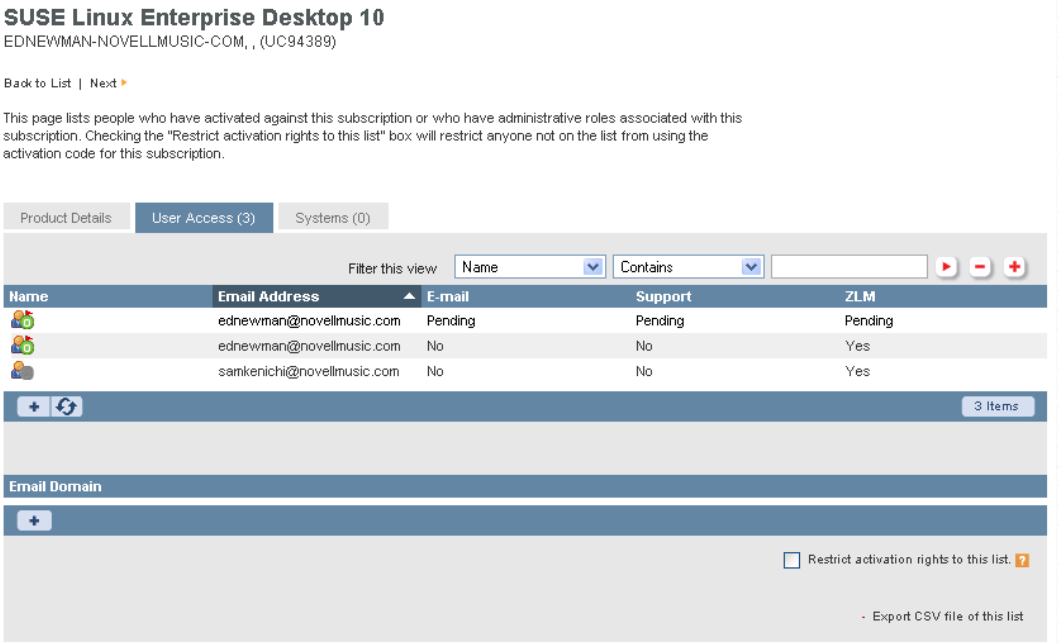


3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 Click a product family to expand the list.

5 Double-click a product subscription in the list.

6 Click *User Access*.



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.

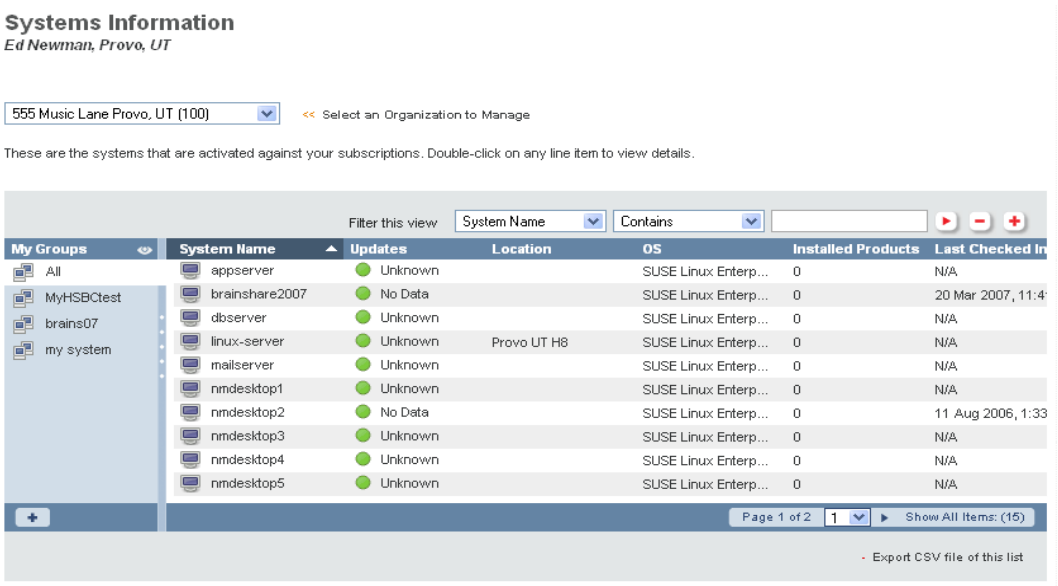
9 (Optional) Select *Restrict activation rights to this list* if you want to restrict rights so only the listed users can activate systems.

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.

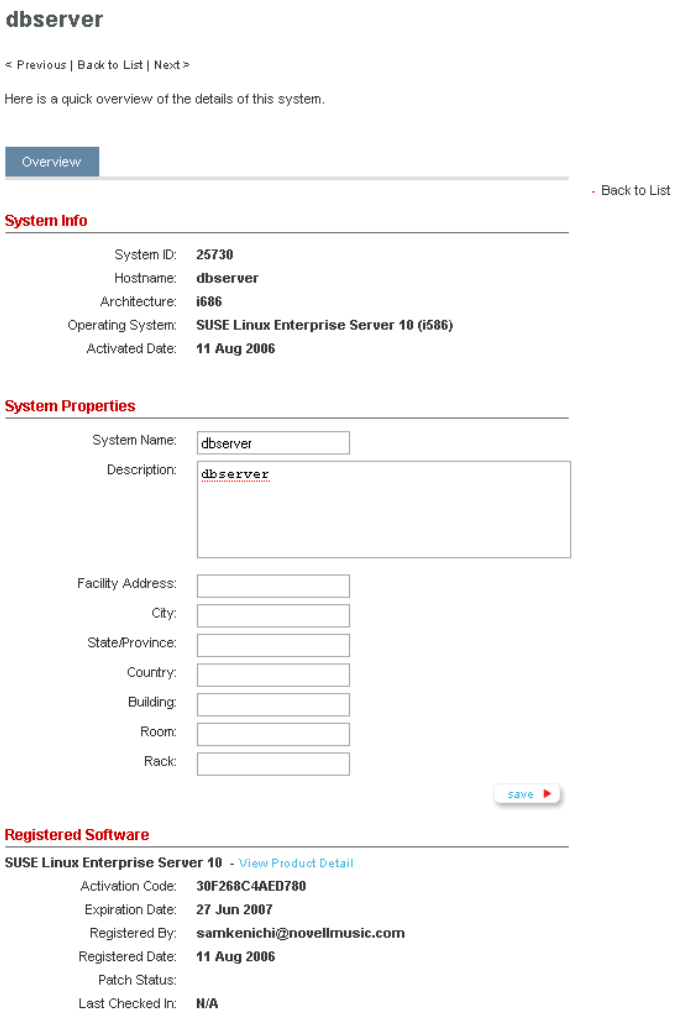


3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

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.



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

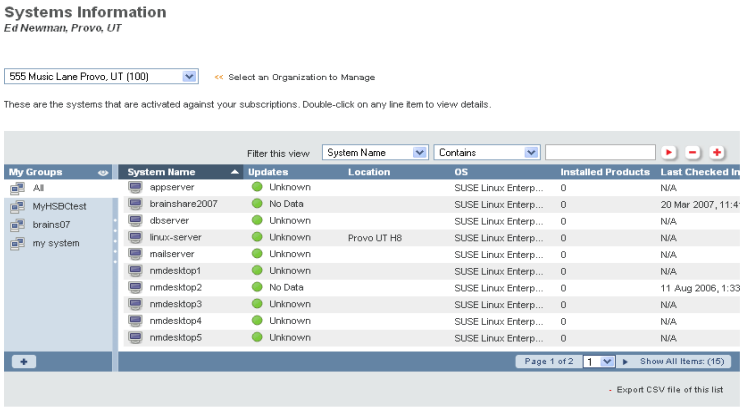
You can edit the name and description of the system and details about where the system is located.

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

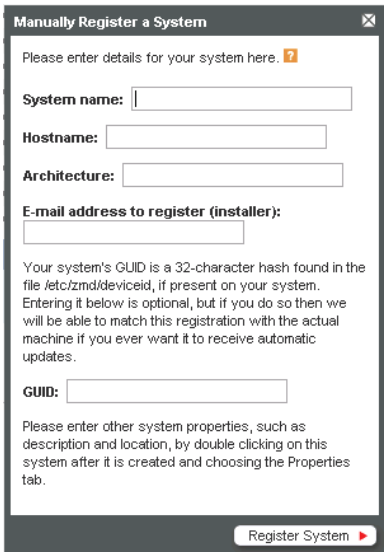
1 Log in to Novell Customer Center as described in Section 2.1.2, “Logging In to Novell Customer Center,” on page 15.

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



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.



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

Moving a Product Subscription to Another Organization

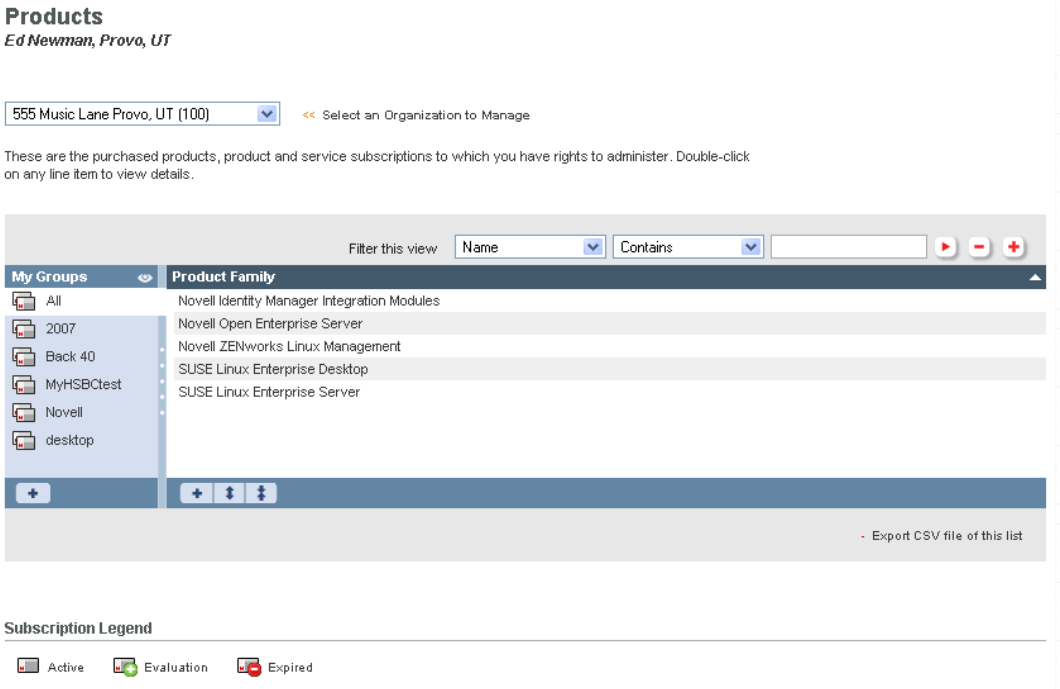
If responsibility for a retail purchase, OEM purchase, or evaluation product or subscription shifts to another organization, you can move the product or subscription from the first organization to the other one.

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.

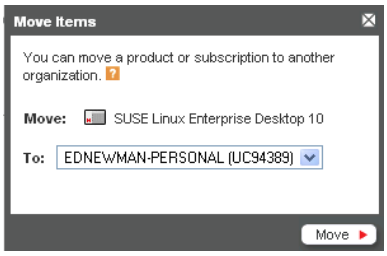
2 Click *My Products* > *Products* in the left navigation frame.



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*.

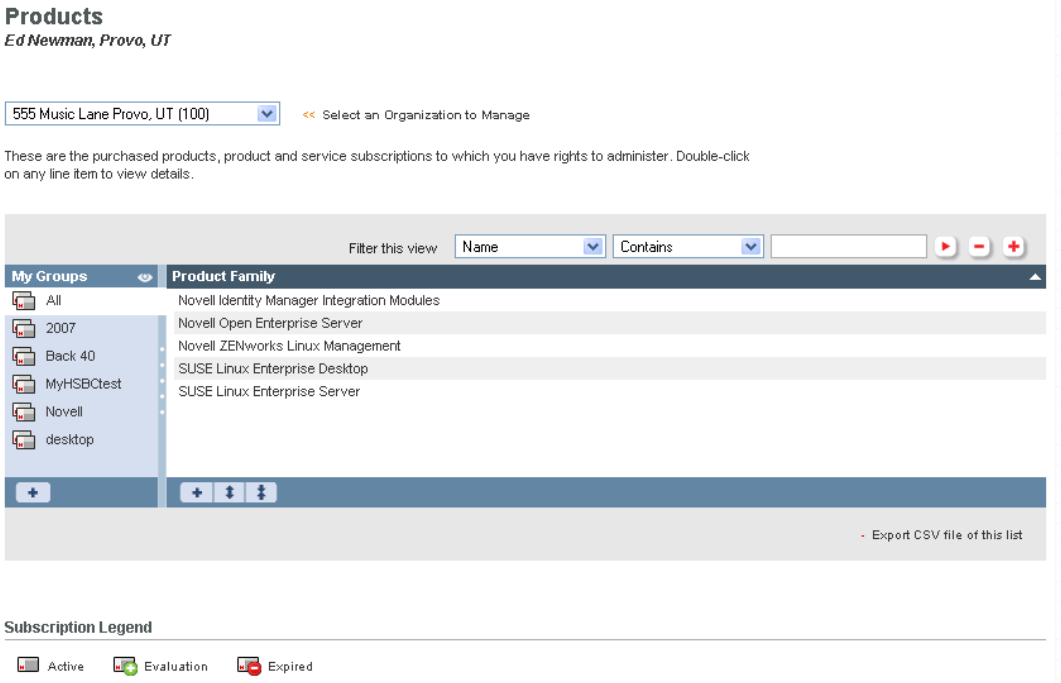
3.1.2 Creating a Product or Subscription Group

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.

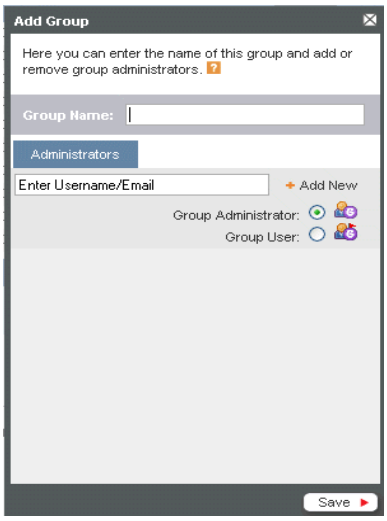
To create a product or subscription group:

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.



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*.

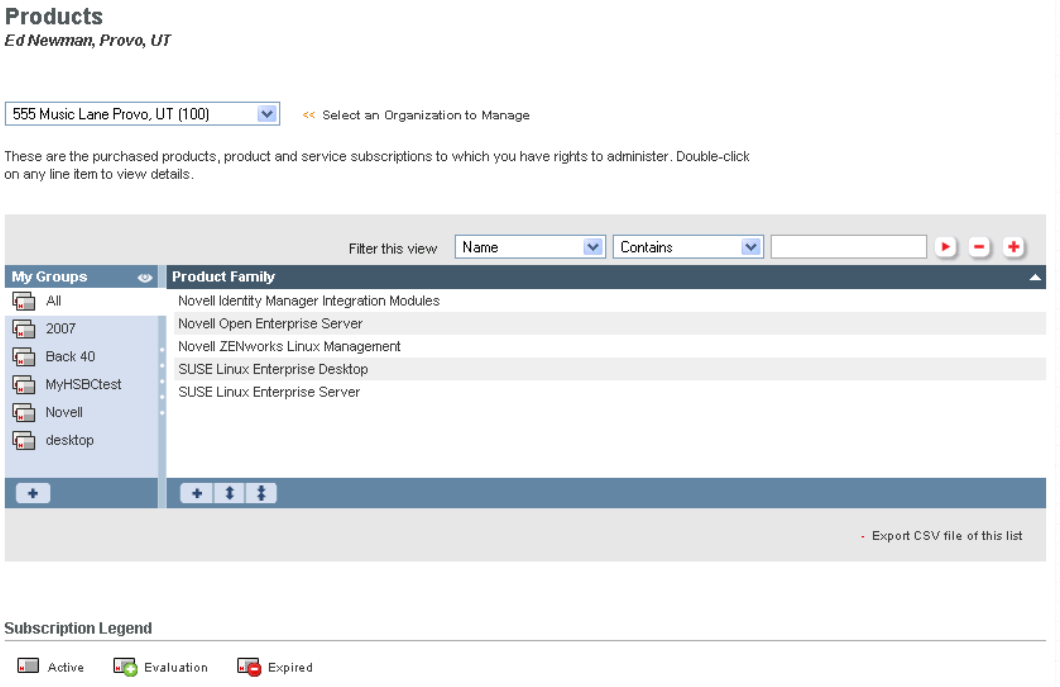
The new group appears in the left column.

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.



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

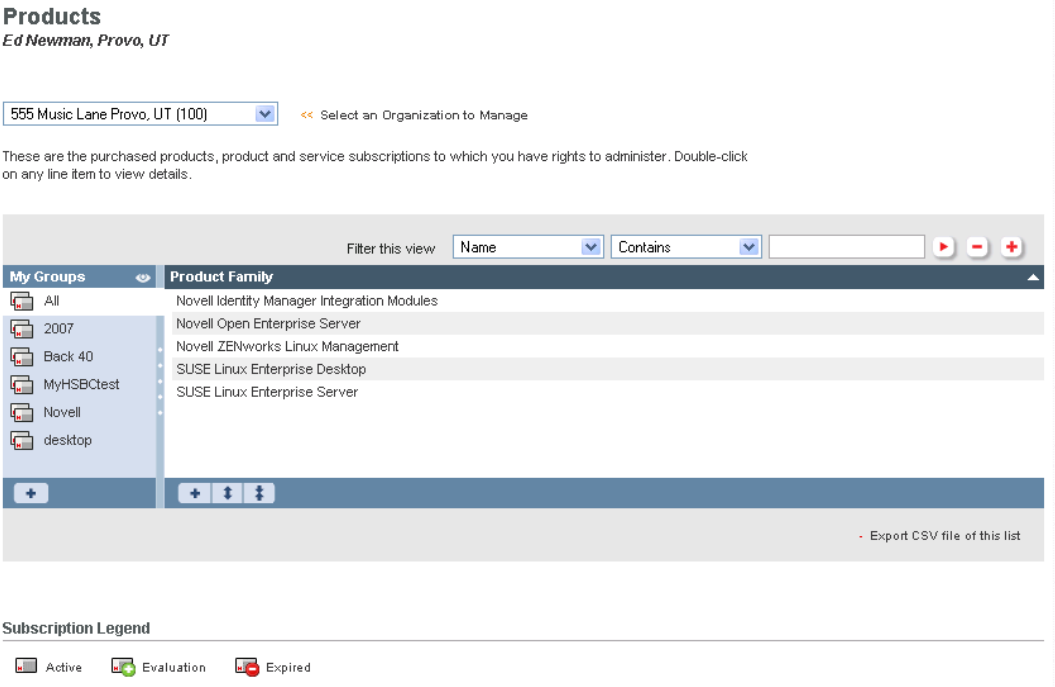
Users can be set up with different entitlements for each of an organization's subscriptions. Users can be entitled to the following:

- 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.

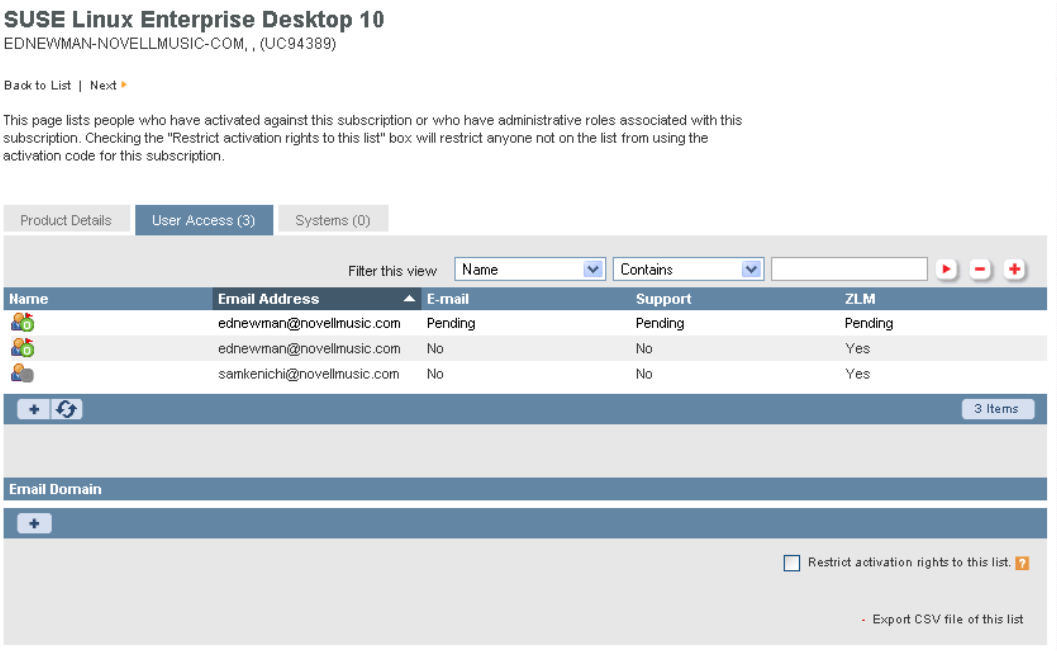


3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

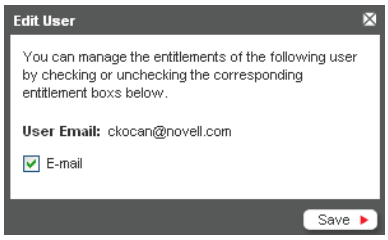
4 Click a product family to expand the list.

5 Double-click a product or subscription in the list.

6 Click *User Access*.



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



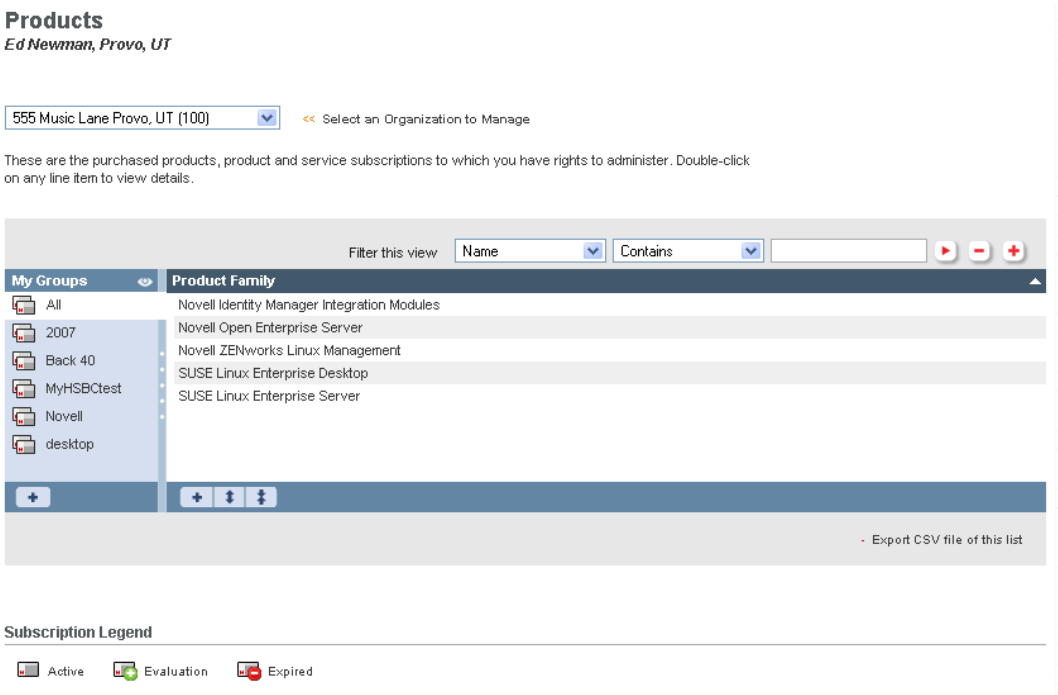
8 Select the entitlements you want to give that user, then click *Save*.

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.

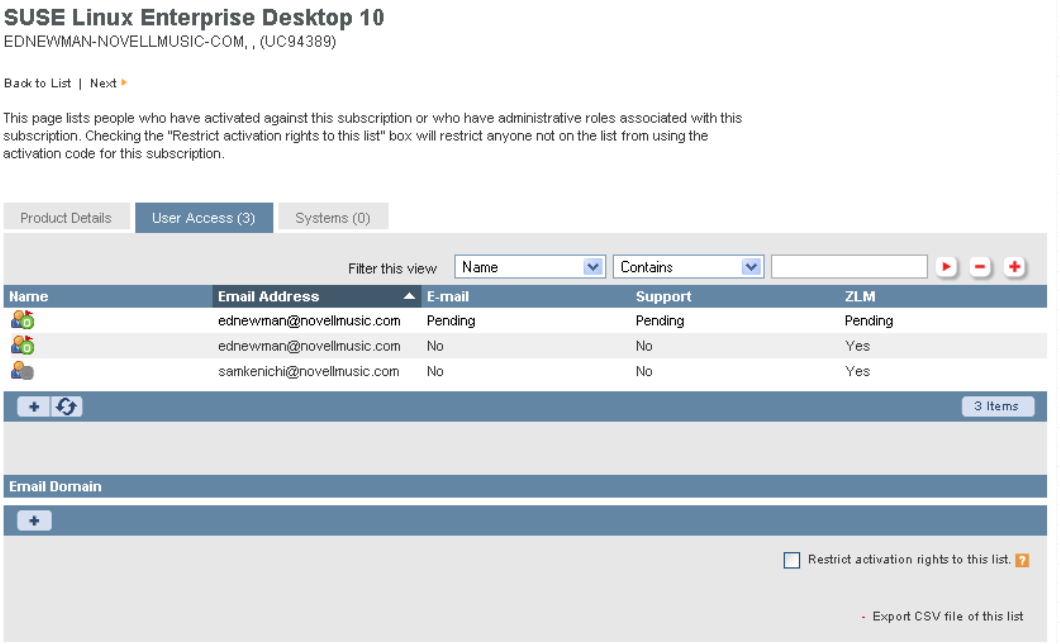


3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

4 Click a product family to expand the list.

5 Double-click a product or subscription in the list.

6 Click *User Access*.



7 Select the box labeled *Restrict activation rights to this list* on the bottom right of the screen.

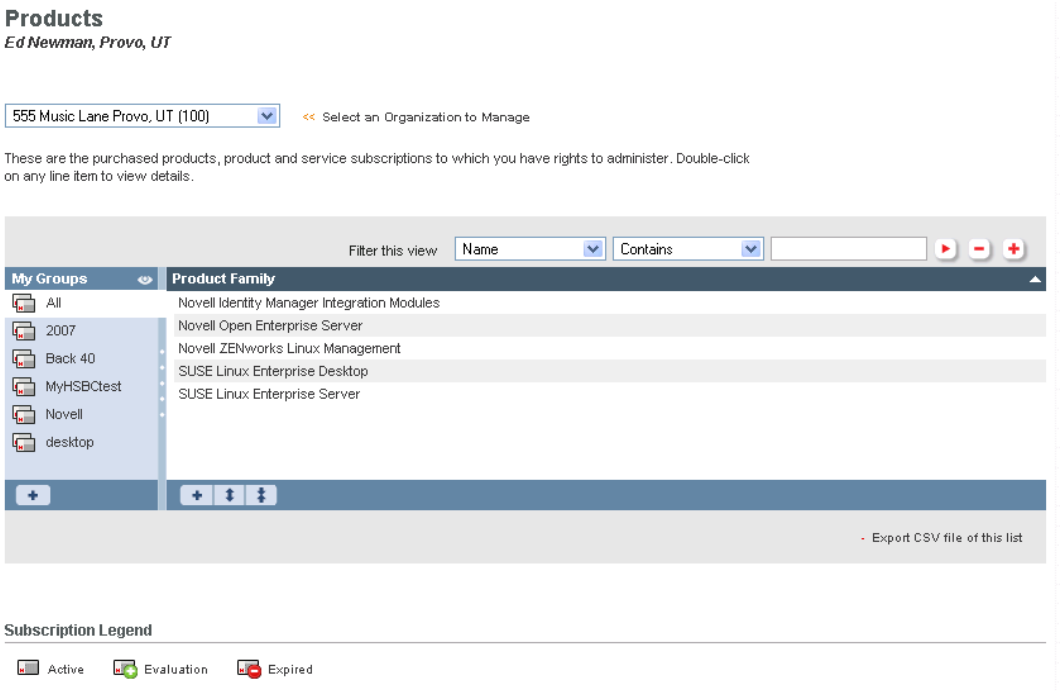
Only the users in that list can install products by using the activation code for this subscription.

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.

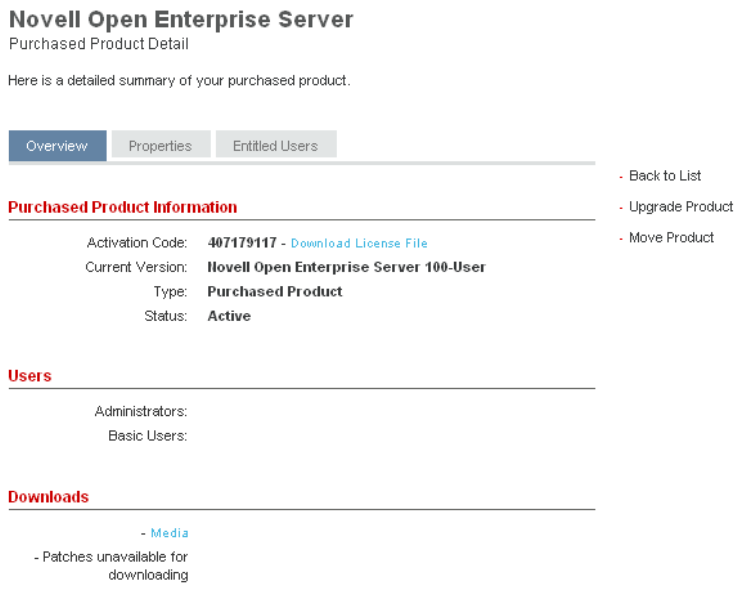
2 Click *My Products* > *Products* in the left navigation frame.



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.



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:

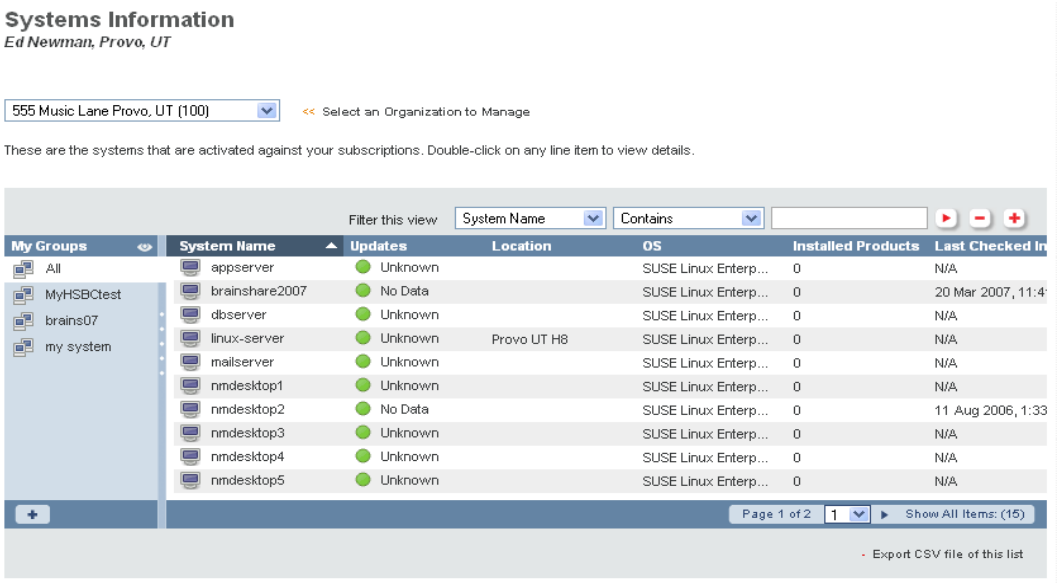
- Section 3.2.1, “Viewing Your Installed Systems,” on page 58
- Section 3.2.2, “Activating a System,” on page 59
- Section 3.2.3, “Moving a System to a New Subscription,” on page 60
- Section 3.2.4, “Placing Systems in Groups,” on page 61
- Section 3.2.5, “Viewing Information About a System,” on page 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.



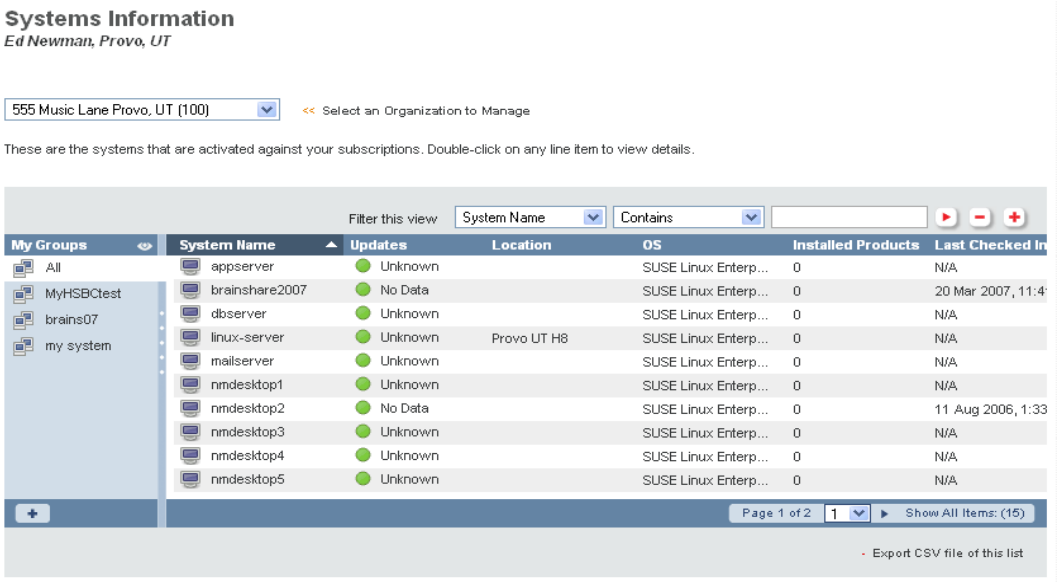
3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

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.

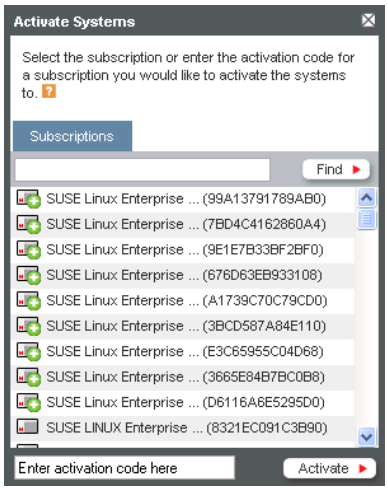
1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 15.

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



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.

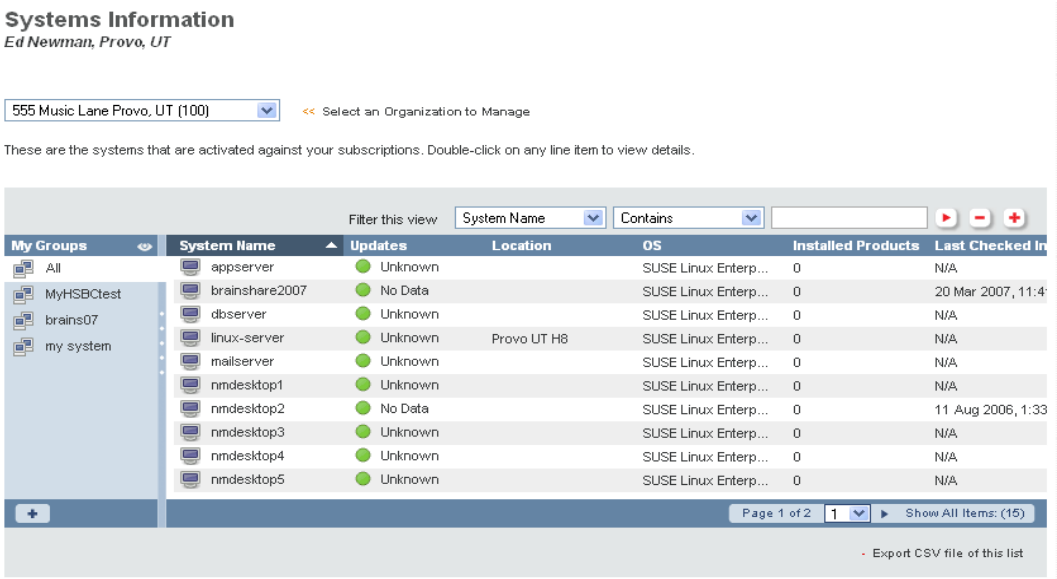
You can search for a subscription in the list by entering a subscription name in the *Subscriptions* field and clicking *Find*.

6 Click *Activate*.

3.2.3 Moving a System to a New Subscription

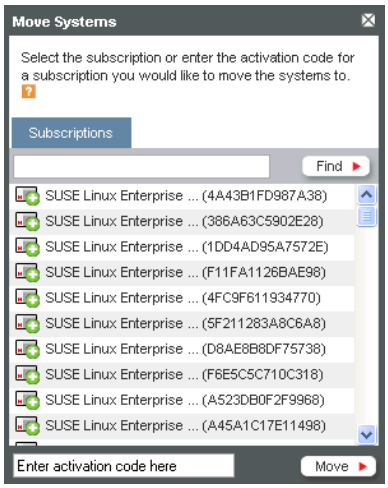
1 Log in to Novell Customer Center as described in Section 2.1.2, “Logging In to Novell Customer Center,” on page 15.

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



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

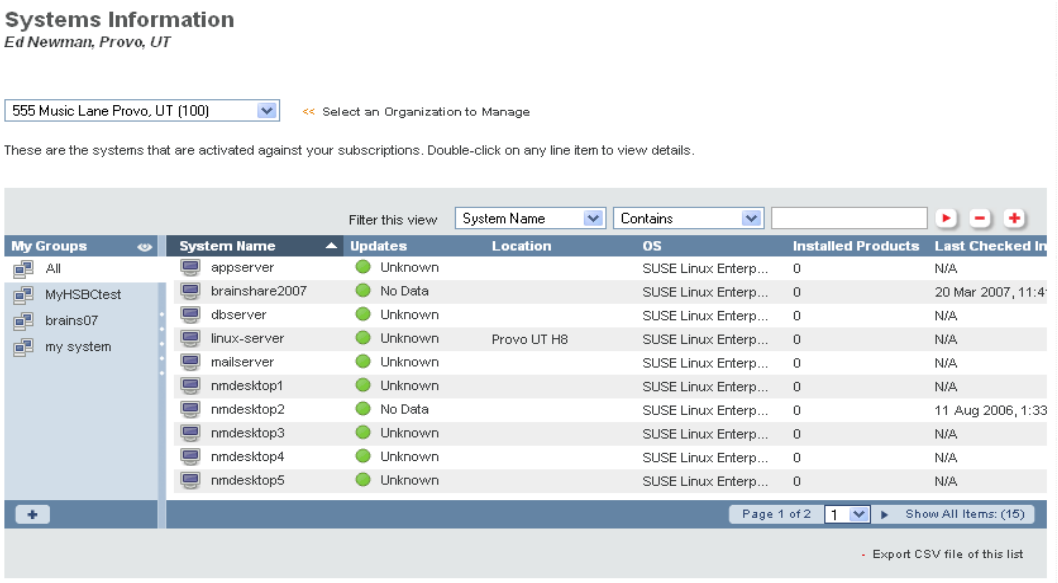
If your organization contains many systems, it is easier to manage those systems if they are in groups. For example, you might create groups for different departments, different groups of users, or different products.

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*.



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

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

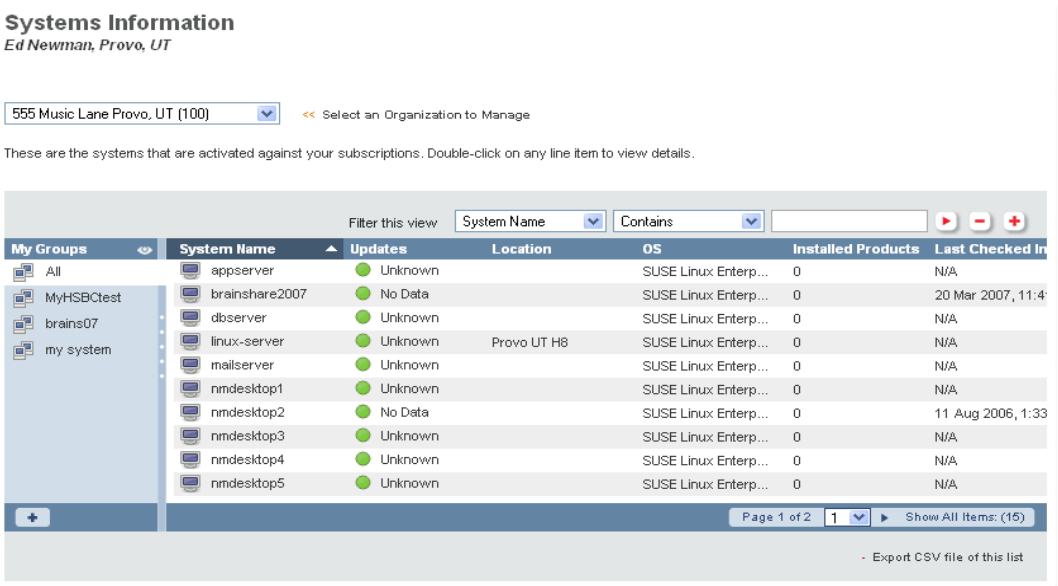
The newly created group appears in the list.

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.



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

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

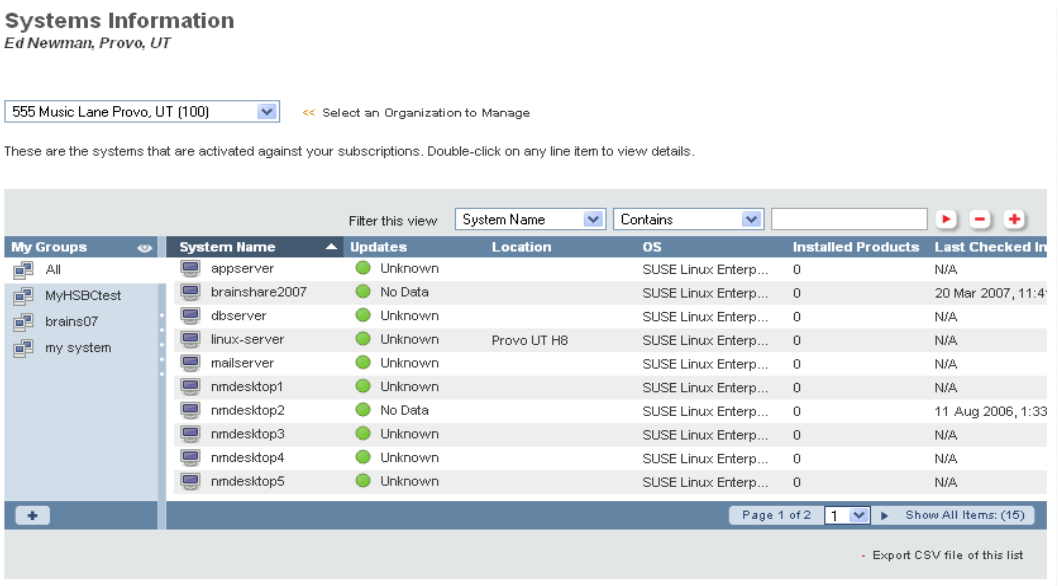
The system is moved to the selected group and that group's contents display.

3.2.5 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.

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.

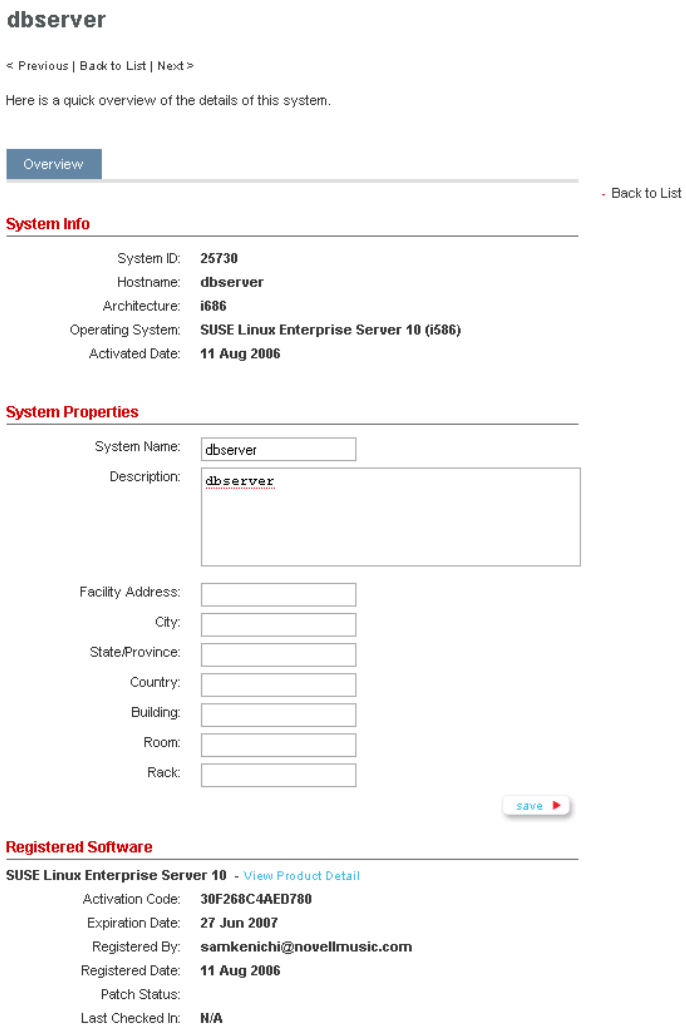


3 (Conditional) If your systems are organized in groups, click the name of the group containing the system whose information you want to view.

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.



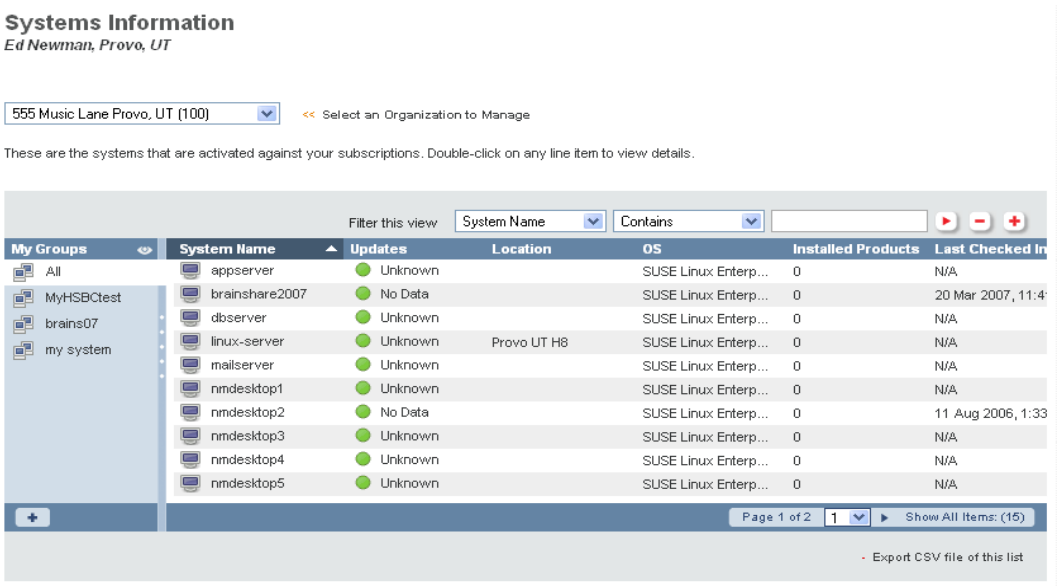
3.2.6 Editing System Properties

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:

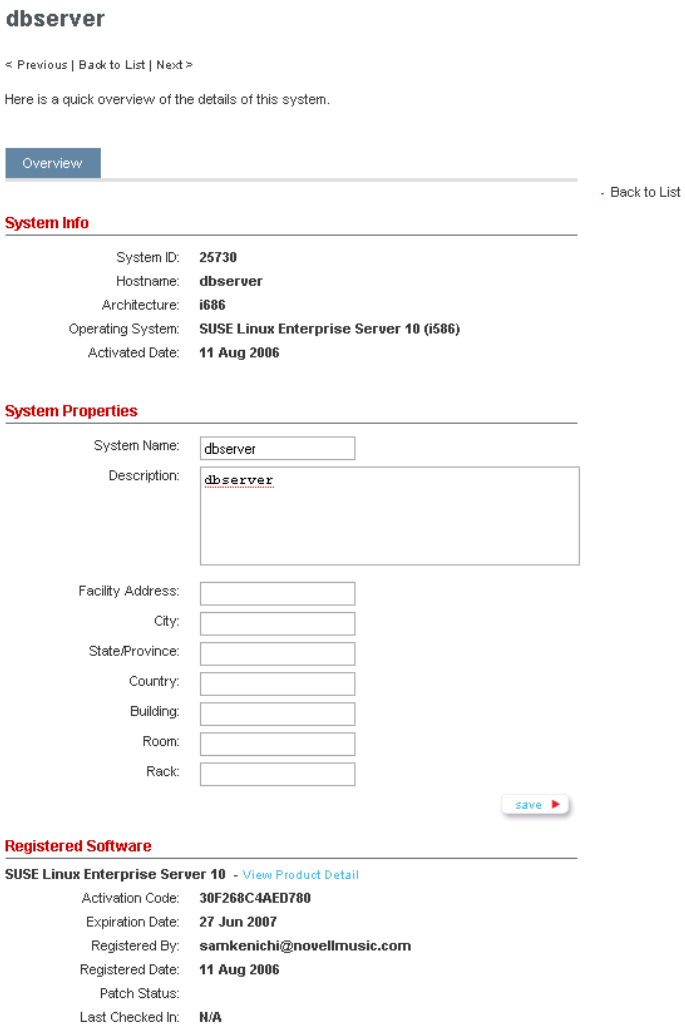
1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 15.

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



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.



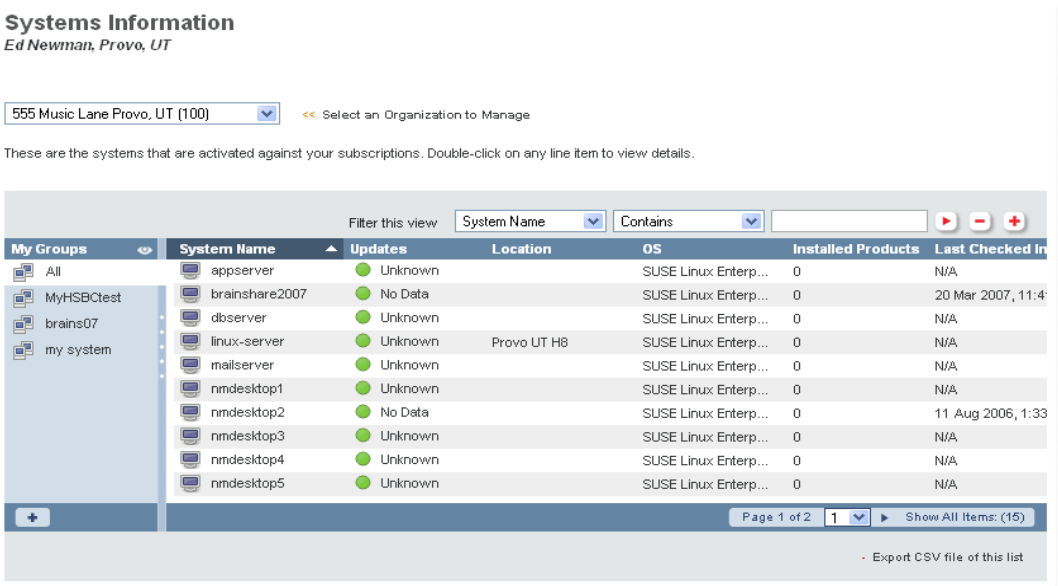
5 Edit the properties as desired, then click *Save*.

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

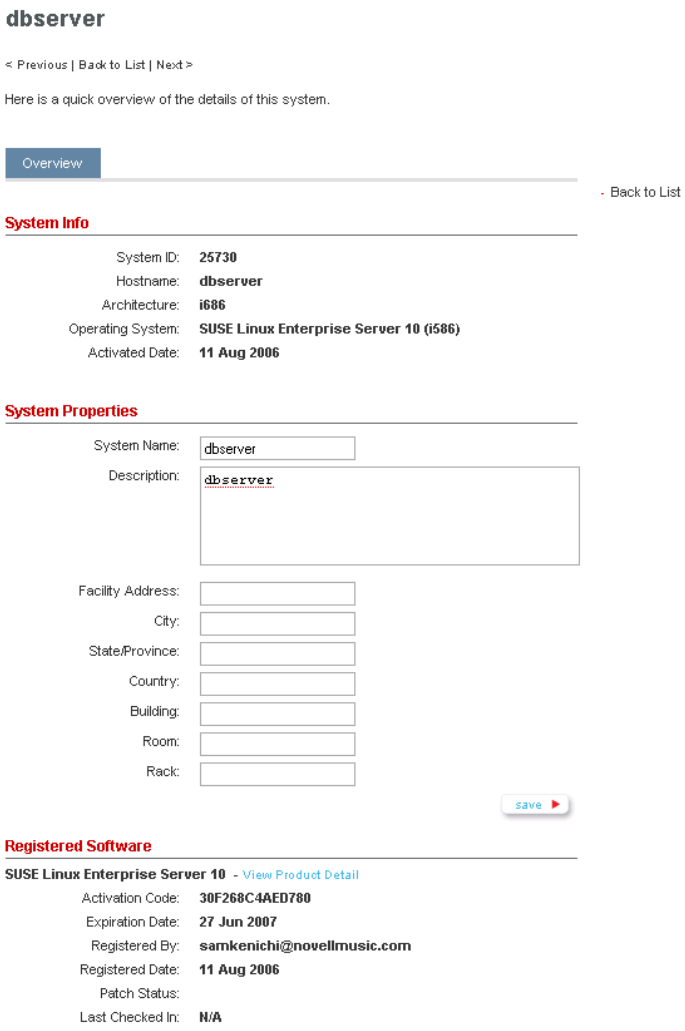
1 Log in to Novell Customer Center as described in Section 2.1.2, "Logging In to Novell Customer Center," on page 15.

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



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.



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.

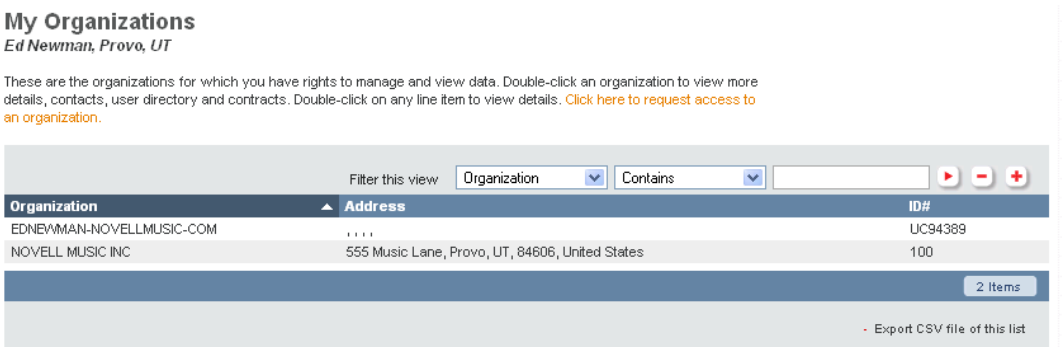
3.3 Monitoring Contract History

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.

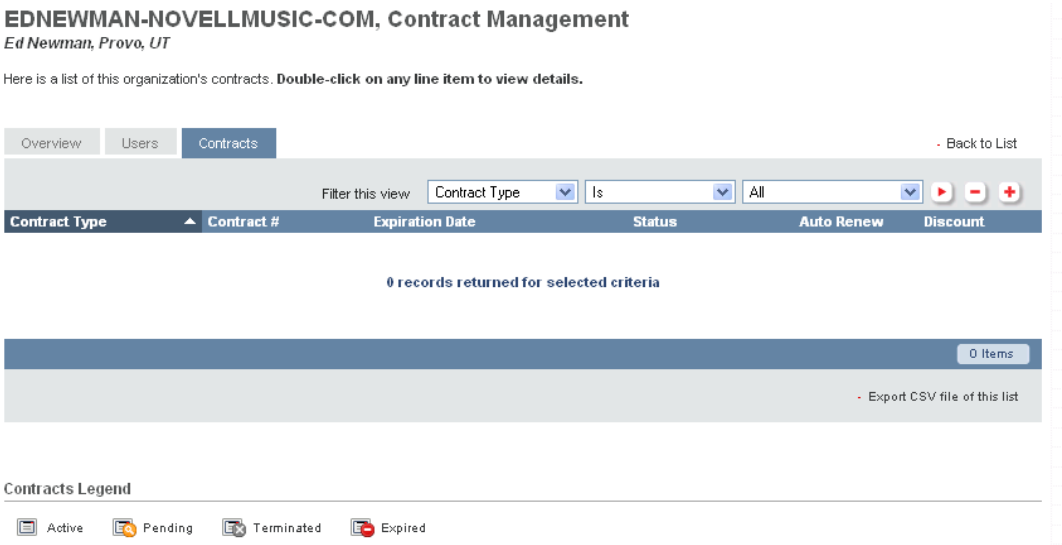
2 Click *Administration* > *Organization* in the left navigation frame.



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.



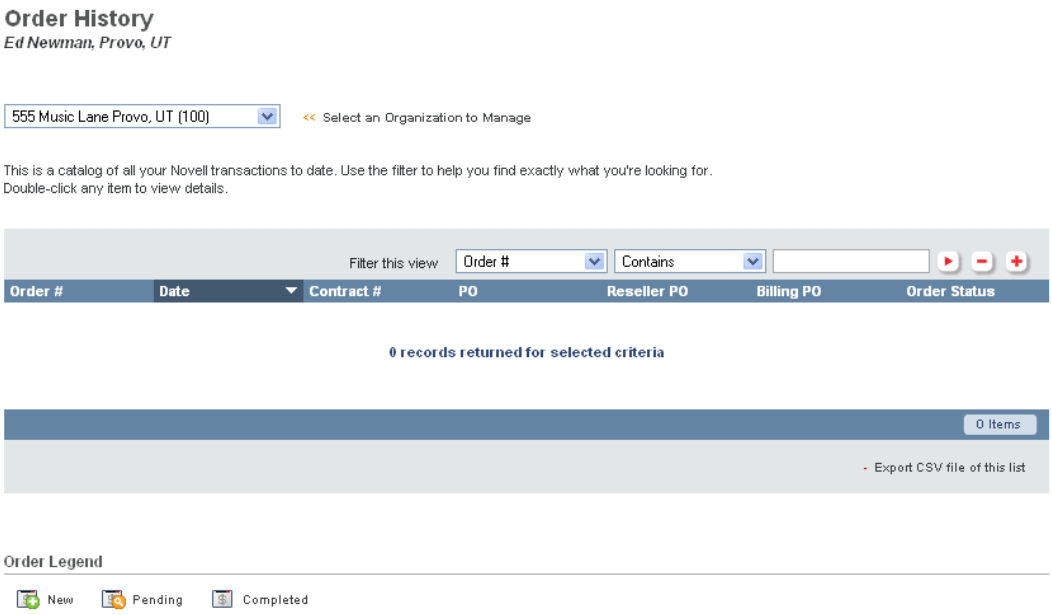
3.4 Viewing an Organization's Order History

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.



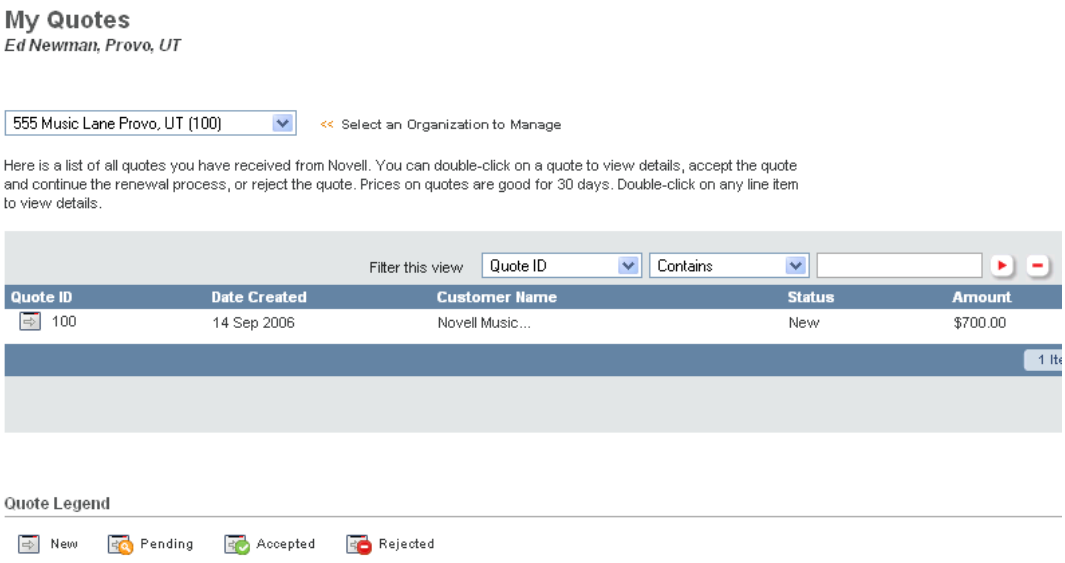
3 (Optional) Use the filter to search for specific content, or click the column heading to reorder the list. The icon to the right of the filter fields applies the filter; the icon clears it.

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.



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

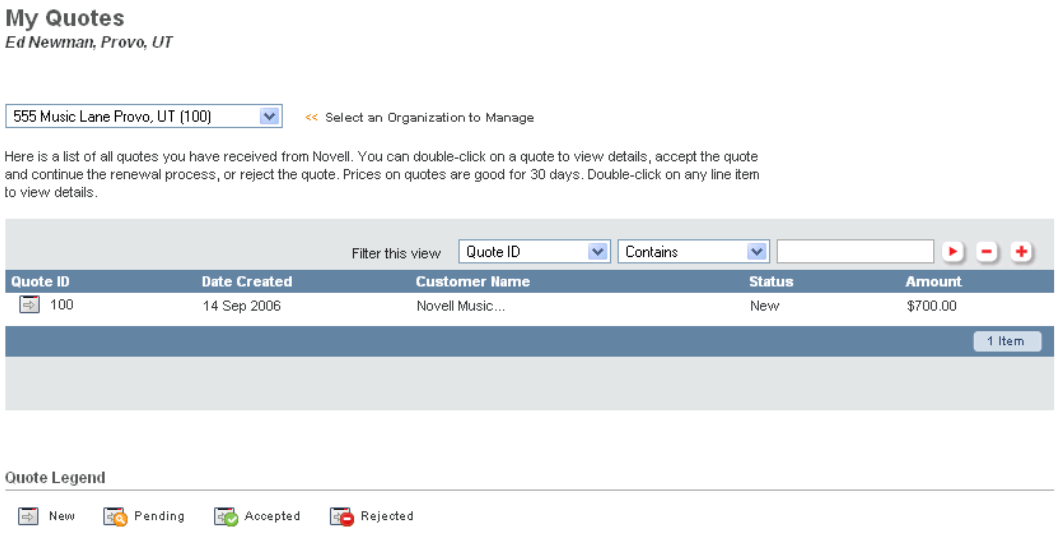
- **Select an Organization to Manage.** Use the list to select which organization you want to manage.
- **Filter this view.** Use these fields to arrange the list of quotes.
- **Quote ID.** The ID number for the quote.
- **Date Created.** The date the quote was made.
- **Customer Name.** The name of 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.



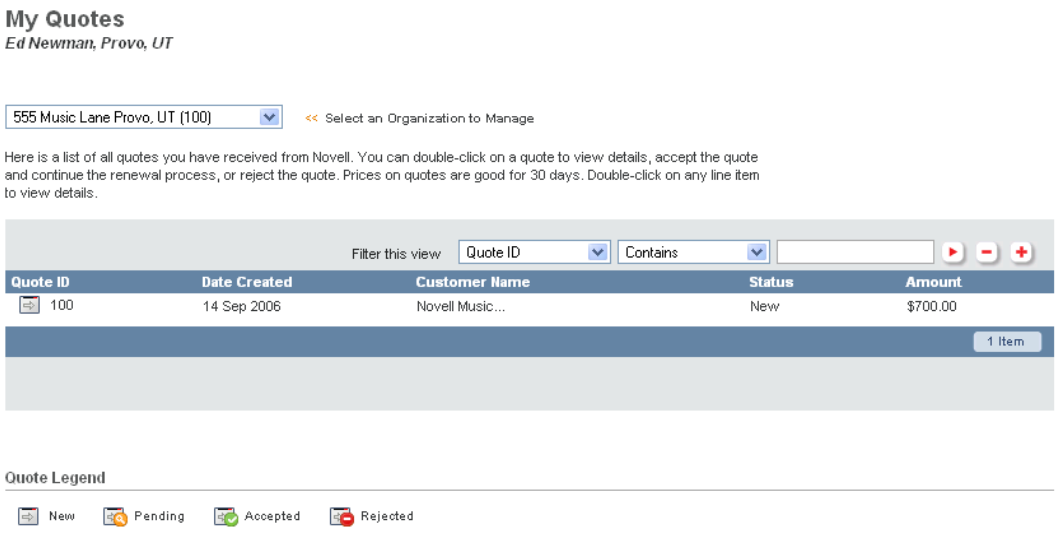
3. Double-click a quote.

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

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.

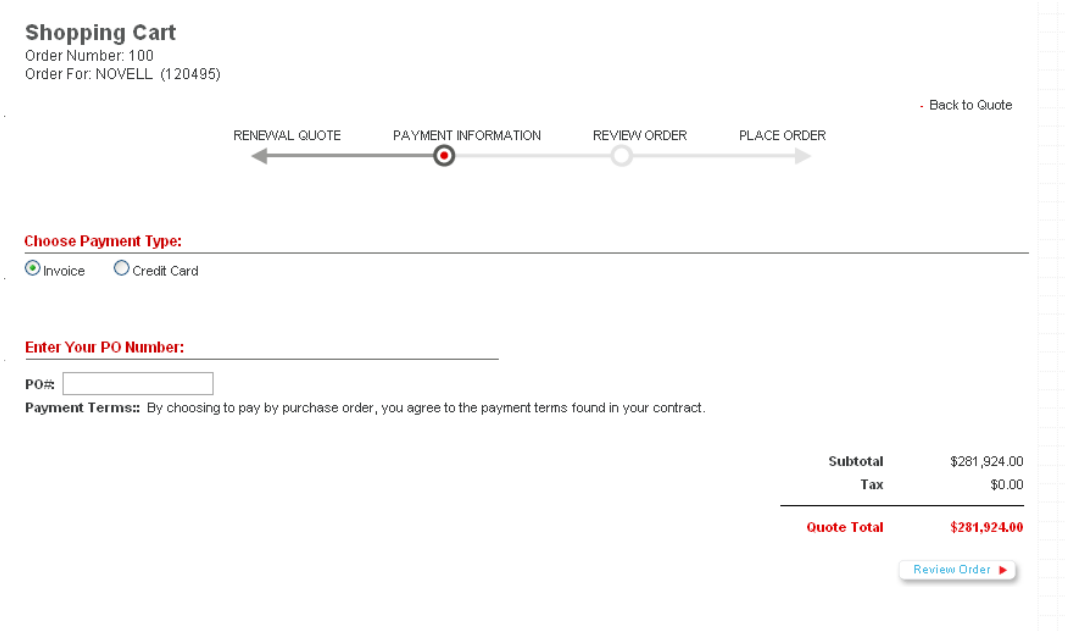
2 Click *Administration* > *Quotes* in the left navigation frame.



3 Double-click a quote.

4 Click *Purchase Options*.

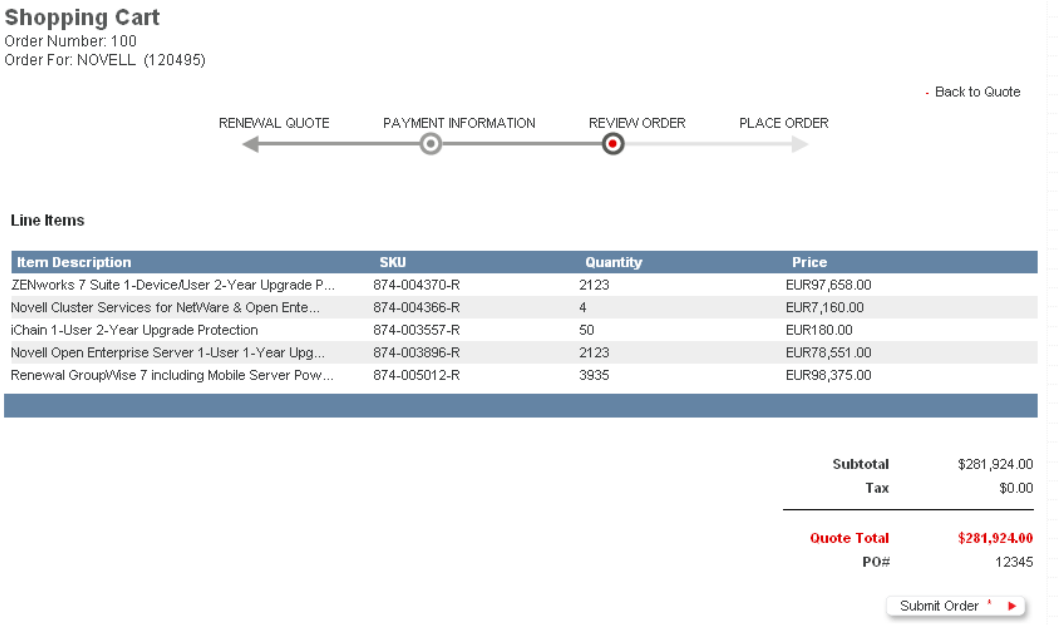
You have the option to pay by PO number or credit card.



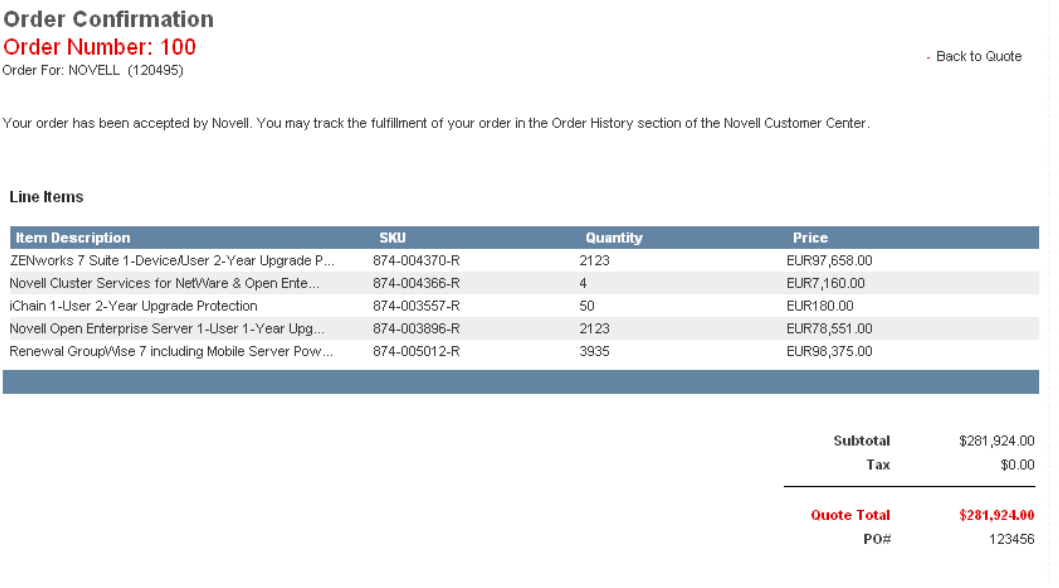
5 Select your payment type: invoice or credit card.

- 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*.



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

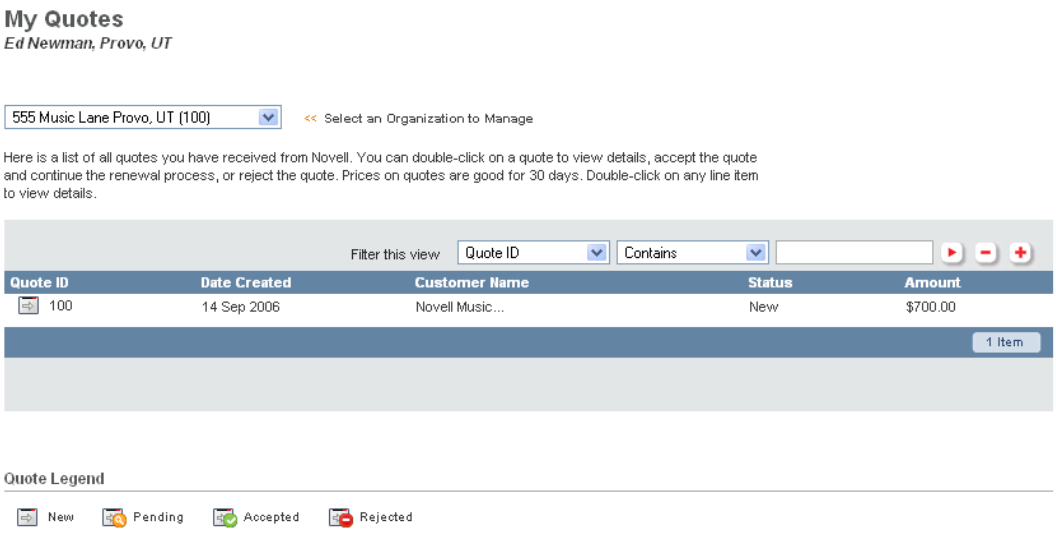


Your order is sent to processing. You will be notified by e-mail when your order is complete.

3.5.3 Requesting Help

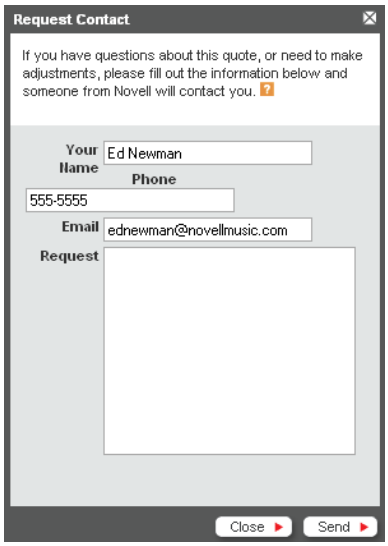
1 Log in to Novell Customer Center as described in Section 2.1.2, “Logging In to Novell Customer Center,” on page 15.

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



3 Double-click a quote.

4 Click *Questions/Adjustments*.



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).

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).

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.