

Novell BorderManager and SuperLumin 4.0 Proxy Cache

Frequently Asked Questions

March 2010

*****For internal sales and Novell partner use only*****

CUSTOMERS

What is Novell BorderManager?

Novell BorderManager lets customers manage access to their networks from outside the firewall. It provides robust access controls and secure remote access via virtual private network (VPN), with unified management and monitoring. BorderManager has been an essential component of NetWare networks. The current version in the marketplace is Border Manager 3.9. It has been a very popular product with the NetWare installed-base.

What are we announcing this week?

Novell is introducing SuperLumin 4.0 Proxy Cache as its preferred replacement for BorderManager for Novell Open Enterprise Server customers. Novell is focusing on collaboration solutions, therefore we have decided to partner with a third-party proxy and firewall specialist to bring our customers a path forward, so that they can get the functionality they need for perimeter security and proxy caching, now on Linux.

I have BorderManager working in my NetWare environment, but will it work on Open Enterprise Server?

BorderManager only works on NetWare. Customers who have deployed or will deploy Open Enterprise Server on Linux must use another product. Novell recommends a third-party product called SuperLumin 4.0 Proxy Cache.

Is SuperLumin the same as BorderManager? What is different?

SuperLumin 4.0 is an industry leader for perimeter security. In fact, its product is built from the ground up on SUSE Linux. Just like BorderManager, it provides **firewall services** (e.g., IP packet filtering, IP gateway), **proxy and cache services** (e.g., FastCache, Web application proxies, logging engines, and available blocking), **authentication services** (e.g., RADIUS server) and global support for strong encryption.

Notably, SuperLumin does not include a VPN service. Single-sign-on can be added. For the full list of Proxy Cache features and capabilities, please see www.superlumin.com.

Who is SuperLumin? How will I interact with them?

SuperLumin is a third-party software vendor that specializes in enterprise network access products. An early provider of solutions for Linux, SuperLumin is Novell's preferred vendor for network access control for Open Enterprise Server environments. In fact, the original BorderManager code was developed by the SuperLumin team.

I am a BorderManager customer with maintenance. Will I be able to upgrade to SuperLumin?

Since Proxy Cache is a different product, there is no upgrade from BorderManager. All customers, whether they are current with BorderManager maintenance or not, will have to buy Proxy Cache. Per-user license pricing is as follows:

SuperLumin 4.0 Proxy Cache License	\$50.00
SuperLumin 4.0 Proxy Cache 1 yr Priority Maintenance	\$12.50
SuperLumin 4.0 Proxy Cache 1 yr Standard Maintenance	\$11.00
SuperLumin 4.0 Proxy Cache 1 yr Priority Maintenance + License	\$62.50
SuperLumin 4.0 Proxy Cache 1 yr Standard Maintenance + License	\$61.00

Education customers get a preferred price of \$35 per user. SuperLumin is not sold as a subscription; therefore, it cannot be sold on the ALA/SLA contract.

Who will provide support and/or training?

For the next two years, Novell will still be first-line support for Proxy Cache. Second- and third-line support will be handled directly by SuperLumin. After two years, SuperLumin will assume all of the support services for Proxy Cache customers.

For training services, customers should work directly with SuperLumin to identify training offerings.

What is the BorderManager support lifecycle?

Border Manager ended the General Support phase of its lifecycle on March 7, 2010. However, understanding that customers still need time to upgrade their infrastructures, Novell has extended the General Support phase for two years (through March 7, 2012) in order to allow customers appropriate time to plan and execute their upgrades. There will be no additional Extended Support phase for BorderManager.

Please note that this is not the same as the NetWare Free Extended Support offer, which is *not* an extension of General Support. More information will be available in a forthcoming NPA.

What customer-facing communications will we undertake?

Since this is a partner product, SuperLumin is responsible for marketing, and they will quickly reach out to all BorderManager customers with marketing and communications. On our part, we will update the website, inform partners about the news via PartnerNet, and make content available to the field geographies to push emails, should they prioritize it. Other activities (such as webinars) will be coordinated with field marketing and SuperLumin as needed. We are pleased to be able to announce this during BrainShare, where many customers will be able to speak with experts from Novell and SuperLumin.

What about Novell Access Manager?

BorderManager customers need the functionality of reverse proxy, which Novell Access Manager does not provide.

Where can customers get more information?

See http://www.stratacache.com/1!_superlumin-caching.php for more information on Proxy Cache and what it will do for you. Additionally, SuperLumin will be at BrainShare 2010 to talk to customers directly about Proxy Cache.

SALES AND PARTNERS

Is SuperLumin 4.0 Proxy Cache on the Novell price list now?

SuperLumin 4.0 Proxy Cache will be added to the Novell price list once the standard NPA process is completed. Prices will be as specified above. All sales of Proxy Cache will be counted as new license revenue.

Will there be sales enablement activities for Proxy Cache?

SuperLumin will conduct all sales enablement activities, with coordination support from Novell. Be on the lookout for webinars and presentation materials after BrainShare.

Why are we partnering for this offering?

BorderManager customers have been waiting a long time for an adequate upgrade path to Linux. Partnering with SuperLumin, a subject matter expert in the access control market and a vendor that has had Linux offerings for years, was the fastest way to get a replacement product to market.

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