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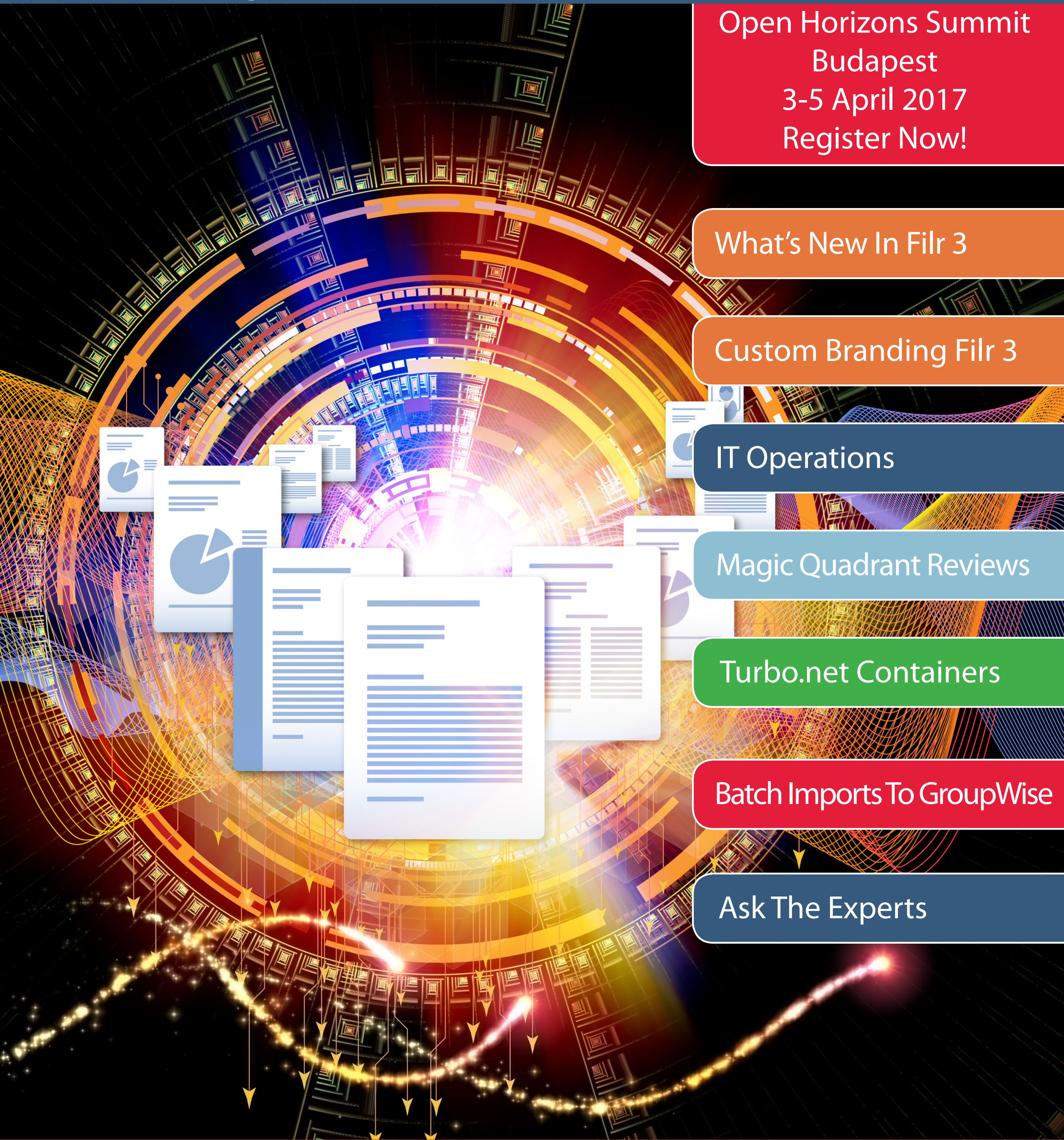

The Micro Focus Community Magazine

Delivering Clarity

Micro Focus now manages a wide range of products enabling customers to Build, Operate and Secure their IT environments. For this issue of Open Horizons Magazine Travis Greene has written a strategy document that brings all the IT Operations solutions into a single focus (pun intended). Please do take time to read the article starting on page 12.

Benchmarking products is also useful and in an extended news article we look at how Gartner Inc have compared Micro Focus Sentinel and GWAVA Retain against competitors and speculate how adding products from the HPE portfolio will have an impact from later on in 2017.

Filr 3 has recently been released and you can read about the enhancements here as it continues to develop into a lynchpin product for Collaboration and Networking.

The annual Open Horizons Summit is drawing closer and plans are well advanced to provide another great selection of hands-on Hot-Labs, technical sessions and opportunities to talk to MF technical staff. Budapest in April is definitely the place to be. You can register at **ohsummit.com**

OpenHorizons

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What's New In Filr 3.0?

by Devadas Kovilakath

Most of you will be aware that Filr version 3 was released at the end of last year. This added a number of significant changes to the product, most notably the ability to share Net Folders and to rebrand, not just the Web client, but also the desktop and mobile clients to your corporate look and feel. However these two features are not part of the Standard Edition of Filr.

Before we begin some of you may be wondering what is Filr? Filr is an appliance based product that solves two of your problems; how to let your users access their existing file systems when on the move and how to enable your users to securely share files with internal and external users.

The great thing about it is that there is no need to move your files. They stay exactly where they are, and there is nothing to install on existing OES, Windows or SharePoint servers. Your existing production environment is not impacted by a Filr implementation and users can continue to access files in the same way that they always have.

Two Editions?

There are now two editions of Filr. In addition to the standard edition there is also an advanced edition. Standard is the edition that current Filr users have been using and the entitlement that is available to customers as part of their OES/NOWS/NOWS SB maintenance. Advanced is new and has a few additional features that are not available in the Standard edition.

Both editions will continue to have features added to them, though the gap between the two will widen in the future. Both editions use the same appliance with the advanced features being enabled by the purchase of the appropriate license key.

Micro Focus Filr

The first thing you will notice is that Filr has been rebranded as Micro Focus Filr. Not only has the name changed but so have the logos. Gone is the old red and in with the blue. The Filr product page ***(https://www.microfocus.com/products/filr)*** is one of the first to be moved over to microfocus.com.

Branding

Not only has the product branding changed, but there is now a capability for an organisation to brand, not just the web interface, but also to impose corporate branding on the desktop and Mobile clients. This is delivered as a zipped archive containing the graphics and formatting

information for each platform. For more information please see Lothar Wegner's article in this issue of Open Horizons Magazine that goes into more detail on how to configure this. Whilst the desktop and mobile branding is part of the advanced edition, the Web branding remains in the standard edition.

Net Folder Sharing

Most probably the enhancement many of you have been waiting for is the ability to share sub folders from Net Folders. You have always been able to share folders from the 'My Files' directory but this has been lacking in Net Folders.

There are obviously some security issues involved with sharing an entire sub-directory structure from somewhere multiple users have rights to access. When you share a Net Folder, Filr will check the directory structure and only allow the sharing rights based on the minimum rights that the user has in the entire directory structure.

A user may have read/write access at the parent level, however should they have read only access to a subdirectory the maximum rights they will have to share a folder will be View. Be aware that if there is a sub folder they do not have access to they will not be able to share the folder at all.

Online Updates

We have all got frustrated in the past when downloading patches, then having to apply them. Indeed, even knowing that there is a patch to apply is difficult at times. However, this problem has now been resolved with an "Online Update" channel for Filr.

You can obtain the registration code from the Customer Centre. This can go directly against the patch channel, or alternatively you can point it at a SMT (Subscription Management Tool) server for local delivery of the patches (see figure 1).

Desktop Client

In addition to the new branding options for the Desktop client there are some further changes.

- The desktop clients are now registered in much the same way that Mobile clients are, so now you can see which clients a particular user is using (see figure 2).
- Desktops clients can now be wiped remotely. This will remove the cached data and any connection/authentication details, so should a laptop be lost the data can be removed when it next connects.
- The cache timeout can now be set centrally by the administrator, and even better it can be locked so the user cannot override it locally.

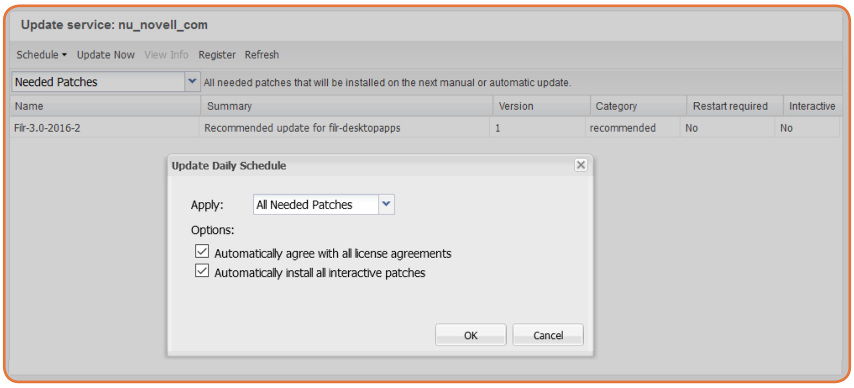


Figure 1: The Filr update service

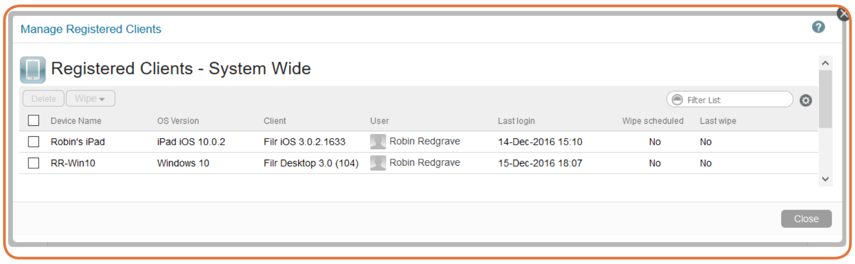


Figure 2: Mobile and desktop clients

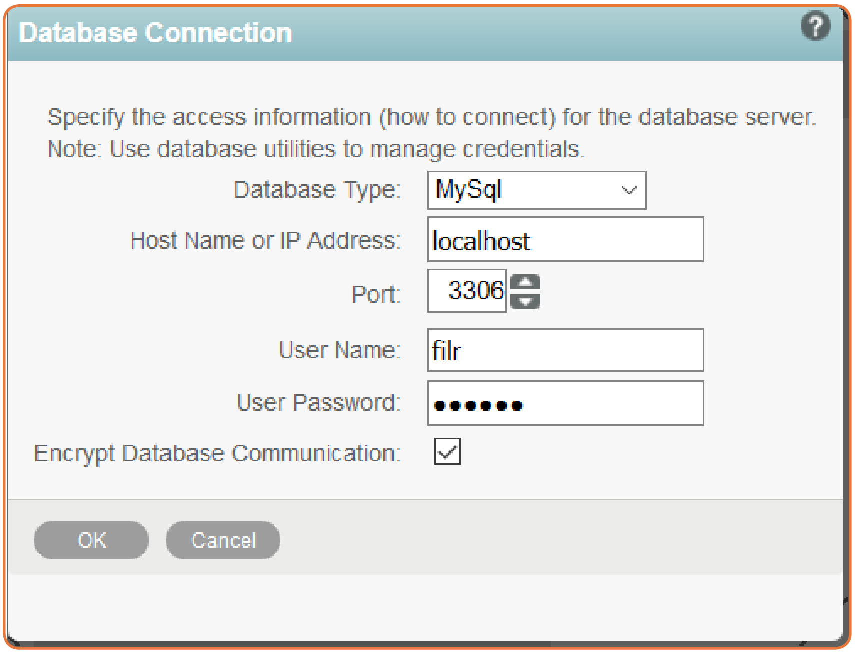


Figure 3: Encrypting database communication

Further Enhancements

- Encryption of Filr database communication: Until now the communication between the application appliance and the database has been unencrypted, which is not too much of an issue if the two are on the same machine, but in a large system could be perceived as a security issue. When setting up the database you can now select the option for the communication to be encrypted (See figure 3).
- NSS for AD: For those of you that are exposing OES 2015 NSS AD net folders, SMB v2 support has been added. This means that file access is significantly faster. This helps with not only retrieving files but also the time taken to

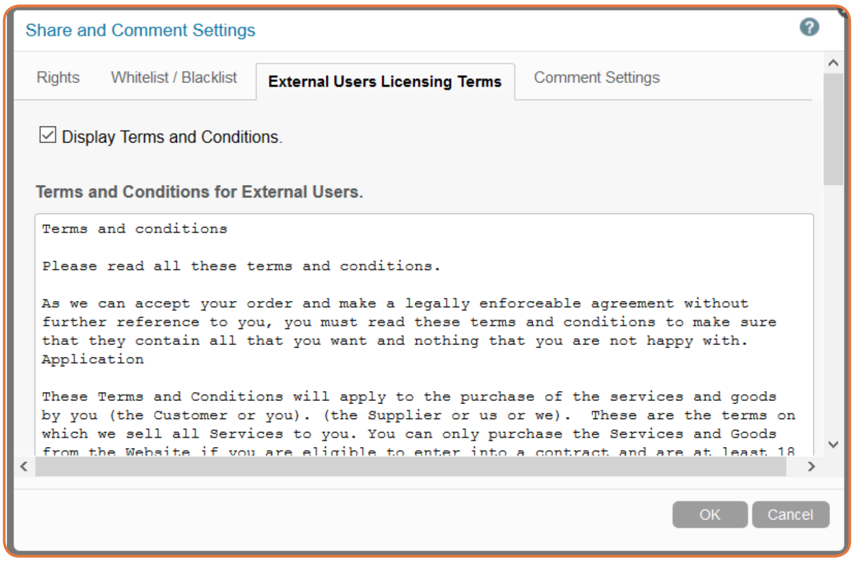


Figure 4: Setting the terms and conditions

run a synchronisation of the file system.

- Windows Server 2016 support: With previous versions of Filr you could set up Net Folders to expose a folder structure on a Windows Server 2016 and it would work, although this was not supported. In Filr 3 this is now officially supported.
- Terms and Conditions: Some customers were concerned that they were letting external users into their Filr environment without having an opportunity to present their organisation's Terms and Conditions. Now when an external user signs up they can view the company's Terms and Conditions.
- Commenting: Something else that has been added is the ability to enable or disable users from commenting on files.

Future Features

The next year will be an exciting time for Filr. We will see many new features added to the product. Those currently planned include:

- Support for Multi Factor Authentication
- Desktop client encryption of files
- DLP (Data Loss Prevention) options
- File versioning
- A Linux desktop client
- Multi Tenancy
- Shibboleth support

There will be more on these in a future magazine article.

If you wish to find out more about Filr then please have a look at the Filr home page at ***www.microfocus.com/products/filr***. This provides much more information on the product, including a number of success stories and videos.

You can download an evaluation by accessing the 'Trial Download' option in the top right of the page. The evaluation has a licence key for the Advanced edition valid for 60 days. Please see p31 for details of the current Filr promotion.

Devadas Kovilakath (Dev) is the Product Manager for Filr. Prior to Filr, he has been involved with Novell iPrint, Novell Filr & Novell Client in different capacities for the 7 years he has been with Novell. and Micro Focus His passions include trekking, travelling and Filr.

Customising The Branding In Filr 3.0

by Lothar Wegner

More or less since the release of Filr 1.0, customers have asked if it is possible to customise the branding of Filr with their own corporate colours and logos. In some cases, it was to get rid of, or otherwise hide, the Novell name and other times it was just to conform to their own corporate "look and feel" branding guidelines. The good news is that in Filr 3.0, we finally address both of those issues. While you could always brand the Web interface in Filr, the Desktop and Mobile apps were essentially hard-coded with Novell branding.

In Filr 3.0, all of this branding has been replaced with the new Micro Focus branding and for those customers with the Filr Advanced Edition, they can now upload their own branding to the Desktop (Windows and Mac) and Mobile (iOS and Android) apps. By the way – if anyone is interesting, there is a promotion going on at the moment where Filr Standard customers can upgrade to Filr Advanced for free. Please see the Filr product page at https://www.microfocus.com/products/filr/resources/#faq.

To demonstrate the branding, I chose to revive an old brand, originally introduced with NetWare 5.0 – Digital Airlines. The NetWare team at the time created a fictitious organisation called Digital Airlines and released a fully configured and branded demo environment on a CD under this name. I figured that Digital Airlines would be way more interesting, and a better demonstration of the branding capabilities, especially since Filr was already branding as Micro Focus.

Web Branding

Branding the web interface has been available since Filr 1.0. It is also something that you do not need to upgrade to Filr Advanced in order to do. Web branding has been included in every version of Filr.

To begin branding the web interface, make sure you are logged in as Admin, and not an Administrator equivalent, on the default port 8080 or 8443 (basically not the 9443 Appliance administration port). ***If you are a designated Administrator, things will not work properly unless you log in as Admin.***

Once logged in as Admin, you will need to access the *Administrator Console* and then the last item on the menu on the left, *Custom Branding*. The first tab of *Site Branding* is the branding for the web interface.

The branding that you see here is similar to the Vibe branding, which makes sense given Filr's origins.

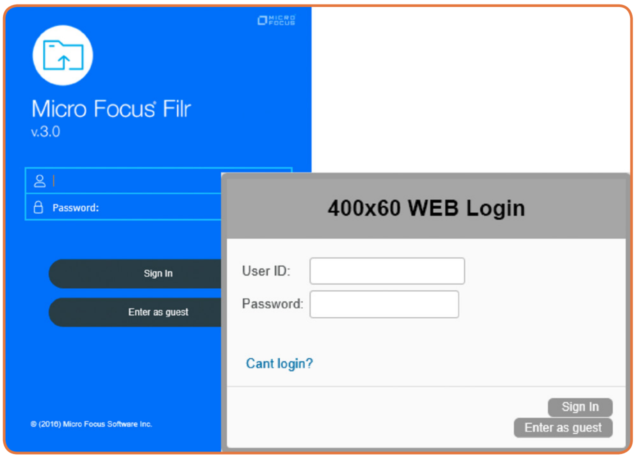


Figure 1: Default Filr login and a test based on the documentation.

Login Dialog

The first thing you see when accessing Filr and that is the Login Dialog. The administrator interface, and the documentation, suggest an image of 400 x 60 pixels. When encountering something like this however, I like to mock something up to see what I am dealing with before getting "creative" and designing something to fill the space. Figure 1 shows the default Filr login dialog alongside my test of a grey 400 x 60 px box. Clearly there is a significant size difference and from this I decided to do some testing and came to realise that this is a suggestion and not a fixed limitation.

I decided I probably didn't want to go any wider than 400 pixels, but if necessary could go higher. With that, I sought out some images that might be appropriate for an

Starting with Filr 3.0 you can upload your own corporate branding to the desktop and mobile apps as well as the web interface.

organisation such as Digital Airlines. I found an interesting looking image which, I could make work as a 400 x 100 px image. See Figure 2, which also contains the web branding in addition to the login dialog, for the final effect.

Branding The Header

There are several approaches to branding the header, or banner, across the top of the page. You can simply upload an image and a different colour for the background but I like to take the extra step and instead opt for the **Advanced Branding** (figure 3). Again if you are familiar with Vibe, the editing capabilities you see here are the same.

When doing something like this, I like to use tables and designate column and table widths as a percentage of the screen size. That way, as the browser and screen resizes, if you use percentages to define the table and cell size, the branding will adjust accordingly. Unfortunately, the default table option in the editor does not let you specify the proper sizes of the table.

There is an *HTML* button on the menu which lets you see the HTML code behind the scenes. By editing this directly I find it easier to get what I want. I am by no means an HTML wizard but with the help of Google and some trial and error, I was able to get something that works. Figure 3 shows the *Advanced* editing and the HTML source behind what you see on the screen.

If you refer again to Figure 2, you will see the final effect of the Login Dialog and the header branding that I was able to put together. Personally, I have had a lot of experience with Vibe prior to this and again, this is not new to Filr either, so this was something I was able to do fairly easily. Hopefully you have had a chance to similarly experiment with this before now.

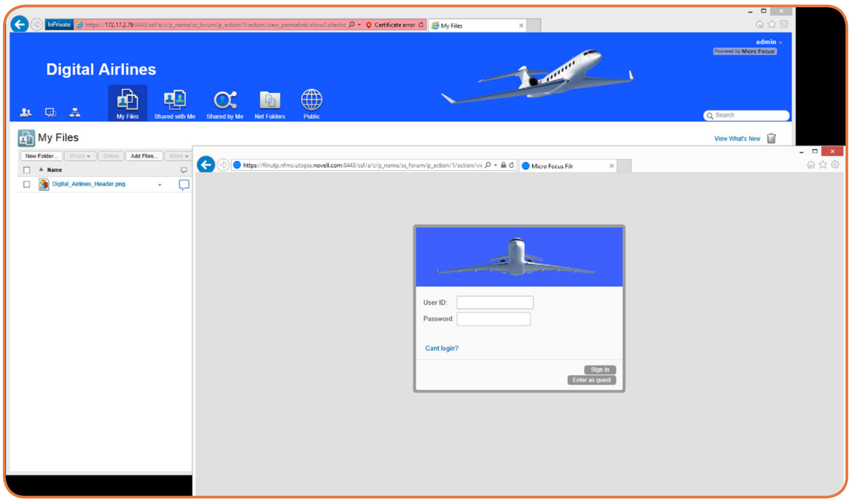


Figure 2 : Customised Web branding

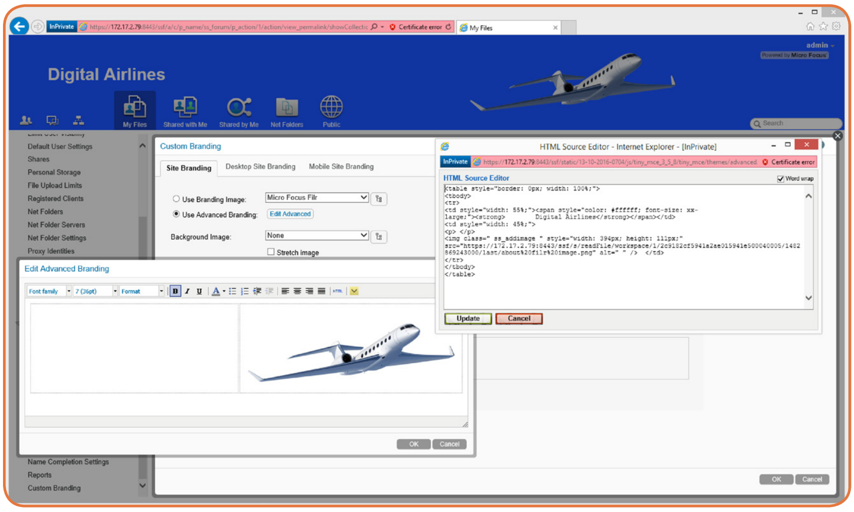


Figure 3: Advanced Edit Web Branding

File Name*	Size / Contents
about.png	418 x 200 px
console_header.png	205 x 48 px
login_header.png	400 x 56 px
FilrBranding.xml	<?xml version="1.0"?> <FilrBranding> <CompanyName>Company Name</CompanyName> <AboutFilrColor>Font_Color_in_hexadecimal_format</AboutFilrColor> <AboutFilrBgColor>background_Color_in_hexadecimal_format</AboutFilrBgColor> </FilrBranding>

** From experience gained with the Mobile branding, it is best to go with the suggested case of the file names to avoid possible problems.*

Table 1: Windows Desktop branding file names and sizes as per the documentation

Desktop Branding

Unlike the web interface, Desktop branding is something completely new to Filr. Let's start with the more common Windows desktop branding. Once again login as Admin and from the *Administration Console*, select *Custom Branding* and then the *Desktop Site Branding* tab. From what can be seen here, you are expected to upload some branding files. From the documentation it appears you will need three images plus an XML file – all zipped up into a single file, as shown in Table 1.

Since this is brand new, and I didn't have any previous experience with this, I opted to create some dummy files as per the specifications in order to get a sense of what is possible with this new branding.

If you look at Figure 4, you can see what all of these branding options look like in one image. While it does brand the Desktop app as advertised, there are a couple of things which you need to consider:

- The console_header.png is somewhat stuck over to the left and isn't quite centred vertically. Additionally, it has the text of *Desktop Console* through the middle of it.
- Similarly, the *about.png* has text through the middle of this.

The good thing is, now that we know these issues, we can plan around them.

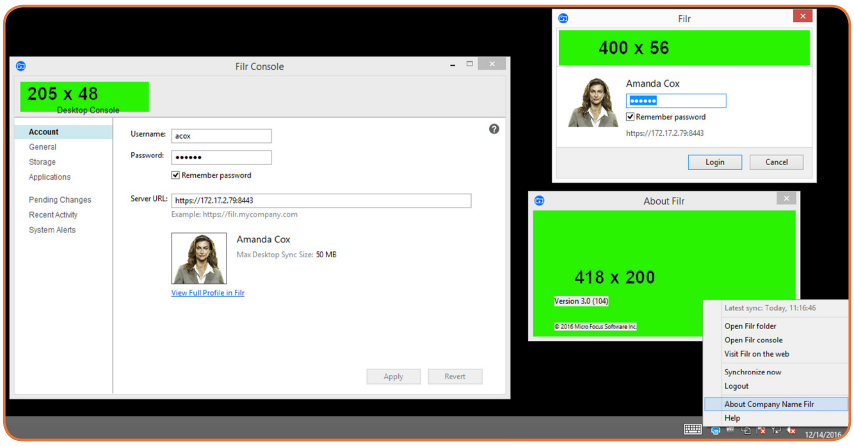


Figure 4: Testing Windows Filr Desktop branding

Unfortunately, in this release of Filr there is nothing that can be done about the *Desktop Console* text. This is planned to be removed in the 3.2 release later this year.

Since we're stuck with this for now, we will have to plan accordingly. We'll want to make sure that there is no image anywhere near this as this text is in the foreground of the console_header.png image and will otherwise block whatever is behind it.

The other problem that I have is with the suggested size of this image. It just doesn't really fit into the dialog box the way I would like. Fortunately, the suggested size of the images is exactly that – a suggestion.

Through some trial and error I found that I can increase the size of this image to more evenly fill the dialog box. See Table 2 below for the sizes that I came up with.

Similarly, the *About Filr* dialog also has text that we cannot do anything about, but the dialog window is much larger and the text is in the lower left corner.

The documentation does not differentiate between branding the Windows Desktop and the Mac desktop. When I went through these same steps however, I discovered that on the Mac, the image sizes were slightly different. Table 2 shows the new image sizes that I came up with for Windows and Mac that worked for me.

You should do you own tests to come up with something appropriate for your organisation's branding and look and feel. Figure 5 (over page) shows the new branding I was able to come up with for the Windows Desktop app – the Mac is similar.

File Name	Windows Size	Mac Size
about.png	418 x 200 px	418 x 200px
console_header.png	778 x 62 px	796 x 62 px
login_header.png	400 x 56 px	400 x 56 px
	Contents	
FilrBranding.xml	<?xml version="1.0"?> <FilrBranding> <CompanyName>Digital Airlines</CompanyName> <AboutFilrColor>#0078EF</AboutFilrColor> <AboutFilrBgColor>#ffffff</AboutFilrBgColor> </FilrBranding>	

Table 2: Desktop branding file names and sizes. Revised after testing.

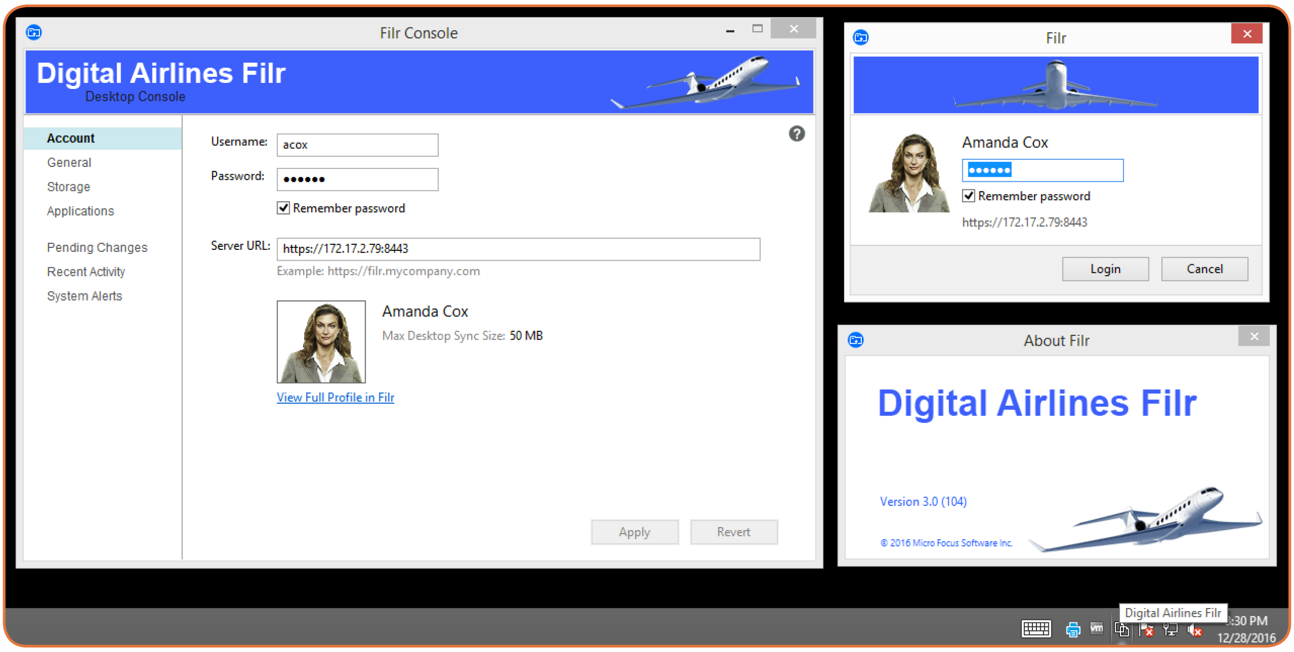


Figure 5 : The Fully Branded Windows Desktop

Mobile Branding – iOS

Branding the iOS client follows a similar path as Windows and Mac. There are a number of images that need to be created, and along with an XML file, are then zipped up and uploaded into Filr. These are the things to consider:

1. You will need three versions of each image file. Each version is at a different resolution so that it displays properly on the various screen sizes of the iOS devices. I'm not an iOS developer but to me it seems that you cannot predict which of the 3 different resolution files will be used. From what I've been able to discern, it's the device that decides, based on its screen resolution and what files are available to it.
2. The Filr documentation provides a link to the *iOS Human Interface Guidelines published by Apple.* One of the first things that these guidelines state, that is very important, is that "On a standard-resolution screen, one point (1/72 of an inch) is equal to one pixel."

   When I first started, I thought, because of the small size of these images, I would bump the resolution of the images way up, to 400-600 pixels per inch when I was editing them in Photoshop. This ended up creating images that were multiple megabytes in size. This in turn blew up the mobile app.

   Fortunately this has since been fixed, but as per the guidelines, and something that's since been confirmed with one of our iOS developers, you don't need to go to that level of resolution for the images. One point is 1/72 of an inch – or, 72 pixels is one inch. Using 72 pixels per inch as a resolution is just fine.
3. Upon initial release of the mobile app, image file names were case sensitive. This has since been resolved but it doesn't hurt to do what the instructions tell you to do.
4. The documentation is relatively clear about which images go where. There is however one

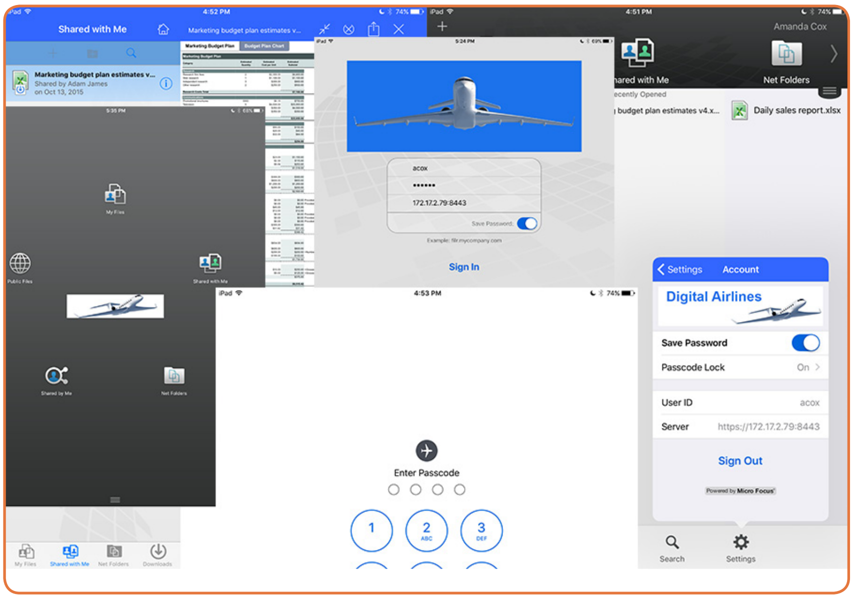


Figure 6: Branded iOS app screenshots

Image Name	Where Used	Dimensions (px)
Filr_40_ios.png Filr_40_ios@2x.png Filr_40_ios@3x.png	PIN/Passcode and Document Picker dialogs	40 x 40 80 x 80 120 x 120
Filr_header.png Filr_header@2x.png Filr_header@3.png	Account Settings dialogs and Login dialog for iPhone	300 x 72 600 x 144 900 x 216
Filr_icon_login.png Filr_icon_login@2x.png Filr_icon_login@3x.png	iPad Login dialog	600 x 233 1200 x 466 1800 x 699
Filr_signature.png Filr_signature@2x.png Filr_signature@3x.png	Home Selection view	248 x 60 496 x 120 640 x 155
File Name	**Content**	
FilrBranding.xml	<?xml version="1.0"?> <FilrBranding> <ViewHeaderColor>#0d467f</ViewHeaderColor> <SubheadColor>#c1d7ec</SubheadColor> <ListHeadTextColor>#0d467f</ListHeadTextColor> <FormHeadTextColor>#0d467f</FormHeadTextColor> <FormBackgroundColor>#d7e6f5</FormBackgroundColor> <HighlightBlendStartColor>#afd4fa</HighlightBlendStartColor> <HighlightBlendEndColor>#3d86ce</HighlightBlendEndColor> <StatusBarTextColor>light</StatusBarTextColor> </FilrBranding>	

Table 3: iOS Branding files and their size and contents

caveat to this is the iPhone. On larger screen devices, the Filr_icon_login.png image is used on the login screen. On iPhones however, our UX Designers felt the screen was too small to support this so they opted to use Filr_header.png instead. Just be aware of that as you pick your graphics and so on.

With all of this in mind, you should be able to go ahead and create your images. Before going ahead with developing "production" images, I did some testing with generic content. You may want to do the same just to get a feel for it but fortunately I discovered the iOS app doesn't have any of the unexpected text or anything like the Desktop apps did.

Table 3 shows the images you'll need along with their respective sizes and the completed branding for the iOS app can be seen in Figure 6.

I hope that, from everything you've seen so far, you get the idea of how the new Filr branding works. You can follow the same process to brand the other two mobile apps – Android and Windows. Obviously, for more detailed instructions please refer to the official documentation – specifically the Maintenance Best Practices Guide, section 4.

Also, in addition to Open Horizons, you will also want to follow the Cool Solutions Community and the **Micro Focus Filr and Networking Services** and the **Micro Focus Support @ Training** YouTube channels as I (and others) regularly post tips, tricks, updates, up there.

Lothar Wegner, is based in North America, and has worked as a Systems engineer for Novell/Micro Focus for 19 years on File and Networking solutions and the Collaboration portfolio. He is responsible for the upkeep of the Utopia standardised demos and MODS, the Micro Focus Online Demo System (formerly NODS).

IT Operations – Sustainability In An Age Of Digitalization

by Travis Greene

CIOs face pressure from their business users to embrace more digitalization – specifically to increase engagement with customers using innovative IT services, extract greater value from information resources, and enable a new, mobile workforce.

As an example, I want you to imagine you're the CIO of a major airline. In the morning, you have a meeting with other business executives. They are demanding faster delivery of the new mobile app that you promised them, which allows purchase of upgrades while people are sitting in economy at the gate.

They just found out that a competitor airline already has this feature and is generating additional revenue with it, and stealing your best elite customers at the same time.

So you go back to your developers and ask them for the status on the new app. They politely blame operations for the delay. So you pay a visit to your VP of Infrastructure and Operations, who explains to you that:

- Operations is organised to ensure stability and reliability, not rapid response
- Operations talent is difficult to find, train and retain meaning staff positions are unfilled
- Operations is overwhelmed with tasks, and doesn't have a way of prioritising them with business priorities

It's probably a bad time to tell your VP that you're going to need to cut his budget to hire more developers. And the security team is complaining because operations isn't keeping up with patches on the Windows servers, which is leaving the airline vulnerable to a data breach.

Surviving in an age of digitalization

Businesses must innovate in order to respond to competitive pressures and changing market needs, as a matter of survival. IT services lower the barrier of entry for competitors and are a critical part of competing in today's marketplace. While the creation of new customer-facing IT services has been a part of the business landscape for decades, there is a new urgency to do so. Entire industries are being disrupted using differentiated IT services – witness what Uber or Amazon have done to the taxi and retail business.

This drive to innovate faster places significant pressure on existing IT operations practices to become more agile.

Already straining to keep existing IT services running with insufficient skilled staff and constantly changing technology, operations organisations must now adapt to even greater rates of change coming from development teams. This sets up conflicting goals.

- CIOs must meet organisational expectations for innovation while simultaneously maintaining core business logic and applications, many of which have existed for a long period of time.
- Digitalization (digital transformation) places more information online, increasing the risk that business-critical IT services will impact customers directly, causing discontent or churn.
- In typical IT organisations, infrastructure & operations (I&O) consumes the lion's share of the budget, making I&O the focus of most cost-optimisation efforts. Yet, I&O is critical to reliably delivering existing services that customers depend on. Cut the wrong wire and business damage can result.

"Security can become an afterthought when the pressure to move faster increases. "

The great challenge in IT operations is freeing up resources used inefficiently to reallocate them towards innovation, while embracing agility to move faster, without increasing risk. To thrive under the pressure to innovate and digitalize means gaining an understanding of business priorities, making better use of existing technologies and aligning operations better with development and security teams.

The impact of digitalization on IT operations

The irony is that digitalization results in greater complexity, a proliferation of devices, and additional points of risk such as unstructured data and shadow IT, all of which can reduce the agility needed to deliver on innovation. Is IT operations unsustainable in its current form, given the pressures of digitalization?

IT Operations, in particular, is challenged by the pressure to change brought on by digitalization. Operations teams value stability and are accustomed to a cautious approach to change, rather than rapid response to business priorities. Symptoms of unsustainability include:

- One-size-fits-all, complex architectures and processes that tend to be **more fragile than agile.**
- A tendency to **rip and replace** rather than consider capabilities that already exist.
- A focus on **IT metrics related to speed**, rather than IT metrics related to business priorities
- **An uncertain path** to adoption of disruptive technologies such as cloud services and mobile apps.
- An uneasy or even **confrontational relationships** with development and security teams.
- A hostile relationship with business managers and their tendency to adopt **shadow IT.**

While digital services are the competitive differentiator in today's app-driven economy, CIOs also want and need to optimise IT operations, which often **consumes 70% or more** of most budgets (what Gartner calls the "run"), so they can reallocate resources towards the innovative creation of IT and business services. Yet, this must be carefully considered to avoid reducing the reliability of services.

Cost optimisation must also be performed without increasing the risk of data breaches or compliance violations. The burden of implementing and maintaining policy controls (such as revoking access as part of an access certification campaign) and patching systems (to eliminate vulnerabilities) falls on IT operations - not the security or compliance teams. Security can become an afterthought when the pressure to move faster increases.

The changing operations perspective

The operations perspective is now changing, driven by a deeper understanding that:

- Lack of standardisation around infrastructure, operating systems, management tools and so on contribute to high architectural complexity that makes operations more fragile than agile. Yet, with acquisitions and the pace of technology adoption increasing, standardisation is impossible to achieve.
- New methods must be adopted to deal with this inevitable complexity, such as rapid, automated recovery to resolve incidents rather than complex troubleshooting techniques, greater cross-platform support, extracting more value from existing investments and hiding the complexity from end users.
- Cloud services can be part of an innovation plan rather than an existential threat to operations.
- Users don't care where the data resides – it's about convenient, self-service access from anywhere, anytime and from any device.
- DevOps is not an attempt to seize operations by developers, but rather an opportunity to work together to become more agile, to effect better outcomes for the business, and improve efficiency.

These approaches can no longer address the demands of the digital economy. A lack of an agile approach leads to manual efforts that cannot scale, creating a bottleneck for the deployment of new services.

MICRO FOCUS®

The Micro Focus Perspective

The Micro Focus perspective on IT operations has been evolving with our recent acquisitions to address these concerns. Our stated objective is to help our customers innovate faster with lower risk.

From an IT operations perspective, that means helping our customers to become more agile and responsive to business needs, optimise operational costs and accomplish that without introducing risks related to poor performance or security vulnerabilities.

We do this through three approaches:

1. **Enable partnerships with development and security.** Operations and security teams tend to focus on minimising risk, while development organisations want to drive change. The trend towards DevOps and agile development must balance speed and risk, employing operations teams' expertise in measuring outcomes and continuous improvement. Micro Focus provides capabilities to make innovation and digitalization a team effort through automation of processes that gets software into production faster while mitigating the risks of service outages, breaches or compliance violations.
2. **Drive successful use of emerging – and existing technologies.** From virtualization to cloud and mobile apps, emerging technologies offer advantages to the organisations that can capitalise on them best, not necessarily first. Micro Focus provides IT Operations capabilities to manage emerging technologies so that they work as expected, increasing user productivity and customer engagement. And Micro Focus helps bridge the old with the new by providing ways to connect legacy and emerging operations technologies, to gain more from investments already made.
3. **Shift focus from technology to business outcomes.** Successful operations of IT services should not be measured solely using IT metrics. In order for IT operations to play its role in boosting user productivity and support greater innovation, resources must be prioritised based on business impact. Lack of business user productivity and frustration will lead to shadow IT. Micro Focus helps operations teams prioritise efforts and offer productivity enhancements to the business by measuring results based on business outcomes, allowing opportunities to shift resources towards innovation that drives business growth.

What makes our approaches unique is that we have a number of technologies that allow the modernisation of proven software. There is risk in ripping and replacing legacy software that has proven its reliability over years or decades of use. Modernisation allows those applications to support, integrate with, or run on the latest technologies, providing a lower-cost and lower-risk approach to innovation.

The Micro Focus solutions

The breadth of Micro Focus solutions, coupled with our deep expertise in operational processes and technologies enable our customers to innovate, keep their services performing, find ways to optimise costs and adopt emerging operations technologies.

In order to enable partnerships, Micro Focus:

- Supports prioritisation by the business perspective through **IT Service Management**
- Helps the business share innovation ideas through **Collaboration**

In order to adopt emerging technologies, Micro Focus:

- Enables the migration of files systems for the most efficient use of infrastructure – physical, virtual or cloud – automatically through **Data center transformation**
- Aids in maintaining peak application performance through **Application Performance Management**
- Supports e-discovery and legal hold requirements across a range of communications - social, mobile, texting and email through **Enterprise information archiving** (also known as content archiving)

In order to optimise costs with existing technologies, Micro Focus:

- Reduces the costs of maintaining tablets, smartphones, PCs and Macs in a consistent way so the workforce and IT stay productive through **Unified Endpoint Management**
- Reduces unnecessary overhead and frees IT from menial tasks while hiding the complexity from the end user through **User self-service**
- Offers solutions to maintain continuity of service cost-effectively and deliver rapid resiliency that can reduce the need for troubleshooting through automated **Disaster recovery**

In order to increase agility, Micro Focus:

- Enables an integrated DevOps approach and innovative digitalization of process through **Business and IT process orchestration**
- Provides the right contextual amount of authentication to make user access convenient regardless of how or where information is accessed through **Identity and Access Management**

...IT operations must adopt an agile approach that takes full advantage of existing investments...

Together, these Micro Focus technologies enable operations teams to:

- Align IT objectives to business objectives without sacrificing service performance
- Find ways to gain more efficiency from existing operational investments while adopting emerging technologies, such as cloud services, where they support business objectives
- Balance the pressure to innovate faster with the pressure to optimize operations costs
- Embrace operational agility through DevOps practices, while bringing the best of operations experience to deliver quality of service to the business and users
- Enable users to collaborate freely yet securely and supportive of regulations

Ultimately, Micro Focus believes that in order to be sustainable, IT operations must adopt an agile approach that takes full advantage of existing investments, in order to support increasing digitalization without disrupting existing business. We stand ready to help you on your journey towards agile operations.

Travis Greene, is Director of Strategy, IT Operations and leads the strategic marketing and messaging for the Micro Focus Operations portfolio. After a 10-year career as a US Naval Officer, he started in IT as a Data Center Manager for a hosting company. In early 2002, Travis joined a Managed Service Provider as the leader of the service level and continuous improvement team, before joining NetIQ in 2005.

Where to find further information on the technologies and solutions listed in this article	
IT Service Management	serena.com/index.php/en/products/it-service-management-itsm-itil/serena-service-manager/benefits/
Collaboration	microfocus.com/solutions/collaboration/
Data Center Transformation	microfocus.com/solutions/workload-migration-and-disaster-recovery/
Application Performance Management	microfocus.com/solutions/data-center-solutions/
Enterprise Information Archiving	gwava.com
Unified Endpoint Management	microfocus.com/solutions/endpoint-management/
User Self-service	microfocus.com/solutions/file-and-networking-services/
Disaster recovery	microfocus.com/solutions/workload-migration-and-disaster-recovery/
Business and IT Process Orchestration	serena.com/index.php/en/products/it-process-portal-management/
Identity and Access Management	microfocus.com/solutions/identity-and-access-management/

News: Gartner Magic Quadrants Benchmark Micro Focus Solutions

Micro Focus climbing to the top with product synergies.

Two recent reports from Gartner Inc. feature Micro Focus solutions. The first reviews Security Information and Event Management (SIEM)[1] and the second Enterprise Information Archiving[2]. Looking at how both Micro Focus and HPE feature in these two market segments you can start to see the logic of the 'spin merger' between Micro Focus and the HPE Software Division.

SIEM

The SIEM market was valued at approximately $1.75 Bn in 2015, showing relatively low growth in the mature markets of North America and Europe. Gartner define the SIEM market as follows:

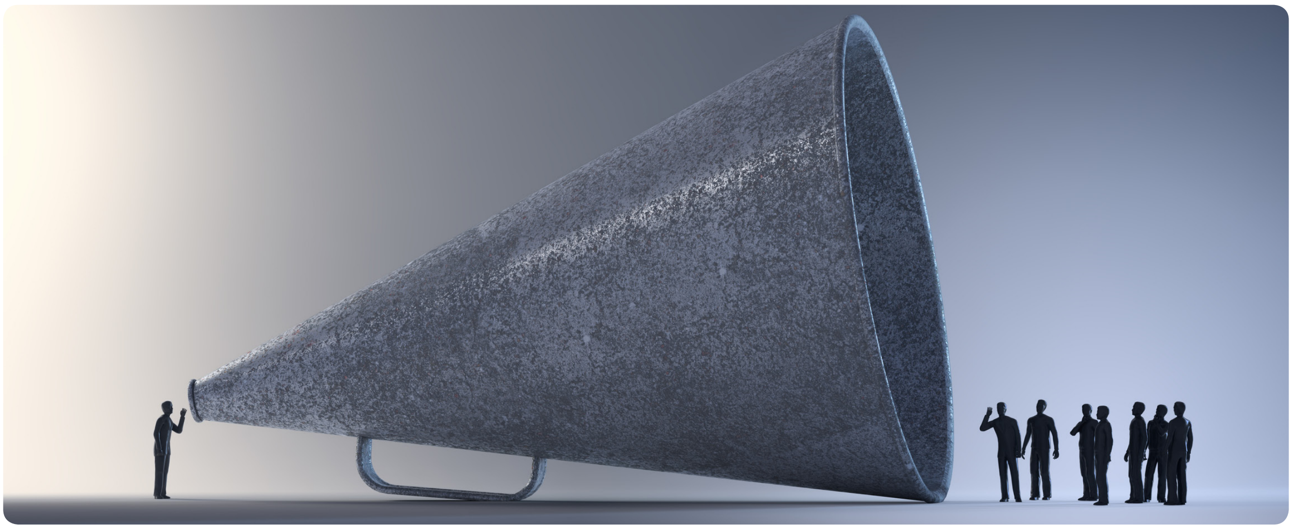
> “ The SIEM market is defined by the customer's need to analyze event data in real time for the early detection of targeted attacks and data breaches, and to collect, store, investigate and report on log data for incident response, forensics and regulatory compliance. The vendors included in the Magic Quadrant analysis have products designed for this purpose, and they actively market and sell these technologies to the security buying center.
>
> “SIEM technology aggregates event data produced by security devices, network infrastructure, systems and applications. The primary data source is log data, but SIEM technology can also process other forms of data, such as NetFlow and network packets. Event data is combined with contextual information about users, assets, threats and vulnerabilities. The data is normalized, so that events, data and contextual information from disparate sources can be correlated and analyzed for specific purposes, such as network security event monitoring, user activity monitoring and compliance reporting. The technology provides real-time correlation of events for security monitoring, query and analytics for historical analysis and other support for incident investigation and compliance reporting.“

Gartner believe that many vendors can meet the basic requirements but the greatest area for improvement is effective targeted attack and breach detection. The primary driver is threat management with compliance a secondary factor. An emerging area is UEBA – User and Entity Behaviour Analytics. In 2015 HPE announced an integration between their ArcSight solution and Securonix to provide these new features.

Last year 14 vendors met Gartner's requirements for the Magic Quadrant. The market continues to be dominated by relatively few large vendors including HPE. The HPE solution ArcSight is one of the software solutions due to be transferred to Micro Focus following the completion of the business deal announced in 2016. ArcSight and MF Sentinel will be a powerful combination.

Gartner reviews Sentinel from Micro Focus as follows:

> “ Sentinel Enterprise is the core SIEM product from Micro Focus, complemented by Change Guardian (for host monitoring and FIM (File Integrity Monitoring)) and Secure Configuration Manager (for compliance use cases). Additional modules add a range of features covering threat intelligence feeds, exploit detection, and high-availability support.



NetIQ Identity Manager and Aegis customers can also benefit from integration with Sentinel for enhanced identity tracking and workflow management capabilities. Log management is available as a stand-alone product (Sentinel Log Manager). Sentinel Enterprise is offered as software and as a virtual appliance.

Micro Focus made modest enhancements to Sentinel during the past 12 months, focusing on usability enhancements, platform health and management, visualizations, simplified deployment, and improved threat intelligence.

Sentinel is a good fit for organizations or MSSPs (Managed Security Service Providers) that require large-scale security event processing for highly distributed IT environments (for example, geographic or cloud), and is an especially good choice for organizations that have deployed NetIQ IAM and IT operations tools, which can provide enriched context to security events detected with Sentinel.

Strengths

- Sentinel Enterprise is appropriate for large-scale deployments that are focused on SEM and SIM threat monitoring capabilities, where contextual information is automatically added to any correlated event.
- Integrations with other NetIQ technologies provide capabilities to support user monitoring, identity and endpoint monitoring, and enforcement/response use cases.
- NetIQ's architecture is one of the simpler available to deploy and manage. Scaling and distribution only require installation of more Sentinel instances.
- Sentinel supports monitoring of mainframe platforms in addition to standard Windows, Unix and Linux platforms.

Gartner's Magic Quadrants

Over the years the annual Magic Quadrant reports published by Gartner Inc have become a leading way of comparing vendor solutions in a particular market sector. Gartner identifies the vendors and invites them to participate. However if a vendor fails to meet one or more of the criteria, e.g. actual sales, then they will not make it into the final report. Gartner then review each vendor separately identifying their strengths, weaknesses and roadmap. These reports rank vendors in terms of niche market v overall vision and the ability to execute their solution in the market – giving rise to challengers and market leaders. The top performers are in the top right quadrant.

Figure 1: The Gartner Magic Quadrant for SIEM

- NetIQ customers give Sentinel above-average or average marks for scalability and performance, ease of customizing existing report templates, and support experience.

Cautions

- NetFlow data can only be used to provide additional context for alerted events and cannot be used within correlation rules.
- Sentinel's threat intelligence capabilities still lag the competition. Customers can purchase threat feeds from NetIQ. Additionally, there is basic support for a few open-source feeds, but third-party feeds require a software development kit (SDK)-based plug-in to be created and there is no support for open standards like STIX and TAXII.
- Support and integration with UEBA tools are lacking, and advanced analytics capabilities are lagging compared to competitors' products.
- Usability and reporting of the results when replaying historical event data against correlation rules are limited when compared with some competitors.
- NetIQ Sentinel has low visibility in competitive evaluations of SIEM among Gartner clients."

Arcsight is reviewed likewise:

"Hewlett Packard Enterprise (HPE) sells its ArcSight SIEM platform to midsize organizations, enterprises and service providers. The platform is available in three different variations: the ArcSight Data Platform (ADP), providing log collection, management and reporting; ArcSight Enterprise Security Management

(ESM) software for large-scale security monitoring deployments; and ArcSight Express, an appliance-based all-in-one offering that's designed for the midmarket, with preconfigured monitoring and reporting, as well as simplified data management.

The ArcSight Data Platform (composed of ArcSight Connectors, ArcSight Management Center [ArcMC; a management console] and Logger) can be deployed independently as a log management solution, but is also used as the data collection tier for ArcSight ESM deployments. Premium modules, adding capabilities such as user and entity behavior analytics (ArcSight User Behavior Analytics [UBA]), DNS malware detection (ArcSight DNS Malware Analytics) and threat intelligence (ArcSight Reputation Security Monitor [RepSM]), can be used to extend the SIEM's capabilities.

HPE ArcSight can be deployed as an appliance, software or virtualized instance, and supports a scalable n-tier architecture with HPE ArcSight Management Center available to manage large and complex deployments. HPE ArcSight Express is available as an appliance only. In 2015, HPE redesigned and simplified the ArcSight SIEM architecture and licensing model.

Further enhancements include new features in the analyst user interface allowing more granular control over incoming events and incidents. New module releases included HPE ArcSight UBA (licensed from Securonix); HPE ArcSight DNS Malware Analytics, providing malware detection based on DNS traffic analysis; HPE ArcSight Marketplace, a community exchange for integration with other vendor solutions; and SIEM context such as dashboards and report templates.

ArcSight Express should be considered for midsize SIEM deployments requiring extensive third-party connector support. HPE ArcSight ESM is a good fit for large-scale deployments and for organizations seeking to build a dedicated SOC.

Strengths

- ArcSight ESM provides a complete set of SIEM capabilities that can be used to support a large-scale SOC, including a full incident investigation and management workflow, and a dedicated deployment management console.
- HPE ArcSight User Behavior Analytics provides full UBA capabilities in conjunction with SIEM.
- HPE ArcSight has a wide variety of out-of-the-box third-party technology connectors and integrations.

Cautions

- HPE ArcSight proposals routinely include more professional services than comparable offerings.
- Customer feedback indicates that HPE ArcSight ESM is found to be more complex and expensive to deploy, configure and operate than other leading solutions.
- Although ArcSight is among the top four vendors in competitive visibility with Gartner clients, the trend is decreasing visibility for new installs and increasing numbers of competitive replacements.
- HPE is undertaking a development effort to redo the core ArcSight technology platform. Customers and prospective buyers should track development plans to ensure the availability of features and functions needed to support existing or planned deployments."

Enterprise Archiving

As a result of the GWAVA acquisition, Micro Focus also feature in the Gartner Magic Quadrant for Enterprise Information Archiving. The relative strength of GWAVA is shown in the diagram below. GWAVA are placed in the Challenger quadrant – a niche player with an ability to execute. Look further and you will see that HPE are also featured in the Visionaries quadrant – a more complete vision but rated only to have mediocre execution.

HPE's products in this market are **Digital Safe** and **Verity** – and yes they will soon join GWAVA in the expanded Micro Focus business. Further opportunities for synergy. Digital Safe, a SaaS offering, is positioned to meet the messaging data archiving demands of the most highly regulated and complex organizations.

Verity was introduced in 2016 as an overall unified information management and governance suite, and will be offered as public and private cloud deployment options globally. Verity is targeted at small to midsize enterprises, with archiving the first module introduced.

Gartner note that HPE receives high marks from customers for the scale of its offerings, and for the gathering and subsequent reporting of data in the archiving tools. However the product set is seen to have a high cost of ownership and a high level of complexity that requires training to get the best out of it.

So what do Gartner say about GWAVA – and here they are reviewing **Retain**?

“ GWAVA provides a multiplatform unified archiving solution for email, social content, IM and mobile communication data with Retain Unified Archiving. Deployed on-premises or in the cloud, Retain focuses on email archiving, with native support for Exchange, Office 365, Gmail, GroupWise and Domino, but also supports the archiving of electronic business communication, including data created on mobile devices and social media, and in IM and internet web searches. Built-in litigation support tools for performing e-discovery are also included at no additional cost.

Retain provides multiple ways to access the archive, including through Retain's Web Access Archive Viewer and the Retain Archive App. File archiving is not supported at this time, but Retain does offer connectors to SharePoint and other enterprise content management systems, as well as EFFS solutions such as OneDrive, Dropbox, Box, etc.

Strengths

- GWAVA supports a wide array of social media content and mobile communication data for archiving within Retain Unified Archiving.
- GWAVA includes highly rated litigation support tools for e-discovery in Retain, at no additional cost.
- Retain Cloud brings new options to highly regulated industries and for data sovereignty requirements.

Cautions

- Future roadmap implementations are uncertain on the heels of the recent acquisition of GWAVA by Micro Focus.
- Retain Unified Archiving indexing speeds and end-user email access are pain points referenced by customers.
- File archiving support is missing, with no indication of future implementation.”

Figure 2: The Gartner Magic Quadrant for Enterprise Archiving

These two reports from Gartner do indeed shine a light on Micro Focus and the possibilities for the business in these two important market segments. There will undoubtedly be announcements in the coming months as the 'merger' completes.

References

1. Magic Quadrant for Security Information and Event Management, Published by Gartner Inc., 10 August 2016, ID: G00290113. Analysts: Kelly M Kavanagh, Oliver Rochford and Toby Bussa.
2. Magic Quadrant for Enterprise Information Archiving, published by Gartner Inc., 5 December 2016, ID: G00294240. Analysts: Alan Dayley, Julian Tirsu, Garth Landers and Shane Harris

New for 2017: SECURITY track

If you're a security specialist working with Micro Focus products now or at some point in the future then sign up for the labs in this track to get a better learn more.

5 hot-labs covering identity, access management, governance and security, along with Partner sessions and Micro Focus presentations.

Labs currently confirmed are:

- **Delivering effective Identity Governance with Micro Focus**
- **Passwords are Past it. Strengthening existing infrastructure with multi-factor authentication**
- **Mitigating Risks with Privileged Account Management**
- **Revealing the mysteries of Micro Focus Identity Manager**

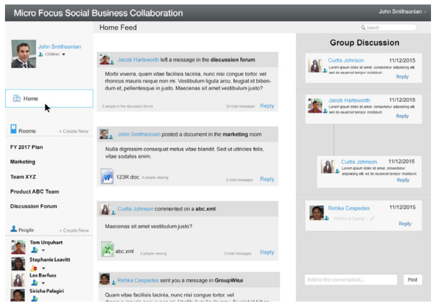
Product Preview of UINTA

UINTA is the new social messaging and collaboration platform from Micro Focus drawing on the experience of the Collaboration product teams.

Open Horizons Summit will host the first public demonstration of UINTA: which will run throughout the Summit with an account for each attendee.

Attend the sessions to learn more about the UINTA idea.

Get to the OH Summit! Get UINTA. Get social.



What's on offer?

Full Summit delegates:

- **Choose up to 5 of 30 hands-on Hot Labs ***

  First come, first served. Register early
- **Partner sessions**
- **Micro Focus Keynotes - learn what is happening at this fast changing company**
- **Business track sessions**
- **Focus group sessions led by product managers**
- **Networking and 1-2-1**
- **Lunch, Dinner and mid-session refreshments included**
- **Relax in the partner lounge**
- **Social events & fun**

What's the deal?

Full Summit Pass: €1075*

Business Track Pass: €449*

*** Prices from 1 Feb. Discounts for OH Members.**

3 night Marriott hotel package (room & breakfast) available for €480.

More information & Register at www.ohsummit.com

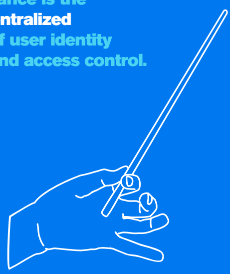
OpenHorizons *acknowledges the support from our main sponsor* MICRO FOCUS®

Barriers to effective Identity Governance

Why is it so difficult to effectively reduce risk?

What exactly is Identity Governance?

Identity governance is the policy-based **centralized orchestration** of user identity management and access control.

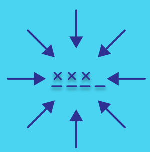


Why all the Fuss?

Two reasons:

Regulatory pressure

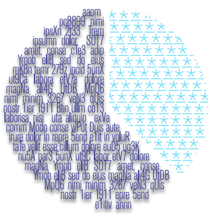
Insider credentials at risk



Compliance is important, but should be an **outcome of reducing risk.**

What's behind this risk?

63% of confirmed data breaches involve weak, default or stolen passwords.



With stolen credentials, **opportunities are BIG** for attackers.

Out of 1462 respondents ...

- 75% used the **stolen credentials** directly
- 70% installed malware to **export data**
- 67% installed malware for **command and control use**
- 58% installed **spyware or keyloggers**

With legitimate credentials, an attacker can go undetected while collecting information or expanding their access.

Product Spotlight: Identity Governance

Are You Governing Who Has Access To What Effectively?

Satisfying identity governance regulations and managing risk requires organizations to inventory, analyze and manage their workers' access privileges. Failure to manage users' access to sensitive resources places companies at increased risk for audit findings, fraud or data breaches.

Access review and recertification campaigns are an essential part of an overall identity governance program. Yet answering the critical question "who has access to what?" is a challenge. Emerging technologies such as mobile devices, cloud computing and social media, combined with shifting workforce trends including growing numbers of contractors, partners and service providers is causing organizations to seek more efficient ways to conduct access certification campaigns that encourage participation by line of business (LOB) managers.

Product Overview

Micro Focus' identity governance product, currently known as Access Review is a platform that helps you run effective access certification campaigns and implement identity governance controls to meet compliance mandates while proactively mitigating risk. It replaces error-prone, time-consuming manual methods that can expose your organization to compliance violations and risk from excessive access.

Access Review provides a way to quickly identify and revoke access to resources users don't need—such as when users change positions in a company and inadvertently accrue too many privileges. Micro Focus Access Review collects user entitlement information across multiple systems, applications, and data into a consolidated view. This allows IT to provide easy-to-understand reports for LOB managers to validate whether worker access privileges are appropriate and initiate immediate action to revoke access, if necessary.

Key Capabilities

- Collect and review entitlement data across your enterprise, including on-premises and cloud applications, so you have accurate visibility into who has access to what resources.
- Conduct access certifications with campaigns that stay on schedule through automatic reminders and progress updates, including issue escalation for administrators.
- Support decision-making with context that enables LOB managers to make informed decisions about user access.
- Define controls to detect and handle violations and exceptions such as SOD violations or orphan accounts to reduce risk and the most common audit findings.
- Build standard role and attribute authorization models to reduce the scope and duration of access certifications and access request and approval processes. Allows a focus on exceptions, rather than all entitlements.
- Close the loop on remediation, including integration with

service desk solutions such as ServiceNow or Remedy for automated ticketing, or automated fulfillment via integration with Micro Focus Identity Manager.

- Conduct reviews prioritised by risk scoring based on attribute value, group membership, management relationship, application, permission, cost, risk and other criteria, providing focus where most needed.
- Report on identity governance with out-of-the-box support for scheduling and distribution that includes entitlements, certification status, request and approvals, and policy violations to make audit reporting easier.

Why do you need Access Review?

Access Review brings rigour to the review process in that it:

1. Enforces the principle of least privilege – users should only have the access rights that are essential to their work. This is mandated by security best practices and many compliance regulations.
2. Reduces and eliminates entitlement inertia. People change jobs but often retain access rights that are no longer necessary or they leave the company entirely but their accounts may not be closed.
3. Detects unused and orphaned accounts
4. Detect and remediate policy violations

In combination with Identity Manager access and provisioning control management is extended and enhanced.

The access review process must ideally be identity centric, comprehensive but simple to use and involve the business. The process needs to determine what users access, decide if the access is appropriate and remove unnecessary/inappropriate access.

Access Review uses a workflow type approach. Each Review has a Review owner who manages the process and there are specified reviewers who may be supervisors or managers in the business who are the application owners. The review will also specify an optional auditor who has sign-off responsibilities over the final review. Access Review sends notifications and escalations to the reviewers throughout the process to maintain a timely review.

System Requirements

Access Review is a web based Tomcat application running on SLES with a PostgreSQL or Oracle database back-end for the catalog – which contains the user, application and their permissions and accounts data. It is fully integrated with Micro Focus Identity Manager but has no dependency on it.

Data can be collected via LDAP (from Active Directory or eDirectory for example), JDBC, CSV or directly from Identity Manager. Target applications may be HR systems, AD, CRM and financial systems. Automated fulfillment is provided through those apps managed by IDM, other changes and updates are manual.

Identity governance has barriers

It's easier for an attacker to abuse stolen credentials when those privileges aren't being regularly used. Identity governance should reduce the attack surface of credentials, but suffers barriers:

Zzzz **Business apathy-** Business managers don't care much about compliance or security, yet we outsource risk management to them when we ask them to certify access.

Tunnel vision on compliance- It creates a false sense of security to get an approval from audit.

Blind spots created by point-in-time access certifications- If access reviews are performed every six to 12 months, what happens in-between the reviews?

JANUARY ?? JULY

Reduce those barriers

Provide business managers with contextual decision support. Help them to help you with information such as highlighting orphan accounts, during access certifications.

Provide information about what users are doing with their access, with abnormal activity exposed and risk scoring to support better decision making.

Provide adaptive certifications that ask a manager to review entitlements when risky behavior occurs, to eliminate blind spots in-between certifications.

Choose the **right solution**

Identity governance solutions should offer capabilities that both address compliance challenges and lower risk. Look for:

Entitlement changes are updated in real time. Real time risk requires real time entitlement collection and evaluation for risk.

An intuitive user experience. Business managers aren't going to sit through training classes to use your identity governance.

Certifications prioritized by risk. Business managers will rubber-stamp most access reviews, so put the highest risk entitlements at the top of the list for greater scrutiny.

Visit

https://www.netiq.com/solutions/adaptive-identity-governance/

Learn how Access Review provides adaptive identity governance ›

Micro Focus Open Workgroup Suite

It is good to see that Micro Focus is again promoting the ***Open Workgroup Suite for Small Business***. For SME organisations looking to manage their own IT systems it is a powerful option.

It can be purchased by organisations with up to 200 employees and is licensed for up to five physical servers, with no limit on the number of virtual machines running on them.

The Suite is a bundle of 7 Micro Focus business solutions, namely:

- Open Enterprise Server
- Filr
- iPrint
- GroupWise
- Vibe
- ZENWorks Configuration Management
- ZENworks Endpoint Security

Purchasing this bundle provides significant savings compared to licensing the individual solutions.

This provides a secure, flexible and highly cost-effective IT infra-structure. As a consequence of the OES licensing, 2 node clustering is also supported along with eDirectory.

Micro Focus Interim Financial Results

Shortly before Christmas Micro Focus released their financial results for the six months to 31st October. Even with all the undoubted distraction that mergers and acquisitions cause Micro Focus still managed to increase revenues to $684.7m, 14.2% higher than the same period last year. The figures do include the trading results for Serena from when that acquisition completed in early May.

Key highlights for the period were strong performance by SUSE where revenues grew by over 23% while the Micro Focus portfolio of software solutions was 'on plan'. The period saw improved cash generation in the company and other healthy financial indicators. Operating profit reached $163.3M against $150.4M in 2015. For shareholders the first half dividend has been increased to 29.73 cents per share from 16.94.

Company revenue is divided into license, maintenance, subscription and consultancy revenue which all saw good levels of growth. According to the Executive Chairman's report, Kevin Loosemore writes that Micro Focus is confident that the level of debt that the HPE merger will cause will not reduce the companies ability to deliver growth and that Micro Focus has 'a strong operational and financial model that can continue to scale and produce excellent returns'.

Other interesting figures from the accounts indicate that geographically North America is the largest revenue centre at $359.7M followed by EMEA and LATAM at $257.7M and Asia Pacific & Japan with $67.3M.

Delving deeper into the published figures we can look at the breakdown of the different product groups in the MF portfolio as the table below shows.

It's disappointing to see the continued contraction of the Collaboration and Networking and IT Operations Management (including ZENworks) portfolios but it is in line with management expectations. We must hope for a turn around from this point onwards with the growth of Filr, ZENworks 2017 etc. In comparison the COBOL business is robust and Viusal COBOL revenues continued to grow strongly.

Micro Focus Product Portfolio Results for 6 months to 31 October 2016

Product Group	CDMS (COBOL)	Host Connectivity	Identity, Access & Security	Dev & IT Operations Mgmt	Collaboration & Networking
Licence	52.4	38.9	19.8	24.6	11.2
Maintenance	75.3	52.6	70.3	109.4	56.6
Consultancy	5.5	0.9	10.2	7.3	2.3
TOTAL ($M)	**133.2**	**92.4**	**100.3**	**141.3**	**70.1**
Growth (%)	14.1	-10.6	-1.1	-8.4	-14.1

SUSE Focus

openATTIC

As part of its growth strategy, SUSE® has acquired software-defined storage management assets from German IT firm it-novum, including openATTIC, the open source Ceph and storage management framework. The acquisition allows SUSE to accelerate its use of openATTIC as the management framework for SUSE Enterprise Storage and will help the company deliver simpler, more cost-effective enterprise storage management solutions.

As part of the transaction, a team of highly skilled open source engineers from it-novum has joined SUSE.

"Acquiring openATTIC from it-novum perfectly aligns with SUSE's open source strategy – providing software-defined infrastructure solutions for enterprises requiring powerful management capabilities," said Nils Brauckmann, CEO of SUSE. "This transaction is also another tangible indication of SUSE's increasing momentum. For the first time, our business is expanding through both organic growth and technology acquisition. The storage revolution is underway, and enterprise-grade storage management is essential for customers that will continue to have a mix of storage technologies for many years to come."

Earlier this year, SUSE and it-novum began developing additional Ceph management functionality for openATTIC, which is becoming the management framework for SUSE Enterprise Storage. Powered by Ceph technology, SUSE Enterprise Storage is a self-managing, self-healing, distributed software-based storage solution for enterprise customers.

The transaction also transfers sponsorship of the openATTIC open source project from it-novum to SUSE. Similar to SUSE's sponsorship of the openSUSE Linux project, the openATTIC project will remain completely open and available for broad community engagement.

SLES12 SP2

This service pack has been released. Enhancements include:

- Ten-fold increase in packet processing via software-defined networking that combines Open vSwitch with the Data Plane Development Kit. This is a key enabler for telecom providers to efficiently implement virtual network functions. The integration of DPDK gives customers a complete virtualization solution for cloud and on-premise deployments.
- More agile support for SAP applications to ease migration to S/4HANA, accelerate deployment of SAP

applications, tune SAP HANA for performance, and create a more resilient and secure SAP environment with enhanced support for SAP HANA clusters, even on geographical levels.
- Reduced downtime and improved I/O performance through persistent system memory applications using integrated NVDIMMs that save data in seconds and make data immediately available on reboot.
- Increased ability to implement cost-effective, high performance data analytics on IBM Power Systems LC and OpenPOWER servers, including bare metal support.
- Time- and resource-saving "skip service packs" functionality, which lets customers skip upgrades of prior service packs and jump straight to SP2 from SUSE Linux Enterprise Server 12.
- Ongoing FIPS 140-2 certification to meet strict security requirements of federal government, FISMA and financial industry customers.
- Support for ARMv8-A, including enablement for the Raspberry Pi3, making SUSE Linux Enterprise Server 12 SP2 one of the first commercially available enterprise Linux platforms for this architecture.
- Support for Intel's scalable Omni-Path Architecture to deploy high performance computing workloads.

SUSECON 2017

SUSE® have announced that SUSECON 2017 will be held September 25-29 in historic Prague, Czech Republic, at the Prague Hilton hotel.

The conference will showcase the latest developments in enterprise-grade software-defined infrastructure with leading Linux, OpenStack and Ceph-based solutions as well as in-depth sessions on other key technology topics such as Infrastructure-as-a-Service, Platform-as-a-Service, Container-as-a-Service, NFV, software-defined storage and software-defined networking.

Using The GroupWise REST API To Batch Import Resources

by Robin Redgrave

Some time ago I was asked if it was possible to import a list of resources rather than having to enter them manually in the GroupWise Administration console. I believe that the organisation who was requesting this had acquired several hundred laptops that they wished to make available to their users for scheduling. Unsurprisingly, they were not keen on having a user input each laptop as a resource, and having all the possible errors that could involve, not to mention the time that it would take.

Having played around with the GroupWise REST APIs a little when I was creating the million user GroupWise system (see OHM Issue 28, 2015/1, p5-7) I was sure that I could achieve what they required. So building on the articles that Tommy Mikkelsen wrote on the subject (in OHM23, OHM24, OHM26) I decided to give it a shot.

What I wanted to do first was find out what the field names were for the fields associated with a resource. To do that I just used a bowser to access an existing resource, to see the fields. I manually created a resource with the fields populated that I wanted on a post office then I used a browser to visit

https://<server>:9710/gwadmin-service/domains/<domain name>/postoffices/<postoffice>/resources

Just replace <server>, <domain> and <postoffice> as appropriate. You will be prompted for authentication credentials. Just enter the admin credentials, or someone with admin rights to the post office. This will return a list of the resources on that post office and the fields that each has populated (figure 1). So now we have the field names we want to use.

- name
- domainName
- postOfficeName
- owner

This is the really the minimum that we need for task. We could include resourceType, but need not. as the default is RESOURCE, the other options being PLACE and ROLE. We could also use some of the additional fields, for instance to set the visibility, description or even the fileId should we wish. However let's keep it simple.

A sample csv file for the import is:

```
domain,postoffice,name,owner
pridom,pripost,Laptop 1,rredgrave
pridom,pripost,Laptop 2,rredgrave
pridom,pripost,Laptop 3,rredgrave
pridom,pripost,Laptop 4,rredgrave
```

You can write the code in whatever environment best suits you. I decided to write it in PowerShell as that is something that is freely available to all, not to mention than many of Tommy's original examples were written as PowerShell scripts. The code I came up with is on the next page (figure 2).

```
<object xsi:type="resource" url="/gwadmin-service/domains/pridom/postoffices/pripost/resources/Laptop%201">
    <guid>4DB45F80-0109-0000-8570-726965326434</guid>
    <id>RESOURCE.pridom.pripost.Laptop 1</id>
    <lastModifiedBy>admin.utopiagw</lastModifiedBy>
    <lastModifiedOp>MODIFY</lastModifiedOp>
    <name>Laptop 1</name>
    <timeCreated>1485934747000</timeCreated>
    <timeLastMod>1485935013000</timeLastMod>
    <description>Laptop 1</description>
    <domainName>pridom</domainName>
    <postOfficeName>pripost</postOfficeName>
    <preferredEmailAddress>Laptop1@utopia.microfocus.com</preferredEmailAddress>
    <visibility>SYSTEM</visibility>
    <fileId>bf5</fileId>
    <owner>amarsden</owner>
    <resourceType>RESOURCE</resourceType>
</object>
```

Figure 1: Resource details output from a browser request to a post office

I hope the comments are enough to explain what I am doing and from this article you can extrapolate it so that you can write code for making administration of your messaging environment much simpler. With just a few changes to the same code basics you could automate many other tasks such as import users, setting the maximum mailbox size, add internal address overrides and so on.

```
#*** Lets start setting up some static variables :           ***
#*** $mybaseUri is the address of the admin service          ***
#*** $myAdmin and $myPwd are the the credentials of a
          user with administrative rights                    ***

$mybaseUri = "https://172.17.2.86:9710/gwadmin-service"
$myAdmin = "admin"
$myPwd = "n0v3ll"

#*** End of static variables                                 ***

#*** We need to Ignore self minted certificates              ***

add-type @"
   using System.Net;
   using System.Security.Cryptography.
                                   X509Certificates;
   public class TrustAllCertsPolicy : ICertificatePolicy {
      public bool CheckValidationResult(
         ServicePoint srvPoint, X509Certificate certificate,
         WebRequest request, int certificateProblem) {
         return true;
      }
   }
"@

[System.Net.ServicePointManager]::CertificatePolcy
                    = New-Object TrustAllCertsPolicy

#*** End Ignore self minted certificates                      ***

#*** Put the authenication Credentials in the correct
    format. This should be Base64 encoded and UTF8           ***

$encoded =  [System.Convert]::ToBase64String(
   [System.Text.Encoding]::
   UTF8.GetBytes($myAdmin + ":" + $myPwd ))

$headers = @{Authorization = "Basic " + $encoded}

#*** Set the file name to import                             ***
$list = Import-Csv "resources.csv"

#*** Loop through each line in the input csv file            ***

foreach($entry in $list) {
   #*** Print out which item we are importing                ***
   echo "importing : $entry"

   #*** Set up the parameters for creating the resource      ***
   #*** Domain and post office can be removed if they are
             going to be hard coded                          ***

   $myGWRes = @{
      name=$entry.name;
      owner=$entry.owner;
      domain=$entry.domain;
      postOfficeName=$entry.postoffice
   }| ConvertTo-Json

   $myGWRes = [System.Text.Encoding]::UTF8.
                              GetBytes($myGWRes)

   #** set up the uri                                        ***
   #** The domain and post office could be hard coded
     and excluded from the input file if all resuources      ***
   #** are on the same post office                           ***

   $myUri = $myBaseUri +
      "/domains/" + $entry.domain +
      "/postoffices/" + $entry.postoffice +
      "/resources"

   #*** Send the request                                     ***
   #*** note I have spread this out over multiple lines      ***
   #*** with a backtic ` or grave accent                     ***

   $req = Invoke-WebRequest `
      -Uri $myUri `
      -Headers $headers `
      -ContentType application/JSON `
      -Body $myGWRes `
      -Method POST

   #*** You could do something with the response             ***
   #***$req if you want, but I won't.                        ***
}
```

Figure 2: The Resource batch import code

Robin Redgrave is a Solutions consultant based in the UK and has been working with collaboration products for almost 30 years. He joined WordPerfect in 1987, transferred to Novell with the merger in 1994, and is now with Micro Focus. He is a regular speaker at BrainShare, Open Horizons Summit and many other events.

Turbo.net: Containers For Desktop Applications

by John Ellis

In the last issue of Open Horizons Magazine, Jason Blackett reviewed the new Desktop Containers for ZENworks component in the ZENworks 2017 suite (OHM35, px-xx). In that article Jason went on to describe an add-on for this in the form of a Turbo.net subscription. He wrote that "This unique offering allows you to build many common applications much more quickly, secure the network access of containerised applications, and use powerful new tools for scripting the build of desktop containers" and concluded that "The Turbo for Micro Focus Desktop Containers Subscription is a must for serious Micro Focus Desktop Containers users. It will help you reduce your time to value, improve your packaging capabilities, and help you create a more secure system."

This article looks at Turbo.net as a stand-alone solution in the application containers market which many IT strategists consider to be the 'biggest advance' since the server virtualisation revolution.

The basics of Turbo

Turbo containers are based on the Spoon VM which can trace it's origin back to 2006 when Kenji Obata founded the Code Systems Corporation, which is still the company behind Turbo today.

Turbo.net let's you run Windows applications on all your PCs or remotely in the cloud. From the desktop point of view Turbo comprises an installable client which runs on all desktop versions of Windows since XP as well as Windows Server 2008 R2 onwards. So Turbo is an Apple and Linux free zone!

Turbo is a completely user mode system in that it does not run in the kernel using device drivers nor requires administrative privileges to use Turbo.net or run Turbo applications, even if the containerised application requires privileges. A container is a lightweight implementation of core operating system APIs, including the filesystem, registry, process, and threading subsystems.

Applications executing within this virtual environment interact with a virtualised filesystem, registry, and process environment, rather than directly with the host device operating system. The virtualisation engine handles requests within the virtualised environment internally or, when appropriate, routes requests to the host device filesystem and registry, redirecting or overriding requests as determined by the virtual application configuration. [please read www.rorymon.com/blog/?p=1246 *Spoon Virtualisation* for further information]. Containers can also contain standalone .NET and Java runtimes. Turbo has no dependence on any other virtualisation technologies for Windows, not even Hyper-V.

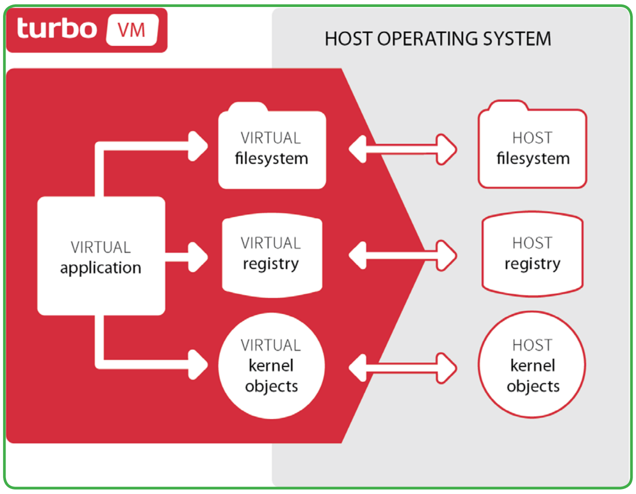


Figure 1: How the VM interacts with the host system

Once the client is installed you can then run Turbo containers, which are generally available from the store at turbo.net, called the Turbo Hub. This 'cloud' store has public containers made available to all Turbo subscribers as well as private repositories for corporates or individual subscribers. The Turbo store can also be licensed to run on-premise if so desired.

One advantage of running containers is the ability to run multiple instances or versions of the same application which may be configured differently. A specific old corporate application that requires an outdated version of Internet Explorer, for example, can be safely containerised and run on a PC that has a later version of the browser available for more general work. The containerised application is totally isolated from the host system.

A specific advantage of Turbo as opposed to Docker is the ability to suspend execution of a container on a device, migrate it to another device, and pick up where you left off. This is a powerful benefit for people who roam and use multiple PCs.

Using Turbo

Unlike Docker, Turbo is proprietary technology and not free and open source. To use Turbo you have to sign up and take out a subscription. The good news is that there is a free entry level subscription that provides access to hundreds of containers for applications that do not require licence payments, e.g. FireFox.

Better still there are different versions available if you need a specific software release. So if you are interested in Python programming then you can download the Python version of your choice and get on and use it very quickly.

You will also see that the full GroupWise 2014 client is available already packaged and ready to use. (Remember with GroupWise the client is free and licensed by mailbox). The client was posted on Turbo by the ZENworks team.

Once you have your subscription and log-in you can then run any application that's publicly available on the Turbo Hub. Turbo maintain the latest releases but earlier versions are also available in the hub. Applications are split into several categories for ease of use. Find the application you want and choose whether to run it on your desktop or in the cloud. Unfortunately for those using a free subscription you only get 5 minutes usage time in the cloud before Turbo starts asking for payment of $.9.95 for an hour.

So it makes sense to run the applications locally on your PC. It depends on the bandwidth of your network connection but the intelligent streaming means applications start reasonably quickly even on lower bandwidth connections.

Applications hosted on TurboServer launch after less than ten percent of the application is transferred. TurboServer's speed and efficiency are possible thanks to two technologies: Virtualization and Predictive Streaming. Turbo enables you to break down containers into smaller functional and data units. Turbo identifies a prefetch (the application's vital data components for launch) and transfers the units first, enabling deployment when only a fraction of the total application is loaded.

There are latent problems with security however. Some malware checkers mis-identify the svm files downloaded and you have to add exceptions. Also gaining local file access from the container can be troublesome. However in general you can quickly get up and running with the applications from the Turbo Hub.

Having installed the Turbo client (which happens automatically when you run your first container application) you can then access your local Turbo.net launcher tab by pressing <Alt><Win>. A typical launcher is shown in figure 2.

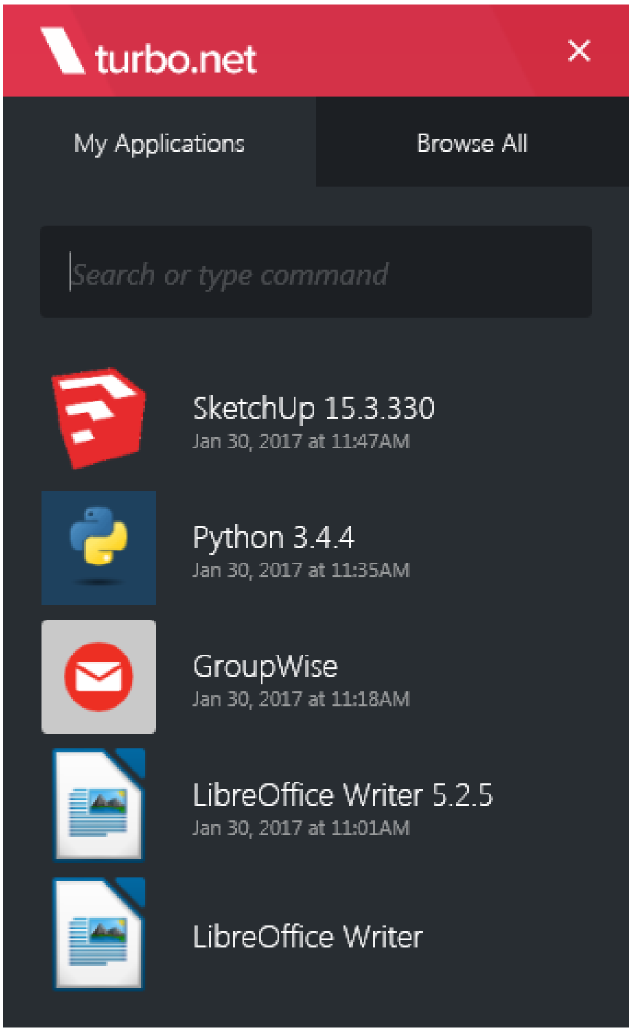


Figure 2: The Turbo.net desktop application launcher

If you need more than the free subscription you can upgrade to the PRO subscription which costs $9.95 per use per month which gives access to private repositories in addition to the public ones and provides 100GB of storage and the ability to run container instances remotely in the Turbo cloud. Finally the ORG subscription provides administrative controls, integrates with on-premise Active Directory and LDAP servers. It will also allow you to connect nodes and users.

If you wish to run Turbo on-premise then a Node costs $1950 pa and a Portal (a Turbo hub or app store) $2950 pa each with an annual cost of $24 per named user. Finally a Site License allows an unlimited number of TurboServer nodes and Turbo End Users to use Turbo with a defined set of applications at a cost of $45000 pa. TurboServer is an application deployment tool that enables you to launch applications instantly from websites, portals and client desktops.

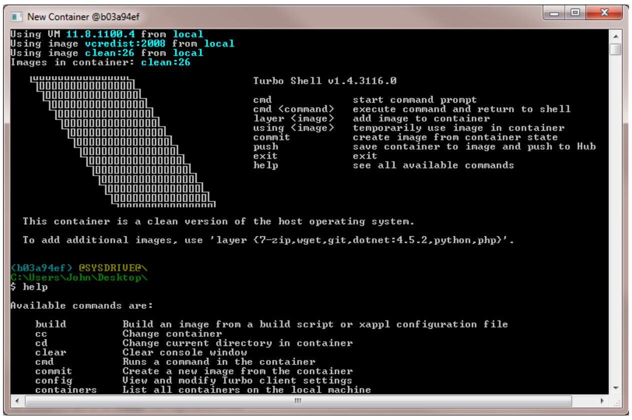


Figure 3: The retro look of the TurboShell window on start up

Creating and Managing Containers

Creating new containers is as simple as starting up the client (TurboShell) and at the command line typing `turbo new clean`, where clean specifies a new basic host system with no added files or registry keys. The Turbo CLI then takes you into the container command window and from there you can start to install applications into your container. You can use MSI installers for example that exist on your local system in which case you need to use the mount flag to establish the connection between your isolated container and the system it's running on.

```
> turbo new clean --mount="C:\Installers"
-n=instedcont
# Install InstEd
(instedcont#95c15a32) > C:\Installers\
InstEd-1.5.15.26.msi
```

The above creates the container "instedcont" and runs the MSI from the mounted location. Once the install is complete save the container and commit the container into an image.

The container can be tested locally but to push it to a remote repository (e.g. to the turbo.net hub) use the command `turbo push instedcont`.

Containers can be built using a range of Turboscript commands that tune and specify what the container can do. For example each container has it's own network stack so you can limit the address range that the container can speak to and or prohibit communications with other sites, e.g. you can prevent access to social media sites or allow access to specific sites only.

```
> turbo new firefox --route-block=ip –
route-add=ip://ohmag.net
```

The previous example limits the Firefox application container so that the only website it can access is the digital edition of Open Horizons Magazine! The first rule blocks all ip traffic and subsequent rules add back specific routes.

A further example is to build a virtual network of containers so that they can communicate with each other.

```
# Launch a WordPress server in a virtual
network environment
> turbo run wordpress -d --network=wp
--name=web

# Run a Firefox browser instance in the
same virtual network
# environment and connect to the WordPress
server
> turbo run --network=wp firefox http://
web:8080
```

This example creates a WordPress instance in a private network (wp) using the --network flag and a second container for a Firefox instance that is linked to it by using the same network identifier.

There is no space here to review all the options and possibilities for creating and managing Turbo containers. Please refer to the documentation at **turbo.net/docs.**

TurboStudio

This is a desktop application that converts any Windows application into a self contained virtual application that can be delivered as standalone executable, MSIs or Turbo images. Whereas Turbo's command line tool builds images from containers the gui based TurboStudio uses static xml files to build images.

There are two methods for creating these applications, namely a desktop scan for installed applications and using the settings found, or a before and after snapshot method. Studio is available to Pro level subscribers.

Use cases

Ultimately you can use Turbo to manage and deliver all your applications but most companies will initially use it for more specific roles such as running end-of-life/legacy applications on modern systems; software testing or sandboxing for quality analysis. It is a powerful extension to Micro Focus ZENworks and well worth a closer look. Containers may well be the future of application delivery and management.

John Ellis has worked in the IS/IT sector for over 30 years, specialising in the management of messaging systems. He is a member of the OH Management team and the publishing editor of OH Magazine.

Filr 3 Offer Available Until 30 April

If you are interested in upgrading to Filr Advanced edition you will be pleased to hear that until the end of April there is a promotion where, if you currently have Filr Standard licenses, you can upgrade to Filr Advanced for no license cost. You will however need to pay the Advanced Edition maintenance. For more details have a look at www.microfocus.com/products/filr/resources/#faq or talk to your reseller.

Avoiding An Email Meltdown

When you manage a large email system is there always the potential for equally large mistakes?

This appears to be true if you scan the IT news pages and was again demonstrated by the 14 November 2016 incident in the UK's National Health Service mail system NHSmail; a system that generally processes 3 to 5 million messages each day.

An administrator intended to send a test message to a 'local' distribution list but ended up sending it to all 850,000 people with a NHSmail account. In the 75 minutes after clicking on send over 500 million messages were sent across the national network.

This involved a number of people doing a "reply-to-all" which made the situation so much worse. The system successfully worked through the backlog but real work messages were subsequently delayed for up to seven hours.

Human error was undoubtedly the cause but in more than one place. There was incorrect configuration of dynamic distribution groups while the out-source service provider has been criticised for not providing one of the controls mandated by the NHS. Namely that there should be a limit on the number of messages or recipients that an individual can send to. Thirdly, users need educating about the reply function.

How would a GroupWise system cope in a similar situation?

Ref: www.theregister.co.uk/2017/01/31/nhs_reply_all_email_fail_half_billion_messages/

FaxGwise: Constantly Improving Through Customer Feedback

by Christian Karch

These days individuals and organisations constantly adapt to newly emerging communication methods. Leaders communicate with their people via social media, toddlers get tablets for Christmas and everyone is online and reachable 24/7. However, there is one traditional way of exchanging information and documents that is still very important and necessary to many: fax. Yes, it's true, this old fashioned communication channel is still widely used and necessary for many individuals and organisations to stay in touch with partners or customers or to stay compliant with legal regulations.

Adapting to new emerging communication methods is an important factor in running a successful business these days. At the same time one should not neglect the existing, more traditional communication that we still utilise and rely on – like faxing – that don't have much in common with the modern ones from a technological prospective.

If you were born before the 90's, you've probably already had to explain to one of your younger employees or colleagues what that grey box close to the office supply room is. You will explain to them that this is not an old piece of DJ-equipment making Techno or Dub-Step sounds, but a fax machine from where all the contracts and legal documents are being sent and received. Just at that moment you realise that faxing is, although very important, also very dated in the way it is being used and managed.

We at SKyPRO believe that in order to successfully integrate faxing into today's operations and workflows it should be used in a modern and more efficient way. We believe the days of feeding ink and paper to grey boxes is long gone and embrace an area where all our incoming and outgoing documents are managed in the same way. There is no need to maintain connections on two different networks when we already have perfectly fine working IP environments.

A significant amount of today's personal and business time is spent online, which allows us to live and work from different locations around the globe. Sending or receiving a fax should not be limited to that room where the fax machine stands, but be possible from the same places we send email. Just like we can send files or write a note from other programs or even devices we should be able to send a fax from anywhere.

From the administrative point of view we believe that faxing should be a centralised matter. You should be able to monitor and manage faxes in one place. Especially since we know that faxes usually are legally binding, important documents we want to make sure they are managed and stored properly. All these and many other little things that make a difference are factors we look at when we maintain FaxGwise.

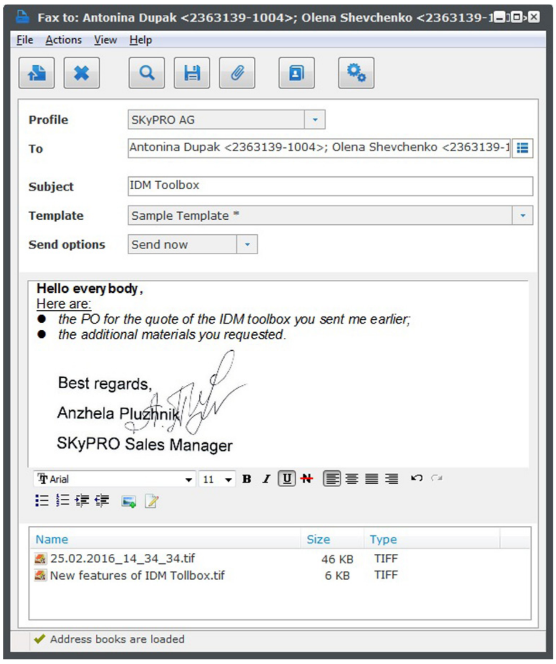


Figure 1: The FaxGwise main window

FaxGwise is a server based fax system that is significantly easier to maintain, manage, update, keep compliant and running than having multiple stand-alone fax machine spread out in your environment. Regardless of the flexibility FaxGwise offers you, it is still a complex solution that can be overwhelming when setting up or running updates.

Faxing should be a centralised matter.
You should be able to monitor and manage faxes in one place.

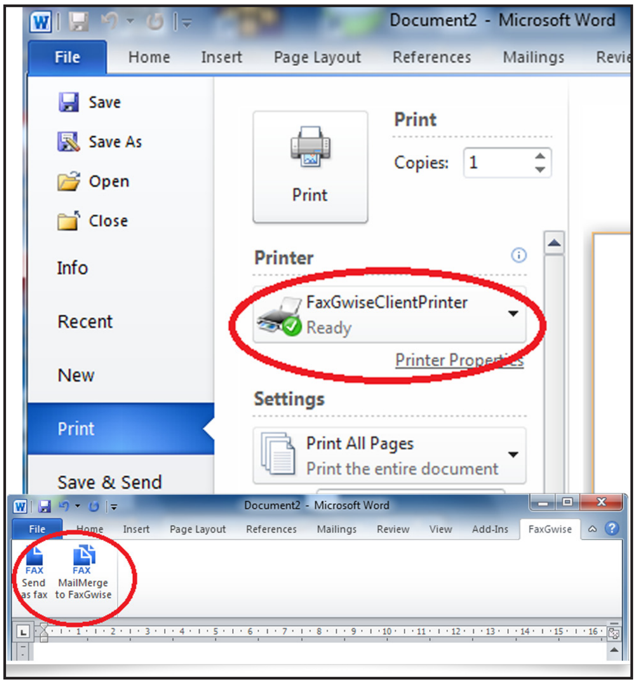


Figure 2: Faxing is as easy as printing.

That is why we built our support service which is available 24/7 and ready to help you with any question or request you might have. Our customers always come first, we strive to deliver the best software connected with the best service. Rest assured that our support and the complete SKyPRO team is here for you. *Every day and 24h per day.*

Your feedback, your suggestions and ideas lead to many of the useful features that make FaxGwise what it is today and will be tomorrow. From experience we know that the best way to develop and to maintain practical software is to involve user feedback into the process.

From customers and prospects like you we get valuable input about what works, what could be improved and what is no longer needed. Almost every new build of the FaxGwise client and server has new features implemented based on your comments.

Features like:

- Backup manager
- the new FaxGwise client printer

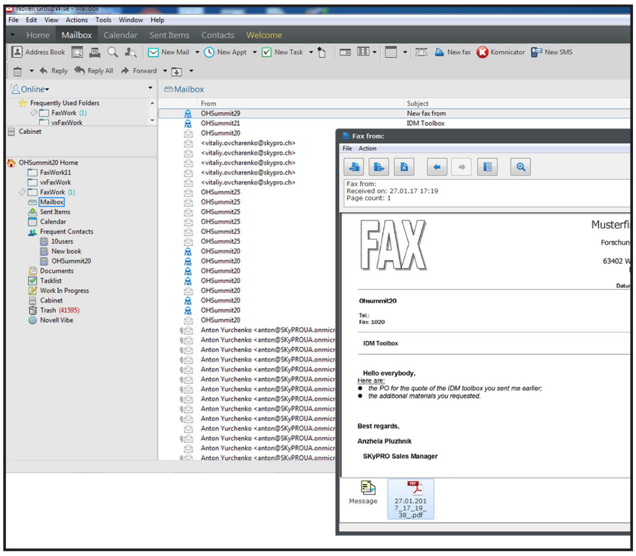


Figure 3: Fax delivered to your mailbox

- supporting different formats of the fax body
- image support within the automated fax signature

are just a few of the countless features we implemented based on customer feedback.

We encourage you to download FaxGwise today and get acquainted with faxing as it should be in 2017!

The newest FaxGwise client and server are available to download at **http://www.skypro.eu/.**

We also offer a **Getting Started Promotion** here at **www.skypro.eu/faxgwise/index.html** which includes:

- Free remote installation
- Free 30 minute intensive training
- Free 30 day FaxGwise software

With this offer you invest only a little time and can get started with a completely new way of managing, sending and receiving faxes.

Christian Karch works at SKyPRO as Head of Sales and Marketing. He has been involved in creating SKyPRO's communication products since the beginning. Christian is a regular speaker at BrainShare, GWAVACon, TTP and Open Horizons.

Ask The Experts: Micro Focus Vibe And Filr

by Robin Redgrave

Welcome to this collection of questions and answers for Micro Focus Vibe and Filr. If you wish to ask me any questions then please email them to qanda@open-horizons.net. There have recently been releases of Vibe 4.0.2 and Filr 3 which will be followed in the next few months by the release of Filr 3.1

Q: My manager is concerned about the ability of users to upload specific file types into Filr. Is there a way for instance, to exclude executables and script files?

A: This cannot be done at the moment; however this feature is something that we should be seeing in Filr 3.1 which should be released in a few months. There will be a file blocking option (see figure 1). With a whitelist and blacklist option, so you can block specific file extensions or only allow specified extensions.

Q: I noticed in the screenshots fromprevious Q&As and documentation that users can have photos which show up throughout the interface. How can I set this and can they be read in from the directory?

A: This can be set by individuals, or by the administrator. As a user click on your name in the upper right of the screen. Select the option to 'View profile' and there is an option for 'Photos and Images'. Browse for a file and select the upload option (see figure 2).

Unfortunately, images cannot currently be read from the directory so need to be imported manually, but that sounds like a good idea for the Ideas Portal (*https://ideas.microfocus.com/mfi/novell-filr*).

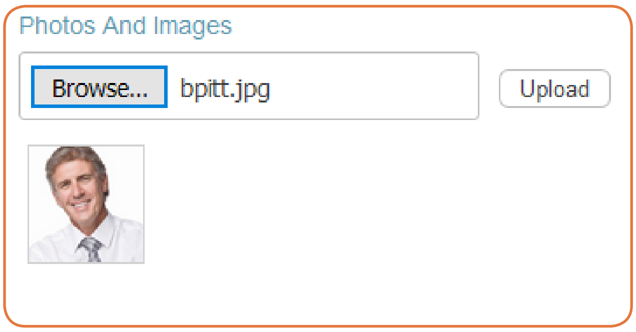


Figure 2: Adding an image

Q: We do not wish our users to be able to download any documents from Filr. How do I do this and have them use the built-in viewers instead?

A: This is fairly straight forward to do. In the Administration console of the Web Application check the option to 'Disable file downloads', then in Desktop

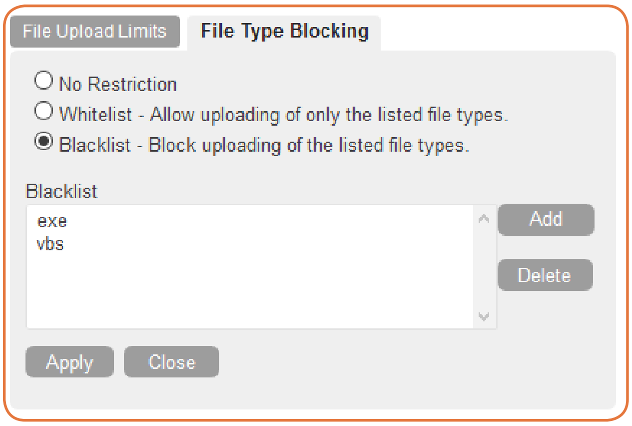


Figure 1: Setting file blocking

Application uncheck the option to 'Access Filr', finally in Mobile uncheck the option to 'Allow files to be added to the Downloads area for offline access'

This will set these options for all users. You can override them per group or individual user should you wish. Rather than downloading a file the default, click action in the browser client will change to 'View as HTML if supported' so when you click on a file you will view it.

Q: How do I search for documents in Filr that were created between two dates? As far as I can see I can only search for words in a document, but I am getting too many results and need to thin them out a bit.

A: The search field in Filr, and Vibe for that matter, can be made to search on more than just text. There are a number of different keywords and characters that will enable you to search on specific fields, do fuzzy searches, proximity searches and so on. One of the options is to search on specific fields. The creation date field is called _creationDate, just place a colon (:) after the field name and enter a date range within square brackets, so to search for all documents created in January use:

_creationDate:[20170101* TO 20170131*]

You can use additional criteria to narrow down the search such as key words and so on. Were you to use braces {} instead of square brackets that would exclude the beginning and ending date from the search.

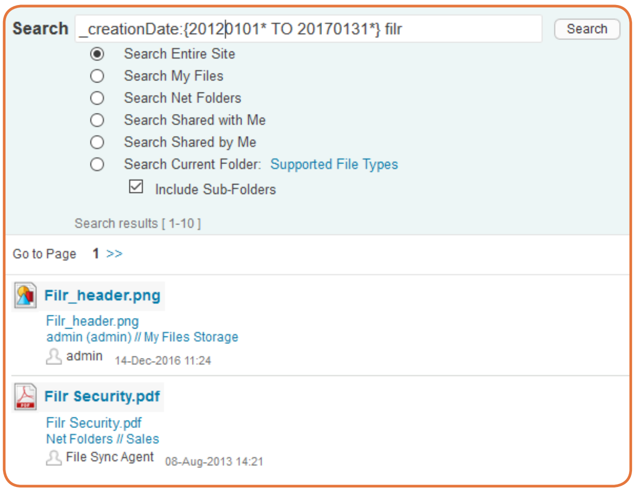


Figure 3: An advanced search on creation date

This searches a specific field. When you do this you must use the data name of the field. Data names resemble the true names found in the interface.

Fields you can search are :

_creationDate
_creatorName
_modificationDate
_modificationName
_ownerName
_fileName (includes file extension)
_fileExt
_loginName
_groupName
firstName
middleName
lastName
emailAddress
txtEmailAddress
mobileEmailAddress
title

Remember that field names are case sensitive. For more information have a look at the 'Using Search' section in the Filr User Access guide.

Q: Is it possible to create a domain whitelist for certain users or user group? My manager wishes to be able to send to users that are in the global blacklist.

A: I am not aware of a way of doing this. Whilst you can set a global list of domains as a whitelist or blacklist to share (see figure 4), there are no individual settings for this. This sounds like another good option for the Ideas Portal.

Q: We require some users to share publicly from some net folders and have the option enabled in the Share Settings for them, but we have found that they can also share publicly from their 'My Files' which we do not wish to enable. Can this be disabled?

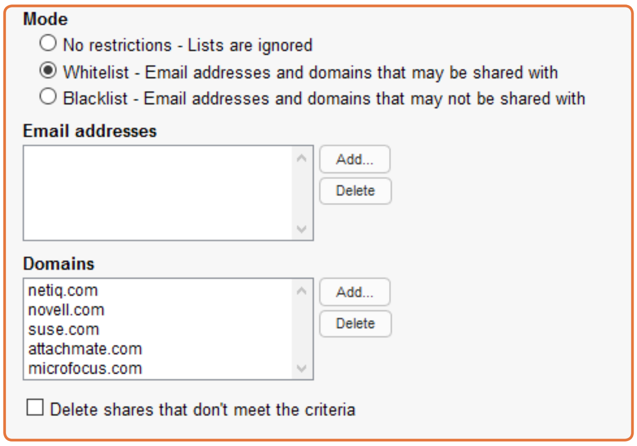


Figure 4: Setting up a Whitelist

A: Yes this is possible. Go into the Users view in the Administration Console, select the user that you wish to modify and go into the user properties (just click on the arrow next to their name). Next, select the 'Sharing' button then just deselect the option to share with the Public and using a File link (see figure 5). Don't forget to click OK to save your changes.

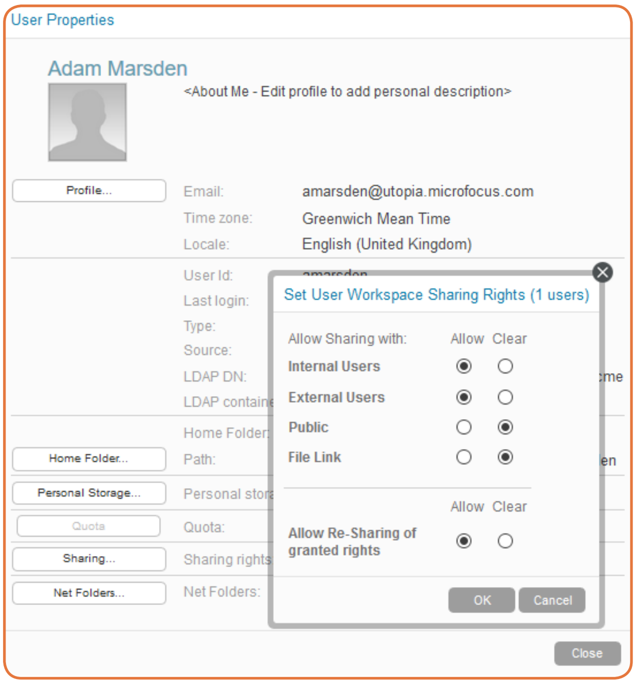


Figure 5: Setting share rights on the 'My Files' (User Workspace) directory

Robin Redgrave is a Solutions consultant based in the UK and has been working with collaboration products for almost 30 years. He joined WordPerfect in 1987, transferred to Novell with the merger in 1994, and is now with Micro Focus. He is a regular speaker at BrainShare, Open Horizons and many other events.

Ask The Experts: GroupWise

by Rob van Kooten and Jan-Arie Snijders

Here is a selection of the questions that have crossed our desks in the last few weeks.

Q: When I install a new update for Webaccess I do not see any errors, but when I login the version of Webaccess is not updated.

A: The update/install will put a new gw.war file on the server. This is the file containing all the new files. Tomcat should unpack this file and put everything in the GW directory. When this doesn't happen you can force Tomcat to unpack the files and make sure the new gw.war file is used.

To force this you must stop Tomcat and Apache. Then change to the /webapps directory under the Tomcat installation. In this directory remove the GW directory. Now when you start Tomcat again a new GW directory will be created with the new files in it.

Start Apache and verify Webaccess is updated to the right version.

Q: On large post offices DBcopy is taking a long time to run. Can we make this faster?

A: There is a switch for DBcopy that disables the calculation of the total size of the source post office directory. In most cases this is not needed and you can speed up DBcopy by adding the **-k** switch.

Q: How can I transfer ownership of a shared folder to another user?

A: When you are running 2014R2 SP1 or later code you can do this easily.

On a shared folder that you own right click and select Sharing. In the dialog box you will see at the bottom that a new button is available called **Transfer Ownership** (Figure 1). With this you can select any of the users already subscribed to the shared folder to be the new owner or select a user from the system addressbook (see figure 2) as the new owner of this folder. The original owner can also decide whether to remain as a participant to the folder or forgo access altogether.

This sends a notification to the new owner and when the process has completed the folder icon will change accordingly from participant to owner in the new owner's mailbox.

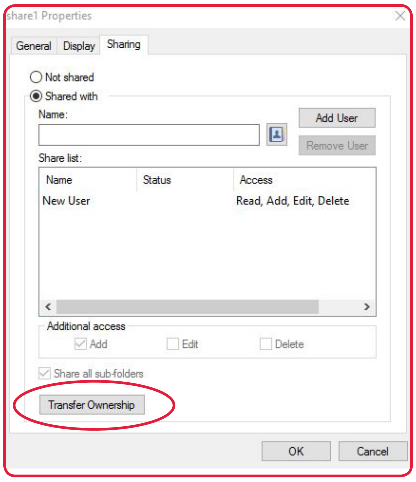


Figure 1: The Transfer Ownership button

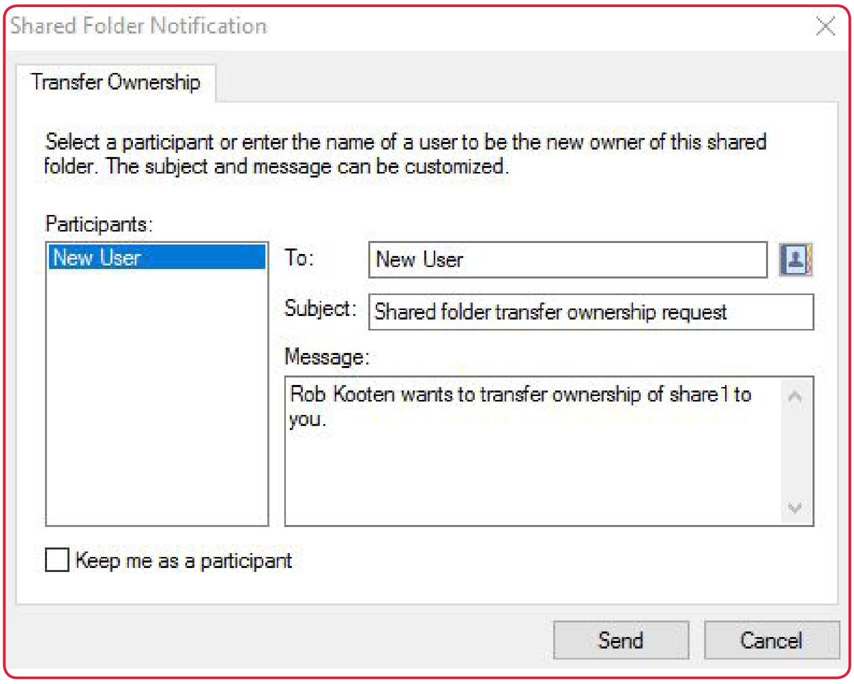


Figure 2: Selecting the new owner and composing the notification message

Rob van Kooten is a Senior Technical Support Engineer for the EMEA Collaboration team. He joined WordPerfect in 1991 and then transferred to Novell and now Micro Focus. He has delivered many GroupWise trainings and been a speaker at many events.

Jan-Arie Snijders is a Senior Support Engineer for the EMEA Collaboration team. He joined Novell in 2004 and transferred to Micro Focus as a result of the merger.

Ask The Experts: ZENworks And Service Desk

by Ron van Herk

It's encouraging to see that more customers are discovering the power of ZENworks Reporting, not only in combination with ZENworks Configuration Management but also in combination with Micro Focus Service Desk (MFSD). For some time we have had a Service Desk domain available, but unfortunately with Reporting 5.6 some additional rights where needed so that we from Micro Focus needed to assist during the installation. Now that we have Reporting 6.2 released I hope that we'll soon have the updated Service Desk domain available on Cool Solutions so that it will be easier to install the Service Desk domain.

In recent months I have assisted some of our Service Desk customers with the installation of the Service Desk domain and in this issue I'll cover two questions that came up at these customers. Obviously these questions also apply to creating reports against ZCM.

Q: How can I create a graph showing the number of service desk tickets created per month?

A: This can be done using the Ad Hoc View. In this case you need to select the MFSD Domain and select Requests to report against and specify you want to create a Chart. For Columns select "Date Reported" and for Rows select the Measure "Number of Requests".

The Graph that is created (Figure 1) will show the incidents per day. To get a report for Incidents per month, right click on "Date Reported". Now the Grouping for this item can be changed to Month so you will get the number of requests per month in your chart.

Q: I have watched a short video on Youtube where Jason Blackett explains how to create dynamic dashboards (HowTo Create Dashboards using ZENworks Reporting 6.2.1). How can I create a dashboard that will show a graph with the incidents per month and the incident details in a table on the right side. When I click a specific month, I want the table to show the incidents for that month.

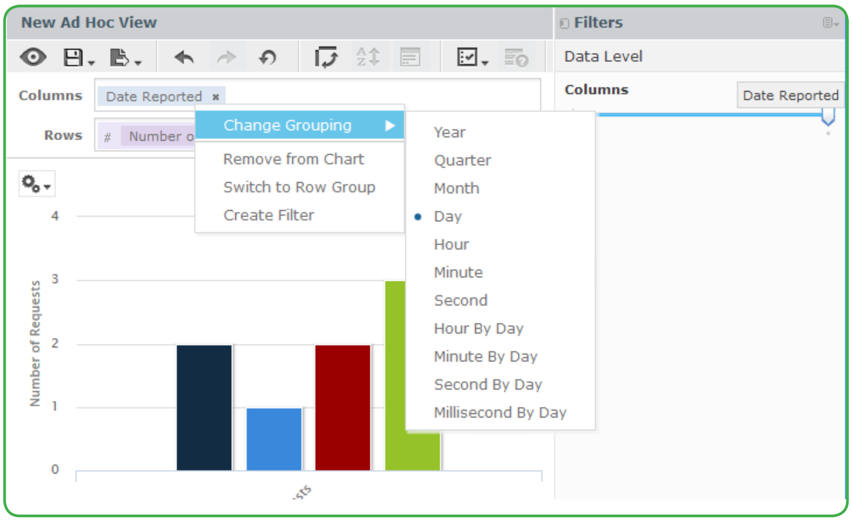


Figure 1: Creating a bar chart report

A: Here a different approach is needed as the grouping that we used in the previous question can't be used to hyperlink different panels on a dashboard.

The Hyperlink feature on the dashboard needs a specific field, so we need to create a Field that represents the month that the incident was created and use that to create the chart and use this as a filter for the report with incident details. Next to Fields click the little menu icon to "Create Calculated Field…". as shown in figure 2.

Now specify a name for the Calculated Field, in this case let's use "Month Reported". For Functions scroll down and double-click "MonthNumber" (using numbers such as these will sort properly when creating a Graph), this will add the function in the Formula field.

Next we need to replace DateFieldName with the Field name we would like to use, in this case "Date Reported". Now save this Calculated Field and use *Month Created* to create the Chart.

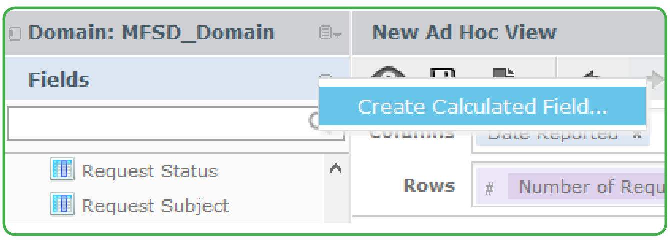


Figure 2: Creating a calculated field for a report

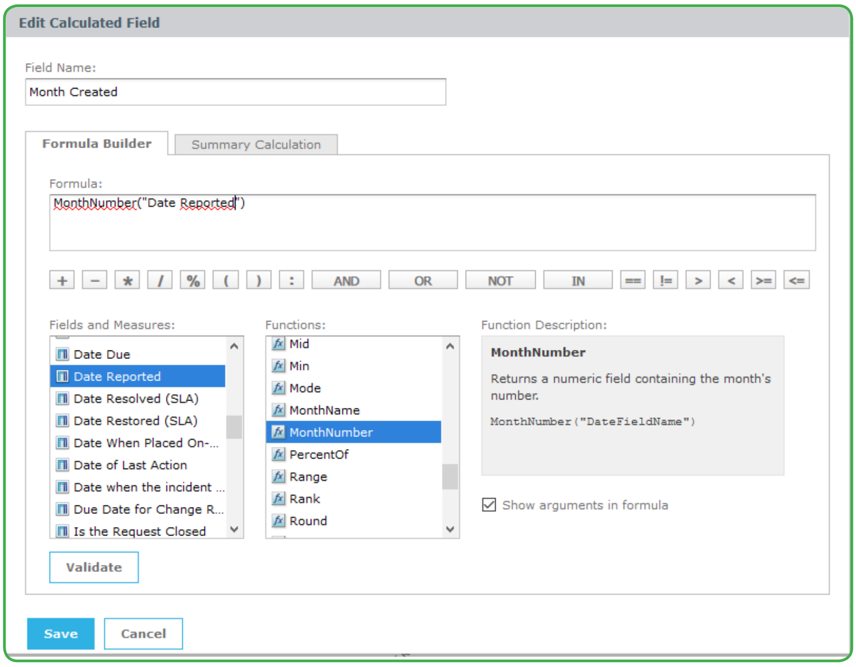


Figure 3: Creating calculated fields to use in dynamic reports

If needed you can create a calculated Field for *Year* as well and use this within your reports (figure 3).

In the report that shows the incident details create the same Calculated Field and use this as a filter that can be used in the Dashboard Hyperlink.

Q: What's new in service Desk 7.3?

A: Service Desk 7.3 was released in November 2016. As my colleague Gil Cattelain writes "its most impressive feature is the all-new Micro Focus Service Desk Store. This is a self-service portal that enables users and customers to submit service requests directly to IT."

This portal also makes it easy for managers and administrators to approve, manage, and track service requests from a single hub.

Within the store, users can submit a variety of requests. For example, users can request everyday systems and applications as well as managed devices (like desktops, laptops, phones and other items) and non-managed devices (like cars, SIM cards). Users can also request files, videos and training materials.

Different portals are available for administrators, users and customers.

Keep in mind that Service Desk isn't the only enhancement to Service Desk 7.3. You will also find the following upgrades:

- Postgres 9.6 support
- Oracle 12c support
- MySQL support
- Upgraded SLES12 appliance and SLES12 SP1 installer/Windows installer
- Upgraded security with root password enablement
- GW2014 support

Ron van Herk has a long history with the Novell ZENworks product range, starting with the Novell Application Launcher (yes, that was the original name). He spent 7 years as a support specialist at Novell technical Services focused on the various ZENworks components and currently works as a Technical Sales Consultant.

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