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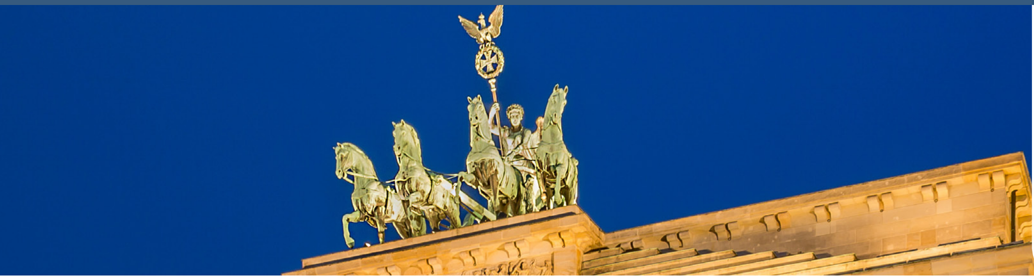

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It's a rollercoaster life in IT

- Secure Content Mgmt
- Mobile Application Mgmt
- iPrint For OES 2018
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For The Micro Focus Community

OpenHorizons magazine

Issue 40: Contents

Cover image

Landmarks, Rollercoasters And The Road To Berlin

Welcome to this issue of **Open Horizons Magazine** that completes ten years of continuous publication covering the technological solutions and innovations from Novell, originally, and now Micro Focus. In particular we (the editors) must thank all our authors who have given up time to pass on their knowledge, and to all our readers and sponsors for your loyal support. You have seen many changes in the company and products that we follow – somewhat of a rollercoaster experience. I've been involved with the magazine for over 30 issues now (though my co-editor, Robin, has been in from the start) and have used some of these featured solutions (notably GroupWise) for over 25 years, so I feel justified in using editorial privilege in making some further comments.

Micro Focus is on a rollercoaster ride itself at the moment and experienced a Black Monday on 19th March when the share price crashed over 45%, reducing the value of the company by over $3.5bn in just that one day. (Fortunately the share price is now recovering). There are a number of reasons why this happened and they are documented elsewhere but I was alarmed by the response from the IT press. Many journalists lazily describe Micro Focus in disparaging terms without looking objectively at what Micro Focus are actually doing. Many of the products in the Micro Focus portfolios are well established solutions. Legacy and heritage are unfortunate terms assigned to them because they still play critical roles in many organisations and are still being actively developed.

In fact in many sectors Micro Focus is judged to be a leader as the analysis from Gartner, IDC etc show. For example, Micro Focus is a leader in IT Operations Management solutions, as a result of the HPEs merger and if you were at the recent Micro Focus Universe conference in Monaco (see review on p18) you will have heard how major organisations such as BMW use MF's ADM suite to manage, test and quality assure their software. That's over 100 million lines of code alone for the new BMW i8 model !

When Micro Focus first came along and acquired The Attachmate Group I was amazed to find out that the COBOL business is thriving. Not just thriving but evolving radically. It is now possible to run COBOL workloads in containers running in the cloud. Just one of the reasons that Amazon Web Services were a major sponsor of MF Universe! Micro Focus appears to struggle to get the positive message across, or is indifferent to its public perception. I wish the company would shout more loudly about its hidden software gems.

Micro Focus naturally wants to look after its largest customers but I hope they do not forget that *big oaks from little acorns grow*. What Micro Focus inherited from the TAG merger was a much larger customer list, although many customers are small or medium enterprises (SME). In Europe at least MF is committed to developing the Channel business and strengthening the partner network, for the benefit of all customers. Evidence of this is the support provided for the **Open Horizons** Summit this year.

Come to Berlin on 4-7 June and really learn what the new Micro Focus has to offer. There are the familiar Collaboration and File services Hot Labs as well as Endpoint and Identity Labs in the enhanced Security tracks but we have added tracks and sessions covering IT Operations Management (ITOM) and ADM (Application Delivery Management). See page 21 for more details.

Learn the truth about the new Micro Focus. See you in Berlin!

OpenHorizons magazine

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Chief Editor
Robin Redgrave | robin@open-horizons.net

Production Control & Layout
John Ellis | john@open-horizons.net

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Introducing The Micro Focus Secure Content Management Suite

by Jonathan Clark

Three Key Axioms for Managing Risk

Most organisations today store content in business applications and system databases. This content can contain confidential information that pertains to future strategy, forecast figures and partnership plans, or sensitive personal data. The sensitivity and privacy needs of this data are often overlooked when content becomes inactive and only referred to for reporting purposes, or is buried in file shares and SharePoint sites that remain ungoverned.

Successfully addressing this challenge starts with a clear understanding of the three key axioms of managing risk:

1. You can't manage or protect what you don't understand. Sensitive and confidential information can reside in many different business systems including databases for HR, Finance, Customer and Sales as well as file shares, SharePoint sites and email servers. These systems don't have to be active either, they may be retired applications or abandoned SharePoint sites.

   The problem is, if you don't know what information resides in these systems and you don't have the tools to identify it you run the very real risk of this information being exposed, lost or stolen, resulting in your organisation being in breach of various regulations including data protection.

2. You can't protect everything, all the time (nor should you). Organisations must understand and determine how they value information and what value looks like for the organisation, stakeholders and customers. For some it might be through better insight and decision making, others might see it as reducing the cost to hold and manage information. Regardless you need to understand the business you are in, what information you have, where it lives and the purpose it serves.

   Once content is identified and analysed, you can organise the data by business value, context, and relevance. Organising the data requires an understanding of business requirements, policies, inherent information categories and prepared classification categories. Once content has been analysed and categorised you can then apply policies to it which can help drive the desired actions and outcomes for your organisation.

3. A proactive approach to protecting your data and organisation with modern IT and analytics makes better business sense. Proactive information classification powered by rich analytics enables organisations to bridge formerly distinct data silos and deliver granular insight into information. You can surface only the most valuable, critical and relevant data to facilitate business activities while protecting sensitive data from misuse or exposure. By automating and removing costly and error-prone manual processes for accessing, understanding and applying policy to this information, classification technologies simplify the critical first step of risk mitigation which have historically served as a barrier to accomplishing this task.

Figure 1: Scope of the Secure Content Management Suite

Understanding and addressing these three axioms can provide a solid foundation upon which your organisation can approach the rapidly evolving regulatory requirements which are driving complexity globally.

Global Regulations Are Driving Complex Requirements

With an increasing number of publicised data breaches around the world, information security and data privacy are rapidly growing priorities. The complexity of addressing these needs has increased with the creation of global regulations such as GDPR that require compliance across multiple jurisdictions and many types of content. The risk of exposing sensitive data increases when applications are retired; databases are duplicated for development and training environments or SharePoint sites and file shares are abandoned at the conclusion of a project.

For retired applications with no suitable upgrade or migration path, this inactive but sensitive data often needs to be maintained for regulatory and business continuity reasons so must be secure, accessible and usable. Similarly, unstructured content such as email, spreadsheets and documents that may be left ungoverned in less secure environments such as SharePoint sites, files shares and mail stores must be identified, analysed and protected to reduce risk of loss or theft.

Risk Management: A Catalyst to Value Creation

Despite risk mitigation often being the trigger for most information management projects, it is important to understand that correctly addressing the management of risk can provide huge opportunities and true market differentiation for organisations across the globe.

This isn't about just doing what you must to avoid large fines, it is about ensuring that you have the tools, systems and processes in place that support a holistic approach to the management and governance of your information. It is about transparency, information insight and controlling information in a way that drives value.

Using the Micro Focus Secure Content Management Suite gives you access to detailed analysis, business context and enterprise policy to help your organisation:

- Gain strategic insights
- Identify under-invested areas of the business
- Learn more about your customers
- Drive greater productivity
- Improve training & HR
- Attain greater competitive advantage

Information Insight with Micro Focus Secure Content Management

Understanding how to address the information challenge, how to successfully address risk mitigation and understanding that this can lead to positive differentiation and value creation is critical but so too is understanding the huge benefits organisations can receive from having deep insight into their information. Powered by advanced analytics and machine learning the Micro Focus SCM Suite provides actionable insights that powers efficiency and control.

The Micro Focus Secure Content Management Suite bridges the gap between the Records and Compliance Offices and IT. We have a great story to tell for both parties which is mutually beneficial. Also the modular nature of the SCM suite means that we can address a specific area of concern and expand from there - so if the cost of managing legacy applications is a key issue for an organisation and IT have a mandate to address this we can initially propose Structured Data Manager (SDM) and Content Manager for application retirement and intelligent archiving of the data.

Our Secure Content Management suite helps our customers reduce the risk, complexity and cost of managing content across the enterprise—structured, unstructured, active or inactive. For example:

Risk Mitigation

- Improve visibility into the data that matters, assess and take action to manage risk

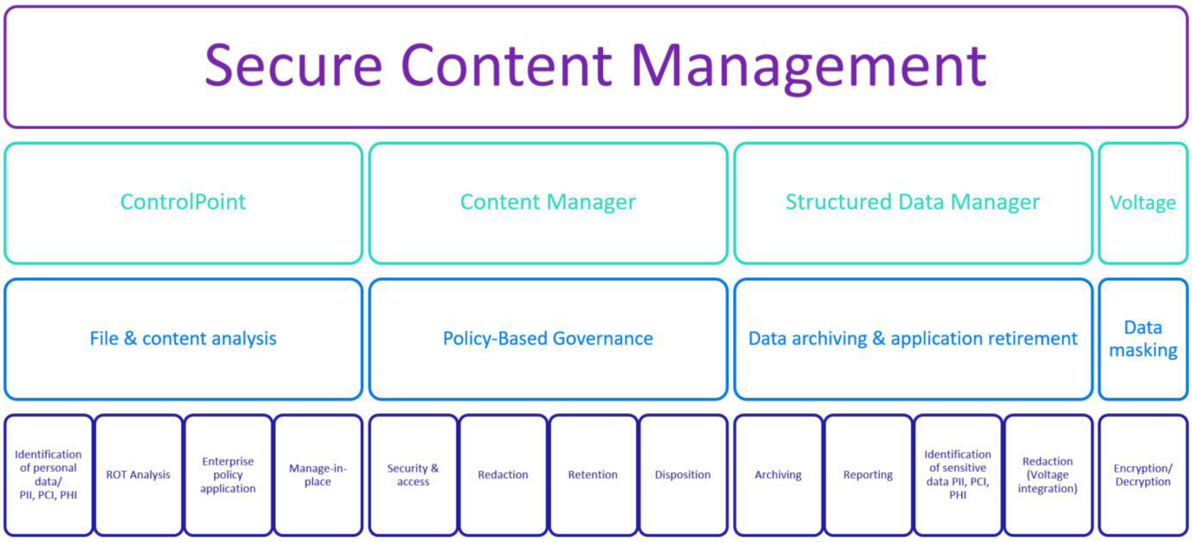


Figure 2: The modular architecture of SCM.

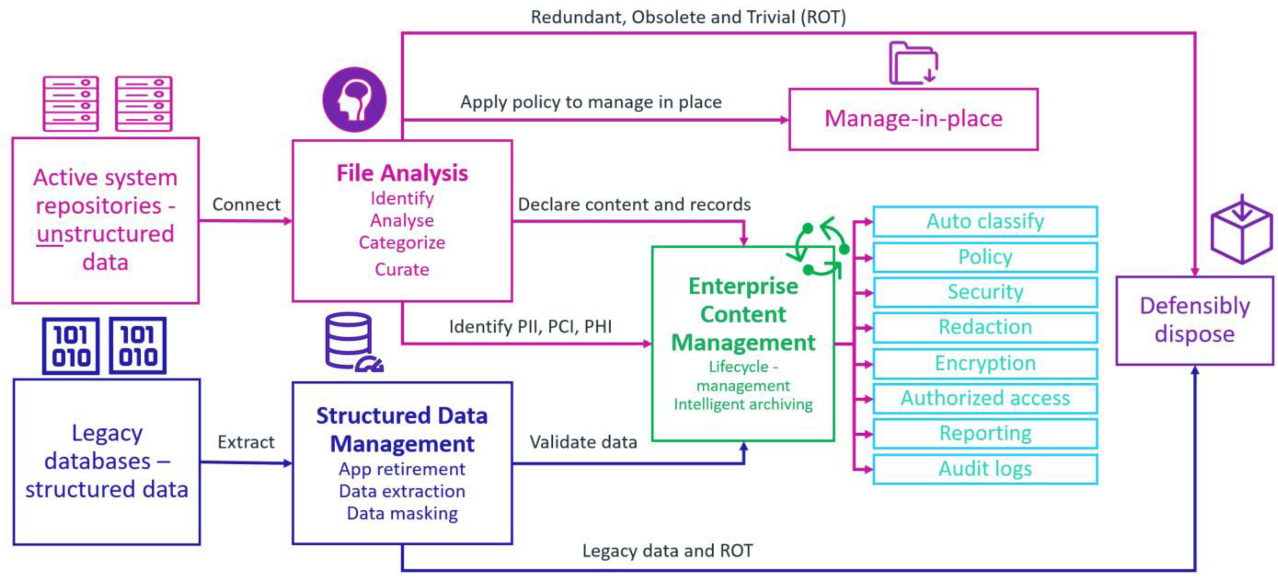


Figure 3: Enterprise Content Management is at the centre of your data

- Identify data classes and sensitivity to meet regulatory and data sovereignty requirements in the cloud
- Leverage a trusted, proven foundation for evolving privacy and compliance demands
- Proactively prepare for litigation
- Respond quickly (<24 hours) to investigations

Operational Efficiency

- Automate global compliance, with expertise
- Streamline migrations, application usability, and records declaration
- Enhance application performance and SLA's

Cost Savings

- Reduce data footprint by 40-70%
- Retire applications that are no longer required, which can lead to added cost and risk if not addressed
- Leverage cloud-based repositories and applications for economies of scale

Putting the "Secure" into Content Management

It is important to understand how and why secure content management differs from traditional enterprise content management. Fundamentally it is about putting the "Secure" into content management by adopting an approach that is:

Holistic

- Broad-based solution allows organisations to understand, classify and control virtually all types of enterprise data
- Benefits: Secure your most important data within a single ecosystem

Integrated

- Interconnectivity between file analysis, structured data archiving, and content management reduces manual handoffs
- Benefits: Automate governance for legacy and live information to lower risk and cost, and drive value

Analytics Based

- Ability to disambiguate information delivers deep information insight and granular, intelligent data classification
- Benefits: Reduce costly overly inclusive and risky underly inclusive retention strategies

This automated, secure and analytic approach to the management of information is what allows Micro Focus customers to successfully balance organisational requirements for collaboration with information security, privacy and compliance.

What Are the Advantages of Micro Focus Secure Content Management?

An advanced analytics ecosystem allows organisations to proactively prepare, respond and take action to prevent risk on what matters most. It is a fully integrated suite of products that manages the automated identification, classification, protection, management and defensible disposition of most types of data by policy with support for existing IT investments.

Global Policy Management (Policy Center) automates and centralises the application of up to date laws and regulations from 160+ jurisdictions into the retention management of data. Built in support for a wide range of regulations and privacy requirements such as GPPR, Dodd-Frank, FDA Title 21 and many other USA federal and state regulations is provided.

Integration with Micro Focus Security solutions (Secure Data) allows the automated application of format preserving encryption to PII and other personal data.

The Micro Focus Secure Content Management suite helps you balance the requirements for collaboration and productivity with information security, privacy and compliance across enterprise systems.

Authorised access, reporting and ongoing use of content from business applications such as MS Exchange and SharePoint/O365 and database applications such as PeopleSoft and SAP ERP is managed in a uniform manner with reduced risk, complexity and cost.

Micro Focus Secure Content Management can help you:
Preserve data and security through application retirement
Balance requirements for collaboration, productivity, security and privacy at a lower total cost by leveraging existing investments through:

- Interoperability with business systems
- Integration with MS SharePoint/O365
- Automation

Lower data security and privacy risks with data identification, masking, access controls, redaction and defensible disposal

Reduce the cost of managing applications and data by

- Removing the need for legacy applications to provide secure access and reporting on data
- Simplifying the process for reporting across archived data
- Centralising control and access to archived data

Reduce the cost and complexity of securely managing unstructured content with automation and integration

In simple terms the Micro Focus Secure Content Management Suite allows you to gain control, enhance compliance, and improve productivity at a lower cost for structured and unstructured content in both active and inactive systems.

Address Your Information Challenge

The Micro Focus Secure Content Management Suite helps you balance collaboration and productivity needs with information security, privacy and compliance across enterprise systems with reduced risk, complexity and cost. Content analysis identifies sensitive and high-risk data, it is categorised and policy applied to govern access and retention.

Powerful search coupled with policy-based management makes it easier to find the permissible data you are after.

Unstructured content can be managed in-place or moved to a secure repository while structured data extracted from database applications has security and access controls applied prior to intelligent archiving. Real time access and reporting are supported without the legacy application.

The Micro Focus Secure Content Management Suite

The SCM Suite consists of three components which are:

1. Enterprise Content Management - Simplify the capture and management of paper and electronic records from enterprise systems within a single solution. Facilitate compliance with regulatory requirements such as Privacy, Freedom of Information, Dodd Frank and HIPPA with policy based security, access and retention. These are the basic features of Micro Focus Content Manager.
2. File Analysis - Identify, connect and control information across enterprise systems; clean up legacy data, automate records declaration, and migrate enterprise information to the Cloud with Micro Focus ControlPoint.
3. Structured Data Archiving - Simplify application retirement and optimise structured data across the lifecycle by relocating inactive data from expensive production systems and legacy databases, while preserving data integrity and access. Structured Data Manager helps retire outdated applications through an automated process of extracting, validating, and deleting data.

Far more information about the SCM Suite is available at **www.microfocus.com/securecontent.** Read the Success Story on the next page to gain a better idea of how Content Manager can really transform your business. Further articles concerning the features and components of SCM will feature in future issues of Open Horizons Magazine.

Jonathan Clark is a Product Marketing Manager for the IM&G portfolio working at Plano, Texas. He has been in the software product marketing field for the past 9 years and held similar roles with Dell/EMC, PC Connection & Insight. Previously he worked in the security space for McAfee as an Account Executive and then in Channel sales. He holds a degree in political science from Denison University, Granville, Ohio. When not at work he enjoys boating, running and golf as well as spending time with his wife and three children.

Success Story: Croatian Radiotelevision

Croatian Radiotelevision (HRT) based in Zagreb is a national television and radio broadcaster with 3,000 employees. Its audio and video database includes more than 350,000 video tapes, including footage of national significance.

Challenge

Several years ago, HRT recognised that its audio and video archive lacked a robust records management capability, limiting access and governance of its valuable historic archive of audio, video and newspaper articles. This also reduced the efficiency of administration staff responsible for invoicing, and other critical commercial and legal tasks.

The previous system limited the ability to find audio, video or newspaper items quickly. Further, the lack of detailed auditing tools also posed risks to the security of HRT's historical archive, says Ivan Špelic, Chief Executive Officer of BCC Services, the Micro Focus partner that took the lead role in migrating and testing the solution.

"They possessed something that was most valuable and there was the threat of it being lost," says Špelic. Further complicating matters, users were relying on 10 custom applications connected to a Meridio document management system. HRT wanted to avoid retraining its staff when moving to a new enterprise content management system.

Solution

BCC Services has been a market leader in document and records management solutions in the Adriatic region for over 20 years.

With the help of BCC, HRT moved its entire broadcast archive and administrative functions to **Micro Focus Content Manager** – over 2.5 million records. By connecting Content Manager to existing systems, minimal changes were needed in the end user interface and training costs could be drastically reduced. Existing applications were connected via .NET APIs and web services.

The company was able to perform the migration in a few months, with no negative affect on HRT's production environment. The final migration was performed over three separate weekends to minimise any impact to HRT's operations.

"After years of cooperation that led us to a good understanding of the customer's environment, we proposed Content Manager to HRT since we felt it was addressing the customers' needs better than any other solution on the market," says Špelic.

"The open architecture of Content Manager was a key benefit over other solutions", says Boris Kotarski, the Chief Technology Officer at HRT.

"It enables us to integrate with other IT systems used by HRT, supporting TV and radio programme production, so that one central, integrated platform is used for all document and records management," Kotarski says.

Results

Staff now have advanced features they can use to search for audio, video, photos, and newspaper articles in the broadcaster's vast archive. They can search metadata stored in Content Manager as well as search the content of audio, video and newspaper articles. They can see each item's lending history and whether they are currently on loan.

Quick preview controls allow users to see documents without having to download them first, while caching of recently accessed documents means that servers are highly responsive, resulting in faster retrieval of documents.

Content Manager's responsive web interface allows users to access content such as scanned newspaper articles or audio files on their mobile devices. This saves time by making this information available anywhere.

Benefits are also being seen in HRT's accounting and legal department, with the facility to track invoices and contracts. The organisation has begun using the system to archive electronic and printed invoices. Various departments, from legal to procurement, can use it to store contracts. This way it is much easier to find documents and track their status. Users can see how long it takes for a contract to be signed.

Contracts are approved through a browser and the system speeds up the approval process by emailing managers when contracts are ready to sign. Access can also be restricted according to users' security level.

Not only is HRT seeing the benefits of faster, more accessible search and closer tracking of its archive, it could also eventually move to a single search function across all its data. This is possible using the Micro Focus IDOL big data engine, which underpins the searching capabilities within Content Manager.

By extending the use of IDOL technology, the broadcaster could also search other unstructured data from other systems. IDOL can even index speech based on topics being discussed and the emotional tone being used. The technology can also recognise faces in images, as well as age, expressions and gender.

"I'm confident that Content Manager will, in the future, have an important role in the enhancement of business-critical processes and building new solutions for access to media archive and digital content," says Kotarski.

When To Deploy A MAM Solution

by Vikram Goyal

Many of us are confounded by the challenges introduced by the advent of mobile devices in our daily lives. For an IT administrator, it starts with recognising the challenges in the first place, and then trying to find a solution. While looking for solutions, administrators are frequently faced with a choice between an UEM and a MAM solution, with not much of an idea when to deploy and when not to deploy a MAM solution.

So what is MAM?

MAM stands for **M**obile **A**pplication **M**anagement. In simple terms, it is a solution for distributing and managing applications to mobile devices. The application itself can be a public mobile app store application, a web application, or an internally developed enterprise application.

Most MAM solutions don't require a user to "enrol", in conventional terms, and don't allow an administrator to monitor or manage anything on the device, other than the provisioned apps. These solutions generally have a built-in app store. Additionally, an enhanced level of app data security is offered by using proprietary app packaging.

And what is UEM again?

UEM stands for **U**nified **E**ndpoint **M**anagement. I would define a UEM solution as one that manages all your devices in a similar manner. A typical UEM solution generally installs a profile or an app on a device, which in turn allows the solution to further install more apps, Wi-Fi / VPN profiles, certificates etc.

The solution also allows administrators to enforce strict security requirements on devices, while generally giving them the control to wipe a device, even when it's a user's personal device.

When to go for a MAM solution?

Based on my interaction with customers and industry folks, in my opinion, here are five main reasons to opt for a MAM solution:

1. End users require only a few apps!

Depending on the organisation, there are scenarios where only a few apps need to be provisioned to end users. Generally, these apps include an email app, a document management app and some assorted in-house web apps. Users may not require Wi-Fi profiles to be preconfigured, or even a VPN connection to be in place.

In such scenarios, a MAM solution makes a lot of sense. It is worth noting that even when some apps require a VPN connection to be in place, some MAM solutions like ZENworks Mobile Workspace can obviate the need, by providing a built-in secure connection to the corporate network.

2. End users don't like big brother watching them

In organisations with a large BYOD (Bring Your Own Device) user base, deploying any mobile management solution, the key end user concern is around privacy. Most UEM solutions provide tools that allow administrators to monitor device and app usage, list down personal apps, track locations and in most scenarios, fully wipe users' personal devices, without even providing a warning. In such scenarios, even an isolated breach can cause end user trust issues.

In addition, in some organisations, it may not be legally possible to use such a solution on users' personal devices, either due to contractual restrictions or in some cases, due to a country's legislation. Since a typical MAM solution only provides visibility and control over company-provisioned apps, it can be just the solution to over-ride all privacy or legal concerns.

3. Securing App Data is the biggest concern

For any organisation, ensuring data security ranks high on the priority list. Most UEM solutions provide device-level security by enforcing device passwords and enforcing device encryption. In most scenarios, mandating these policies on users' personal devices causes resentment amongst end users.

However, in quite a few scenarios, organisations are more concerned about the security of data within emails and apps. Since most MAM solutions ensure that data within corporate apps remains secure at all times, such use cases make a compelling case for using a MAM-only solution.

4. Budgets are constrained

Almost all UEM solutions have a built-in MAM functionality. From the pricing perspective, this means that most MAM-only solutions cost much less than UEM solutions. So if an organisation has a budget constraint and a MAM solution fits most of its needs, quite a lot of money can be saved by just opting for an MAM solution.

5. Multiple organisations

Some employees work on a contractual basis and hence, may work for multiple organisations. If devices belonging to such employees already have a UEM solution installed on them, it will not be possible to configure another UEM solution on their devices. In such scenarios, using an MAM solution can enable an organisation to provide these employees with the necessary apps and so allow them to do their work effectively.

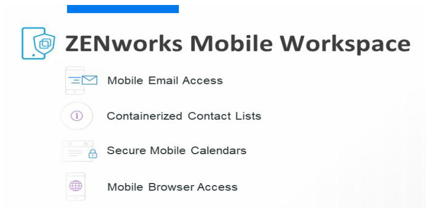
What to watch out for when opting for an MAM solution?

Since the world is not perfect, here are a couple of things to be aware of when opting for an MAM solution:

- MAM solutions typically require an application to be either wrapped or compiled using a proprietary SDK. This may require a skill set that may not be available within an organisation. It can also lead to additional training costs. Some MAM providers provide this as a part of their contract, but more often, the cost is already factored into the overall price.
- For some apps, wrapping or compiling them using a proprietary SDK may violate either app-specific license terms or even mobile app store license terms (where the app is originally hosted). Such apps can't be distributed using a MAM solution, but can be distributed using a UEM solution (which generally doesn't require wrapping or the use of an SDK).

ZENworks Mobile Workspace

There are many MAM solutions in the market, however, not all are equal. I would definitely urge you to evaluate ZENworks® Mobile Workspace, which is a simple, yet highly secure mobile application management (MAM) solution. It enables end users to access corporate data through a company-controlled workspace on their mobile devices.



Conclusion

Depending on the use case under consideration, a MAM solution can provide significant value to end users, while still keeping costs in check, and ensuring data security and user privacy.

I hope this article will help you in your quest to deploy the most suitable solution for your organisation. If you have further queries on a MAM solution, please feel free to reach out.

Vikram Goyal is Product Manager for ZENworks Reporting and Integrated Mobile Management, currently focussed on integrating the mobile management capabilities into the core ZCM product. He also works closely with Jaspersoft to deliver reporting capabilities. Outside of work he loves to travel; is a big time music lover and a fan of science fiction.

iPrint For OES 2018

by Punya Mall

We are finally here! With the release of OES 2018, I am happy to announce the availability of "iPrint for OES 2018". This release provides useful business values which translates to a newer end-user experience and more controls for the administrator, the two key stakeholders in an organisation.

Most of you know that we have released iPrint for OES 2015SP1 earlier this year and its features matched iPrint Appliance 2.1 except for AirPrint Server and Remote Renderer. This release of iPrint for OES 2018 feature matches iPrint 3 with the same exceptions as mentioned earlier. Upgrade scenarios are supported and it's also simple to deploy this on OES 2018.

Let's take a quick look at what's in iPrint for OES (2018).

Capabilities at no additional cost

- ***Print without a client, without installing printers***: All the user requires is a web browser to upload the documents/image to be printed. These printers can also provide authentication and can hold on to documents for manual release.
- ***Flexibility to hide printers:*** Allows administrators to control the visibility of a printer list for your end users.
- ***A new printer install page:*** The default IPP page is replaced with a new print portal page. This page brings in newer capabilities in terms of search and tagging printers for a better end-user experience. If you liked the charm of the IPP page instead, you can restore it too.
- ***Manage multiple print servers from one iPrint console page:*** Admins can manage multiple iPrint for OES deployed servers from a single page. This consolidation of servers saves administrator time.
- ***Supports High Availability:*** You can deploy iPrint for OES on top of OES Clustering services.
- ***Support for hardware enabling ID Card for WalkUp job release:*** This solution brings in support for 3rd party hardware which enables card based job release and can be deployed on all kinds of network printers.
- ***Flexibility to print to any printer***: Allows users to print documents to any printer. Even if a printer is unavailable, the user can select another printer and collect the printout.
- ***Simplified User Printing:*** A user no longer needs to install multiple printers. Installing a single WalkUp printer will allow the user to release documents to multiple printers.
- ***Saves Paper:*** Many times a user send a document to print and forgets to collect the documents from the printer. WalkUp printing prevents such accidental and unwanted prints by putting the job on hold and also automatically deletes any dormant jobs. The users can now print or cancel the held job at their convenience.
- ***Enhanced Security:*** Users have to authenticate and only then are the documents released. This ensures confidentiality of the document is maintained and only the owner collects the document.

Capabilities that require additional purchase of licenses

- ***Print from any Mobile Device:*** Print, Track and Release jobs from your mobile device using the iPrint App. Apps have the capabilities to track walkup jobs for your identity and can track jobs from all your devices.
- ***Support for Mobile Device Management Software:*** Mobile device management software monitor, manage and secure employees' mobile devices that are deployed across multiple mobile service providers and across multiple mobile operating systems being used in the organisation. The iPrint App is coded to AppConfig community standards and plays well with MobileIron as well as being Android for Work Certified.

We hope that you find these features are exciting enough for you to upgrade/deploy iPrint for OES 2018 soon.

For more details on iPrint for OES 2015SP1 refer *https://www.novell.com/communities/coolsolutions/iprint-open-enterprise-server-latest-update-get/.*

For more details on iPrint Appliance 3 please refer to my article What's New in iPrint? in OHM37, 2017/2, p5-9.

Punya Mall is product manager for iPrint. He has been working with iPrint for 7 years. Previously he worked on OES and SecureLogin in a number of different roles. A self proclaimed geek his passions in life are long distance drives and photography.

Micro Focus Data Protector

Providing compete backup and disaster recovery for the enterprise

by Ken Lamb

IT environments continue to evolve and take advantage of the latest advances in technology to increase the power, flexibility and capabilities of the data centre and remote offices. This is done to maximise the access and usability of the company data which is the life blood of any enterprise, large or small. The way data is handled and stored has moved from a straightforward data centre centric model where backups were made to tape on a regular schedule.

Now IT manages data in multiple data centres and many remote locations, virtualization has become mainstream and is expanding rapidly, and there is an increasing use of the cloud for data and application storage. The new and diverse locations for data, together with the explosion in data volume create a growing problem about how to protect company data, wherever it resides, so that it can be restored quickly in case of any loss or disaster which may occur. Data Protector is the enterprise class software product which can provide the security and protection for any size of enterprise, whatever their IT environment looks like.

Overview

Micro Focus Data Protector is a backup software application that enables customers to centrally manage and orchestrate protection for data centres and remote offices. It allows enterprises to reduce the cost and complexity of their backup operations while delivering improved reliability and business resiliency.

By standardising the protection of data spread across locations, applications, formats, storage platforms, operating systems, and hypervisors, Data Protector backup software provides the business assurance needed by today's data-driven enterprise. Data Protector delivers real-time operational intelligence which enables better management and future planning of backup resources with analytical reporting, secure data transfer, highly intuitive and interactive monitoring dashboards, rapid root-cause analysis and problem solving, and the ability to predict capacity needs to optimise CAPEX/ OPEX investments.

Data Protector Capabilities

Data Protector is able to address the challenges of complexity, scalability and cost of today's dynamic and diverse IT environments. As the IT environment has evolved, so has Data Protector. It is now capable of meeting all backup requirements from tape to cloud, bare metal hardware to virtualization and data centres to remote locations, and it does this across a comprehensive range of data types, applications, hypervisors and operating systems.

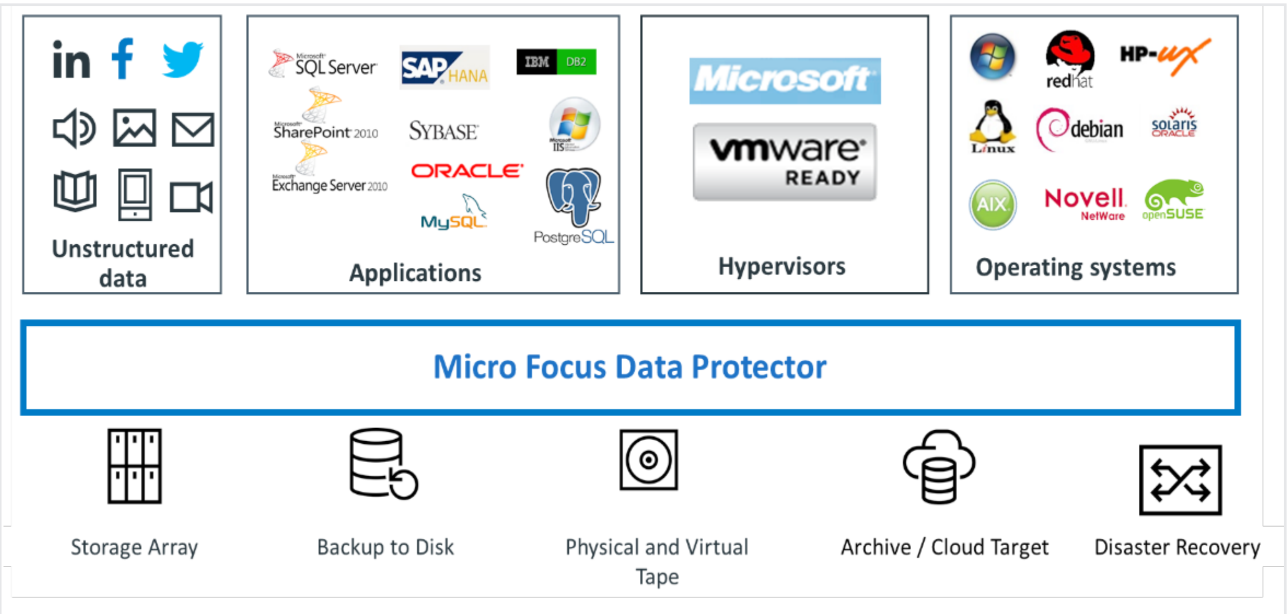


Figure 1. Comprehensive support matrix over a wide storage (disk and tape) infrastructure

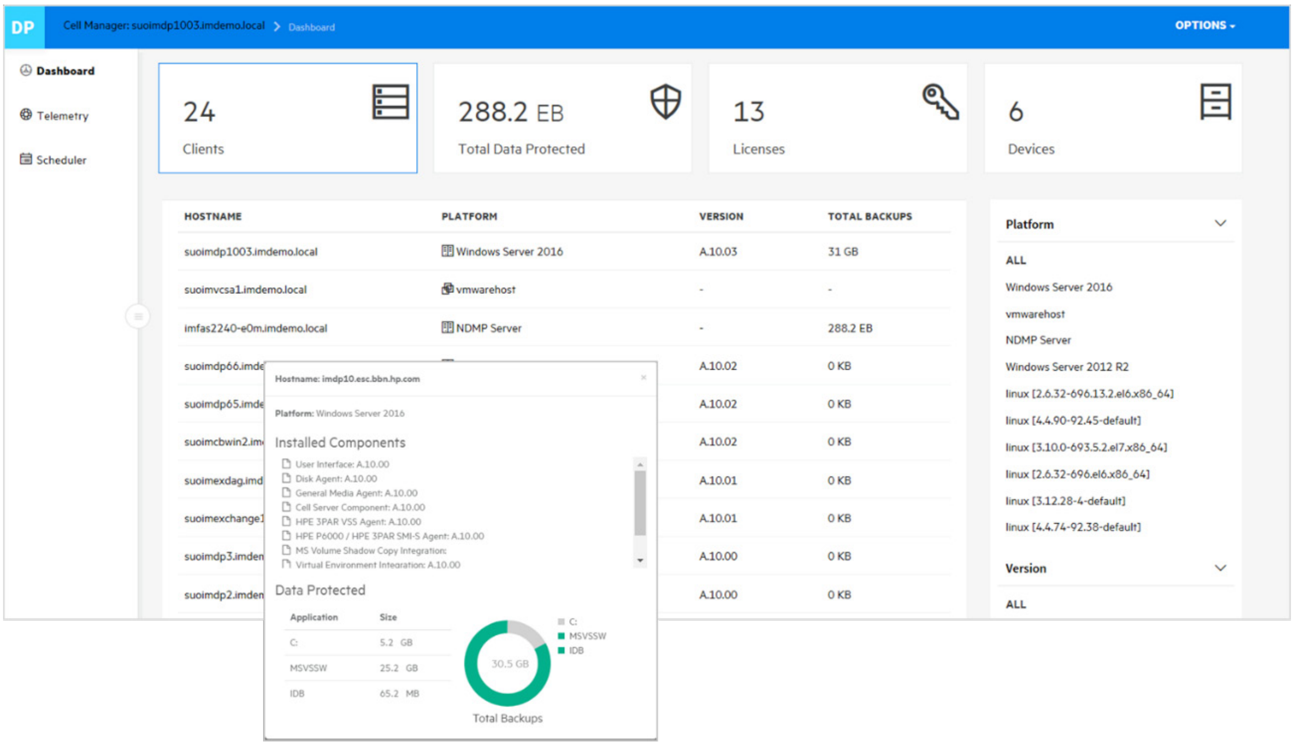


Figure 2. A single view of the heterogeneous backup environment. It allows clients to be clicked on to see all installed component, licenses and capacity consumption.

A standardised level of protection from Data Protector offers a unified and scalable architecture centralising data protection across physical and virtualized environments, disparate operating systems, and critical applications from core data centres to remote sites. With an understanding that many IT organisations have data and applications spread across different platforms, each with unique characteristics and APIs, Data Protector's comprehensive support matrix covers data protection across a range of locations, applications, formats, storage platforms, operating systems, and hypervisors to a continuum of backup targets including disk, snapshots, tape, and cloud.

Centralised Management and Control

Data Protector backup software manages and controls the entire data backup and recovery process, from edge to data center, through a single pane of glass, over IP or Fibre Channel networks (Figure 2). Centralised management enables IT to deploy, manage, and monitor backup agents on the remote office and branch office (ROBO) locations eliminating the need for specialised IT staff at these locations.

With integrations such as with HPE StoreOnce Catalyst, Data Protector manages and controls deduplication-enabled, multisite replication between sites—for locally or geographically distributed environments. Geographically distributed organisations can take control of the data at its furthest outposts using the centralised management and bring it to the data centre in a cost-effective way (Figure 3).

Large data centres that are connected to several remote sites are relatively more complex than a single remote office location. The data centres typically have a large number of applications, different platforms and storage arrays, physical and virtual server environments, and generally have IT expertise to support this infrastructure. In these environments, the StoreOnce Backup appliance store can be deployed to backup data center applications and remote site data.

Through the HPE StoreOnce Catalyst, Data Protector can trigger the replication process on a multi-node StoreOnce System and catalogue this information. With Data Protector, IT can centrally manage the entire backup, recovery, and replication process with maximum storage efficiency in large enterprise environments.

Application Consistent Recovery

Protecting and recovering application data is different from protecting unstructured data (such as documents, emails, instant messages, video, and audio files). Here are key things you need to know about application data:

- Application files are referred to as open files because they are frequently updated and accessed. The backup process must coordinate with the application before performing a backup of its data.

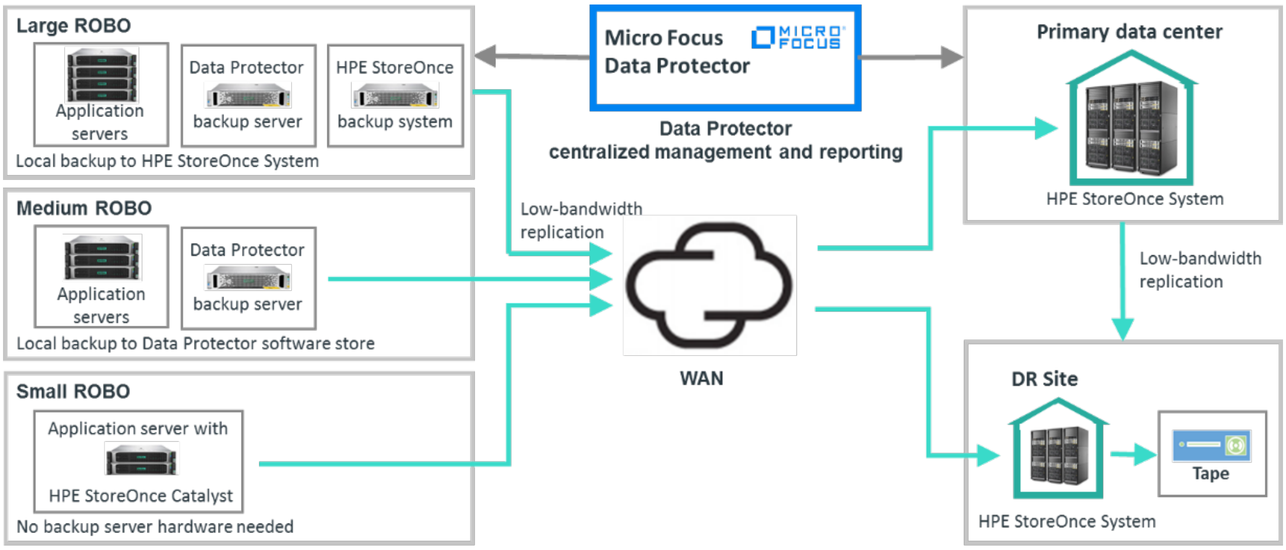


Figure 3. Data protection in large enterprise environment with multiple remote sites and data centres

- An application can consist of a set of files; for example data files, redo/transaction logs, control files, and cache files. All of these files need to be captured in a consistent manner because failure to do so can lead to backup data corruption and restore inconsistencies.
- Each application has a unique architecture and method to read and write data files. This also applies to the backup and restore process; each application needs to be backed up and restored in a unique way.

Data Protector provides leading business application integrations which extend server backup, automated point-in-time recovery, and granular restores to application owners. This enables them to manage, drive, and service their own backup and recovery requirements based on the backup infrastructure defined by IT.

The online extensions for business applications including Microsoft Exchange, Microsoft SharePoint, Microsoft SQL, Oracle, SAP, SAP HANA, IBM DB2, Sybase, and MySQL provide application-aware backup and recovery. Automated transaction log backup and truncation enables application recovery down to a specific point in time, while Micro Focus Data Protector Granular Recovery Extensions (GRE) enhances the application management GUI with backup and recovery capabilities, and provides application owners with a self-service option to search and recover single items.

Key facts about mission-critical application backup and recovery

Ransomware and Security

Ransomware and cyber-attacks are a growing threat to all company data and an important part of being able to defend against them is to be able to recover from backups. Data Protector incorporates several security aspects to try to ensure that your backup data remains safe and protected in any attack.

Some of the elements employed to deliver that security include secure and simplified communication between Data Protector components creating a highly reliable and secure backup environment with lower overhead. Less-secure protocols have been replaced with protocols which encrypt traffic over the wire. “Secure peering” sends all communication between the Installation Server and Data Protector Cell Manager, including commands, via a secure Transport Layer Security 1.2 channel. “Trust” verification for Cell Manager/ Installation Server relationships, and Centralized Command Execution ensures access and communication only between authorised servers.

These security measures will help but should always be on top of a good backup strategy which regularly schedules backups including a regular copy off-site to a read only store.

Other key features of Data Protector

Advanced virtual server protection: Hypervisor integrations and support offer virtual machine protection inheritance, tiered recovery options, process automation, analytics, and visualization for virtual environments.

Native integrations with hypervisors including VMware vSphere, Microsoft Hyper-V, and Citrix Xen deliver agentless backup and protection policy inheritance. Hardware-assisted agentless backup augments the standard hypervisor integrated agentless backup capabilities and leverages storage snapshot integration to complete the backup operation.

By offloading the processing and movement of backup data from the hypervisor layer, Data Protector improves virtual machine and hypervisor performance and availability.

Advanced restore options include:

- **Cached Granular Recovery**, which allows the recovery of select files from a VMware virtual machine backup image directly from a supported backup target
- **Virtual Machine Power On**, enables VMs to be powered on instantly from Data Protector backup images that reside on the supported devices
- **Live Migrate**, which can power a VM on from the backup image that resides on a supported device, and simultaneously start the data restoration to the destination data store.

Storage integrations: With compression, federated deduplication, storage management, and analytics, organisations achieve increased scalability and cost-efficiency, and better utilisation of the IT infrastructure through the close integration of Data Protector with a range of storage platforms. The Instant Recovery feature meets the strictest levels of service and recovery expectations by staging the desired number of snapshots on the storage array itself. With a storage array being the first point of recovery, applications can be restored instantly. Integration with HPE StoreOnce Catalyst APIs and EMC Data Domain Boost (DD boost) APIs provides deduplication options that can be deployed at the application source (client side), the backup server (media server), and at the backup target (target side).

Besides standard disk-based backup appliances, tape, and cloud as backup targets, Data Protector offers an intermediary backup-to-disk target called SmartCache. It is a backup target option with the benefits of snapshots stored on the backup server catalogued and ready to be moved to the backup target, or kept ready for rapid-recovery operations. As well as HPE, Data Protector has integrations with multiple storage vendors such as EMC, NetApp, Hitachi and Oracle for snapshot and/or NDMP-based backup and recovery.

Cloud as storage tier: Native integrations or via a gateway offer a scalable, cost-efficient capacity expansion for enhanced agility with reduced overhead. Data Protector offers a choice of cloud solutions, both native with Microsoft Azure and Helion and via a gateway with Amazon S3. Native integration with the Azure storage cloud allows you to seamlessly use it as a backup target. Integration via the Microsoft StorSimple on-premise hybrid storage array delivers enhanced performance and data optimisation for larger cloud backups. Data Protector also integrates with HPE StoreOnce Cloud Bank to enable external object storage from public cloud providers at a low cost without the need for a separate gateway appliance or any additional infrastructure.

Automated DR: Centralised bare-metal recovery from physical to physical, physical to virtual, virtual to virtual, and virtual to physical from any backup set at no additional cost. Integrated at the core of Data Protector, Enhanced

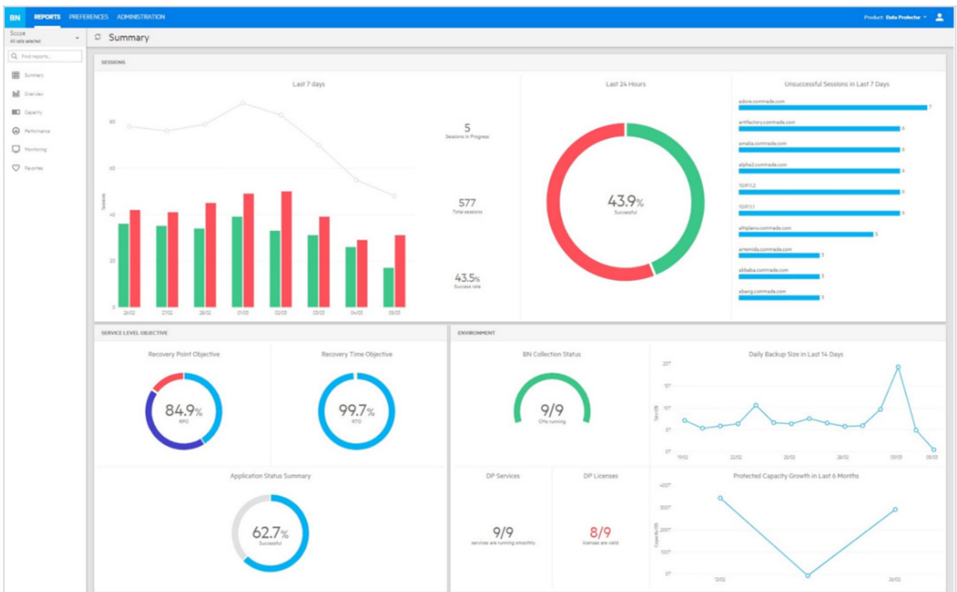


Figure 4. At-a-glance view into SLAs, backup size and sessions

Automated Disaster Recovery (EADR) provides backup of application data as well as system data including operating system files, drivers, and files required for the initial boot process.

Enabled with a simple check box in the Data Protector GUI, EADR includes the necessary image information in full backups for a full system recovery. Disaster recovery images can be created from any existing file system or image backup including object copies, without needing to create a separate special backup for system recovery.

Information retention: Automated retention and replication management across different backup media, storage tiers, and locations for compliance and efficient long-term data retention. Data Protector creates a tiered recovery architecture by managing data protection (backup, recovery, and replication) on primary storage devices, SmartCache (an intermediary backup target), disk-based backup appliances (both physical and virtual), tape, and cloud.

Automatic Replication Synchronisation automatically shares metadata information between Data Protector Cell Managers that are managing two replicating backup devices (HPE StoreOnce or EMC Data Domain appliances) providing multiple options for restoring data and applications.

REST API access: Authentication and authorisation layer enables the plug-in of data protection tasks into customers' service portals or applications. This allows self-service restore of File Systems, SQL, SAP, Oracle, VEPA (VMware, Hyper-V), IDB Files, Disk image and NDMP backups.

Data Protection Suite: While Data Protector is the core product in the suite it can be combined with **Backup Navigator** for analytics, reporting and monitoring of data that aids in identifying protection gaps, running rapid root cause analysis for issues, and planning for future backup resources. With over 100 out-of-the-box reports and customisable dashboards, administrators gain insights into key performance indicators. They can proactively identify issues before they cascade into outages and data loss, and run rapid root-cause analysis that provides trends and scenario-based modelling to discover potential scheduling conflicts, enabling better management and future planning of backup resources.

Another advanced feature, automatic recommendations, displays to administrators recommendations based on the information gathered and analysed by Backup Navigator. Detailed problem descriptions and suggested actions are provided for a large number of Data Protector errors, allowing for a faster and easier resolution of backup problems.

Technical Specifications

The Micro Focus Data Protector Cell Manager software can be installed on Windows, Linux, and HP-UX systems. For additional specifications, go to QuickSpecs on *www.microfocus.com/dataprotector*

Learn More At

www.microfocus.com/dataprotector

www.microfocus.com/backupnav

What's next for Data Protector?

With Data Protector now being a part of the Micro Focus family there are some exciting developments ahead for the product. The 10.03 release will see the first rebranding of the software as Micro Focus, and opportunities to form a solution with other Micro Focus products is underway. As part of the ITOM family Data Protector Suite will begin to integrate more closely with the other suites and adopt containerisation for easier deployment and Operations Orchestration (OO) integration to manage schedules and automate restore processes.

HPE and Micro Focus have a strong strategic alliance and Data Protector is a key part of that alliance. The March release emphasises this with certification for the Nimble and SimpliVity storage platforms from HPE and out of the box support for HPE StoreOnce Cloud Bank.

Cloud Bank support allows seamless data transfer between on-premise backup data sets and cloud targets such as Amazon AWS S3 and Microsoft Azure without the need for a separate appliance such as a gateway. However, now being an 'independent' software product, greater support for non-HPE platforms will be available such as 3-way NDMP for NetApp storage.

Additional functionality in the 10.03 release will see further UI enhancements to modernise and simplify the use of Data Protector, and the release will simplify the upgrade process by not requiring intermediary releases to be installed to get to the 10.03 release.

Overall, a focus on automation, simplification, and mission critical application and platform support ensure an exciting future for the Data Protector Suite.

Ken Lamb is a Product Marketing Manager at Micro Focus in the Data Protector team with a focus on the Alliance and Partner relationships. He is based in Boston, USA. Ken has previous experience working with EMC and Hitachi Data Systems and Intel Corporation in the UK. He has a degree in Electrical and Electronic Engineering from Heriot Watt University in Edinburgh, Scotland.

Experiencing The New At Micro Focus Universe

The first major conference gathering of the new enlarged Micro Focus was held at the Grimaldi Forum in Monaco on the 13-15 March. After early concerns over numbers, over 1200 customers, partners and staff were present at the two day event. The emphasis of the event was on the IT Operations Management (ITOM) and Application Delivery Management (ADM) portfolios and this was most definitely the case in the 'Explore The New' exhibition hall.

Open Horizons shared a booth with the other communities in the MF ecosphere. Vivit is the former HPE community and TTP – the academic community familiar to most former Novell customers were our fellow partners.

Our nearest neighbours were the End User Productivity team where Filr was the principle solution on display. Sessions were provided by the Collaboration, File & Networking and Endpoint (ZENworks) product teams but otherwise this was the only foothold that the Information Management and Governance (IM&G) portfolio had at the event.

The main event of the opening day was the keynote given by CEO Chris Hsu, who shared the stage with representatives from 3 highlighted customer success stories; Rabobank in the Netherlands; RTVE a Spanish TV broadcaster, and the car maker BMW.

However there were no company or product announcements made and nothing to provide the audience with the 'wow factor'. The key messages were centred around the company mission statement:

"We provide our customers with a best in class portfolio of enterprise grade scalable software with analytics built in.

We put customers at the centre of our innovation and build high quality products that our customers can rely on and our teams can be proud of".

This was coupled with the idea that the extensive range of products that Micro Focus offers are "better together". Hybrid cloud solutions were highlighted as was the burgeoning relationship with cloud providers such as Amazon Web Services through whom many MF software tools are now available – certainly in the monitoring and application deployment portfolios.

Key customer success stories were highlighted. Yes, BMW had an all electric supercar on display – the i8. Among its sleek lines you couldn't really see the 100 million lines of code that comprise its onboard systems. All that code was managed, tested and quality controlled using MF's ADM suite.

A full range of sessions were scheduled on the Wednesday: many were customer stories. Death by PowerPoint was a distinct possibility, and many delegates were just content to learn from discussions in the impressive "Experience the New' exhibition area. However most people managed to reach the auditorium at the end of the day for Chris Hsu's second keynote.

Sessions continued on Thursday morning until mid-day when the event wound down and many weary individuals were bussed back to Nice airport to make their journey home.

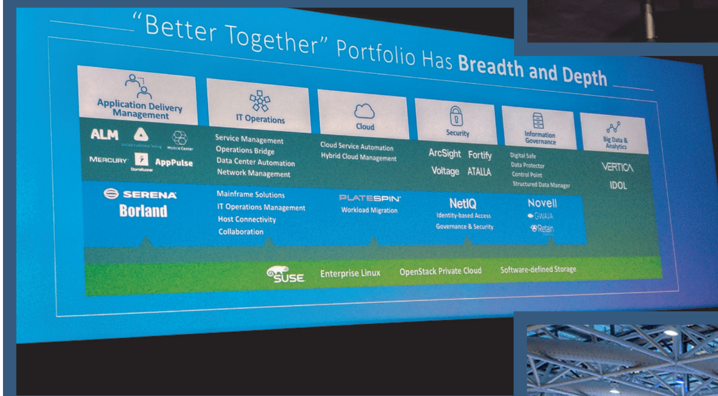
A success? In many ways MF Universe was a low key 'dip toe in water' event, even with 1200 customers, partners and staff present. I am sure many delegates learnt much useful information about their ITOM and ADM specialisations. However, Universe should have been a great opportunity for delegates to take a wider view and 'experience the new', but it seems that people were not encouraged to move outside their silo.

I hope the event runs again next year with all the portfolios equally represented and more opportunities presented for cross-over. There is scope to extend the event by a further day which will make the effort of attending more worthwhile. Micro Focus is a major software company and needs a big event to showcase all of its solutions.

In the meantime the Open Horizons Summit is fast approaching!

Full house for opening keynote

Keynote conversation



Corporate message

'Experience the New' exhibition

BMW i8: 100 million lines of code managed by ALM Octane

The always busy meeting lounge

The Interview: Christoph Stoica

Following the merger of Micro Focus and HPE Software, Christoph Stoica has been appointed Vice President Channels for Europe, Middle East & Africa for the combined company. His channel organisation is structured around six territories: Gallia, DACH, Northern Europe & South Africa (NESA), UK & Ireland, South and Emerging Markets.

Christoph joined Micro Focus three years ago through the acquisition of The Attachmate Group where he was leading the NetIQ business in Germany, Austria and Switzerland. He also has a long history with Novell, where he spent almost ten years in different sales and sales management roles before taking over at NetIQ. Most recently, Christoph Stoica was General Manager for the DACH region at Micro Focus.

Open Horizons caught up with him to discuss his new role, his leadership style and what's ahead for partners in 2018.

OH: Christoph, during your more than 20 years in this industry you have held various management positions and lead through a number of organisational transformations. Tell us how this experience has formed your leadership style?

CS: To be a good leader, people have to want to follow you – that's why leadership is a lot about communication and being transparent about what you are trying to achieve.

Steve Jobs was quoted saying that "it does not make sense to hire smart people and then tell them what to do; we hire smart people so they can tell us what to do" – as a leader my job is to hire and retain smart people, give them context and direction for what we are trying to accomplish and then empower them to make decisions.

This is especially true in times of change, such as right now as we integrate the HPE Software business. I actually believe this approach is not limited to leadership but also a good recipe for partnerships: the more transparent we are with our business partners, the more we will operate in alignment which is key to a successful partnership.

OH: In your new role you are accountable for the EMEA channel business at Micro Focus. What is the strategy now that you have merged with HPE Software?

CS: In Micro Focus as well as in HPE Software the channel has always plaid a critical role, so we actually have a very solid foundation to build upon – both from a program perspective and when it comes to people and culture. The markets we serve and the portfolio we have provide significant opportunity, but in order to scale our joint business with partners we need to focus: we need to understand where – when combining forces with our partners – we have the highest chance to win incremental business together and then focus our time and energy right there.

I strongly believe that customer intimacy and domain expertise are key success factors which is why we have Partner Business Managers in all of our major markets with many of them focused on a single domain, like Security, IT Operations Management or Application Delivery Management. So if you ask me for a headline for our strategy it would be "FOCUS to enable SCALE".

OH: Where do YOU focus your time and energy right now?

CS: Given the thoughts on leadership I have shared with you before, it should not come as surprise that one of my key focus areas is internal communication: making sure everyone understands the context and the direction for our channel business, so as a company we operate in alignment is important.

The other major area is getting to know our partners and having the conversation about where we should focus our joint efforts to get the maximum return for both parties. Some of this I can do with emails, calls or webcasts, but I also do a lot travel across the region for face to face meetings. And then there is obviously a long list of things – small and large – we are still working through as we integrate the two businesses. But it is really our people and our partners where I spend most of my time.

OH: The combination of Micro Focus' and HPE Software's product portfolio is highly complementary, with very little overlap and many opportunities for partners to expand their business with Micro Focus. How is Micro Focus enabling partners to participate in this opportunity?

CS: Indeed there is very little overlap in the portfolios we brought together. But there was also very little overlap in the customer base of the two companies. So the opportunity this combination creates for partners is even bigger: not only can partners expand their offerings with the new products in our portfolio, but also do they have a broader customer base to sell to.

Enablement is key to help our partners exploit this market opportunity – and let me be more specific here: when I talk about enablement what I am focused on is to equip our partners with everything they need to solve our joint customer's business challenges, delivering world-class technology and services on time, budget and scope.

We have a packed schedule of enablement programs for our partners, with a combination of classroom and online trainings, ranging from short and crisp introductory sessions to multi-day deep-dives.

Open Horizons and Vivit also have a critical role to play here – no one knows better what our partners need for enablement than the communities run by our partners. So at the heart of our enablement program is actually an annual channel community event delivered jointly with Open Horizons & Vivit * – it will run in June and this year we have decided on Berlin, Germany which not only has good flight connections from across EMEA but also is a very interesting city to visit.

** Vivit is the former HPE user community that has now transitioned to Micro Focus. Visit www.vivit-worldwide.org for more information.*

OH: Can you tell us a little bit more about this upcoming channel community event in Berlin? What can partners expect and how does it compare to Micro Focus Universe taking place in March?

CS: Micro Focus Universe is our major annual customer event in EMEA – it has a rich agenda with keynotes from our executives, solution presentations, customer use cases and even offers the opportunity to take a closer look at some of our latest products. I very much encourage our partners to attend this event and bring their customer's along as it is probably the best platform to discover the new Micro Focus and spark new business opportunities.

> *"There is very little overlap in the customer base of the two companies. So the opportunity this combination creates for partners is even bigger."*

The channel community event delivered jointly with Open Horizons and Vivit in June has a very different focus: it is squarely designed around what is relevant to a Micro Focus channel partner – it will provide partners the opportunity to discuss our product roadmaps, get hands-on installation and configuration training and will also feature a business track where we will discuss our channel strategy, provide partner program updates and host roundtable discussions with our senior leaders.

Most importantly this event will provide ample opportunity to collaborate. We are not planning any other major channel partner events this year but really focus on making this one a great experience for our partners – so it is fair to say that this is an event none of our partners should miss.

OH: Before you took over the EMEA channels organisation in Micro Focus, you spent many years leading direct sales teams. After three months leading a channel team – what is the biggest change for you?

CS: It is actually much less of a change than one would expect – just like our sales teams at Micro Focus our partners are very much focused on their customers. I am actually very impressed with the level of insight and intimacy our partners have with their customers – they take the role of a trusted advisor helping customers address business challenges through application of technology.

So the conversations are very similar but obviously it comes at a very different scale: together with our partners we cover hundreds, probably thousands of customers, whereas in direct sales you are always focused on a limited set of top customers.

OH: Coming to the end of this short interview, what is your expectation for Open Horizons & Vivit – how can we support your organisation?

CS: If you look at the entire EMEA channel partner community of Micro Focus, the experience and insight represented here is unlimited. Open Horizons & Vivit to me is the platform to unleash the collective power hidden in this community – by facilitating collaboration across the community as well as through speaking with once voice to Micro Focus and "tell us what to do".

Open Horizons Summit

Micro Focus Channel Community Conference

Berlin | 4-7 June

For Partners and Customers: Get Ready For New Experiences And Opportunities

The Open Horizons Summit, the new annual Micro Focus Channel Community event is the best destination for all Micro Focus Partners in Europe, the Middle East and Africa who are interested in strengthening and extending their relationship with the new combined Micro Focus Company.

The conference is primarily targeting channel partners. However customers interested in the advanced technical **Hot Labs** are also welcome to join. Instigated by Micro Focus and delivered by Open Horizons, the four-day conference is the ideal place to get advanced technical training and deep technical immersion, as well as inspiration on how to grow your business and serve your customers better with the portfolio of Micro Focus products and solutions.

WHY ATTEND?

CONNECT - Meet Micro Focus engineers and community experts. Spend time in the Tech Lounge - a gathering place where you can learn, network, meet experts and senior management from Micro Focus and the leading Micro Focus communities. The conference provides a variety of networking opportunities so you can make helpful connections and gather practical advice from your peers. The "Meet the Experts" sessions offer the opportunity to interact and engage with Micro Focus experts and engineers in small group discussions.

LEARN - Expand your skills. The OH Summit features four of the Micro Focus solution portfolios:

Application Delivery Management | IT Operations Management | Information Management & Governance | Security

The **Business Programme** explores the most important technology shifts affecting IT and helps you discover what is relevant to your business in the near future. Benefit from over 16 sessions drawn from a special mix of business savvy presentations and technological insights.

The **Technical Programme** features over 50 Hands-on Hot Labs and technical seminars that offers a prime opportunity to learn more about the Micro Focus core technologies. Sessions are organised into 8 technology tracks to make it easy to find the topics that interest you most. Explore one track in depth or cover multiple tracks when building your agenda.

EXPLORE - View demos and get inspired by the latest Micro Focus products & solutions. Immerse yourself in Micro Focus solutions, products, services, and technologies by visiting the demo points in the Micro Focus Tech Lounge. This will be a place full of learning opportunities, one-on-one discussions, and interactive activities. The Tech Lounge will be at the core of the OH Summit, where you'll have the chance to explore the latest innovations from Micro Focus. Think of it as the place to be when you are not in a session and when you want to gather round the central coffee bar: meet colleagues, ask your questions and solve problems in real time.

Register at www.ohsummit.com

AGENDA

Monday 3 June

09.00 Registration opens
Tech Lounge opens
12.00 Networking lunch @ Ritz-Carlton
13.30 Micro Focus Strategy Keynote
14.15 Micro Focus Partner Program
15.30 Executive Product Portfolio Keynote: Jérôme Labat and John Delk
19.00 Summit Dinner @ Ritz-Carlton

Tuesday 4 June

08.30 Hot Labs start x 8
Focus groups
Business Track sessions x 4
Tech Lounge opens
10.00 Break
10.30 Hot Labs continue
Business Track sessions x 4
Focus Groups
12.00 Lunch
13.00 Hot Labs start
Business track & Focus Groups
15.15 Break
15.45 Hot Labs starts
Business track & Focus Groups
18.00 End of sessions
Business Track closes

Wednesday 5 June

08.30 Hot Labs start x 8
Focus groups
Tech Lounge opens
10.00 Break
10.30 Hot Labs continue
Focus Groups
12.00 Lunch
13.00 Hot Labs start
Focus groups
15.15 Break
15.45 Hot Labs starts
Focus groups
18.00 End of sessions
20.00 Fun Night begins!

Thursday 7 June

08.30 Hot Labs start x 8
Focus groups
Tech Lounge opens
12.00 Lunch and close of Summit
Some afternoon sessions may be scheduled

HOT LABS

The list is not exclusive, and is subject to change. Check at ohsummit.com for the latest news.

Information Management & Governance

OES 2018
Vibe best practices
Filr
Enterprise Messaging
GroupWise Troubleshooting
Upgrading to GW18
iPrint
Unified Archiving - Retain for Exchange
SCM - Controlpoint
Data Protector

Security

ZENworks 2017 - What's New
Win10 deployment with ZENworks
ZENworks Inventory and Reporting
Managing Mobile
ZENworks Service Desk
Identity Manager 4.7
Identity Governance
Advanced Authentication
Fortify
Voltage SecureData
ArcSight Investigate
ArcSight FlexConnectors

ADM

DevOps Lifecycle
Functional Testing
Deployment Automation
Performance Engineering
Project & Portfolio Management

ITOM

Service Management Automation
Data Center Automation
Hybrid Cloud Management
Network Operations Management
Operations Bridge

VENUE

Berlin Marriott & Ritz Carlton
Potsdamer Platz 1 / 3
10785 Berlin, Germany

The event is based at the Berlin Marriott & Ritz Carlton hotels, located together in the heart of Berlin only steps away from the famous Potsdamer Platz. The Marriott is the location for the technical Hot Labs and Tech Lounge. The Business Track sessions, keynotes and the Monday conference dinner will be held in the Ritz Carlton hotel.

Guest rooms are available at the Marriott complemented by alternative hotels with standards to match your individual needs and budgets. We offer packages that include both the Summit conference pass and accommodation at the Marriott for your convenience.

CONFERENCE FEE

There are two conference packages applicable for the Open Horizons Summit 2018. While access to the sessions vary according to the selected ticket package, all conference passes include daily coffee and lunch breaks at the Tech Lounge area and any scheduled evening activities. All prices are excluding any taxes.

BUSINESS TICKET
The Business track runs on 4-5 June. Does not include access to Hot Labs

375,00 € : regular pricing until 15 May
425,00 € : last minute until 04 June

FULL CONFERENCE TICKET
The Technical track runs 4-7 June

695,00 € : regular pricing until 15 May
775,00 € : last minute until 04 June

Jérôme Labat, Chief Technology Officer at Micro Focus and John Delk, Chief Product Officer & GM - Security Product Group will deliver the Executive Keynote on Monday afternoon.


Jérôme Labat


John Delk

ZENworks Service Desk - Rebranding And A New Look

By Sudipta Roy

Micro Focus Service Desk has now been rebranded ZENworks Service Desk with the release of version 7.5, thanks to tight integration with the ZENworks product suite, and will offer a better User Experience (UX) and new features.

Two releases of ZENworks Service Desk (ZSD) are planned for 2018. ZSD 7.5 is now available and ZSD 8.0 is planned to ship by the last quarter. ZSD 7.5 will provide you with assistance when installing and configuring your initial Service Desk instance along with some of the key features and enhancements including tighter ZENworks integration.

ZSD 8.0 will largely focus on redefining the user experience of the Customer portal and its ticket logging system. In this article I'm going to take you through the important changes that are happening in ZSD 7.5 and some of the key UX developments that are planned for ZSD 8.0.

The important changes and additions for ZSD 7.5 include:

- New Getting Started page in the management console.
- Enhanced Store Extension capabilities to support LDAP group-based assignments.
- Support for Android Bundles in AMIE And Store
- New Appliance

New Getting Started page

As a Product Manager for ZSD, when I began my journey by setting up my own Service Desk environment, I faced difficulties in configuring it as there are multiple windows and several HTML forms scattered across various different wizards that confused me.

Although Service Desk offers many features developed down the years, I am sure even a seasoned administrator may not find it easy to configure their system with the current workflow, particularly if you are not familiar with the product.

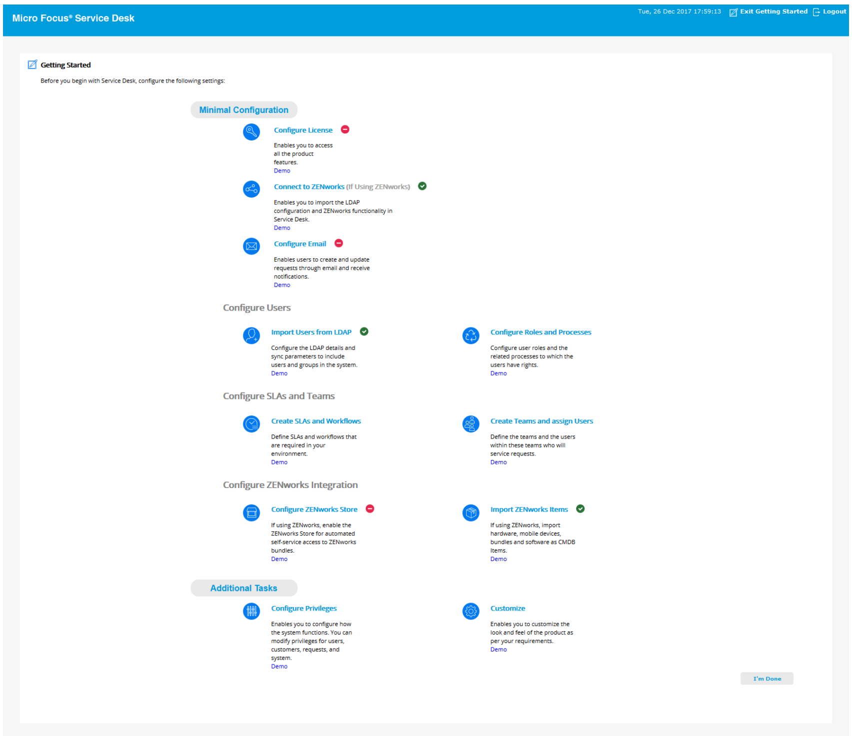


Figure 1: The new Getting Started page

Jason Blackett, the Head of Product Management for the ZENworks product suite, worked closely with his team and came up with an excellent idea to introduce a **Getting Started** page. This provides a focus and guidance for administrators by giving step-by-step configuration instructions for setting up Service Desk. The page assists you with the basic parameters needed to bring up your new setup or update an existing one in minutes! There is even a link to a demo video.

Here are the key attributes of the Getting Started page:

- Users that have Administrator and Supervisor rights can view and access the page.
- Red tick mark icons indicate configuration is required which turn green when the action is completed.
- Certain configurations will not have icons indicated as administrators are not required to need not configure. In some scenarios the system itself configures certain values for those configurations such as Teams, Customization, and Privileges.
- All configuration pages

reached through the Getting Started page will return the administrator back to the page just by clicking on the 'Return to Getting Started' hyperlink or with a Return icon.

- After all the configurations or settings are completed using the wizards the Getting Started page will disappear by clicking the *I'm Done* button. However, the Getting Started page can be restored back again, when an administrator clicks the 'Getting started' hyperlink on the right-side of the Home page.

The Getting Started page is shown in figure 1.

Enhanced Store Extension Capabilities

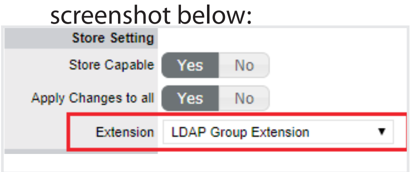
In Micro Focus Service Desk 7.4 we introduced the new Store feature, allowing Service Desk to make user assignments to Windows and iOS bundles in ZENworks. This allows you to automate the request and provisioning of bundles on these platforms.

ZSD 7.5 features enhanced Store capabilities to support LDAP group based assignments. With this functionality, the user requesting an item from the store can be assigned to an LDAP group based on the requested Item.

There, you will be able to configure store items to use a new store extension that will assign a user to one or more specified LDAP groups as a result of the store item approval. This opens up the services you can offer through the store to anything that can be tied to an LDAP group.

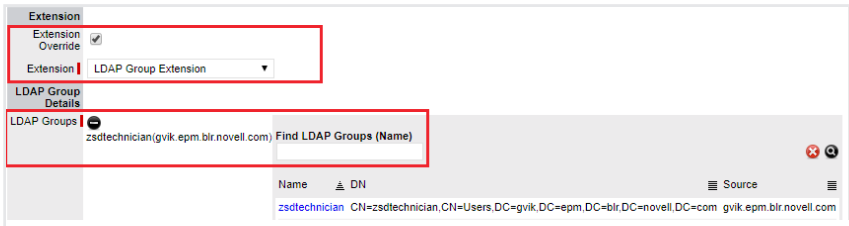
Here is the precise workflow of how LDAP Group Extension works:

1. In order to make LDAP group extension work for you must first of all, as a Service Desk Administrator, make sure that you import [ZENworks Bundle] and [LDAP] with group admin details. Once your imports are successful, you have to configure your [ZENworks Bundle] category by enabling your Store Capable and selecting your extension as LDAP Group Extension as shown in the screenshot below:



Also note, that you enable your Store Customer under [Setup] -> [Privileges] -> [System]

2. After completing the configuration, you can promote a bundle or a service category with the Item type that you have either pre-configured to use the LDAP extension or override its inherited extension to "LDAP Group Extension". Next, you specify at least one group to have it assigned to as shown in the following screenshot:



3. As a Customer, raise a request and as an assigned Technician, process the request. Once the request is processed, you can go back to your AD/eDir and see the Customer is added to the LDAP group.

Support Android Bundles in AMIE and Store

ZSD 7.5 will support the Android Bundle Extensions along with other extensions such as Windows, LDAP and IOS extensions. Using ZENworks 2017 Update 2, you as a Service desk administrator can import Android Bundles that are approved by the Play Store through the ZENworks import capability in ZSD, and list them in the Store after you promote them as Android Bundle Extensions.

You can assign users to store items, created through Android bundle by using the extension. This means users can now self-serve their Android requests.

New Appliance

In previous versions of the Service Desk Appliance, you used the old console based appliance model that many find hard to use, difficult to update with security updates, and challenging to configure for SSL.

To facilitate all of these, we are moving to the same interactive and Web-based appliance model that we use for ZCM and Reporting. A screenshot of the appliance console is shown in figure 4, over page.

ZSD 8.0 - high level plan

We are conscious that many end users find the user interface for Service Desk to be challenge, especially those not using the Store.

As such, the major focus of our next major update, targeted for Q4 2018, is to improve the Customer Portal and begin to address the usability to the product through:

- All new Customer portal using latest technologies like Angular with a fluid and responsive UI that looks great on all screen sizes.
- Re-designed Store, Create

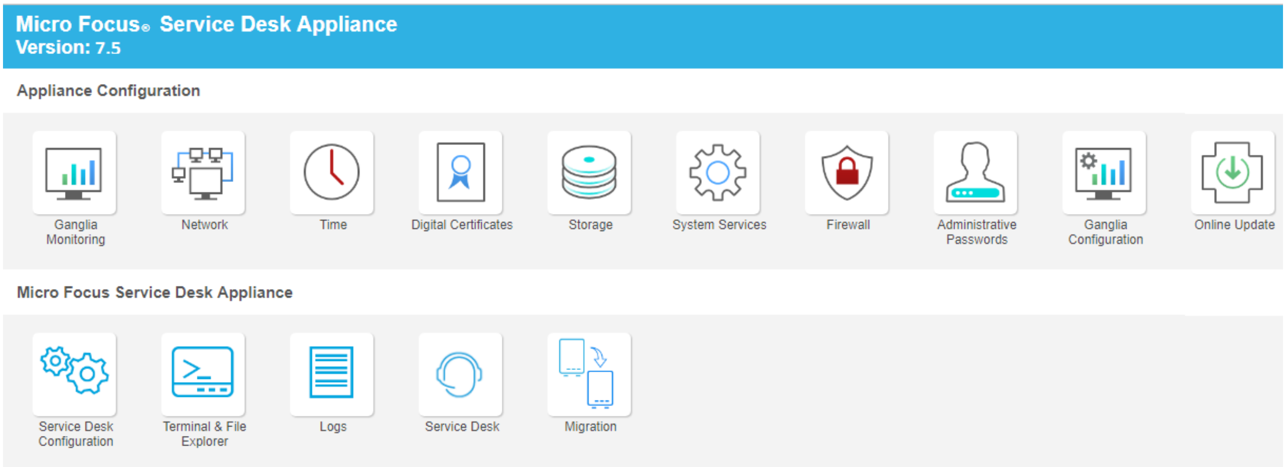


Figure 4: The new ZSD appliance console

request and My Request page with better usability (Just 2 clicks to create a request).

- Global Search with holistic view of both generic (All) and Category/Item based search.
- Threaded view for My Request.
- New User Experiences for mobile/tablet for Customer portal with embedded web browser.
- REST SDK (Customer portal related) that can be used to build a customised interface.
- Knowledge base preview (A technician can preview how the Knowledgebase will be visible to the customer)

ZENworks Service Desk continues to provide a great way to help align your IT operations to your business objectives and to simplify the way in which your users interface with the IT group. I would encourage you to take a look at the latest version.

Sudipta Roy is the Product Manager for ZENworks Service Desk. He is currently focused on building the next generation Service Desk with a new user experience for the end user portal. He is also working on bringing new capabilities to the solution with tighter integration with the ZCM product. Outside of work, he loves to travel and enjoys meeting with people and building new connects.

Exploring The Micro Focus GroupWise 18 Client

by Wes Heaps

On the cusp of Christmas last year, Micro Focus released two new products in conjunction with one another: Micro Focus Enterprise Messaging and Micro Focus GroupWise 18. The interest in both has been great. However, one of the many questions I get is about changes that happened to the GroupWise 18 desktop client. A new version of the product usually means new features and functionality for the end-user. GroupWise 18 (and by extension, Enterprise Messaging) is no exception. So let's explore some of the new things you and your users will want to know about the new GroupWise 18 desktop client.

GroupWise 18 Client Overview

For many users doing an upgrade from an existing GroupWise client—one of the first things they will notice is that their user settings and default views have changed. When the GroupWise 18 client is installed, the following options are automatically enabled for the end-user, despite any previous settings they might have had in a GroupWise 2014 client, for example.

These automatically enabled features are:

1. **Quick Viewer** allows users to quickly read the content of the message inside the client itself without opening another window.
2. **Group Labels** displays a visual header in the mailbox that groups messages into the days they were received.
3. **Message Preview** gives a quick preview of the message body of the email. This preview will vary depending on if conversation threading is enabled or not. But more about that in the conversation threading section.
4. **Conversation Threading** collapses replies to messages into a logically nested thread so multiple replies are displayed in the inbox under the original message. A more detailed explanation of this will follow.

It is important to note that these changes only apply to the main mailbox however. Settings of other folders remain unaffected.

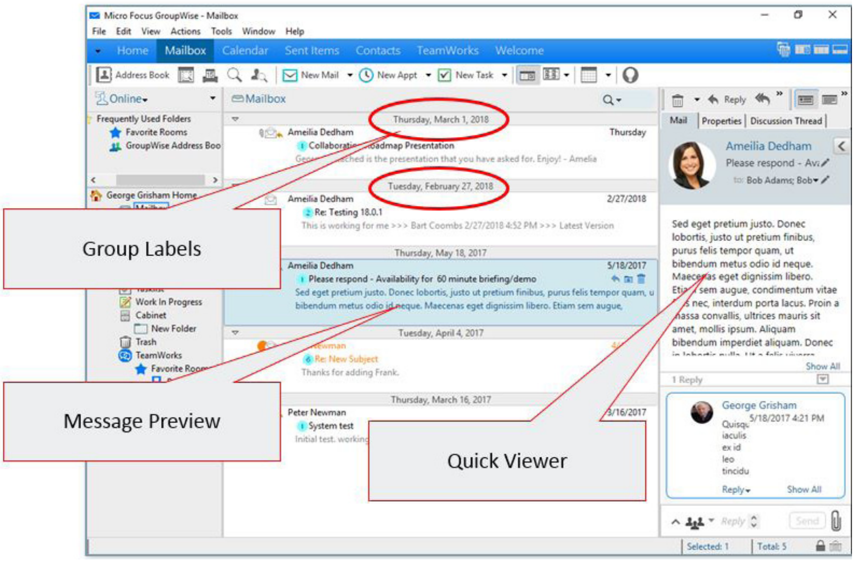


Figure 1: The new look GW18 client

View Display Settings

In the GroupWise 18 client, changing your display settings is both easy and now happens dynamically. The view display settings icon is located in the top right corner of the main display window. Clicking on it will either reveal or hide the view options in the main window. This gives users immediate access to the most common viewing options for their mailbox, filter options, folders, and quick viewer.

Changes applied here will happen dynamically to the view without having to leave the menu. Additional viewing options can be located in the traditional manner through the "View" top menu.

However—this ability to change common viewing options right from the main view means you can easily change and sort your viewing options on the fly without having to bother with drop-down menus.

It is important to note that the options displayed here will change—depending on what is selected in the folder list. Selecting Mailbox, Calendar, or Tasklist will make different display options appear when the icon is selected.

Colour Scheme

By default, there is a new colour scheme to the client as well, called *GW 18 Blue*. However, changing the colour schemes is easy under the Tools > Options top menu and then choosing *Environment* and the *Appearance* tab. This is also where

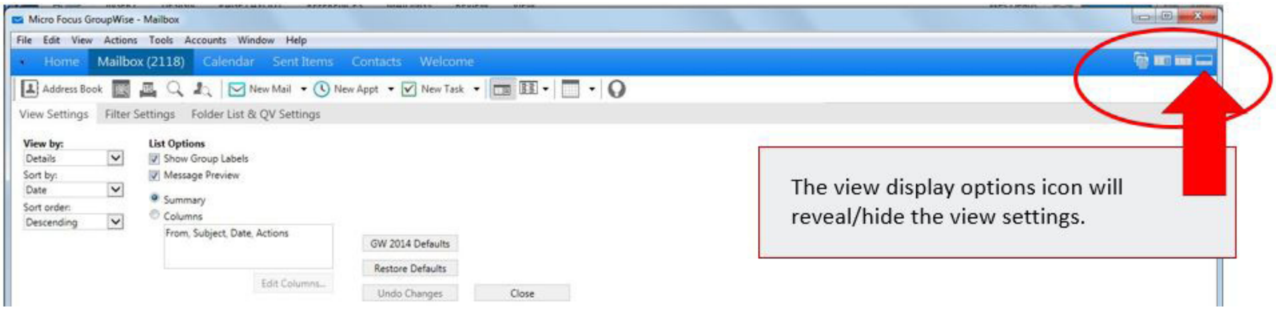


Figure 2: Easily change display options

users can change the viewing options of both the Quick Viewer and the Folders list.

As in previous versions of GroupWise, the GroupWise 18 desktop client is for Windows only. While Mac users may feel this downplays their needs to access their email on their desktop OS of choice, Micro Focus has provided ways to integrate calendar, appointments, and email with the native Mac apps for the last few versions.

For many Mac users, this works great and the lack of a desktop client isn't really noticed because work email and calendars flow seamlessly into the native apps many were already using.

Conversation Threading

One of the biggest changes end users will notice is the conversation threading feature that's on by default in the GroupWise 18 client. This feature collapses responses to messages underneath the original message that started the conversation, reducing in-box clutter. User can quickly identify new responses to the thread too. Here's how it works!

End-users of the Windows client will see messages with both green and blue notification badges with numbers in them in front the subject line. The blue notification badges indicate how many replies or messages have been "rolled up or collapsed" into the thread. The green notification badges indicate how many unread messages are in the thread itself.

When opening the threaded conversation or viewing them in the quick viewer—the messages appear in the order they were received, from oldest on top to newest on the bottom. Unread messages are encircled with a green border, making it very easy to visually identify what messages are currently unread.

Simply scrolling up and down the message thread (in either the message thread itself or the quick viewer) will cause the messages to be read and the green notification badge will disappear from your inbox once the message is no longer selected.

It is also important to know that the latest response to the thread is displayed as the message content in the inbox itself—making it very easy to see what the newest information is without having to even open or view the entire thread in the quick viewer.

Disabling or Enabling?

Turning conversation threading on or off is easy for end-users. They simply have to go to the Tools menu on the top of the client window and select Options from the drop-down

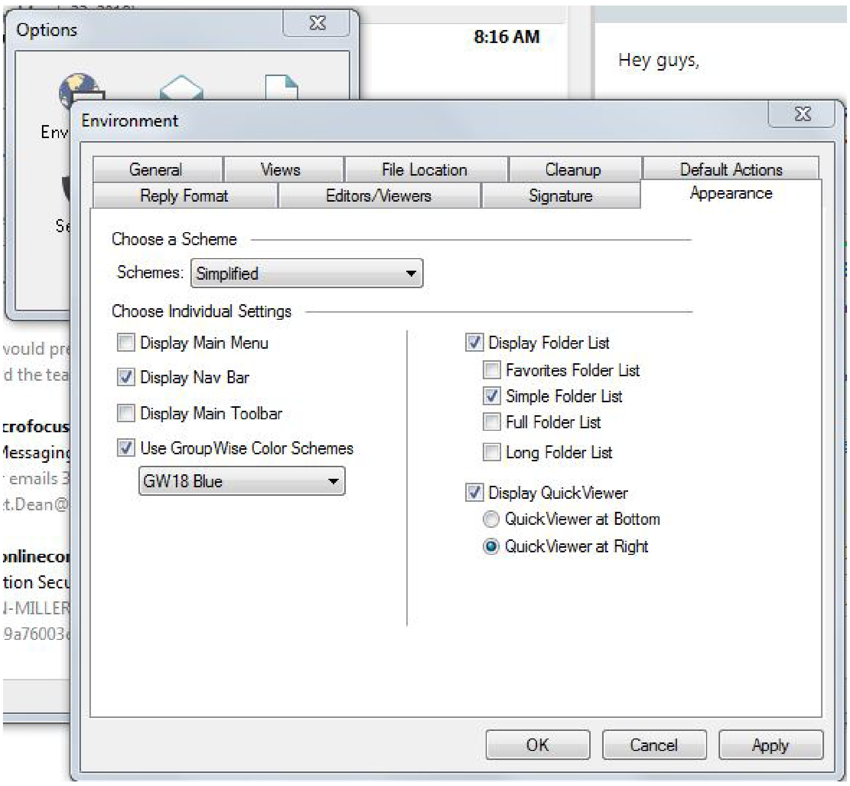


Figure 3: Client 'Environment' settings

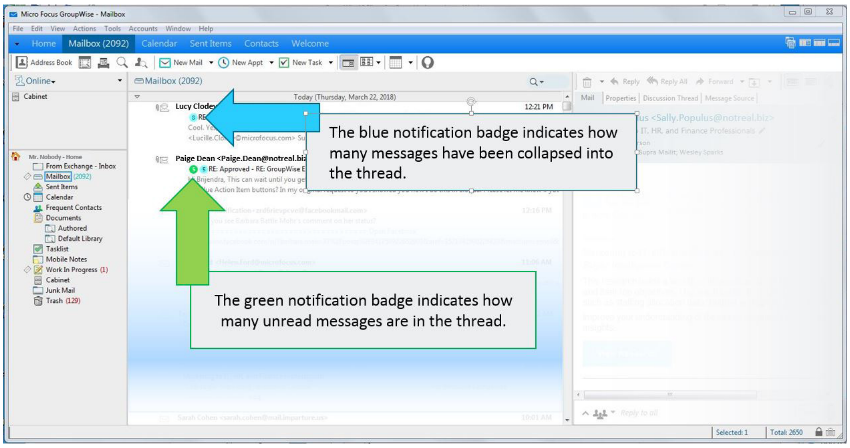


Figure 4: Extra detail provided by conversation threading

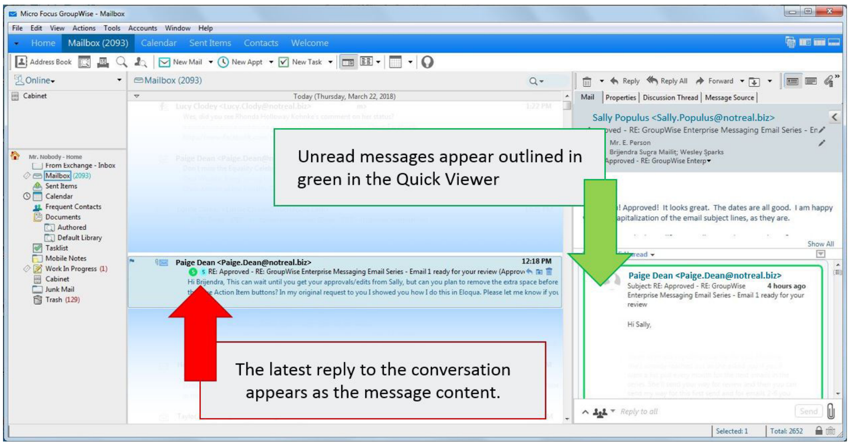


Figure 5: The latest reply appears as the message content when threading is switched on

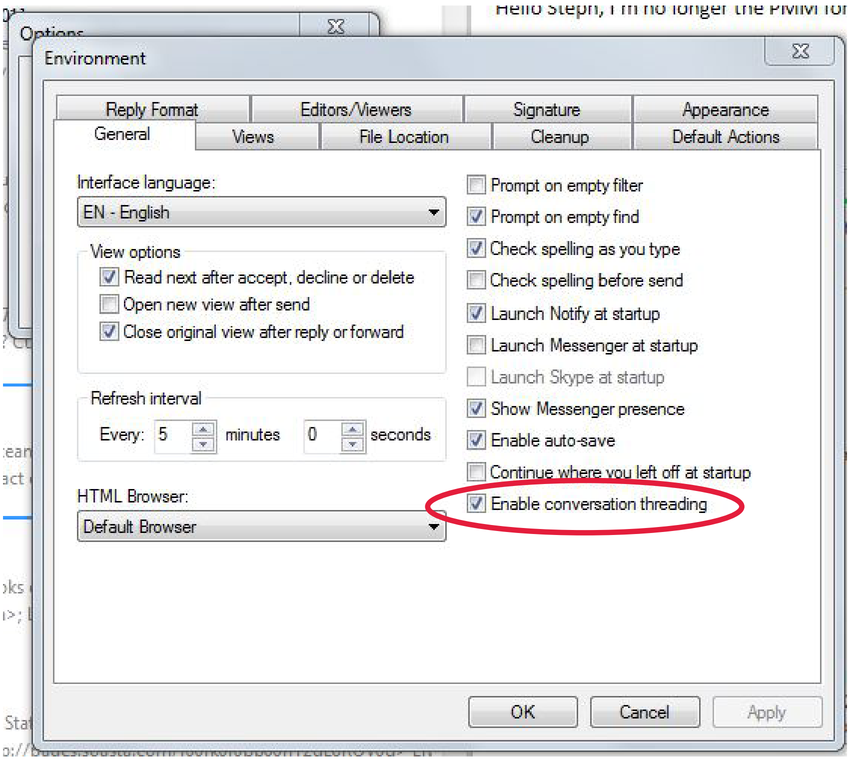


Figure 6: Where to configure conversation threading

menu. A pop-up window will appear of various Options available.

Select *Environment* and then under the *General Tab* the option of enabling conversation threading appears as a checkbox on the right side.

Why Use Conversation Threading?

While it may take users just a bit to get used to interacting with threaded conversations—there are some key benefits they will enjoy once they understand what is going on.

1. **Reduced Inbox clutter**. Collapsing messages into threads reduces the number of messages that appear in the mail inbox. This is especially helpful for messages where many people have replied. When conversation threading is enabled, only a single message with a notification icon appears in the inbox rather than multiple unread email replies.
2. **Easily located historical messages** because all replies are included in the thread, it is easy to locate all the messages related to the conversation—rather than trying to search back through the inbox. This is particularly helpful for conversations that have been going on over the course of weeks or months.
3. **Most recent responses are front and centre.** Knowing what the latest reply contains is easy when conversation threading is enabled. The contents of the last reply to the thread are displayed as the message body when scanning messages in the inbox.
4. **Inclusion to message history** When a new user is added to the threaded conversation—they get a copy of the entire threaded conversation, so they have the entire history as part of their first message.

GroupWise TeamWorks Integration

The GroupWise 18 desktop client also supports integration with GroupWise TeamWorks - an exclusive component of Micro Focus Enterprise Messaging.

GroupWise TeamWorks provides chat-based, collaborative conversations that are topic and team driven. The integration of GroupWise TeamWorks is not on by default in the GroupWise 18 client. The email administrator must enable this feature on the back-end and enter in the web address of the TeamWorks server for this function to be available in the client itself.

For those familiar with TeamWorks—there are mobile apps and web access available. However, many have asked why there is not a “desktop client” available for TeamWorks. The answer is simple: your GroupWise 18 desktop client is it. This is done intentionally because TeamWorks is designed to work with email, not against it. By being able to access both your email and your chat-based collaborative conversations in a single client—GroupWise 18 becomes the hub for digital workspace productivity in your organisation.

Once enabled by the email administrator using Enterprise Messaging—the ability to access and interact with TeamWorks will appear in the desktop client. Users will need to log into TeamWorks the first time they access it in order to see the rooms they’ve joined in the folder.

Filr Integration Enhancements

While not exclusively new to the GroupWise 18 desktop client—the use of Filr as an option to store attachments was introduced in GroupWise 2014 R2 SP2. This integration lets you store attachments in Filr and use GroupWise to send links to those attachments. New to GroupWise 18 is the ability to send public links. This means you can share attachments with users that

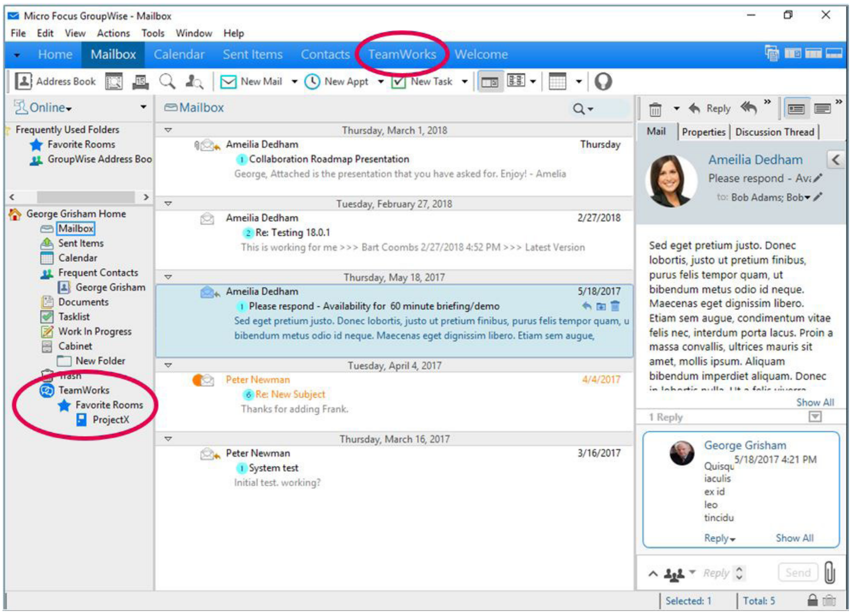


Figure 7: GroupWise Teamworks is integrated into the GroupWise 18 Windows client

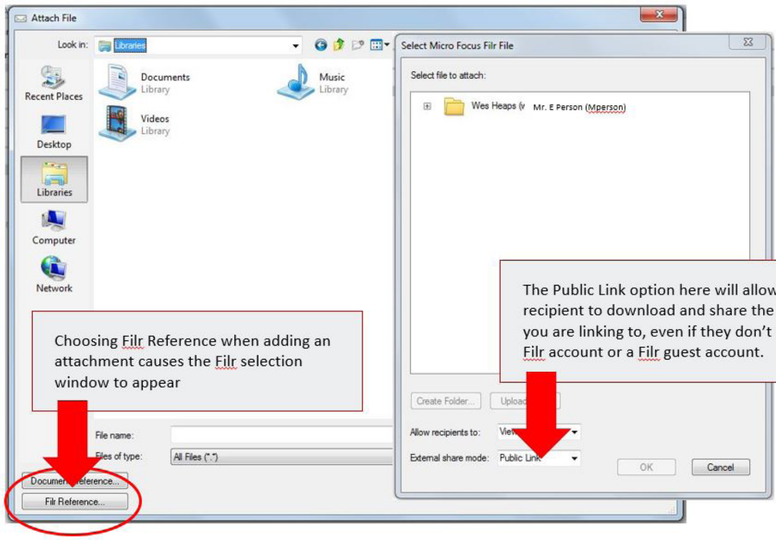


Figure 8: Filr is a client option for handling attachments

don’t have a Filr account or guest Filr account, and they not only can see the file but share the attachment with other people too.

Conclusion

While many users may be a bit surprised at the new options and default settings of the GroupWise 18 client, it really is a great step forward in both usability and convenience. Both new and long-time GroupWise users should visit the *Welcome* tab that’s available in the GroupWise 18 client. It shows some of these enhancements and helps them understand and use many of the new features. GroupWise 18 and Micro Focus Enterprise Messaging are a welcome addition and demonstrate a strong commitment to both improving and evolving this tried-and-true enterprise collaboration platform.

Wes Heaps has worked for Novell, NetIQ and now Micro Focus for over 16 years. He’s been involved with Novell’s technical journal, education and training services, identity and security marketing, IT operations marketing and now he’s Product Marketing Manager for Collaboration.

Life Cycle Management: Micro Focus Leads The Way With ALM Octane

"High-quality, well-performing, secure software drives business innovation. Yet the requirement to deploy applications across mixed environments — from web to mobile to cloud to embedded at agile speeds with complex global sourcing, demand for social business, and big data analytics — necessitate a variegated approach to quality and to software deployment". That is the considered opinion of IDC [1].

IDC is a well known and respected technical analysis company which late in 2017 published a report on the vendors competing in the **Automated Software Quality** market that is helping to drive business optimisation via DevOps with continuous testing and integration.

In this market Micro Focus is a clear and significant leader, as shown in figure 1. Micro Focus dominates the leadership quadrant in terms of capabilities and strategy as well as market size. Micro Focus has a wide range of solutions for DevOps and lifecycle management: planning, testing, quality assurance and building of software solutions for as long as they are required and enhanced.

IDC says of the Micro Focus software suite that *"As the primary ASQ provider by revenue for decades, HPE Software was an established enterprise ASQ vendor across a significant swath of organizations.*

In the past year, with the shipping of ALM Octane (in 2Q16), HPE Software sought to modernise its ALM and ASQ portfolios with new, more intuitive user interfaces, interweaving agile processes as part of a CI DevOps approach, and coordination with network and service virtualization with PPM governance. Emerging coordination with security (Fortify) as part of a continuous quality life cycle is also an evolving priority.

"Micro Focus' strengths lie in the formidable technical breadth and depth of its quality and application life-cycle management portfolio, complementary products with project and portfolio management (PPM), network virtualization and security, evolving requirements, and agile capabilities.

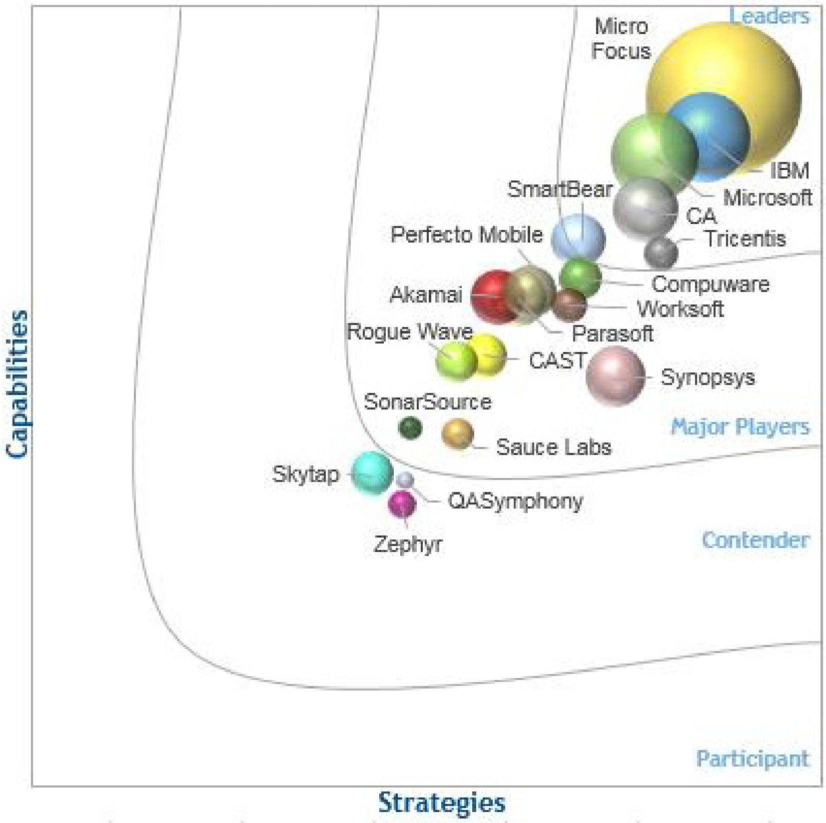


Figure 1: Micro Focus dominates the market for ASQ solutions © IDC

"The company's strengths also lie in a user base, which Micro Focus can target with its modernizing product portfolio for ASQ, ALM, and agile with ALM Octane. A percentage of this established base of this broadly adopted platform remains well engaged and is looking to the organization's new and evolving product sets to be able to move forward into agile DevOps and modern development.

"Combining ALM Octane with PPM and other areas can enable governance in an increasingly fractured arena for those seeking enterprise DevOps and DevSecOps initiatives (requiring both prioritization and management of key resources).

"There are also opportunities for the newly combined, software-focused company as heritage Micro Focus has synergistic (as well as some

overlapping) automated tools for ALM and ASQ, such as the Silk products.

"Micro Focus' challenges come from what can also be a strength — HPE Software's longevity and long-term legacy customer base. Some customers have become disenchanted with HPE Software and have moved to competitors that were able to more quickly execute on intuitive, modernized quality platforms in the cloud.

"The company's sheer longevity (in its former incarnations) means that the company has needed to keep up with change while also needing to modernize a legacy product set evolved over decades. HPE Software sought to do that organically as part of a combined platform primarily (rather than via acquisition). That means that HPE Software's agile and requirements capabilities are part of a single architected entity. "

ALM Octane

This recognition from IDC indicates the strong product line-up in the Micro Focus ADM (Application Development Management) portfolio which includes a complete DevOps suite and lifecycle management tools. ALM Octane is the key component.

ALM Octane has many capabilities that help application development teams deliver amazing apps fast, without compromising quality or digital user experience. The three core aspects that bring speed, quality, and scale for application development, application testing, and application delivery are highlighted as follows. [2]

Speed - ALM Octane is architected to immediately add value on top of widely adopted open source developer and collaboration tools. Teams have embraced Agile development practices and are building out DevOps tool chains leveraging powerful Git version control, Jenkins build, and continuous integration (CI) systems. ALM Octane expands their value by managing not only the Agile backlog but also providing test management solution for all types of tests.

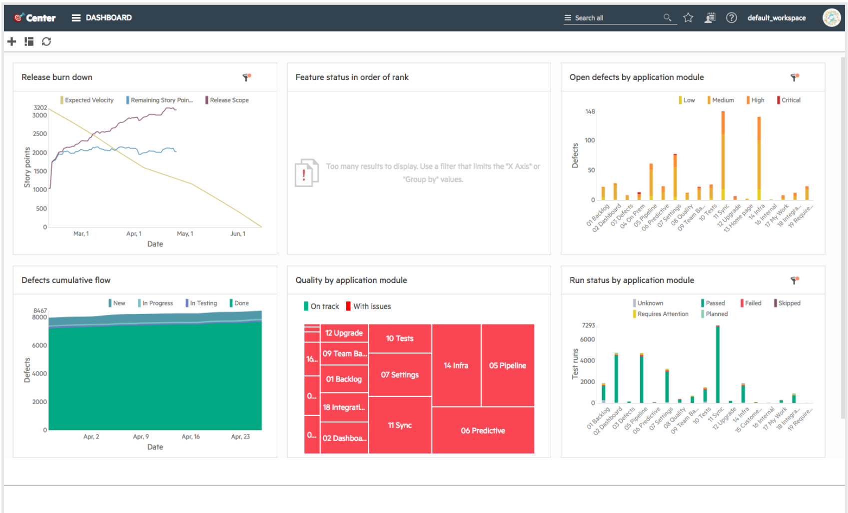


Figure 2: ALM Octane lets your agile and DevOps teams plan, build, test and track software throughout it lifecycle.

This is needed to provide a remarkable user experience including manual and automated functional tests, performance tests, defects, and incidents both found in testing and production.

Quality - ALM Octane implements continuous quality in DevOps software delivery. ALM Octane is designed for fast-moving App Dev and test teams that are adopting CI for DevOps. Test execution is intrinsically linked to CI and results are automatically available in ALM Octane context-driven quality and defect management dashboards or linked to contextual conversations in #ChatOps systems such as Slack.

Scale - ALM Octane is designed for transformative hybrid infrastructure. What do we mean by that? HPE ALM Octane provides insight, analysis, management, automation, and orchestration for all aspects of application quality including user experience, functionality, performance, and security. Our solutions support all software development lifecycle (SDLC) methodologies including Waterfall, Agile, and DevOps for continuous delivery as well as the needs of enterprises globally transitioning to hybrid infrastructure. These include on-premises, private cloud, as-a-service, and cloud-native platforms and delivery models.

ALM Octane will be featured in greater depth in future issues of Open Horizons Magazine.

References

[1] IDC MarketScape: Worldwide Enterprise Automated Software Quality 2017–2018 Vendor Assessment — Driving Business Optimization via DevOps with Continuous Test and Integration, by Melinda-Carol Ballou, published December 2017. catalogue number IDC #US41601117e.
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[2] ALM Octane - Next Generation ALM, Datasheet, 2017 available at: *https://h20195.www2.hpe.com/V2/getpdf.aspx/a00000676enw.pdf*

Are You Ready For GDPR?

by John Ellis

GDPR Day is imminent. 25 May is the date for everyone's calendar when the European Union's new data protection laws finally come into force. The EU nations already have comparatively strong data protection laws in place but the new Regulation brings more standardisation and updated requirements AND attempts to extend the protection of EU citizens around the world.

So what will happen on 25th May and immediately after? At the time of writing it's difficult to say, but the day will most probably pass in a low key fashion. The GDPR is here for the long term.

One thing that may happen is an immediate upsurge of individuals making Subject Access Requests (SAR), confirming the data held on them by any organisation. In most countries of the EU there was previously a charge associated with SARs. Under GDPR, SARs cannot be charged for and must be acted on within 30 days. (However if Subject Access Requests from an individual become excessive and are particularly onerous to satisfy then there is legal recourse to refuse them).

Large customer facing organisations, such as local councils, may be hit with a large number of subject access requests. It is important therefore that all organisations have undertaken data mapping exercises and know where personal data is stored and who has access to it. Micro Focus has a variety of solutions to help including file analysis software. Other solutions such as end-point protection, encryption and archiving are also good to have.

Further data breaches are to be expected and the period immediately after 25th May may be tense as regulators wait for the first breach notifications to be made. Most regulators are not funded or staffed to closely police the new regulation, but if you are required to inform your local regulator (e.g. the Information Commissioners Office in the UK) then you have to do so within 72 hours of becoming aware of the data breach.

At this point you do not have to have a complete view of the breach but have a good idea of the seriousness and scope. You then have to contact affected individuals and be prepared for an investigation by the regulator. This is where the quality of your documentation, procedures and overall strategy will be tested.

Some say that regulators will try early on to 'set examples' and issue large fines to large scale offenders after 25th May, but court proceedings to test the application and validity of the Regulation may take a long time to resolve.

GDPR is a regulation for the long term – a principle aim is to change the way people (and through them all organisations) think and handle the personal data of other people.

Another aspect of GDPR is the increased supervision of and responsibilities of data processors, organisations that may process your personal data on behalf of other companies. Remember the definition of processing is very wide so that even storing data on behalf of a third party brings you within the scope of the Regulation.

In future the relationship between data controllers and data processor will be much closer. This inevitably leads to the position of cloud service providers and how they are reacting to GDPR.

At the end of March Amazon Web Services (AWS), the leading supplier of cloud services, announced that its products and services were now fully 'GDPR Compliant'. Just exactly what does this mean?

On the 26th March Chad Woolf, AWS VP for Security Assurance wrote in his blog (1) that AWS "have completed

the entirety of our GDPR service readiness audit, validating that all generally available services and features adhere to the high privacy bar and data protection standards required of data processors by the GDPR."

More specifically he writes regarding the security of personal data that "during our GDPR service readiness audit, our security and compliance experts confirmed that AWS has in place effective technical and organizational measures for data processors to secure personal data in accordance with the GDPR. Security remains our highest priority, and we continue to innovate and invest in a high bar for security and compliance across all global operations.

"Our industry-leading functionality provides the foundation for our long list of internationally-recognized certifications and accreditations, demonstrating compliance with rigorous international standards, such as ISO 27001 for technical measures, ISO 27017 for cloud security, ISO 27018 for cloud privacy, SOC 1, SOC 2 and SOC 3, PCI DSS Level 1, and EU-specific certifications such as BSI's Common Cloud Computing Controls Catalogue (C5). AWS continues to pursue the certifications that assist our customers."

Further more Woolf continues that for Compliance-enabling Services **"**many requirements under the GDPR focus on ensuring effective control and protection of personal data. AWS services give you the capability to implement your own security measures in the ways you need in order to enable your compliance with the GDPR, including specific measures such as:

- Encryption of personal data
- Ability to ensure the ongoing confidentiality, integrity, availability, and resilience of processing systems and services
- Ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident
- Processes for regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures for ensuring the security of processing"

A further AWS whitepaper (2) is available which provides more detail. AWS also say that they support and comply with the CISPE code – that's the Code of Conduct for Cloud Infrastructure Service Providers.

The point here is that becoming GDPR compliant is a complex process for cloud providers. AWS, for example, will provide tools to assist customers to design their own processes with GDPR in mind but there is no specific certification available for GDPR. Compliance is meaningless once a data breach occurs, whether you are a cloud provider or on-premise manager of data.

It's ironic that as we approach GDPR day there is much increased discussion and acknowledgement of data privacy, not through GDPR being advertised but because of the data harvesting scandal that has hit Facebook. Many people are waking up to the fact of how much of their personal digital footprint ends up being used by third parties without recognising it.

GDPR may quietly come into force and data breaches will continue to occur. There is no excuse to not do the work and take action to identify and then secure the personal data held in your business. Having the appropriate level of documentation is critical to showing that you take GDPR seriously, and to have the appropriate level of controls and procedures in place. Surveys indicate that many organisations are still ignoring or have delayed undertaking GDPR assurance work.

Make sure you don't get caught out and do the work. Remember the increased financial penalties are one thing to fear, but the additional bad publicity and loss of reputation could risk a whole business.

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Ask The Experts: Micro Focus Vibe And Filr

by Robin Redgrave

Welcome to this edition of questions and answers for Micro Focus Vibe and Filr. In Filr News version 3.3.3 was released at the beginning of March and I hope you have all managed to upgrade to it, without any trouble through the online update channel. Filr 3.4 is due to be released in the summer, this will be a small release with a few new features. It looks like the next major release of Filr, version 4, is due to be released towards the end of the year.

Let me take this opportunity to remind you of the ideas portal where you can enter enhancement requests and vote on requests others have put in. You can access the portal at:

https://ideas.microfocus.com/mfi/novell-filr
https://ideas.microfocus.com/mfi/mf-vibe

If you wish to ask me any questions then please email them to qanda@open-horizons.net. Below I answer a few of the questions that I have received recently.

Q: Is there a way to prevent groups from being displayed when you are sharing a file? We have many thousands of groups in our directory and users are getting confused when sharing files as they are all displayed with the users in the list to select from.

A: There is a setting that prevents users sharing with LDAP groups, which will prevent the groups being displayed in the share list. This is set on a checkbox in the 'Share and Comment Settings', just ensure that it is unchecked. (see figure 1)

This will prevent all LDAP groups from being displayed, but bear in mind that Local Groups will still be displayed.

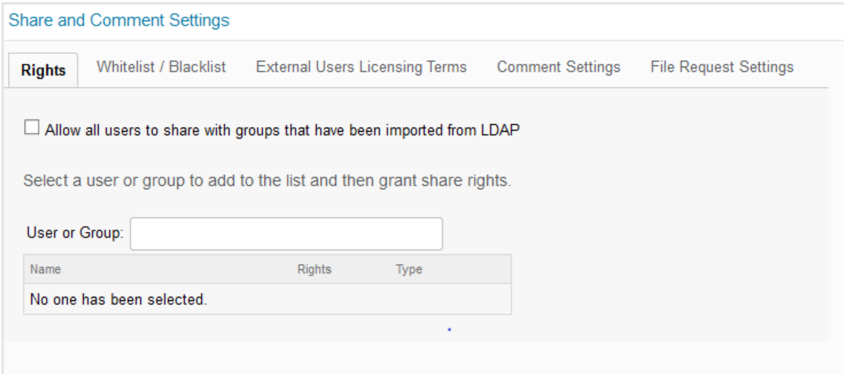


Figure 1: Restricting visibility of LDAP groups

Q: We have implemented Filr with Advanced Authentication but when we authenticate from the web or the Desktop Client we are prompted a second time for the userid for Advanced Authentication. Is there a way to have users only enter their userid once, as this is a little frustrating?

A: Unfortunately, at the moment this cannot be avoided. However this should be resolved in the 3.4 release which is due in the summer of 2018.

Q: It appears that the Microsoft Office and Outlook Filr addin only let you share files from My Files, is there a way to share files Net Folders?

A: I find this irritating as well. It is planned to resolve this in a future release of the product. I notice that there is a request for it in the ideas portal should you wish to vote on it.

https://ideas.microfocus.com/MFI/novell-filr/Idea/Detail/13375

Q: Is there a way to prevent users from using some methods of access? For a number of reasons, we would like most of our users to be unable to access Filr using the desktop client.

A: You can enable or disable users for all methods of access. In this instance I would suggest disabling desktop access on the Desktop Application settings. Just uncheck the box 'Access Filr', this is the default setting.

Create a group for those users that you wish to be able to use the Desktop client and select the option on the 'More' Menu for 'Desktop Application Settings' on the group page. (Figure 2, over page).

Set the override option and enable the 'Access Filr' option for the group. If you wish you can set these options on a user level. Similar options are available for Mobile and Web access.

Q: We have a number of users that have now left and we are concerned that any shares that they created in Filr are still accessible. Is it possible to see what these shares are and

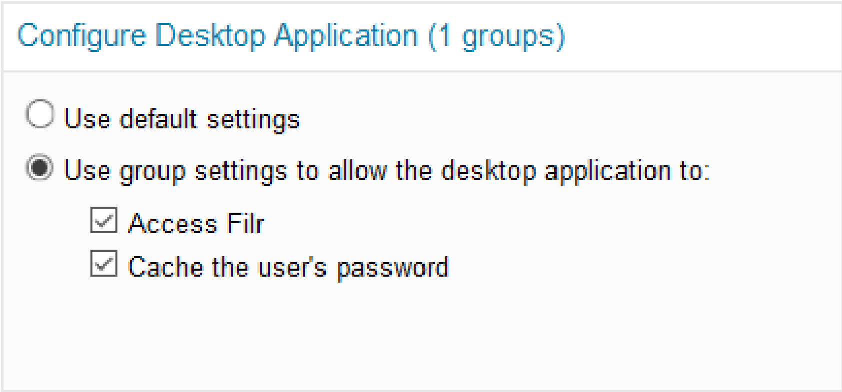


Figure 2: Enabling Desktop Application for a group

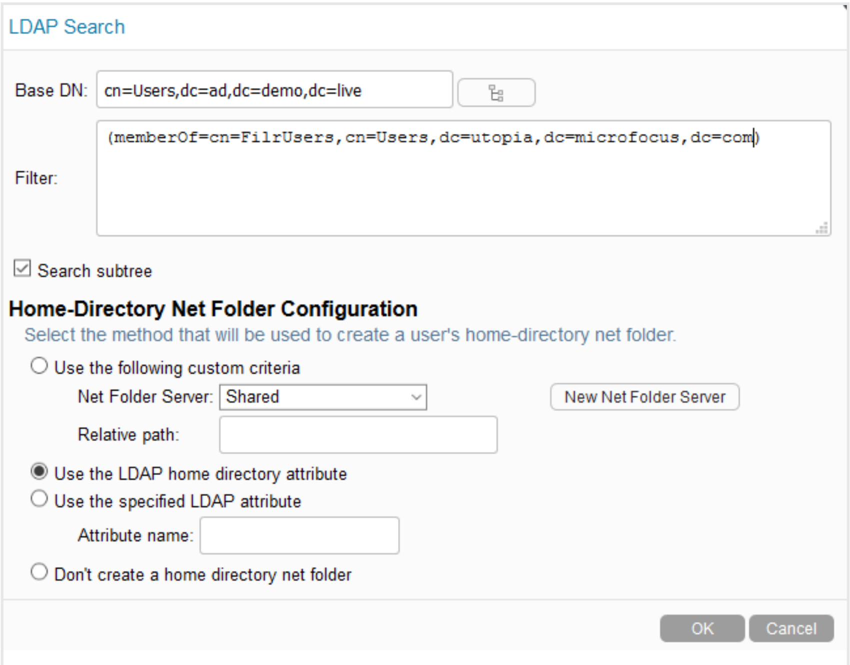


Figure 3: LDAP user import

remove them if necessary?

A: There is a report that you can run, called "Orphaned User Share Report' that will list those shares made by users that have been deleted or disabled.

If you need to remove the share then just use the share option in the administration console and select the option there to delete the share.

Q: We only have licences for 100 of our 500 users. Is it possible only to import a subset of users in a container rather than all the users?

A: Yes, the filter on the LDAP import can be used in many different ways to restrict which users are imported into Filr. For instance, you can use a filter that only imports users that have a specific field in the directory.

One of the most frequently used filters is to import users from a specific group. Almost always when I do an install I will create a group called FilrUsers, However the filter is different depending on the directory that is being used.

With eDirectory you should use:

(groupMembership=cn=group_name,ou=organizational_unit,o=organization)

And with Active Directory use:

(memberOf=cn=group_name,ou=organizational_unit,dc=domain_component)

Only users that are in the base dn, and subdirectories if the 'Search subtree' option is selected, that are members of the group will be imported. This will not import members of the group that are in other containers.

Q: Is it possible to set a default maximum share time? My manager is concerned that we will have shares open for access for ever. We have tried asking users to set an expiry time on the shares but unfortunately, they don't always set it.

A: At the moment this is not possible but hopefully this will be one of the things that will be delivered in Filr 3.4

Q: Is there an MSI file for installing the Filr Desktop?

A: There is an MSI stored on the appliance in the directory below.

/opt/novell/filr/apache-tomcat/webapps/desktopapp/novellfilr/windows/x64

Q: We are running AirWatch as our MDM, solution with iOS. Is there a way to push down the Filr server path and userid so our users do not need to enter it.

A: I have not tried it myself, but I have heard that if you use the same Key-Value pairs as for MobileIron then these will be picked up by AirWatch and delivered to the app. The Key-Value Pairs supported for MobileIron are:

- server: the address of the Filr server
- username: Use $USERID$ to automatically set the app with the user's user ID.
- password: Use $PASSWORD$ to populate the app with the user's password

Of course this has not been tested by the QA team and would not be supported.

Q: We would like to limit some users' sharing rights in their 'My files' folder. Is there any way to set this?

A: There is a way that you can accomplish this. In the administration console select users and select 'Workspace Share Rights' on the 'More' menu. (Figure 4).

If you wish, you can set the values for a number of users at the same time, by just selecting the checkbox by each user.

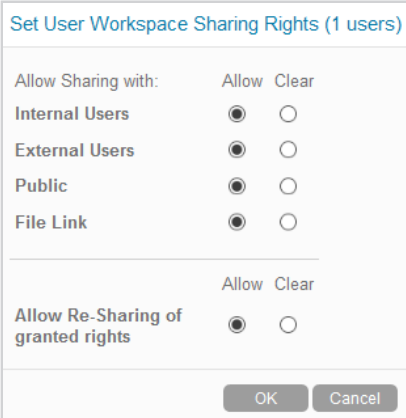


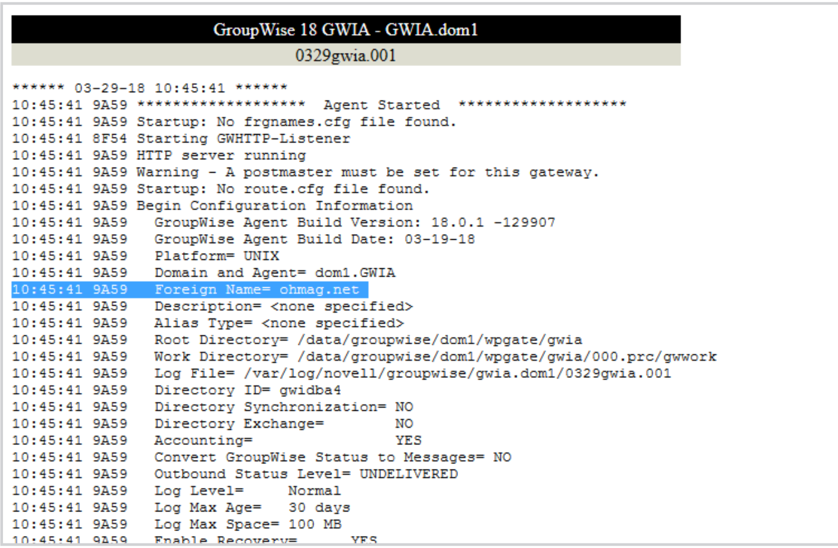
Figure 4: Setting 'My files' share rights

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 the Open Horizons Summit and many other events.

Ask The Experts: GroupWise

by Jan-Arie Snijders

Q: In the GWIA log file I can see a Foreign ID entry for an internet domain name that we no longer have access to. (See figure 1). I would like to remove the Foreign ID entry for the internet domain name, but the Foreign ID field of the GWIA can no longer be edited using the GroupWise Administration Console. How can I remove the Foreign ID entry?



GroupWise 18 GWIA - GWIA.dom1

0329gwia.001

```
****** 03-29-18 10:45:41 ******
10:45:41 9A59 *******************  Agent Started  *******************
10:45:41 9A59 Startup: No frgnames.cfg file found.
10:45:41 8F54 Starting GWHTTP-Listener
10:45:41 9A59 HTTP server running
10:45:41 9A59 Warning - A postmaster must be set for this gateway.
10:45:41 9A59 Startup: No route.cfg file found.
10:45:41 9A59 Begin Configuration Information
10:45:41 9A59   GroupWise Agent Build Version: 18.0.1 -129907
10:45:41 9A59   GroupWise Agent Build Date: 03-19-18
10:45:41 9A59   Platform= UNIX
10:45:41 9A59   Domain and Agent= dom1.GWIA
10:45:41 9A59   Foreign Name= ohmag.net
10:45:41 9A59   Description= <none specified>
10:45:41 9A59   Alias Type= <none specified>
10:45:41 9A59   Root Directory= /data/groupwise/dom1/wpgate/gwia
10:45:41 9A59   Work Directory= /data/groupwise/dom1/wpgate/gwia/000.prc/gwwork
10:45:41 9A59   Log File= /var/log/novell/groupwise/gwia.dom1/0329gwia.001
10:45:41 9A59   Directory ID= gwidba4
10:45:41 9A59   Directory Synchronization= NO
10:45:41 9A59   Directory Exchange=        NO
10:45:41 9A59   Accounting=                YES
10:45:41 9A59   Convert GroupWise Status to Messages= NO
10:45:41 9A59   Outbound Status Level= UNDELIVERED
10:45:41 9A59   Log Level=     Normal
10:45:41 9A59   Log Max Age=   30 days
10:45:41 9A59   Log Max Space= 100 MB
10:45:41 9A59   Enable Recovery=      YES
```

Figure 1: Foreign ID entry reported in GWIA log file

A: The ForeignID field of the GWIA can be emptied via the command:

```
curl -k --user
admin:novell -H "content-
type:application/
json" -X PUT --data
"{\"foreignId\":\"\"}"
https://147.2.76.26:9710/
gwadmin-service/domains/
dom1/gwias/gwia
```

Q: I have upgraded the WebAccess Application from GroupWise 2014 R2 to GroupWise 18. The new grpwise-tomcat8 is running, but it appears as if Apache has not been configured to connect to grpwise-tomcat8. What could be wrong?

A: With every upgrade of the WebAccess Application, re-run the configuration script as well. This is especially important with major version upgrades as Apache will be re-configured, but it is also important with minor version upgrades as newly introduced parameters will be written to the webacc.cfg file.

Q: I have configured an IMAP4 client for one of my users. The user is now complaining that mails from the Mailbox folder are not downloaded. Mails from other folders are downloaded, so it can't be an authentication issue. In the GWIA log file I see numerous messages of the type:

```
Line 4671: 10:55:06 56B2 165
"JSnijders" Server 8 "NO
SELECT Mailbox not found:
INBOX"
```

A: Verify using the GroupWise client whether the Mailbox folder for the user has been moved under another folder. Is so then just move the Mailbox folder back to the root level.

Based in the Netherlands. **Jan-Arie Snijders** is a Senior Support Engineer for the EMEA Collaboration team, He joined Novell in 2004 and transferred to Micro Focus.

Ask The Experts: ZENworks

by Ron van Herk

With the upcoming GDPR regulations I have received many security related questions and many questions about encrypting disks or USB devices. In addition companies also seem to be more aware of the fact that patching Windows and the applications running on it might be a smart thing to do. When discussing ZENworks Patch Management I sometimes get the question if we can do something to update the BIOS of the devices. I thought this would be a good subject for this episode of the Open Horizons Q&A.

Q: Can I update the BIOS of my devices using ZENworks?

A: Yes you can (for most hardware vendors). Most vendors just have a Windows application that can run from the Windows OS, just create a bundle and run the application. For example, Dell has what they call the Dell Command and Configure Utilities, which will not only allow you to update the BIOS but also change its configuration and you can push this down in a ZENworks bundle.

Q: Can I also update the BIOS as a Preboot task?

A: Again, Yes you can (for most hardware vendors). When I did some research on this topic the first thing I found was an article in one of the training modules from Training Services. The training module "Customizing the Novell ZCM imaging distro" has an interesting section about how to use ZCM imaging to update the system BIOS. The module describes how custom boot images can be created to perform the BIOS update. The module describes two methods:

- Update the BIOS of PXE-booted Machines using a DOS Boot Image
- Update the BIOS of PXE-booted Machines using a Modified WinPE Boot Image

The first option is left over from the time vendors had BIOS updates that could be copied from a floppy-drive. The floppy image can be converted to a boot image and can be included in the PXE menu. This option might be useful for some outdated machines but is not a common option these days.

The second option is more interesting as it describes how to manipulate the WinPE environment and add the utilities needed to update the System BIOS. With the Windows Automated Installation Kit a modified boot-image is created that includes the files needed to perform the BIOS upgrade. This allows the Windows utilities to be used to update the BIOS or to set the BIOS configuration.

Obviously, the problem is that this would create a new boot-image that needs to be loaded manually from the PXE bootmenu. In addition it requires changing the boot

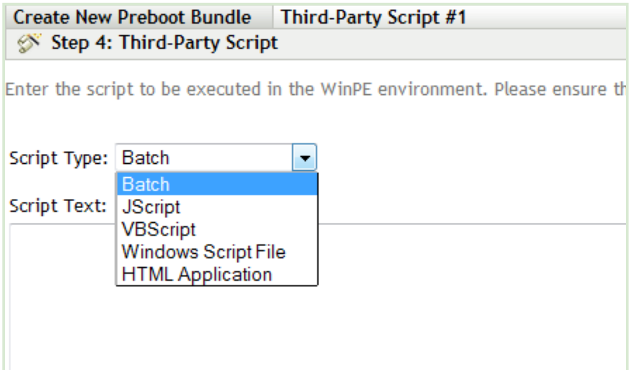


Figure 1: Create a Third-Party Script preboot bundle

image every time a new BIOS update becomes available.

So how can we make this more flexible? One of the options for a Preboot Bundle is the "Third-Party Script" (with ZENworks 2017 Update 2 we can also use WinPE to push out ZENworks images but prior to this the WinPE environment was only used to do third-party imaging). We can use this to run scripts in the WinPE environment. As WinPE has built-in network support a script can be used to get the appropriate files from the network and start the BIOS upgrade / configuration.

The Third-Party Script preboot bundle supports different script types; generally for the BIOS updates a Batch script or VBScript could be used. (Figure 1). When working with a VBScript the PC Model can be received from the system and based on this the correct BIOS update / configuration can be pushed down to the device.

Hopefully I will be able to show the automated BIOS update / configuration during one of the sessions at the Open Horizons Summit at the beginning of June. I hope to see many of you in Berlin. In my next Q&A I will follow up on this article and give some sample scripts that can be used.

Ron van Herk has a long history with the Novell ZENworks product range, starting with the original Novell Application Launcher (yes, that was the original name). He is based in the Netherlands but works throughout Europe.

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