

Proof of Licensing

Policy Number: #206

Effective Date: 11 April 2003

Audience: Customer

Applies To: Worldwide

Version: #1

Description

This policy describes what Novell will accept as proof of licensing during an audit or self-audit.

General Policy

During an audit by Novell, or when confirming product ownership for other circumstances (upgrade, self-audit, etc), customers must be able to show proof of licensing for their products. Proof of licensing can be in the following three forms.

Paper License or Digital Certificate

This is the preferred method of providing proof of license. These certificates are part of all redbox, VLA, and CLA orders. Certificates are not part of the MLA, and an alternate method is used as defined below.

Invoices

Invoices from Novell or the reseller can be used where certificates are not available. This is the primary method for proof of licensing under the MLA. In exception cases and at Novell's discretion, a purchase order can be used as proof, but this must be validated through the reseller to confirm payment on the PO. Generally, customers cannot use both license certificates and invoices together to provide proof of licensing. They must select a single option. This is to minimize the risk of a certificate and invoice for the same purchase being used to show duplicate licensing. Novell Compliance may make exceptions when proof of that the invoice and certificates are unrelated can be established.

Photocopy of License Diskette

This method is only available to provide proof of licensing in redbox. This method allows the customer to make a photocopy of the license diskette showing the serial number. Novell Compliance will include these copies with the customer's compliance file.