

# SCO OpenServer™ 5.0.7V for Microsoft® Hyper-V™ Server Getting Started Guide

Version 1.0.0 Revision 1.0

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## [SCO OPENSERVR™ 5.0.7V FOR MICROSOFT® HYPER-V™ SERVER GETTING STARTED GUIDE](#)

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## **About this book**

This book introduces the reader to SCO OpenServer™ Release 5.0.7V for Microsoft Hyper-V Server. It provides the information you need to get your SCO OpenServer system up and running on a supported Hyper-V platform.

You will find the information you need more quickly if you are familiar with:

- [how this book is organized](#)

## **How this book is organized**

After introducing the [SCO OpenServer 5.0.7V product](#) and the [new features in SCO OpenServer 5.0.7V](#), this book describes how to:

- [prepare to import](#) your SCO OpenServer 5.0.7V product
- [import](#) SCO OpenServer 5.0.7V into your Hyper-V system
- proceed with [system configuration and registration](#) after importing SCO OpenServer 5.0.7V
- locate [additional information and known issues](#) related to SCO OpenServer 5.0.7V

This Getting Started Guide describes SCO OpenServer 5.0.7V Version 1.0.0 for Microsoft Hyper-V Server.

## **How can we improve this book?**

What did you find particularly helpful in this book? Are there mistakes in this book? Could it be organized more usefully? Did we leave out information you need or include unnecessary material?

If so, please tell us by providing your feedback under the Documentation category at:

<http://www.sco.com/company/feedback/index.html>

To help us implement your suggestions, include as much relevant detail as possible.

## **About SCO OpenServer Release 5.0.7V for Microsoft Hyper-V Server**

SCO OpenServer 5.0.7V for Microsoft Hyper-V is an SCO OpenServer 5.0.7 Appliance optimized to run on [supported Hyper-V platforms](#). This chapter describes:

- [the SCO OpenServer 5.0.7V Virtual Machine Image](#)
- [the contents of the SCO OpenServer 5.0.7V media kit](#)
- [the SCO OpenServer 5.0.7V documentation](#)
- [SCO OpenServer 5.0.7V hardware support](#)
- [SCO OpenServer 5.0.7V Licenses](#)

## The SCO OpenServer 5.0.7V Virtual Machine Image

SCO OpenServer 5.0.7V for Hyper-V is an optimized version of the SCO OpenServer 5.0.7 Enterprise System that is designed to be imported into and run on Microsoft Hyper-V. SCO OpenServer 5.0.7V for Hyper-V is delivered as a Virtual Machine Image, i.e. an image of an already installed OpenServer 5.0.7V system.

SCO OpenServer 5.0.7V Version 1.0.0 for Hyper-V is supported on the following Microsoft platforms:

- Microsoft Windows Server® 2008 Release 2
- Microsoft Hyper-V Server 2008 R2
- Microsoft Windows Server 2008 Release 1
- Microsoft Hyper-V Server 2008 R1

SCO OpenServer 5.0.7V Version 1.0.0 for Hyper-V is delivered pre-installed with the following major components:

- SCO OpenServer Release 5.0.7 Enterprise Edition
- SCO OpenServer Release 5.0.7 Maintenance Pack 5
- SCO OpenServer Release 5.0.7V Virtualization Extensions

## SCO OpenServer 5.0.7V for Hyper-V media

The SCO OpenServer 5.0.7V for Hyper-V Virtual Machine Image is made available:

- To download as an ISO image from the SCO Support Download Web Site at:

<http://www.sco.com/support/update/download/release.php?rid=397>

The ISO Image contains the following:

- osr507v\_hv\_1.0.0<suffix>.zip

A description of the SCO OpenServer 5.0.7V Virtual Machine Image

- SCO OpenServer 5.0.7V and OpenSource License information
- A readme.1st file that point to where the License and Installation information is located on the CD

We recommend you use WordPad when viewing this readme.1<sup>st</sup> file on Microsoft Windows systems.

## SCO OpenServer 5.0.7V Documentation

The SCO OpenServer 5.0.7V documentation is limited to this [Getting Started Guide](#). The Getting Started Guide is available to view at:

<http://www.sco.com/support/update/download/release.php?rid=397>

For additional documentation please see:

- The generic SCO OpenServer 5.0.7 system documentation at:

<http://www.sco.com/support/docs/openserver>

- The SCO Technical Article Knowledge Center at:

<http://www.sco.com/ta>

Note that the SCO OpenServer 5.0.7V Appliance also comes with a pre-built DocView search index for conveniently viewing the system documentation on the installed appliance.

## SCO OpenServer 5.0.7V Hardware Support

SCO OpenServer 5.0.7V for Hyper-V runs as a Virtual Machine on top of a [supported Hyper-V Release](#). It does not impose any certified hardware dependencies on the underlying Windows 2008 Server Hardware.

## SCO OpenServer 5.0.7V Licenses

The SCO OpenServer 5.0.7V License is a contract that grants you rights to use SCO OpenServer software for a limited period of time. An SCO OpenServer 5.0.7V license is required for each instance of SCO OpenServer 5.0.7V running on a Virtual Host.

SCO OpenServer 5.0.7V licenses are Subscription Licenses. This means that they are only valid for, and will expire at the end of the License period. At the end of the License period you will need to renew your license if you want to continue to use the product.

Typically, you obtain SCO OpenServer product licenses from your SCO OpenServer software provider. You can locate an SCO OpenServer software provider using the SCO Distributor Locator at:

<http://www.sco.com/partners/dist/>

If you need help locating an SCO Partner or have any questions relating to the purchasing of licenses you can contact SCO directly by choosing the “Sales” category on the feedback form at:

<http://www.sco.com/company/feedback/index.html>

The end user license agreement (EULA) of SCO OpenServer 5.0.7V for Hyper-V is displayed at install time and is also available to view:

- on the downloadable ISO image in the directory **/info/license**
- on an already installed system in the directory **/etc/license**

We recommend you use WordPad when viewing text files on the ISO Image or CD Media on Microsoft Windows systems.

On first booting your SCO OpenServer 5.0.7V product you will be asked to enter one or more licenses. Upgrades and cross-grades to SCO OpenServer 5.0.7V usually require the entry of one or more licenses. See the [Valid OpenServer 5.0.7V License Combinations](#) section below for more details on valid license combinations.

Please note that the SCO Symmetric Multiprocessor (SMP) feature is not supported with this release of SCO OpenServer 5.0.7V for Hyper-V.

## **New features in this release**

SCO OpenServer 5.0.7V Version 1.0.0 for Hyper-V is the first release of SCO OpenServer 5 optimized to run on Microsoft Hyper-V.

What follows is a list of the major features of SCO OpenServer 5.0.7V Version 1.0.0 for Hyper-V.

## **SCO OpenServer Release 5.0.7V Virtualization Extensions**

SCO OpenServer 5.0.7V ships with a pre-installed virtualization extensions that facilitate the delivery of the product as a Virtual Machine Image. This package provides support for:

- The configuration of the Virtual Machine on first boot after import
- The reconfiguration of the Virtual Machine at any time

## **Licensing and Registration**

SCO OpenServer 5.0.7V for Hyper-V includes an updated license and registration mechanism.

SCO OpenServer 5.0.7V Licenses are subscription licenses. This means that:

- the licenses are valid for a limited period (usually either 1 or 3 years)
- at the end of the subscription the license will expire
- you will need to renew your license to continue to use the product

Licenseses will be warned of an impending expiry:

- by email to the user who registered the license
- by the system itself displaying expiry messages on the console

If you do not renew your license the system will be shutdown when the license expires.

Registration of SCO OpenServer 5.0.7V licenses is now mandatory. If you do not register your system within 14 days of licensing it, the system will be shutdown.

See [`Licensing and registering SCO OpenServer products`](#) for information on how to license and register your SCO OpenServer products using the License Manager.

## **Before Importing SCO OpenServer 5.0.7V for Hyper-V**

Before you can import SCO OpenServer 5.0.7V for Hyper-V you will need to ensure that you have:

- Installed and configured a [Microsoft Windows Server Hyper-V services on a supported platform](#)
- The SCO OpenServer 5.0.7V Virtual Machine Image in [iso format](#)
- An account with appropriate Hyper-V privileges on your Microsoft Windows Server

Please note that this guide does not cover how to install, configure or use Hyper-V services on your Microsoft Windows Server product. This guide assumes you have a good working knowledge of Hyper-V on the platform you are importing SCO OpenServer 5.0.7V into.

## **Microsoft Windows Hyper-V System Requirements**

SCO OpenServer 5.0.7V for Hyper-V is a Virtual Machine Image designed to be imported into specific supported versions of Microsoft Windows Server. SCO cannot support customers who attempt to import SCO OpenServer 5.0.7V into versions of Microsoft Windows Server that are not [listed as supported](#).

The Microsoft Windows Server you are importing to will also need to meet certain [resource requirements](#) in order to support the installation of SCO OpenServer 5.0.7V. These requirements are discussed below.

## **Microsoft Windows Server Software Requirements**

SCO OpenServer 5.0.7V Version 1.0.0 for Hyper-V is supported on the following Microsoft platforms:

- Microsoft Windows Server<sup>®</sup> 2008 Release 2
- Microsoft Hyper-V Server 2008 R2
- Microsoft Windows Server 2008 Release 1
- Microsoft Hyper-V Server 2008 R1

We recommend that you have the latest Microsoft Updates applied to your system before importing SCO OpenServer 5.0.7V.

Please note that Hyper-V services need to be enabled on your Windows Server before you can import

SCO OpenServer 5.0.7V. Please refer to your Microsoft documentation for details on how to enable Hyper-V services.

## **Microsoft Windows Server/Hyper-V Server Resource Requirements**

The server you are importing into will need the following in order to successfully run SCO OpenServer 5.0.7V:

- A datastore with at least 8Gbytes of free disk space to hold the SCO OpenServer 5.0.7V for Hyper-V virtual machine.

Note that additional disk space can be configured for your virtual machine once the import is complete.

- A Virtual Network that can be used by the Legacy Network Adapter configured for the OpenServer 5.0.7V for Hyper-V Virtual Machine
- At least 256 Mbytes of free memory.

Note that the amount of memory used by your virtual machine can be increased once the import is complete.

## **Importing an SCO OpenServer 5.0.7V Appliance into Hyper-V**

This section covers how to import SCO OpenServer 5.0.7V for Hyper-V into a supported Microsoft Hyper-V Server.

### **Importation overview**

SCO OpenServer 5.0.7V for Hyper-V is delivered in the form of a Virtual Machine Image that you “import” into your Microsoft Hyper-V Server. This documentation assumes that:

- The target Microsoft Hyper-V system is installed and configured correctly.
- There is enough free disk space (at least 8Gbytes) on the target server to install the SCO OpenServer 5.0.7V Virtual Machine Image.
- The target system has enough resources (memory and CPU) to run the SCO OpenServer 5.0.7V Virtual Machine.
- The person importing the SCO OpenServer 5.0.7V Virtual Machine Image has a good working knowledge of Microsoft Hyper-V.
- You have already obtained a copy of the [SCO OpenServer 5.0.7V ISO image](#)

Importation of SCO OpenServer 5.0.7V for Hyper-V will create a Virtual Machine with the following specifications:

- CPUs 1
- Floppy Drives 1
- CD/DVD Drives 1
- Memory 256Mb
- Network Adapter 1 Adapter using d21x Digital Semiconductor NIC Emulation
- Disk Controller 1 Controller using the IDE emulation
- Hard Disks 1 Virtual Disk of 8 Gbytes (includes 2Gbytes of swap)
- Video SVGA 1024x768x64k colors Microsoft Hyper-V VESA - VBE 2.0

Additional Memory, Floppy and CD/DVD Drives, Network Adapters and Hard Disks can be added to your Virtual Machine once importation is complete.

Note that SCO Symmetric Multiprocessor (SMP) is not supported in this release of SCO OpenServer 5.0.7V for Hyper-V.

## Importing into Hyper-V

To import SCO OpenServer 5.0.7V for Hyper-V do the following:

1. Log in to an account on your Windows Server that has administrator privileges.
2. Launch the Hyper-V Manager using:  
Start -> Administrative Tools -> Hyper-V Manager
3. On the Hyper-V Manager menu bar select  
Action -> Import Virtual Machine...
4. In the “Import Virtual Machine” window that pops up use “Browse” to locate the SCO OpenServer 5.0.7V Image extracted from the zip file on the ISO image.
5. Click on “Import” to import the Virtual Machine Image onto your server. Refer to your Hyper-V documentation for an understanding of the setting options in this dialog box.
6. Once the import is complete we recommend that you rename the SCO OpenServer 5.0.7V Virtual Machine. To do this

- Right click on the Virtual Machine you have imported
  - Select “Rename...”
  - Enter the name you want to assign to the Virtual Machine (e.g. osr507v\_server1) and press “Enter”
7. Your newly imported Virtual Machine does not have a Network Adapter assigned to it yet. To assign a network adapter:
- Right click on the Virtual Machine you have imported
  - Select “Settings...”
  - Select “Legacy Network Adapter” in the left hand side of the Settings Window
  - Select the Legacy Network Adapter to use (e.g. vnet0) from the drop down list
  - Click on “OK” to complete the configuration.

The import phase is now complete. You can now proceed to [configure your SCO OpenServer 5.0.7V Virtual Machine](#).

## **Configuring your imported SCO OpenServer 5.0.7V Virtual Machine**

The first time you boot your SCO OpenServer 5.0.7V Virtual Machine after import, you will be prompted for configuration details for your Virtual Machine. This section takes you through:

- A [configuration checklist](#) that lists the information you will need to configure your system
- The [valid license combinations](#) you can use to license your system
- How to [power on](#) your SCO OpenServer 5.0.7V Virtual Machine
- What happens when you [boot SCO OpenServer 5.0.7V](#) for the first time
- [Registering](#) your SCO OpenServer 5.0.7V system
- Taking a [snapshot](#) of your newly registered SCO OpenServer 5.0.7V Virtual Machine
- [Renewing](#) the subscription license of your SCO OpenServer 5.0.7V system

### **Configuration Checklist**

This section provides a checklist that will help you collect the information you need to successfully configure your imported SCO OpenServer 5.0.7V Virtual Machine. If you complete this checklist, the

configuration will go more quickly and you will have a written log of your responses, in case you ever need to troubleshoot or reconfigure your system.

Note that this guide assumes you know the IP address, Netmask (Subnet Mask), Gateway IP address and Primary/Secondary Nameserver IP addresses that will be used by your SCO OpenServer 5.0.7V Virtual Machine. For more information on these parameters please consult your Hyper-V documentation or contact the System Administrator of your Hyper-V Server.

When booting your SCO OpenServer 5.0.7V Virtual Machine for the first time you will be asked for the following information:

- Keyboard type (e.g. US English) \_\_\_\_\_
- The Fully Qualified Domain Name (e.g. sco507v.sco.com) \_\_\_\_\_
- The IP Address your SCO OpenServer 5.0.7V System will use or DHCP if your system will obtain its IP via DHCP  
\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_
- The Netmask or DHCP if your system will obtain its Netmask via DHCP (if you choose DHCP here then you must also choose DHCP for the IP address)  
\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_
- The Gateway IP address or DHCP if your system will obtain its gateway IP via DHCP (if you choose DHCP here then you must also choose DHCP for the IP address) \_\_\_\_\_
- The Primary Nameserver IP address or DHCP if your system will obtain its Primary Nameserver IP via DHCP (if you choose DHCP here then you must also choose DHCP for the IP address) \_\_\_\_\_
- The Secondary Nameserver IP address, DHCP if your System will obtain its Secondary Nameserver IP via DHCP or “none” if you do not use a Secondary Nameserver \_\_\_\_\_

- Language Supplement to install (e.g. none, French or German) \_\_\_\_\_
- Security Level (low/traditional/improved/high) \_\_\_\_\_
- Timezone (e.g. EST) \_\_\_\_\_
- Mail Transfer Agent (e.g. Sendmail or MMDF) \_\_\_\_\_
- Fully Qualified Email hostname \_\_\_\_\_

## Valid OpenServer 5.0.7V License Combinations

You will be required to provide one or more licenses when you first boot your SCO OpenServer 5.0.7V Virtual Machine.

Valid license combinations that can be used to license your system include:

1. An OpenServer 5.0.7V Enterprise Edition License

OR

2. An OpenServer 5.0.7 Enterprise Edition License

and

an OpenServer 5.0.7 to OpenServer 5.0.7V Cross-grade license

OR

3. An OpenServer 5.0.6 Enterprise Edition License

and

an OpenServer 5.0.6 Enterprise to OpenServer 5.0.7 Enterprise upgrade license

and

an OpenServer 5.0.7 to OpenServer 5.0.7V Cross-grade license

OR

4. An OpenServer 5.0.7 Enterprise Trade-In

and

an OpenServer 5.0.7 to OpenServer 5.0.7V Cross-grade license

OR

5. Use of a 7 day temporary license for SCO OpenServer 5.0.7V that is provided with the product. ([selectable during first boot](#))

## Powering on SCO OpenServer 5.0.7V using the Hyper-V Manager

The procedure to power on your SCO OpenServer 5.0.7V Virtual machine is as follows:

1. Log in to an account on your Windows Server that has administrator privileges.
2. Launch the Hyper-V Manager using:  
Start -> Administrative Tools -> Hyper-V Manager
3. Right click on the newly imported SCO OpenServer 5.0.7V virtual machine and select  
Connect...
4. You will now see a console window with a message saying that the virtual machine is currently turned off. To power on the machine, on the Console menu bar select  
Action -> Start

On the console you should now press “Enter” to boot your Virtual Machine. You are now ready to [configure your system](#).

## Booting SCO OpenServer 5.0.7V for the first time

The first time you boot SCO OpenServer 5.0.7V, the SCO OpenServer 5.0.7V Configuration Utility (`/usr/sbin/guest_conf`) will run on the console to take you, step by step, through the process of configuring your system. In this section we will take you through the process describing the ways in which you can respond to the prompts of the Configuration Utility.

- Click on your SCO OpenServer 5.0.7V Console so it has “Keyboard focus”
- At the “Press <Enter> to continue :” prompt
  - Press <Enter>
- On the “Select Keyboard” screen
  - Choose the keyboard mapping that matches the keyboard of your Windows PC
- On the “OpenServer 5.0.7V Software License Agreement” screen

- Display the Agreement
- Accept the terms of the Agreement with option “4” to proceed with configuration
- On the “OpenServer 5.0.7V Subscription and OpenServer 5.0.7 License Use Agreement” screen
  - Choose “y” to proceed with the configuration of OpenServer 5.0.7V
- On the “SCO OpenServer 5.0.7V Product Licensing” screen
  - Press <Enter>
- On the “Select your License Scenario” screen
  - Choose the option that matches the License(s) you have
  - If you choose to enter one of more Licenses
    - Enter the relevant License Number(s), License Code(s) and License Data
    - Select “License” to add the license to the Virtual Machine
    - Select “OK” to acknowledge the Message
    - Press <Enter> to continue configuring your Virtual Machine
  - If you choose to install the 7 day temporary license provided with the product
    - Press <Enter> to continue configuring your Virtual Machine
- On the “Virtual Machine Network Info” screen
  - Enter your fully qualified domain name (e.g. osr507v.sco.com)
  - If you are using a static IP address for your server then
    - Enter the IP address for your virtual machine
    - Enter the Netmask for your virtual machine
    - Enter the Gateway IP address (router) for your virtual machine
    - Enter the Primary NameServer IP address
    - Enter the Secondary NameServer IP address (optional)
    - Confirm that your settings are correct using “y”

- If you want to allocate your server an IP address via DHCP then
  - At the “Please enter the IP address..” prompt type
    - DHCP
  - If you do not want the gateway IP address allocated by DHCP
    - Enter the Gateway IP address for your virtual machine
    - Otherwise press <Enter> to use DHCP
  - If you do not want the Primary Nameserver IP allocated by DHCP
    - Enter the Primary Nameserver IP address
    - Otherwise press <Enter> to use DHCP
  - Confirm that your settings are correct using “y”
- On the “Select System” screen
  - Choose either Sendmail or MMDF as your Mail Transfer Agent (MTA)
- On the “Optional Language Support” screen
  - Choose what supplements, if any, to install
  - If you install supplements press <Enter> to acknowledge the rundig notice
- On the “Root Password” screen
  - Enter and confirm the root password or have one generated for you
  - Choose the security level for your system
- On the “Time zone initialization” screen
  - If your server is in North America respond with “y”
    - Choose the number that represents your time zone
    - Indicate if Daylight Saving Time applies in your location
  - If your server is outside North America respond with “n”
    - Choose “y” to set your time zone later (recommended) and <Enter> to continue

- Choose “n” to manually set your time zone (only choose this option if you have a good understanding of how to manually set your [Timezone](#) )
- On the “Exporting the Sendmail/MMDF mail system.” Screen
  - Enter the fully qualified domain name to be used by your MTA
- The Configuration Utility will now re-link the kernel and automatically reboot the system

## Registering your SCO OpenServer 5.0.7V Virtual Machine

Registration of your SCO OpenServer 5.0.7 V product is mandatory. If you do not register your product within 14 days of licensing it the system will be shut down.

Registering your product provides the following benefits:

- it allows SCO to automatically notify you when your license needs to be renewed
- it protects your investment in case of loss of license.

Registering a product is a three-part process:

1. Use the **License Manager** to get the information you need to register.
2. Visit the SCO OpenServer Registration web page to obtain a Registration Key:  
<http://www.sco.com/registration>
3. Use the **License Manager** again to enter the Registration Key onto your system.

See [“Licensing and registering SCO OpenServer products”](#) for information on how to register your SCO OpenServer products using the License Manager.

## Taking a snapshot of your Virtual Machine

Once you have registered your system you cannot re-register it again. For this reason SCO recommend that you:

- take a snapshot of your Virtual Machine once it has been configured and registered
- make a backup of your complete system for disaster recovery purposes

The procedure to take a snapshot of your SCO OpenServer 5.0.7V Virtual machine is as follows:

- Log in to an account on your Windows Server that has administrator privileges.
- Launch the Hyper-V Manager using:

Start -> Administrative Tools -> Hyper-V Manager

- Right click on your SCO OpenServer 5.0.7V virtual machine
  - Click on “Snapshot”

You now have a snapshot of your installed and registered virtual machine that you can revert.

## **Renewing your SCO OpenServer 5.0.7V License**

You will be notified by email and by warning messages on the Console and in the System Log (/var/adm/syslog) when your SCO OpenServer 5.0.7V license is about to expire. If you wish to continue to use the product you will need to purchase a renewal license and apply it to the system (ideally before your existing license expires).

To apply the new license to your system:

- Log into the system as the root user
- Launch the License Manager using the command:  
**scoadmin license**
- Select  
License -> Add a Product or Service License...
- Enter the License Number, Code and Data of your Renewal License
- Select “License” to apply the license to your system

Note that you will also need to [register](#) this license within 14 days.

## **Additional Information, Limitations and Known Problems**

### **Additional Information**

For additional information on how to install, configure and manage SCO OpenServer 5.0.7V please see:

- The SCO Knowledge Base of Technical Articles at:  
<http://www.sco.com/ta>

### **Limitations and Known Problems**

Limitations when running SCO OpenServer 5.0.7V on Hyper-V include:

- The Microsoft Failover Clustering feature has not been tested and is not supported on Hyper-V Release 1. Customers wishing to use Microsoft Failover Clustering should upgrade to Hyper-V

## Release 2

- The "SCSI Controller" and "Network Adapter" devices offered under the 2008 Server Hyper-V Settings "Add Hardware" screen are synthetic devices which are not currently supported
- The Integration Services offered through the 2008 Server Hyper-V Settings "Management" window are currently not supported
- Your SCO OpenServer 5.0.7V Virtual Machine may suffer from clock drift. On heavily loaded systems, this drift may be significant. The result is that over time the System Clock date and time will become more and more inaccurate. We recommend that you use [ntpdate\(ADMN\)](#) or configure [ntpd\(ADMN\)](#). For additional details on this clock drift issue and for information on how to use [ntpdate\(ADMN\)](#) or [ntpd\(ADMN\)](#) to prevent clock drift, please see [Technical Article 127547](#).

For additional information including:

- Additional limitations imposed on SCO OpenServer 5.0.7V when running in Virtual Environment
- Known problems and workarounds relating to SCO OpenServer 5.0.7V

please see the SCO Knowledge Base of Technical Articles for SCO OpenServer 5.0.7V at:

<http://www.sco.com/ta>

## **SCO Global Services**

SCO Global Services provides a wide range of support options, including:

- [Professional Services and Custom Engineering](#)
- [Technical Support](#)
- [Self-Help options](#)

SCO Global Services offer a variety of support services to complement SCO's channel and direct sales efforts. Included among these are partner-specific services and end-user options designed for those end users and corporate accounts requiring direct support from the vendor. With over 25 years of experience and strategically located Support Centers, SCO's award-winning Services team possesses knowledge, expertise, and skills enabling it to deliver high quality support to the entire spectrum of our customer base, world-wide.

SCO offers a broad choice of Operating Systems and value-added Software Technologies. SCO Global Services complement these product deliverables with unrivaled services ensuring successful development, integration, roll out, and on-going maintenance of SCO-based solutions. Together, SCO and its partners service over 2 million installed systems.

For more information on SCO Global Service offerings, contact your SCO Sales Account Representative, or:

- in the Americas, phone +1 800-726-6561
- in the rest of the world, phone +44 8700 994 992
- visit <http://www.sco.com/support/programs>

## **Professional Services and Custom Engineering**

SCO's Professional Services offer a full suite of consulting services ranging from server deployment and management, migration and web services to customized solutions. For more information on Professional Services, call your SCO Sales Representative, or:

- in the Americas, phone +1 800-726-6561
- in the rest of the world, phone +44 8700 994 992
- visit <http://www.sco.com/consulting>

## **Technical Support**

SCO offers a wide array of technical support services ranging from business critical, 24x7 after-hours offerings to traditional support services covering all products and customer types from partners to end users. In addition, SCO support services are available to partners for their own use and resale.

To find out more about these services, call your SCO Sales Account Representative, or:

- in the Americas, phone +1 800-726-6561
- in the rest of the world, phone +44 8700 994 992
- visit <http://www.sco.com/support/programs>

## **Online Services -- Self-Help Support**

SCO provides extensive 24x7 Self-Help technical support services on SCO products, including installation and configuration support through an easy-to-use, single Web view. The Self-Help web site is located at:

[http://www.sco.com/support/self\\_help.html](http://www.sco.com/support/self_help.html)