


# ARE YOU GETTING ALL YOU SHOULD FROM YOUR SERVER APPLICATIONS?

A close-up portrait of a man with short, light brown hair and blue eyes, wearing a dark blue button-down shirt. He is resting his chin on his clasped hands, looking directly at the camera with a serious expression. The background is a blurred window with horizontal blinds.

“Server certification was critical  
to making everything happen  
in Internet time.”

—Kennet Westby,  
CIO of CornerDrugstore.com

JEFF REINKING/MERCURY PICTURES

USERS FIND THE BEST PERFORMERS  
ARE THOSE APPLICATIONS FINELY  
TUNED TO THE OPERATING SYSTEM.

# GET MORE FROM YOUR SERVER APPLICATIONS

The best performers are those  
fine-tuned to the underlying  
operating system

**W**ouldn't it be a change for the better if things simply worked the way they're supposed to—the way they've been represented to work? Take server applications. Consider the business benefits your organization would reap if the applications loaded correctly from the get-go and then worked together without needing significant testing or other time-consuming work from your staff.

With applications tuned to optimize and exploit the underlying operating system, you'd also see a reduction in the cost of enterprise-computing ownership. You could dedicate fewer person-hours to tracking down and fixing server-related mishaps. Bet you wouldn't miss the hours—or days, sometimes—spent playing phone tag with users and vendors, either. Instead, you would use that time to develop new, mission-critical business applications.

And that's just the beginning.

With Microsoft's® Certified for Windows® 2000 program, those

business benefits, and many more, are available right now. The stringent standards used in the certification program mean that all server applications that pass muster—those that bear the Certified for Microsoft Windows 2000 logo—will leverage the most important features of the Windows 2000 operating system to the greatest possible extent. Certified applications are designed from the bottom up to make your work life better by addressing key IT issues, such as ease of application deployment, lower total cost of ownership, and increased application reliability.

**A VALIDATION OF QUALITY**  
Microsoft's Certified for Windows 2000 applications are designed to take advantage of all the enterprise-focused features of the underlying Windows 2000 operating system: Active Directory, a key element in helping to reduce administrative costs; standard install/uninstall procedures; user interface settings; and Security Services. Certified Advanced Server applications must also support clustering—in other words, those applications must be able to fail over and restart on a second server without disconnecting their clients. And server applications with client components

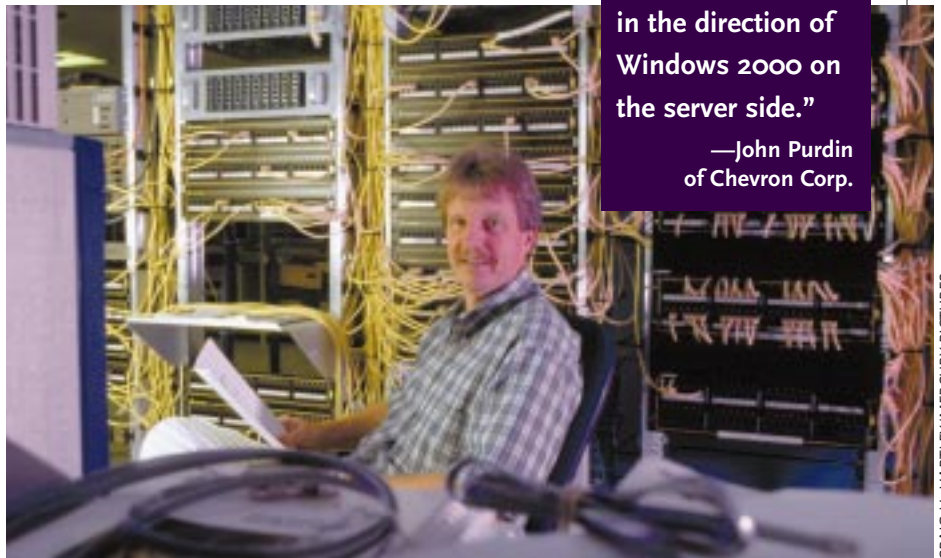
must meet the requirements in the desktop Windows 2000 specification as well as the server specification. (For more information about the specification itself, read "Testing, Testing," a list of FAQs, on page 12.)

Certification is a "validation of quality," says Rob Enderle, vice president of desktop and mobile technology at Giga Information Group, Inc. in Santa Clara, Calif. "It provides a higher comfort level for customers and can give peace of mind."

GartnerGroup, of Stamford, Conn., agrees. In a research note, analysts Michael Silver and Michael Gartenberg wrote, "In creating a strong logo requirement, Microsoft has made the logo valuable to enterprises, which will be able to use the logo as a condition for an application's use in the enterprise." And in the April 17, 2000 issue, *InformationWeek's* Aaron Ricadela said the certification requirements assure "IT departments that compliant software takes advantage of [Windows 2000's] remote software installation and system file protection features."

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"We want to move in the direction of Windows 2000 on the server side."

—John Purdin  
of Chevron Corp.

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### KUDOS FROM CUSTOMERS

Customers ranging from established players to emerging dot-coms have already found significant business value in the Certified for Windows program.

"The specification makes it more predictable when we do business with vendors," says Darren Marelia, technical director of NT architecture and planning at Charles Schwab & Co. in San Francisco. "A lot of effort goes into making applications work with our environment—where they put files, what kind of security to expect when they run, how they interact with the desktop. If we buy a piece of software that doesn't adhere to the spec, we have to go through it and bring it into our environment and up to our standards. The specification means we have to do a lot less work when we bring in an application."

Kennet Westby, CIO of CornerDrugstore.com, has also seen big benefits from certification. CornerDrugstore.com, based in New York, is uniting independent pharmacies across the United States, helping them build their own Web pages with customized inventory and customer support. "Family pharmacists that have earned the respect and trust of

their local communities will now be able to service their neighborhoods over the Internet," Westby explains.

CornerDrugstore.com essentially bases its business on Pivotal Corp.'s eBusiness suite running on Windows 2000. Pivotal's eBusiness helps automate all facets of marketing, sales, and customer service relationships among partners, employees, and customers.

CornerDrugstore.com deployed Windows 2000 early last year, and went live with eBusiness in May. "Server certification was critical to making everything happen in Internet time," Westby says. "Pivotal's willingness to certify that all their applications and services would run in the Windows 2000 environment helped us make that choice," Westby says. "We didn't have to worry about it working." Because Windows 2000 was so new when CornerDrugstore.com was deciding which platform to use, the only other choice would have been to go with a different operating system and then switch after the fact.

"We didn't want to have to do that," Westby says. "It's difficult enough to get up and running as a business; the last thing you want is

to have to change your platform after the fact. Because of server certification, we didn't need to—everything worked as promised.”

He says he's “absolutely thrilled” with Pivotal and Microsoft—his technology partners. “We've developed a very

become subject-matter experts in the applications themselves. “If one of our departments goes out and buys software to do something, the IT group can administer it and be involved with data management without having to install the actual software,” Hill explains.

**“It's difficult enough to get up and running as a business; the last thing you want is to have to change your platform after the fact. Because of server certification, we didn't need to – everything worked as promised.”**

**—CornerDrugstore.com's Kennet Westby**

complex product in record time, and we're thrilled at the ability to offer this to our customers.”

Schwab, CornerDrugstore.com, and many others have discovered the powerful business benefits of relying on server applications that are certified for Windows 2000. Paul Hill, senior programmer/analyst at the Massachusetts Institute of Technology in Cambridge, Mass. and someone who helped create the server specification, says simply that certified applications result in “software that actually works.”

Certification is especially important on the server side, Hill says. “Being a nonprofit, we can't go out and hire hundreds of systems administrators to help run software that's poorly written. We need to distribute software to thousands of desktops without having to physically visit each of the desktops.” Certified server applications allow MIT to maximize its IT resources. Because each of the applications really does work, Hill explains, the software can work with Active Directory to centrally configure information and then deliver it to end users' PCs.

Another huge benefit, Hill says, is the ability to administer certified applications without having to

“It allows for an appropriate division of labor.”

Seattle Mariners LAN administrator David Curry agrees. “Server certification is important; we believe in it. Non-certified applications don't take full advantage of Windows 2000—and you do get warnings when you go to install those non-certified applications.”

#### **SPEED AND EFFICIENCY: PRICELESS ASSETS**

Among the business advantages customers buying certified applications have found—in addition to faster time to market, fewer hours spent chasing problems, and an overall improvement in the quality of server applications—are the following:

- A shorter learning curve when implementing the new operating system. Since many IT shops are still developing skill sets to allow them to maximize Windows 2000, using certified applications is a way to focus on the other things you need to learn—not on the applications themselves.
- Better use of your IT budget. In these days of record personnel shortages, you can apply your human resources to the places they're most needed.

- A shorter amount of time needed to test applications. Good IT managers will still do some testing, even of certified applications. But they will be able to do it in hours, not days.
- An overall smoother deployment of Windows 2000 and associated applications, with fewer problems and the confidence that what you're paying for will actually work correctly.

At the heart of all these benefits is the Application Specification for Windows 2000, with desktop and server components. Rich Clay, program manager at Microsoft, explains why Microsoft helped create the standard and the new logo program. “The prime criticism of the old logo program was that it didn't provide a high enough standard or the correct testing to be meaningful to the business customer. Microsoft's goal for Windows 2000 was to develop a specification in conjunction with our customers that contained requirements that really reflected what they needed and could be reasonably met by developers. In the end, we had a much higher standard test that made sure the software met that standard.”

#### **DEVELOPERS AGREE**

Judging by those who have been there, the application certification test suite is daunting, but achievable. Peter Wagner, chief executive officer of the Damgaard Group in Copenhagen, says, “We set up a special team for this,” with some 400 tests involved in the process.

Tom Kemp, vice president of marketing at NetIQ Corp. in Santa Clara, Calif., calls Certified for Windows “the most comprehensive software certification program in the industry that we're aware of.” He bases this on the number of checkpoints in the tests and the time it took in the testing lab to

# APPLICATION ON PATROL

**B**MC Software's participation in the certification process has resulted in "a better product for the customer," says Greg Todd, program manager for Windows 2000 solutions.

BMC's product is PATROL for Microsoft Windows 2000 Server, and it provides a huge amount of systems-management functionality. Still in beta, it is scheduled to ship by the end of June 2000. The product is part of the PATROL 2000 product line, a broader integrated solution that enables the rapid deployment of advanced service level management. PATROL uniquely allows for auto-

capacity—PATROL will alert the systems administrator via pager or console. But more than that, PATROL will take action to help correct the problem.

A lot of the new functionality in PATROL for Windows 2000 centers on Active Directory. PATROL delivers in-depth monitoring of Active Directory, a key part of the Windows 2000 architecture, ensuring that it's operating at optimum levels.

PATROL is, Todd says, "a well-behaved Windows 2000 application." This is, in large part, due to the certification process, he adds.

"When a customer installs PATROL, the files are laid down in the correct directory, there's standardization about how the start menus are placed, our agent is registered in Active Directory, and it follows the install/uninstall guideline," Todd explains. "Things aren't just lying around, causing problems later. The application won't be overwriting systems files and causing strange problems that nobody can find the cause of."

automated diagnosis of the root cause of failures and prediction of the impact of business change on the quality of service delivered.

PATROL is geared to provide high availability and performance of the server. If something goes wrong—a server goes down or is being utilized to its maximum

**BMC SOFTWARE** | With certification for Windows 2000 Server, BMC's PATROL product is more predictable and reliable.

**Greg Todd,**  
program  
manager  
for Windows  
2000  
solutions



CRAIG H. HARTLEY/MERCURY PICTURES

Todd believes the product is better—more predictable and reliable—because of the certification process. "The features are more in line with what Windows 2000 customers will expect," Todd explains. "A certified application like PATROL simply works better."

More information about PATROL can be found at [www.bmc.com/patrol](http://www.bmc.com/patrol). ▲



make sure everything was okay. But, he says, the time and effort it took to certify NetIQ's system management software was well spent. "It all leads back to happier customers," Kemp explains.

Mike Garcia, senior product manager at VERITAS Software Corp. in Mountain View, Calif., whose Backup Exec disk utility has passed through the certification process,

agrees that this program matters to enterprise customers. "We've gotten significant feedback from our customers that there's a distinct advantage when they know a product has earned the logo. They know they can buy and deploy with confidence, and that it will improve their chances of a successful rollout."

Roonj Uabhaibool, manager of worldwide networking services at

PeopleSoft Inc. in Pleasanton, Calif., is a Windows 2000 user and a huge certification fan. "Sure it's important—you want to make sure everything works well together, is reliable, and really leverages the new operating system. Otherwise, what's the point of going with Windows 2000—why not just stay with the old platform?"

Well stated. ▲

FileNET Corp. | Certifying Panagon  
Content Services Server for Windows 2000  
gives customers confidence

# DOCUMENTATION MADE EASY

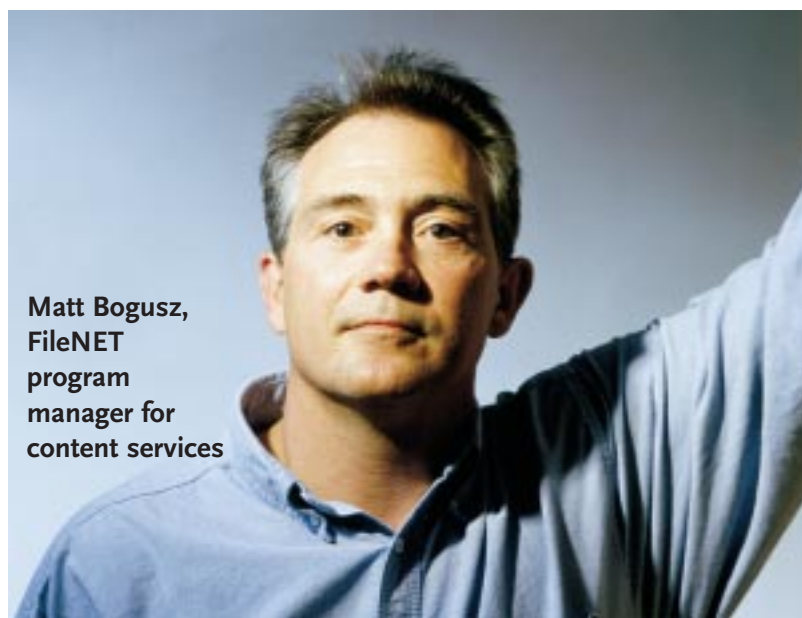
FileNET Corp. put its Panagon Content Services Server through the Windows 2000 certification paces “for our customers’ sense of well-being,” explains Matt Bogusz, program manager for content services. “We wanted to ensure that if our customers opt to move to Windows 2000, our application will go along with that, and they don’t have to worry. It just makes it a whole lot easier for them.”

The way Bogusz sees it, certification is a “step above” basic compatibility. “There’s one level, where your product runs at least as well on Windows 2000 as it did before. But now the bar has been raised on features such as Active Directory, ease of use, and install ability. Our product takes advantage of those new features.”

Nick Tuson, director of product marketing at FileNET, says, “Many of our customers have a heavy investment in and deep reliance on Microsoft technologies. Therefore,

they want to feel confident that their applications will continue to support and work with newer versions of Microsoft tech-

nologies—they want to be sure their applications will continue to run in the Windows 2000 environment and really take advantage of



**Matt Bogusz,**  
FileNET  
program  
manager for  
content services

JEFF REINKING/MERCURY PICTURES

all of Windows 2000’s features and functions.”

Going through the certification process gives customers “the confidence of moving forward and planning their new environments, knowing we will support that environment as well,” Tuson adds. And it’s also a definite advantage to FileNET. “Customers want to talk to the partners that understand the new platforms. Certification helps,” he says.

Panagon Content Services Server allows users to easily access, view, and manage massive amounts of business information stored in scalable, networked document

libraries. It supports over 200 document formats, including images, video, and compound documents that consist of pages “linked” together. Panagon Content Services Server manages dynamic electronic documents throughout their life cycles—from collaborative creation to secure delivery, revision, and re-use. In fact, FileNET uses its own family of Panagon software to help manage its Web site ([www.filenet.com](http://www.filenet.com)).

**ENGINEERING DOCUMENTS TO MEET SAFETY REGULATIONS**  
Chevron Corp., the Houston-based petroleum giant, uses



The Substance Behind eBusiness™



## Applications Certified for Windows 2000

Panagon software to help meet extensive government safety regulations. "There was a rule passed in 1992 that refers to plants and refineries that deal with flammable or hazardous chemicals," explains John Purdin, director of business development for Chevron's integrated document management solutions group. "You have to go through procedures to make operations available—you have to have engineering drawings, training that's up to date and documented," and a whole lot more, he says.

"We use Panagon to maintain the current released versions of our documentation as well as previous versions for retention purposes," Purdin says. These documents include material safety data sheets, engineering drawings, operating procedures, compliance audits, and many others. Some of Chevron's plants are using Panagon's Web-based services; others are not on the Web quite yet. But, Purdin says, "our direction is to move to all Web-based technologies."

They started testing Panagon 2000 in January, and have been impressed with its additional functionality. "We now have compound documents—word-processing documents with spreadsheets embedded in them—and we can create relationships between documents," Purdin says. "So we can relate a text document with an engineering drawing, and they're always linked."

Chevron is piloting Windows 2000 and will implement it in stages for both the desktop and the server over the next year or so. Purdin says he's looking forward to that. When Chevron adopts a new application, its current setup requires that Purdin's crew write scripts to install it. "That's a challenge," Purdin says, and he's look-

ing forward to using Active Directory to simplify the process.

"As we develop new document management services, we want to move in the direction of Windows 2000 on the server side," Purdin says. "It's more stable."

As the internal liaison for the certification process, Bogusz says

that "VeriTest [independent test lab] was very accommodating. They work with you in real time to help you make fixes to meet the requirements. The requirements are stiffer than they had been in the past for earlier logo programs, but we look at that as an opportunity to improve our product." ▲

- AAG Inc.**  
Easy Web StoreFront
- Alibre, Inc.**  
Alibre Design 1.0
- Art Info (Arti)**  
Ideale 2000
- Attachmate Corp.**  
Attachmate EXTRA! Enterprise  
KEA! X Enterprise 2000
- Attention System**  
ATTN Enterprise Management
- AutoProf.com**  
Profile Maker
- AVT Corp.**  
Right Fax
- BMC Software Inc.**  
PATROL for Win2000 Server v2.0
- BVRP Software**  
PhoneTools
- Caere Corp.**  
OmniPage Pro 1.0
- Ching Hang Information Co. Ltd.**  
Super Consultant #7
- Cristal Software AG**  
Safir
- Damgaard Group**  
Axapta v.2.11  
Axapta 3.0
- Datasweep Inc.**  
Advantage Suite
- Executive Software Int'l.**  
Diskeeper Workstation 5.0  
Diskeeper 5.0 Server  
Undelete Server  
Undelete Server v.2.0  
Undelete Workstation
- Fabasoft AG**  
Fabasoft Components
- FileNET Corp.**  
Panagon Content Services Server
- Gemplus Software**  
GemSAFE
- Guru Software**  
GBA 2000l
- Major Blue Company**  
MBM—Major Blue Marketing
- Microsoft Corp.**  
Office 2000 Suite  
Project 2000
- Motiva**  
Motiva eChange Solutions
- Navision Software**  
Navision Financials
- Net IQ Corp.**  
NetIQ AppManager Suite v.3.5  
NetIQ AppManager Suite Advanced Server  
Operations Manager
- Palo Alto Software**  
Business Plan Pro 4.0
- PentaWare, Inc.**  
PentaZip
- Pivotal Corp.**  
Pivotal eRelationship v.1
- Prophet 21, Inc.**  
Prophet 21 Wholesale
- PTC (Parametric Technology Corp.)**  
Pro/DESKTOP 2000l  
Pro/DESKTOP 2000i2  
Pro/ENGINEER 2000i2
- Revit Technology Corp.**  
Revit 1.0
- Scansoft, Inc.**  
Paper Converter  
TextBridge Millennium Pro  
TextBridge Millennium Pro Business
- SolidWorks Corp.**  
SolidWorks 2000
- Step Ahead Software**  
Steps Business Solution
- Symantec Corp.**  
PC Anywhere
- TIDAL Software**  
sys\*ADMIRAL
- TJ Group plc**  
TJ Planner
- Trend Micro Inc.**  
PC-cillin 2000 7.0  
VirusBuster 2000
- VERITAS Software Corp.**  
VERITAS Backup Exec for Win Server  
VERITAS Backup Exec for Win  
Advanced Server
- Visma Business AB**  
Visma Business
- WACOM Technology**  
ECAD/dio
- Wellan Systems**  
EOS Accounting System 1.0
- WRQ, Inc.**  
Reflection for HP w NSVT  
Reflection for AS400  
Reflection for IBM  
Reflection for REGIS Groupics  
Reflection for UNIX and Digital  
Reflection X

ISV

**NetIQ** | It took NetIQ more than a year to build the Windows 2000 version of its software. Going for Windows 2000 server certification meant getting the best return on its investment.

# Building the Best Product You Can

Operations Manager, from NetIQ (formerly Mission Critical Software), monitors servers and service levels in Windows NT and Windows 2000. Based on an extensible COM architecture, Operations Manager features include real-time security monitoring, customizable consoles to display multiple system viewpoints, and the ability to act on a multitude of events that may occur.

Merrill Lynch & Co. uses Operations Manager to help manage some 16 VPN servers worldwide, says Peter Kaufman, assistant vice president in Merrill's technology and infrastructure services group in New York. Kaufman oversees the firm's remote-access servers. He likes Operations Manager because "at a glance, from a Web console, you can look and see how all your servers are doing."

Kaufman appreciates how easy it is to generate reports in Operations Manager, and how it allows for automatic e-mail or paging in case of a problem. "Our help-desk people use it too," he says, "because it writes events to a built-in database."

He says his group is migrating to Windows 2000 for two major reasons: because it fixes a major bug they had with a previous operating system, and because it provides for more simultaneous sessions per server. Also, Windows 2000 "will give us a centralized way to manage remote access policies," Kaufman explains. "If different people or groups have access to different resources, or are allowed to connect for different times with different encryption, Windows 2000 will let us manage and control all that."

Kaufman's group is currently testing Windows 2000 on about a dozen different servers with Operations Manager.

They shouldn't find any problems, since Operations Manager was "built from the ground up" to leverage Windows 2000 and its many enterprise features, explains Olivier Thierry, vice president and product manager at NetIQ. So it was natural for them to go for Windows 2000 server certification.

The certification process helped the company "find stuff we didn't find in our testing," Thierry explains. There were some issues when deploying Operations Manager with Windows 2000 and Active Directory that had slipped through the cracks, he explains. "But when you bring in a third-party testing lab, you get another perspective—and these are things we're very glad we caught."

It took NetIQ over a year to build the Windows 2000 version of Operations Manager, with "completely new code," Thierry adds.

The result of the certification? "We have a better product," Thierry says. "It takes a serious amount of work and design and architecture to make your software a certified Windows 2000 application—it's not something you can add in after the fact." ▲

**Olivier Thierry,**  
vice president  
of NetIQ



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ISV

**NAVISION** | The company always sought Microsoft certification for its products, but the Windows 2000 process was especially rigorous and well worth it.

# A NATURAL EVOLUTION

“

f we hadn't gone for certification," says Jais Agertoft, product manager for Navision Software in Denmark, "our customers would have made us do it."

That point was brought home at a recent sales meeting, where product managers from around the globe came together. "Everyone really feels this [Windows 2000 server] certification is very important to us," Agertoft says. "It adds stability, so customers know the application won't crash their server. And that's important, especially in business applications. Our customers can't afford any down time—and that's why we wanted to make sure everything works perfectly on the Windows 2000 platform."

***"Since our very first Windows application, which we released in 1995, we have always had Microsoft certification for our products."***

—Jais Agertoft,  
product manager for  
Navision Software in Denmark

Financials on Windows NT, but Agertoft figures it's only a matter of time before they move to Windows 2000.

As it turns out, Navision needed no pressure to make the move to certification. "Since our very first Windows application, which we released in 1995, we have always had Microsoft certification for our products," Agertoft says. "So it was a natural evolution for us to go for Windows 2000 Server certification too."

However, Agertoft calls this certification process "completely different" from the logo-program testing he'd seen for earlier operating systems. "The requirements are much stricter in all ways," he says, and points out that although the certification process was quite a bit of work, it was well worth it in the end.

Agertoft's company makes Navision Financials—a software suite that offers customer resource management, e-business, and human resources as well as financials. Navision serves 39,000 customers in 89 countries. Most of those customers are running

In the new version of Navision Financials that is certified for Windows 2000 Server, "we focused on the administrator role," Agertoft explains. "That person can now use Active Directory to administer all users, without having to have specific knowledge about Navision Financials." Because the application is so tied into Microsoft's server architecture, all administration—moving the user to another department, changing access rights, and so on—can be done through Active Directory.

There are a lot of benefits for the IT department with the Windows 2000 Server-certified version of Navision Financials, Agertoft says. "End users won't necessarily feel the difference, but the IT group will."

## SEEING THE DIFFERENCE

One person who has already seen the difference is Ralf Månsson, the IT manager of Elbolaget i Norden AB, the Swedish electricity utility. The Windows 2000 version of Navision Financials has made their customer service much easier.

"We can shut down a server to do maintenance on it, and the users won't even notice. And if we expand our business with new servers, we can just add them—no problem," Månsson says. "What's more, it's a secure system. The clustering feature in Windows 2000 means that even if some chips or a hard drive blow up, we won't go down. That helps me sleep better at night."

Also, Navision Financials has helped Elbolaget serve its customers in ways not possible before. Utility workers in the call center now have centralized access to information the customers need; no longer must they jump among different screens.

"In the old days, with mainframes and minicomputers, you needed a team of men in white suits to guarantee constant availability," Månsson says. "Windows 2000 has made it inexpensive and easy for us to guarantee that the call center is always available." ▲

For more information on the certification process, contact the Technical Account Manager nearest you.

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# EXECUTIVE SOFTWARE | Certification is a way to raise the bar for software quality and software development.

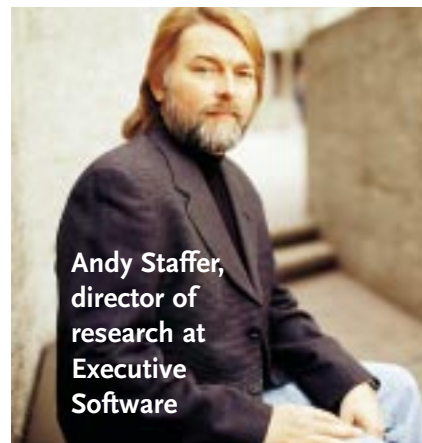
# THE CUSTOMER'S CHOICE

Now that Diskeeper, a disk defragmentation utility, has made the Microsoft Windows 2000 certification grade, "Our customers tell us that they use the Windows 2000 Server certification process as part of their selection criteria," explains Andy Staffer, director of research at Executive Software in Glendale, Calif., and the person responsible for the technology development of its products.

"It's a confidence factor," Staffer says. "Customers know this piece of software is doing what it should. When they deploy it on hundreds of servers, they'll know it works correctly."

That's what's motivating James Faircloth, director of information systems at C&M Medical Services, Inc. in Metairie, La. and a Diskeeper customer. "I want to move over to Windows 2000 on my servers, and I need something that understands Windows 2000 natively, without going through hoops," he says. For that reason, he will continue to use Diskeeper, as well as other Windows 2000 Server certified applications, as he transitions over.

Staffer characterizes the certification process as "very thorough." He notes that VeriTest was extremely supportive during the testing phases, helping Executive Software work out various kinks to ensure the product passed certification with flying colors. "The certification process raises the bar for software quality and software development. It just makes everything more robust."



**Andy Staffer,**  
director of  
research at  
Executive  
Software

ANDREA MAROUK

Robustness and performance are crucial to Diskeeper, since its claim to fame is helping improve system performance. The software takes files that are fragmented—stored in pieces on a disk—and makes the files contiguous. This increases performance, because the system no longer has to search all over to get the file's information; it's all in one place.

Diskeeper customers can't seem to say enough about the software's benefits. Claus Martel, command IT manager for the U.S. Army Aviation and Missile Command in Redstone Arsenal, N.J., counts himself a Diskeeper enthusiast. "We're at a military installation with over 7,000 users, and I've recently recommended to our Commander that we make Diskeeper a necessary part of our IT department's protocol when they install Windows 2000. It's a tool as necessary as anything else I have—I can't live without it!"

That's the kind of comment that makes Andy Staffer believe that the efforts needed to make Diskeeper become Windows 2000 Server certified were all worthwhile. ▲

# BUT WAIT, THERE'S MORE!



**THESE COMPANIES WERE AMONG THE FIRST TO HAVE THEIR APPLICATIONS CERTIFIED FOR WINDOWS 2000 SERVER AND/OR WINDOWS 2000 ADVANCED SERVER.**

**PIVOTAL CORP., Kirkland, Wash.**

Its certified application is Pivotal eRelationship 2000, which automates all facets of marketing, sales, and customer service relationships among partners, employees, and customers. Pivotal calls its market "eBusiness relationship management"—it's a whole new class of business-to-business interaction on the Internet. Gord Breese, director of strategic alliances at Pivotal, says his company went through the certification process because "We knew it would dramatically improve our ability to serve our customers in the most demanding systems environment."

**DAMGAARD INC., Atlanta, Georgia**

Its certified application is Damgaard AXAPTA, a complete and flexible ERP system that includes its own development environment, called MorphX. AXAPTA includes all the functions a mid-sized company needs to run its business—financials, sales orders and purchase orders, logistics, production, and project management, among many other modules. AXAPTA remains the only ERP system certified for Windows 2000 Server. "As customers deploy, they'll be much more focused on certification," says Daniel Bebor, corporate product manager of technology at Damgaard. "And we'll be ready with manageability, scalability, and reliability. ERP systems that aren't certified will look kind of old and impractical."

**VERITAS SOFTWARE CORP., Mountain View, Calif.**

Its certified application is Backup Exec, a backup and restore facility for the entire Windows 2000 system, including Active Directory, COM+, Registry, system vol-

ume, and system files. The new Windows 2000 file system changes, including disk quotas and encrypted files, are also fully protected. Eugene Outler, engineering program manager for Backup Exec, says, "We've found in discussing things with customers that certification is most important in areas where customers have limited resources or are on a fast deployment track. We've heard that anything they can do to reduce the learning curve will help."

**NETIQ CORP., Santa Clara, Calif.**

Its product is NetIQ, a systems management solution that monitors the system performance, reliability, and availability of over 30 distributed Windows NT and Windows 2000 servers. NetIQ is certified on both Server and Advanced Server, meaning it supports cluster services for enhanced scalability and reliability. It also monitors Active Directory to track key statistics, including replication traffic and the growth of Active Directory data. Tom Kemp, vice president of marketing at NetIQ, says there are "a number of payoffs" to certification, the most important being continued customer satisfaction. "Customers will feel confident deploying our product in a Windows 2000 environment. It will be more reliable" than applications that aren't certified, Kemp says.

**MOTIVA, San Diego, Calif.**

Its certified application is Motiva eChange Solutions, a design change management product for manufacturing companies. The software allows manufacturers to manage and automate product change among business teams, supply chain partners, and customers. It helps with input, review, approval, and publication of design changes and advanced configuration management. eChange is also integrated with CAD solutions and with other core business systems, including ERP and customer relationship management. With more than 180 customers in the United States and Europe, Motiva eChange Solutions are at work in some of the largest manufacturing companies in the world, including 3M, ALCOA, British Telecom, Nissan, Pacific Gas and Electric, Pilkington Glass, and Shell Oil. ▲

# TESTING, TESTING,

## **Q** Why should I believe this isn't just marketing hype?

**A** The certification program is based on a comprehensive specification developed by end users and others. The specification covers the core set of enterprise server features and functions in Windows 2000. VeriTest, an independent PC testing lab, administers the program. Applications earn the certification from VeriTest, not from Microsoft. GartnerGroup claims that using applications that conform to the certification specification will result in lower total cost of ownership. GartnerGroup even says it makes sense to follow the application specification for development of homegrown applications, too.

## **Q** So how does an application pass muster?

**A** There are 700-plus pages on VeriTest's site that cover the specific tests run on the application seeking to be certified. In broad terms, the tests include: Windows 2000 fundamentals (32-bit support, core application stability, long file names, etc.); install/uninstall procedures (certifying that the application doesn't try to replace files that are protected by Windows File Protection and that it installs shared files in the correct locations, etc.); user interface fundamentals (certifying that the application supports standard sizes, colors, font settings, etc.); Active Directory (which checks how the application uses Active

Directory's objects and schema, etc.) and Security Services (which checks support of single sign-on required for certain types of applications). Advanced Server applications must also support Cluster Services (they must be able to install on two nodes and support failover, etc.).

## **Q** How did this specification come into being?

**A** For more than two years, a team consisting of 10 major user organizations, several independent software vendors, and Microsoft worked to produce the Application Specification for Windows 2000. The purpose of this detailed specification is to ensure that the applications certified under its rigorous standards fulfill the promise of Windows 2000 for stability and performance. The specification is a roadmap for building highly reliable applications for Windows 2000, and certification is a guarantee that the application will fully exploit the benefits and new features of Windows 2000.

## **Q** What else is interesting about the certification program?

**A** There are many resources that go into making this happen. Server application vendors pay to test their software—the amount varies depending on the kind of application being tested. There are nine full-time employees in Microsoft and partner labs, called Technical Account Managers, dedi-

Why “Certified for Windows” is a real specification and testing plan that you'll want to know about for your IT shop.

cated to helping developers pre-test their applications. They also give on-site presentations about certification.

## **Q** How can I find test results on each certified application?

**A** While the detailed results are confidential, VeriTest does post summary documents for each application. In these documents, end users will find important notes regarding support for the Application Specifications for Windows 2000. You can view these documents at [www.veritest.com/certified](http://www.veritest.com/certified).

## **Q** Where can I get more information?

**A** There's a lot of information about the program available online. The certification home page on Microsoft's site is at <http://msdn.microsoft.com/certification/>. You can read the server and/or desktop Application Specifications for Windows 2000 by going to <http://msdn.microsoft.com/certification/download.asp>. Also check out VeriTest's site, at [www.veritest.com](http://www.veritest.com). ▲



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