

Product Insights

Debian - Ubuntu FSE – Debian and Ubuntu LTS for PRIMERGY servers

Debian - Ubuntu FSE are versions of the Open Source operating systems Debian and Ubuntu. These standard Linux distributions based on Debian 6 / 7 and Ubuntu 10.04 / 12.04 LTS have been supplemented by functions of the PRIMERGY ServerView Suite for hardware und RAID monitoring (ServerView Agent and RAID Manager). All services for Debian - Ubuntu FSE are provided by software partner Bytec.

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1 Customer benefits

Linux distribution with a focus on stability and security

- Hardware and RAID monitoring based on integrated management components
- Professional service packages – including 7x24h Support
- Only one contact person for hardware and software questions
- To be configured via Fujitsu System Architect

2 Debian - Ubuntu FSE Linux Product structure

The product offer comprises comprehensive services for this popular Linux Distribution. The graded Debian - Ubuntu FSE service levels (Standard and Priority support) can be selected as software options in the system architects and may also be subsequently used on servers used elsewhere. The servers released for Debian - Ubuntu FSE can be installed "out-of-the" box using the media kit, which can be downloaded from the Partner web site, after having activated any subscription.

2.1 Software Services (Full Support)

All service products are available with terms of one or three years. Debian - Ubuntu FSE support has to be called via Bytec hotlines that are specified in the service certificates.

2.1.2 Debian - Ubuntu FSE Standard Support

Standard Support offers a support level required to support business critical operations during standard business hours.

- Telephone support with 2 hours response time
- 9 hours - Monday to Friday, 9:00 to 18:00 hrs, except German public holidays
- Distribution Kit per download from partner

2.1.3 Debian - Ubuntu FSE Priority Support

Priority Support offers both firms with multi-shift operation and corporations that intend to run reorganization and maintenance work on weekends, the highest possible safeguard against operating system outage.

- Telephone support with 1 hour response time
- 24 hours - Monday to Sunday, 0:00 to 24:00 hrs
- Distribution Kit per download from partner

2.1.4 FSE KVM Support

In addition to the support offerings for Debian / Ubuntu as an operating system also virtualized environments can be supported. These environments can be either running Debian / Ubuntu FSE as a virtualization platform (using KVM as a hypervisor) or using Debian / Ubuntu FSE as a virtual guest OS. These offerings have to be configured in addition to the corresponding Debian / Ubuntu support offerings.

2.2 Distribution kit

The Debian - Ubuntu FSE distribution kits are Debian installation media for x86 and X86_64 architectures with a package choice specially adapted to the server (incl. File Server, Print Server, Mail Server, Web Server and Proxy Cache Server). These distribution kits are available only as download within the range of a support agreement.

2.2.1 Debian FSE Live CDs

The Debian FSE live image on base of Debian 6.0 "squeeze" has been optimized for PRIMERGY servers and can be used for simple and reliable problem analysis on PRIMERGY servers. The ServerView agents and RAID tools are also fully integrated. For this purpose the Live image has only to be downloaded (available as DVD- or USB image). Then the Live image can be booted independent of the installed operating system. The live image is only available as download from the Bytec download area.

2.3 Debian - Ubuntu FSE product list

Attention: Due to time zone problematic Standard Support can only be offered inside EMEA!

Order code	Description
Debian	
S26361-F2346-L420	Debian FSE Standard Support 1 Year, for servers up to 4 sockets, 1 Year Phone or email support(2h)
S26361-F2346-L421	Debian FSE Standard Support 3 Years, for servers up to 4 sockets, 3 Years Phone or email support(2h)
S26361-F2346-L422	Debian FSE Priority Support 1 Year, for servers up to 4 sockets, 1 Year Phone or email support(1h)
S26361-F2346-L423	Debian FSE Priority Support 3 Years, for servers up to 4 sockets, 3 Years Phone or email support(1h)
Ubuntu	
S26361-F2346-L424	UBUNTU FSE Standard Support 1 Year, for servers up to 4 sockets, 1 Year Phone or email support(2h)
S26361-F2346-L425	UBUNTU FSE Standard Support 3 Years, for servers up to 4 sockets, 3 Years Phone or email support(2h)
S26361-F2346-L426	UBUNTU FSE Priority Support 1 Year, for servers up to 4 sockets, 1 Year Phone or email support(1h)
S26361-F2346-L427	UBUNTU FSE Priority Support 3 Years, for servers up to 4 sockets, 3 Years Phone or email support(1h)
Virtualization	
S26361-F2346-L430	FSE KVM Standard Support 1 Year, for Debian/UBUNTU, incl. support of guest OS Debian/Ubuntu FSE
S26361-F2346-L431	FSE KVM Standard Support 3 Years, for Debian/UBUNTU, incl. support of guest OS Debian/Ubuntu FSE
S26361-F2346-L432	FSE KVM Premium Support 1 Year, for Debian/UBUNTU, incl. support of guest OS Debian/Ubuntu FSE
S26361-F2346-L433	FSE KVM Premium Support 3 Years, for Debian/UBUNTU, incl. support of guest OS Debian/Ubuntu FSE

3 Further information and contacts

References

- Debian FSE at Bytec: <https://www.Debian FSE.eu>
- Debian FSE Support:
Released PRIMERGY servers: <https://www.bytec.de/de/software/Debian FSE/Debiansupport>
https://www.bytec.de/uploads/Debian/HCL_Debian FSE.pdf
- Debian FSE Service Level Agreement: <http://docs.ts.fujitsu.com/dl.aspx?id=f2e6d81f-0cc5-4fad-a714-e7389f78b78b>

Contacts

Wilfried Fischer
Phone +49 (69) 921010-7237
wilfried.fischer@ts.fujitsu.com

Helmut Köberle
Phone +49 (0)7541-585-1005
helmut.koeberle@bytec.de

BYTEC GmbH
Hermann-Metzger-Str. 7
D-88045 Friedrichshafen
Telefon: +49 (0)7541-585-0
Telefax: +49 (0)7541-585-2000
www.bytec.de/Debian

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