



# Product Insights

## SUSE Linux Enterprise Server for SAP Applications

In addition to the SUSE Linux products (subscriptions), Fujitsu offers a uniform product-related service offering for SUSE Linux Enterprise Server for SAP Applications on PRIMERGY servers across EMEA and India.

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# SUSE Linux Enterprise Server product structure

The offer for the SUSE Linux Enterprise server is divided into the following product classes:

- Subscriptions (supply of software corrections and upgrades by SUSE)
- Software services by Fujitsu
- After registration (see below) electronic media kits can be downloaded from SUSE user portal.

All products applied to SUSE Linux Enterprise version 10 and following comprise the virtualization technology XEN that is integrated in these versions.

## Subscriptions

The SUSE Linux Enterprise Server (SLES) can be purchased from Fujitsu in a server and blade system-unit-based subscription model according to the SUSE product structure and based on Fujitsu service offers.

The temporarily limited subscriptions can be used for all versions of SUSE Linux Enterprise Server on the PRIMERGY models which are released for it and at the same prices. These subscriptions authorize the downloading and deployment of patches and service packs up to and including the new versions that SUSE makes available for the SUSE Linux Enterprise Server. With the purchase of a Linux subscription customers receive a software key, which enables the necessary registration in the SUSE portal.

## Software services (support)

In addition to the SUSE Linux subscriptions Fujitsu offers a uniform product-related service offering for SUSE Linux Enterprise Server on PRIMERGY servers across EMEA and India.

Whereas subscriptions are used to supply patches, fixes and upgrades (including version upgrades), support comprises the provision of customer support by telephone or on a remote basis in the event of errors. Here customers receive telephone consulting and competent diagnosis of their problem, which can be efficiently provided - especially by directly accessing the system concerned.

With Linux support we offer - as known from other product segments - services with short reaction times. The service times range from 9x5 to 7x24 hours. 9x5 and 7\*24 are offered as service times. Reaction time (time from call acceptance through to call-back by the support specialist) is 2 or 4 hours.

The service is only available for released hardware from Fujitsu Technology Solutions. Support is provided in German and English. With purchase of a Linux service product customer receives an activation key that enables the necessary activation with Fujitsu services.

If a fault cannot be resolved directly through telephone consulting or remote support, it is escalated to the Fujitsu development department or to SUSE (3rd level support). Here the contractor will then cooperate with 3rd level support to bring about fault elimination or a workaround. To this end, set Service Level Agreements (SLAs) have been stipulated with SUSE.

The service can be obtained in two different ways:

- via the Service Contract Configurator (SCC)  
In addition to the ServicePacks (support with a specified duration and initial once-only payment), Linux Service Contracts (monthly payment and automatic contract renewal after expiry of the minimum term of contract) are also offered here with the order number of the respective Linux subscription (S26361-F2346-xxxx; see section 3).  
Important: due to the variable duration of the service the contract owner is responsible for the availability of a valid Linux subscription for the entire term of the contract.
- via the System Architect / P82  
Only ServicePacks can be ordered here. This order option was introduced to provide a coordinated Linux offer directly with the hardware order - same duration for the subscription and for the support. The service order numbers are described in section 3.  
The customer receives the key required to activate his services with Fujitsu together with the Linux service product he has purchased.

In both cases the customer also needs a Linux subscription that is registered with SUSE so as to enable access to current patches.

The customer needs the SUSE Linux Enterprise Server subscription registered on the SUSE web pages in order to get access to current patches and Service Packs.

Benefits of the service offering:

- Centralized and competitive Linux service & support offering for all regions in EMEA and India
- With an existing subscription service can also be ordered later.
- A central contact point for the complete PRIMERGY infrastructure offering
- Supports increases in productivity through efficient approaches to solving problems
- Strategic business relationships and support agreements with important software partners
- Long-term customer loyalty

# Terms & Conditions

According to our SUSE OEM and service contract the following regulations must be observed for the purchase of SLES for SAP Applications subscriptions and related services:

- Generally all products described below may only be used on released and certified Fujitsu hardware.
- The specific SUSE Linux Enterprise Linux for SAP Applications Subscriptions are exclusively intended for the PRIMERGY based SAP Solution *HANA Infrastructure*. In all other standard SAP projects beside *HANA Infrastructure* the standard SUSE Linux Enterprise Server subscriptions have to be used.
- Initially subscriptions may only be purchased together with the hardware on which they are to be used. They are offered with terms of 1 and 3 years. Since these products are version-independent, it makes economic sense to opt for multiple years. The three-year products are offered for 2.5 times the price for a single year.
- In case of hardware replacement subscriptions may be transferred from the old to the new hardware.
- **Renewal products:** All subscriptions available as software options (L numbers) may only be verifiably used **for the renewal of already existing, shortly expiring subscriptions.**
- The SLES for SAP Application subscriptions have mandatorily to be bundled with any kind of FTS Priority (7x24h) or Standard (5x9h) support (i.e. related Service Packs, respectively Service or Solution contracts) and a valid subscription must always exist for the whole service period.

By using SUSE OEM Subscriptions and FTS services customer is accepting related terms and conditions:

- **Software licensing agreement (Novell):** [http://www.novell.com/licensing/eula/sles\\_10/sles\\_10\\_english.pdf](http://www.novell.com/licensing/eula/sles_10/sles_10_english.pdf).
- **Novell Copyrights:** <http://www.novell.com/company/legal/copyrights/software.html>.
- **Fujitsu Support regulations:** <http://www.fujitsu.com/fts/services/support/servicepack-contract-software.html>

## SUSE Linux Subscriptions and Service Packs

	Order number 1 year term	Order number 3 years term
<b>Initial Subscription</b>		
SUSE Linux Enterprise Server for SAP Applications 1 server with up to 32-CPU sockets	Not available - Please use 3 years subscription!	S26361-F2346-E662
<b>Recommended Service Pack - Standard Support (5x9h)</b>		
Service Pack Classic software service, 4h reaction time, 5x9, service partner is Fujitsu. Central service delivery remote for SUSE Linux Enterprise Server for SAP Applications (1 server up to 32-CPU sockets)	Not available - Please use 3 years service pack!	FSP:G-SP3ED60PRL63
<b>Recommended Service Pack - Premium Support (7x24h)</b>		
Service Pack Classic software service, 2h reaction time, 7x24, service partner is Fujitsu. Central service delivery remote for SUSE Linux Enterprise Server for SAP Applications (1 server up to 32-CPU sockets)	Not available - Please use 3 years service pack!	FSP:G-SP3ED83PRL63
<b>Renewal Subscription</b>		
SUSE Linux Enterprise Server for x86 and x86_64, 1 server up to 32-CPU sockets subscription (renewal)	S26361-F2346-L661	S26361-F2346-L662
<b>Recommended Service Pack - Standard Support (5x9h)</b>		
Service Pack Classic software service, 4h reaction time, 5x9, service partner is Fujitsu. Central service delivery remote for SUSE Linux Enterprise for SAP Applications (1 server up to 32-CPU sockets)	FSP:G-SP1ED60PRL63	FSP:G-SP3ED60PRL63
<b>Recommended Service Pack - Premium Support (7x24h)</b>		
Service Pack Classic software service, 2h reaction time, 7x24, service partner is Fujitsu. Central service delivery remote for SUSE Linux Enterprise for SAP Applications (1 server up to 32-CPU sockets)	FSP:G-SP1ED83PRL63	FSP:G-SP3ED83PRL63

# Add-On Functions

From the technical point of view SLES for SAP Application subscriptions are including following additional features compared with the standard subscriptions:

- Support for the SAP required Java Virtual Machine (JDK for SAP = IBM Java 1.4.2 SDK)
- Page-cache limit
- High Availability Clustering (HA Resource Agents (RA) to handle SAP)
- Cluster File System support (OCFS2)
- Dedicated SAP Update Channel
- Installation Wizard – validated SAP solutions

# Registration of Subscriptions and Services

The keys required for registration in the SUSE maintenance portal are supplied on the subscription documents. These also contain detailed information about how to register hardware in the SUSE Customer Center <http://support.novell.com/subscriptions/portal/spc> . For Linux services activation must be performed according to the information supplied by Fujitsu Technology Solutions.

# References

You can find information on Linux at Fujitsu at: <http://www.fujitsu.com/fts/products/computing/servers/primergy/os/linux/index.html>

SUSE Linux references: [https://partners.ts.fujitsu.com/com/products/servers/primergy/opsys/linux/pages/novell\\_references.aspx](https://partners.ts.fujitsu.com/com/products/servers/primergy/opsys/linux/pages/novell_references.aspx).

SUSE Linux Enterprise: <http://suse.com/>

SAP-Novell Alliance Page: <http://www.novell.com/partners/sap/>

SUSE® Landing Page: <http://www.suse.com/de-de/products/sles-for-sap/>

SAP Product Flyer on Novell.com: [http://www.novell.com/docrep/2011/02/suse\\_linux\\_enterprise\\_server\\_for\\_sap\\_applications\\_flyer.pdf](http://www.novell.com/docrep/2011/02/suse_linux_enterprise_server_for_sap_applications_flyer.pdf)

Please note the separate data sheets on hardware and SUSE Linux Enterprise Server.

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## Contact

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