

Product Insights

SUSE Products as OEM offering

Fujitsu's OEM offering for SUSE subscriptions combines first and second level support provided by Fujitsu and third level support by SUSE

Contents

SUSE product structure	2	
Maintenance Services / Support Packs		2
Benefits of the maintenance service offering for SUSE products		3
Terms & Conditions	4	
SUSE Products & Support	4	
SUSE Linux Enterprise Server product structure		4
SUSE Linux Enterprise High Performance Computing product structure		5
SUSE Manager(Multi-Linux Manager) product structure		6
Rancher Prime/Suite products and add-on products structure		7
Licensing rules		8
Reusability (Re-purposable)		8
Ordering information	9	
Prolongation of terminating subscriptions		14
Support term		14
Registration of the subscriptions and services	14	
References	14	

SUSE product structure

The OEM offering for SUSE products consists of 2 elements:

- Product (supply of Serial number used as unique identifier, shared between Fujitsu and SUSE for specifying a software installation site. This serial number is valid over the lifetime of the installation site. It will be used for the registration of initial and prolongation Support Packs for this installation site.
- Support Pack / Maintenance Support offering covering all levels of support, as an equivalent to the original SUSE subscription (valid for a dedicated period of time together with the right to download SUSE media kits, receive updates and upgrades) as well as level 1 and 2 support by Fujitsu and back level Support by SUSE.

As a prerequisite for an initial order the SUSE Customer ID is required together with the target order numbers for products and Support Packs.

With the initial order for Product and Support, 3 documents are delivered:

- "Certificate of User Authorization" (with the Serial number from the product order)
- "Certificate Fujitsu Support Pack" including the Activation key for Fujitsu Support registration from the Support Pack order and
- after the successful activation of the Support Pack, the confirmation email sent directly from SUSE with the SUSE Registration Code.

With the Support Pack registration on Fujitsu Support Pack Factory, the SUSE Subscription will be automatically activated at SUSE. There is no need for the customer to activate the subscription at the SUSE portal. Remember that the email address that customers provide during the registration of the Support at Fujitsu Support Pack Factory will be assigned as admin and automatically get the admin right for managing the subscription on SUSE Customer Connect Portal.

SUSE subscriptions are independent from SUSE product versions. Please ensure that the target version of the SUSE Linux Enterprise Server subscription is supported on the target PRIMERGY server models. For reference please have a look at <https://docs.ts.fujitsu.com/dl.aspx?id=a9e600b9-e4cb-4f48-aa41-632f69058421> (os-rel).

All activated products can be found on the SUSE Customer Center portal <https://scc.suse.com/login>.

Maintenance Support / Support Packs

Support Packs as the equivalent to the original SUSE subscriptions entitle to receive the following services:

- Supply of patches, fixes and upgrades (including version upgrades)
- Provision of customer support by telephone or on a remote basis in the event of errors, including consulting and professional diagnosis
- Two service levels are provided:
 - 9x5 = 9 hours on 5 working days per week 4 hours reaction time = SUSE Standard Support
 - 24x7 = 24 hours on 7 days per week 4 hours reaction time = SUSE Premium Support
- Support is provided in English and German language.

For further details including the terms and conditions please refer to the Support Pack Technical Appendix (See Link : <https://docs.ts.fujitsu.com/dl.aspx?id=587352af-01c2-4916-901f-74c062ab4e93>)

The service can be obtained in two different ways:

- via the WebArchitect
With this order option SUSE products as OEM subscriptions can be ordered directly together with the hardware for a new infrastructure. All Support Packs within the infrastructure can be aligned for the same support period.
- via the Service Contract Configurator (SCC)
In addition to the Support Packs (support with a specified duration and initial once-only payment), 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 product code (S26361-F2348-Pxxx; see section 3).

Benefits of the maintenance support offering for SUSE products

- for prolongation, customers only need to buy/extend their Support. With that, also the SUSE Subscription is prolonged.
- Centralized and competitive SUSE product service & support offering for all regions in EMEA
- A central contact point for the complete PRIMERGY infrastructure offering
- Increased 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 contract the following regulations must be observed for the purchase of subscriptions:

- Generally, all products described in this document may only be used on released and certified Fujitsu hardware.
- All SUSE Linux Enterprise subscriptions are independent from a specific version of the Linux software.
- Initially subscriptions may only be purchased together with the hardware on which they are to be used. They are offered with terms of 1, 3 and 5 years. Since the subscriptions are independent from Linux software versions, it makes economic sense to opt for multiple years.
- In case of hardware replacement subscriptions may be transferred from the old to the new hardware.
- To Renew existing Subscription with related Support Pack (Initial) described below the Prolongation Pack has to be purchased. Prolongation Pack can be used only for SUSE product S26361-F2348-Pxxx with Subscription serial numbers (SWLxxx) delivered from September 1, 2021 onwards. In other cases the Initial pack has to be purchased to begin the process with new version of Serial Number. (Prolongation option is not possible for product: S26361-F2348-Sxxx)
- Hint for use in SAP environments: There are no SUSE related restrictions for use of SUSE Linux Enterprise subscriptions for SAP workloads, except for the 1-VM subscriptions. But SAP is expecting the special "for SAP" subscriptions when it comes to analysis of a technical issue.
- By using SUSE OEM subscriptions and Fujitsu services customer is accepting related terms and conditions of SUSE:
Reference: <https://www.suse.com/licensing/eula>

SUSE Products & Support

SUSE Linux Enterprise Server product structure

SUSE differentiates four types of products and several add-on's:

- Subscription for "1 Virtual Machine" (SUSE LES 1 VM)
These subscription offerings were newly introduced as new units of measure in 2024.
For low density or cloud virtualization SUSE offers a subscription for "1 Virtual Machine". This subscription offering entitles one virtual machine on a virtualization host or cloud virtualization. According to SUSE's terms and conditions, these subscriptions cannot be used for SAP workloads. For more than two virtual machines running SUSE Linux Enterprise, the number of virtual machines running SUSE Linux Enterprise are required. These subscription offerings can't be used for deployment on a physical server.
- Subscription for "1-2 Sock" (SUSE LES 1-2 Sock)
These subscription offerings were newly introduced as new units of measure in 2024.
These subscription offerings allow for deployments on physical servers. They can be used for deployment on a physical server with up to two populated sockets. For servers with more than 2 populated sockets, subscription offerings must be aggregated (or stacked) to match or exceed the number of populated sockets. This subscription does not include the right to run virtual guests by using XEN or KVM technology. These subscription offerings can't be used for low density or cloud virtualization.
- Subscription for "with SUSE Manager Lifecycle Management+, 1-2 Sockets or 1-2 Virtual Machines" (SUSE LES LCM+ 1-2 Sock/VM)
These subscription offerings allow for flexible deployments on physical servers and low-density or cloud virtualization. They can be used either for deployment on a physical server with up to two populated sockets or for virtualized environments for two virtual machines running SUSE Linux Enterprise. For servers with more than 2 populated sockets, or use with more than 2 Virtual Machines, subscription offerings must be aggregated (or stacked) to match or exceed the number of populated sockets and/or Virtual Machines. It doesn't include the entitlement to use SUSE Linux Enterprise as base OS/hypervisor to run XEN or KVM on a virtualization host."; but it is allowed to run SLES as guest OS inside the VMs running on such a virtualization host. These subscription offerings include SUSE Manager Lifecycle Management+ subscription offering.
- Subscriptions for "with Live Patching, 1-2 Sockets with Unlimited Virtual Machines" (SUSE LES LP 1-2 Sock uVirt)
For high-density virtualized deployment SUSE offers a subscription for "1-2 Sockets with Unlimited Virtual Machines." This subscription offering entitles an unlimited number of virtual machines per 1-2 Sockets on a virtualization host. For virtualization hosts with more than 2 populated sockets, subscription offerings have to be aggregated (or stacked) to match or exceed the number of populated sockets. This subscription offering can be used on any hypervisor which is supported by SUSE. It also includes the entitlement to run SUSE Linux Enterprise with XEN or KVM as the hypervisor on the virtualization host. If virtual machines are migrated from a virtualization host with this subscription to another virtualization host the destination host has to have a sufficient number of free subscriptions available. This subscription offering also includes SUSE Linux Live Patching.
- Subscriptions for servers with SLES for SAP Applications
These subscriptions offerings are also available as "1-2 Sockets or 1-2 Virtual Machines" (SLES4SAP 1-2 Sock/VM) or "with Live Patching, 1-2 Sockets with Unlimited Virtual Machines" (SLES4SAP LP 1-2 Sock uVirt). SLES for SAP Applications subscriptions are including additional features compared to the standard subscriptions:

- Support for the SAP required Java Virtual Machine
 - 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
- SUSE Linux High Availability Extension (SLES HA Extension 1-2 Sock)
- Subscription offerings for Extensions to SUSE Linux Enterprise need to be deployed in addition to the required number of SUSE Linux Enterprise Server subscriptions. Virtualization type (1-2 Sock/VM or uVirt) and Service level are inherited from the underlying SLES subscription. The SLES HA Extension is not applicable to SLES for SAP Applications subscriptions as HA functionality is already included in those.
- SUSE Linux Live Patching (SLES Live Patching 1-2 Sock)
- Live Patching subscription is an optional extension to a SUSE Linux Enterprise subscription. It needs to be deployed in addition to the required number of SUSE Linux Enterprise Server subscriptions. The Live Patching option can be combined only with Priority-SLA SLES subscriptions (24x7 support). Several SLES subscription types have included Live Patching functionality already. These are subscriptions like “with Live Patching, 1-2 Sockets with Unlimited Virtual Machines” (SUSE LES LP 1-2 Sock uVirt and SLES4SAP LP 1-2 Sock uVirt). On the other hand, subscriptions for “1-2 Sockets or 1-2 Virtual Machines” (SUSE LES 1-2 Sock/VM and SLES4SAP 1-2 Sock/VM) don’t include this subscription option. In case Live Patching functionality is required, this subscription option must be purchased separately for SUSE LES 1-2 Sock/VM and SLES4SAP1-2 Sock/VM.
- SUSE Linux Long Term Service Pack Support (SLES LTSS 1-2 Sock or 1-2 VMs) option
- LTSS subscription offerings extend the support period of a Service Pack for SLES and SLES for SAP Applications. It gives additional up to 3-year support period to a SLES Service Pack. It must be ordered in addition to the regular SLES subscription. The option itself is independent from a specific version of SLES. For SLES, it must apply to the individual use of a SLES version which has reached end of general support. For SLES for SAP Applications, LTSS option is available for the last SLES for SAP service pack and it gives additional up to 3-year support period after expiration of general support. Note that activation start date for LTSS is not required to match with the base SLES subscription start / renewal / activation date but both must be coexisted to get the merit of LTSS.
- One LTSS subscription is required per 1-2 Sockets or 1-2 VMs with one Code Stream (= Service Pack). By way of physical server example, a physical server with 4 sockets needs two LTSS subscriptions.
- For way of virtual machine example, up to 2 VM running the same Code Stream can be deployed with one LTSS subscription. This subscription is not eligible for BYOS and neither can it be used for 2 VM running at different Code Stream.
- Please check the SLES Versions and Service Packs for which SUSE Linux Long Term Service Pack Support is applicable currently at <https://www.suse.com/lifecycle/>.

SUSE Linux Enterprise High Performance Computing product structure

Subscription offerings for HPC are as follows:

- Subscription for “1-2 Socket” (SUSE LES HPC 1-2 Sock)
- These subscription offerings are used for Head Nodes and Compute Nodes. One SLES HPC Cluster must consist of a minimum of four physical nodes. They can be used for deployment on a physical server with up to two populated sockets. For servers with more than 2 populated sockets, subscription offerings must be aggregated (or stacked) to match or exceed the number of populated sockets. This subscription does not include the right to run virtual guests by using XEN or KVM technology.
- Subscription for “1-2 Socket” with Extended Service Pack Overlap Support (SUSE LES HPC 1-2 Sock ESPOS)
- These subscription offerings are used for Head Nodes and Compute Nodes. One SLE HPC Cluster must consist of a minimum of four physical nodes. They include base SLES HPC subscription plus Extended Service Pack Overlap Support (ESPOS). They can be used for deployment on a physical server with up to two populated sockets. For servers with more than 2 populated sockets, subscription offerings must be aggregated (or stacked) to match or exceed the number of populated sockets. This subscription does not include the right to run virtual guests by using XEN or KVM technology.
- ESPOS extends Service Pack life by 12 months. SLES HPC ESPOS provides 18 months of Service Pack overlap period (6 regular + 12 extended). After ESPOS period ends, you can combine SLES HPC or SLES HPC ESPOS with SLES HPC LTSS to have even longer support for the same Service Pack.
- SUSE Linux High Performance Computing Long Term Service Pack Support (SLES HPC LTSS 1-2 Sock)
- SLES HPC LTSS is available as an additional offering for SLES HPC. LTSS subscription offerings extend the support period of a Service Pack for SLES HPC. It gives additional 3-year support period to a SLES HPC Service Pack.
- One HPC LTSS subscription is required per 1-2 Sockets. Service level is inherited from the underlying SLES HPC subscription.

SUSE Manager(Multi-Linux Manager) product structure

SUSE Manager is an open source IT infrastructure management solution, which is composed of the following subscriptions:

- Subscriptions for SUSE Manager Lifecycle Management+ (SUSE Mgr LCM+)
SUSE Manager Lifecycle Management+ is an IT infrastructure management solution. This subscription offering is required for each managed instance. A minimum of 10 SUSE Mgr LCM+ are required to receive support. Like SLES, it offers two virtualization types, "1-2 Sock/VM" and "1-2 Sock uVirt". Virtualization type should be the same for both underlying SLES and SUSE Mgr LCM+ on one managed instance. This subscription offering includes the entitlements for SUSE Manager Server and SUSE Manager Proxy.
SUSE Manager Server (SUSE Mgr Server) is available on a physical server or as a virtual machine. No additional workloads are permitted to be deployed on the same instance.
SUSE Manager Proxy (SUSE Mgr Proxy) is available on a physical server or as a virtual machine. No additional workloads are permitted to be deployed on the same instance. Each SUSE Mgr Proxy requires SUSE Mgr LCM+ subscription offering because SUSE Mgr Proxy is considered as a managed instance. Subscriptions for "with SUSE Manager Lifecycle Management+, 1-2 Sockets or 1-2 Virtual Machines (SUSE LES LCM+ 1-2 Sock/VM) include this subscription offering.
- Subscriptions for SUSE Manager Lifecycle Management+ Starter Pack (10) (SUSE Mgr LCM+10)
SUSE Manager Lifecycle Management+ Starter Pack (10) is available to meet SUSE Mgr LCM+'s requirement for initial use. Like SLES, it offers two virtualization types, "1-2 Sock/VM" and "1-2 Sock uVirt". Virtualization type should be the same for underlying SLES and SUSE Mgr LCM+ on one managed instance.
- Subscriptions for SUSE Manager Monitoring (SUSE Mgr Mon)
SUSE Manager Monitoring provides additional monitoring functionality for managed instances. Like SLES, it offers two virtualization types, "1-2 Sock/VM" and "1-2 Sock uVirt". Virtualization type should be the same for underlying SLES, SUSE Mgr LCM+ and SUSE Mgr Mon on one managed instance.

Rancher Prime/Suite products and add-on products structure

The SUSE Rancher product family provides management and operation for Kubernetes based infrastructures. The following SUSE Rancher subscriptions are available as OEM offering:

Product Name	Predecessor	Products included	Purchase Unit
SUSE Kubernetes Engine	-	SUSE Linux Micro SUSE Kubernetes Engine(RKE2/K3s)	Virtualized environment 2 Cores/4 vCPUs or Physical environment 1-2 Sockets, up to 64 Cores
SUSE Virtualization	Harvester Add-On	SUSE Virtualization SUSE Storage Rancher Management Server(RMS)	up to 32 Cores per Physical Server
SUSE Storage Add-on (For Rancher Prime)	Longhorn Add-On	-	Virtualized environment 2 Cores/4 vCPUs
SUSE Security Add-on (For Rancher Prime)	NeuVector	-	or Physical environment
SUSE Platform Optimization Add-on (For Rancher Prime)	-	-	1-2 Sockets, up to 64 Cores [Note] To use any of these add-ons, the same number of subscriptions as the SUSE Rancher Prime subscriptions must be purchased. Ex. If you would like to purchase any add-on to 8 x SUSE Rancher Prime(vCPUs based), 8 x add-on subscriptions must be purchased too.
SUSE Rancher Prime	SUSE Rancher Prime	SUSE Linux Micro SUSE Kubernetes Engine(RKE2/K3s) Elemental SUSE Observability Application Collection	Virtualized environment 2 Cores/4 vCPUs or Physical environment 1-2 Sockets, up to 64 Cores
SUSE Rancher Suite	SUSE Rancher Prime Enterprise	SUSE Linux Micro SUSE Virtualization SUSE Kubernetes Engine(RKE2/K3s) Elemental SUSE Observability Application Collection advanced Platform Optimization SUSE Storage SUSE Security	Virtualized environment 2 Cores/4 vCPUs or Physical environment (Based on bundled SUSE Virtualization*) 1-2 Sockets, up to 64 Cores *The SUSE Rancher Suite supports sockets-based pricing even in virtualized environments, provided SUSE Virtualization is

			used as the hypervisor. This flexibility allows both core-based and socket-based pricing to be applied in Virtual and physical environments.
SUSE Rancher Prime LTSS	-	-	<p>Virtualized environment</p> <p>2 Cores/4 vCPUs</p> <p>or</p> <p>Physical environment</p> <p>1-2 Sockets, up to 64 Cores</p> <p>[Note]</p> <p>Support service level is inherited from the base Rancher subscription because this SKU must be co-existed with base subscription.</p>

By using SUSE OEM subscriptions and Fujitsu services customer is accepting related terms and conditions of SUSE:

Reference: <https://www.suse.com/licensing/eula>

Licensing rules

- For each subscription an appropriate Support Pack must be ordered or it must be covered by a Service Contract or Solution Contract.
- For physical installation the number of subscriptions depends on the number populated sockets. A 4-socket server with two populated sockets only needs one subscription. A 4-socket server with three populated sockets requires two subscriptions (stackable). A "1-2 Sockets or 1-2 virtual machines" subscription must not be separated into two subscriptions for two servers with one CPU each.
- Subscriptions for "1-2 Sockets or 1-2 Virtual Machines" cannot be intermixed with subscriptions "1-2 Sockets with Unlimited Virtual Machines" on one server. When stacked all subscriptions must have same service level (9x5h or 24x7h).
- When using subscriptions for "1-2 Sockets or 1-2 Virtual Machines" for two virtual machines these virtual machines must reside within a data center or virtualization environment.
- Subscriptions for "Non production" of Rancher/Harvester/Longhorn/SUSE NeuVector cannot be used in production environment.

Reusability (Re-purposable)

In principle, all subscriptions can be re-used when changing the server hardware. Thus, two subscriptions of the type SUSE LES 1-2 Sock / VM, which were used for a 4-socket server, can be transferred and used on two 2-socket servers. Likewise those two subscriptions can be re-used for running four virtual machines with SLES either in a virtualization environment or also within a cloud environment.

Ordering information

For the pricing and packaging structure the following order codes are available.

■ SUSE Linux Enterprise Server and add-on products

Order Code	Text	Support Pack	Text
Subscriptions for licensing one virtual machine on a virtualization host.			
S26361-F2348-P450	SUSE LES 1 VM 24x7 L3 Supp. 1Y	FSP:G-SW19X63PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P451	SUSE LES 1 VM 24x7 L3 Supp. 3Y	FSP:G-SW39X63PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P452	SUSE LES 1 VM 24x7 L3 Supp. 5Y	FSP:G-SW59X63PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE LES 1 VM 24x7 L3 Supp. Prolongation	FSP:G-SWT9X63PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P453	SUSE LES 1 VM 9x5 L3 Supp. 1Y	FSP:G-SW19X60PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P454	SUSE LES 1 VM 9x5 L3 Supp. 3Y	FSP:G-SW39X60PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P455	SUSE LES 1 VM 9x5 L3 Supp. 5Y	FSP:G-SW59X60PRL6C	SP 5y TS,9x5,4h Rm Rt
	SUSE LES 1 VM 9x5 L3 Supp. Prolongation	FSP:G-SWT9X60PRL6C	SP Xtend 12m OS,5x9
Subscriptions for physical installation.			
S26361-F2348-P460	SUSE LES 1-2 Sock 24x7 L3 Supp. 1Y	FSP:G-SW1AR63PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P461	SUSE LES 1-2 Sock 24x7 L3 Supp. 3Y	FSP:G-SW3AR63PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P462	SUSE LES 1-2 Sock 24x7 L3 Supp. 5Y	FSP:G-SW5AR63PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE LES 1-2 Sock 24x7 L3 Supp. Prolongation	FSP:G-SWTAR63PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P463	SUSE LES 1-2 Sock 9x5 L3 Supp. 1Y	FSP:G-SW1AR60PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P464	SUSE LES 1-2 Sock 9x5 L3 Supp. 3Y	FSP:G-SW3AR60PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P465	SUSE LES 1-2 Sock 9x5 L3 Supp. 5Y	FSP:G-SW5AR60PRL6C	SP 5y TS,9x5,4h Rm Rt
	SUSE LES 1-2 Sock 9x5 L3 Supp. Prolongation	FSP:G-SWTAR60PRL6C	SP Xtend 12m OS,5x9
Subscription for physical installation or deployment as virtual machine.			
S26361-F2348-P470	SUSE LES LCM+ 1-2 Sock/VM 24x7 L3S 1Y	FSP:G-SW1AT63PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P471	SUSE LES LCM+ 1-2 Sock/VM 24x7 L3S 3Y	FSP:G-SW3AT63PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P472	SUSE LES LCM+ 1-2 Sock/VM 24x7 L3S 5Y	FSP:G-SW5AT63PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE LES LCM+ 1-2 Sock/VM 24x7 L3S. Prolongation	FSP:G-SWTAT63PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P473	SUSE LES LCM+ 1-2 Sock/VM 9x5 L3S 1Y	FSP:G-SW1AT60PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P474	SUSE LES LCM+ 1-2 Sock/VM 9x5 L3S 3Y	FSP:G-SW3AT60PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P475	SUSE LES LCM+ 1-2 Sock/VM 9x5 L3S 5Y	FSP:G-SW5AT60PRL6C	SP 5y TS,9x5,4h Rm Rt
	SUSE LES LCM+ 1-2 Sock/VM 9x5 L3S. Prolongation	FSP:G-SWTAT60PRL6C	SP Xtend 12m OS,5x9
Subscriptions for licensing unlimited number of virtual machines on a virtualization host			
S26361-F2348-P530	SUSE LES LP 1-2 Sock uVirt 24x7 L3 Supp. 1Y	FSP:G-SW13463PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P531	SUSE LES LP 1-2 Sock uVirt 24x7 L3 Supp. 3Y	FSP:G-SW33463PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P532	SUSE LES LP 1-2 Sock uVirt 24x7 L3 Supp. 5Y	FSP:G-SW53463PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE LES LP 1-2 Sock uVirt 24x7 L3 Supp. Prolongation	FSP:G-SWT3463PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P533	SUSE LES LP 1-2 Sock uVirt 9x5 L3 Supp. 1Y	FSP:G-SW13460PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P534	SUSE LES LP 1-2 Sock uVirt 9x5 L3 Supp. 3Y	FSP:G-SW33460PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P535	SUSE LES LP 1-2 Sock uVirt 9x5 L3 Supp. 5Y	FSP:G-SW53460PRL6C	SP 5y TS,9x5,4h Rm Rt
	SUSE LES LP 1-2 Sock uVirt 9x5 L3 Supp. Prolongation	FSP:G-SWT3460PRL6C	SP Xtend 12m OS,5x9
Subscriptions for servers with SLES for SAP Applications			
S26361-F2348-P520	SLES4SAP 1-2 Sock/VM 24x7 L3 Supp. 1Y	FSP:G-SW12763PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P521	SLES4SAP 1-2 Sock/VM 24x7 L3 Supp. 3Y	FSP:G-SW32763PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P522	SLES4SAP 1-2 Sock/VM 24x7 L3 Supp. 5Y	FSP:G-SW52763PRL6C	SP 5y TS,24x7,4h Rm Rt
	SLES4SAP 1-2 Sock/VM 24x7 L3 Supp. Prolongation	FSP:G-SWT2763PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P540	SLES4SAP LP 1-2 Sock uVirt 24x7 L3 Supp. 1Y	FSP:G-SW14063PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P541	SLES4SAP LP 1-2 Sock uVirt 24x7 L3 Supp. 3Y	FSP:G-SW34063PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P542	SLES4SAP LP 1-2 Sock uVirt 24x7 L3 Supp. 5Y	FSP:G-SW54063PRL6C	SP 5y TS,9x5,4h Rm Rt
	SLES4SAP LP 1-2 Sock uVirt 24x7 L3 Supp. Prolongation	FSP:G-SWT4063PRL6C	SP Xtend 12m OS,5x9
Options for High Availability ^{*1}			
S26361-F2348-P563	SLES HA Extension 1-2 Sock Support 1Y	FSP:G-SW18960PRL6C (9x5) FSP:G-SW18963PRL6C (24x7)	SP 1y Backl Supp.,9x5,4h Rm Rt SP 1y Backl Supp.,24x7,4h Rm Rt

S26361-F2348-P564	SLES HA Extension 1-2 Sock Support 3Y	FSP:G-SW38960PRL6C (9x5)	SP 3y Backl Supp.,9x5,4h Rm Rt
		FSP:G-SW38963PRL6C (24x7)	SP 3y Backl Supp.,24x7,4h Rm Rt
S26361-F2348-P565	SLES HA Extension 1-2 Sock Support 5Y	FSP:G-SW58960PRL6C (9x5)	SP 5y Backl Supp.,9x5,4h Rm Rt
		FSP:G-SW58963PRL6C (24x7)	SP 5y Backl Supp.,24x7,4h Rm Rt
Options for Live Patching			
S26361-F2348-P560	SLES Live Patching 1-2 Sock Support 1Y	FSP:G-SW18763PRL6C (24x7)	SP 1y Backl Supp.,24x7,4h Rm Rt
S26361-F2348-P561	SLES Live Patching 1-2 Sock Support 3Y	FSP:G-SW38763PRL6C (24x7)	SP 3y Backl Supp.,24x7,4h Rm Rt
S26361-F2348-P562	SLES Live Patching 1-2 Sock Support 5Y	FSP:G-SW58763PRL6C (24x7)	SP 5y Backl Supp.,24x7,4h Rm Rt
Options for Long Term Service Pack Support			
S26361-F2348-P567	SLES LTSS 1-2 Sock/VM Support 1Y, per Code Stream	FSP:G-SW10F60PRL6C (9x5)	SP 1y Backl Supp.,9x5,4h Rm Rt
		FSP:G-SW10F63PRL6C (24x7)	SP 1y Backl Supp.,24x7,4h Rm Rt

*1 High Availability options are not applicable to SLES for SAP Applications as HA is already included in SLES for SAP Applications subscriptions.

■ SUSE Linux Enterprise High Performance Computing and add-on products

Order Code	Text	Support Pack	Text
Subscriptions for physical installation			
S26361-F2348-P340	SUSE LES HPC 1-2 Sock 9x5 L3 Supp. 1Y	FSP:G-SW12960PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P341	SUSE LES HPC 1-2 Sock 9x5 L3 Supp. 3Y	FSP:G-SW32960PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P342	SUSE LES HPC 1-2 Sock 9x5 L3 Supp. 5Y	FSP:G-SW52960PRL6C	SP 5y TS,9x5,4h Rm Rt
	SUSE LES HPC 1-2 Sock 9x5 L3 Supp. Prolongation	FSP:G-SWT2960PRL6C	SP Xtend 12m OS,9x5
S26361-F2348-P343	SUSE LES HPC 1-2 Sock 24x7 L3 Supp. 1Y	FSP:G-SW12963PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P344	SUSE LES HPC 1-2 Sock 24x7 L3 Supp. 3Y	FSP:G-SW32963PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P345	SUSE LES HPC 1-2 Sock 24x7 L3 Supp. 5Y	FSP:G-SW52963PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE LES HPC 1-2 Sock 24x7 L3 Supp. Prolongation	FSP:G-SWT2963PRL6C	SP Xtend 12m OS,24x7
Subscriptions for physical installation with Extended Service Pack Overlap Support			
S26361-F2348-P350	SUSE LES HPC 1-2 Sock ESPOS 9x5 L3 Supp. 1Y	FSP:G-SW12460PRL6C	SP 1y TS,9x5,4h Rm Rt
S26361-F2348-P351	SUSE LES HPC 1-2 Sock ESPOS 9x5 L3 Supp. 3Y	FSP:G-SW32460PRL6C	SP 3y TS,9x5,4h Rm Rt
S26361-F2348-P352	SUSE LES HPC 1-2 Sock ESPOS 9x5 L3 Supp. 5Y	FSP:G-SW52460PRL6C	SP 5y TS,9x5,4h Rm Rt
	SUSE LES HPC 1-2 Sock ESPOS 9x5 L3 Supp. Prolongation	FSP:G-SWT2460PRL6C	SP Xtend 12m OS,9x5
S26361-F2348-P353	SUSE LES HPC 1-2 Sock ESPOS 24x7 L3 Supp. 1Y	FSP:G-SW12463PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P354	SUSE LES HPC 1-2 Sock ESPOS 24x7 L3 Supp. 3Y	FSP:G-SW32463PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P355	SUSE LES HPC 1-2 Sock ESPOS 24x7 L3 Supp. 5Y	FSP:G-SW52463PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE LES HPC 1-2 Sock ESPOS 24x7 L3 Supp. Prolongation	FSP:G-SWT2463PRL6C	SP Xtend 12m OS,24x7
Options for HPC Long Term Service Pack Support			
S26361-F2348-P360	SLES HPC LTSS 1-2 Sock Support 1Y. per Code Stream	FSP:G-SW19160PRL6C FSP:G-SW19163PRL6C	SP 1y Backl Supp.,9x5,4h Rm Rt SP 1y Backl Supp.,24x7,4h Rm Rt

■ SUSE Manager(Multi-Linux Manager) products

Order Code	Text	Support Pack	Text
Subscriptions for SUSE Manager Lifecycle Management+			
S26361-F2348-P610	SUSE Mgr LCM+ 1-2 Sock/VM 24x7 L3S. 1Y	FSP:G-SW18N63PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P611	SUSE Mgr LCM+ 1-2 Sock/VM 24x7 L3S. 3Y	FSP:G-SW38N63PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P612	SUSE Mgr LCM+ 1-2 Sock/VM 24x7 L3S. 5Y	FSP:G-SW58N63PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE Mgr LCM+ 1-2 Sock/VM 24x7 L3S. Prolongation	FSP:G-SWT8N63PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P613	SUSE Mgr LCM+ 1-2 Sock uVirt 24x7 L3S. 1Y	FSP:G-SW13063PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P614	SUSE Mgr LCM+ 1-2 Sock uVirt 24x7 L3S. 3Y	FSP:G-SW33063PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P615	SUSE Mgr LCM+ 1-2 Sock uVirt 24x7 L3S. 5Y	FSP:G-SW53063PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE Mgr LCM+ 1-2 Sock uVirt 24x7 L3S. Prolongation	FSP:G-SWT3063PRL6C	SP Xtend 12m OS,24x7
Subscriptions for SUSE Manager Lifecycle Management+ Starter Pack (10)			
S26361-F2348-P616	SUSE Mgr LCM+10 1-2 Sock/VM 24x7 L3S. 1Y	FSP:G-SW10763PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P617	SUSE Mgr LCM+10 1-2 Sock/VM 24x7 L3S. 3Y	FSP:G-SW30763PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P618	SUSE Mgr LCM+10 1-2 Sock/VM 24x7 L3S. 5Y	FSP:G-SW50763PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE Mgr LCM+10 1-2 Sock/VM 24x7 L3S. Prolongation	FSP:G-SWT0763PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P619	SUSE Mgr LCM+10 1-2 Sock uVirt 24x7 L3S. 1Y	FSP:G-SW13363PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P620	SUSE Mgr LCM+10 1-2 Sock uVirt 24x7 L3S. 3Y	FSP:G-SW33363PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P621	SUSE Mgr LCM+10 1-2 Sock uVirt 24x7 L3S. 5Y	FSP:G-SW53363PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE Mgr LCM+10 1-2 Sock uVirt 24x7 L3S. Prolongation	FSP:G-SWT3363PRL6C	SP Xtend 12m OS,24x7
Subscriptions for SUSE Manager Monitoring			
S26361-F2348-P590	SUSE Mgr Mon 1-2 Sock/VM 24x7 L3 Supp. 1Y	FSP:G-SW11463PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P591	SUSE Mgr Mon 1-2 Sock/VM 24x7 L3 Supp. 3Y	FSP:G-SW31463PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P592	SUSE Mgr Mon 1-2 Sock/VM 24x7 L3 Supp. 5Y	FSP:G-SW51463PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE Mgr Mon 1-2 Sock/VM 24x7 L3 Supp. Prolongation	FSP:G-SWT1463PRL6C	SP Xtend 12m OS,24x7
S26361-F2348-P593	SUSE Mgr Mon 1-2 Sock uVirt 24x7 L3 Supp. 1Y	FSP:G-SW11563PRL6C	SP 1y TS,24x7,4h Rm Rt
S26361-F2348-P594	SUSE Mgr Mon 1-2 Sock uVirt 24x7 L3 Supp. 3Y	FSP:G-SW31563PRL6C	SP 3y TS,24x7,4h Rm Rt
S26361-F2348-P595	SUSE Mgr Mon 1-2 Sock uVirt 24x7 L3 Supp. 5Y	FSP:G-SW51563PRL6C	SP 5y TS,24x7,4h Rm Rt
	SUSE Mgr Mon 1-2 Sock uVirt 24x7 L3 Supp. Prolongation	FSP:G-SWT1563PRL6C	SP Xtend 12m OS,24x7

■ Rancher Prime/Suite products and add-on products

Order Code	Text	Support Pack	Text
Subscriptions for SUSE Kubernetes Engine			
S26361-F2348-P840	SUSE Kub Engine 2Core/4vCPU Prio 1y	FSP:G-SW10X63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P841	SUSE Kub Engine 2Core/4vCPU Std 1y	FSP:G-SW10Y60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P842	SUSE Kub Engine 1-2Soc/64Core Prio 1y	FSP:G-SW10Z63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P843	SUSE Kub Engine 1-2Soc/64Core Std 1y	FSP:G-SW11260PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
Subscriptions for SUSE Rancher Prime/Suite			
S26361-F2348-P844	SUSE Rancher Prime 2Core/4vCPU Prio 1y	FSP:G-SW12J63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P845	SUSE Rancher Prime 2Core/4vCPU Std 1y	FSP:G-SW11A60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P846	SUSE Rancher Prime 1-2Soc/64Core Prio 1y	FSP:G-SW11B63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P847	SUSE Rancher Prime 1-2Soc/64Core Std 1y	FSP:G-SW11C60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P848	SUSE Rancher Suite 2Core/4vCPU Prio 1y	FSP:G-SW11G63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P849	SUSE Rancher Suite 2Core/4vCPU Std 1y	FSP:G-SW11H60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P850	SUSE Rancher Suite 1-2Soc/64Core Prio 1y	FSP:G-SW11I63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P851	SUSE Rancher Suite 1-2Soc/64Core Std 1y	FSP:G-SW11J60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
Subscriptions for SUSE Virtualization			
S26361-F2348-P852	SUSE Virt 32Core per phys.Serv. Prio 1y	FSP:G-SW11V63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P853	SUSE Virt 32Core per phys.Serv. Std 1y	FSP:G-SW11W60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
Subscriptions for SUSE Rancher Add-on			
S26361-F2348-P854	SUSE PFOptim Add Rancher Prime Prio 1y	FSP:G-SW12I63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P855	SUSE PFOptim Add Rancher Prime Std 1y	FSP:G-SW11660PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P856	SUSE Storage Add 2Core/4vCPU Prio 1y	FSP:G-SW11Q63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P857	SUSE Storage Add 2Core/4vCPU Std 1y	FSP:G-SW11R60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P858	SUSE Storage Add 1-2Soc/64Core Prio 1y	FSP:G-SW11S63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P859	SUSE Storage Add 1-2Soc/64Core Std 1y	FSP:G-SW11U60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P860	SUSE Security Add 2Core/4vCPU Prio 1y	FSP:G-SW11M63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P861	SUSE Security Add 2Core/4vCPU Std 1y	FSP:G-SW11N60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
S26361-F2348-P862	SUSE Security Add 1-2Soc/64C Prio 1y	FSP:G-SW11O63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P863	SUSE Security Add 1-2Soc/64C Std 1y	FSP:G-SW11P60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt
Options for Long Term Service Pack Support			
S26361-F2348-P864	SUSE RancherPrime LTSS 2C/4vCPU inher 1y	FSP:G-SW11D63PRL6C	SP 1y TS Sub & Upgr,24x7,4h Rm Rt
S26361-F2348-P865	SUSE RancherPrime LTSS 2Soc/64C inher 1y	FSP:G-SW11E60PRL6C	SP 1y TS Sub & Upgr,9x5,4h Rm Rt

Prolongation of terminating subscriptions

The Prolongation Subscription can be used for existing subscriptions which are close to their support cycle.

- Previous Basic subscriptions without Support Pack can only be renewed by subscriptions together with the appropriate Support Pack.
- Changing the support SLA from 9x5h to 24x7h or vice versa is possible.
- If a multi-socket subscription (4-socket or 8-socket) is to be renewed the number of subscriptions needed can be calculated by dividing the number of populated sockets by two.

Support term

All SUSE OEM products and Support Packs are available with a support term of 1 year, 3 years, 5 years and 12-month(1-year) prolongation. In order to achieve a different initial support term, like 2 years or 4 years, a prolongation Support Pack can be added to the initial order of either a 1-year or 3-year Support Pack. The prolongation Support Pack must be ordered and renewed by the end of the term of the subscription.

Registration of the subscriptions and services

Resulting from the order of a SUSE OEM Subscription the customer will receive a "Certificate of User Authorization" with the Serial number and "Certificate Fujitsu Support Pack" with the activation key for registration of the Support Pack at Fujitsu. For registration of the Support Pack a third information is required: The SUSE End User account number. If a customer does not have an assigned SUSE End User account number, it can be obtained at the SUSE Customer Center: <https://scc.suse.com/login>.

After successful registration of the Support Pack at Fujitsu, Fujitsu will register the SUSE subscription on behalf of the customer (with the customer's SUSE End User account number) at the SUSE Customer portal. As a result, SUSE will send a confirmation e-mail to the customer. With this e-mail the registration is successfully completed.

References

SUSE Linux references at Fujitsu

- Internet <https://www.fujitsu.com/emeia/products/computing/servers/primergy/virtualization/>

SUSE references

- SUSE Homepage <https://www.suse.com>
- SUSE End User License Agreements (EULA) <https://www.suse.com/licensing/eula>
- SUSE Linux Enterprise <https://www.suse.com/products/server>
- SUSE Linux Enterprise High Availability Extension <https://www.suse.com/products/highavailability/>
- SUSE Linux Enterprise Live Patching <https://www.suse.com/products/live-patching/>
- Long Term Service Pack Support <https://www.suse.com/products/long-term-service-pack-support/>
- SUSE Linux Enterprise High Performance Computing <https://www.suse.com/products/server/hpc/>
- SUSE Multi-Linux Manager <https://www.suse.com/products/multi-linux-manager/>
- Rancher <https://www.suse.com/products/suse-rancher/>
- SUSE Security <https://www.suse.com/products/rancher/security/>
- YES CERTIFIED Bulletin Search <https://www.suse.com/yessearch/>
- SUSE Downloads <https://www.suse.com/download-linux/>
- SUSE Support Lifecycle <https://www.suse.com/lifecycle/>