



Product Insights

SUSE Linux Enterprise Server for PRIMERGY Servers

In addition to the SUSE Linux OEM products (Level3 Support subscriptions), Fujitsu offers a uniform service for SUSE Linux Enterprise Server on PRIMERGY servers across EMEA.

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SUSE Linux Enterprise product structure

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

- Subscriptions (supply of software corrections, upgrades, new versions and level3 Support by SUSE)
After registration (see below) electronic media kits can be downloaded from SUSE Portal.
- Fujitsu Linux support (Support Packs as presupposition of SUSE's level3 Support)

Subscriptions

SUSE Linux Enterprise (SLES) can be purchased from Fujitsu as an OEM product according to the SUSE product structure and Fujitsu support offers based on those. The subscriptions can be used for all versions of SUSE Linux Enterprise on the PRIMERGY models for which they have been released. The subscriptions authorize the downloading and deployment of patches and service packs up to and including the new versions that SUSE makes available for SUSE Linux Enterprise Server. With the purchase of a SLES subscription customers receive a software key, which needs to be registered in the SUSE Customer Center portal <https://scc.suse.com/login>.

Maintenance services

In addition to the SUSE Linux Enterprise subscriptions Fujitsu offers a mandatory uniform maintenance support for SUSE Linux Enterprise on PRIMERGY servers.

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 5x9 hours to 7x24 hours. Reaction time (time from call acceptance through to call-back by the support specialist) is 4 hours.

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

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).

The service can be obtained in two different ways:

- via the System Architect / P82
Support Packs 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 customer receives the key required to activate their support with Fujitsu together with the Linux support product they have purchased.
- via the Service Contract Configurator (SCC)
In addition to the Support Packs (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 subscription (S26361-F2348-xxxx; see section 3).
Important: due to the variable duration of the service the contract owner is responsible for the availability of a valid SLES subscription for the entire term of the contract.

In both cases the customer also needs a SLES subscription that is registered with SUSE to enable access to current patches and updates.

Benefits of the maintenance service offering

- Centralized and competitive Linux service & support offering for all regions in EMEA and India
- 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 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.
- 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 these products are version-independent, 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.
- All subscriptions and related Support Packs described below can also be used for renewal of expired contracts.
- According to OEM regulation for each SUSE Linux subscription, additional level 1 and level 2 support from the Fujitsu service price list is required mandatorily, as otherwise the handling of Linux customer problems is not possible.
- The service products are not tied to the hardware, but to the subscription with all its limitations. A valid subscription must always exist for the whole service period.
- By using SUSE OEM subscriptions and Fujitsu services the customer is accepting related terms and conditions of SUSE:
Reference: <http://www.suse.com/licensing/eula>

SLES Server Products & Support

SUSE Linux Enterprise Server product structure

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

- **Subscription Offerings for "1-2 Sockets or 1-2 Virtual Machines"** (SUSE LES 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, 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.
- **Subscriptions for "1-2 Sockets with Unlimited Virtual Machines"** (SUSE LES 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 third party hypervisor. 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.
- **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. They provide open-source high-availability clustering technology for both physical servers and virtual machines. 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)
Subscription offerings for Extensions to SUSE Linux Enterprise need to be deployed in addition to the required number of 7x24 SUSE Linux Enterprise Server subscriptions. They provide Linux kernel patching functionality without the need to reboot or interrupt customer's services.
- **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 "1-2 Sockets with Unlimited Virtual Machines" (SLES4SAP 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

Support Packs

In addition to the SUSE Linux subscriptions, Support Packs covering 1st and 2nd Level support have to be ordered mandatorily. Whereas subscriptions are used to supply patches, fixes and upgrades (including version upgrades), Support Packs comprise the provision of customer

support by telephone or on a remote basis in the event of errors. The service times range from 5x9 hours (Standard) to 7x24 hours (Premium). Reaction time (time from call acceptance through to call-back by the support specialist) is 4 hours.

Licensing rules

- Each subscription must be ordered together with the appropriate Support Pack or 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 server 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 (5x9h or 7x24h).
- 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.

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

Following order codes and Support packs are available:

Order Code	Text	Support Pack	Text
Subscriptions for physical installation or deployment as virtual machine			
S26361-F2348-S500	SUSE LES 1-2 Sock/VM 7x24 L3 Supp. 1J	FSP:G-SW1L963PRL6C	SP 1J TS,24x7,4h Rz
S26361-F2348-S501	SUSE LES 1-2 Sock/VM 7x24 L3 Supp. 3J	FSP:G-SW3L963PRL6C	SP 3J TS,24x7,4h Rz
S26361-F2348-S502	SUSE LES 1-2 Sock/VM 7x24 L3 Supp. 5J	FSP:G-SW5L963PRL6C	SP 5J TS,24x7,4h Rz
S26361-F2348-S503	SUSE LES 1-2 Sock/VM 5x9 L3 Supp. 1J	FSP:G-SW1L960PRL6C	SP 1J TS,9x5,4h Rz
S26361-F2348-S504	SUSE LES 1-2 Sock/VM 5x9 L3 Supp. 3J	FSP:G-SW3L960PRL6C	SP 3J TS,9x5,4h Rz
S26361-F2348-S505	SUSE LES 1-2 Sock/VM 5x9 L3 Supp. 5J	FSP:G-SW5L960PRL6C	SP 5J TS,9x5,4h Rz
Subscriptions for licensing unlimited number of virtual machines on a virtualization host			
S26361-F2348-S510	SUSE LES 1-2 Sock uVirt 7x24 L3 Supp. 1J	FSP:G-SW1M863PRL6C	SP 1J TS,24x7,4h Rz
S26361-F2348-S511	SUSE LES 1-2 Sock uVirt 7x24 L3 Supp. 3J	FSP:G-SW3M863PRL6C	SP 3J TS,24x7,4h Rz
S26361-F2348-S512	SUSE LES 1-2 Sock uVirt 7x24 L3 Supp. 5J	FSP:G-SW5M863PRL6C	SP 5J TS,24x7,4h Rz
S26361-F2348-S513	SUSE LES 1-2 Sock uVirt 5x9 L3 Supp. 1J	FSP:G-SW1M860PRL6C	SP 1J TS,9x5,4h Rz
S26361-F2348-S514	SUSE LES 1-2 Sock uVirt 5x9 L3 Supp. 3J	FSP:G-SW3M860PRL6C	SP 3J TS,9x5,4h Rz
S26361-F2348-S515	SUSE LES 1-2 Sock uVirt 5x9 L3 Supp. 5J	FSP:G-SW5M860PRL6C	SP 5J TS,9x5,4h Rz
Subscriptions for servers with SLES for SAP Applications			
S26361-F2348-S520	SLES4SAP 1-2 Sock/VM 7x24 L3 Supp. 1J	FSP:G-SW1M963PRL6C	SP 1J TS,24x7,4h Rz
S26361-F2348-S521	SLES4SAP 1-2 Sock/VM 7x24 L3 Supp. 3J	FSP:G-SW3M963PRL6C	SP 3J TS,24x7,4h Rz
S26361-F2348-S522	SLES4SAP 1-2 Sock/VM 7x24 L3 Supp. 5J	FSP:G-SW5M963PRL6C	SP 5J TS,24x7,4h Rz
S26361-F2348-S523	SLES4SAP 1-2 Sock uVirt 7x24 L3 Supp. 1J	FSP:G-SW1N063PRL6C	SP 1J TS,24x7,4h Rz
S26361-F2348-S524	SLES4SAP 1-2 Sock uVirt 7x24 L3 Supp. 3J	FSP:G-SW3N063PRL6C	SP 3J TS,24x7,4h Rz
S26361-F2348-S525	SLES4SAP 1-2 Sock uVirt 7x24 L3 Supp. 5J	FSP:G-SW5N063PRL6C	SP 5J TS,24x7,4h Rz
Options for High Availability *1, *2			
S26361-F2348-S530	SLES HA Extension 1-2 Sock L3 Supp. 1Y	No Support Pack required	
S26361-F2348-S531	SLES HA Extension 1-2 Sock L3 Supp. 3Y	No Support Pack required	
S26361-F2348-S532	SLES HA Extension 1-2 Sock L3 Supp. 5Y	No Support Pack required	
Options for Live Patching *2			
S26361-F2348-S560	SLES Live Patching 1-2 Sock L3 Supp. 1Y	No Support Pack required	
S26361-F2348-S561	SLES Live Patching 1-2 Sock L3 Supp. 3Y	No Support Pack required	

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

*2 No separate Support pack is needed. Support is covered by the appropriate Support Pack for the SLES subscription.

Renewal of terminating subscriptions

The subscription offerings can be used to renew 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 5x9h to 7x24h 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 subscriptions and Support Packs are available with a support term of 1-year, 3-years and 5-years. In order to achieve a different support term like 2-years or 4-years the server hardware needs to be shipped initially with either a 1-year or 3-year term subscription. Close to the end of the initial term (1-year or 3-years) the subscription must then be renewed by a 1-year subscription to achieve the desired support term. Initially ordering two subscriptions and Support Packs to reach the desired support term is not possible.

Registration of the subscriptions and services

The keys required for registration in the SUSE Customer Center are supplied on the subscription documents. These documents also contain detailed information on how to register hardware in the SUSE Customer Center <http://scc.suse.com/login>.

Activation of Support Pack must be performed according to the information supplied by Fujitsu.

References

SUSE Linux references at Fujitsu

- Internet <http://www.ts.fujitsu.com/linux>

SUSE references

- SUSE Homepage <http://www.suse.com>
- SUSE End User License Agreements (EULA) <http://www.suse.com/licensing/eula>
- SUSE Linux Enterprise <https://www.suse.com/products/server>
- SUSE Linux Enterprise High Availability Extension <http://www.suse.com/products/highavailability/>
- SUSE Linux Enterprise Live Patching <https://www.suse.com/products/live-patching/>
- YES CERTIFIED Bulletin Search <http://developer.novell.com/yesssearch/Search.jsp>
- SUSE Downloads <http://www.suse.com/download-linux/>
- SUSE Support Lifecycle <http://www.suse.com/lifecycle/>