

SUSE® Appliance Program Frequently Asked Questions

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What is the SUSE Appliance Program?

The SUSE® Appliance Program enables you and other independent software vendors (ISVs) to bundle your applications with a subset of the SUSE Linux Enterprise platform and to deliver that bundle as a software appliance. The program also allows you to simplify application deployment and support while dramatically reducing development costs. The SUSE Appliance Program also enables you to provide adopted and ready-to-run solutions to customers.

The SUSE Appliance Program currently consists of:

- An early adopter program for ISVs to give feedback and help develop the best answers to questions regarding alliances and the appliance program
- SUSE Linux Enterprise Just Enough Operating System (JeOS), a simplified version of SUSE Linux Enterprise Server that you can use as a starting point for developing appliances

Over time, the SUSE Appliance Program will provide the full set of offerings necessary to create, manage and support appliances for enterprise environments based on Linux. Novell or its partner ecosystem will deliver these offerings. We will announce further offerings around the SUSE Appliance Program later.

How can I qualify for the SUSE Appliance Program?

We are currently looking for some early adopter ISVs to give us feedback and help us develop the best answers to questions about alliances and the SUSE Appliance Program. We would like to encourage all ISVs to join the SUSE Appliance Program, test the new SUSE Linux Enterprise JeOS product and discuss questions with our experts.

What benefits will I gain from the SUSE Appliance Program?

The SUSE Appliance Program addresses many challenges that you and other ISVs face today. It gives you tools to simplify application deployment and support while dramatically reducing development costs. Since all components in an appliance are packaged together, they can be delivered pre-installed. They are also tested and proven to work together on a supported platform. You can concentrate on the complete stack and provide customers higher value by:

- Simplifying development and ease of testing, reducing the need for custom deployments and improving profitability
- Reducing complexity of the sales process: demo, evaluation and sales deployment
- Reducing maintenance and support complexity
- Reducing customers' maintenance costs through virtualization
- Addressing the performance and reliability of deployments

I am already involved in other appliance programs. What are the advantages to me if I join the SUSE Appliance Program as an early adopter?

If you are already developing appliances, then you know the benefits a delivery model like this offers both you and your customers. Working with a proven technology innovator like Novell, known for its

award-winning customer support, will not only enhance your product offerings, but it will also expand your market. Novell recognizes the importance of how tightly integrated the software components need to be for an appliance model to truly be successful. When you join as an early adopter, you have an opportunity to integrate product architectures and be first to market with one of the industry's fastest growing Linux distributions.

What is the business model behind the SUSE Appliance Program?

At this time, we are announcing an early adopter program for the SUSE Appliance Program with SUSE Linux Enterprise JeOS. This is our first delivery, in beta form, that is based on SUSE Linux Enterprise Server 10 Service Pack 2 (SP2). We have already shipped several appliances with a variety of products from ISVs and IHVs based on our current SUSE Linux Enterprise offerings.

As part of the SUSE Appliance Program for early adopters, we will determine (in discussions with partners) who is interested in additional appliance opportunities, if the existing offerings are sufficient or if they need to be expanded. Please join the SUSE Appliance Program as an early adopter if you would like to be a part of these discussions.

What exactly is SUSE Linux Enterprise JeOS, and how can I use it?

SUSE Linux Enterprise JeOS is a simplified version of SUSE Linux Enterprise Server that you can use as a starting point for developing virtual appliances.

The SUSE Appliance Program for early adopters contains a version of SUSE Linux Enterprise JeOS that is built from the same code base as SUSE Linux Enterprise Server 10 SP2 Release Candidate 2 (RC2). After downloading the first technical preview of SUSE Linux Enterprise JeOS, you can run a virtual image on either VMware or Xen hypervisor.

SUSE Linux Enterprise JeOS consists of:

- A Linux kernel
- Basic command line tools and libraries
- Software management using zypper to download additional packages

After logging in and configuring the network, you can install additional packages using zypper.

Can I upgrade to SUSE Linux Enterprise 10 SP2?

No, not at the moment. Novell currently provides only a technical preview of SUSE Linux Enterprise JeOS, which is based on SUSE Linux Enterprise 10 SP2 RC2. When we launch SUSE Linux Enterprise 10 SP2, we will also deliver a professional version of SUSE Linux Enterprise JeOS. For this reason, an upgrade to SUSE Linux Enterprise 10 SP2 is currently not available.

Do I have to certify my applications again on SUSE Linux Enterprise JeOS?

SUSE Linux Enterprise JeOS is a member of the SUSE Linux Enterprise 10 family of products, including SUSE Linux Enterprise SP2. It has full ABI and API compatibility with SUSE Linux Enterprise Server 10, enabling application certifications to run without changes.

Who do I contact about certifying our applications on SUSE Linux Enterprise JeOS?

Novell offers you the opportunity to join the SUSE Linux Enterprise ISV Partner Program to certify your applications on SUSE Linux Enterprise. This program offers you a quick, easy and efficient way to certify your applications on the only Linux platform endorsed by Microsoft* and SAP*.

Our dedicated ISV resource team of certification engineers gives you application migration and porting services as well as software development kits. Once you are certified, you have access to our testing and technical teams, extensive training resources and our global ecosystem.

Please contact our ISV team. You can find more information on www.novell.com/isv and www.novell.com/partners/technology.

How do I become a Novell partner?

ISVs and IHVs can tap into our growing customer base and network of more than 3,500 channel partners. You can leverage our brand and go-to-market infrastructure, bring products to market quickly, and get your products in front of more customers and through more sales channels faster and at a lower cost. For more information, visit <http://www.novell.com/partners/technology>

Where do I get more information regarding the SUSE Appliance Program from Novell?

- The Novell Web site for SUSE Linux Enterprise www.novell.com/linux
- The Novell Web site for virtualization www.novell.com/virtualization
- The Web site for the Novell ISV Partner Program www.novell.com/isv

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