

Long Term Service Pack Support

Frequently Asked Questions

February 11, 2009

What is Long Term Service Pack Support?

The Long Term Service Pack Support is an offering from Novell®, which allows SUSE® Linux Enterprise Server customers the opportunity to obtain support for a service pack version for a period beyond what is included as part of their Standard and Priority subscriptions. Currently, SUSE Linux Enterprise Server customers have six months to move to the latest service pack after a new version is released. The Long Term Service Pack Support is designed to extend the standard transition time of six months provided for migrations between service packs. With the Long Term Service Pack Support, customers receive a minimum of 12 additional months to plan, test and deploy the updates in their data center, and Novell continues to provide the support they need for issues that may arise during these critical periods. The Long Term Service Pack Support is intended to provide customers a critical level of support to assist in their transition from an old service pack to the latest service pack release. It is not intended to be a long term solution.

Why is Novell offering Long Term Service Pack Support?

We have been providing Long Term Service Pack support to some of our largest customers, and we are now making it available to any customer who may need it. More customers have expressed a desire to receive an extension to our current service pack policy to align better with their internal maintenance and update policies. For some enterprise customers with large and complex environments, the standard six-month transition time may not be enough. These customers need the ability to maintain their current operating system version as long as possible, preserving the stability and security of their data centers, as they transition from one service pack version to the next.

What is the main benefit of having Long Term Service Pack Support?

Customers will maximize the value of their SUSE Linux Enterprise investment by having sufficient time for planning, testing, validating and implementing necessary maintenance updates. And with more time to plan and make transitions, customers can ensure updates are made appropriately, reducing the risk of disturbing mission-critical systems that support their businesses.

Is this better than what Red Hat offers?

Red Hat announced on December 18, 2008 a similar program, which provides a 12-month extension of support for their minor revisions (minor revisions are similar to Novell service packs). Red Hat releases a minor revision approximately every six months. With the purchase of their program, customers would receive a total of 18 months of support. In comparison, Novell generally releases service packs every 12-18 months. Even without the purchase of Long Term Service Pack Support, customers already have at least 18 months of support. With Long Term Service Pack Support, customers can expect significantly longer periods of support for a single version of code stream than found with our competitors.

Is the Long Term Service Pack Support available for all Open Platform Solutions related service packs?

At this time, Novell has two product versions that would fall under the Long Term Service Pack Support program. They are SUSE Linux Enterprise Server 9 SP3 and SUSE Linux Enterprise Server 10 SP1.

What type of support is provided with the Long Term Service Pack Support?

The Long Term Service Pack Support program is an extension to the customer's current SUSE Linux Enterprise Subscription. Customers continue to receive the features provided under their Standard or Priority Subscriptions, such as unlimited call center support with either 12x5 or 24x7 coverage. In addition, while customers are participating in the LTSS program, they may continue to receive critical security fixes and severity level 1 and 2 bug fixes, for either SUSE Linux Enterprise Server 9 SP3 and/or SUSE Linux Enterprise Server 10 SP1, delivered through standard Program Temporary Fixes (PTFs). This program will not provide software enhancements, new features or hardware enablement.

What is the duration of the Long Term Service Pack Support agreement?

Customers who purchase Long Term Service Pack Support will receive support until the established expiration date, which is different for each approved product. For instance, LTSS for SUSE Linux Enterprise Server 9 SP3 ends on July 31, 2011 regardless of when the Long Term Service Pack Support was purchased. In order to receive the most value for their purchase, customers should plan to purchase the support in order to start using it as soon as the standard six-month support has ended.

Are there any prerequisites for purchasing Long Term Service?

Yes. Customers must have a valid SUSE Linux Enterprise Server subscription for all their servers.

How do customers purchase this service?

Customers who are interested in Long Term Service Pack Support should contact their local Novell sales representative.