

# ORACLE UNBREAKABLE LINUX: ENTERPRISE-CLASS SUPPORT

## ORACLE UNBREAKABLE LINUX

Industry-leading global support for Linux; Support for the entire software stack on Linux—enterprise applications, middleware, database, and operating system.

*The Oracle Unbreakable Linux support program delivers enterprise-class support for Linux with premier backports, comprehensive management, cluster software, indemnification, testing and more, all at significantly lower cost. Oracle is committed to delivering high quality, comprehensive, and integrated support solutions to help ensure that organizations succeed with Linux.*

### Scope of Support

The Oracle Unbreakable Linux program offers operating system support for the Red Hat Enterprise Linux distribution. Oracle provides the following for Linux server deployments:

- For Linux x86 and x86-64: Access to patches, fixes, security alerts, and back ports for Red Hat Enterprise Linux 3 (RHEL3), Red Hat Enterprise Linux 4 (RHEL4), and Red Hat Enterprise Linux 5 (RHEL5) releases, delivered via a subscriber network, the Unbreakable Linux Network (ULN);
- For Linux Itanium: Access to patches, fixes, updates, and backports for Red Hat Enterprise Linux 4 Update 6, 7 and 8 (RHEL4U6, RHEL4U7, RHEL4U8) and Red Hat Enterprise Linux 5 Update 4 and 5 (RHEL5U4, RHEL5U5);
- Support for any Red Hat Enterprise Linux user, regardless of whether or not they are using Oracle products.

Oracle supports Linux running on x86 and x86-64 architecture based hardware. All hardware platforms that are certified by Red Hat for RHEL3, RHEL4, and RHEL5 for x86 and x86-64 architectures are supported by Oracle. For Linux Itanium architectures, Oracle supports RHEL4U6, RHEL4U7, and RHEL4U8 and Red Hat Enterprise Linux 5 Update 4 and Update 5 (RHEL5U4, RHEL5U5).

Oracle offers support for the operating system with any application certified by Red Hat for RHEL3, RHEL4, and RHEL5. Any customer running Red Hat Enterprise Linux—either with or without Oracle—can take advantage of the Oracle Unbreakable Linux support program.

Only Oracle supports the entire software stack running on Linux, including enterprise applications, middleware, database, and the operating system.

### Levels of Support

There are three levels of Linux support to choose from:

- Oracle Linux Network – Access to patches, fixes and security alerts;
- Oracle Linux Basic – 24x7 global support; complete Linux server lifecycle management; cluster software;
- Oracle Linux Premier – 24x7 global support; complete Linux server lifecycle management; cluster software; Premier backports; Oracle Lifetime Support.

For pricing information, read [the Oracle Unbreakable Linux FAQ](#) document.

### World-Class Management for Unbreakable Linux

Oracle Unbreakable Linux support customers at the Basic and Premier levels have access to the [Oracle Management Pack for Linux](#) at no additional charge. Oracle Management Pack for Linux delivers comprehensive provisioning, patching, monitoring and administration capabilities via a single, web-based interface, further reducing the complexity and cost of managing Linux environments.

### Oracle Linux with the Unbreakable Enterprise Kernel

Oracle Unbreakable Linux support customers, regardless of support level, can download the Unbreakable Enterprise Kernel through ULN. Under the Oracle Unbreakable Linux Support Program, customers can receive full support for Oracle Linux running the Unbreakable Enterprise Kernel.

### Oracle Clusterware for Unbreakable Linux

Oracle Unbreakable Linux support customers at the Basic and Premier support levels can download and deploy Oracle Clusterware at no additional license fee or support cost. Oracle Clusterware is portable cluster software that groups together individual servers so they can cooperate as a single system. A fundamental component of Oracle Real Application Clusters, Oracle Clusterware can operate independently and helps ensure the protection of an application, Oracle or third-party.

Oracle Clusterware enables high availability, an essential component of business continuity, for applications and databases managed in the cluster environment--including Oracle Single Instance Databases, Oracle Application Servers, Oracle Enterprise Manager components, third party databases, and other applications. Oracle Clusterware for Unbreakable Linux is available for Linux x86 and Linux x86-64. For more information, read the [Oracle Clusterware for Unbreakable Linux FAQ](#).

### Oracle Lifetime Support: From Eight Years to Forever

Linux operating system customers now have access to the same level of enterprise-quality support as experienced by Oracle's database and enterprise applications customers. Oracle's Lifetime Support offers:

**Oracle Linux Premier Support** provides you with maintenance and support for eight years from their general availability date. You benefit from:

- Unlimited service requests;
- Access to patches, fixes, and security alerts;
- 24x7 access to Oracle My Oracle Support (web-based customer support system), including the ability to log service requests online;
- 24x7 access to Oracle Unbreakable Linux Network;
- Complete Linux server lifecycle management;
- Oracle Clusterware;
- Hardware certification;
- Backport of fixes.

After eight years, Sustaining support is available indefinitely under Oracle's Lifetime Support

policy. Under Sustaining support you will receive technical support for as long as you operate your systems. Sustaining support does not include:

- New updates, fixes, security alerts, and critical patch updates;
- Backport of fixes;
- Hardware certification.

**Oracle Linux Basic Support** provides you with maintenance and support for three years from their general availability date. You benefit from:

- Unlimited service requests;
- Access to patches, fixes, and security alerts;
- 24x7 access to Oracle My Oracle Support (web-based customer support system), including the ability to log service requests online;
- 24x7 access to Oracle Unbreakable Linux Network;
- Complete Linux server lifecycle management;
- Oracle Clusterware;
- Hardware certification.

**Oracle Linux Network Support** provides you with maintenance and support for three years from their general availability date. You benefit from:

- Access to patches, fixes, and security alerts, and
- 24x7 access to Oracle Unbreakable Linux Network.

Check [Linux support policies](#) for details. To purchase Linux support, visit the [Oracle Unbreakable Linux Store](#).

### **Learn More**

Discover how your organization can benefit from Oracle Unbreakable Linux support. For more information, visit [oracle.com/linux](http://oracle.com/linux).

Updates and future product releases are provided in accordance with [Oracle's Linux Support Policies](#).

Copyright 2010 Oracle. All Rights Reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle, JD Edwards, PeopleSoft, and Retek are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.