



Long Term Service Pack Support

Balancing the benefits of innovation and optimizing data center performance with the costs and risks of integrating system upgrades can be a challenge. With Long Term Service Pack Support for your SUSE® Linux Enterprise Server solutions, you can take advantage of our latest technology at a pace that makes sense for your business.

Solutions:

- SUSE Services

Products:

- Long Term Service Pack Support

Long Term Service Pack Support lets you transition to newer service packs at your own pace while maintaining full support

Long Term Service Pack Support: Total Lifecycle Flexibility

Managers of large data centers must balance the benefits of the latest software updates against the risk and expense of changing elements of critical systems. Plus, not every business wishes to incorporate all the latest technological advances and hardware-enabled features. Enterprises with large, complex environments need flexibility to determine when or if they will move to a newer service pack while maintaining the benefits of SUSE product support.

Long Term Service Pack Support significantly lengthens the supported transition period for service pack migrations and extends the life of your SUSE Linux Enterprise Server deployment. You can reduce upgrade risks and costs while ensuring the stability and predictability of your deployment.

Up to Five Years of Support for SUSE Linux Enterprise Server Service Packs

Throughout the lifecycle of your Linux-based configurations, you need proper system and software maintenance to ensure your data center is secure, stable and optimized to run key workloads. SUSE periodically provides service packs to deliver enhanced features, security updates, bug fixes and new hardware enablement. SUSE generally releases service packs every 12 to 18 months.

SUSE continues to support prior service packs for an industry-standard six months after the release of a new service pack. If you need additional time to design, validate and test your update plans, you can take advantage of Long Term Service Pack Support. It is designed for customers who want to continue to run older versions of

SUSE Linux Enterprise Server while continuing to receive software updates and technical support services. Customers can obtain support for qualifying service packs for up to three years past the end of a service pack's general support phase. As a result, customers can either upgrade to the next service pack at a slower pace or skip a service pack altogether and ultimately move to a later release.

UNIX-Like Lifecycles at a Lower Cost

SUSE Linux Enterprise Server delivers proven long-term performance and reliability. For some data centers, the cost and risk of change outweigh the benefits of the latest technology and updates. These customers maintain predictability and control costs by keeping updates to just the essentials.

By providing a UNIX-like lifecycle at a much lower total cost of ownership, customers that require exceptional predictability and risk management receive excellent value and enhanced stability for their software stacks.

With Long Term Service Pack Support you can receive three years of Extended Support, in addition to the standard ten years each major version of SUSE Linux Enterprise Server is generally supported, for a total of 13 years. By providing a UNIX-like lifecycle at a much lower total cost of ownership, customers that require exceptional predictability and risk management receive excellent value and enhanced stability for their software stacks.

As a condition for support, a Long Term Service Pack Support subscription must be registered with an activation key that is included in the subscription. Depending on the type and severity of the problem, it may also be necessary for the latest patches to be applied to the affected systems in order to receive support.

Long Term Service Pack Support Expanded to Include Workloads Running on IBM Systems

As the market leader for Linux on the mainframe, SUSE understands that enterprises want to run workloads on their IBM z Systems and Power Systems for as long as possible with minimal interruption. With Long Term Service Pack Support, enterprises can maintain the configurations for their most critical workloads running on SUSE Linux Enterprise Server for z Systems and LinuxONE and for specific releases of SUSE Linux Enterprise Server for POWER for an extended period of time. The longer support period for these mission-critical workloads helps enterprises mitigate risk by increasing the predictability of

their performance, ensures the security of each system, and allows more time to plan for migrating to the next service pack or major release of SUSE Linux Enterprise Server, while deferring the costs associated with updating and testing.

Adding Value to Your SUSE Linux Enterprise Server Subscription

Long Term Service Pack Support complements your existing SUSE Linux Enterprise Server subscription. You get award-winning SUSE level 1 and level 2 support and critical security updates and bug fixes. Purchase Long Term Service Pack Support when you need:

- an additional 12 to 36 months of defect resolution and support as you postpone or defer migration to the latest service pack.
- an additional 12 to 36 months of technical support through the Extended Support phase.

Long Term Service Pack Support is for x86-64, z/Architecture and specific releases of SUSE Linux Enterprise Server for POWER and High Performance Computing for Arm. It does not include software enhancement requests or new hardware enablement.

SUSE Linux Enterprise Lifecycle Overview

The General Support period for SUSE Linux Enterprise Server products is typically ten years (seven years for SUSE Linux Enterprise 10), beginning on the first date of general availability. SUSE provides updates that improve stability and performance, address security vulnerabilities, enable new hardware and enhance features. Visit www.suse.com/lifecycle for specific information on the lifecycle of each SUSE Linux solution.

Start and end dates for Long Term Service Pack Support (LTSS) apply to all hardware architectures (e.g., LTSS SUSE Linux Enterprise Server 15 SP1 for System z has the same start and end date as SUSE Linux Enterprise Server 15 SP1 on x86-64).

Reduce Cost, Complexity and Risk

Find out how Long Term Service Pack Support can help you balance the need to stay on top of changing technologies with managing complexity, risk and costs. For more information, contact your SUSE sales representative or local SUSE partner, or visit: www.suse.com/support/programs/long-term-service-pack-support.html

| Feature | General Support for Most Recent Service Pack (SP) | | | General Support for Former SP with LTSS | Extended Support with LTSS |
|---|---|----------------------|----------------------|---|----------------------------|
| | Year 1–5 | Year 6–7 | Year 8–10 | Year 4–10 | Year 10–13 |
| Technical Support | Yes | Yes | Yes | Yes | Yes |
| Access to Patches and Fixes | Yes | Yes | Yes | Yes | Yes |
| Access to Documentation and Knowledge Base | Yes | Yes | Yes | Yes | Yes |
| Support for Existing Stacks and Workloads | Yes | Yes | Yes | Yes | Yes |
| Support for New Deployments | Yes | Yes | Limited ¹ | Limited ¹ | No |
| Enhancement Requests | Yes | Limited ¹ | Limited ¹ | No | No |
| Hardware Enablement and Optimization | Yes | Limited ¹ | Limited ¹ | No | No |
| Driver updates via SUSE SolidDriver Program (formerly PLDP) | Yes | Yes | Limited ¹ | Limited ¹ | No |
| Backport of Fixes from Recent SP | Yes | Yes | Limited ¹ | N/A | N/A |
| Critical Security Updates | Yes | Yes | Yes | Yes | Yes |
| Defect Resolution | Yes | Yes | Limited ² | Limited ² | Limited ² |

1 Based on partner and customer requests
2 Severity Level 1 and 2 defects only

| | Launch Date | End of General Support | End of LTSS |
|--|-------------------|----------------------------|-------------------|
| SUSE Linux Enterprise Server 11 | | | |
| GA | March 24, 2009 | December 31, 2010 | Not available |
| SP1 | June 2, 2010 | August 31, 2012 | August 31, 2015 |
| SP2 | February 28, 2012 | February 1, 2014 | January 31, 2017 |
| SP3 | July 1, 2013 | January 16, 2016 | January 30, 2019 |
| SP4 | July 15, 2015 | March 31, 2019 | March 31, 2022 |
| SUSE Linux Enterprise Server 12 | | | |
| GA | October 27, 2014 | June 30, 2016 | July 1, 2019 |
| SP1 | December 15, 2015 | May 31, 2017 | May 31, 2020 |
| SP2 | November 8, 2016 | March 31, 2018 | March 31, 2021 |
| SP3 | September 7, 2017 | June 30, 2019 | June 30, 2022 |
| SP4 | December 12, 2018 | June 30, 2020 | June 30, 2023 |
| SP5 | December 9, 2019 | October 31, 2024 | October 31, 2027 |
| SUSE Linux Enterprise Server 15 | | | |
| GA | July 16, 2018 | December 31, 2019 | December 31, 2022 |
| SP1 | June 24, 2019 | January 31, 2021 | January 31, 2024 |
| SP2 | July 21, 2020 | 6 months after SP3 release | - |

Maintain support for your SUSE Linux Enterprise Server platform while you decide the best time to migrate service packs.

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