

## FAQ

SUSE Linux Enterprise Server  
with Expanded Support

# SUSE Linux Enterprise Server with Expanded Support for Nutanix

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**Nutanix customers expect flexibility, choice and knowing they'll be covered when they deploy Enterprise Cloud software. This extends beyond hardware and hypervisor to their OS as well, but until now, the options in the market haven't been complete for supporting all Linux-based apps/workloads on AHV.**

Nutanix and SUSE have partnered to offer SUSE Linux Enterprise Server with Expanded Support to Nutanix customers, which makes enterprise support available for SUSE Linux Enterprise Server and Red Hat Enterprise Linux on Nutanix AHV. Priority subscriptions-available in one- or three-year terms - include fixes, security patches and other updates plus 24x7 email and phone support with guaranteed one-hour response time when your customer needs it most.

## What is SUSE Linux Enterprise Server with Expanded Support?

SUSE Expanded Support gives you access to the most interoperable and cost-effective Linux support for your existing Linux deployment. We'll also help you transition from Red Hat Enterprise Linux.

### Key Features

- *SUSE Linux Enterprise Server and Red Hat Enterprise Linux - compatible updates and fixes*
- *Urgent request hot patches and fixes*
- *Unlimited 24x7 technical support*
- *Choice of one- or three-year contracts*
- *Option to co-terminate or consolidate support*

## What are the benefits of SUSE Linux Enterprise Server with Expanded Support to Nutanix customers?

With SUSE Linux Enterprise Server with Expanded Support, customers can receive enterprise support not only for SUSE but also for Red Hat Linux and CentOS deployed as virtual machines in the Nutanix environment. SUSE has been providing business critical support to Linux users for over 25 years.

Nutanix users also can benefit from the powerful capabilities in SUSE Manager to manage their environments from a single console and to automate updates and upgrades to their environment whenever they are needed.

## What versions of Red Hat Enterprise Linux are supported?

SUSE offers support for certain versions of Red Hat Enterprise Linux in production phase until product end-of-life as per policies posted by Red Hat or until the end of the offering subscription term. More information can be found [here](#).

## What levels of support does the SUSE Linux Enterprise Server with Expanded Support subscription include for SUSE and Red Hat distributions?

All packages delivered with the Expanded Support subscription are available with L1, L2 and L3 (resolution of product defects) support. SUSE will work with you to address critical issues and may, at its discretion, provide a fix or update that does not impact binary compatibility with other Linux distributions.

SUSE-authored code fixes for Red Hat are posted upstream as an open source contribution and provided back to Red Hat.

## How will updates and fixes to my Red Hat Enterprise Linux servers be made available?

The packages are delivered online through the SUSE Customer Center and on-site using our repository management tool, which is included with a subscription to SUSE Linux Enterprise Server with Expanded Support. SUSE Linux Enterprise Server with Expanded Support customers can also receive packages through SUSE Manager.



### **Are there advantages to using SUSE Manager with SUSE Linux Enterprise Server with Expanded Support?**

Yes, SUSE Manager was designed to help reduce complexity and automate the management of Linux systems anywhere across your entire datacenter. This single tool can provision, patch, configure, and ensure security compliance is satisfied. In a mixed Linux environment, SUSE Manager can serve other distros beyond SUSE Linux Enterprise. Now you can easily monitor and track any instance including those with Expanded Support on Nutanix AHV. For more information on the SUSE Manager product, go to the [SUSE Manager site](#).

### **What Red Hat Enterprise Linux add-on products are available under this program?**

Subscriptions include support for Red Hat Enterprise Linux add-ons including:

- *High Availability*
- *Resilient Storage*
- *Load Balancer*

### **How do I request support for SUSE Linux Enterprise Server with Expanded Support?**

If you are unclear as to whether your issue is related to SUSE or Nutanix, contact either support organization to get help with troubleshooting. SUSE and Nutanix work together to resolve issues related to SUSE Linux Enterprise Server with Expanded Support on AHV.

More detail on Nutanix Support: [Nutanix Support FAQs](#).

### **Where can I get more information about SUSE Linux Enterprise Server with Expanded Support?**

Product information:  
<https://www.suse.com/products/expandedsupport/>

OR, contact your local sales representative or contact SUSE Sales direct at: 1-800-796-3700.

### **How can I get migration assistance and plan for long-term Linux support?**

**SUSE IT Consulting** can provide assistance with Linux workload and application migration. Let the SUSE experts, with deep technical knowledge and best practices, help you design and implement the cost-effective, reliable and secure solution that meets your business priorities. You can also contact your local sales representative for more assistance.

### **Are there any tools available assessing ease/eligibility for migration?**

Yes, SUSE has developed an assessment tool/script that can quickly analyze your Linux installation and provide feedback on dependencies and potential migration challenges.

### **Where can I get more information about Nutanix AHV?**

To learn more about Nutanix AHV, visit <https://www.nutanix.com/products/acropolis/virtualization>.

### **How do I get SUSE Linux Enterprise Server with Expanded Support for Nutanix?**

SUSE Linux Enterprise Server with Expanded Support is available for Nutanix users today. The solution is tested and validated for the Nutanix AHV environment. For details on purchasing SUSE Linux Enterprise Server with Expanded Support, contact alliance managers Steven Canova [SCanova@suse.com](mailto:SCanova@suse.com) and/or Abbas Sura [abbas.sura@nutanix.com](mailto:abbas.sura@nutanix.com) to get more information and evaluate whether SUSE Extended Support is a right fit for your customer.

Contact us at:  
[www.suse.com](http://www.suse.com)

