

SUSE® Support Programs

Long Term Service Pack

Support

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Goals of This Talk

- You will familiarize yourself with LTSS offering
- You will get to better understand how SUSE Support works
- You will receive some insights into our future plans



Long Term Service Pack Support:

Total Lifecycle Flexibilit

- Balance the need for the **latest updates** against the risks and expenses of changing critical systems.
- Flexibility to determine when to move to a Service Pack while maintaining the benefits of SUSE® product support.

Long Term Service Pack Support significantly...

- **Lengthens** the supported transition period for migrations
- **Extends** the life of the SUSE Linux Enterprise Server deployment
- **Reduces** upgrade risks and costs
- **Ensures** the stability and predictability of the deployment



Lifecycle

SUSE Linux Enterprise Server 10

7 years lifecycle + 3 years Extended Support

General Support							Extended Support			
Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	
GA										
	SP1	Long Term Service Pack Support								
		SP2	Long Term Service Pack Support							
			SP3	Long Term Service Pack Support						
					SP4	Long Term Service Pack Support				
Changes may apply to this lifecycle										

- **10-year lifecycle** (7 years general support, 3 years extended support)
- Service Packs are released every ~18 months
 - **~2 years general support per Service Pack**
 - **6 month upgrade window** after release of the next Service Pack
- Long Term Service Pack Support (LTSS)



Long Term Service Pack Support:

Extended the Transition Time

- Extended support is needed to run key workloads secure, stable and optimized data centers.
- Service Packs to deliver enhanced features, security updates, bug fixes and new hardware enablement.
- Service packs for SLES 10 & 11 approximately every 18 months.
- Support previous service packs for an industry-standard six months after we release a new service pack.
- Long Term Service Pack Support, extends support an additional 12 to 36 months in 12-month increments, giving a total of three to five years of support on a service pack.



Expanded to Include Workloads Running on IBM System z

- As a market leader for Linux on the mainframe, we understand that customers want to run workloads on their IBM System z for as long as possible with minimal interruption.
- With LTSS, enterprises can maintain the configurations for their most critical workloads running on SUSE Linux Enterprise Server for System z for an extended period of time.
- The longer support period for these mission-critical workloads mitigates the risks by
 - Increasing the predictability of the performance
 - Ensuring the security of each system
 - Allows more time to plan for migrating to the next service pack or major release

Adding Value to Your SUSE Linux Enterprise Server Subscription

- LTSS complements the existing SUSE Linux Enterprise Server subscription by including:
 - **Level 1 and Level 2 support**
 - **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
 - Support through the Extended Support phase
- Long Term Service Pack Support is for **x86, x86-64 and IBM System z** systems



Current Programs

Long Term Service Pack Support

Available Programs

	Launch date	LTSS Start date	LTSS end date
SLES 9			
GA	August 3, 2004	na	na
SP1	January 19, 2005	na	na
SP2	June 7, 2005	na	na
SP3	December 22, 2005	June 11, 2007	June 10, 2010
SP4	December 12, 2007	August 2, 2011	August 1, 2014
SLES 10			
GA	July 17, 2006	na	na
SP1	June 18, 2007	May 18, 2009	Dec 31, 2010
SP2	May 19, 2008	April 11, 2010	April 10, 2013
SP3	October 12, 2009	October 11, 2011	October 10, 2014
SP4	April 12, 2011	August 1, 2013	July 31, 2016
SLES 11			
GA	March 24, 2009	na	na
SP1	June 2, 2010	September 1, 2012	August 31, 2015
SP2	Feb 28, 2012	Feb 1, 2014	Jan 31, 2017

Long Term Service Pack Support

Support Overview

Feature	General Support for Most Recent Service Pack		General Support for Former Service Pack with LTSS Option	Extended Support with LTSS Option
	Year 1–5	Year 6–7		Year 8–10
Technical Support	Yes	Yes	Yes	Yes
Access to Patches and Fixes	Yes	Yes	Yes	Yes
Access to Documentation and Knowledgebase	Yes	Yes	Yes	Yes
Support for Existing Stacks and Workloads	Yes	Yes	Yes	Yes
Support for New Deployments	Yes	Limited ¹	Limited ¹	No
Enhancement Requests	Yes	Limited ¹	No	No
Hardware Enablement/Optimization	Yes	No	No	No
Driver Updates via PLDP	Yes	Limited ¹	Limited ¹	No
Backport of Fixes From More Recent Service Pack	Yes	N/A	Limited ²	N/A
Critical Security Updates	Yes	Yes	Yes	Yes
Defect Resolution	Yes	Limited ²	Limited ²	Limited ²

1 Based on partners and/or customers requests.

2 Severity Level 1 and 2 defects only.

Product Activation and Access to Maintenance

Activation of the LTSS Entitlement

After purchasing an LTSS subscription there are a few steps to follow before taking full advantage of the software and services included. These steps might depend on the customers policy for accessing patches.

- Direct via Customer Center
 - Register on the Customer Center
 - Activate the subscription (this can be done via the web interface or directly on the server)
 - Download software/patches
- Using Management tools like SMT/SUSE Manager
 - After refreshing the channel/repository list, the LTSS repo(s) should be automatically added.

Accessing LTSS Updates

- For each Service Pack, LTSS updates are delivered via an individual channel, available only to customers with an active LTSS subscription.
- These channels and their content can be accessed:
 - On suse.com via the Patch Finder tool
<http://download.novell.com/patch/finder/>
 - Directly on the machine with tools like Yast or zypper

Patch Finder
Version 2.4.9.2

Startseite Downloads
Downloads für Entwickler
Beta-Downloads
Patches >
driver downloads >
customer center

Note: If you want to be alerted when new patches are released, subscribe to [patch notifications](#) or to the [patch RSS feeds](#) for the product(s) of your choice.

Standardsuche
SUSE Linux Enterprise Server
SUSE Linux Enterprise Server 10 SP3 LTSS

Schnellsuche
Eingabe eines Teils des Produktnamens oder der Version

Erweiterte Suchoptionen
-- Alle Daten --
.. Beliebige Priorität ..
.. Beliebige Art der Verteil ..
.. Beliebige Architektur ..

Stichwörter (verwenden Sie * als Platzhalter)

SUSE Linux Enterprise Server

SUSE Linux Enterprise Server 10 SP3 LTSS - 67

Current patches

- 30 Sep 2013 - openssl-certs 8684 x86-64
- 30 Sep 2013 - openssl-certs 8684 s390x
- 30 Sep 2013 - openssl-certs 8684 x86
- 27 Sep 2013 - curl 8682 x86-64
- 27 Sep 2013 - curl 8682 s390x
- 27 Sep 2013 - curl 8682 x86
- 22 Aug 2013 - Mozilla Firefox 8688 x86-64
- 22 Aug 2013 - Mozilla Firefox 8688 s390x
- 22 Aug 2013 - Mozilla Firefox 8688 x86
- 16 Aug 2013 - PHS 8658 x86-64
- 16 Aug 2013 - PHS 8658 s390x
- 16 Aug 2013 - PHS 8658 x86
- 06 Aug 2013 - IBM Java 1.6.0 8671 x86-64
- 06 Aug 2013 - IBM Java 1.6.0 8671 s390x
- 06 Aug 2013 - IBM Java 1.6.0 8671 x86
- 05 Aug 2013 - IBM Java 1.4.2 8662 x86-64
- 05 Aug 2013 - IBM Java 1.4.2 8662 s390x
- 05 Aug 2013 - IBM Java 1.4.2 8662 x86
- 01 Aug 2013 - glibc 8645 x86-64
- 01 Aug 2013 - glibc 8645 s390x
- 01 Aug 2013 - glibc 8645 x86
- 30 Jul 2013 - java-1_5_0-ibm 8663 x86-64
- 30 Jul 2013 - java-1_5_0-ibm 8663 s390x

Support Overview

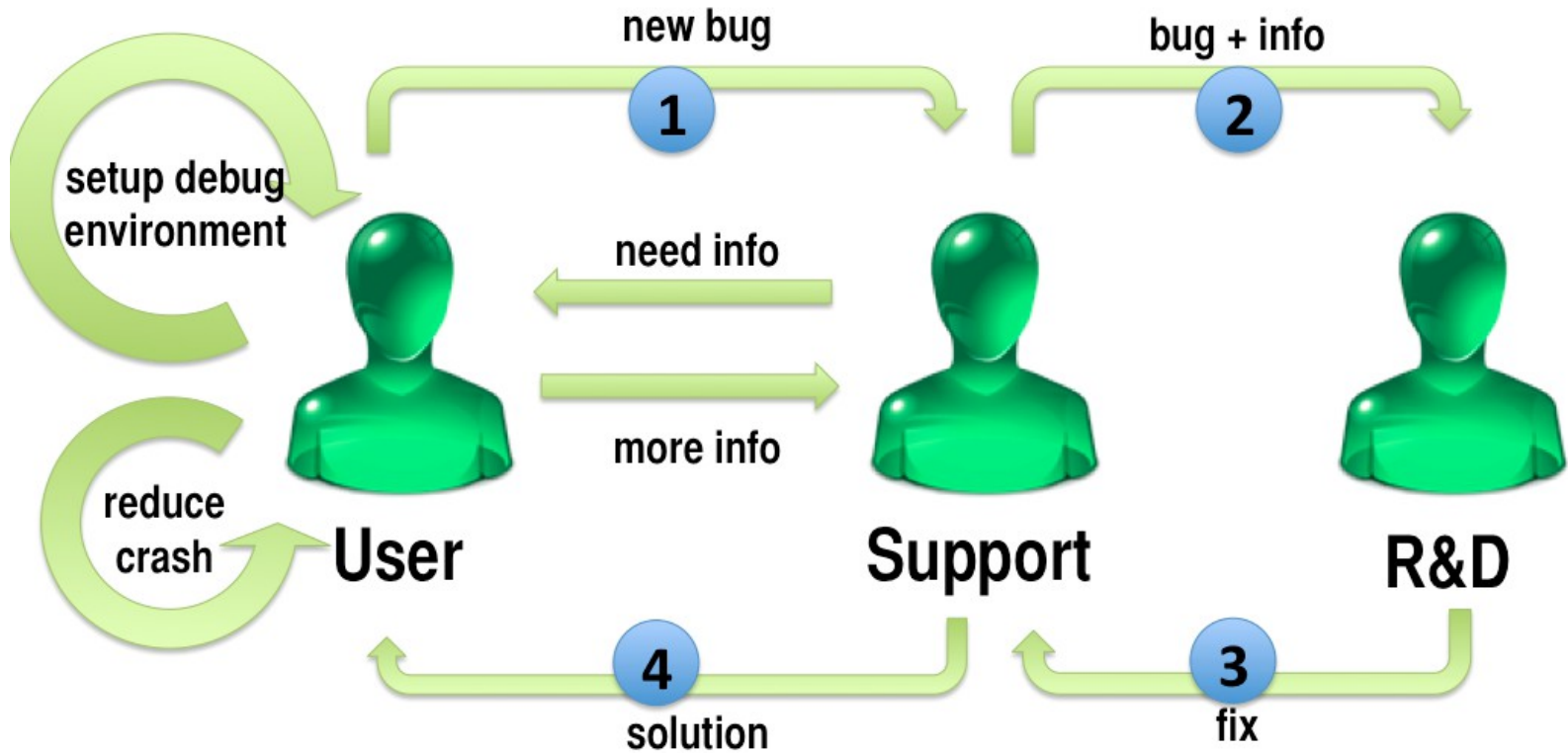
Limited Maintenance and Support

- The software maintenance under LTSS is limited to those updates that are considered to be
 - **Critical security fixes** independent of customer support requests and
 - **Urgent priority defect fixes** that are available and qualified for a subset of the packages in specific major releases of SUSE Linux Enterprise Server beyond the end of its regular support period.



During the LTSS program, there won't be any functional enhancements proactively delivered to customers.

Incident Management Flow





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