



RED HAT ENTERPRISE LINUX EXTENDED LIFE CYCLE SUPPORT

OVERVIEW

Red Hat® provides support and maintenance over stated time periods for the major versions of Red Hat® Enterprise Linux® (i.e. versions 2.1, 3, 4, or 5) “Life Cycle”. The Life Cycle allows customers and partners to effectively plan, deploy, and support Red Hat Enterprise Linux.

The Life Cycle identifies the various levels of maintenance for each major release of Red Hat Enterprise Linux over a total period of seven years from the initial release date, which is often referred to as the general availability date.

Software updates to Red Hat Enterprise Linux are delivered via errata advisories. Errata can be released individually on an as-needed basis or aggregated as a minor release (e.g. version 5.2). Errata may contain security and bug fixes, as well as feature enhancements. All errata are thoroughly tested and qualified against the appropriate Red Hat Enterprise Linux release(s).

The Red Hat Enterprise Linux Life Cycle is designed to reduce the level of change within each major release over time increasing predictability and decreasing maintenance costs. All released errata will remain accessible to active subscribers for the entire Life Cycle. Red Hat published this Life Cycle in an effort to provide as much transparency as possible and may make exceptions from these policies as conflicts may arise.

Every major version of Red Hat Enterprise Linux is maintained and supported independently during the seven year life cycle. For each major version of Red Hat Enterprise Linux, any errata will only be applied incrementally to the previously released errata.

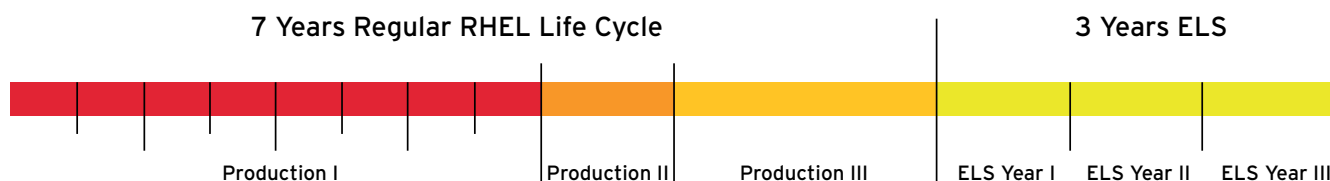
EXTENDED LIFE CYCLE SUPPORT EXTENSION

Red Hat Enterprise Linux Extended Life Cycle Support (ELS) is providing an extension of the Production 3 Life Cycle Phase. ELS is intended for customers who want to continue to run a legacy version of Red Hat Enterprise Linux in mission-critical applications and to continue to receive Red Hat’s software maintenance and technical support services.

Customers that have active standard Red Hat Enterprise Linux Subscriptions without the additional Extended Life Cycle Support subscription, continue to be able to access previously released errata, documentation and Knowledge base (Kbase). Only subscribers to the ELS subscription will gain access to the new content released as part of the ELS program, *allowing customers to continue to use a specific version of Red Hat Enterprise Linux beyond the end of its regular seven year life cycle as follows:*

- Available for a total length of up to three years in individual single year subscriptions.
- Offered as an optional add-on for an existing Red Hat Enterprise Linux subscription.
- Provides support and critical fixes beyond the regular End of Life (EOL).
- Covers core Red Hat Enterprise Linux Server with the exception of a number of excluded packages.

Each version of Red Hat Enterprise Linux under the ELS program is specifically supported as a guest on host versions during its regular life cycle of seven years. The full matrix is located at <http://www.redhat.com/rhel/server/advanced/virt.html>



CONTENT

As an optional add-on subscription to a regular Red Hat Enterprise Linux subscription, Red Hat offers Extended Life Cycle Support (ELS). ELS provides critical impact security fixes and selected urgent priority defect fixes that are available and qualified for a subset of the packages in a specific major releases of Red Hat Enterprise Linux beyond the end of its regular seven year life cycle. The individual ELS streams will be maintained for an additional 3 years immediately after the end-date of the regular life cycle of the relevant release (extending the potential life cycle to 10 years).

The following table details what type of software maintenance is performed during the Life Cycle Production III phase of the seven year life cycle:

LIFE CYCLE PHASE

DESCRIPTION	PRODUCTION 3
Unlimited Incident Technical Support ¹	Yes
Asynchronous Security Errata	Yes
Asynchronous Bug Fix Errata ²	Yes
Minor Releases	No
Refreshed Hardware Enablement ³	Through virtualization
Software Enhancements	No
Updated install images	No

Please see <http://www.redhat.com/security/updates/errata/> for information on the Red Hat Enterprise Linux Life Cycle policies.

¹ Full details of Support Services are provided as part of the Subscription Agreement.

² Red Hat can choose to address catastrophic issues with significant business impact for the customer through a Hotfix as a temporary measure while the bugfix errata is being created.

³ Native hardware enablement is provided by backporting hardware drivers, etc. Hardware enablement through virtualization is achieved by running a prior version of Enterprise Linux as a virtual guest on a newer version of Red Hat Enterprise Linux. See below for details (Virtualization).

VERSIONS AND VARIANTS

The specific versions and variants covered under the ELS program are as follows:

Red Hat Enterprise Linux 3

- Red Hat Enterprise Linux 3 is covered by the ELS program.
- The supported Variants and Hardware Architectures are:

	X86 32-BIT	X86 64-BIT	IA 64	PPC	S390
Red Hat Enterprise Linux Mainframe	N/A	N/A	N/A	N/A	No
Advanced Server	Yes	No	No	No	N/A
ES	Yes	No	No	No	N/A
Workstation	No	No	No	N/A	N/A
Desktop	No	No	No	N/A	N/A
HPC	No	No	N/A	N/A	N/A

- The EOL date for the regular seven year Red Hat Enterprise Linux 3 life cycle is October 31, 2010.
- Please see <https://rhn.redhat.com/errata/RHSA-2010-0386.html> for the six month EOL warning advisory.
- The ELS Program only covers specific Red Hat Enterprise Linux 3 software components. The non-supported software components are listed in the appendix "Red Hat Enterprise Linux 3 ELS Excluded Packages". Generally Desktop applications, Red Hat Cluster Suite, Global File System, the contents of the Extras channel and any other product covered under a different subscription such as Directory Server, Red Hat Network Satellite or JBoss are all not covered by Red Hat Enterprise Linux 3 ELS. Red Hat reserves the right to exclude additional packages for security reasons



Red Hat Enterprise Linux 4

- Red Hat Enterprise Linux 4 is covered by the ELS program.
- The supported Variants and Hardware Architectures are:

	X86 32-BIT	X86 64-BIT	IA 64	PPC	S390
Red Hat Enterprise Linux Mainframe	N/A	N/A	N/A	N/A	No
Advanced Server	Yes	Yes	Yes	No	N/A
ES	Yes	Yes	No	No	N/A
Workstation	No	No	No	N/A	N/A
Desktop	No	No	N/A	N/A	N/A
HPC	No	No	N/A	N/A	N/A

- The EOL date for the regular seven year Red Hat Enterprise Linux 4 life cycle is February 29, 2012.
- The ELS Program only covers specific Red Hat Enterprise Linux 4 software components. The non-supported software components are listed in the appendix "Red Hat Enterprise Linux 4 ELS Excluded Packages". Generally Desktop applications, Red Hat Cluster Suite, Global File System, the contents of the Extras channel and any other product covered under a different subscription such as Directory Server, Red Hat Network Satellite or JBoss are all not covered by Red Hat Enterprise Linux 4 ELS. Red Hat reserves the right to exclude additional packages for security reasons.

ELS SUBSCRIPTION TERMS

- ELS Subscriptions require a standard Red Hat Enterprise Linux subscription with the corresponding feature set (i.e. Advanced Platform for support on systems with more than 2 CPUs).
- The level of support is based on the level of support set forth in the underlying Red Hat Enterprise Linux subscription.
- ELS is only available as single year subscriptions purchased in advance of each one year period.

- Additionally, the ELS subscriptions must match the underlying Red Hat Enterprise Linux subscription's support path (i.e. customers that purchased through an OEM partner that is providing L1 and L2 support must also purchase the ELS Subscription from the same OEM. Initial Year 1 ELS Subscriptions are available to purchase until the EOL date of the regular seven year life cycle of the respective version of Red Hat Enterprise Linux plus a 3-month grace period. ELS Subscriptions are not available more than 3 months past the EOL date.
- Renewals can be purchased during the term of the previous year's subscription until the end date of the previous subscription.
- Extended Life Cycle Support is available world-wide, with some exceptions in Japan.

ACCESSING ELS

Extended Life Cycle Support is delivered through Red Hat Network, similar to the way regular Red Hat Enterprise Linux content is provided. Customers using the RHN Satellite, can make use of Satellite to manage ELS systems.

APPENDICES

Excluded packages:

http://www.redhat.com/rhel/server/extended_lifecycle_support/exclusions/



ABOUT RED HAT

Red Hat was founded in 1993 and is headquartered in Raleigh, NC. Today, with more than 60 offices around the world, Red Hat is the largest publicly traded technology company fully committed to open source. That commitment has paid off over time, for us and our customers, proving the value of open source software and establishing a viable business model built around the open source way.

Red Hat provides high-quality, affordable technology to the enterprise. Our solutions are delivered via subscription and range from operating systems and platforms like Red Hat Enterprise Linux and JBoss Enterprise Middleware, to application and management tools, as well as consulting, training, and support.

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