

# RED HAT® ENTERPRISE LINUX®

## DATASHEET

# LIFE CYCLE ADD-ONS Extended Update Support

## EXECUTIVE OVERVIEW

The Red Hat Life Cycle allows customers and partners to effectively plan, deploy, and support Red Hat Enterprise Linux (RHEL) in their infrastructure. The life cycle identifies the various levels of ongoing development and maintenance for each major release of Red Hat Enterprise Linux.

## RED HAT ENTERPRISE LINUX EXTENDED UPDATE SUPPORT (EUS)



Red Hat's Add-On family options, available in 2010, are designed to augment all Red Hat Enterprise Linux server offerings. Add-Ons allow you to tailor your application environment with workload extensions that are available to suit your specific environment.

In this data sheet we will talk about our life cycle relation with Extended Update Support (EUS), an Add-On product offering.

Red Hat offers the Extended Update Support (EUS) Add-On Life Cycle option for those customers who wish to standardize on a specific minor release. This option is a 24-month extension and allows customers to standardize on a specific minor version of Enterprise Linux for 24 months instead of the normal 6 months. This reduces the amount of disruption with internal testing and application re-validation the customer may need to conduct on an annual basis to validate the new features that are delivered in Red Hat Enterprise Linux minor releases. Overall the EUS Add-On reduces the amount of change and disruption introduced into a customer environment. In summary:

- EUS provides a second maintenance stream of errata updates that the customer can choose to use. The difference between the minor version stream and the EUS stream is that the EUS version has a 24-month life cycle instead of the normal 6 months.
- EUS streams are numbered X.Y.Z, where X is the major release number, Y is the minor release supported by the EUS stream, and Z signifies that it is an EUS stream.

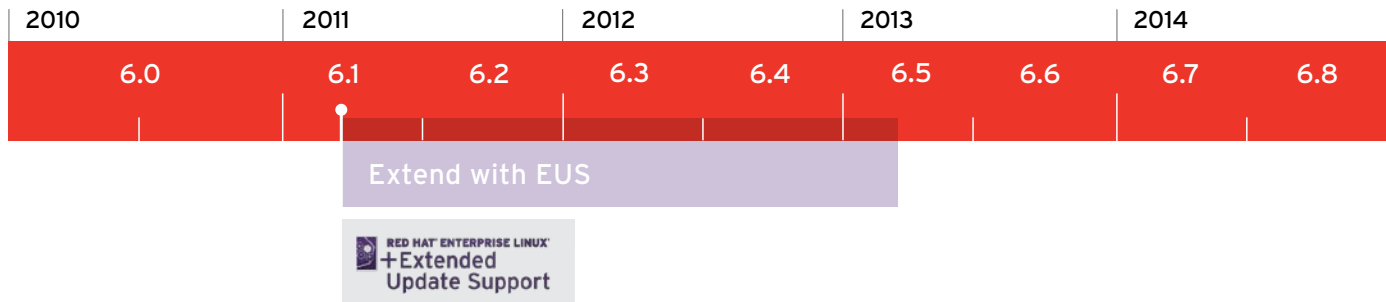
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READ ABOUT OTHER  
ADD-ON OPTIONS  
AVAILABLE

[www.redhat.com/rhel/add-ons/](http://www.redhat.com/rhel/add-ons/)

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## Typical EUS Life Cycle Stream – Red Hat Enterprise Linux 6



The EUS stream is a 24-month calendar.

In this example of Red Hat Enterprise Linux 6, the EUS stream associated with Red Hat Enterprise Linux 6.1 which was released on May 2011, will be supported until May 2013

Please refer to this link for accurate life-spans of EUS associated with Red Hat Enterprise Linux minor releases:

<https://access.redhat.com/support/policy/updates/errata/>

Note: Dates are for illustrative purposes only.

The inclusion criteria for fixes in the Extended Update Support streams will follow two general rules during its 24-month life cycle:

- **0-6 months:** Includes generally the same errata released for the corresponding minor version with the exception of driver updates.
- **7-24 months:** Only urgent priority bug fixes and critical impact security updates. No new features or hardware enablement will be added in the EUS maintenance streams. This criteria was selected to reduce change to an environment and promote stability.

The detailed inclusion criteria is:

- **Critical security fixes**  
All applicable critical impact security fixes will be applied to the supported product. These fixes will be provided asynchronously.
- **Urgent priority bug fixes**  
Only urgent priority bug fixes will be applied to the supported product. These fixes will be generated based on customer requests. The process is the EUS customer has to report a bug and have it qualified for a hotfix.
- **No feature enhancements**  
No new product features will be added during the products maintenance phase.
- **No hardware enablement**  
Support for new hardware will not be included.

## ELIGIBLE SYSTEMS, ARCHITECTURES, SUBSCRIPTIONS, AND VERSIONS

Extended Update Support is only offered for server systems. It is not available for desktop, workstation or HPC systems. In addition, only versions 4, 5 and 6 of Enterprise Linux are supported for EUS. Versions 2.1 and 3 are not supported.

Eligible Systems		Supported Versions		Supported Architectures
Servers	Eligible	Version 2.1	N/A	x86 and Intel64/AMD64
Desktop	N/A	Version 3	N/A	Itanium
Workstation	N/A	Version 4	Supported	POWER
HCL	N/A	Version 5	Supported	System z
		Version 6	Supported	

## PACKAGES COVERED BY EUS

Red Hat Enterprise Linux (including the Cluster and Cluster Storage components) are covered by the EUS SLA. This list includes:

**Tier 1:** Core runtime environment, LSB – packages like glibc, gcc, libstdc++, gtk for which Red Hat, beyond the basic ABI/API guarantee for an Enterprise Linux release, also provides compatibility across major releases.

**Tier 2:** Base system – runtime components like kernel, libraries, core system services, etc. for which we provide ABI/API guarantee within one major release.

**Tier 3:** Packaged applications with weaker guarantees or no exported APIs. Guaranteed within one EUS stream.

## PACKAGES NOT COVERED BY EUS

**Tier 4:** Applications Red Hat does not guarantee ABI/API, even within one EUS stream, e.g. Firefox. The tier 4 packages are still made available for the EUS streams but might be re-based even there (for example if a critical security issue occurs in one of them).

**Extended Update Support allows customers to standardize on a specific minor version of Red Hat Enterprise Linux for 24 months.**

## DATASHEET

### ERRATA OVERVIEW

Throughout the 10-year life cycle of a major release of Red Hat Enterprise Linux, qualified security and selected bug fix errata are released asynchronously as required. Additionally, during the first years of the release's life cycle a broader set of errata (security and bug fixes), as well as, hardware enablement and selected feature enhancements are made available via minor releases. Red Hat guarantees a stable run-time environment across all errata and minor releases so that re-certification of hardware or 3rd-party software is not required during the entire 10-year life cycle.

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Please visit  
<http://www.redhat.com/security/updates/errata/> for information  
on the Red Hat Enterprise Linux  
Life Cycle policies and any  
inclusion and exclusion within  
the scope of the life cycle.

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All errata and code changes are added incrementally to the most current code base. This means that they are added to the most current minor version of the major release. When a new minor version is made available, no new errata are added to the previous minor version. At that point the previous minor version will have reached the end of its life cycle and is replaced by the new minor version. Red Hat typically releases two minor versions per year.

The established best practice for the majority of Red Hat customers is to closely follow the release stream and apply all asynchronously released errata, as well as, the content of the minor releases. This ensures that the customer has the most up-to-date version of the software.

### EXECUTIVE SUMMARY

Red Hat is committed to deliver products that provide customers with more flexibility, choice and better control of their infrastructure. Whatever our customer life cycle needs are, Red Hat provides options and choices for customers to migrate their environment when they are ready. You can read about additional Add-On offerings by visiting <http://www.redhat.com/rhel/add-ons/>.

### HOW TO ACCESS AND ORDER EUS

Red Hat Enterprise Linux Extended Update 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 EUS systems.

To order Red Hat Enterprise Linux Extended Update Support, please contact your local Red Hat Account Representative.

### 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.

### SALES AND INQUIRIES

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