

# ORACLE UNBREAKABLE LINUX: ENTERPRISE-CLASS SUPPORT

## ORACLE UNBREAKABLE LINUX

- Industry-leading global support for Linux;
- Support for the entire software stack on Linux—enterprise applications, middleware, database, and operating system.

*The Oracle Unbreakable Linux support program delivers enterprise-class support for Linux with premier backports, comprehensive management, cluster software, indemnification, testing and more, all at significantly lower cost. Oracle is committed to delivering high quality, comprehensive, and integrated support solutions to help ensure that organizations succeed with Linux.*

### Scope of Support

The Oracle Unbreakable Linux program offers operating system support for the Red Hat Enterprise Linux distribution. Oracle provides the following for Linux server deployments:

- For Linux x86 and x86-64: Access to patches, fixes, security alerts, and back ports for Red Hat Enterprise Linux 3 (RHEL3), Red Hat Enterprise Linux 4 (RHEL4), and Red Hat Enterprise Linux 5 (RHEL5) releases, delivered via a subscriber network, the Unbreakable Linux Network (ULN);
- For Linux Itanium: Access to patches, fixes, updates, and backports for Red Hat Enterprise Linux 4 Update 6, 7, and 8 (RHEL4U6, RHEL4U7, RHEL4U8), delivered via a subscriber network, the Unbreakable Linux Network (ULN);
- Support for any Red Hat Enterprise Linux user, regardless of whether or not they are using Oracle products.

Oracle supports x86 and x86-64 architecture based hardware running on Linux. All hardware platforms that are certified by Red Hat for RHEL3, RHEL4, and RHEL5 for x86 and x86-64 architectures are supported by Oracle. For Linux Itanium architectures, Oracle supports RHEL4U6, RHEL4U7, and RHEL4U8.

Oracle offers support for the operating system with any application certified by Red Hat for RHEL3, RHEL4, and RHEL5. Any customer running Red Hat Enterprise Linux—either with or without Oracle—can take advantage of the Oracle Unbreakable Linux support program.

Only Oracle supports the entire software stack running on Linux, including enterprise applications, middleware, database, and the operating system.

### Levels of Support

There are three levels of Linux support to choose from:

- Enterprise Linux Network – Access to patches, fixes and security alerts;
- Enterprise Linux Basic – 24x7 global support; complete Linux server lifecycle management; cluster software;
- Enterprise Linux Premier – 24x7 global support; complete Linux server lifecycle management; cluster software; Premier backports; Oracle Lifetime Support.

For pricing information, read [the Oracle Unbreakable Linux FAQ](#) document.

### World-Class Management for Unbreakable Linux

Oracle Unbreakable Linux support customers at the Basic and Premier levels have access to the [Oracle Management Pack for Linux](#) at no additional charge. Oracle Management Pack for Linux delivers comprehensive provisioning, patching, monitoring and administration capabilities via a single, web-based interface, further reducing the complexity and cost of managing Linux environments.

### Oracle Clusterware for Unbreakable Linux

Oracle Unbreakable Linux support customers at the Basic and Premier support levels can download and deploy [Oracle Clusterware](#) at no additional license fee or support cost. Oracle Clusterware is portable cluster software that groups together individual servers so they can cooperate as a single system. A fundamental component of Oracle Real Application Clusters, Oracle Clusterware can operate independently and helps ensure the protection of an application, Oracle or third-party.

Oracle Clusterware enables high availability, an essential component of business continuity, for applications and databases managed in the cluster environment--including Oracle Single Instance Databases, Oracle Application Servers, Oracle Enterprise Manager components, third party databases, and other applications. Oracle Clusterware for Unbreakable Linux is available for Linux x86 and Linux x86-64. For more information, read the [Oracle Clusterware for Unbreakable Linux FAQ](#).

### Oracle Lifetime Support: From Five Years to Forever

Linux operating system customers now have access to the same level of enterprise-quality support as experienced by Oracle's database and enterprise applications customers. Oracle's Lifetime Support offers:

**Enterprise Linux Premier Support** provides you with maintenance and support for five years from their general availability date. You benefit from:

- Unlimited service requests;
- Access to patches, fixes, and security alerts;
- 24x7 access to Oracle *MetaLink* (web-based customer support system), including the ability to log service requests online;
- 24x7 access to Oracle Unbreakable Linux Network;
- Complete Linux server lifecycle management;
- Oracle Clusterware;
- Hardware certification;
- Backport of fixes.

Extended support is available for the next three years which offers all of the same benefits as listed above except new hardware certifications. Subsequent to Extended support, Sustaining Support is available indefinitely, and you will receive technical support for as long as you operate your systems. Sustaining Support does not include:

- New updates, fixes, security alerts, and critical patch updates;

- Backport of fixes;
- Hardware certification.

**Enterprise Linux Basic Support** provides you with maintenance and support for three years from their general availability date. You benefit from:

- Unlimited service requests;
- Access to patches, fixes, and security alerts;
- 24x7 access to Oracle *MetaLink* (web-based customer support system), including the ability to log service requests online;
- 24x7 access to Oracle Unbreakable Linux Network;
- Complete Linux server lifecycle management;
- Oracle Clusterware;
- Hardware certification.

Extended support is available for the next four years which offers all of the same benefits as listed above except new hardware certifications.

**Enterprise Linux Network Support** provides you with maintenance and support for three years from their general availability date. You benefit from:

- Access to patches, fixes, and security alerts, and
- 24x7 access to Oracle Unbreakable Linux Network.

Check [Linux support policies](#) for details. To purchase Linux support, visit the [Oracle Unbreakable Linux Store](#).

### **Learn More**

Discover how your organization can benefit from Oracle Unbreakable Linux support. For more information, visit [oracle.com/linux](http://oracle.com/linux).

Updates and future product releases are provided in accordance with [Oracle's Linux Support Policies](#).

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