

# Oracle Linux and Oracle VM Support Policies: Scope of Coverage

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Effective Date: June 4, 2021

Last Update: September 3, 2021

**Service request assistance for the following support topics is available to customers acquiring Oracle Linux Premier Support, Oracle Linux Basic Support, and Oracle Linux Extended Support.**

- New System Installation
  - Installing and configuring Oracle Linux
  - Boot loader (e.g., configuring the boot loader in a multi-boot environment)
  - Partitioning the hard drive
  - Configuring print options
  - Configuring hardware
  - Network (e.g., registering system with Oracle, updating profiles, creating entitlements)
  - Upgrading unaltered systems
  
- Advanced Configuration
  - X windows (e.g., changing window managers, configuring local X windows setups)
  - Debugging and resolving bugs in the operating system
  - Installing and configuring Java
  - Kernel tuning
  - Resolving third party application issues, using commercially reasonable efforts, by working with you and the application vendor, provided you have a valid support agreement in place with Oracle and the application vendor for the system on which the application is running.
  
- Bash scripting
  - System Administration
  - Accessing the remote terminal
  - Configuring the FTP server
  - Configuring and installing Amanda software
  - Configuring the network (e.g., ISDN dial-in server, ISDN servers and PPP connection issue diagnosis)
  - Firewall (e.g., port forwarding setup, IP masquerading setup help)
  - Software RAID (e.g., disaster recovery preparation, disk failure recovery)
  - Security (e.g., installing Oracle Linux IPSec tools and packages, verifying an IPSec install)
  - Oracle Linux performance tuning, monitoring and logging
  - Web Server (e.g., Apache setup and configuration, Apache web server problem diagnosis)
  - Mail Server (e.g., creating domains, aliases, and virtual users, configuring remote user mail forwarding)

**Service request assistance for the following support topics is available to customers acquiring Oracle VM Premier Support and Oracle VM Extended Support.**

- New System Installation
  - Installing and configuring Oracle VM
  - Boot loader (e.g., configuring the boot loader in a multi-boot environment)
  - Partitioning the hard drive
  - Configuring hardware
  - Network (e.g., registering system with Oracle, updating profiles, creating entitlements)
  - Upgrading unaltered systems
  
- Advanced Configuration
  - Debugging and resolving bugs in the operating system
  - Kernel and hypervisor tuning
  - Resolving third party application issues, using commercially reasonable efforts, by working with you and the application vendor, provided you have a valid support agreement in place with Oracle and the application vendor for the system on which the application is running inside guest and/or virtual machines.
  - Bash scripting

- System Administration
  - Accessing the remote terminal
  - Configuring the network (e.g., ISDN dial-in server, ISDN servers and PPP connection issue diagnosis)
  - Firewall (e.g., port forwarding setup, IP masquerading setup help)
  - Software RAID (e.g., disaster recovery preparation, disk failure recovery)
  - Oracle VM performance tuning, monitoring and logging
  - Configuring, monitoring, creating, tuning and installing virtual machines

**Service request assistance for the following support topics is available to customers acquiring Oracle Linux Trial Support Services.**

- New System Installation
  - Installing and configuring Oracle Linux
  - Boot loader (e.g., configuring the boot loader in a multi-boot environment)
  - Partitioning the hard drive
  - Configuring print options
  - Configuring hardware
  - Network (e.g., registering system with Oracle, updating profiles, creating entitlements)
  - Upgrading unaltered systems
- Advanced Configuration
  - X windows (e.g., changing window managers, configuring local X windows setups)
  - Identifying known bugs in the operating system
  - Installing and configuring Java
  - Kernel tuning
  - Resolving third party application issues, using commercially reasonable efforts, by working with you and the application vendor, provided you have a valid support agreement in place with Oracle and the application vendor for the system on which the application is running.
  - Bash scripting
- System Administration
  - Accessing the remote terminal
  - Configuring the FTP server
  - Configuring and installing Amanda software
  - Configuring the network (e.g., ISDN dial-in server, ISDN servers and PPP connection issue diagnosis)
  - Firewall (e.g., port forwarding setup, IP masquerading setup help)
  - Software RAID (e.g., disaster recovery preparation, disk failure recovery)
  - Security (e.g., installing Oracle Linux IPSec tools and packages, verifying an IPSec install)
  - Oracle Linux performance tuning, monitoring and logging
  - Web Server (e.g., Apache setup and configuration, Apache web server problem diagnosis)
  - Mail Server (e.g., creating domains, aliases, and virtual users, configuring remote user mail forwarding)

**Service request assistance for the following support topics is available to customers acquiring Oracle VM Trial Support Services.**

- New System Installation
  - Installing and configuring Oracle VM
  - Boot loader (e.g., configuring the boot loader in a multi-boot environment)
  - Partitioning the hard drive
  - Configuring hardware

- Network (e.g., registering system with Oracle, updating profiles, creating entitlements)
- Upgrading unaltered systems
- Advanced Configuration
  - Kernel and hypervisor tuning
  - Resolving third party application issues, using commercially reasonable efforts, by working with you and the application vendor, provided you have a valid support agreement in place with Oracle and the application vendor for the system on which the application is running inside guest and/or virtual machines.
  - Bash scripting
- System Administration
  - Accessing the remote terminal
  - Configuring the network (e.g., ISDN dial-in server, ISDN servers and PPP connection issue diagnosis)
  - Firewall (e.g., port forwarding setup, IP masquerading setup help)
  - Software RAID (e.g., disaster recovery preparation, disk failure recovery)
  - Oracle VM performance tuning, monitoring and logging
  - Configuring, monitoring, creating, tuning and installing virtual machines

Oracle may release additional Oracle Linux and/or Oracle VM programs for which Oracle Linux or Oracle VM support is limited to installation assistance only. Program availability, bug fixes and security errata may be made available or removed for these programs as they are released and removed upstream. Certain channels contain packages that fall exclusively in this category and these channels are listed in the Oracle Linux and/or Oracle VM program documentation available at [www.oracle.com/documentation](http://www.oracle.com/documentation).