



# RED HAT ENTERPRISE LINUX 5 PRODUCT PACKAGING CHANGES & UPGRADING

For Red Hat Enterprise Linux 2.1, 3, & 4 customers & Red Hat partners

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## INTRODUCTION

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With the introduction of Red Hat Enterprise Linux 5 in early 2007, we have implemented packaging changes that many customers requested. The following is a summary of these changes and migration guidelines for existing Red Hat Enterprise Linux customers.

The goals of the changes are:

- To simplify the product portfolio as much as possible
- To enable customers to deploy a single system image across systems of differing sizes
- To streamline Red Hat Network channel management
- To increase the flexibility and scope of the Red Hat Enterprise Linux product

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### VERSION NUMBERING

Many customers suggested that they be given more information about whether they need to requalify all of their installations when updates and patches are received. To address this problem, Red Hat Enterprise Linux version numbering is being enhanced to use an x.y.z model, where:

- x represents the major release
- y represents the update level
- z represents potentially minor bug fixes

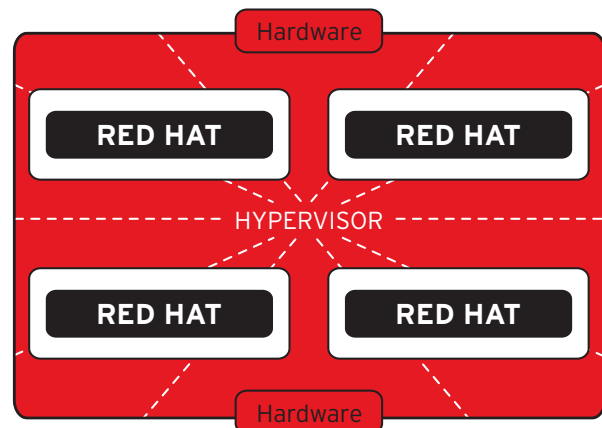
This model will apply to Red Hat Enterprise Linux 4 and 5. As an example, the first update of the new release will be named Red Hat Enterprise Linux 5.1. When the z number changes, there should be no necessity to requalify applications. When the y number changes, the API/ABI interfaces have not changed, but because other substantial improvements may have been made, it is recommended that a quick verification be run. When the x number changes, it is likely that a new Linux kernel has been installed and significant changes have been made. A full qualification is recommended, although many binary applications will continue to function.

## SERVER PRODUCTS

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In the latest release, Red Hat Enterprise Linux packaging has been streamlined to eliminate the former AS/ES variants, which have been replaced as follows:

- Red Hat Enterprise Linux Advanced Platform - provides comprehensive, integrated server and storage virtualization capabilities, enabling customers to dramatically reduce both acquisition and operating costs for servers. Existing Red Hat Enterprise Linux AS customers will automatically move to Red Hat Enterprise Linux Advanced Platform when they renew their subscriptions. Primary features include:
  - The ability to deploy an unlimited number of virtualized guest operating systems.
  - The ability to deploy a virtualized storage subsystem using Red Hat Cluster Suite, Red Hat Global File System, and Cluster Logical Volume Manager technology. By enabling the deployment of shared logical volumes and file systems across multiple virtualized guests and physical systems, the Advanced Platform provides the foundation for a seamless computing grid.
- Support for servers of any size (unlimited processor sockets).





- Red Hat Enterprise Linux - for servers with up to 2 processor sockets, provides traditional Enterprise Linux functionality and all the latest new features, including virtualization. Existing Red Hat Enterprise Linux ES customers will automatically move to Red Hat Enterprise Linux when they renew their subscriptions. Red Hat Enterprise Linux supports up to four virtualized guest operating systems.

The previously available Basic, Standard and Premium service level subscriptions are available with minor changes:

- Basic support provides 1 year of web support for all issues. Previously Basic support provided 30 days of phone support for installation and configuration issues only. The response guarantee is 2 business days.
- Both Standard and Premium support provide 1 hour response for critical issues and 4 hour response for all other issues.

### PURCHASING A SERVER SUBSCRIPTION

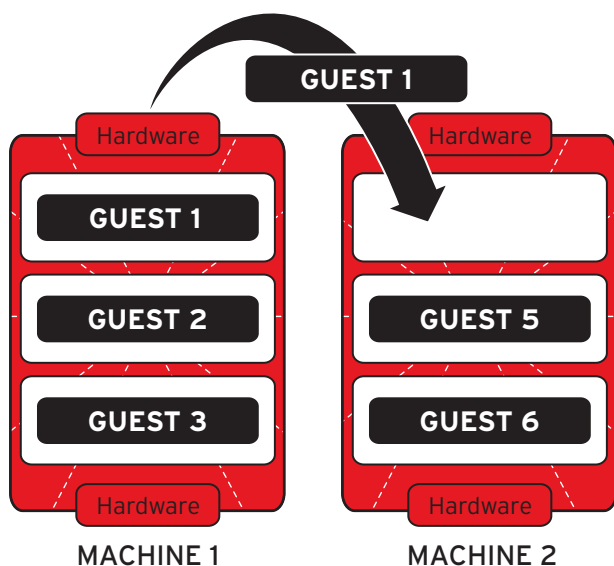
Selecting a Red Hat Enterprise Linux 5 subscription requires just two simple choices:

- Which level of service is required?
- Is the Advanced Platform needed?

Red Hat Enterprise Linux supports servers with up to 2 sockets at each service level (Basic, Standard or Premium). Red Hat Enterprise Linux Advanced Platform supports servers of any size and is available with either a Standard or Premium subscription.

With the introduction of Red Hat Enterprise Linux 5 it is now possible to purchase Premium support for the base product (the equivalent of Red Hat Enterprise Linux ES Premium)

Note that a Red Hat Enterprise Linux subscription is not version specific. Once a subscription has been purchased, customers are free to run any version.

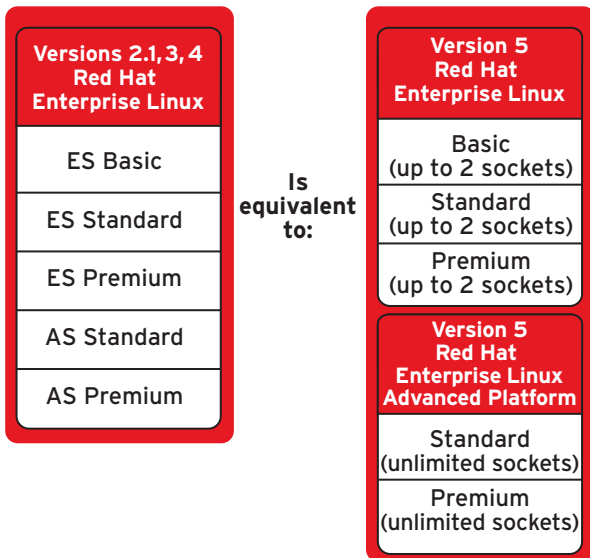


## UPGRADING FROM PREVIOUS RELEASES

Red Hat Enterprise Linux ES and AS customers may upgrade to Red Hat Enterprise Linux v.5 at any time via Red Hat Network. This will provide all the latest functionality, including the ability to run up to 4 virtualized guests.

Red Hat Enterprise Linux AS customers will be automatically upgraded to Red Hat Enterprise Linux Advanced Platform when they next renew their subscription. Note that prices for Red Hat Enterprise Linux AS and Red Hat Enterprise Linux Advanced Platform are the same.

Red Hat Enterprise Linux AS customers who would like to upgrade to Red Hat Enterprise Linux Advanced Platform before their current subscription expires may do so by calling Red Hat. Upgrades from Red Hat Enterprise Linux ES to Red Hat Enterprise Linux Advanced Platform are also available.



## CLIENT PRODUCTS

In the latest release, the WS and Red Hat Desktop variants have been merged. There is now just a single client product, Red Hat Enterprise Linux Desktop. This new product includes all the latest open source technologies and is also provided with two options:

- Workstation
  - This option upgrades the basic Red Hat Enterprise Linux Desktop to the equivalent capabilities of the previous Red Hat Enterprise Linux WS product.
- Multi-OS
  - This option permits the Red Hat Enterprise Linux Desktop user to deploy up to four virtualized guest operating systems.

An important new feature of Red Hat Enterprise Desktop is that it includes three Red Hat Network modules: Update, Management and Provisioning. These modules combine to greatly simplify the deployment and management of high volume desktop environments.



The previous product packaging model, in which Red Hat Desktop was sold in multi-unit bundles with a Red Hat Network Proxy or Satellite Server, has been discontinued. Red Hat Enterprise Linux Desktop can be purchased in single units, with no requirement for a local Red Hat Network server.

For Red Hat Enterprise Linux Desktop systems, subscriptions are offered with three support levels:

- **Basic Support:** This offers the same services as on server systems, and is the default support offering for all client systems.
- **Help Desk Escalation Support:** Customers with 50 or more client systems may opt, for no additional charge, to convert their subscriptions to provide Help Desk Escalation support. With Help Desk Escalation Support desktop end users contact their local corporate IT Help Desk for resolution of day-to-day problems—

networking, printing, local application issues, etc. If a member of the IT Help Desk staff requires specific product assistance then he/she is able to log a support call with Red Hat. Help Desk Escalation provides the IT staff with Standard support services. The primary benefit of Help Desk Escalation over Basic is that it provides phone support with rapid response guarantees.

- **Standard Support:** Available for systems that have purchased the Workstation option. This provides a simple migration path for customers with Red Hat Enterprise Linux WS with Standard support.

### CAPABILITIES

The following table summarizes Red Hat Enterprise Linux Desktop capabilities and options:

## RED HAT ENTERPRISE LINUX 5 DESKTOP: SUMMARY

Base Product	Includes	Installer Behavior	SLA
Red Hat Enterprise Linux Desktop	<ul style="list-style-type: none"> <li>• 1 year RHN Update, Management and Provisioning</li> <li>• 1 year Basic support (converts to Help Desk Escalation at 50 units)</li> </ul>	Full set of Client packages provided—Office suite, email, Internet, multimedia, etc (no server or developer packages)	<ul style="list-style-type: none"> <li>• 1 CPU socket &amp; 4Gb of memory</li> <li>• Support SLA for Client use</li> </ul>

Options	Includes	Installer Behavior	SLA
Workstation Option	<ul style="list-style-type: none"> <li>• Support for calculation intensive applications that require more powerful desktops</li> </ul>	Option to load server & developer packages	<ul style="list-style-type: none"> <li>• Up to 2 CPUs &amp; unlimited memory</li> <li>• Support SLA for Client &amp; Developer use, and server applications in workgroup environments (no support for use as a general purpose server)</li> </ul>
Multi OS Option	<ul style="list-style-type: none"> <li>• Run 3rd party operating systems with the security of Linux</li> </ul>	Option to load virtualization packages	<ul style="list-style-type: none"> <li>• Support for up to 4 virtualized guests</li> </ul>



## UPGRADING FROM PREVIOUS RELEASES

Upgrading from previous releases of Red Hat Enterprise Linux WS and Red Hat Desktop is simple and, in most cases, will be automatic when a subscription is renewed. The new packaging maps directly with the previous packaging and prices remain unchanged. This is shown in the table below.

## OTHER PRODUCTS

### HIGH PERFORMANCE COMPUTING (HPC)

In version 5, the Red Hat Enterprise Linux WS for HPC Compute Nodes product has been replaced with a new product, Red Hat Enterprise Linux for HPC Compute Nodes. This product provides the same capabilities as the mainline server but is focused on the HPC market in the same way as prior releases:

- The initial purchase must be for at least eight HPC compute nodes. Individual units may subsequently be purchased.
- The product is only available with Basic support, and the Service Level Agreement (SLA) restricts use to HPC environments.

For existing customers, migration from the WS-based product to the new product is entirely straightforward. Renewals will be automatic and subscription pricing is unchanged.

Versions 2.1, 3, 4
Red Hat Enterprise Linux WS, Basic
Red Hat Enterprise Linux WS, Standard
Red Hat Desktop Proxy Starter
Red Hat Desktop Satellite Starter
Red Hat Desktop Expansion

Is  
equivalent  
to:

Version 5
Red Hat Enterprise Linux Desktop + Workstation Option, Basic
Red Hat Enterprise Linux Desktop + Workstation Option, Standard (renewals only)
1x Red Hat Network Proxy Server + 10 x Red Hat Enterprise Linux Desktop
1x Red Hat Network Proxy Server + 50 x Red Hat Enterprise Linux Desktop
50 x Red Hat Enterprise Linux Desktop

## RED HAT SALES AND GENERAL INQUIRIES

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