

Developer Support

This service provides customers who are developing or porting an application to Red Hat Enterprise Linux with development advice and tools assistance. If you are an ISV or are an in-house enterprise application developer, this service is ideal for you. You will benefit from:

- Faster time to market for applications running on Red Hat Enterprise Linux
- Increased IT and developer productivity via quick response to interoperability issues
- Quick access to the broadest and most in-depth range of Linux development skills and knowledge in the industry
- Expanded development capabilities at a fraction of the cost of additional staffing
- Decreased maintenance costs through a streamlined deployment and maintenance environment

The advice and assistance does not extend to the composition or delivery of code by Red Hat.

Features

- **Linux Development Advice**
 - Recommendations on methodology for porting applications to Red Hat Enterprise Linux
 - Advice on the use of Linux system calls
 - Advice on the use of libraries distributed with Red Hat Enterprise Linux such as glibc and libstdc++
 - Guidance on standard Linux programming practices and methodology
- **GNU-based Programming Tools Assistance** – Advice and assistance with:
 - Use of GNU-based development tools distributed with Red Hat Enterprise Linux: gcc, g++, gas
 - Use of binutils tools such as ld and objdump
 - Use of gdb to debug applications
 - Use of other development tools and utilities distributed with Red Hat Enterprise Linux such as: make and Makefile creation, automake, autoconf, CVS (Concurrent Versions System)

Service Level Agreement

- Subscription based.
- Allows up to 10 developers with two contacts. A limit of 15 incidents per year is also in place. Each developer must have an entitled Red Hat Enterprise Linux system (AS/ES/WS).
- Email, phone, or Web communication
- Standard business hours (9 a.m. – 5 p.m. local time)
- 1 business day response
- No guaranteed resolution time
- Communication from customer must be channeled through the designated contact(s)
- The service does not include any deliverable code or binary packages by Red Hat.
- Bug fix support is provided only through Red Hat Enterprise Linux distributions (AS, ES, or WS) that have not been modified, recompiled, or corrupted – so any problem must be recreated in the mainline Red Hat Enterprise Linux distribution. There is no guarantee bugs will be fixed.
- Recompilations of packages (or parts of packages) from the Red Hat Enterprise Linux distributions are wholly unsupported, though recommendations may be offered at Red Hat's discretion.
- If Red Hat does elect to provide any code to a developer, it is intended to be used as a functional example only and is provided subject to the GPL. Incorporating the example code is considered a derivation of the GPL'd work. Red Hat is not responsible for, and will not support, any example code incorporated by a developer.

Cost

- Contact Sales for pricing information
- Options exist for more developers or contacts (additional fee).

Related services and programs

- Premium Developer Support
- Red Hat Ready Partner program

Training and Education

Certified Training Programs

- Red Hat Certified Engineer program (RHCE)
- Red Hat Certified Technician program (RCHT)

Courses

- RHD143 Red Hat Linux Programming Essentials
- RHD221 Red Hat Linux Device Drivers
- RHD236 Red Hat Linux Kernel Internals
- RHD256 Red Hat Linux Application Development and Porting

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