



This Product Appendix (which includes Exhibits applicable to specific Red Hat Products) contains terms that describe the parameters and govern your use of Software Subscriptions and Support Subscriptions. This Product Appendix does not apply to Red Hat hosted or on-line subscription offerings. When we use a capitalized term in this Product Appendix without defining it, the term has the meaning defined in the Agreement to which this Product Appendix applies, such as the Red Hat Enterprise Agreement. In the event of a conflict, inconsistency or difference between this Product Appendix and an Exhibit to this Product Appendix, the terms of the Exhibit control.

Red Hat may modify or update this Product Appendix either by posting a revised version of this Product Appendix at <http://www.redhat.com/agreements>, and/or by providing notice using other reasonable means. If you do not agree to the updated terms then, (a) the existing Product Appendix will continue to apply to Red Hat Products you have purchased as of the date of the update for the remainder of the then-current Subscription term(s); and (b) the updated or modified terms will apply to any new purchases or renewals of Red Hat Products made after the effective date of the updated terms.

This Product Appendix does not apply to generally available open source projects such as [www.wildfly.org](http://www.wildfly.org), [www.feedhenry.org](http://www.feedhenry.org), [www.fedoraproject.org](http://www.fedoraproject.org), [www.openstack.redhat.com](http://www.openstack.redhat.com), [www.gluster.org](http://www.gluster.org), [www.centos.org](http://www.centos.org), Ansible Project Software or other community projects.

## 1. Subscription Services

**1.1 Subscription Unit Definitions.** Fees for Subscription Services are based on metrics that are referred to as “Units”. Table 1.1 below defines the various Units that are used to measure your use of Software Subscriptions. The specific Units that apply to the various Software Subscriptions are contained in the Order Form(s) applicable to your purchases and in the Exhibit(s).

Table 1.1

| Unit                                      | Software Subscription Unit Definitions  |
|---|---|
| API Call                                  | is one inbound message to your API backend server and a response, if any, from the server.  |
| Core                                      | is (a) a physical processing core located in a CPU or (b) a virtual processing core within a virtual machine or supporting a container, in each case, that contains or executes the Software running for Production Purposes. |
| Core Band                                 | a group of processing Cores (16 or 64).   |
| Customer User                             | your and your Affiliates’ third party end users with access to the Software.  |
| Employee User                             | your and your Affiliates’ employee users acting on your behalf (including your independent contractors and those of your Affiliates) who are able to access the Software.   |
| Full Time Equivalent or FTE               | the sum of (a) the total number of full time faculty plus one third of the part time faculty and (b) the total number of full time staff plus one half of the part time staff.  |
| GB of RAM                                 | a gigabyte of processing memory that contains or executes the Software.   |
| Managed Node                              | each Node managed by the Software. “Node” means a Virtual Node, Physical Node or other instance of software.  |
| Module                                    | use of the Software to manage one System, Virtual Node or Physical Node.  |
| Physical Node                             | a physical system which contains or executes all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable.                                   |
| Power IFL (Integrated Facility for Linux) | a processor core on an IBM Power system that is activated and contains or executes all or a portion of the Software.  |
| Socket                                    | a socket occupied by a CPU.   |
| Socket-pair                               | up to two Sockets.  |
| Storage Band                              | an amount of Storage (measured in terabytes “TB” and/or petabytes “PB”), where “Storage” is the total   |

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红帽可通过在<http://www.redhat.com/agreements>发布本产品附录的版和/或以其他合理的方式提供通知，对本产品附录进行修改或更新。如果贵方不同意更新后的条款，则(a) 截至更新日期贵方已购买的红帽产品，将在当时的订阅期的剩余期限内继续适用现有的产品附录；且(更新后条款的生效日期之后对红帽产品的任何新的购买或续展，将更新或修改后的条款。

本产品附录不适用于普遍可获得的开源项目，如 [www.wildfly.org](http://www.wildfly.org)、[www.feedhenry.org](http://www.feedhenry.org)、[www.fedoraproject.org](http://www.fedoraproject.org)、[www.openstack.redhat.com](http://www.openstack.redhat.com)、[www.gluster.org](http://www.gluster.org)、[www.centos.org](http://www.centos.org) Ansible项目软件或其他社区项目。

## 1. 订阅服务

**1.1 订阅单位定义。** 订阅服务费用以称为“单位”的计量标准为依据。表 1.1 定义了用于计量贵方使用的软件订阅的数量的各种单位。贵方购买行为所适用的订单中以及在附件中包含了各种软件订阅适用的具体单位。

| Unit   | Software Subscription Unit Definitions  |
|--|---|
|  | capacity of storage available to each instance of the Software.   |
| System                                       | a system which contains or executes all or a portion of the Software including, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable. |
| System on a Chip or SOC(s)                   | a single integrated circuit that includes the major components of a computer and is generally recognized as a system on a chip.   |
| System z IFL (Integrated Facility for Linux) | a mainframe CPU that is activated and contains or executes all or a portion of the Software.  |
| vCPU   | a physical CPU, in whole or in part, which is assigned to a virtual machine or container which contains or executes all or a portion of the Software.   |
| Virtual Node or Virtual Guest                | an instance of the Software executed, in whole or in part, on a virtual machine or in a container.  |

表 1.1

| 单位                       | 软件订阅单位定义  |
|--------------------------|---|
| API调用                    | 指向贵方的API后端服务器发送的一条消息，以及来自服务器的响应（如有）。                                |
| 核心                       | 指 (a) 位于CPU中的物理处理核心或 (b) 虚拟机内或支持容器的虚拟处理核心，在每种情况下，均包含或执行为生产目的而运行的软件。 |
| 核心频带                     | 一组处理核心（16 或 64）。  |
| 客户用户                     | 有权访问软件的、贵方及贵方关联方的第三方最终用户。   |
| 员工用户                     | 代表贵方行事的、能够访问软件的、贵方和贵方关联方的员工用户（包括贵方和贵方关联方的独立承包商）。                    |
| 全职人力工时或FTE               | 下列两数之和：(a) 全职教员加上兼职教员三分之一的总数，以及 (b) 全职职员加上兼职职员一半的总数。                |
| RAM的GB                   | 包含或执行软件之处内存的千兆字节  |
| 受管节点                     | 软件所管理的每个节点。“节点”指虚拟节点、物理节点或其他软件实例。                                   |
| 模块                       | 使用软件来管理一个系统、虚拟节点或物理节点。  |
| 物理节点                     | 包含或执行全部或部分软件的物理系统，包括但不限于服务器、工作站、笔记本电脑、刀片或其他物理系统（视具体情况而定）。           |
| Power IFL (Linux集成设施)    | 被激活并包含或执行全部或部分软件的、IBM Power系统上的处理器核心。                               |
| 插槽                       | 被CPU占用的插槽。  |
| 插槽对                      | 最多两个插槽。   |
| 储存频带                     | 储存量（以万亿字节“TB”和/或千万亿字节“PB”为单位），其中“储存”指每个软件实例可用的总储存容量。                |
| 系统                       | 包含或执行全部或部分软件的系统，包括但不限于服务器、工作站、笔记本电脑、虚拟机、容器、刀片、节点、分区、设备或引擎（视具体情况而定）。 |
| 单片系统或SOC                 | 单个集成电路，包括电脑的主要组成部分，通常被认为是一块芯片上的系统。                                  |
| System z IFL (Linux集成设施) | 被激活并包含或执行全部或部分软件的大型机CPU。  |
| vCPU                     | 物理CPU的全部或一部分，其被分配给包含或执行全部或部分软件的虚拟机或容器。                              |
| 虚拟节点或虚拟客户机               | 全部或部分在虚拟机上或在容器中执行的软件实例。   |

## 1.2 Use of Subscription Services.

- (a) **Basis of the Fees.** While you have Subscriptions entitling you to receive Subscription Services for a Red Hat Product, you are required to purchase the applicable Software Subscriptions and Support Subscriptions in a quantity equal to the total number and capacity of Units of that Red Hat Product. For purposes of counting Units, Units include (a) non-Red Hat Products if you are using Subscription Services to support or maintain such non-Red Hat Products and (b) versions or copies of the Software with the Red Hat trademark(s) and/or logo file(s) removed.
- (b) **Supported Use Cases.** Subscription Services are provided for Software only when used for Supported Use Cases as described in the Exhibits to this Product Appendix. The Supported Use Case(s) associated with a Red Hat Product also determine the type of Subscription that is required. If your use of any aspect of the Subscription Services is contrary to or conflicts with a Supported Use Case, you are responsible for purchasing the appropriate Subscription(s) to

## 1.2 使用订阅服务。

- (a) **费用依据。**虽然贵方的订阅使贵方有权接收红帽产品的订阅服务，但贵方须购买数量等于该红帽产品之单位总数量和容量的相关软件订阅和支持订阅。就单位的计算而言，单位包括 (a) 非红帽产品（如果贵方使用订阅服务来支持或维护该等非红帽产品），以及 (b) 红帽商标和/或标识文件被移除的软件版本或拷贝。
- (b) **有支持服务的使用案例。**仅当软件用于本产品附录的附件所述的有支持服务的使用案例时，才会为软件提供订阅服务。与红帽产品相关的有支持服务的使用案例也决定了所需的订阅类型。如果贵方对订阅服务任何方面的使用与有支持服务的使用案例相悖或相冲突，则贵方有责任购买相应的订阅以覆盖该等使用。例如，如果贵方在作为服务器的系统上使用 Red Hat Enterprise Linux Desktop 订阅，则贵方须购买 Red Hat

cover such usage. For example, if you are using a Red Hat Enterprise Linux Desktop Subscription on a System that is a server, you are obligated to purchase Red Hat Enterprise Linux Server Subscription Services.

- (c) **Support Levels.** You agree not to use Software Subscriptions with support service levels (e.g. Standard and/or Premium) higher than the support levels (e.g. Self-support and/or Standard) you have purchased.
- (d) **Transferring Subscriptions.** You may transfer, migrate or otherwise move Software Subscriptions provided you are accountable for the number and types of Units associated with the Software Subscriptions.
- (e) **Scope of Use of Subscription Services.** The Agreement (including pricing) is premised on the understanding that you will use Subscription Services only for your internal use (which may include Affiliates). Your internal use may include running a web site and/or offering your own software as a service, provided that such use (a) does not include a distribution, sale or resale of any of the Subscription Services and (b) provides as the primary component of the web site or service a material value added application other than the Subscription Services. However, providing the Subscription Services to, or using them for the benefit of, a third party (for example, using Subscription Services to provide hosting services, managed services, Internet service provider (ISP) services, or third party access to or use of the Subscription Services) is a material breach of the Agreement.
- (f) **Use by Contractors.** Subscription Services may be used by third parties acting on your behalf, such as contractors or outsourcing vendors provided (i) you remain fully responsible for all of your obligations under the Agreement and this Product Appendix and for the activities and omissions of the third parties and (ii) in the case of a migration to a third party cloud or hosting provider, you are qualified for and comply with the terms of the Red Hat Cloud Access program as set forth in Section 3 below.
- (g) **Unauthorized Use of Subscription Services.** Any unauthorized use of the Subscription Services is a material breach of the Agreement, such as (a) only purchasing or renewing Subscription Services based on some, but not all, of the total number of Units, (b) splitting or applying one Software Subscription to two or more Units, (c) providing Subscription Services (in whole or in part) to third parties, (d) using Subscription Services in connection with any redistribution of Software and/or (e) using Subscription Services to support or maintain any non-Red Hat Software products without purchasing Subscription Services for each such instance.

**1.3 Subscription Start Date.** Unless otherwise agreed in an Order Form, Subscription Services will begin on the earlier of the date you purchase or first use the Subscription Services.

**1.4 End User and Open Source License Agreements.** The Red Hat Products are governed by the EULAs set forth at [www.redhat.com/licenses/eulas](http://www.redhat.com/licenses/eulas). Software Subscriptions and Subscription Services are term-based and will expire if not renewed. This Agreement establishes the rights and obligations associated with Subscription Services and is not intended to limit your rights to software code under the terms of an open source license.

**1.5 Red Hat Software Subscription Bundles.** Red Hat offers combinations of Software Subscriptions with complimentary feature sets and price discounts ("**Bundle(s)**"). The basis of the fees for these Bundles is the combined use of such Software Subscriptions on a single Unit. When any of the combined Software Subscriptions are used independently from the Bundle, the fees for such independent usage will be Red Hat's standard fees associated with the Unit for the particular Software Subscription.

Enterprise Linux Server 订阅服务。

- (c) **支持级别。** 贵方同意不使用支持服务级别（例如标准级和/或高级）高于贵方已购买的支持级别（例如自服务和/或标准级）的软件订阅。
- (d) **转移订阅。** 贵方可转移、迁移或以其他方式移动软件订阅，但贵方须对与软件订阅相关的单位数量和类型负责。
- (e) **订阅服务的使用范围。** 本协议（包括定价）是基于下列理解：订阅服务将仅供贵方的内部使用（可包括关联方）。贵方的内部使用可包括运行网站和/或作为一种服务提供贵方自己的软件，但该等使用 (a) 不包括分发、销售或转售任何订阅服务，且(b) 提供除订阅服务以外的重要增值应用，作为网站或服务的主要组成部分。但是，向第三方提供订阅服务，或为了第三方的利益而使用订阅服务（例如，将订阅服务用于提供主机服务、受管服务、互联网服务提供商（ISP）服务，或第三方访问或使用订阅服务）是对本协议的重大违反。
- (f) **承包商使用。** 订阅服务可由代表贵方行事的第三方使用，例如承包商或外包卖方，但(i) 贵方仍完全承担贵方在本协议和本产品附录项下的所有义务，并对第三方的作为和不作为负有全部责任，且(ii)在向第三方云或主机供应商进行迁移的情况下，贵方受限于并遵守下文第 3 条所述的红帽云接入计划的条款。
- (g) **未经授权使用订阅服务。** 任何未经授权使用订阅服务的行为，均是对本协议的重大违反，例如 (a)仅根据单位总数的一部分（而非全部），购买或续展订阅服务，(b)拆分或应用一个软件订阅于两个或多个单位，(c)向第三方提供（全部或部分）订阅服务，(d)将订阅服务用于软件的再次分发，和/或(e)将订阅服务用于支持或维护任何非红帽软件产品，而未为每个该等实例购买订阅服务。

**1.3 订阅开始日期。** 除非订单中另有约定，订阅服务将自贵方购买或首次使用订阅服务之日（以较早发生者为准）开始。

**1.4 最终用户和开源许可协议。** 红帽产品适用 [www.redhat.com/licenses/eulas](http://www.redhat.com/licenses/eulas) 规定的最终用户许可协议（EULA）。软件订阅和订阅服务是按照期限提供的，如果续展，将会到期。本协议规定了与订阅服务相关的权利和义务，且无意限制贵方在开源许可条款项下对软件代码享有的权利。

**1.5 红帽软件订阅包。** 红帽提供带有免费功能集和价格折扣的软件订阅组合（“包”）。该等包的费用以该等软件订阅在单个单位上的组合使用为依据。当任何被组合的软件订阅独立于包使用时，该等独立使用的费用将是与特定软件订阅之单位相关的红帽标准费用。

## 2. Subscription Service Support Terms

**2.1 Evaluations.** Red Hat may offer Evaluation Subscriptions for evaluation and not for Production Purposes. Evaluation Subscriptions may be provided with limited or no support and/or subject to other limitations. If you use the Evaluation Subscription(s) for any purpose other than evaluation, you are in violation of this Agreement and are required to pay the applicable subscription fees for such use in accordance with Section 1 above, in addition to any and all other remedies available to Red Hat.

**2.2 Support from a Business Partner.** If you purchase Software Subscriptions that include support provided by an authorized Red Hat Business Partner (not by Red Hat) then Section 2.3 does not apply to you and you should work with your Business Partner to obtain support services. Section 2.3 only applies if you have purchased Software Subscriptions with Support provided by Red Hat.

### 2.3 Support from Red Hat.

(a) **Development Support.** Certain Software Subscriptions include Development Support. “**Development Support**” consists of assistance with architecture, design, development, prototyping, installation, usage, problem diagnosis and bug fixes, in each case, for the applicable Software when used for Development Purposes. Requests for deployment and maintenance assistance and/or assistance for Production Purposes are not included within the scope of Development Support, but may be available on a consulting basis under the terms of a separate agreement.

(b) **Production Support.** Certain Software Subscriptions include Production Support. “**Production Support**” consists of assistance with installation, application testing, usage, problem diagnosis and bug fixes, in each case, for the applicable Software when used for Production Purposes. Production Support does not include assistance with (i) code development, system design, network design, architectural design, optimizations, tuning recommendations, development or implementation of security rules or policies, (ii) third party software made available with Red Hat Software, (iii) software on the supplementary, optional or Extra Packages for Enterprise Linux (“EPEL”) channels and/or (iv) preview technologies.

(c) **Support Coverage.** Support is provided in the English language but may be available in other languages based on available resources. Red Hat does not provide support for (a) any underlying infrastructure or for any third party products; (b) Software that (i) you (or a third party) have modified or recompiled, (ii) is running on hardware or platforms that are not Supported Configurations or (iii) is not running in its Supported Use Case. You are responsible for testing the Software before deploying it in your environment, backing up your systems on a regular basis and having those backups available if needed for support purposes. Except as otherwise expressly stated, Support does not include data migration or data recovery support.

(d) **Service Level Guidelines.** Red Hat will use commercially reasonable efforts to provide Support at one or more of the following support levels, depending on the Red Hat Product: Self-support, Standard or Premium, as set forth at <https://access.redhat.com/support/offerings/production/sla>. After the initial response to a support request, Red Hat will provide status updates on the issue consistent with the update guidelines applicable to the Severity Level (which may be downgraded to a lower Severity Level during the course of resolving the support request) until the issue is resolved or the parties agree on an alternative update schedule.

(e) **Obtaining Support.** To receive Support, you must provide Red Hat with sufficient information to validate your entitlement to the relevant Support. Certain Support is provided only during Red Hat’s local standard business hours. You may

## 2. 订阅服务支持条款

**2.1 评估。**红帽可以为评估之目的提供评估订阅，而不是为了生产目的。评估订阅的提供可能附带有有限的支持或没有支持和/或受到其他限制的约束。如果贵方将评估订阅用于评估以外的任何目的，则贵方违反了本协议，并且须按照上文第 1 条的规定支付与该等使用相关的订阅费用，作为红帽可获得的一切其他救济的补充。

**2.2 业务合作伙伴提供的支持。**如果贵方购买的软件订阅包括经授权的红帽业务合作伙伴（而非红帽）提供的支持，则贵方不适用第 2.3 条，且贵方应与贵方的业务合作伙伴合作以获得支持服务。仅当贵方已购买由红帽提供支持的软件订阅时，第 2.3 条才适用。

### 2.3 红帽提供的支持。

(a) **开发支持。**某些软件订阅包括开发支持。“**开发支持**”包括协助架构、设计、开发、原型开发、安装、使用、问题诊断和漏洞修复，每种情况均针对适用的软件用于开发目的之时。为获得部署和维护方面的协助和/或有关生产目的之协助而提出的请求，不包含在开发支持的范围内，但可按照另行协议的条款在咨询的基础上提供。

(b) **生产支持。**某些软件订阅包括生产支持。“**生产支持**”包括协助安装、应用测试、使用、问题诊断和漏洞修复，每种情况均针对用的软件用于生产目的之时。生产支持不包括以下方面的协助：(i)代码开发、系统设计、网络设计、架构设计、优化、调优、安全规则或政策的编制或实施，(ii)与红帽软件一同提供的三方软件，(iii)补充频道、可选频道或Extra Packages for Enterprise Linux(“EPEL”) 频道上的软件，和/或 (iv)预览技术。

(c) **支持覆盖。**支持以英语提供，但可根据可用资源以其他语言提供。红帽就以下各项不提供支持：(a) 任何底层基础设施或任何第三方产品；(b) (i)贵方（或第三方）已修改或重新编译的软件；(ii) 在不属于有支持服务的配置的其他硬件或平台上运行的软件；或(iii)未在其有支持服务的使用案例中运行的软件。贵方负责在将软件部署到贵方环境之前测试软件、定期备份贵方的系统以及在需要时提供该等备份以供支持之用。除非另有明确说明，支持不包括数据迁移或数据恢复支持。

(d) **服务级别指引。**红帽将尽商业上合理的努力，视红帽产品而定在下列一个或多个支持级别提供支持：自服务、标准级或高级，具体见<https://access.redhat.com/support/offerings/production/sla>。在对支持请求做出初步响应后，红帽将按照严重级别（在解决支持请求的过程中，严重级别可降至较低级别）所适用的更新指引，提供关于问题的状态更新，直至问题得到解决或双方达成其他的更新进度计划。

(e) **获得支持。**为获得支持，贵方必须向红帽提供足够的信息以验证贵方有权获得相关支持。某些支持仅在红帽的当地标准工作时间内提供。贵方可通过贵方的指定支持联系人与红帽



contact Red Hat through your designated Support Contacts. You may designate up to the number of contacts described at <https://access.redhat.com/support/offerings/production/contacts> based on the number of Standard and Premium Software Subscriptions you have purchased (other than for Academic Edition Customers with Campus Wide Subscriptions which are based on the number of FTEs).

**2.4 Software Subscription Lifecycle.** During the life cycle of Software, the scope of Software Maintenance and Support evolves and, after a number of years, we discontinue Software Maintenance and Support for older versions of Software. The life cycle for Software Maintenance and Production is described at [https://access.redhat.com/support/policy/update\\_policies.html](https://access.redhat.com/support/policy/update_policies.html) and, in certain instances, in the Exhibit(s). For certain versions of Software, you may purchase Extended Update Support (“EUS”) and/or Extended Life Cycle Support (“ELS”) Add-On Subscription(s) to extend your Subscription Services as further described at <https://access.redhat.com/support/policy/updates/errata/>, provided EUS Subscriptions are included in certain Software Subscriptions.

### 3. Cloud Access: Deploying Software Subscriptions in a Public Cloud

**3.1 Transferring Eligible Subscriptions to a Cloud.** You may transfer Eligible Subscriptions for use in a Vendor’s Cloud under the Cloud Access program if you (a) complete the registration set forth at <https://engage.redhat.com/forms/cloud-access-registration> and (b) have a sufficient number of Eligible Subscriptions to transfer. For Eligible Subscriptions that you purchased for on-premises use and transfer to a Vendor’s Cloud, the Unit of measurement will be the Unit as set forth in the conversion table located at <http://www.redhat.com/en/technologies/cloud-computing/cloud-access>. For Eligible Subscriptions that were originally purchased for use in a Vendor’s Cloud, no conversion is required. The number of concurrent Units used under the Cloud Access program in the Vendor Cloud may not exceed the total number of Units (a) transferred from Eligible Subscriptions and/or (b) purchased for use in a Vendor Cloud. The transfer of Software Subscription(s) to a Vendor’s Cloud via Cloud Access does not change the start date or the duration of the original Software Subscription(s). This means that when your Software Subscription expires, your access to the Software Subscription in the Vendor’s Cloud will cease, unless renewed.

**3.2 Cloud Usage Reporting.** You consent to the Vendor reporting to Red Hat your usage of Red Hat Software Subscriptions in the Vendor’s Cloud.

**3.3 Public Cloud Terms of Service.** Through the Cloud Access program, you may obtain access to Software images and/or updates to the Software, if and when available, either (a) via new images obtained from the Vendor’s Cloud or (b) from a Red Hat Portal. Certain information (such as Software related notices) may only be available to you via the Red Hat Portal. Payments to Red Hat for Software Subscriptions do not include any fees that may be due to the Vendor for the Vendor’s Cloud services. Red Hat is not a party to your agreement with the Vendor and is not responsible for providing access to the Vendor’s Cloud or performing any other obligations of the Vendor. The Vendor is solely responsible and liable for the Vendor’s Cloud. Red Hat may have a support relationship with the Vendor that enables Red Hat and the Vendor to collaborate and you consent to (i) Red Hat discussing your Software Subscriptions and related Support with the Vendor and (ii) Red Hat and the Vendor sharing information for the purpose of providing Services.

联系。贵方可根据贵方已购买的标准级和高级软件订阅的数量（学术版客户除外，校园范围内的订阅以FTEs的数量为依据），指定不超过 <https://access.redhat.com/support/offerings/production/contacts> 所述数量的联系人。

**2.4 软件订阅生命周期。**在软件的生命周期内，软件维护和支持的范围不断变化，并且在数年之后，本公司停止对旧版软件提供软件维护和支持。软件维护和生产的生命周期见 [https://access.redhat.com/support/policy/update\\_policies.html](https://access.redhat.com/support/policy/update_policies.html)，且在某些实例中，在附件中有所描述。对于某些软件版本，贵方可购买EUS：延长更新支持(“EUS”)和/或延长生命周期支持(“ELS”)附加订阅，以延长贵方的订阅服务（进一步说明见 <https://access.redhat.com/support/policy/updates/errata/>），但前提是EUS订阅包含在某些软件订阅中。

### 3. 云接入：在公共云中部署软件订阅

**3.1 将有资格的订阅转移至云。**如果贵方 (a)完成 <https://engage.redhat.com/forms/cloud-access-registration> 规定的注册，并且 (b)有足够数量的、待转移的有资格的订阅，则贵方在云接入计划项下可转移有资格的订阅以供在卖方的云中使用。对于贵方购买的用于预置型用途并转移至卖方的云的有资格的单位，计量单位将为位于 <http://www.redhat.com/en/technologies/cloud-computing/cloud-access> 的转换表中所规定的单位。对于原本购买用于卖方的云的有资格的订阅，无需转换。云接入计划项下用于卖方云的并发单位数量不得超过以下两项的总和：  
(a) 从有资格的订阅转移的单位和/或(b)购买用于卖方云的单位。通过云接入将软件订阅转移至卖方的云，并不改变原始软件订阅的起始日期或期限。这意味着，当贵方的软件订阅到期时，贵方将不再有权访问卖方的云中的软件订阅，除非续展。

**3.2 云使用报告。**贵方同意卖方向红帽报告，贵方在卖方的云中对红帽软件订阅的使用情况。

**3.3 公共云服务条款。**通过云接入计划，贵方可 (a)通过从卖方的云获得的新镜像或(b)从红帽门户，获得对软件镜像和/或软件更新的访问（倘若并且当其可获得时）。某些信息（如与软件相关的通知）只能通过红帽门户向贵方提供。向红帽支付的与软件订阅相关的款项，不包括应向卖方支付的、与卖方的云服务相关的任何费用。红帽不是贵方与卖方达成的协议的一方，也不负责提供对卖方的云的访问或履行卖方的任何其他义务。卖方应对卖方的云负有全部责任。红帽可与卖方有支持关系，以使红帽与卖方能够相互合作，而且贵方同意(i)红帽与卖方讨论贵方的软件订阅和相关支持，以及(ii)红帽与卖方共享信息，以提供服务。红帽将按照本协议的规定，就每项有资格的订阅向贵方提供支持。当在卖方的云中使用原始软件订阅（或附加订阅）中包含的某些软件组件或软件功能可能不可用或不享受支持服务。

Red Hat will provide Support to you for each Eligible Subscription pursuant to this Agreement. Certain software components or functionality of the Software contained in the original Software Subscription (or Add-on Subscription) may not be available or supported when used in the Vendor's Cloud.

**3.4 Vendor Specific Services.** Vendors may offer other services, offerings or commitments related to their Clouds, which may include the provision of services by US only personnel, compliance with various legal regimes or other Vendor Cloud specific obligations. Notwithstanding what may be offered by a Vendor, the Software Subscriptions are not provided subject to the terms of those Vendor offerings, and any Vendor offerings solely relate to the Cloud itself and not to the Software Subscriptions operated on the Cloud. As between Red Hat and you, you are solely responsible for complying with any applicable export laws or regulations related to your use of the Software Subscriptions and you agree not to transmit information, data or technology governed by the International Traffic in Arms Regulations to Red Hat in the course of your use of the Software Subscriptions.

**3.5 Vendor Termination.** Red Hat may terminate the availability of a particular Vendor that offers Cloud Access with sixty (60) day notice, provided you may continue to use any Software Subscription for the remainder of the term of the Software Subscription on another Vendor's Cloud or on your premises under the terms of this Agreement.

#### 4. Definitions

**"Add-On Subscriptions"** are optional Software Subscriptions that may be purchased in addition to the base Software Subscription (e.g. a Red Hat Enterprise Linux Software Subscription).

**"Cloud"** means a Vendor's hosted computing infrastructure that provides systems, virtual machines or container hosts to end users.

**"Cloud Access"** is the Red Hat program that allows you to use Eligible Subscriptions in a Vendor's Cloud under the terms set forth in Section 3.

**"Development Purposes"** means using the Software for development related tasks that are performed by a single-user acting in a standalone mode such as (a) an individual developer writing software code, (b) a single user performing prototyping or quality assurance testing, where neither involves any form of automated testing, multi-user testing and/or multi-client testing and (c) a user demonstrating software or hardware that runs with or on the Software.

**"Eligible Subscriptions"** means certain Software Subscriptions that meet the criteria for Cloud Access set forth at [www.redhat.com/solutions/cloud/access](http://www.redhat.com/solutions/cloud/access).

**"EULA"** means the end use license agreements for the Red Hat Products located at <https://www.redhat.com/en/about/red-hat-end-user-license-agreements>.

**"Evaluation Subscriptions"** means Red Hat Products offered without charge solely for evaluation and not for Production Purposes or Development Purposes, including offerings described as evaluation, preview or beta.

**"Product Appendix(ces)"** means the specific terms applicable to the Red Hat Products posted at <http://www.redhat.com/agreements> or otherwise attached to or incorporated into an Order Form.

**"Production Purposes"** means using the Software (a) in a production environment, (b) generally using live data and/or applications for a purpose other than Development Purposes, (c) for any automated quality assurance or testing, multi-user quality assurance or testing, and/or multi-client quality assurance or testing and/or (d) for backup instances.

**"Red Hat Portal"** means the Red Hat hosted delivery portal, such as Red Hat Customer Portal, Red Hat Container

**3.4 卖方的特定服务。** 卖方可能提供与卖方的云相关的其他服务、商品或承诺，其中可能包括仅由美国人员提供服务、遵守各种法律制度或其他具体的卖方云义务。无论卖方提供的项目为何，软件订阅的提供不适用该等卖方商品/服务的条款，而且任何卖方商品/服务均仅与云本身有关，而与在云上运行的软件订阅无关。就红帽与贵方之间而言，贵方自行负责遵守与贵方使用软件订阅有关的任何适用的出口法律或法规，而且贵方同意，在贵方使用软件订阅的过程中，不向红帽传输受《国际武器贸易条例》规管的信息、数据或技术。

**3.5 卖方终止。** 红帽可通过提前六十（60）天发送通知，终止特定的提供云接入的卖方，但贵方可在软件订阅期的剩余期限内，在另一个卖方的云上或在贵方的场所内，按照本协议条款的规定继续使用软件订阅。

#### 4. 定义

**"附加订阅"**指可购买的可选软件订阅，作为基本软件订阅（例如Red Hat Enterprise Linux软件订阅）的补充。

**"云"**指向最终用户提供系统、虚拟机器或容器主机的卖方托管计算基础设施。

**"云接入"**指允许贵方按照第 3 条所述条款规定在卖方的云中使用有资格的订阅的红帽计划。

**"开发目的"**指将软件用于与开发有关且由单个用户以独立模式执行的任务，例如 (a) 个人开发人员编写软件代码，(b) 单个用户进行原型开发或质量保证测试，且均不涉及任何形式的自动化测试、多用户测试和/或多客户机测试，以及(c) 用户演示与软件一起运行或在软件上运行的软件或硬件。

**"有资格的订阅"**指符合 [www.redhat.com/solutions/cloud/access](http://www.redhat.com/solutions/cloud/access) 规定的云接入标准的某些软件订阅。

**"EULA"**指位于 <https://www.redhat.com/en/about/red-hat-end-user-license-agreements> 的红帽产品的最终使用许可协议。

**"评估订阅"**指仅用于评估而非生产目的或开发目的且免费提供的红帽产品，包括描述为“评估”、“预览”或“测试”的商品。

**"产品附录"**指发布在 <http://www.redhat.com/agreements> 或以其他方式随附于或纳入订单的、红帽产品所适用的具体条款。

**"生产目的"**指(a)在生产环境中使用软件，(b)对软件的使用通常是将实时数据和/或应用程序用于开发目的以外的其他目的，(c)将软件用于任何自动化质量保证或测试、多用户质量保证或测试和/或多客户机质量保证或测试，和/或(d)将软件用于备份实例。

**"红帽门户"**指提供软件访问和软件维护的红帽托管交付门户，

Catalog and/or Red Hat Update Infrastructure (“RHUI”) that provides Software Access and Software Maintenance.

“Red Hat Products” means Software, Subscription Services, and other Red Hat branded offerings made available by Red Hat.

“Software” means Red Hat branded software that Red Hat provides as part of a Red Hat Product.

“Software Access” means access to various Software versions if and when available.

“Software Maintenance” means access to updates, upgrades, corrections, security advisories and bug fixes for Software, if and when available.

“Software Subscription” means a Subscription that contains Software Access, Software Maintenance and Support.

“Stacking” (or “Stacked” or “Stackable”) means the use of more than one Subscription to account for the capacity of a System or Physical Node.

“Standard Business Hours” are listed at <https://access.redhat.com/support/contact/technicalSupport.html>.

“Subscription” means a time bound Red Hat Product offering, other than professional services.

“Support” means access to Red Hat support for issues relating to Software as described in Product Appendix 1.

“Supported Configuration(s)” means the supported Red Hat Product hardware and platform configurations that are listed at <https://access.redhat.com/supported-configurations>.

“Support Contact(s)” is a person authorized by you to open support requests and/or contact Red Hat support personnel.

“Support Subscriptions” means a Subscription that contains a specialized Support offering that is supplemental to Support provided in a Software Subscription.

“Subscription Services” means Red Hat offerings consisting of Software Access, Software Maintenance, Support and/or any other services associated with and during the term of a Subscription.

“Supported Use Case” means the manner and/or environment in which a particular Subscription(s) is used and supported as further defined in an applicable Exhibit.

“Vendor” means the Red Hat authorized third party from whom you purchase Cloud services and who is authorized by Red Hat to participate in this Cloud Access program.

例如红帽客户门户、红帽容器目录和/或Red Hat Update Infrastructure (“RHUI”)。

“红帽产品”指红帽提供的软件、订阅服务和其他红帽品牌商品/服务。

“软件”指由红帽提供的、作为红帽产品一部分的红帽品牌软件。

“软件访问”是指访问各软件版本（倘若并且当其可访问时）。

“软件维护”指访问软件的更新、升级、更正、安全报告和漏洞修复（倘若并且当其可访问时）。

“软件订阅”指包含软件访问、软件维护和支持的订阅。

“堆叠”（或“堆叠的”或“可堆叠”）指使用一个以上的订阅来保证系统或物理节点的容量。

“标准工作时间”列于<https://access.redhat.com/support/contact/technicalSupport.html>。

“订阅”指专业服务以外的有时限的红帽产品。

“支持”指产品附录 1 所述的、针对与软件有关的问题获得的红帽支持。

“支持的配置”指<https://access.redhat.com/supported-configurations>列出的支持的红帽产品硬件和平台配置。

“支持联系人”指获得贵方的授权来开启支持请求和/或与红帽支持人员联系的人。

“支持订阅”指包含特别支持服务的订阅，作为软件订阅中提供的支持的补充。

“订阅服务”指在订阅期内与订阅有关的红帽商品/服务，包括软件访问、软件维护、支持和/或任何其他服务。

“支持的使用案例”指在相关附件中进一步定义的、特定订阅被使用和获得支持的方式和/或环境。

“卖方”指红帽授权的、向贵方出售云服务并获得红帽授权参与本云接入计划的第三方。

**EXHIBIT 1.A**  
**RED HAT ENTERPRISE LINUX**  
**AND RELATED SOFTWARE**  
**SUBSCRIPTIONS**

**附件 1.A**  
**RED HAT ENTERPRISE LINUX**  
**及**  
**相关的软件订阅**



This Exhibit 1.A. to Product Appendix 1 contains terms that describe the parameters and govern your use of the Red Hat Enterprise Linux, Red Hat Virtualization, Red Hat OpenStack Platform product lines and related offerings.

产品附录 1 的本附件 1.A. 包含参数描述条款及贵方使用 Red Hat Enterprise Linux、Red Hat Virtualization、Red Hat OpenStack Platform 产品系列和相关商品/服务所适用的条款。

**1. Unit of Measure and Purchasing Requirements for Red Hat Enterprise Linux Server, Red Hat Virtualization and Red Hat OpenStack Platform**

Table 1 sets forth the support level, Units of measure, capacity limitations, and stacking capabilities for various Red Hat Enterprise Linux Server, Red Hat Virtualization and Red Hat OpenStack Platform Software Subscriptions. You must purchase the appropriate number and type of these Software Subscriptions based on the Unit and other parameters described in Table 1 below.

**1. Red Hat Enterprise Linux Server、Red Hat Virtualization 和 Red Hat OpenStack Platform 的计量单位和购买要求**

表 1 列出了各种 Red Hat Enterprise Linux Server、Red Hat Virtualization 和 Red Hat OpenStack Platform 软件订阅的支持级别、计量单位、容量限制和堆叠能力。贵方须根据下表 1 中所述单位和其他参数，购买适当数量和类型的此等软件订阅。

**Table 1**

| Software Subscription  | Support Level       | Unit of Measure               | Capacity   |  | Stackable          |
|--|---------------------|-------------------------------|--|--|--------------------|
|  |                     |                               | Socket(s) or SOCs  | Virtual Nodes                                    |                    |
| Red Hat Enterprise Linux Server (Physical or Virtual Nodes)<br>Red Hat Enterprise Linux for SAP HANA<br>(see Note 1 below)   | Standard or Premium | Physical Node or Virtual Node | Socket-pair for each Physical Node or 2 Virtual Nodes  |  | Physical Node: Yes |
| Red Hat Enterprise Linux for Virtual Datacenters (see Notes 2 and 3 below)   | Standard or Premium | Physical Node                 | Socket-pair  | Unlimited Virtual Nodes running on a Socket-pair | Physical Node: Yes |
| Red Hat OpenStack Platform (formerly known as Red Hat Enterprise Linux OpenStack Platform)<br>Red Hat OpenStack Platform for Atom  | Standard or Premium | Physical Node                 | Socket-pair  | Unlimited Virtual Nodes running on a Socket-pair | Physical Node: Yes |
| Red Hat Enterprise Linux for Real Time<br>Red Hat Virtualization (see Note 4 below)<br>Red Hat Enterprise Linux with Smart Virtualization<br>Red Hat Enterprise Linux with Smart Virtualization for SAP Applications | Standard or Premium | Physical Node                 | Socket-pair  | N/A  | Physical Node: Yes |
| Red Hat Enterprise Linux for Power<br>Red Hat Enterprise Linux for Power with Smart Virtualization   | Standard or Premium | Power IFL                     | Up to 4 processor cores  | N/A  | Power IFL: Yes     |
| Red Hat Enterprise Linux for System z  | Standard or Premium | System z IFL                  | N/A  | N/A  | System z IFL: Yes  |
| Red Hat Enterprise Linux for Hyperscale  | Standard            | Physical Node                 | Band of SOCs   | None   | Physical Node: No  |
| Red Hat Enterprise Linux Server Entry Level (see Note 1 below)   | Self-support        | Physical Node                 | Socket-pair  | None   | Physical Node: No  |
| Red Hat OpenStack Platform<br>Red Hat Enterprise Linux with Smart Virtualization   | Standard or Premium | Physical Node                 | Socket-pair  | Unlimited Virtual Nodes running on a Socket-pair | Physical Node: Yes |
| Red Hat Enterprise Linux for PRIMEQUEST (see Note 1 below)   | Premium             | Physical Node                 | 1-2 Sockets, 9 Logical Partitions<br>4 Sockets, 10 Logical Partitions<br>6 Sockets, 11 Logical Partitions or |  | Physical Node: No  |



|   |                                   |                            |                                  |  |         |
|---|-----------------------------------|----------------------------|----------------------------------|--|---------|
|   |                                   |                            | 8 Sockets, 12 Logical Partitions |  |         |
| Red Hat Enterprise Linux Desktop  | Self-support, Standard or Premium | System                     | 1 CPU<br>Up to 8GB RAM           | 1 Virtual Guest                        | CPU: No |
| Red Hat Enterprise Linux Workstation  | Self-support, Standard or Premium | System                     | 2 CPU<br>Unlimited RAM           | 1 Virtual Guest<br>or 4 Virtual Guests | CPU: No |
| Red Hat Enterprise Linux Academic Site Subscription<br>Red Hat Infrastructure for Academic Institutions - Site Subscription | Standard or Premium               | Full Time Equivalent (FTE) | 1-2 Sockets                      | 1 Virtual Guest                        | N/A     |

表 1

| 软件订阅   | 支持级别       | 计量单位         | 容量   |                        | 是否可堆叠           |
|--|------------|--------------|--|------------------------|-----------------|
|  |            |              | 插槽或 SOCs   | 虚拟节点                   |                 |
| Red Hat Enterprise Linux Server (物理节点或虚拟节点)<br>Red Hat Enterprise Linux for SAP HANA<br>(见下述注 1)   | 标准级或高级     | 物理节点或虚拟节点    | 针对每个物理节点的插槽对<br>或<br>2 个虚拟节点   |                        | 物理节点: 是         |
| Red Hat Enterprise Linux for Virtual Datacenters (见下述注 2 和注 3)   | 标准级或高级     | 物理节点         | 插槽对  | 在插槽对上运行的无限虚拟节点         | 物理节点: 是         |
| Red Hat OpenStack Platform (原名为 Red Hat Enterprise Linux OpenStack Platform)<br>Red Hat OpenStack Platform for Atom  | 标准级或高级     | 物理节点         | 插槽对  | 在插槽对上运行的无限虚拟节点         | 物理节点: 是         |
| Red Hat Enterprise Linux for Real Time<br>Red Hat Virtualization (见下述注 4)<br>Red Hat Enterprise Linux with Smart Virtualization<br>Red Hat Enterprise Linux with Smart Virtualization for SAP Applications | 标准级或高级     | 物理节点         | 插槽对  | 不适用                    | 物理节点: 是         |
| Red Hat Enterprise Linux for Power<br>Red Hat Enterprise Linux for Power with Smart Virtualization   | 标准级或高级     | Power IFL    | 最多 4 个处理器核心  | 不适用                    | Power IFL: 是    |
| Red Hat Enterprise Linux for System z  | 标准级或高级     | System z IFL | 不适用  | 不适用                    | System z IFL: 是 |
| Red Hat Enterprise Linux for Hyperscale  | 标准级        | 物理节点         | SOC 频带   | 无                      | 物理节点: 否         |
| Red Hat Enterprise Linux Server Entry Level (见下述注 1)   | 自服务        | 物理节点         | 插槽对  | 无                      | 物理节点: 否         |
| Red Hat OpenStack Platform<br>Red Hat Enterprise Linux with Smart Virtualization   | 标准级或高级     | 物理节点         | 插槽对  | 在插槽对上运行的无限虚拟节点         | 物理节点: 是         |
| Red Hat Enterprise Linux for PRIMEQUEST (见下述注 1)   | 高级         | 物理节点         | 1-2 个插槽、9 个逻辑分区<br>4 个插槽、10 个逻辑分区<br>6 个插槽、11 个逻辑分区或<br>8 个插槽、12 个逻辑分区 |                        | 物理节点: 否         |
| Red Hat Enterprise Linux Desktop   | 自服务、标准级或高级 | 系统           | 1 个 CPU<br>最高 8GB RAM  | 1 个虚拟客户机               | CPU: 否          |
| Red Hat Enterprise Linux Workstation   | 自服务、标准级或高级 | 系统           | 2 个 CPU<br>无限 RAM  | 1 个虚拟客户机<br>或 4 个虚拟客户机 | CPU: 否          |
| Red Hat Enterprise Linux Academic Site Subscription<br>Red Hat Infrastructure for Academic Institutions - Site Subscription  | 标准级或高级     | 全职人工工时 (FTE) | 1-2 插槽   | 1 个虚拟客户机               | 不适用             |

**Note 1:** Each Physical Node supports a maximum number of four (4) virtual instances that may consist of Red Hat Enterprise Linux Virtual Nodes, Virtual Guests or any other guest operating system, provided containers do not count towards the maximum four (4) virtual instances.

**Note 2:** Please note that Red Hat Enterprise Linux for Virtual Datacenters Subscriptions do not include an entitlement for the host operating system.

**Note 3:** Please note a Red Hat Enterprise Linux for Virtual Datacenters Subscription is limited when deployed on Red Hat Enterprise Linux Servers to the four (4) virtual instances support limit per Note 1, provided that limitation does not apply when Red Hat Enterprise Linux for Virtual Datacenters is deployed on either Red Hat Virtualization or Red Hat OpenStack Platform.

**Note 4:** A Red Hat Virtualization Subscription comes with RHEV-Manager, which requires the purchase of an underlying Red Hat Enterprise Linux Subscription for each Unit (i.e., Physical Node or Virtual Node) running RHEV-Manager.

## 2. Red Hat Enterprise Linux Server Add-Ons

Red Hat Enterprise Linux Server Subscriptions may be purchased with one or more optional Add-On Subscriptions. Add-On Subscriptions require a separate paid and active Software Subscription for each Unit that deploys, installs, uses or executes such Add-On. Each Unit of an Add-On Subscription (i) must match the Unit of Measure and capacity of the underlying Red Hat Enterprise Linux Unit and (ii) inherits the Support Level of the underlying Red Hat Enterprise Linux Unit. Add-On Subscriptions are not supported on Red Hat Enterprise Linux Subscriptions with a Self-support service level except Smart Management Add-Ons.

## 3. Red Hat Enterprise Linux Server Supported Use Cases

**注 1:** 每个物理节点最多可以支持四（4）个虚拟实例，这些虚拟实例可以由Red Hat Enterprise Linux虚拟节点、虚拟客户机或任何其他客户操作系统组成，但容器不会计入最多四（4）个虚拟实例之内。

**注 2:** 请注意Red Hat Enterprise Linux for Virtual Datacenters订阅不包含有关主机操作系统的权利。

**注 3:** 请注意Red Hat Enterprise Linux for Virtual Datacenters订阅在Red Hat Enterprise Linux Servers上部署时，限于注 1 规定的四（4）个虚拟实例支持限制，但是，当Red Hat Enterprise Linux for Virtual Datacenters在Red Hat Virtualization或Red Hat OpenStack Platform上部署时，不适用该限制。

**注 4:** Red Hat Virtualization订阅附带RHEV-Manager，需要为运行RHEV-Manager的每个单位（即物理节点或虚拟节点）购买底层Red Hat Enterprise Linux订阅。

## 2. Red Hat Enterprise Linux Server附加订阅

Red Hat Enterprise Linux Server订阅可以附带购买一个或多个可选的附加装置订阅。附加装置订阅要求为部署、安装、使用或执行该附加装置的每个单位提供单独的付费及有效软件订阅。附加装置订阅的每个单位：（i）必须与底层Red Hat Enterprise Linux单位的计量单位和容量相匹配；并且（ii）继承底层Red Hat Enterprise Linux单位的支持级别。自服务的Red Hat Enterprise Linux订阅不支持附加装置订阅，Smart Management附加装置除外。

## 3. Red Hat Enterprise Linux Server有支持服务的使用案例

Table 3

| Software   | Supported Use Case  |
|--|---|
| Red Hat Enterprise Linux Server (see Note 1 below)<br>Red Hat Enterprise Linux for Power<br>Red Hat Enterprise Linux Server for System z | Supported only for server computing on Supported Configurations, including delivery of services to other logical or physical client or server systems and the execution of multi-user applications.   |
| Red Hat Enterprise Linux for Real Time   | Supported only on systems running (a) operating environments identified at <a href="http://www.redhat.com/mrg/hardware">www.redhat.com/mrg/hardware</a> as Red Hat Enterprise Linux for Real Time compatible and (b) hardware systems identified as Red Hat Enterprise Linux for Real Time certified at <a href="https://hardware.redhat.com">https://hardware.redhat.com</a> will be supported.  |
| Red Hat Enterprise Linux for PRIMEQUEST  | Subscription Services are provided only on Fujitsu PRIMEQUEST systems.  |
| Red Hat Enterprise Linux for SAP HANA  | Subscription Services are provided only on Supported Configuration certified by SAP to run SAP's HANA platform.   |
| Red Hat Enterprise Linux for Hyperscale  | Subscriptions Services are provided only on Supported Configuration in the form of chassis that contain and use at least five (5) SOCs.   |
| Red Hat Enterprise Linux for HPC Compute Nodes<br>Red Hat Enterprise Linux for HPC Head Nodes  | Supported only for high performance computing ("HPC") that consists of a minimum set of four Systems that are networked and managed to perform compute-intensive workloads ("cluster") with all of the following characteristics: (a) the cluster is used for compute-intensive distributed tasks sent to individual compute nodes within the cluster, (b) the cluster works as a single entity or system on specific tasks by performing compute-intensive operations on sets of data (Systems running a database, web application, load balancing or file serving clusters are not considered HPC nodes), (c) the number of management or head nodes does not exceed one quarter of the total number of nodes in the cluster and (d) all compute nodes in the cluster have the same Red Hat Enterprise Linux configuration. When Red Hat Enterprise Linux for HPC Head Nodes (an optional Software Subscription for management of compute nodes) is combined with Red Hat Enterprise Linux for HPC Compute Nodes Software Subscriptions for the compute nodes in the same cluster, the compute node inherits the Service Level (as set forth in Section 2.3(d) of the Product Appendix) of the Head Node. |

| Software   | Supported Use Case   |
|--|--|
| Red Hat Enterprise Linux for Grid Nodes  | Supported only in a compute Grid where a "Grid" means a minimum of fifty (50) Socket-pairs that are networked and managed to solve workloads with the following characteristics: (a) all the nodes in the group of systems have the same Red Hat Enterprise Linux configuration, (b) the group of systems is running a single application or is controlled by a single job scheduler, (c) the workloads are sent to the group of systems by a job scheduler, (d) the workloads are maintained in a single distributed application across the nodes in the group of systems, (e) the workloads are non-interactive, and (f) the production outage of the complete group of systems is defined as 30% of the nodes in the group of systems being unable to run the workload. This Supported Use Case does not include nodes running databases, web applications, load balancing, or file services. |
| Red Hat Enterprise Linux with Smart Virtualization<br>Red Hat Enterprise Linux for Power with Smart Virtualization   | Supported on physical hardware solely to support virtual guests. Red Hat Enterprise Linux with Smart Virtualization is designed to run and manage virtual instances. The included Red Hat Enterprise Linux Software Subscription is supported solely when used as the host operating system with the Red Hat Enterprise Virtualization Hypervisor or when used as the guest operating system with virtual machines.  |
| Add-Ons: High Availability, Load Balancer, Resilient Storage, Scalable File System, Extended Update Support, Extended Life Cycle Support, and Red Hat Insights | Supported only on active Standard and Premium level Red Hat Enterprise Linux Server Software Subscriptions.  |
| Red Hat Enterprise Linux Server used as a Virtual Guest  | Virtual Guests may be pooled or shared on any other System that has a Software Subscription with the same (a) Support Level (Standard or Premium) and (b) number of Virtual Guests (1, 4 or unlimited Virtual Guests), provided that you do not exceed the total number of Virtual Guests associated with the underlying Software Subscriptions.   |
| Red Hat Enterprise Linux for Disaster Recovery   | Supported only on Systems or Physical Nodes used intermittently for disaster recovery purposes such as systems receiving periodic backups of data from production servers, provided those disaster recovery systems have the same Service Levels (as set forth in the Subscription Appendix, Section 2.3(d)) and configurations (e.g. Socket-pairs, Virtual Guests, Cores).  |
| Red Hat Enterprise Linux for Retail  | Supported only on Systems used at retail store locations with the same application stack excluding any data center deployments.  |
| Red Hat Virtualization   | Supported on physical hardware solely to support virtual guests. Red Hat Virtualization is designed to run and manage virtual instances and does not support user-space applications. Red Hat Virtualization may be used as a virtual desktop infrastructure solution, however, the Subscription does not come with software or support for the desktop operating system. You must purchase the operating system for each instance of a desktop or server separately.  |
| Red Hat Enterprise Linux Desktop   | Supported only on personal computing systems with a primary purpose of executing applications and/or services for a single user who is typically working from a directly connected keyboard and display. Red Hat Enterprise Linux Desktop does not include support for open source server applications (e.g., Apache, Samba, or NFS), testing and development purposes or to share data with peers. Each Red Hat Enterprise Linux Desktop Software Subscription includes one Smart Management Module, each to be used solely with a single Red Hat Enterprise Linux Desktop System.  |
| Red Hat Enterprise Linux Workstation   | Supported only on personal computing systems with a primary purpose of executing applications and/or services for a single user who is typically working from a directly connected keyboard and display. Each Red Hat Enterprise Linux Workstation Software Subscription includes one Smart Management Module to be used solely with a single Red Hat Enterprise Linux Workstation System.   |
| Red Hat OpenStack Platform (Physical Node)   | Supported only when used on a Physical Node that is a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for running Red Hat OpenStack Platform or when used as the guest operating system with virtual machines created and managed with Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat OpenStack Platform.   |
| Red Hat OpenStack Platform (without guest OS)  | Supported only when used on a Physical Node that is a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for running Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat OpenStack Platform.  |
| Red Hat OpenStack Platform for Atom  | Supported only when used on a Physical Node that is a server running an Intel Atom processor. Red Hat Enterprise Linux is supported solely when used as the host operating system for running Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat OpenStack Platform.  |

| Software   | Supported Use Case   |
|--|--|
| Red Hat Enterprise Linux – Academic Server<br>Red Hat Enterprise Linux Academic Desktop<br>Red Hat Enterprise Linux Academic Workstation | Supported only for use by qualified academic institutions for teaching and learning purposes that consist of (a) faculty, staff, or student laptops or desktops for personal and academic use, (b) computer labs available to faculty, staff, and students for general education use, (c) classroom desktops, (d) laboratories for technical and research use and/or (e) laboratories for software development use. Red Hat Enterprise Linux – Academic Edition is not supported when used for any purpose other than as described in (a) – (e) above. Qualified academic institutions must be accredited by a national accreditation agency (e.g. the United States accreditation is located at <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ).<br><b>Note:</b> When you use Red Hat Enterprise Linux – Academic Edition for non-qualified academic purposes as described above, standard Red Hat Enterprise Linux subscription rates apply. |
| Red Hat Enterprise Linux Academic Site Subscription  | Supported only for use by qualified academic institutions. Qualified academic institutions must (a) be accredited by a national accreditation agency (e.g. the United States accreditation is located at <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ) and (b) have at least one thousand (1,000) FTEs.  |
| Red Hat Infrastructure for Academic Institutions - Site Subscription   | Supported only for use by qualified academic institutions. Qualified academic institutions must (a) be accredited by a national accreditation agency (e.g. the United States accreditation is located at <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ) and (b) have at least one thousand (1,000) FTEs.  |
| Red Hat Enterprise Linux Developer Suite   | Supported only for Red Hat Enterprise Linux Developer Suite for Development Purposes.  |

表 3

| 软件  | 有支持服务的使用案例   |
|---|--|
| Red Hat Enterprise Linux Server (见下述注 1)<br>Red Hat Enterprise Linux for Power<br>Red Hat Enterprise Linux Server for System z                              | 仅就在有支持服务的配置上的服务器计算获得支持，包括将服务交付给其他逻辑或物理客户机或服务器系统以及执行多用户应用。  |
| Red Hat Enterprise Linux for Real Time  | 仅在满足以下要求的系统上获得支持：(a) 运行 <a href="http://www.redhat.com/mrg/hardware">www.redhat.com/mrg/hardware</a> 认定的兼容 Red Hat Enterprise Linux for Real Time 的操作环境；并且 (b) 运行在 <a href="https://hardware.redhat.com">https://hardware.redhat.com</a> 界定为获 Red Hat Enterprise Linux for Real Time 认证的硬件系统。  |
| Red Hat Enterprise Linux for PRIMEQUEST   | 订阅服务仅在 Fujitsu PRIMEQUEST 系统上提供。   |
| Red Hat Enterprise Linux for SAP HANA   | 订阅服务仅在 SAP 认证为运行 SAP 之 HANA 平台的有支持服务的配置上提供。  |
| Red Hat Enterprise Linux for Hyperscale   | 订阅服务仅在采取包含和使用至少五 (5) 个 SOC 的机箱形式的有支持服务的配置上提供。  |
| Red Hat Enterprise Linux for HPC Compute Nodes<br>Red Hat Enterprise Linux for HPC Head Nodes   | 仅就高性能计算 (“HPC”) 获得支持，即：由最少四个系统组成，这些系统经网络连接和管理以执行计算密集型工作量 (“集群”)，并具有以下所有特征：(a) 集群用于发送到集群内个别计算节点的计算密集型分派任务；(b) 通过在数据集上执行计算密集型操作，集群在特定任务上作为单个实体或系统工作 (运行数据库、Web 应用、负载均衡或文件服务集群的系统不认为是 HPC 节点)，(c) 管理或头节点的数量不超过集群中节点总数的四分之一；(d) 集群中的所有计算节点具有相同的 Red Hat Enterprise Linux 配置。当 Red Hat Enterprise Linux for HPC Head Nodes (用于管理计算节点的可选软件订阅) 与同一集群中计算节点的 Red Hat Enterprise Linux for HPC Compute Nodes 软件订阅相结合时，计算节点将继承头节点的服务级别 (见产品附录第 2.3(d) 节)。 |
| Red Hat Enterprise Linux for Grid Nodes   | 仅在计算网格中获得支持，其中“网格”指最少五十 (50) 个插槽对经网络连接和管理以解决工作量，并具有以下特征：(a) 该组系统中的所有节点具有相同的 Red Hat Enterprise Linux 配置；(b) 该组系统运行单个应用或由单个作业调度程序控制；(c) 工作量通过作业调度程序发送到该组系统；(d) 工作量在该组系统的节点中维持在单一分布的应用；(e) 工作量是非交互式的；并且 (f) 整个系统组的生产中断被定义为系统组中 30% 的节点不能运行工作量。此类有支持服务的使用案例不包括运行数据库、Web 应用、负载均衡或文件服务的节点。  |
| Red Hat Enterprise Linux with Smart Virtualization<br>Red Hat Enterprise Linux for Power with Smart Virtualization  | 在仅支持虚拟客户机的物理硬件上获得支持。Red Hat Enterprise Linux with Smart Virtualization 被设计用来运行和管理虚拟实例。仅当用作带有 Red Hat Enterprise Virtualization Hypervisor 的主机操作系统时，或者用作带有虚拟机的客户机操作系统时，所含的 Red Hat Enterprise Linux 软件订阅才获得支持。  |
| 附加装置： High Availability, Load Balancer, Resilient Storage, Scalable File System, Extended Update Support, Extended Life Cycle Support, and Red Hat Insights | 仅在有效的标准级和高级 Red Hat Enterprise Linux Server 软件订阅上才获得支持。  |
| Red Hat Enterprise Linux Server used as a Virtual   | 虚拟客户机可以在任何其他系统上进行合并或共享，只要该系统的软件订阅具有 (a) 相同   |

| 软件   | 有支持服务的使用案例   |
|--|--|
| Guest  | 的支持级别（标准级或高级）和（b）相同数量的虚拟客户机（1、4 或无限虚拟客户机），前提是贵方不会超过与底层软件订阅相关的虚拟客户机总数。  |
| Red Hat Enterprise Linux for Disaster Recovery   | 仅在间歇用于灾难恢复目的之系统或物理节点上获得支持，比如从生产服务器接收定期数据备份的系统，前提是该等灾难恢复系统具有相同的服务级别（见订阅附录第 2.3(d) 节）及配置（例如插槽对、虚拟客户机、核心）。  |
| Red Hat Enterprise Linux for Retail  | 仅在用于零售商店地点且具有相同应用堆叠（不包括任何数据中心部署）的系统上才获得支持。   |
| Red Hat Virtualization   | 在仅用于支持虚拟客户机的物理硬件上获得支持。Red Hat Virtualization 被设计用于运行和管理虚拟实例，不支持用户空间应用。Red Hat Virtualization 可以用作虚拟桌面基础设施解决方案，但是，订阅不附带桌面操作系统的软件或支持。贵方必须另行作为桌面或服务器的每个实例购买操作系统。  |
| Red Hat Enterprise Linux Desktop   | 仅在个人计算系统上获得支持，该等系统的主要目的是为通常使用直接连接的键盘和显示器工作的单个用户执行应用程序和/或服务。Red Hat Enterprise Linux Desktop 不包含用于开源服务器应用（例如，Apache、Samba 或 NFS）、测试和开发目的的支持或者与对等端共享数据的支持。每个 Red Hat Enterprise Linux Desktop 软件订阅均包含一个 Smart Management 模块，每个 Smart Management 模块只能与一个单独的 Red Hat Enterprise Linux Desktop System 一起使用。   |
| Red Hat Enterprise Linux Workstation   | 仅在个人计算系统上获得支持，该等系统的主要目的是为通常使用直接连接的键盘和显示器工作的单个用户执行应用和/或服务。每个 Red Hat Enterprise Linux Workstation 软件订阅均包含一个 Smart Management 模块，仅与一个单一的 Enterprise Linux Workstation 系统一起使用。  |
| Red Hat OpenStack Platform（物理节点）   | 仅在作为服务器的物理节点上使用时才获得支持。Red Hat Enterprise Linux 仅在用作运行 Red Hat OpenStack Platform 的主机操作系统时，或者用作带有 Red Hat OpenStack Platform 创建和管理的虚拟机的客户机操作系统时，才受支持。Red Hat Enterprise Linux 目前是用 Red Hat OpenStack Platform 的唯一有支持服务的操作系统。  |
| Red Hat OpenStack Platform（无客户机操作系统）   | 仅在作为服务器的物理节点上使用时才获得支持。Red Hat Enterprise Linux 仅在用作运行 Red Hat OpenStack Platform 的主机操作系统时才受支持。Red Hat Enterprise Linux 目前是用 Red Hat OpenStack Platform 的唯一有服务支持的操作系统。  |
| Red Hat OpenStack Platform for Atom  | 仅在作为运行 Intel Atom 处理器的服务器的物理节点上使用时才获得支持。Red Hat Enterprise Linux 仅在用作运行 Red Hat OpenStack Platform 的主机操作系统时才受支持。Red Hat Enterprise Linux 目前是用 Red Hat OpenStack Platform 的唯一有服务支持的操作系统。  |
| Red Hat Enterprise Linux – Academic Server<br>Red Hat Enterprise Linux Academic Desktop<br>Red Hat Enterprise Linux Academic Workstation | 仅在合格的学术机构用于教学目的时获得支持，包括（a）教员、职员或学生用于个人或学术的笔记本电脑或台式机；（b）可供教员、职员和学生用作一般教育用途的计算机实验室；（c）教室台式机；（d）用于技术和研究用途的实验室；和/或（e）用作软件开发用途的实验室。Red Hat Enterprise Linux – Academic Edition 用于上述（a）-（e）以外的任何用途时不受支持。合格的学术机构必须获得国家认证机构的认证（例如，美国认证见 <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ）<br>注意：如果贵方将 Red Hat Enterprise Linux - Academic Edition 用于上述非合格的学术目的，则适用标准的 Red Hat Enterprise Linux 订阅费率。 |
| Red Hat Enterprise Linux Academic Site Subscription  | 仅在合格的学术机构使用时获得支持。合格的学术机构必须是（a）获得国家认证机构的认证（例如美国认证见 <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ）；并且（b）至少有一千（1000）FTE。   |
| Red Hat Infrastructure for Academic Institutions - Site Subscription   | 仅在合格的学术机构使用时获得支持。合格的学术机构必须是（a）获得国家认证机构的认证（例如美国认证见 <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ）；并且（b）至少有一千（1000）FTE。   |
| Red Hat Enterprise Linux Developer Suite   | 仅就用于开发目的的 Red Hat Enterprise Linux Developer Suite 获得支持。   |

Note 1: The Red Hat Enterprise Linux Server Use Case applies to the Red Hat Enterprise Linux Server variants in this Table 3.

注 1: Red Hat Enterprise Linux Server 使用案例适用于本表 3 中的 Red Hat Enterprise Linux Server 的变体。

**3.1 Red Hat Enterprise Linux Server – Atomic Host.** Red Hat Enterprise Linux Server may be deployed using RPM package manager or in Atomic Host mode. Atomic Host mode is an optional image based delivery, deployment and updating mechanism designed to support container based environments. Each deployment of Red Hat Enterprise Linux, regardless of the method, constitutes a Unit.

**3.1 Red Hat Enterprise Linux Server – Atomic Host.** Red Hat Enterprise Linux Server 可以使用 RPM 软件包管理器或原子主机（Atomic Host）模式进行部署。Atomic Host 模式是可选的基于图像的交付、部署和更新机制，其设计目的是支持基于容器的环境。Red Hat Enterprise Linux 的每个部署均构成一个单位，无论采用何种方法。



### 3.2 Red Hat Enterprise Linux Desktop and Workstation Software Subscriptions

Production Support for Red Hat Enterprise Linux Desktop subscriptions is limited to Support Contacts that are helpdesk support personnel and not end users.

### 3.3 Red Hat Enterprise Linux Extended Life Cycle Support Software Subscriptions

- (a) **Limited Maintenance and Production Support.** Red Hat Enterprise Linux ELS entitles you to receive Software Maintenance and Production Support for Severity 1 and 2 problems on x86 architectures, but only for a limited set of software components excluding those listed at [http://www.redhat.com/rhel/server/extended\\_lifecycle\\_support/exclusions/](http://www.redhat.com/rhel/server/extended_lifecycle_support/exclusions/). Red Hat Enterprise Linux ELS Software Maintenance is limited to those Software updates that Red Hat considers, in the exercise of its sole judgment, to be (a) critical impact security fixes independent of customer support requests and (b) selected urgent priority defect fixes that are available and qualified for a subset of the packages in specific major releases of Red Hat Enterprise Linux beyond the end of its regular production cycles. The Red Hat Enterprise Linux ELS stream will be maintained for an additional period of time immediately after the end-date of the regular production cycles of the relevant release as set forth at <https://access.redhat.com/support/policy/updates/errata/>.

Red Hat will only provide one code base for Red Hat Enterprise Linux ELS and will not make functional enhancements to versions of Red Hat Enterprise Linux during the ELS cycle.

- (b) **Red Hat Enterprise Linux ELS Unsupported Components.** Red Hat Enterprise Linux ELS covers components supported prior to the end of the life cycle but does not cover the following (in addition to those noted in Section 3.3(a) above): (a) desktop applications, (b) Red Hat Cluster Suite, (c) content from the Extras channel (“Extras” is a set of content with a shorter life cycle) and (d) Independent layered or Add-on products such as Directory Server, Red Hat Satellite Server, or Scalable File System. Red Hat reserves the right to exclude additional packages.
- (c) **Red Hat Enterprise Linux ELS Content Delivery.** Red Hat Enterprise Linux ELS Software Maintenance is delivered through separate Red Hat Portal base channels for the specific release and corresponding child channels if applicable. You must install a modified redhat-release package downloaded from Red Hat Portal to subscribe a Unit to a Red Hat Enterprise Linux ELS channel.

### 4. Red Hat Enterprise Linux Developer Suite

Red Hat Enterprise Linux Developer Suite provides an open source development environment that consists of Red Hat Enterprise Linux with built-in development tools, certain Red Hat Enterprise Linux Add-Ons, Red Hat Enterprise Linux for Real Time, Smart Management and access to Software Maintenance, but no Support. If you use any of the Subscription Services or Software associated with Red Hat Enterprise Linux Developer Suite for Production Purposes, you agree to purchase the applicable number of Units of the applicable Software Subscription.

### 5. Red Hat Enterprise Linux Developer Workstation and Red Hat Enterprise Linux Developer Support Subscriptions

For each paid, active Red Hat Enterprise Developer Workstation and/or Red Hat Enterprise Linux Developer Support Subscription, Red Hat will provide you with (a) access to the supported versions of Red Hat Enterprise Linux and updates through a Red Hat Portal; and (b)

### 3.2 Red Hat Enterprise Linux Desktop and Workstation 软件订阅

针对Red Hat Enterprise Linux Desktop订阅的生产支持仅限于作为帮助台支持人员而非最终用户的支持联系人。

### 3.3 Red Hat Enterprise Linux Extended Life Cycle Support 软件订阅

- (a) 有限维护和生产支持。Red Hat Enterprise Linux ELS授权贵方获得对x86 体系结构严重级别为 1 和 2 的问题的软件维护和生产支持，但仅限于一部分软件组件（不包括[http://www.redhat.com/rhel/server/extended\\_lifecycle\\_support/exclusions/](http://www.redhat.com/rhel/server/extended_lifecycle_support/exclusions/)列出的软件组件）。Red Hat Enterprise Linux ELS软件维护仅限于红帽自行认为属于以下情况的软件更新：(a) 独立于客户支持请求的关键影响安全修补程序；以及 (b) 精选的紧急优先级缺陷修补程序，且该修补程序在Red Hat Enterprise Linux正常生产周期结束后仍可用并有资格成为其特定主发行版本中的软件包子集。Red Hat Enterprise Linux ELS stream将在相关发行版本的正常生产周期结束日期之后额外保留一段时间，具体见<https://access.redhat.com/support/policy/updates/errata/>。红帽将仅为Red Hat Enterprise Linux ELS提供一个代码库，并且在ELS周期内不会对Red Hat Enterprise Linux的各版本进行功能增强。

- (b) **Red Hat Enterprise Linux ELS 无支持服务的组件。**Red Hat Enterprise Linux ELS覆盖了在生命周期结束之前有支持服务的组件，但不覆盖以下（作为对上述第 3.3(a)节所述的补充）：(a) 桌面应用程序；(b) Red Hat Cluster Suite；(c) 来自附加频道的内容（“Extras”是一组具有较短生命周期的内容；）和 (d) 独立的分层或附加装置产品，例如 Directory Server、Red Hat Satellite Server或Scalable File System。红帽保留排除其他软件包的权利。

- (c) **Red Hat Enterprise Linux ELS 内容交付。**Red Hat Enterprise Linux ELS软件维护通过单独的用于特定发行版本的红帽门户基本频道和相应的子频道（如适用）提供。贵方必须安装从红帽门户下载的经过修改的红帽发行版本软件包，才能将单位订阅至Red Hat Enterprise Linux ELS频道。

### 4. Red Hat Enterprise Linux Developer Suite

Red Hat Enterprise Linux Developer Suite提供一个开源开发环境，该开发环境包括带有内置开发工具的Red Hat Enterprise Linux、某些Red Hat Enterprise Linux附加装置、Red Hat Enterprise Linux for Real Time、Smart Management和对软件维护的访问，但无支持。如果贵方将与Red Hat Enterprise Linux Developer Suite相关的任何订阅服务或软件用于生产目的，贵方同意购买相关软件订阅的相应数量的单位。

### 5. Red Hat Enterprise Linux Developer Workstation 和Red Hat Enterprise Linux Developer Support 订阅

对于每个付费的、有效的Red Hat Enterprise Developer Workstation 和 / 或 Red Hat Enterprise Linux Developer Support 订阅，红帽将为贵方提供 (a) 通过红帽门户访问有支持服务版本的Red Hat Enterprise Linux及更新；以及 (b)

assistance for: (i) installation, usage and configuration support, diagnosis of issues, and bug fixes for Red Hat Enterprise Linux, but only for issues related to your use of Red Hat Enterprise Linux for Development Purposes and (ii) advice concerning application architecture, application design, industry practices, tuning and application porting (collectively, “**Developer Support**”).

The Red Hat Enterprise Linux Developer Workstation and Red Hat Enterprise Linux Developer Support Subscriptions do not include support for (a) modified software packages, (b) wholesale application debugging or (c) software included in the Red Hat Extras repository, supplementary channels, preview technologies or software obtained from community sites.

**5.1 Red Hat Enterprise Linux Developer Support Subscription Levels.** You may purchase Professional (two (2) business day response time) or Enterprise (four (4) Standard Business Hours response time) with web and phone support for an unlimited number of requests for Red Hat Enterprise Developer Workstation (one (1) System) and/or Red Hat Enterprise Developer Support Subscriptions (twenty-five (25) Systems).

提供以下方面的帮助：(i) Red Hat Enterprise Linux的安装、使用和配置支持、问题诊断和漏洞修复，但仅限于与贵方将Red Hat Enterprise Linux用于开发目的相关的问题；以及(ii)有关应用程序架构、应用程序设计、行业实践、调优和应用程序移植的建议（统称“开发人员支持”）。

Red Hat Enterprise Linux Developer Workstation和Red Hat Enterprise Linux Developer Support订阅不包括对以下内容的支持：(a) 被修改的软件包；(b) 批发应用程序调试；或(c) Red Hat Extras储存库、补充频道中包含的软件、预览技术或从社区网站获得的或软件。

**5.1 Red Hat Enterprise Linux开发人员支持订阅级别。**对于Red Hat Enterprise Developer Workstation（一（1）个系统）和/或Red Hat Enterprise Developer Support订阅（二十五（25）个系统），贵方可购买带有网络和电话支持的专业级（响应时间为两（2）个工作日）或企业级（响应时间为四（4）个标准工作时间），以获得不限次数的请求。



This Exhibit 1.B. to Product Appendix 1 contains terms that describe the parameters and govern your use of the Red Hat JBoss Middleware, Red Hat OpenShift Container Platform and Red Hat Application Platform product lines.

产品附录 1 的本附件 1.B.包含参数描述条款及贵方使用Red Hat JBoss Middleware、Red Hat OpenShift Container Platform和Red Hat Application Platform产品系列所适用的条款。

**1. Unit of Measure and Purchasing Requirements for Red Hat JBoss Middleware Software Subscriptions.**

Table 1 sets forth the Units of measure, stacking capabilities and Supported Use Cases for various Red Hat JBoss Middleware Subscriptions. You must purchase the appropriate number and type of Software Subscription(s) for each Unit, based on the Unit and other parameters described in Table 1.

**1.1 Supplemental JBoss Software.** During the term of a JBoss Middleware Software Subscription, you will receive access to certain additional Red Hat JBoss Middleware Software (“**Supplemental JBoss Software**”). The Software Access and Software Maintenance for Supplemental JBoss Software is for Development Purposes only and for up to twenty-five (25) users for each sixteen (16) Core Band or Socket-pair Subscription that you purchase. If you use the Supplemental JBoss Software for Production Purposes or for more than twenty-five (25) users, you agree to purchase the appropriate Software Subscriptions based on each such Unit that you use.

**1.2 Supported JBoss Middleware Software.** Using Red Hat JBoss Middleware Software Subscriptions, (or any portion thereof) to support software obtained from community sites without purchasing a corresponding Software Subscription for such community software, is a material breach of the Agreement.

**1.3 Red Hat JBoss Core Services Collection.** “**Red Hat JBoss Core Services Collection**” is a collection of components that provide common functionality (such as monitoring and management, load balancing, process control and single sign-on) across a majority of the JBoss Middleware portfolio and is subject to the following terms:

- (a) You will receive entitlements for Red Hat JBoss Core Services Collection in a quantity equal to the number of Cores of Red Hat JBoss Middleware Software Subscriptions you purchased (for Software Subscriptions where the Unit is a Core).
- (b) You will receive entitlements to Red Hat JBoss Core Services Collection equal to sixteen (16) Cores for each Red Hat JBoss Middleware Software Subscription you purchase on a per socket-pair basis.
- (c) Red Hat JBoss Web Server and Red Hat JBoss Web Server Plus Subscriptions (which only include the management components of the Core Services Collection) do not include Red Hat JBoss Core Services Collection.

**1.4 JBoss Middleware for OpenShift Container Platform.** Red Hat JBoss Middleware Software Subscriptions in Table 1 include access to the Red Hat JBoss Middleware Software enabled for Red Hat OpenShift Container Platform (i.e. the Software described in Table 3 below (“**JBoss OpenShift Enabled Software**”). The JBoss OpenShift Enabled Software is supported when deployed on Red Hat OpenShift Container Platform, which requires a separate active paid Software Subscription. The capacity restrictions in Table 3 below apply to the Red Hat JBoss OpenShift Enabled Software. Red Hat JBoss Middleware Software Subscriptions listed in Table 1 are not configured for use with Red Hat OpenShift Container Platform.

**1. 关于 Red Hat JBoss Middleware 软件订阅的计量单位和购买要求**

表 1 列出了各种 Red Hat JBoss Middleware 订阅的计量单位、堆能力和有支持服务的使用案例。贵方须根据下表 1 中所述单位和其他参数，就每个单位购买适当数量和类型的软件订阅。

**1.1 补充 JBoss 软件。**在 JBoss Middleware 软件订阅期间，贵方将可以访问某些额外的 Red Hat JBoss Middleware 软件（“**补充 JBoss 软件**”）。补充 JBoss 软件的软件访问和软件维护仅适用于开发目的，且对于贵方购买的每十六（16）个核心频带或插槽订阅，适用于最多二十五（25）个用户。如果贵方将补充 JBoss 软件用于生产目的或用于超过二十五（25）个用户，则贵方同意基于贵方使用的每个此类单位购买相应的软件订阅。

**1.2 有支持服务的 JBoss Middleware 软件。**使用 Red Hat JBoss Middleware 软件订阅（或其任何部分）来支持从社区站点获得的软件，而不购买该社区软件的相应软件订阅，属于严重违反本协议的行为。

**1.3 Red Hat JBoss 核心服务集合。**“**Red Hat JBoss 核心服务集合**”是一组组件集合，它提供了大多数 JBoss Middleware 产品组合中的常见功能（例如监视和管理、负载平衡、流程控制和单一登录），并受以下条款约束：

- (a) 贵方将获得有关 Red Hat JBoss 核心服务集合的权利，数量等于贵方所购买 Red Hat JBoss Middleware 软件订阅之核心的数量（适用于以核心为单位的软件订阅）。
- (b) 对基于每个插槽而对购买的每个 Red Hat JBoss Middleware 软件订阅，贵方将获得相当于十六（16）个核心的 Red Hat JBoss 核心服务集合的权利。
- (c) Red Hat JBoss Web Server 和 Red Hat JBoss Web Server Plus 订阅（仅包括核心服务集合的管理组件）不包括 Red Hat JBoss 核心服务集合。

**1.4 JBoss Middleware for OpenShift Container Platform.** 表 1 中的 Red Hat JBoss Middleware 软件订阅包括对被启动用于 Red Hat OpenShift Container Platform 的 Red Hat JBoss Middleware 软件（即下表 3 中描述的软件（“**JBoss OpenShift 启动软件**”）的访问。JBoss OpenShift 启动软件在 Red Hat OpenShift Container Platform 上部署时获得支持服务，这要求单独的有效的付费软件订阅。下面表 3 中的容量限制适用于 Red Hat JBoss OpenShift 启动软件。表 1 中列出的 Red Hat JBoss Middleware 软件订阅并未配置为与 Red Hat OpenShift Container Platform 一起使用。

1.5 Red Hat's Open Source Assurance Program applies only to the JBoss Middleware Software Subscription that you purchased and does not apply to Supplemental JBoss Software or JBoss OpenShift Enabled Software that may be provided (for no additional fee) with the Red Hat JBoss Middleware Subscription that you purchased.

1.5 红帽的开源保证计划仅适用于贵方购买的JBoss Middleware软件订阅，不适用于可能与贵方购买的Red Hat JBoss Middleware订阅一起提供（不收取额外费用）的补充JBoss软件或JBoss OpenShift启动软件。

Table 1

| Software Subscription                                       | Unit of Measure | Stackable | Supported Use Case   |
|---|-----------------|-----------|--|
| Red Hat JBoss Enterprise Application Platform               | Core Band       | No        | These Red Hat Products are only supported on Supported Configurations. |
| Red Hat JBoss Web Server                                    |                 |           |  |
| Red Hat JBoss Web Server Plus                               |                 |           |  |
| Red Hat JBoss Data Grid                                     |                 |           |  |
| Red Hat JBoss Fuse  |                 |           |  |
| Red Hat JBoss AMQ   |                 |           |  |
| Red Hat JBoss Data Virtualization                           |                 |           |  |
| Red Hat JBoss BPM Suite                                     |                 |           |  |
| Red Hat JBoss BRMS  |                 |           |  |
| Red Hat JBoss Middleware Add On-Extended Life Cycle Support |                 |           |  |

表 1

| 软件订阅  | 计量单位 | 是否可堆叠 | 支持的使用案例                  |
|---|------|-------|--------------------------|
| Red Hat JBoss Enterprise Application Platform               | 核心频带 | 否     | 这些红帽产品仅在在有支持服务的配置上才能获得支持 |
| Red Hat JBoss Web Server                                    |      |       |                          |
| Red Hat JBoss Web Server Plus                               |      |       |                          |
| Red Hat JBoss Data Grid                                     |      |       |                          |
| Red Hat JBoss Fuse  |      |       |                          |
| Red Hat JBoss AMQ   |      |       |                          |
| Red Hat JBoss Data Virtualization                           |      |       |                          |
| Red Hat JBoss BPM Suite                                     |      |       |                          |
| Red Hat JBoss BRMS  |      |       |                          |
| Red Hat JBoss Middleware Add On-Extended Life Cycle Support |      |       |                          |

**2. Unit of Measure and Purchasing Requirements for Red Hat OpenShift Container Platform**

Table 2 sets forth the Units of measure, capacity limitations, stacking capabilities and Supported Use Cases for various Red Hat OpenShift Container Platform Subscriptions. You must purchase the appropriate number and type of Software Subscription(s) for each Unit, based on the Unit and other parameters described in Table 2. Red Hat OpenShift Container Platform for RHEL and Container Platform for RHEL are layered products and require a separate paid and active Software Subscription to Red Hat Enterprise Linux for Virtual Datacenters with matching Support Levels for each Unit that deploys, installs, uses or executes such layered products.

**2. Red Hat OpenShift Container Platform的计量单位和购买要求**

表 2 列出了各种Red Hat OpenShift Container Platform订阅的计量单位、容量限制、堆叠能力和有支持服务的使用案例。贵方须根据下表 2 中所述单位和其他参数，就每个单位购买适当数量和类型的软件订阅。Red Hat OpenShift Container Platform for RHEL和Container Platform for RHEL是分层产品，要求Red Hat Enterprise Linux for Virtual Datacenters单独的付费且有效软件订阅，并针对部署、安装、使用或执行此类分层产品的每个单位带有配套的支持级别。

Table 2

| Software Subscription                | Unit of Measure | Capacity    |                          | Stackable                                | Supported Use Case  |
|--------------------------------------|-----------------|-------------|--------------------------|--|---|
|                                      |                 | Socket(s)   | Virtual Nodes            |  |   |
| Red Hat OpenShift Container Platform | Virtual Guest   | 2 Cores     | One Virtual Guest        | Cores: Yes<br>Virtual Guest: Yes         | These Red Hat Products will only be supported when used as a platform as a service on Supported Configurations. Running other applications and/or programs of any type on the operating |
| Red Hat OpenShift Container Platform | Physical Node   | Socket-pair | Unlimited Virtual Guests | Physical Node: Yes<br>Virtual Guest: N/A |   |
| Red Hat OpenShift Container Platform | Physical Node   | Socket-pair | Unlimited Virtual Guests | Physical Node: Yes<br>Virtual Guest: N/A |   |

|                             |               |             |                          |  |  |
|-----------------------------|---------------|-------------|--------------------------|--|--|
| for RHEL                    |               |             |                          |  | environment can have a negative impact on the function and/or performance. |
| Container Platform for RHEL | Physical Node | Socket-pair | Unlimited Virtual Guests | Physical Node: Yes<br>Virtual Guest: N/A |  |

表 2

| 软件订阅  | 计量单位  | 容量    |         | 是否可堆叠               | 有支持服务的使用案例  |
|---|-------|-------|---------|---------------------|---|
|   |       | 插槽    | 虚拟节点    |                     |   |
| Red Hat OpenShift Container Platform          | 虚拟客户机 | 2 个核心 | 一个虚拟客户机 | 核心：是<br>虚拟客户机：是     | 当在有支持服务的配置上用作作为服务的平台时才获得支持。在操作环境上运行任何类型的其他应用和/或程序可能会对功能和/或性能产生负面影响。 |
| Red Hat OpenShift Container Platform          | 物理节点  | 插槽对   | 无限虚拟客户机 | 物理节点：是<br>虚拟客户机：不适用 |   |
| Red Hat OpenShift Container Platform for RHEL | 物理节点  | 插槽对   | 无限虚拟客户机 | 物理节点：是<br>虚拟客户机：不适用 |   |
| Container Platform for RHEL                   | 物理节点  | 插槽对   | 无限虚拟客户机 | 物理节点：是<br>虚拟客户机：不适用 |   |

### 3. Unit of Measure and Purchasing Requirements for Red Hat JBoss Middleware for OpenShift Container Platform

Table 3 sets forth the Units of measure, capacity limitations, and stacking capabilities for Red Hat JBoss Middleware for OpenShift Container Subscriptions. You must purchase the appropriate number and type of Software Subscription(s) for each Unit, based on the Unit and other parameters described in Table 3. Red Hat OpenShift Container Platform Subscriptions are sold separately.

### 3. Red Hat JBoss Middleware for OpenShift Container Platform的计量单位和购买要求

表 3 列出了 Red Hat JBoss Middleware for OpenShift Container 订阅的计量单位、容量限制和堆叠能力。贵方须根据下表 3 中所述单位和其他参数，就每个单位购买适当数量和类型的软件订阅。Red Hat OpenShift Container Platform 订阅单独出售。

Table 3

| Software Subscription  | Unit of Measure         | Capacity   | Stackable                         | Supported Use Case   |
|--|-------------------------|--|-----------------------------------|--|
| Red Hat JBoss Middleware for OpenShift Container Platform                      | Cores or Physical Nodes | Minimum of 16 Virtual Guests on 2 Cores or for Physical Node a Socket-pair | Cores: Yes<br>Physical Nodes: Yes | These Red Hat Products are only supported on Supported Configurations, on OpenShift Container Platform, or on a combination of the two so long as you have a minimum of sixteen (16) Cores (for Virtual Guest) or a Socket-pair (for Physical Node). |
| Red Hat JBoss Enterprise Application Platform for OpenShift Container Platform |                         |  |                                   |  |
| Red Hat JBoss Data Grid for OpenShift Container Platform                       |                         |  |                                   |  |
| Red Hat JBoss Fuse for OpenShift Container Platform                            |                         |  |                                   |  |
| Red Hat JBoss AMQ for OpenShift Container Platform                             |                         |  |                                   |  |
| Red Hat JBoss Data Virtualization for OpenShift Container Platform             |                         |  |                                   |  |
| Red Hat JBoss BPM Suite for OpenShift Container Platform                       |                         |  |                                   |  |
| Red Hat JBoss BRMS for OpenShift Container Platform                            |                         |  |                                   |  |

表 3

| 软件订阅   | 计量单位    | 容量                              | 是否可堆叠          | 有支持服务的使用案例   |
|--|---------|---------------------------------|----------------|--|
| Red Hat JBoss Middleware for OpenShift Container Platform                      | 核心或物理节点 | 2 个核心上最少 16 个虚拟客户机或对于物理节点，一个插槽对 | 核心：是<br>物理节点：是 | 这些 Red Hat 产品仅在在有支持服务的配置上、在 OpenShift Container Platform 上或在两者的组合上，才获得支持，前提是贵方至少有十六（16）个核心（对于虚拟客户机）或一个插槽对（对于物理节点）。 |
| Red Hat JBoss Enterprise Application Platform for OpenShift Container Platform |         |                                 |                |  |
| Red Hat JBoss Data Grid for OpenShift Container Platform                       |         |                                 |                |  |
| Red Hat JBoss Fuse for OpenShift Container Platform                            |         |                                 |                |  |
| Red Hat JBoss AMQ for OpenShift Container Platform                             |         |                                 |                |  |
| Red Hat JBoss Data Virtualization for OpenShift Container Platform             |         |                                 |                |  |



|  |  |  |  |  |
|--|--|--|--|--|
| Red Hat JBoss BPM Suite for OpenShift Container Platform |  |  |  |  |
| Red Hat JBoss BRMS for OpenShift Container Platform      |  |  |  |  |

#### 4. Unit of Measure and Purchasing Requirements for Application Platform Software Subscriptions

Tables 4.1 and 4.2 set forth the Units of measure, capacity limitations, and Supported Use Cases for various Red Hat Application Software Subscriptions. You must purchase the appropriate number and type of Software Subscription(s) for each Unit, based on the Unit and other parameters described in these Tables.

**4.1 Red Hat 3Scale API Management Subscriptions.** For purposes of calculating the total number of Units that you must purchase, you must include the number of API Calls generated in both Production Purposes and Development Purposes and during traffic spikes.

#### 4. Application Platform 软件订阅的计量单位和购买要求

表 4.1 和 4.2 列出了各种 Red Hat Application 软件订阅的计量单位、容量限制和有支持服务的使用案例。贵方须根据这些表格中所述单位和其他参数，就每个单位购买适当数量和类型的软件订阅。

**4.1 Red Hat 3Scale API Management 订阅。**为了计算贵方必须购买的单位总数，贵方必须纳入在生产目的和开发目的中以及在流量高峰期间生成的 API 调用数量。

Table 4.1

| Software Subscription                             | Unit of Measure   | Capacity         | Supported Use Case  |
|---|-------------------|------------------|---|
| Red Hat 3Scale API Management Platform On Premise | API Calls per day | Up to 2,000,000  | The Subscription is supported (a) when used on a server, (b) on Supported Configurations, and (c) when used for the purpose of API Management. The OpenShift Container Platform Subscription provided with the Subscription Services is supported only in connection with use of the Red Hat 3Scale API Management Platform, On Premise Subscription. |
|   |                   | Up to 5,000,000  |   |
|   |                   | Up to 20,000,000 |   |
|   |                   | Up to 50,000,000 |   |

表 4.1

| 软件订阅  | 计量单位      | 容量            | 支持的使用案例  |
|---|-----------|---------------|--|
| Red Hat 3Scale API Management Platform On Premise | 每天 API 调用 | 最多 2,000,000  | (a) 在服务器上使用时；(b) 在有服务支持的配置上；以及 (c) 用于 API 管理的目的时，订阅获得支持。与订阅服务一起提供的 OpenShift Container Platform 订阅，仅与使用 Red Hat 3Scale API Management Platform On Premise 订阅相关时，才获得支持。 |
|   |           | 最多 5,000,000  |  |
|   |           | 最多 20,000,000 |  |
|   |           | 最多 50,000,000 |  |

**4.2 Red Hat Mobile Application Platform.** In connection with your Red Hat Mobile Application Platform Subscription Service, you will have access to an optional online service called the Red Hat Mobile Application Build Farm. Use of this optional online service is subject to the terms and conditions set forth at [www.redhat.com/licenses/buildfarm](http://www.redhat.com/licenses/buildfarm).

**4.2 Red Hat Mobile Application Platform.** 与贵方的 Mobile Application Platform 订阅服务相关，贵方将可以访问称为 Mobile Application Build Farm 的可选在线服务。使用该可选的在线服务应遵守 [www.redhat.com/licenses/buildfarm](http://www.redhat.com/licenses/buildfarm) 规定的条款和条件。

Table 4.2

| Subscription Service  | Unit Description |                           | Supported Use Case   |
|---|------------------|---------------------------|--|
| Red Hat Mobile Application Platform, Business to Employee, Unlimited              | Employee User*   | Unlimited Applications*** | Support is provided for Software (a) when used on a System that is a server, (b) on platforms that are Supported Configurations and (c) that is within the supported Red Hat Mobile Application Platform Life Cycle. The OpenShift Container Platform Subscription that may be provided with the Subscription Services is supported only in connection with use of the Red Hat Mobile Application Platform Subscription. |
| Red Hat Mobile Application Platform, Business to Employee, Limited                | Employee User*   | Up to 5 Applications***   |  |
| Red Hat Mobile Application Platform, Business to Customer, Limited                | Customer User**  | Up to 5 Applications***   |  |
| Red Hat Mobile Application Platform, Business to Customer, Single Use Application | Customer User**  | One Application***        |  |

表 4.2

| 订阅服务   | 单位描述   |             | 有支持服务的使用案例  |
|--|--------|-------------|---|
| Red Hat Mobile Application Platform, 企业对员工, 无限     | 员工用户*  | 无限应用***     | 在以下情况提供支持: (a) 当在作为服务器的系统上使用时; (b) 在作为有服务支持的配置的平台; 以及 (c) 处于有支持服务的Red Hat Mobile Application Platform生命周期内。仅当用于Red Hat Mobile Application Platform订阅时, 才支持可能与服务订阅一起提供的OpenShift Container Platform订阅。 |
| Red Hat Mobile Application Platform, 企业对员工, 有限     | 员工用户*  | 最多 5 个应用*** |   |
| Red Hat Mobile Application Platform, 企业对客户, 有限     | 客户用户** | 最多 5 个应用*** |   |
| Red Hat Mobile Application Platform, 企业对客户, 单个使用应用 | 客户用户** | 一个应用***     |   |

\*Note: The number of "Employee Users" is equal to the number of unique Employee Users who are able to access an Application(s), regardless of whether the Employee User(s) actually access or the frequency with which they access the Application(s).

\*\*Note: The number of "Customer Users" is equal to the number of unique monthly active Customer Users who actually access an Application(s) in a calendar month regardless of the frequency with which they access the Application(s).

\*\*\*Note: For purposes of counting "Applications": (1) an Application is comprised of a project of various components dedicated to a single purpose regardless of the number of mobile operating systems on which it is provisioned or the number of other applications to which it may be connected and (2) only live production Applications are counted.

\*注: 无论员工用户是否实际访问或访问应用的频率为何, "员工用户"的数量等于能够访问应用的特有员工用户的数量。

\*\*注: "客户用户"的数量等于在一个日历月内实际访问应用的特有月度活跃客户用户的数量, 无论他们访问应用的频率为何。

\*\*\*注: 为计算"应用"之目的: (1) 应用包含专用于单一目的的各种组件构成的项目, 而无论其配置的移动操作系统的数量为何或其可能连接的其他应用的数量为何; 以及 (2) 只有实时生产应用可计算在内。

This Exhibit 1.C. to Product Appendix 1 contains terms that describe the parameters and govern your use of the Red Hat Gluster Storage, Red Hat Ceph Storage product lines and related offerings. References to “Red Hat Storage Subscriptions” refer to both product lines.

产品附录 1 的本附件 1.C.包含参数描述条款及贵方使用Red Hat Gluster Storage、Red Hat Ceph Storage产品系列和相关商品/服务所适用的条款。提及“Red Hat Storage订阅”时是指两个产品系列。

**1. Unit of Measure and Purchasing Requirements.**

Table 1 sets forth the support level, Unit of measure, stacking capabilities and Supported Use Case for various Red Hat Storage Subscriptions. You must purchase the appropriate number and type of these Software Subscriptions based on the Unit and other parameters described in Table 1 below. In addition, the following terms apply:

- (a) Red Hat Gluster Storage includes management tools to manage one or more instances of Red Hat Gluster Storage.
- (b) Red Hat Ceph Storage Software Subscriptions are priced based on the total amount of storage capacity. Each Red Hat Ceph Storage Software Subscription supports up to a certain number of Physical Nodes or Virtual Nodes. Should the number of Physical or Virtual Nodes be consumed before the next Storage Band capacity is reached, you may upgrade to the next Storage Band to receive additional Physical or Virtual Nodes.

**1. 计量单位和购买要求。**

表 1 列出了各种Red Hat Storage订阅的支持级别、计量单位、堆叠能力和有支持服务的使用案例。贵方须根据下表 1 中所述单位和其他参数，购买适当数量和类型的此等软件订阅。此外，适用以下条款：

- (a) Red Hat Gluster Storage包括管理Red Hat Gluster Storage的一个或多个实例的管理工具。
- (b) Red Hat Ceph Storage软件订阅基于储存容量的总量定价。每个Red Hat Ceph Storage软件订阅都支持不超过一定数量的物理节点或虚拟节点。如果在达到储存频带容量之前用尽物理或虚拟节点的数量，则贵方可升级到下一个储存频带以接收更多的物理或虚拟节点。

**Table 1**

| Software Subscription                                  | Support Level       | Unit of Measure               | Stackable | Supported Use Case   |
|--|---------------------|-------------------------------|-----------|--|
| Red Hat Gluster Storage                                | Standard or Premium | Physical Node or Storage Band | Yes       | Red Hat Storage is intended to be used as a storage system and will be supported only when used as a storage node. These Subscriptions are not supported on non-server hardware such as desktops or workstations and are intended for use on a dedicated Physical Node; running other applications and/or programs of any type on the Physical Node can have a negative impact on the function and/or performance of the Subscription. Each Subscription includes one Software Subscription to Red Hat Enterprise Linux Server and the Scalable File System Add-on, which are supported solely in connection with the use of the respective Red Hat Storage Subscription. Red Hat Gluster Storage Module does not include a Red Hat Enterprise Linux Software Subscription which must be purchased separately. |
| Red Hat Gluster Storage Module                         | Standard or Premium |                               | Yes       |  |
| Red Hat Ceph Storage                                   | Standard or Premium |                               | Yes       |  |
| Red Hat Gluster Storage Pre-Production                 | Standard            | Virtual Node                  | No        | These Pre-Production Subscriptions are subject to the same Use Case as provided in the description for Red Hat Ceph Storage and Red Hat Gluster Storage, provided that Support is only provided for Pre-Production Purposes (defined below).*  |
| Red Hat Ceph Storage Pre-Production                    | Standard            |                               | No        |  |
| Red Hat Gluster Storage for Public Cloud               | Standard or Premium | Virtual Node                  | Yes       | Red Hat Gluster Storage for Public Cloud is intended to be used as a storage system and will be supported only when used as a storage node. When running in Amazon Web Services, an EC2 M1 Large dedicated instance is required in order to be supported. Running other applications and/or programs of any type on the same instance can have a negative impact on the function and/or performance of the Red Hat Gluster Storage for Public Cloud and is not a Supported Use Case.   |
| Red Hat Gluster Storage for Red Hat OpenStack Platform | Standard or Premium | Physical Node                 | No        | This Subscription is intended to be used as a storage system with Red Hat OpenStack Platform and will be supported only when used as a storage node. It is not supported on non-server hardware such as desktops or workstations and is intended for use on a dedicated Physical Node; running other applications and/or programs of any type on the Physical Node can have a negative impact on the function and/or performance.  |
| Red Hat Hyperconverged                                 | Standard or Premium | Physical Node                 | No        | Red Hat Hyperconverged Infrastructure is only  |

|   |                     |                               |     |   |
|---|---------------------|-------------------------------|-----|---|
| Infrastructure  | Premium             |                               |     | supported when used as an integrated compute plus storage infrastructure. These Software Subscriptions are supported on server hardware but not on desktops or workstations. Support is provided for groups of 3 Nodes, which is the minimal deployment.  |
| Container Storage Add On for OpenShift Container Platform                             | Standard or Premium | Physical Node or Virtual Node | No  | This Subscription is only supported when used as a (a) storage system with Red Hat OpenShift Container Platform, (b) container inside OpenShift Container Platform or (c) storage node outside OpenShift Container Platform. The Subscription is supported on server hardware but not on desktops or workstations and is intended for use on a dedicated Physical Node or as containers inside OpenShift Container Platform clusters.   |
| Red Hat Gluster Storage – Academic Edition<br>Red Hat Ceph Storage – Academic Edition | Standard or Premium | FTE                           | n/a | Red Hat Storage – Academic Edition Subscriptions are supported for use by qualified academic institutions for teaching and learning purposes that consist of (a) faculty, staff, or student laptops or desktops for personal and academic use, (b) computer labs available to faculty, staff, and students for general education use, (c) classroom desktops, (d) laboratories for technical and research use and/or (e) laboratories for software development use. Red Hat Storage – Academic Edition is not supported when used for any purpose other than as described in (a) – (e) above. Qualified academic institutions must be accredited by a national accreditation agency (e.g. the United States accreditation is located at <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> ).<br><b>Note:</b> When you use Red Hat Enterprise Linux–Academic Edition for non-qualified academic purposes as described above, standard Red Hat Enterprise Linux subscription rates apply. |

表 1

| 软件订阅   | 支持级别   | 计量单位      | 是否可堆叠 | 有支持服务的使用案例   |
|--|--------|-----------|-------|--|
| Red Hat Gluster Storage                                | 标准级或高级 | 物理节点或储存频带 | 是     | Red Hat Storage预期用作储存系统，因此仅当用作储存节点时才获得支持。这些订阅在非服务器硬件（如桌面或工作站）上不受支持，并且预期用于专用的物理节点；在物理节点上运行任何类型的其他应用和/或程序可能对订阅的功能和/或性能产生负面影响。每个订阅包括对Red Hat Enterprise Linux Server和Scalable File System附加装置的一个软件订阅，仅在与使用各Red Hat Storage订阅相关时才受支持。Red Hat Gluster Storage Module不包括必须单独购买的Red Hat Enterprise Linux软件订阅。 |
| Red Hat Gluster Storage Module                         | 标准级或高级 |           | 是     |  |
| Red Hat Ceph Storage                                   | 标准级或高级 |           | 是     |  |
| Red Hat Gluster Storage Pre-Production                 | 标准级    |           | 否     |  |
| Red Hat Ceph Storage Pre-Production                    | 标准级    |           | 否     |  |
| Red Hat Gluster Storage for Public Cloud               | 标准级或高级 | 虚拟节点      | 是     | Red Hat Gluster Storage for Public Cloud预期用作储存系统，且仅在用作储存节点时才受支持。在Amazon Web Services中运行时，要求EC2 M1 Large专用实例才能获得支持。在同一实例上运行任何类型的其他应用和/或程序可能会对Red Hat Gluster Storage for Public Cloud的功能和/或性能产生负面影响，并且不是有支持服务的使用案例。   |
| Red Hat Gluster Storage for Red Hat OpenStack Platform | 标准级或高级 | 物理节点      | 否     | 此订阅预期用作Red Hat OpenStack Platform的储存系统，且仅在用作储存节点时才受支持。在非服务器硬件（如桌面或工作站）上不受支持，并且预期用在专用的物理节点上；在物理节点上运行任何类型的其他应用和/或程序可能对功能和/或性能产生负面影响。   |
| Red Hat Hyperconverged Infrastructure                  | 标准级或高级 | 物理节点      | 否     | Red Hat Hyperconverged Infrastructure仅在用作集成计算加储存的基础设施时才受支持。这些软件订阅在服务器硬件上受支持，但在桌面或工作站上不受支持。为3个节点的群组提供支持，此乃最小部署。   |

|   |        |           |     |  |
|---|--------|-----------|-----|--|
| Container Storage Add On for OpenShift Container Platform                             | 标准级或高级 | 物理节点或虚拟节点 | 否   | 此订阅仅在用作 (a) Red Hat OpenShift Container Platform 的储存系统时; (b) OpenShift Container Platform 内的容器时; 或 (c) OpenShift Container Platform 外的储存节点时, 才获得支持。订阅在服务器硬件上受支持, 但在桌面或工作站上不受支持, 且预期用在专用的物理节点上或作为 OpenShift Container Platform 集群内的容器。  |
| Red Hat Gluster Storage – Academic Edition<br>Red Hat Ceph Storage – Academic Edition | 标准级或高级 | FTE       | 不适用 | Red Hat Storage– Academic Edition 仅在合格的学术机构用于教学目的时获得支持, 包括 (a) 教员、职员或学生用于个人或学术的笔记本电脑或台式机; (b) 可供教员、职员和学生用作一般教育用途的计算机实验室; (c) 教室台式机; (d) 用于技术和研究用途的实验室; 和/或 (e) 用作软件开发用途的实验室。Red Hat Storage – Academic Edition 用于上述 (a) - (e) 以外的任何用途时不受支持。合格的学术机构必须获得国家认证机构的认证 (例如, 美国认证见 <a href="http://ope.ed.gov/accreditation/Search.aspx">http://ope.ed.gov/accreditation/Search.aspx</a> )。注意: 如果贵方将 Red Hat Enterprise Linux - Academic Edition 用于上述非合格的学术目的, 则适用标准的 Red Hat Enterprise Linux 订阅费率。 |

**\*\*Pre-Production Purposes**” consists of assistance with issues relating to the installation, configuration, administrative tasks and basic trouble-shooting of the Red Hat Ceph Storage or Red Hat Gluster Storage Software components prior to deployment in a production environment, but it does not include architectural design reviews or advice, advanced configuration topics, performance analysis or reviews.

\* “预生产目的”包括在生产环境中部署之前协助解决与 Red Hat Ceph Storage 或 Red Hat Gluster Storage 软件组件的安装、配置、管理任务和基本故障排除有关的问题, 但不包括架构设计审查或建议、高级配置主题、性能分析或审查。



This Exhibit 1.D. to Product Appendix 1 contains terms that describe the parameters and govern your use of the Red Hat Integrated Solutions product lines.

产品附录 1 的本附件 1.D.包含参数描述条款及贵方使用 Red Hat Integrated Solutions 产品系列所适用的条款。

**1. Unit of Measure and Purchasing Requirements. 1.**

Table 1 sets forth the Unit of measure and Supported Use Cases for Red Hat Cloud Infrastructure Subscriptions. You must purchase the appropriate number and type of these Software Subscriptions based on the Unit and Supported Use Cases described in Table 1 below. A Red Hat Cloud Infrastructure Software Subscription comes with a Red Hat CloudForms Software Subscription but if you are managing any virtual machines with the Red Hat Cloud Infrastructure Subscription that are not running on the same Physical Node as the active Red Hat CloudForms Software Subscription, you must purchase additional Red Hat CloudForms Subscriptions for such use.

计量单位和购买要求。表 1 列出了关于 Red Hat Cloud Infrastructure 订阅的计量单位和有支持服务的使用案例。贵方须根据下表 1 中所述单位和有支持服务的使用案例，购买适当数量和类型的此等软件订阅。Red Hat Cloud Infrastructure 软件订阅与 Red Hat CloudForms 软件订阅一起提供，但是如果贵方正在管理任何带有 Red Hat Cloud Infrastructure 订阅的虚拟机，且该虚拟机与有效的 Red Hat CloudForms 软件订阅不在同一个物理节点上运行，则贵方必须购买额外的 Red Hat CloudForms 订阅。

**Table 1**

| Software Subscription                           | Unit   | Supported Use Cases  |
|---|--------|--|
| Red Hat Cloud Infrastructure                    | System | Red Hat only provides Subscription Services for the Software when used on a Physical Node that is a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for Red Hat OpenStack Platform or when used as the guest operating system on virtual machines created and managed with this Subscription. Red Hat Virtualization is supported solely when used to run and manage virtual guests for this Subscription. Red Hat Enterprise Linux is the only supported operating system for Red Hat OpenStack Platform. If the Red Hat Cloud Infrastructure product contains an entitlement for Satellite, Satellite is only supported for managing Physical Nodes within the Red Hat Cloud Infrastructure private cloud. |
| Red Hat Cloud Infrastructure (without guest OS) | System | Red Hat only provides Subscription Services for the Software when used on a Physical Node that is a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for Red Hat OpenStack Platform. Red Hat Virtualization is supported solely when used to run and manage virtual guests for this Subscription. Red Hat Enterprise Linux is the only supported operating system for Red Hat OpenStack Platform. If the Red Hat Cloud Infrastructure product contains an entitlement for Satellite, Satellite is only supported for managing Physical Nodes within the Red Hat Cloud Infrastructure private cloud.   |
| Red Hat Cloud Suite                             | System | Red Hat only provides Subscription Services for the Software when used on a Physical Node that is a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for Red Hat Cloud Suite or when used as the guest operating system on virtual machines created and managed with this Subscription. Red Hat Enterprise Linux is the only supported operating system for Red Hat Cloud Suite.  |

**表 1**

| 软件订阅                                    | 单位 | 有支持服务的使用案例  |
|---|----|---|
| Red Hat Cloud Infrastructure            | 系统 | 在作为服务器的物理节点上使用时，红帽仅对软件提供订阅服务。Red Hat Enterprise Linux 仅在用作 Red Hat OpenStack Platform 的主机操作系统时，或者在用作使用此订阅创建和管理的虚拟机上的客户机操作系统时，才受支持。Red Hat Virtualization 仅在用于运行和管理此订阅的虚拟客户机时才受支持。Red Hat Enterprise Linux 是 Red Hat OpenStack Platform 的唯一有支持服务的操作系统。如果 Red Hat Cloud Infrastructure 产品包含有关 Satellite 的权利，则仅当 Satellite 在 Red Hat Cloud Infrastructure 私有云内管理物理节点时才受支持。 |
| Red Hat Cloud Infrastructure (无客户机操作系统) | 系统 | 在作为服务器的物理节点上使用时，红帽仅对软件提供订阅服务。Red Hat Enterprise Linux 仅在用作 Red Hat OpenStack Platform 的主机操作系统时才受支持。Red Hat Virtualization 仅在用于运行和管理此订阅的虚拟客户机时才受支持。Red Hat Enterprise Linux 是 Red Hat OpenStack Platform 的唯一有支持服务的操作系统。如果 Red Hat Cloud Infrastructure 产品包含有关 Satellite 的权利，则仅当 Satellite 在 Red Hat Cloud Infrastructure 私有云内管理物理节点时才受支持。                                |
| Red Hat Cloud Suite                     | 系统 | 在作为服务器的物理节点上使用时，红帽仅对软件提供订阅服务。Red Hat Enterprise Linux 仅在用作 Red Hat Cloud Suite 的主机操作系统时，或者在用作使用此订阅创建和管理的虚拟机上的客户机操作系统时，才受支持。Red Hat Enterprise Linux 是 Red Hat Cloud Suite 的唯一有支持服务的操作系统。  |



This Exhibit 1.E. to Product Appendix 1 contains terms that describe the parameters and govern your use of the Red Hat Satellite, Red Hat CloudForms, Red Hat Ansible product lines and related offerings.

产品附录 1 的本附件 1.E.包含参数描述条款及贵方使用 Red Hat Satellite、Red Hat CloudForms、Red Hat Ansible产品系列及相关商品/服务所适用的条款。

**1. Red Hat Satellite, Red Hat Capsule and Smart Management**

**1. Red Hat Satellite、Red Hat Capsule和Smart Management**

**1.1 Units of Measure and Purchasing Requirements.** You must purchase the appropriate number and type of Red Hat Management Subscriptions based on the Unit and Supported Use Cases described in Table 1 below.

**1.1 计量单位和购买要求。** 贵方须根据下表 1 中所述单位和有支持服务的使用案例，购买适当数量和类型的红帽管理订阅。

**Table 1**

| Software   | Unit   | Supported Use Case   |
|--|--------|--|
| Red Hat Satellite, Red Hat Satellite Capsule and Red Hat Satellite Proxy | System | Red Hat only provides Subscription Services for Red Hat Satellite, Red Hat Satellite Capsule or Red Hat Satellite Proxy when used on a System or Physical Node that is a server.   |
| Red Hat Satellite Capsule<br>Red Hat Satellite Proxy                     | System | Red Hat only provides Subscription Services for Red Hat Satellite Capsule and Red Hat Satellite Proxy when deployed with Red Hat Satellite.  |
| Red Hat Smart Management   | Module | Red Hat Smart Management entitlements are required for each Unit of Red Hat Enterprise Linux that is managed by Red Hat Satellite Capsule, Red Hat Satellite Proxy and/or Red Hat Satellite. Red Hat Smart Management entitlements may be used with Red Hat Portal directly. |
| Red Hat Satellite Starter Pack   | Module | Red Hat does not provide Subscription Services for Red Hat Satellite Starter Pack if at the time of renewal, more than 50 Units (whether Systems, Physical Nodes and/or Virtual Nodes) are managed.  |

**表 1**

| 软件  | 单位 | 有支持服务的使用案例   |
|---|----|--|
| Red Hat Satellite、Red Hat Satellite Capsule 和 Red Hat Satellite Proxy | 系统 | 在作为服务器的系统或物理节点上使用时，红帽仅提供Red Hat Satellite、Red Hat Satellite Capsule 或 Red Hat Satellite Proxy的订阅服务。  |
| Red Hat Satellite Capsule<br>Red Hat Satellite Proxy                  | 系统 | 当与 Red Hat Satellite一起部署时，红帽仅提供Red Hat Satellite Capsule和Red Hat Satellite Proxy的订阅服务。   |
| Red Hat Smart Management  | 模块 | Red Hat Satellite Capsule、Red Hat Satellite Proxy和/或Red Hat Satellite所管理的Red Hat Enterprise Linux的每个单位，均要求Red Hat Smart Management权利。Red Hat Smart Management权利可直接与红帽门户使用。 |
| Red Hat Satellite Starter Pack  | 模块 | 如续展时被管理的单位超过 50 个（不论是系统、物理节点和/或虚拟节点），则红帽不提供Red Hat Satellite Starter Pack的订阅服务。  |

**2. Red Hat CloudForms**

**2. Red Hat CloudForms**

**2.1 Units of Measure and Purchasing Requirements.** Table 2 sets forth the Unit of measure, stacking capabilities and Supported Use Cases for various Red Hat Management Subscriptions. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 2. For Virtual Nodes managed by CloudForms in a CloudForms enabled public cloud, you need to purchase Units equal to either (at your option), (a) the actual number of Units or (b) the average daily maximum Virtual Nodes managed by CloudForms in the previous 365 days. If 365 days of usage history is not available, you may use the average usage history period that is available. If managing Virtual Nodes on a public cloud, you must confirm that a specific public cloud is Red Hat CloudForms enabled.

**2.1 计量单位和购买要求。** 表 2 列出了各种 Red Hat Management 订阅的计量单位、堆叠能力和有支持服务的使用案例。贵方须根据表 2 中所述单位和其他服务参数，购买适当数量和类型的此等订阅。对于在 CloudForms 启动的公共云中由 CloudForms 管理的虚拟节点，贵方需要购买的单位等于（由贵方选择）：（a）单位的实际数量；或（b）在过去 365 天中由 CloudForms 管理的日均最大虚拟节点。如果不能获得 365 天的使用历史，贵方可以使用可获得的平均使用历史周期。如果管理公共云上的虚拟节点，则贵方须确认具体的公共云是由 Red Hat CloudForms 启动。

Table 2

| Software Subscription | Unit of Measure                                  | Capacity   |               | Stackable                               | Use Case  |
|-----------------------|--|--|---------------|---|---|
|                       |  | Socket(s)  | Managed Nodes |   |   |
| Red Hat CloudForms    | Managed Node:<br>(Physical Node or Virtual Node) | Socket-pair for each Physical Node or Sixteen (16) Virtual Nodes |               | Physical Node: Yes<br>Virtual Node: Yes | Red Hat only provides Subscription Services for Red Hat CloudForms Software when deployed on (a) a System or Physical Node that is a server and (b) Virtual Nodes if they are running on-premise or on a Red Hat CloudForms enabled public cloud. Red Hat Enterprise Linux is the only supported operating system for Red Hat CloudForms Subscriptions. |

表 2

| 软件订阅               | 计量单位                 | 容量                                 |      | 是否可堆叠                    | 使用案例   |
|--------------------|----------------------|------------------------------------|------|--------------------------|--|
|                    |                      | 插槽                                 | 受管节点 |                          |  |
| Red Hat CloudForms | 受管节点:<br>(物理节点或虚拟节点) | 针对每个物理节点的插槽<br>或对<br>十六 (16) 个虚拟节点 |      | 物理节点:<br>是<br>虚拟节点:<br>是 | 当部署在 (a) 作为服务器的系统或虚拟节点上; 以及 (b) 预置型或在 Red Hat CloudForms 启动的公共云上运行的虚拟节点上, 红帽仅提供 Red Hat CloudForms 软件的订阅服务。Red Hat Enterprise Linux 是 Red Hat CloudForms 订阅唯一有支持服务的操作系统。 |

### 3. Red Hat Ansible Tower and Red Hat Ansible Engine Subscriptions

The Red Hat Ansible Tower offering consists of the Red Hat branded graphical application and REST API, designed for use with (i) Red Hat Ansible Engine or Ansible Project Software. Red Hat Ansible Tower does not include the Ansible Project. “**Ansible Engine**” means the installed package, which consists of the connection plugins, inventory plugins, fact plugins, Ansible-playbook language and directives, core modules, and other miscellaneous core or plugins provided in the package. “**Ansible Project Software**” means the community version of the Ansible deployment and configuration management engine.

Red Hat Ansible Engine Subscriptions provide access to additional software components (Certified Components and Community Components) with varying levels or no support as set forth at <https://access.redhat.com/articles/3166901> (“**Ansible Support Matrix**”). “**Certified Components**” means third party components listed on the Ansible Support Matrix and maintained by such third party. “**Community Components**” means components (e.g., modules, plugins...etc.) that are created and submitted by community members. Red Hat will provide limited assistance for Certified Components solely to the extent required to run Red Hat Ansible Engine and/or Red Hat Ansible Tower Software but otherwise does not provide Support or Software Maintenance for Certified Components or Community Components.

**3.1 Units of Measure and Purchasing Requirements.** Table 3 sets forth the Unit of measure and Supported Use Cases for Red Hat Ansible Engine and Red Hat Ansible Tower Software. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 3 below.

### 3. Red Hat Ansible Tower 和 Red Hat Ansible Engine 订阅

Red Hat Ansible Tower 商品/服务包括红帽品牌图形应用和 REST API, 其设计目的是与 (i) Red Hat Ansible Engine 或 Ansible Project 软件一起使用。Red Hat Ansible Tower 不包括 Ansible Project。“**Ansible Engine**”指被安装的软件包, 包括连接插件、库存插件、事实插件、Ansible-playbook 语言和指令、核心模块, 以及软件包中提供的其他各种核心或插件。“**Ansible Project Software**”指 Ansible 部署和配置管理引擎的社区版本。

Red Hat Ansible Engine 订阅提供对附加软件组件 (已认证组件和社区组件) 的访问, 带有不同级别的支持或无支持, 具体见 <https://access.redhat.com/articles/3166901> (“**Ansible 支持矩阵**”)。“已认证组件”指在 Ansible 支持矩阵中列出并由该第三方维护的第三方组件。“社区组件”指社区成员创建和提交的组件 (如模块、插件等)。红帽仅在运行 Red Hat Ansible Engine 和/或 Red Hat Ansible Tower 软件所需的情况下为已认证组件提供有限的协助, 但不提供对已认证组件或社区组件的支持或软件维护。

**3.1 计量单位和购买要求。**表 3 列出了 Red Hat Ansible Engine 和 Red Hat Ansible Tower 软件的计量单位和有支持服务的使用案例。贵方必须根据下表 3 中所述的单位和其他参数, 购买适当数量和类型的此等订阅。

Table 3

| Software Subscription | Unit         | Supported Use Case   |
|-----------------------|--------------|--|
| Red Hat Ansible Tower | Managed Node | Red Hat only provides Subscription Services for this Software (a) when used on a system that is a server, (b) on platforms that are Supported Platforms (set forth at: <a href="http://docs.ansible.com/ansible-tower/latest/html/quickinstall/prepare.html#prerequisites-and-requirements">http://docs.ansible.com/ansible-tower/latest/html/quickinstall/prepare.html#prerequisites-and-requirements</a> ) and (c) that is within the supported Ansible Tower Life Cycle. Support of Red Hat Ansible Tower Software does not include Subscription Services for Ansible Engine or Ansible Project Software. Red Hat may provide assistance with Ansible Project Software. |

| Software Subscription  | Unit         | Supported Use Case   |
|------------------------|--------------|--|
|                        |              | solely to the extent required to run Red Hat Ansible Tower Software.   |
| Red Hat Ansible Engine | Managed Node | Red Hat Subscriptions Services for this Software is limited to Support for the Ansible Engine and components that make-up the Ansible Engine. Red Hat provides Subscription Services for Software (a) on systems that are Supported Platforms, (b) modules identified via Section 4 above, and (c) that is within the supported Red Hat Ansible Engine Life Cycle. The Support of Ansible Engine does not include the creation, maintenance, support, or services related to customer playbooks, and/or roles or Ansible Project Software. |

表 3

| 软件订阅                   | 单位   | 有支持服务的使用案例  |
|------------------------|------|---|
| Red Hat Ansible Tower  | 受管节点 | 该软件 (a) 在作为服务器的系统上使用时; (b) 在有支持服务的平台上使用时 (见 <a href="http://docs.ansible.com/ansible-tower/latest/html/quickinstall/prepare.html#prerequisites-and-requirements">http://docs.ansible.com/ansible-tower/latest/html/quickinstall/prepare.html#prerequisites-and-requirements</a> ); 以及 (c) 处于有支持服务的 Ansible Tower 生命周期之内, 则红帽仅提供该软件的订阅服务。Red Hat Ansible Tower 软件的支持不包括 Ansible Engine 或 Ansible Project 软件的订阅服务。红帽可提供 Ansible Project 软件的协助, 但仅在运行 Red Hat Ansible Tower 软件所必需的情况下。 |
| Red Hat Ansible Engine | 受管节点 | 针对该软件的红帽订阅服务限于对 Ansible Engine 和构成 Ansible Engine 的组件的支持。红帽对下列情况下的软件提供订阅服务: (a) 用在作为有支持服务的平台的系统上; (b) 经由上述第 4 节界定的模块; 以及 (c) 处于有支持服务的 Red Hat Ansible Engine 生命周期之内。Ansible Engine 的支持不包括与客户脚本、和/或角色或 Ansible Project 软件有关的创建、维护、支持或服务。   |

**3.2 Data Analytics.** Red Hat Ansible Tower Software versions 2.4 or later may collect and transmit usability data (including information identifying the source of that data) to Red Hat. Red Hat intends to use the data to enhance future releases of the Red Hat Ansible Tower Software and help streamline customer experience and success. Usability data includes information such as dashboard items clicked in the Tower Software, amount of time spent on individual pages and paths taken throughout the Red Hat Ansible Tower Software. Usability data is collected and transmitted to Red Hat via a javascript file that is downloaded to a customer's web-browser. The collection and transmission of such usability data is optional and you may (a) completely opt-out by editing the Red Hat Ansible Tower Software configuration and restarting the Red Hat Ansible Tower Software, or (b) choose between two opt-in scenarios: (i) "anonymous mode" that will provide usability data to Red Hat without any information identifying the source of that data, or (ii) "detail mode" that will provide usability data with the customer name to Red Hat. For Red Hat Ansible Tower Software (versions 2.4 or later) you may opt-out from usability data collection and transmission by following the directions found at: [http://docs.ansible.com/ansible-tower/latest/html/administration/usability\\_data\\_collection.html](http://docs.ansible.com/ansible-tower/latest/html/administration/usability_data_collection.html).

**3.3 Red Hat Ansible Tower and Red Hat Ansible Engine Software Life Cycle.** The supported life cycle for Red Hat Ansible Engine and Red Hat Ansible Tower Software are set forth at: [https://access.redhat.com/support/policy/update\\_policies](https://access.redhat.com/support/policy/update_policies).

**3.4 Red Hat Ansible Engine Networking Add-On**  
Red Hat Ansible Engine Networking Add-On provides Support to networking modules listed on the Ansible Support Matrix. You are required to purchase a Unit of Red Hat Ansible Engine Networking Add-On for each Red Hat Ansible Engine Software Subscription (regardless of the number of Managed Nodes). Red Hat Ansible Engine Networking Add-On Subscription is only supported on Red Hat Ansible Engine Subscriptions with Premium support.

**4. Red Hat Insights.** Red Hat Insights is an optional Add-On hosted service designed to help you proactively identify and resolve technical issues in Red Hat Enterprise Linux and Red Hat Cloud Infrastructure environments.

**3.2 数据分析.** Red Hat Ansible Tower 软件 2.4 版本或更高版本可收集和传输可用性数据 (包括识别数据来源的信息) 到红帽。红帽希望使用这些数据来增强 Red Hat Ansible Tower 软件的未来发行版本, 并帮助简化客户体验和成功。可用性数据包括的信息诸如: 在 Tower 软件中点击的面板项目、在单个页面上花费的时间量, 以及在整个 Red Hat Ansible Tower 软件中走过的路径。可用性数据通过下载到客户网页浏览器的 javascript 文件收集并传输到红帽。此类可用性数据的收集和传输是可选的, 贵方可以: (a) 通过编辑 Red Hat Ansible Tower 软件配置并重新启动 Red Hat Ansible Tower 软件, 选择完全不参加; 或 (b) 在两种参加方案之间进行选择: (i) "匿名模式", 它将可用性数据提供给红帽, 但无任何识别数据来源的信息; 或者 (ii) "细节模式", 其将可用性数据与客户名称一起提供给红帽。对于 Red Hat Ansible Tower 软件 (2.4 版本或更高版本), 贵方可以按照 [http://docs.ansible.com/ansible-tower/latest/html/administration/usability\\_data\\_collection.html](http://docs.ansible.com/ansible-tower/latest/html/administration/usability_data_collection.html) 提供的指示, 选择不参加可用性数据收集和传输。

**3.3 Red Hat Ansible Tower 和 Red Hat Ansible Engine 软件生命周期.** 关于 Red Hat Ansible Engine 和 Red Hat Ansible Tower 软件的有支持服务的生命周期, 参见 [https://access.redhat.com/support/policy/update\\_policies](https://access.redhat.com/support/policy/update_policies)。

**3.4 Red Hat Ansible Engine 网络附加装置**  
Red Hat Ansible Engine 网络附加装置为 Ansible 支持矩阵中列出的网络模块提供支持。贵方需要为每个 Red Hat Ansible Engine 软件订阅购买一个单位的 Red Hat Ansible Engine 网络附加装置 (无论受管节点数量为何)。Red Hat Ansible Engine 网络附加装置订阅仅在具有高级支持的 Red Hat Ansible Engine 订阅上获得支持。

**4. Red Hat Insights.** Red Hat Insights 是一个可选的附加装置托管服务, 其设计目的在于帮助贵方主动识别和解决 Red Hat Enterprise Linux 和 Red Hat Cloud Infrastructure 环境中的技术问题。

Table 4

| Software         | Unit                                  | Supported Use Case  |
|------------------|---------------------------------------|---|
| Red Hat Insights | System, Physical Node or Virtual Node | Red Hat Insights provides predictive analytics and remediation steps for Red Hat Enterprise Linux 6.4 and later versions, Red Hat OpenStack® Platform 7 and later versions, Red Hat Virtualization 3.6 and later versions and Red Hat OpenShift Container Platform. |

Table 4 表 4

| 软件               | 单位           | 有支持服务的使用案例   |
|------------------|--------------|--|
| Red Hat Insights | 系统、物理节点或虚拟节点 | Red Hat Insights为Red Hat Enterprise Linux 6.4 及更高版本、Red Hat OpenStack® Platform 7 及更高版本、Red Hat Virtualization 3.6 及更高版本和Red Hat OpenShift Container Platform提供预测性分析和补救措施。 |

#### 5. Red Hat Directory Server Software Subscriptions

Table 5 sets forth the Unit of measure and Supported Use Cases for Red Hat Directory Server. You must purchase the appropriate number and type of these Subscriptions based on the Unit and other parameters described in Table 5 below. The Service Level(s) for Directory Server is determined by the Service Level of the underlying Red Hat Enterprise Linux Subscription for the System, Physical Node or Virtual Node running Directory Server (for example, if the Service Level for the underlying Red Hat Enterprise Linux Software Subscription is Premium, then Directory Server would receive Premium level support).

#### 5. Red Hat Directory Server 软件订阅

表 5 列出了 Red Hat Directory Server 的计量单位和有支持服务的使用案例。贵方必须根据下表 5 中所述的单位和其他参数，购买适当数量和类型的此等订阅。Directory Server 的服务级别取决于运行 Directory Server 的系统、物理节点或虚拟节点的底层 Red Hat Enterprise Linux 订阅的服务级别（例如，如果底层 Red Hat Enterprise Linux 软件订阅的服务级别是高级，则 Directory Server 将获得高级支持）。

Table 5

| Software                 | Unit   | Supported Use Case   |
|--------------------------|--------|--|
| Red Hat Directory Server | System | A Replica Red Hat Directory Server must have an active Software Subscription for a Master Red Hat Directory Server and Red Hat Directory Server must be installed on a physical server with a standard Red Hat Enterprise Linux Software Subscription (not a Red Hat Enterprise Linux Desktop, Red Hat Enterprise Linux for HPC or Red Hat Enterprise Linux Workstation Software Subscription). “ <b>Replica</b> ” means a second instance of a Directory Server configured as a slave to the first instance of Directory Server. Red Hat Enterprise Linux Server is supported solely for the purpose of running Red Hat Directory Server Software. “ <b>Master</b> ” means the authoritative Red Hat Directory Server from which Replica Red Hat Directory Servers derive Red Hat Directory Server information. |

表 5

| 软件                       | 单位 | 有支持服务的使用案例  |
|--------------------------|----|---|
| Red Hat Directory Server | 系统 | Red Hat Directory Server 必须具有有效的 Red Hat Directory Server 的软件订阅，且 Red Hat Directory Server 必须安装在具有标准 Red Hat Enterprise Linux 软件订阅的物理服务器上（而不是 Enterprise Linux Desktop、Red Hat Enterprise Linux for HPC 或 Red Hat Enterprise Linux Workstation 软件订阅）。“复制”指从属于 Directory Server 第一个实例而配置的 Directory Server 的第二个实例。Red Hat Enterprise Linux Server 仅出于运行 Red Hat Directory Server 软件之目的时才获得支持。“母版”指权威的 Red Hat Directory Server，复制的 Red Hat Directory Servers 从其获得 Red Hat Directory Server 信息。 |





This Exhibit 1.F. to Product Appendix 1 contains terms that describe the parameters and govern your use of TAM Services.

产品附录 1 的本附件 1.F.包含参数描述条款及贵方使用TAM服务所适用的条款。

**1. Technical Account Management (“TAM”) Service**

The TAM Service is a Support Subscription that you may purchase in addition to your underlying Standard or Premium Software Subscription in order to receive enhanced Support. The TAM Service does not include support for (1) Self-support Software Subscriptions, (2) any Unit of Software (such as a System, Physical Node, Core, etc.) for which you do not have an active paid Software Subscription or (3) any Software Subscription for which support is provided by a Business Partner. When you purchase a TAM Service, you receive access to a Red Hat support engineer to provide you with (a) access to Red Hat's technology and development plans, including beta testing and bug/feature escalation, (b) weekly review calls, (c) up to two (2) on-site technical review visits per year, (d) up to four Support Contacts, (e) quarterly service performance metrics via the TAM electronic dashboard, and (f) a subscription to Red Hat's TAM monthly newsletter.

**1. 大客户技术经理 (“TAM”) 服务**

TAM服务指作为对贵方的底层标准级或高级软件订阅的补充，贵方为获得更强大的支持还可以购买的支持订阅。TAM服务不包括对下列内容的支持：(1) 自服务软件订阅；(2) 贵方无有效的已付费软件订阅的任何软件单位（比如系统、物理节点、核心等）；或(3) 业务合作伙伴提供支持的软件订阅。当贵方购买TAM服务时，贵方获得红帽支持工程师的访问权，据此贵方可获得 (a) 对红帽的技术和开发计划的访问，包括beta测试和漏洞/功能上报；(b) 每周审查电话；(c) 每年最多两(2)次现场技术性审查拜访；(d) 最多四个支持联系人；(e) 经由TAM电子面板的季度服务绩效指标；以及(f) 对红帽TAM月度简报的订阅。

| Support Subscription         | Unit Description   |
|------------------------------|--|
| TAM Service<br>TAM Extension | <b>Point of Contact:</b> a Red Hat associate whom you are authorized to contact to request support for a particular team, geography or Red Hat product line. |

| 支持订阅           | 单位说明                                       |
|----------------|--|
| TAM服务<br>TAM延伸 | 联系人：授权贵方在要求获得针对特定团队、地区或红帽产品系列的支持时可联系的红帽同事。 |

**1.1 TAM Service Coverage.** Each TAM Service Subscription will be limited to certain parameters (that is, a region, a customer team and/or a product line) and will be listed in the Order Form and, if not listed, the TAM parameters will be established upon the initiation of the TAM Service.

- (a) **Regions:** North America, Latin America, EMEA, Asia-Pacific (excluding Japan, China and India), China, India or Japan.
- (b) **Customer Team:** The customer team supported by the TAM, such as your development team, your system administration team, your support team, etc.
- (c) **Red Hat Product Line:** The supported Red Hat product line, such as the Red Hat Enterprise Linux, Red Hat JBoss Middleware, Red Hat Mobile Application Platform, OpenShift, Red Hat Storage, Ansible or Red Hat Cloud product lines.

**1.1 TAM服务范围。**每个TAM服务订阅将限于某些参数（即：区域、客户团队和/或产品系列）并列于订单中，如果未列于订单中，则于TAM服务开始时确立TAM参数。

- (a) **区域：**北美洲、拉丁美洲、中东、欧洲及非洲、亚太地区（不包括日本、中国和印度）、中国、印度或日本。
- (b) **客户团队：**TAM所支持的客户团队，比如贵方的开发团队、贵方的系统管理团队、贵方的支持团队等。
- (c) **红帽产品系列：**有支持服务的红帽产品系列，比如Red Hat Enterprise Linux、Red Hat JBoss Middleware、Red Hat Mobile Application Platform、OpenShift、Red Hat Storage、Ansible 或红帽云产品系列。

**1.2 TAM Service Level.** The TAM Service is offered during local Red Hat Support Standard Business Hours as set forth

at <https://access.redhat.com/support/contact/technicalSupport.html> (based on the physical location of the TAM representative). If you have purchased Premium Red Hat Software Subscriptions, you will receive 24x7 Support for Severity 1 and 2 issues through Red Hat's 24x7 Production Support teams and not necessarily from your assigned TAM representative. Red Hat's 24x7 Production Support team will be responsible for addressing issues, but will consult with your TAM representative, as your TAM representative is available, for advice and to gain a better understanding of your infrastructure, environment and specific needs. If you have purchased multiple TAM Service Subscriptions in each of Red Hat's primary Support Regions, you will receive the benefit of extended TAM Service coverage hours, but you should follow the same

**1.2 TAM服务级别。**TAM服务在<https://access.redhat.com/support/contact/technicalSupport.html>所列当地红帽支持标准工作时间内提供（根据TAM代表所处物理位置）。如果贵方已购买高级红帽软件订阅，贵方将通过红帽的 7x24 生产支持团队（而不一定非得从贵方的指定TAM代表）就严重级别为 1 级和 2 级的问题获得 7x 24 支持。红帽的 7x24 生产支持团队负责解决问题，但在能够联系到贵方的TAM代表时，将咨询贵方的TAM代表，以获得有关意见，并更好地理解贵方的基础设施、环境和具体需求。如果贵方已在红帽的每个高级支持区域购买多个TAM服务订阅，则贵方将从延长的TAM服务覆盖时间中受益，但贵方应遵循相同的流程，并联系红帽 7x24 支持号码，见<https://access.redhat.com/support/contact/technicalSupport.html>。

process and contact the Red Hat 24x7 support numbers at <https://access.redhat.com/support/contact/technicalSupport.html>.

**1.3 TAM Extension Service.** The TAM Extension Service is an extension of a Red Hat Enterprise Linux TAM Service to provide additional technical knowledge such as SAP implementations on Red Hat Enterprise Linux. The TAM Extension Service requires a separate active and paid standard TAM Service Subscription.

**1.3 TAM 延伸服务。** TAM 延伸服务是 Red Hat Enterprise Linux TAM 服务的延伸，以提供额外的技术知识，比如 Red Hat Enterprise Linux 上的 SAP 实施。TAM 延伸服务要求单独的有效且付费的标准 TAM 服务订阅。