Subscription Watch FAQ
Clearly view your Red Hat subscriptions and utilization across hybrid infrastructure and the cloud

Table of contents

Product availability and accessibility .....................................................................................................2
   What is Subscription Watch, what Red Hat products does it support, and where is it hosted? .......... 2
   How can I activate Subscription Watch? ........................................................................................... 2

How does Subscription Watch work? ..................................................................................................2
   How does Subscription Watch work, and what agents/tools are required to run it? ................. 2
   Does Subscription Watch show all purchased and registered subscriptions, or just those that have been deployed? ................................................................. 2
   How do I read the charts in the Subscription Watch interface? ..................................................... 2
   Can I export a list of usage statistics to share with my team and address any subscription compliance risks? ......................................................................................... 3
   How does Subscription Watch work with systems that are regularly subscribed/unsubscribed on a rotating basis? Is there a way to set a lower retention period? ......................... 3

Subscription Watch and other Red Hat products ............................................................................. 3
   Does Subscription Watch provide a unified view of Red Hat® subscriptions being used across multiple public clouds? ................................................................. 3
   How does Subscription Watch handle Virtual Datacenter (VDC) subscriptions? Can it map individual VM instances to underlying hypervisors? .......................... 3

Subscription Watch and disconnected environments ..................................................................... 4
   Is Subscription Watch available for disconnected customers? ......................................................... 4

Subscription and account breakdown and counting ..................................................................... 4
   Can I track multiple accounts or subscriptions within the same corporate organization? .......... 4
   Does Subscription Watch have the ability to differentiate Standard and Premium subscriptions? 4
Product availability and accessibility

**Question:** What is Subscription Watch, what Red Hat products does it support, and where is it hosted?

**Answer:** Subscription Watch is a Software-as-a-Service (SaaS)-based tool allowing customers to view their Red Hat subscriptions and usage across hybrid infrastructure and the cloud. This functionality is now included for Red Hat Enterprise Linux® and Red Hat OpenShift® Container Platform and provides an account-level view of subscription usage over time. This view removes hassles for admins working on entitlements and renewals, and lets customers easily access the Red Hat subscriptions they have already paid for. Red Hat customers and partners can access Subscription Watch through their account on cloud.redhat.com.

**Question:** How can I activate Subscription Watch?

**Answer:** For information on how to access and activate Subscription Watch at Subscription Central in the Red Hat Customer Portal, go to https://access.redhat.com/products/subscription-central.

**Question:** How does Subscription Watch work, and what agents/tools are required to run it?

**Answer:** Subscription Watch collects system data to aggregate a single-pane view into your subscription usage, allowing current consumption tracking, reporting for room to scale, and ease of renewals by reviewing historic usage statistics. To use Subscription Watch, you simply need to send us the inventory, using a supported inventory tool mentioned above, and then visit cloud.redhat.com.

Subscription Watch uses any of the following tools to collect data:

- If you are a direct Red Hat Subscription Management (RHSM) customer, subscription-manager reports the information Red Hat needs.
- Install or activate Red Hat Insights (included with Red Hat Enterprise Linux 6.4+). The insights-client provides the information Red Hat needs to provide this reporting.
- If you are a Red Hat Satellite customer, you can use a new inventory plugin (this works for both connected and disconnected Satellite versions 6.5+), and Satellite will report the information needed.

**Question:** Does Subscription Watch show all purchased and registered subscriptions, or just those that have been deployed?

**Answer:** Subscription Watch shows capacity (what has been purchased), usage (what is actually deployed), and utilization (usage of capacity).

**Question:** How do I read the charts in the Subscription Watch interface?

**Answer:** See all registered Red Hat Enterprise Linux and Red Hat Openshift systems in the rollup menu, the subscription usage line tracks historical usage and current usage against the subscription threshold.
**Question:** Can I export a list of usage statistics to share with my team and address any subscription compliance risks?

**Answer:** Subscription Watch is a SaaS-based platform and is dependent on the data you send to it, so keep in mind this may not be an exhaustive list. However, you will have visibility into over-usage, so you can address it ahead of time and mitigate your compliance risks before it's too late.

**Question:** How does Subscription Watch work with systems that are regularly subscribed/unsubscribed on a rotating basis? Is there a way to set a lower retention period?

**Answer:** We treat the report from Subscription Watch as a point-in-time report. For example, if a system is turned on Monday and we report 5 systems, then it is turned off at the time of the report Tuesday, we report 4 systems. Our retention period is based on daily reporting in the Subscription Watch graph reports. Depending on how the system is reported, data is aged out and removed before a system is marked **inactive**.

---

**Subscription Watch and other Red Hat products**

**Question:** Does Subscription Watch provide a unified view of Red Hat subscriptions being used across multiple public clouds?

**Answer:** Yes. We show the public cloud usage based on the facts we get from subscription-manager. Most cloud providers expose unique data that highlight which cloud the host is running on.

**Question:** How does Subscription Watch handle Virtual Datacenter (VDC) subscriptions? Can it map individual VM instances to underlying hypervisors?

**Answer:** VDC reports the mapping to us (using the virt-who daemon) either directly in RHSM or to Red Hat Satellite. If you are a Satellite customer, the Satellite inventory plug-in sends this data to [cloud.redhat.com](http://cloud.redhat.com), where the counts are calculated by the number of guests per hypervisor.
**Subscription Watch and disconnected environments**

**Question:** Is Subscription Management available for disconnected customers?

**Answer:** Absolutely. You will require Satellite in your environment at version 6.5+, and there is a new inventory plugin that will allow you to remain disconnected, while still providing that reporting back to cloud.redhat.com. The data is encrypted en route via transport layer security (TLS) and at rest.

**Subscription and account breakdown and counting**

**Question:** Can I track multiple accounts or subscriptions within the same corporate organization?

**Answer:** Subscription Watch does not yet show aggregate reports across multiple accounts. However, it can still be used to build a single report for each account.

**Question:** Does Subscription Watch have the ability to differentiate Standard and Premium subscriptions?

**Answer:** Yes, customers can filter on Premium, Standard, Self-Support, or No-SLA. The default is a combined view of all Red Hat Enterprise Linux. You can also see each architecture: ARM, Power, Z, and x86.

---

**About Red Hat**

Red Hat is the world’s leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.