



Long Term Service Pack Support

Balancing the need for data center optimization with the costs and risks of integrating system upgrades is challenging. With the Long Term Service Pack Support program for your SUSE® Linux Enterprise Server solutions, you can take advantage of the latest technology at a pace that makes sense for your business.

Long Term Service Pack Support: Total Lifecycle Flexibility

Managers of large data centers must balance their need for the latest updates against the risk and expense of changing elements of critical systems. Plus, not every business wishes to incorporate all the latest technological advances and hardware-enablement features. Enterprises with large, complex environments need flexibility to determine when or if they will move to a service pack while maintaining the benefits of SUSE product support.

Long Term Service Pack Support significantly lengthens the supported transition period for migrations and extends the life of your SUSE Linux Enterprise Server deployment. You can reduce upgrade risks and costs while ensuring the stability and predictability of your deployment.

Up to Five Years of Support for SUSE Linux Enterprise Server Service Packs

Throughout the lifecycle of your Linux-based configurations, you need the proper system

and software maintenance to ensure your data center is secure, stable and optimized to run key workloads. SUSE provides service packs to deliver enhanced features, security updates, bug fixes and new hardware enablement. The generally release service packs approximately every 18 months.

SUSE continues to support previous service packs for an industry-standard six months after the release of a new service pack. If you need additional time to design, validate and test execution plans, you can take advantage of the Long Term Service Pack Support. The program is designed for customers who want to continue to run a legacy version of SUSE Linux Enterprise Server and continue to receive software updates and technical support services. Customers can obtain support for each covered service pack for up to three years past the end of a service pack's general support phase, which typically lasts two years. As a result, customers can either upgrade to the next service pack at a slower pace or skip a service pack altogether and ultimately move to a later release.

- **Solutions:**
SUSE Services
- **Products:**
Long Term Service Pack Support

Long Term Service Pack Support lets you transition to service packs at your own pace while maintaining full support.

By providing a UNIX-like lifecycle at a much lower total cost of ownership, customers that require exceptional predictability and risk management receive excellent value and enhanced stability for their software stacks.

UNIX-like Lifecycles at a Lower Cost

SUSE Linux Enterprise Server provides proven long-term performance and reliability. For some data centers, the cost and risk of change outweigh the benefits of the latest technology and updates. These customers maintain predictability and control costs by keeping updates to just the essentials.

With Long Term Service Pack Support you can receive three years of Extended Support, in addition to the seven years of General Support for each major version of SUSE Linux Enterprise Server, for a total of 10 years. By providing a UNIX-like lifecycle at a much lower total cost of ownership, customers that require exceptional predictability and risk management receive excellent value and enhanced stability for their software stacks.

Long Term Service Pack Support Expanded to Include Workloads Running on IBM System z

As the market leader for Linux on the mainframe, SUSE understands that enterprises want to run workloads on their IBM System z

for as long as possible with minimal interruption. With LTSS, enterprises can maintain the configurations for their most critical workloads running on SUSE Linux Enterprise Server for System z for an extended period of time. The longer support period for these mission-critical workloads helps enterprises to mitigate risk by increasing the predictability of their performance, ensures the security of each system, and allows more time to plan for migrating to the next service pack or major release of SUSE Linux Enterprise Server for System z, while deferring the costs associated with updating and testing.

Adding Value to Your SUSE Linux Enterprise Server Subscription

Long Term Service Pack Support complements your existing SUSE Linux Enterprise Server subscription. You get the award-winning SUSE level 1 and level 2 support and critical security updates and bug fixes. Purchase Long Term Service Pack Support when you need:

- *An additional 12 to 36 months of defect resolution and support as you postpone or avoid migration to the current service pack.*
- *An additional 12 to 36 months of technical support through the Extended Support phase.*

Long Term Service Pack Support is for x86, x86-64 and IBM System z systems and does not include software enhancement requests or new hardware enablement.

Feature	General Support for Most Recent Service Pack		General Support for Former Service Pack with LTSS Option	Extended Support with LTSS Option
	Year 1–5	Year 6–7		Year 8–10
Technical Support	Yes	Yes	Yes	Yes
Access to Patches and Fixes	Yes	Yes	Yes	Yes
Access to Documentation and Knowledgebase	Yes	Yes	Yes	Yes
Support for Existing Stacks and Workloads	Yes	Yes	Yes	Yes
Support for New Deployments	Yes	Limited ¹	Limited ¹	No
Enhancement Requests	Yes	Limited ¹	No	No
Hardware Enablement/Optimization	Yes	No	No	No
Driver Updates via PLDP	Yes	Limited ¹	Limited ¹	No
Backport of Fixes From More Recent Service Pack	Yes	N/A	Limited ²	N/A
Critical Security Updates	Yes	Yes	Yes	Yes
Defect Resolution	Yes	Limited ²	Limited ²	Limited ²

SUSE Linux Enterprise Lifecycle Overview

The General Support phase for SUSE Linux Enterprise Server products with a current subscription is seven years, beginning on the first date of general availability. SUSE provides updates that improve stability and performance, address security vulnerabilities, enable hardware and enhance features. Once the General Support phase passes, you can use the Long Term Service Pack Support to transition SUSE Linux Enterprise Server into Extended Support instead of Self-Support.

By providing a UNIX-like lifecycle at a much lower total cost of ownership, customers that require exceptional predictability and risk management receive excellent value and enhanced stability for their software stacks.

Reduce Cost, Complexity and Risk

Find out how Long Term Service Pack Support can help you overcome challenges as you balance the need to stay on top of changing technologies with managing complexity, risk and costs. For more information, contact your SUSE sales representative or local SUSE partner, or visit: www.suse.com/support/programs/long-term-service-pack-support.html

Long Term Service Pack Support

www.suse.com

¹ Based on partner and customer requests
² Severity Level 1 and 2 defects only

Maintain support for your SUSE Linux Enterprise Server platform while you decide the best time to migrate to service packs.

www.suse.com

	Launch Date	LTSS Start Date	LTSS End Date
SUSE Linux Enterprise Server 9			
GA	August 3, 2004	Not available	Not available
SP1	January 19, 2005	Not available	Not available
SP2	June 7, 2005	Not available	Not available
SP3	December 22, 2005	June 11, 2007	June 10, 2010
SP4	December 12, 2007	August 2, 2011	August 1, 2014
SUSE Linux Enterprise Server 10			
GA	July 17, 2006	Not available	Not available
SP1	June 18, 2007	May 18, 2009	December 2010
SP2	May 19, 2008	April 11, 2010	April 10, 2013
SP3	October 12, 2009	October 11, 2011	October 10, 2014
SP4	April 12, 2011	July 16, 2013	July 15, 2016
SUSE Linux Enterprise Server 11			
GA	March 24, 2009	Not available	Not available
SP1	June 2, 2010	September 1, 2012	August 31, 2015
SP2	February 28, 2012	6 months after SP3 is released	

Additional Details

- Start and end dates for LTSS applies to all hardware architectures (e.g., LTSS SUSE Linux Enterprise Server 9 SP4 for System z has the same start and end date as SUSE Linux Enterprise Server 9 SP4 on x86).
- LTSS is not available for any major version release before SUSE Linux Enterprise Server 9.
- LTSS is not available for the GA release of any major version.
- LTSS for SUSE Linux Enterprise Server 9 SP4 and 10 SP4 starts when the seven years of general support for each major version ends. It extends the support lifecycle for each of these major versions by three years and provides a total support lifecycle of ten years.



Contact your Solutions Provider, or call:

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