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Linux

Data Sheet

The Value of Oracle Linux Support

Businesses and organizations are turning to Linux to host data, run applications, and deliver services around the world. If system availability, security, compliance, and IT productivity are priorities for your Linux server environment, consider an additional line of defense—an Oracle Linux Support subscription.

Self-support comes at a cost

With a capable in-house IT staff, it may seem contradictory to outsource and pay for support. But do not inadvertently overlook the *hidden* costs of self-support. A recent IT and data center outage report by the Uptime Institute estimates that more than two-thirds of all outages result in costs of more than $100,000.[1] Combine that with additional self-support costs associated with human resources, requisite training, and possible overtime pay post outages, and a business could face substantial negative financial impacts.

The cost of self-support is by no means free. And, it is not just about the costs that can be readily quantified, there are also intangible costs. When issues cause lapses or outages, the result can be missed commitments, compliance breaches, and potential reputational damage—all of which have a cost.

Oracle has a decades-long history of supporting standards-based computing to reduce the cost of IT infrastructure for customers. Leveraging this and Oracle's economies of scale, the Oracle Linux support organization provides the people, processes, and technology to support customers while passing along the cost savings. Customers recognize that both Oracle Linux Support offerings, Oracle Linux Premier Support and Oracle Linux Basic Support, are of great value for their varying business needs.

Support open source software beyond the community

With Oracle Linux Support, customers gain access to Oracle's worldwide support resources and Linux support specialists. Customers also have the flexibility to decide which of their systems merit self-support, and which should be covered by a support subscription and at what level. After all, not every system requires the same level of support.

Oracle Linux is an enterprise Linux distribution, and support decisions for components in the operating system are made independently from those made in the upstream community, including the components that are no longer supported by the community. Customers with support can request bug fixes and submit enhancement requests.

Oracle Linux

Background

- Application binary compatible alternative to Red Hat Enterprise Linux (RHEL)
- Free to download, use, and distribute from the Oracle Linux yum server

Oracle Linux Support

Key features

- Flexible, cost-effective support options with access to award-winning support resources
- Worldwide, 24x7 enterprise class support for Linux, KVM, Kubernetes, Containers, and more for on-premises, cloud-based, and virtual environments
- Zero-downtime patching of the kernel and key user space libraries with detection and alerting of exploit attempts

Key benefits

- Higher levels of availability, reliability, and security than self-support alone
- Access to Linux support specialists and technical solution experts globally and around-the-clock
- Resolve complex multiproduct and multivendor issues expeditiously

Resources

- Oracle.com/linux
- Oracle Linux Support
- Oracle Linux documentation and training

[1] Annual outages analysis 2023 - The causes and impacts of IT and data center outages

Customers rely on Oracle Linux to run many of their most important IT systems. As part of Oracle's commitment to long-term stable availability of the operating system, Oracle Linux Premier Support and Oracle Linux Basic Support for Oracle Linux Releases 5, 6, 7, 8, and 9 are available for ten years from the release date of the Oracle Linux program. Support for an Oracle Linux program may be extended for additional years with Oracle Linux Extended Support, followed by lifetime Sustaining Support.

For example, both Python and OpenSSL are integral parts of Oracle Linux. Python 2 and OpenSSL 1.0.2 have reached end-of-life by the community. However, Python 2 and OpenSSL 1.0.2 shipped with Oracle Linux 7 and continue to be supported as part of the Oracle Linux 7 lifecycle, based on the Oracle Open Source Support Policies and the Lifetime Support Policy: Coverage for Oracle Open Source Software.

Support coverage	Oracle Linux Premier Support	Oracle Linux Basic Support	Self-Support
24x7 telephone and online support	✓	✓	✗
Around-the-clock access to the Unbreakable Linux Network	✓	✓	✗
TSANet, OCVS (Partner relationships)	✓	✓	✗
Oracle OS Management Hub	✓	✓	✗
Oracle Linux Manager	✓	✓	✗
High availability with Oracle Clusterware	✓	✓	✗
Comprehensive tracing with DTrace	✓	✓	✗
Oracle Linux load balancer	✓	✓	✗
Comprehensive indemnification	✓	✓	✗
Container runtimes (Docker and Podman)	✓	✓	✗
Zero-downtime patching with Ksplice	✓	✗	✗
Oracle Linux Virtualization Manager	✓	✗	✗
Oracle Linux Automation Manager/Engine	✓	✗	✗
Oracle Cloud Native Environment (Kubernetes)	✓	✗	✗
Gluster Storage for Oracle Linux	✓	✗	✗
HA with Corosync and Pacemaker	✓	✗	✗
Premier backports	✓	✗	✗
Lifetime sustaining support	✓	✗	✗

Maintain security and availability

Oracle Linux Support unlocks access to features and resources so that customers can continue to operate and innovate while helping keep business operations secure. In addition, support customers can use My Oracle Support to submit service requests for any security vulnerability they believe they have discovered in Oracle Linux.

Mitigate risk with zero-downtime patching

Security threats never take a break. Breaches of vital systems can be detrimental, and a weak or slow response can disrupt everyday operations. With self-support, users need to worry about coverage outside regular business hours, maintaining specialized technical skills, and IT teams spending long nights performing crucial manual updates. In addition, OS patching typically requires systems downtime which, depending on operations, can take weeks or months of advanced planning—hindering the ability to focus on core business goals.

Customers with Oracle Linux Premier Support or an Oracle Cloud Infrastructure subscription can increase the security, reliability, and availability of their Oracle Linux and Ubuntu systems by applying critical security patches to Linux kernels, without rebooting, using Oracle Ksplice. Additionally, Ksplice for Oracle Linux provides zero-downtime patching for critical user space libraries (`glibc` and `openssl`) and known exploit detection, which automatically sends an alert if an attacker attempts to exploit select patched vulnerabilities.

Receive exceptional support beyond the operating system

Oracle Linux is more than just an operating system; it is a secure environment and includes additional infrastructure software for developing and deploying enterprise applications with superior performance. With Oracle Linux Premier Support, customers can receive support for software beyond the operating system, such as:

- KVM-based virtualization
- Infrastructure management and automation based on Ansible/AWX
- Containers and Kubernetes orchestration

Take advantage of a complete server virtualization and management platform

Oracle Linux Virtualization Manager, built from the open source oVirt project, is a server virtualization management platform for configuring, monitoring, and managing an Oracle Linux Kernel-based Virtual Machine (KVM) environment with enterprise-grade performance.

Oracle Linux Virtualization Manager can be deployed to lower the cost of operations when managing server resources and easily deploy applications to end users through diverse management interfaces, automation options, and logical workflows.

Automate DevOps processes

A scalable infrastructure automation feature based on the open source AWX and Ansible projects, Oracle Linux Automation Manager helps streamline software provisioning, configuration management, and application deployment, enhancing business agility while reducing manual processes.

With Oracle Linux Manager, users can manage the Oracle Linux software lifecycle, from initial installation, software configuration, maintenance, upgrades, and eventual decommissioning.

In addition, Oracle Linux Support customers have the option of using the Oracle OS Management Hub to simplify the management and monitoring of updates and patches for Oracle Linux systems through a centralized management console.

Build next-generation cloud infrastructure

With the technology landscape rapidly evolving, it is difficult and time-consuming to staff and train a team to support a cloud native environment that has rich container-based microservices, numerous APIs, and complex orchestration.

Oracle Linux users can develop and manage cloud native applications through Oracle Cloud Native Environment, which includes a Cloud Native Computing Foundation (CNCF)-certified Kubernetes module for Oracle Linux, container runtimes, service mesh, storage integration, simplified networking, and flexible observability and diagnostics solutions.

For customers that may not have in-house expertise beyond the operating system, including hypervisors, network and storage virtualization, Kubernetes, automation, containers, and cloud native technologies, an Oracle Linux Premier Support subscription provides access to subject-matter experts who can address complex issues for a wide variety of infrastructure software and other Oracle technologies.

Streamline deployments of multivendor solutions

The Oracle Linux team works closely with Independent Software Vendors (ISVs) and Independent Hardware Vendors (IHVs) to help ensure their software and hardware are certified and supported on Oracle Linux with the Unbreakable Enterprise Kernel (UEK). This highly coordinated technical effort is a key part of Oracle Linux's value, as it allows users to improve time-to-market and significantly reduce risk.

Unlike self-support, which can entail time-consuming efforts by users to organize problem resolution with multiple vendors, Oracle Linux Support coordinates for customers and works with the Technical Support Alliance Network (TSANet), an industry standard collaborative support organization. When a service request is raised, Oracle has deep relationships and business practices in place to quickly work with its partners to minimize support overhead,

helping to shorten the time to resolution. Additionally, Oracle can facilitate collaboration with tens of thousands of Oracle PartnerNetwork (OPN) members through the Oracle Collaborative Vendor Support (OCVS) program.

Finally, the Oracle Linux Support team coordinates and works side-by-side with support experts for other Oracle technologies, including Oracle Database, MySQL, Oracle Java, Oracle Cloud Infrastructure, and Oracle Fusion Cloud Applications. This single point of contact helps customers resolve the most critical service and support issues and troubleshoot their entire Oracle stack.

Oracle experts can augment your experts

Oracle's worldwide, 24x7 Linux support is accessible by phone and online across 145 countries in 29 languages for on-premises, cloud-based, or virtual environments. The Oracle Linux support organization has comprehensive knowledge of enterprise software and IT operations. As a result of its scale of operations, the organization is likely to be more current on the latest exploits from around the globe, better prepared to deal with security crises and help customers keep their systems protected.

Oracle Linux Support does not stop at robust features and technical support expertise. Support customers have the option to engage a Technical Account Manager (TAM) for personalized service. TAMs are Linux experts who can proactively manage Oracle Linux support processes, including coordinating escalations. Additionally, Oracle Linux Consulting services are available to handle complex deployments and swiftly execute business projects that use Oracle Linux.

Resources

- Learn more at oracle.com/linux
- Download Oracle Linux
- Oracle Linux documentation and training
- Oracle Linux and Virtualization ISV catalog
- Oracle Linux and Virtualization hardware certification list (HCL)

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