

## **Introduction to the EOL of Red Hat Linux Professional 9 (RHL)**

Since the initial launch of the Red Hat Enterprise Linux (RHEL) AS 2.1 in July of 2002, Red Hat have been consistently messaging that the 'Professional' line of Linux products were going to:

- Become unsupported by the Red Hat technical support organization
- Move towards becoming a 'community' product available as a web download only.

Since that announcement Red Hat have withdrawn technical support from the Professional products. RHL 7.3, 8.0 and 9 have not been offered with any technical support from Red Hat.

Dell has offered 'best effort' support for levels 1 and 2, but made it very clear that level 3 support (OS bug fixing) need to come from the Linux community. Dell IPS will submit an issue to 'bugzilla' on behalf of the customer, and communicate that the issue has been submitted. The customer is ultimately responsible for downloading any fixes from the community. Dell does not test nor validate the efficacy of that fix.

Red Hat recently indicated that RHL 9 will EOL from Red Hat on the 30<sup>th</sup> of April, 2004.

Red Hat also recently announced the availability of the 'Fedora Project' which is a free of charge download available from (<http://fedora.redhat.com/>). Like 'Professional' Fedora is not available with any technical support or certification programs with hardware vendors.

### **Why is Dell EOL'ing RHL 9 ?**

Red Hat Linux 9 is the last version that Red Hat will make available to hardware vendors like Dell to offer with their platforms. After Red Hat EOL the product Dell will be unable to continue to offer the product.

### **When is the EOL date ?**

The Red Hat EOL date is April the 30<sup>th</sup>, 2004. Dell will EOL 30 days before on the 31<sup>st</sup> of March 2004 in order to allow the 30 day warrantee with the product to expire before the Red Hat EOL.

## **What does EOL mean ?**

In this case, EOL means:

- The end of purchase availability from either Dell or Red Hat
- The end of availability of updates and patches to the OS via Red Hat Network. The Red Hat Network channels will remain available, but no new updates will be posted.

## **Does Red Hat intend to offer another 'Professional' product ?**

The 'Free of charge' replacement to the Professional line is the Fedora project. For customers who require a product that has been certified for hardware platforms and has a support structure Dell would recommend evaluation of the RHEL ES product as a replacement.

## **Will Dell still offer hardware known to be compatible with Linux?**

Dell will continue to offer Red Hat Enterprise Linux, certified across our entire server product line. For previous versions of Red Hat Linux (Professional), where support by Red Hat has been withdrawn, Dell will continue to support the hardware using the last certified version of the operating system.

## **Will Dell continue to offer support for RHL 9 ?**

Dell will continue to offer software support to customers with existing support contracts, but we will not extend those contracts or sell new ones after the EOL date. Dell's software support is offered on a "best effort" basis, since Level 3 support (OS bug fixes) comes from the Linux community. Dell will submit Level 3 issues to the community for customer with support contracts. Dell will submit issues to 'bugzilla' once issue is escalated to Dell IPS; the customer is responsible for downloading & validating fix)

Dell will continue to support its hardware platforms in the same way. Dell will make available via services web site the last known good hardware drivers for certified Dell servers from the EOL of the RHL product for a period of 3 years.

## **I am still running RHL 8.0 on my PowerEdge 2650. Am I supported ?**

Your hardware will continue to be supported. If you purchased a Dell support product that contained fee-based software support (such as Silver or Gold) with your system, your support remains unchanged for the life of the services contract purchased from Dell.

**If I upgrade my RHL 9 system to a RH Enterprise product, and I perform the upgrade myself, is my Gold support still intact ?**

Yes, if you install any RHEL product on a Dell platform for which a certification exists, your Gold or Silver support contract will be unaffected.

**Where can I view the current list of Dell platform certifications ?**

The best place to view the currently certified combinations for hardware and software would be Red Hat's HCL web page :

[http://hardware.redhat.com/hcl/?pagename=hcl&view=certified&vendor=1&class=8 - list/](http://hardware.redhat.com/hcl/?pagename=hcl&view=certified&vendor=1&class=8-list/)

**Will Dell support technicians troubleshoot a problem on a platform with RHL ?**

Yes. For platforms that were certified with RHL, Dell will continue to offer support for that OS/Platform combination.

**When will Open Manage support for RHL end ?**

The 3.7 release of Open Manage will be the last version of Open Manage that will support RHL. Dell will continue to address severity 1 bugs for a period of one year after the 3.7 release. Version 3.7 will release in February 04

**What is Dell's official position on Linux hardware for existing Support Customers?**

The hardware will continue to be supported until its normal end of support life.

**What is Dell's official position on new or different versions of Linux?**

Going forward, Dell will only offer support for Red Hat Enterprise Linux products.

**How can I migrate from 'Professional' to RHEL ?**

Red Hat will be posting to their website a series of white papers outlining the steps for migrating from RHL to RHEL.

**Can I call Dell for assistance with my migration to RHEL?**

Yes, as long as you have a fee based support product such as Gold or Silver and Advanced Software Resolutions available. Support contracts are attached to Dell PowerEdge server, and the Advanced Software Resolutions packs can be used

for any certified and validated Operating System. Migration issues require fee-based support contracts from the EEC NOS groups.