

FAQ

RED HAT RENEWALS

Q: I paid for a subscription last year, why do I need to renew?

You initially purchased a 12-month subscription, including access to certified and tested Red Hat software binaries, updates, maintenance, and support. Renewing your subscription continues those benefits.

When you buy proprietary software, you pay an up-front license fee. Then you pay for maintenance every year.

When you purchase a Red Hat subscription, you receive continued access to the latest tested and certified solutions provided by Red Hat, including full version upgrades (at no additional charge) when they become available. The maintenance and support needed for your enterprise to successfully maintain its environment is also included.

Q: How much does it cost to renew?

For subscription renewal pricing, contact the Red Hat partner from whom you originally purchased your Red Hat subscription or contact a Red Hat sales representative.

Q: What is included in my Red Hat® Enterprise Linux® subscription?

With an active subscription, you receive much more than just technical support. A Red Hat subscription provides everything you need to help you run your systems safely and reliably, including:

- Access to the latest versions of Red Hat tested software binaries that have been certified by thousands of independent software and hardware vendors
 - Access to software updates, upgrades, security advisories, and bug fixes through Red Hat Network
 - Access to telephone and/or web production support (development support is also available)
 - The opportunity to participate in Open Source Assurance, Red Hat's intellectual property assurance program
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- Q:** How do I manage my subscription?
- Subscriptions are handled through Red Hat Network, a web-based systems management tool. Red Hat Network is designed to simplify maintenance tasks and enhance productivity. With automatic delivery of the latest Red Hat technology, you will be able to efficiently manage your systems and select the right updates, patches, and upgrades for your environment.
- Advanced management functionality is available through Red Hat Network Satellite. Please contact your Red Hat sales representative or Red Hat partner for more information.
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- Q:** Can I choose to only renew subscriptions for my mission-critical machines?
- No. As long as there are any active subscriptions within your organization, you must purchase a subscription for each instance of Red Hat Enterprise Linux or JBoss Enterprise Middleware in-use.
- Red Hat spends thousands of hours and over one hundred million dollars each year to make Red Hat enterprise solutions ready for mission-critical use. We provide access to tested and certified solutions – as well as unlimited maintenance, upgrades, and support – as part of your subscription.
- These services create a great deal of value for our customers – whether they use some or all of them on a particular system or on many systems. The stability, security, and reliability of Red Hat enterprise solutions are enjoyed everywhere they are deployed.
- Red Hat understands that different machines have different technological and support needs and has a full range of subscription offerings that can be mixed and matched within your environment to meet those needs.
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- Q:** How long does my subscription last?
- We sell subscriptions in one- and three-year terms.
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- Q:** I have not used maintenance or support. Do I have to renew my subscription?
- Red Hat goes to great lengths to ensure that our products are as reliable as possible and, as a result, Red Hat is happy to hear that you have not required technical support. A Red Hat subscription, however, provides much more than just technical support. By renewing, you ensure that support is available if you do need it in the future, but more importantly, a subscription provides continued access to reliable software solutions and binaries that are tested, certified, and proven stable.
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- Q:** When I renew, can I change my subscription to include other products or more/less of what I initially purchased?
- Yes, but if you maintain any other active subscriptions with Red Hat, you are obligated to purchase a subscription for every installed unit.
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Q: I forgot to renew my subscription and it has expired. Can I still renew?

Yes. To renew your subscription, contact your Red Hat partner or a Red Hat sales representative. Please refer to our renewal options center (redhat.com/rhel/renew/renewaloptions) to find contact information for the Red Hat partner or Red Hat sales representative who is best suited to assist you.

Q: If I don't renew, can I continue to use the software?

Yes, but if you maintain any other active subscriptions with Red Hat, you are obligated to purchase a subscription for every installed unit.

Q: What do I do once I receive my renewal subscription?

Go to www.redhat.com/register to activate your subscription.

Q: Can I choose to have another vendor support Red Hat Enterprise Linux in my environment?

Yes. You are free to purchase additional technical support for your Red Hat Enterprise Linux environment. As long as you have any active Red Hat subscriptions, you are still required to maintain a subscription for each instance of Red Hat Enterprise Linux or JBoss Enterprise Middleware. This will not release you of any obligation to purchase Red Hat subscriptions for the same systems.

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