

# WELCOME TO RED HAT

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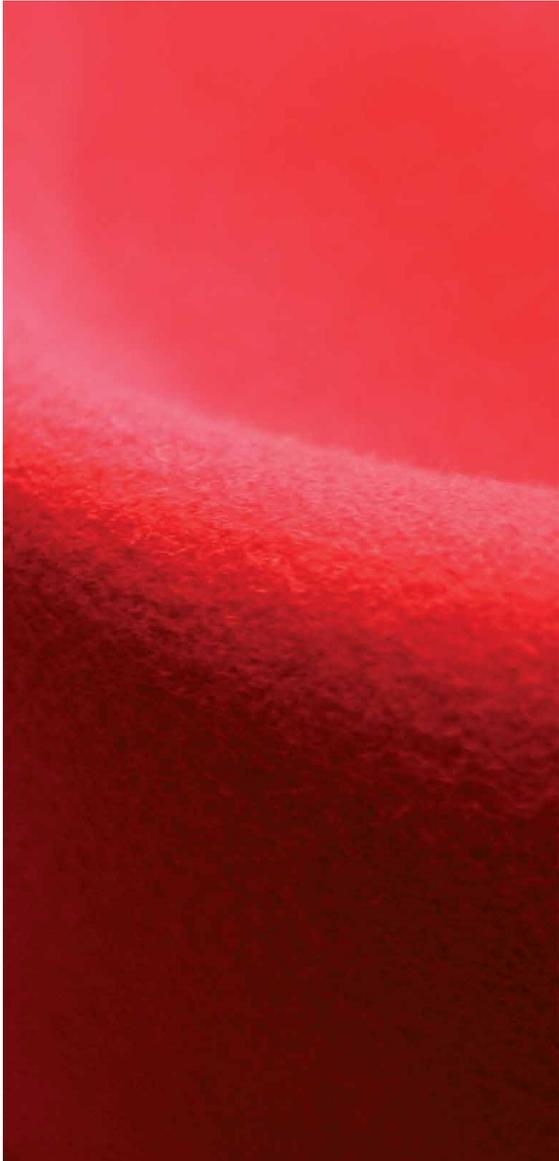
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# Foreword by Marco Bill-Peter



As a Red Hat® partner, you have access to more than what is provided in a typical break-fix support contract. You have a collaborative relationship with a trusted leader in the open source world. This relationship allows us to work together to make our customers successful. We work with with you to make sure you have all the tools and resources you need to provide the best value possible.

Innovation thrives in open environments where everyone is allowed to share knowledge and work together toward common goals. We work with you to understand what you and your customers are doing today. More importantly, we work with you and your customers to understand what you aren't able to do today, and we focus our product strategy on bridging that gap.

Our subscription model enables us to deliver new technology as soon as it's available, provide unlimited support at no extra cost, and use the feedback we get from regularly working with you to deliver better technology tomorrow.

With a Red Hat subscription, you are not limited to traditional reactive support: You have access to the knowledge of the best engineers through all phases of planning, testing, deploying, and maintaining customer solutions. When you have a question, you have a choice: you can speak directly with Red Hat Certified Engineers (RHCE) or access our award-winning Red Hat Customer Portal ([access.redhat.com](https://access.redhat.com)).

A handwritten signature in black ink, appearing to read 'Marco Bill-Peter'.

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**MARCO BILL-PETER**  
Vice President,  
Global Support Services, Red Hat



**PLAN**



**DEPLOY**



**CONNECT**

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# Getting started



## Subscriptions

Once you have a subscription, you will need your account number to access it. If you have an existing Red Hat Network (RHN) account, that will be your account number and no further action is required. If you do not have an RHN account you will receive an account number. You can find your account number in the 'Service Activation' email. If you received a new account number, you must create an RHN login by clicking the link in the 'RHN Login Creation Request' email.

Red Hat offers different types of subscriptions to partners and customers based on the nature of our relationship. Please refer to your partner agreement to determine which of the following applies to you.

## Developer subscriptions

A Red Hat developer subscription combines one or more of the following: developer support, access to the Red Hat Customer Portal, and subscriptions to Red Hat Enterprise Linux. Usage is intended for development purposes only.

Red Hat developer subscriptions help developers complete application development projects faster and more efficiently, speeding time to deployment and maximizing developer productivity. Developers can contact Red Hat directly when they have questions.

As part of a developer subscription, developers have access to the Red Hat Customer Portal, which includes thousands of Knowledgebase articles, reference architectures, user forums, and more.

For more information, visit [redhat.com/developers](http://redhat.com/developers).



## Not-for-resale subscriptions

Not-for-resale subscriptions are provided to partners as an entitlement for participation in the Red Hat Partner program. These subscriptions allow partners to give compelling and interactive customer demonstrations and provide a platform for internal testing and development purposes.

Not-for-resale subscriptions are automatically granted upon acceptance to the Red Hat Partner program and are active for one year (renewed annually). For more information, visit [partner.redhat.com](http://partner.redhat.com).

## Your customers

Your customers are granted different levels of access based on their relationship. For example, OEM customers are granted subscriptions with access to the Red Hat Customer Portal for updates, but embedded are not. Please refer to your partner agreement for more information.

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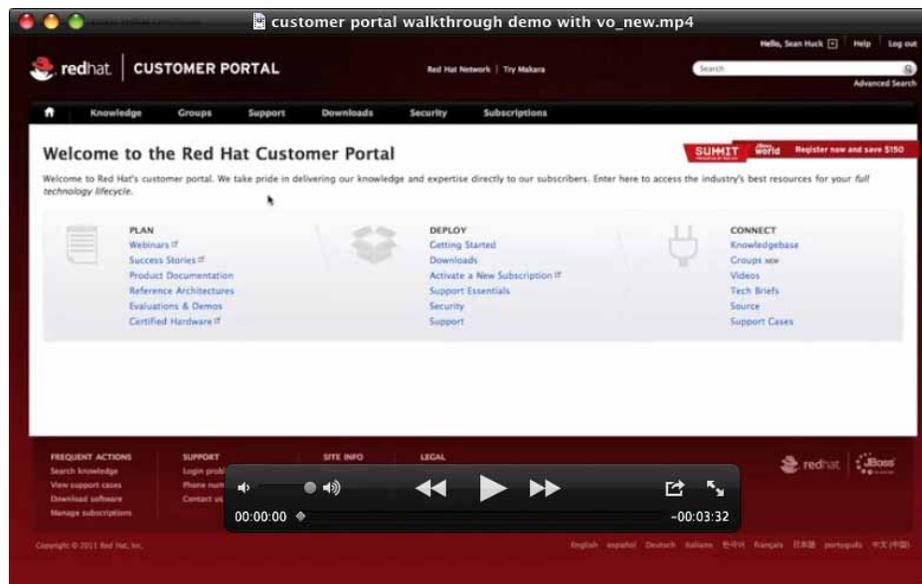


## The Red Hat login

A Red Hat login lets you download and install Red Hat software. It also provides access to a wide range of expert knowledge and support through the award-winning Red Hat Customer Portal ([access.redhat.com](https://access.redhat.com)):

- Red Hat Knowledgebase
- Groups
- Tech briefs, videos, and product information
- Updates, errata, and maintenance capabilities via RHN
- Red Hat Technical Support

Red Hat login details can be recovered at <https://access.redhat.com/site/help/LoginAssistance.html>.



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## Software

The Red Hat Customer Portal provides easy access to downloads from one location: [access.redhat.com/downloads](https://access.redhat.com/downloads).

Red Hat software is provided as disc images in ISO format. If you or your customers are unfamiliar working with disc images, this Knowledgebase article will help get you started:

[access.redhat.com/kb/docs/DOC-1199](https://access.redhat.com/kb/docs/DOC-1199).

When installing a Red Hat product, follow the installation guide provided in the product documentation and available through the Customer Portal at [access.redhat.com/docs](https://access.redhat.com/docs).

Installation number(s) can be found on the subscription information page in the Red Hat Customer Portal: [access.redhat.com/wapps/support/protected/subscriptions.html](https://access.redhat.com/wapps/support/protected/subscriptions.html).

## Updates

Once the software has been downloaded and installed, it can be registered on Red Hat Subscription Manager to receive regular certified content updates, bug fixes, and more. To register software, navigate to **System → Administration → Red Hat Subscription Manager**.

Red Hat Subscription Manager simplifies enterprise solutions by providing in-depth management capabilities from a centralized console. To find out more, log in to [access.redhat.com/management/](https://access.redhat.com/management/) using a Red Hat login.

**NOTE:** Red Hat has made changes to the way customers manage their subscriptions. When registering systems, customers have the option to use a new process for Red Hat Enterprise Linux versions 5.7 and later and Red Hat Enterprise Linux versions 6.1 and later. For more information about the difference between RHN Classic and certificate-based management, see the Knowledgebase article at [access.redhat.com/kb/docs/DOC-45987](https://access.redhat.com/kb/docs/DOC-45987).

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For customers with a large number of subscriptions, Red Hat Network Satellite Server and JBoss Operations Network make it easy to deploy and manage Red Hat products across a large-scale infrastructure.

To learn more, visit [redhat.com/systems\\_management/](http://redhat.com/systems_management/).

## Product lifecycle

The life cycle associated with a Red Hat product identifies the various levels of maintenance for each release of that product over a period from initial release – or general availability (GA) – to the end of maintenance.

For more information on the life cycles of specific Red Hat Enterprise products, visit [access.redhat.com/support/policy/update\\_policies.html](http://access.redhat.com/support/policy/update_policies.html)

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# Plan, deploy, connect



The award-winning Red Hat Customer Portal ([access.redhat.com](https://access.redhat.com)) provides a wide range of resources for your customers' full technology lifecycle. For a video overview of the portal, visit [youtube.com/watch?v=IzmqCqcb6rA](https://youtube.com/watch?v=IzmqCqcb6rA).



## Plan

You can use portal resources to help your customers **plan** their IT infrastructure to meet their current and long-term goals.

- **Webinars:** View useful information about Red Hat products, key deployment considerations, and best practices.
- **Success stories:** Learn how leading organizations are finding unbeatable value, performance, security, and reliability with Red Hat solutions.
- **Product documentation:** Review high-level user guides and general information that highlight product features and benefits.
- **Reference architectures:** Map solutions with detailed technical case studies of solutions built, tested, and benchmarked in Red Hat labs by senior Red Hat engineers.
- **Evaluations and demos:** Download evaluation copies of Red Hat Enterprise Linux and middleware products to find the right solution.
- **Certified Hardware:** Browse hardware options that have been certified by Red Hat engineers for use with Red Hat solutions.

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## Deploy

Portal resources can help you and your customers **deploy** Red Hat Enterprise solutions with ease.

- **Getting started:** Get information on how to access, download, and install Red Hat solutions.
- **Product downloads:** Download the latest supported and archived versions of Red Hat software.
- **Activate a new subscription:** Activate your subscription to gain access to the latest updates and Red Hat support.
- **Support essentials:** View brief articles covering security alerts, hardware certifications, and FAQs.
- **Security resources:** Review product life cycle documentation, update policies, errata, and other security-related information.
- **Support programs:** Extend your capabilities with access to IT organization with access to an around-the-clock global network of the most experienced, motivated, and knowledgeable Linux, middleware, and cloud support engineers.

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## Connect

Through the portal, you and your customers can **connect** to our knowledge network to learn what the experts know.

- **Knowledgebase:** Find the answers you need to resolve support questions without having to open a ticket thanks to direct access to the knowledge-centered support (KCS) system used by our engineers.
- **Groups:** Connect and collaborate to make the best of your Red Hat subscription. Benefit from the experience of your peers and Red Hat experts. Share ideas, solve problems, or just talk shop.
- **Videos:** View vital solutions, useful tips, product demonstrations, and inside information straight from the source in comprehensive videos featuring Red Hat engineers and experts.
- **Tech briefs:** Receive practical advice to help solve real-world problems with Red Hat products.
- **Source:** Look under the hood of Red Hat Enterprise Linux with detailed information about the hundreds of discrete patches that go into the kernel.
- **Support cases:** Gain access to Red Hat engineers by creating and managing cases directly through the Red Hat support ticketing and reporting system.

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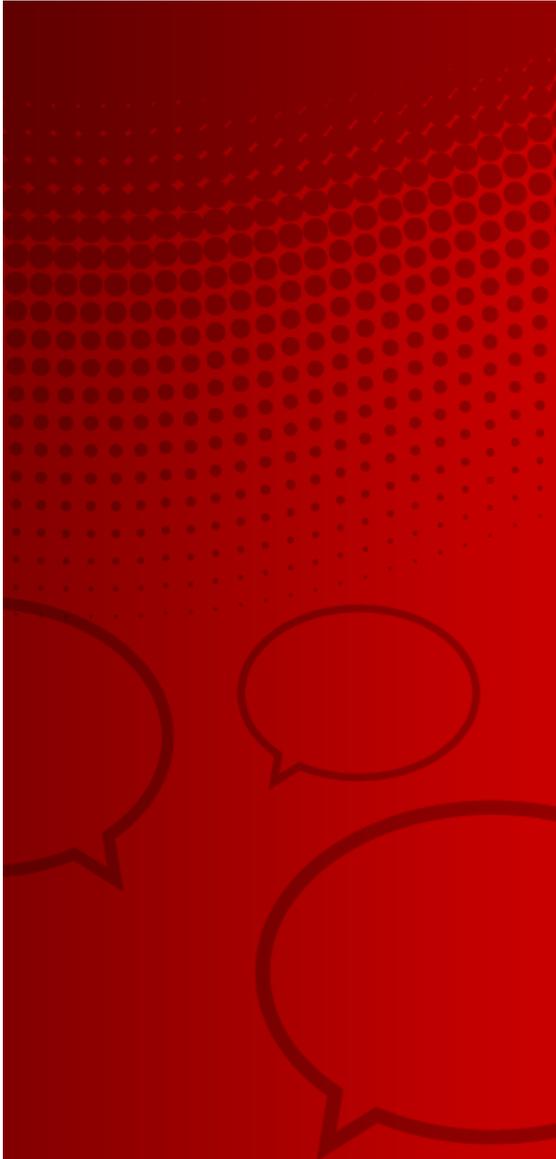
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# Supporting partners



## How we can help you

If you ever need help with a Red Hat product, our Global Support Services team is ready for you.

Review our support policies at [access.redhat.com/support](https://access.redhat.com/support) to learn more about our support programs, scopes of coverage, service level agreements, and local contact information.

### Account, subscription, or entitlement questions

You can find regional customer service contact information at [access.redhat.com/support/contact/customerService.html](https://access.redhat.com/support/contact/customerService.html).

When you submit an account- or subscription-related question either through email or over the phone, a customer service representative will work with you until your issue is resolved.

### Technical and product questions

Red Hat Knowledgebase ([access.redhat.com/knowledge/search](https://access.redhat.com/knowledge/search)) is a library of technical knowledge, FAQs, and best-practice guides that Red Hat engineers generate while supporting customers. Many of our partners find they can quickly resolve their problems by searching the Knowledgebase first.

The Knowledgebase is where we all share what we know. It's dynamic, regularly updated, and growing all the time. This is because whenever a customer contacts Red Hat for technical support, the issue and its solution are added to the Knowledgebase. If someone else encounters the same problem, the solution is only a quick Knowledgebase search away.

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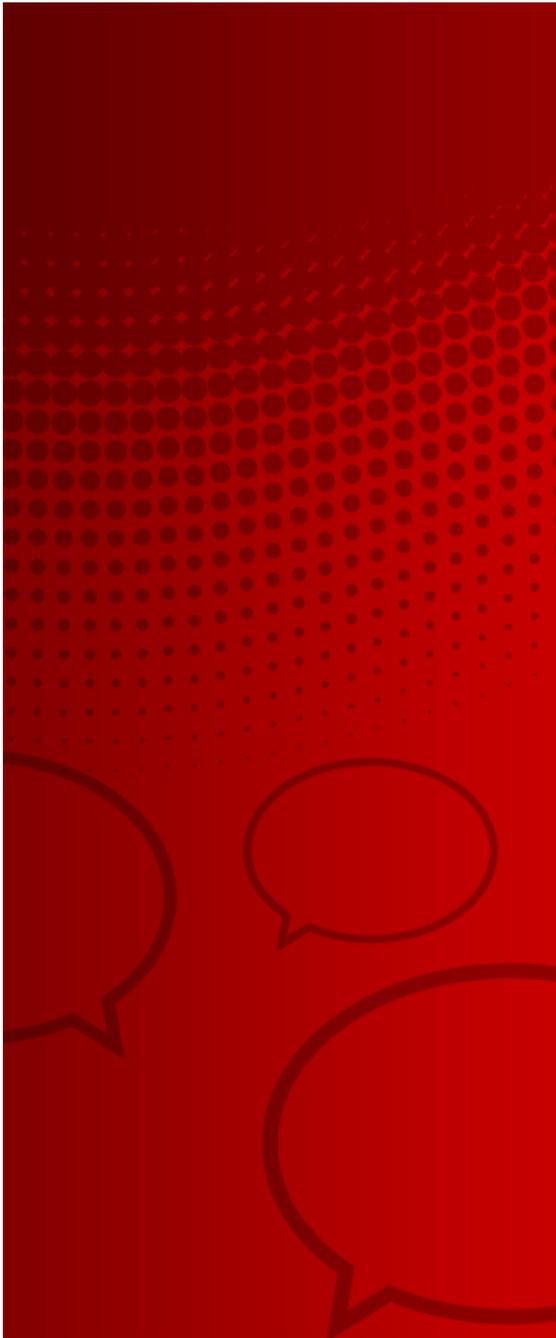
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This vital resource will help you quickly troubleshoot and resolve problems, and it's available exclusively to Red Hat partners and customers.

You can also contact technical support directly in one of two ways:

- Online: [access.redhat.com/support/cases/new](https://access.redhat.com/support/cases/new)
- By phone – find your regional contact number and business hours: [access.redhat.com/support/contact/technicalSupport.html](https://access.redhat.com/support/contact/technicalSupport.html)

In the rare case that all representatives are busy serving other customers, you'll be given the option to leave a message. Please provide enough details so that support staff can contact you, keeping in mind that response times vary depending on the level of support you've purchased:

- Your full name
- Your company name
- Your account number
- Your location (country and city)
- Your telephone number
- Your existing support request number (if applicable)
- A brief explanation of the incident and its symptoms

Your support request will be assigned to a technical support engineer. Once assigned, your technical support engineer will be your main contact for technical support and guidance. That same technical support engineer will own the issue until it is mutually agreed to be closed. Occasionally, a support request might change hands due to differences in time zones, but we'll keep you informed.

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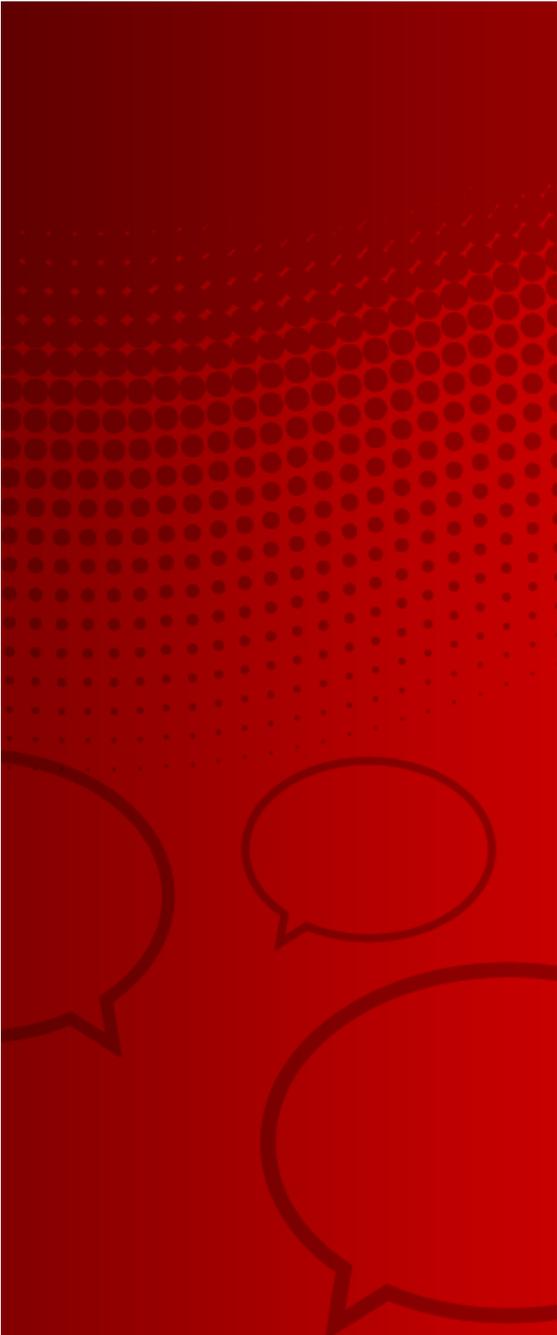
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Responsibilities of the technical support engineer include the following:

- Responding to your support request via the web or telephone
- Recreating your technical environment(s) to replicate and troubleshoot the issue
- Researching, identifying, and resolving the incident and subsequent issues
- Collaborating with different departments within Red Hat to resolve your issue

Red Hat Global Support Services assigns severity levels to support requests, which you can find at [access.redhat.com/support/policy/severity](https://access.redhat.com/support/policy/severity).

After-hours support is available for **Premium Subscription** customers with Severity-1 and Severity-2 issues.

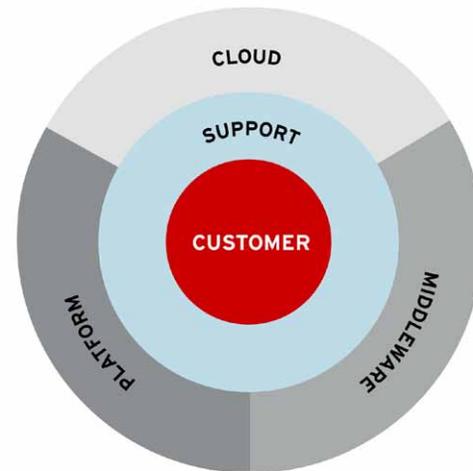
### Reporting bugs

If you encounter an error while using a Red Hat product, contact technical support and explain how to reproduce it. Your technical support engineer will replicate and help fix the issue. If it is found to be a bug, your technical support engineer will collaborate with Red Hat Engineering and will keep you posted on the progress of a fix.

### Feature requests

If you have a suggestion for how to improve or enhance Red Hat products, we'd love to hear from you.

The support organization is your link to product engineering and product management. Please submit your suggestions with use cases and benefits through a support request. Your input is extremely important to us—it helps Red Hat continue to provide the features that you need.



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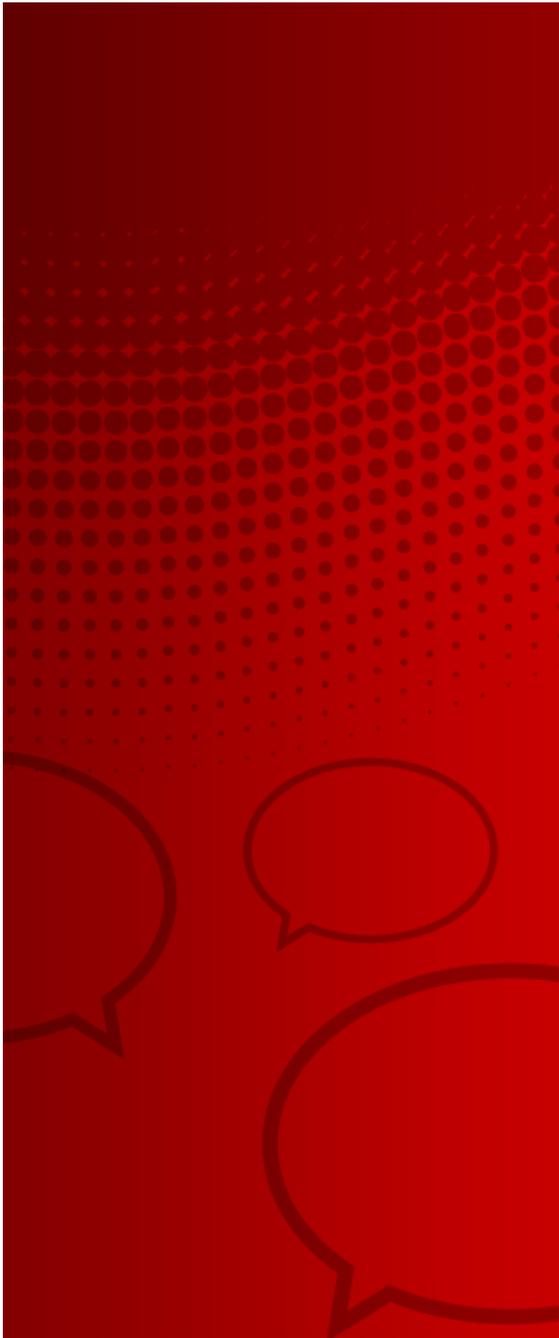
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## Multi-vendor collaboration

Another way that Red Hat delivers superior customer support is by driving resolution of multi-vendor issues with our Collaborative Support Network (CSN). The CSN extends our core value of collaboration as the framework upon which we deliver cooperative support with other vendors. We also maintain partnerships with leading hardware and software vendors through cooperative support agreements and our premium membership with the Technical Support Alliance Network (TSANet).

We recognize that our customers have complex environments where Red Hat products interact with a variety of hardware and software. It's not always easy to pinpoint the source of a problem or know which vendor to call.

If you encounter a problem and you suspect it involves both a Red Hat product and another vendor's product, open a case with us. We'll work with you to troubleshoot the issue. If we need help from another vendor, we'll work with both you and them. If you contacted the other vendor first, no problem. If they call on your behalf with your account number or support ticket, we'll work the issue with the same priority as if you called us yourself, and we'll drive the issue to resolution.

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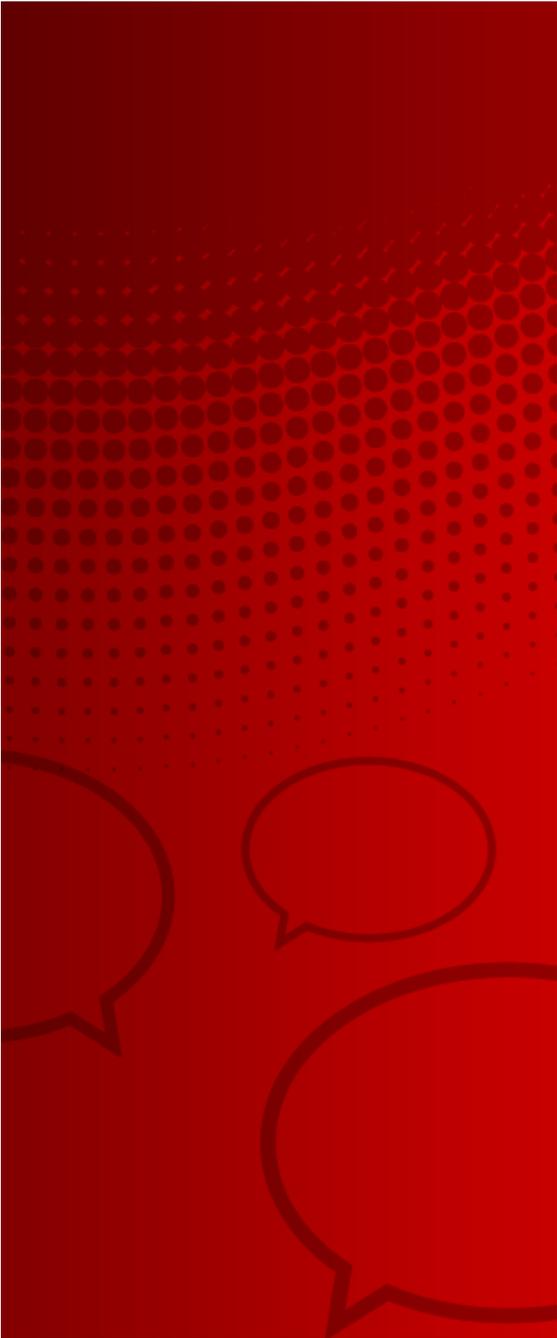
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## How you can help us

You are our greatest asset when troubleshooting issues. In order for Red Hat to understand and resolve your support requests quickly and accurately, it is important that you gather information about the customer's problem so that you have it on hand to discuss with your technical support engineer.

When you contact technical support, we will ask for the following information:

- Your Red Hat account number
- Hardware type/make/model on which the product runs
- Explanation of the problem and symptoms
- Background information such as software version, latest upgrades, recent changes to the system, and any message or significant information when the problem occurs
- Relevant diagnostic information (sysreports, dumps, traces, logs, etc.)

Administrators have the ability to grant access to the Red Hat Customer Portal to multiple users within an organization by creating individual logins for them ([http://docs.redhat.com/docs/en-US/Red\\_Hat\\_Customer\\_Portal/1/html/Managing\\_RHN\\_User\\_Access/](http://docs.redhat.com/docs/en-US/Red_Hat_Customer_Portal/1/html/Managing_RHN_User_Access/)). Individual users can then resolve issues using the Customer Portal's self-help resources, such as the Knowledgebase. This frees system administrators so they can focus on the most critical issues.

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## How we can help each other

We started the Groups ([access.redhat.com/groups](https://access.redhat.com/groups)) to help create a collaborative, helpful, and informative environment that adds even more value to your Red Hat customer experience.

You – along with other Red Hat customers, partners, Red Hat employees, and other representatives – are invited to join the groups to discuss our products, comment on the content provided through the Customer Portal, and share your own knowledge and successes through collaborative documents and discussion threads. By commenting, voting, and rating content, you can highlight what’s most useful to you and provide reputation points to your community peers.

Open source is all about collaboration, and the more feedback you provide, the better. If a solution solves your problem, let us know through the built-in feedback tool. If it doesn't, you have the ability to tell us what went wrong and how we can improve the solution in the future.

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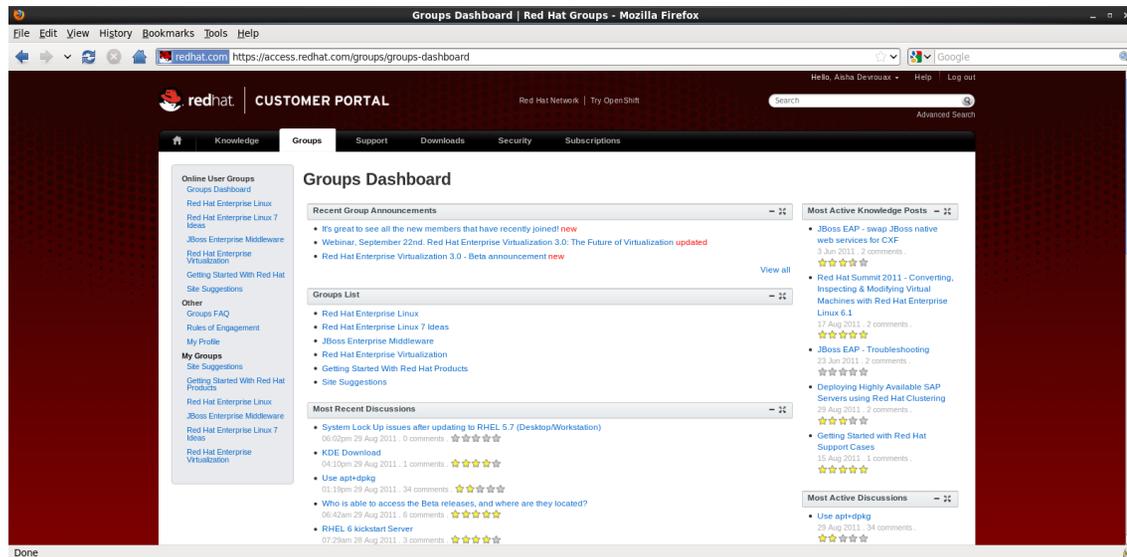
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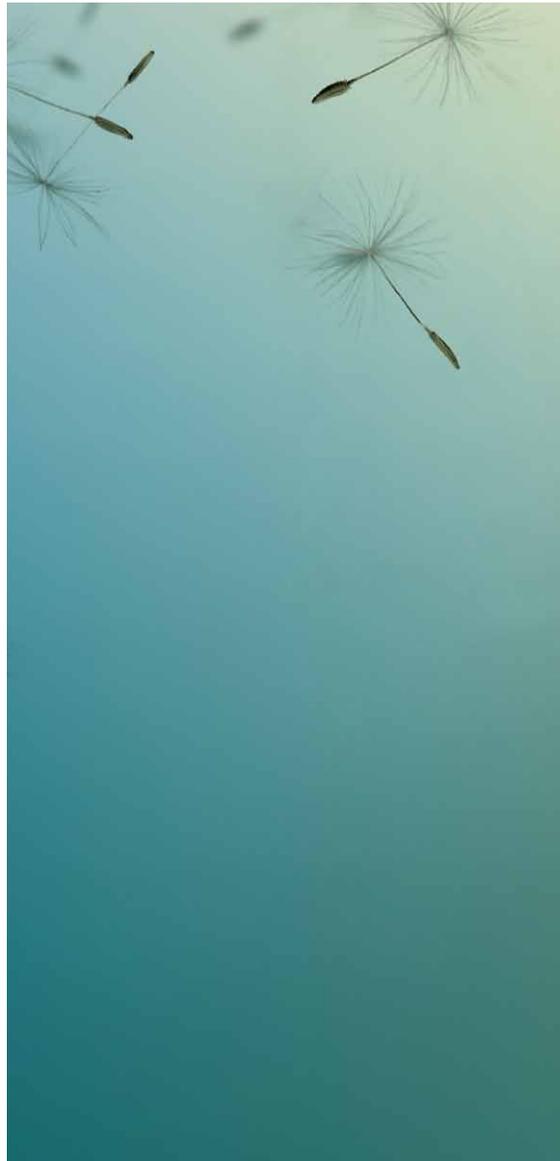
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# Training and certification



Your team is your most valuable asset. By investing in the expertise of your staff, you can ensure optimal system performance, enhanced productivity, and mitigate risk. When you include hands-on training from Red Hat as part of your deployment and maintenance strategy, you can maximize the value of your Red Hat technology investment and reach new productivity heights.

With more than 30 Red Hat Enterprise Linux and JBoss Middleware courses, Red Hat delivers one of the most comprehensive curricula offered in today's marketplace. Unlike most vendors, we orient our training and certifications around real-world job roles and tasks. Our certified instructors actively engage students in task-focused activities, lab-based knowledge checks, and interactive discussions. This best-of-breed contemporary teaching approach ensures maximum skills transfer and retention, which in turn enables increased productivity and a higher return on investment.

Red Hat's performance-based certifications are among the most highly regarded in the IT industry. Their success stems from a solid track record of benchmarking and hands-on skills assessment. Because of this method of testing, you can be assured that the certified professionals on your team have demonstrated the skills required to perform the required tasks in actual IT environments.

Visit [redhat.com/training](https://redhat.com/training) to learn more about how we set the standard for open source training.

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# Getting started checklist



To make sure that you get the most out of your Red Hat subscription, we've provided a quick checklist to get you started:

- Review your partner agreement
- Review your technical resources
- Utilize your not-for-resale subscription
- Check out the quick links for more information
- Review product documentation
- Join a Group (or several)

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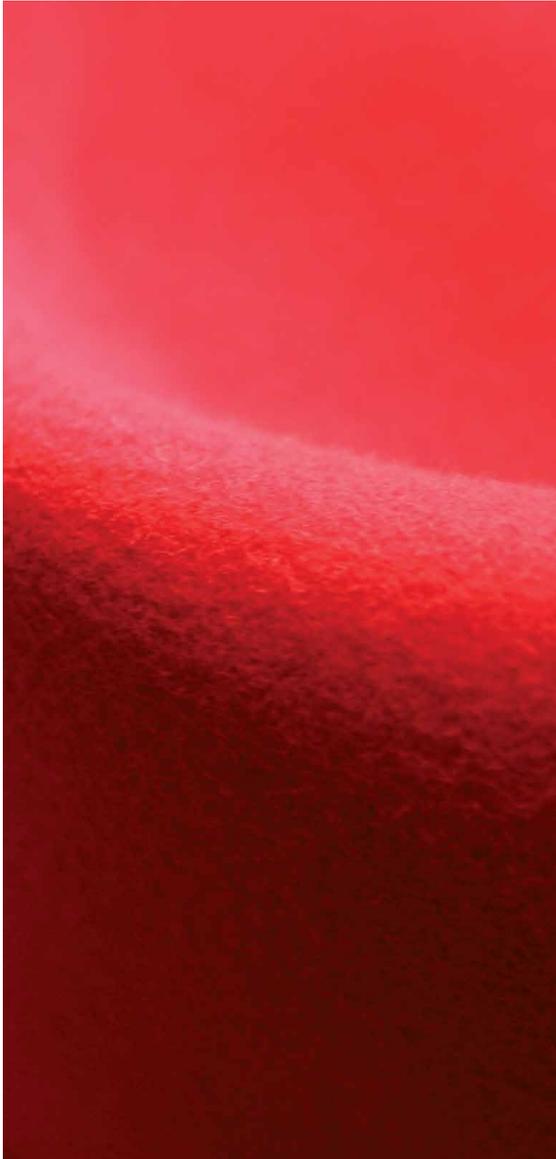
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## Quick links

Products: [redhat.com/products](https://redhat.com/products)

Training: [redhat.com/training](https://redhat.com/training)

Consulting: [redhat.com/consulting](https://redhat.com/consulting)

Hardware certification: [hardware.redhat.com](https://hardware.redhat.com)

Knowledge: [access.redhat.com/knowledge](https://access.redhat.com/knowledge)

Groups: [access.redhat.com/groups](https://access.redhat.com/groups)

Downloads: [access.redhat.com/downloads](https://access.redhat.com/downloads)

Subscriptions: [access.redhat.com/subscriptions](https://access.redhat.com/subscriptions)

Support: [access.redhat.com/support](https://access.redhat.com/support)

Red Hat Network: [rhn.redhat.com](https://rhn.redhat.com)

Partner Help Desk (for sales inquiries): [redhat.com/partners/partner-helpdesk.html](https://redhat.com/partners/partner-helpdesk.html)

Partner Center (sales): [partner.redhat.com](https://partner.redhat.com)

## Quick reference guide:

Red Hat Global Support Services (GSS)

<https://access.redhat.com/support/start/>

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## General FAQs

Why Red Hat? Why open source? Why subscriptions? [redhat.com/about](https://redhat.com/about)

How can I benefit from services provided by Red Hat? [redhat.com/rhel/benefits](https://redhat.com/rhel/benefits)

Where can I find installation guides? [access.redhat.com/knowledge](https://access.redhat.com/knowledge)

Is the application I'm using certified to run on Red Hat Enterprise Linux?

[redhat.com/rhel/compatibility/software](https://redhat.com/rhel/compatibility/software)

What are the minimum hardware requirements for different versions of Red Hat Enterprise Linux? [redhat.com/rhel/compare](https://redhat.com/rhel/compare)

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# Contact us

## **NORTH AMERICA**

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