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Vendor Program Overview

Red Hat Enterprise Linux (RHEL) is the leading platform for open source computing. It is sold by subscription, delivers continuous value and is certified by top enterprise hardware and software vendors. From the desktop to the datacenter, Enterprise Linux couples the innovation of open source technology and the stability of a true enterprise-class platform.

The Red Hat Licensing Program is Transactional. There is no minimum to purchase. Each order must qualify on its own. Authorization is not required for Red Hat. Red Hat Enterprise Linux products are provided on a per-system annual subscription basis. Subscriptions take the pain out of purchasing software because they provide everything needed in one all-inclusive price. There are no Client Access Licenses. No support incident limits. No unbudgeted upgrade costs. No hidden charges.

Key Products

RHEL Server –for Servers with 2, 4 or 8 sockets (priced out per server) Red Hat Enterprise Linux Server is a versatile platform that can be deployed on physical systems, as a guest on the major hypervisors, or in the cloud.D

Desktop- Designed for task workers. Typically requires a limited set of applications. End user has limited administrative control over the system. System administrators need to be able to pre-configure and remotely manage consistent images across a large number of systems.

Workstation- Workstations are designed for advanced Linux users. In addition to the tools provided in the Desktop variant, the Workstation variant supports a stand-alone development environment. End users are expected to have local super-user privileges or select super-user privileges.

JBoss Application Platform-everything you need to deploy and host enterprise Java applications and services (middleware software)

JBoss Developer Studio -middleware software allows you to develop, test and deploy rich web applications, enterprise applications and SOA services

Support Offerings

1 & 3 years of support are offered in the below options. Not all levels are offered for all products.

Self Support: access to updates, patches and upgrades only – no technical support (Available only for the 1-2 socket server product with up to 1 guest and the desktop/workstation product)

Standard: online and 12x5 unlimited telephone support

Premium: online and 24x7 unlimited telephone support

Media

Media is available to purchase for RHEL products V6 only. It is also available via download [at downloads@abcsoftware.com](mailto:downloads@abcsoftware.com) for all Red Hat and JBoss products.

Authorization Requirements

Red Hat does not require Authorization to purchase RHEL or JBoss products. RHEV products however require Authorization from Red Hat to quote and to purchase. Resellers must contact the licensing desk at redhat-licensing@ingrammicro.com before sending a quote to their end users.

Ordering Requirements

There are no minimum quantities required to purchase Red Hat. To assure prompt processing of your Red Hat Purchase, please be sure to include the following information when placing your order with us:

1. Your Ingram Micro Account number
2. PO number
3. A Contact name, phone and e-mail address at your company for your copy of the fulfillment notice
4. End-user agency/organization name
5. End-user shipping street address, city, state and zip code
6. End-user contact name - first and last name required
7. End-user contact phone number
8. End-user contact email address
9. End-user Red Hat login ID or account number
10. If this is a renewal order, the contract number and contract expiration date

If this is a first time purchase for the End User of Red Hat product, please have them follow the steps below to set up a Red Hat login ID/account. This is required for Red Hat orders.

1. Go to - <https://www.redhat.com/wapps/ugc/register.html?redirect=>
2. Select - Create a Business Login
3. Enter - your Desired Login and Password, Account Information, and Contact Method (Note: Login and Password are case-sensitive)
4. Click - Create Login
5. Review the Terms and Conditions
6. Click I Accept
7. An email will be sent-click on the link to confirm your email address (this takes you to your RHN account)

Product Delivery

Red Hat sends fulfillment notices via e-mail to the end-user and a copy to the reseller within 24-72 hours of Red Hat processing the order. Media, if ordered, will ship the next business day via Fed Ex ground from their warehouse in Wisconsin. The media can ship to either the reseller or the end user.

Renewals

Red Hat will back date renewal orders up to 30 days from expiration. Past that time frame a new subscription must be purchased. Renewals and new subscriptions are the same cost so there is no penalty to the end-user (Red Hat does not sell licenses, this is a subscription based program).

Pricing Programs

Ingram Micro only has corporate pricing. Please contact Red Hat for Federal, State/Local Government and Educational pricing information. Red Hat does have reseller pricing programs for their Red Hat Ready and Advanced Business Partners. Please contact your Red Hat rep for information about those programs.

Important Notes

Red Hat has a no return policy. This is a very strict policy with no exceptions.