2526952 - Red Hat Enterprise Linux for SAP Solutions

Version	4	**Type**	SAP Note
Language	English	**Master Language**	English
Priority	Correction with medium priority	**Category**	Release planning information
Release Status	Released for Customer	**Released On**	19.02.2020
Component	BC-OP-LNX-RH (Red Hat Linux)		

Please find the original document at **https://launchpad.support.sap.com/#/notes/ 2526952**

Symptom

You are interested in the support offerings available for SAP Products on Red Hat Enterprise Linux, including, but not limited to, SAP Business Applications, SAP HANA, and S/4HANA.

Other Terms

Linux, Red Hat, Red Hat Enterprise Linux, RHEL, RHEL for SAP Solutions, RHEL for SAP, EUS, Extended Update Support, Update Services, Update Services for SAP Solutions, High Availability, Cluster, Pacemaker, Automated HANA System Replication, Insights, Satellite, Smart Management.

Reason and Prerequisites

You are considering Red Hat Enterprise Linux as part of your SAP environment, or you are currently running it and want to renew your subscriptions.

Solution

Red Hat and SAP deliver enhanced support for all customers who have active Red Hat Enterprise Linux for SAP Solutions subscriptions. Through the integration between SAP and Red Hat support ticketing systems, Red Hat and SAP work together directly on customer support requests submitted to SAP support.

Besides the support integration, built on Red Hat Enterprise Linux (RHEL), RHEL for SAP Solutions offers the following additional components:

- SAP-specific technical components to support S/4HANA, SAP HANA, and SAP NetWeaver based Business Applications
- High Availability solutions for S/4HANA, SAP HANA, and SAP NetWeaver based Business Applications
- Smart Management for lifecycle management
- Red Hat Insights for proactive optimization
- Update Services and Extended Update Support:
    - Update Services for SAP Solutions provides support for specific minor RHEL releases for four years from General Availability.
    - Extended Update Support (EUS) for minor RHEL releases that do not have Update Services for SAP Solutions, but Extended Update Support. EUS provides support for specific minor RHEL releases for two years from General Availability. See the RHEL Life Cycle web page for more information on EUS and Update Services for SAP Solutions.

Below is the overview of the SAP specific technical components that are included in the respective channels of RHEL for SAP Solutions:

RPM/Channel	RHEL for SAP Solutions	
	RHEL for SAP Applications	RHEL for SAP HANA
compat-locales-sap	x	
compat-sap-c++	x	x
resource-agents-sap	x	
resource-agents-sap-hana		x
tuned-profiles-sap	x	
tuned-profiles-sap-hana		x
sapconf	x	
vhostmd/vm-dump-metrics	x	

For more information on the subscription, including supported environments, list of technical components, etc., please check Red Hat's knowledge base article "Overview of Red Hat Enterprise Linux for SAP Solutions subscription", available without user login at https://access.redhat.com/solutions/3082481

Determine the SLA for Your SAP Environment

Red Hat Enterprise Linux for SAP Solutions offers customers a "Premium" SLA with 24x7 support, and a "Standard" SLA with 8x5 support. For mission-critical production environments, "Premium" SLA is recommended. And for non-production use like DEV and QA, we recommend matching the same support level as the hardware vendor and SAP have. For example, if a hardware vendor requires Premium support for the hardware, even for non-production environments, we recommend having the Premium SLA for RHEL for SAP Solutions.

See Red Hat Customer Portal for further details on Production Support Terms of Service https://access.redhat.com/support/offerings/production/sla

How to Purchase

For new customers, or for existing customers at renewal, Red Hat Enterprise Linux for SAP Solutions can be purchased directly from Red Hat or via Red Hat Authorized Resellers.

Transition Plan for Existing "RHEL for SAP Applications" Customers

Customers who are only running their SAP Applications can continue to renew the Red Hat Enterprise Linux for SAP Applications SKUs. Note that only a 2-year EUS is available for the RHEL for SAP Applications Premium SLA. The only way a customer can get the 4-year Update Services for SAP Solutions is to purchase Red Hat Enterprise Linux for SAP Solutions.

Transition Plan for Customers Running SAP Business Applications on Standard RHEL

The only way to meet the SAP runtime dependencies for the latest SAP NetWeaver products / the latest SAP kernels is through the compat-sap-c++ package. This package is only contained in the Red Hat Enterprise Linux for SAP Applications and RHEL for SAP Solutions repositories. To access those repositories, either a Red Hat Enterprise Linux for SAP Applications subscription or a Red Hat Enterprise Linux for SAP Solutions subscription is required.

To switch from the standard RHEL subscription, please contact your Red Hat Account Team. At the next renewal point, the subscription will be changed from the standard RHEL to either the RHEL for SAP Solutions subscription, or the RHEL for SAP Applications subscription.

See SAP Note 2871484 - "SAP supported variants of Red Hat Enterprise Linux" for further details.

How to Subscribe

How to subscribe to the RHEL system for SAP child channel (s390x)?
https://access.redhat.com/solutions/1544043
How to subscribe to the SAP HANA system to the Update Services for SAP Solutions (x86_64 and ppc64le)?
https://access.redhat.com/solutions/3075991
How to subscribe to the SAP Applications system to the Update Services for SAP Solutions (x86_64 and ppc64le)?
https://access.redhat.com/solutions/3082471

Customer Benefit

Red Hat and SAP customers can benefit from the integration of the SAP and Red Hat customer support ticketing systems by gaining a single point of contact for support issues, streamlined resolution of incidents and continued collaboration for running SAP workloads on Red Hat Enterprise Linux. With the integration of the ticketing systems, Red Hat and SAP are able to more easily liaise on support issue resolutions, providing enhanced support services to customers. Customers running SAP workloads on Red Hat Enterprise Linux gain access to this integration support today as part of their Red Hat Enterprise Linux for SAP Solutions subscriptions.

References & more information

SAP Note 1631106 - Red Hat Enterprise Linux for SAP Business Applications
SAP Note 2002167 - Red Hat Enterprise Linux 7.x: Installation and Upgrade
SAP Note 2292690 - SAP HANA DB: Recommended OS settings for RHEL 7
SAP Note 1496410 - Red Hat Enterprise Linux 6: Installation and Upgrade
SAP Note 2247020 - SAP HANA DB: Recommended OS settings for RHEL 6.7
SAP Note 2136965 - SAP HANA DB: Recommended OS settings for RHEL 6.6
SAP Note 2013638 - SAP HANA DB: Recommended OS settings for RHEL 6.5
SAP Note 1048303 - Red Hat Enterprise Linux 5.x: Installation and upgrade
SAP Note 2455582 - Linux: Running SAP applications compiled with GCC 6.x
SAP Note 2338763 - Linux: Running SAP applications compiled with GCC 5.x
SAP Note 2195019 - Linux: Using SAP kernel 748 and higher or SAPinst 749 and higher on RHEL 6, OL6 and SLES 11
SAP Note 1680045 - Release Note for Software Provisioning Manager 1.0 (recommended: SWPM 1.0 SP20)
SAP Note 2369910 - SAP Software on Linux: General Information
SAP Note 187864 - Linux: Locale Support on Linux
SAP Note 405827 - Linux: Recommended file systems

Overview of Red Hat Enterprise Linux for SAP Solutions subscription
https://access.redhat.com/solutions/3082481

Red Hat Enterprise Linux Life Cycle
https://access.redhat.com/support/policy/updates/errata/

SAP NetWeaver in pacemaker cluster
https://access.redhat.com/articles/3150081

SAP HANA System Replication in pacemaker cluster
https://access.redhat.com/articles/3004101

This document is referenced by

SAP Note/KBA	Title
2777782	SAP HANA DB: Recommended OS Settings for RHEL 8
2002167	Red Hat Enterprise Linux 7.x: Installation and Upgrade
1496410	Red Hat Enterprise Linux 6.x: Installation and Upgrade
2292690	SAP HANA DB: Recommended OS settings for RHEL 7
2378874	Install SAP Solutions on Linux on IBM Power Systems (little endian)
2871484	SAP supported variants of Red Hat Enterprise Linux

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