



RED HAT NETWORK FAQ

GENERAL PRODUCT

Does Red Hat® Network (RHN) come with every Red Hat subscription purchase?

Yes, included in every Red Hat subscription offering is the hosted version which is focused on managing your subscription with certified content updates.

Why should I use RHN Satellite when I already get updates from my Red Hat Enterprise Linux® subscription?

RHN Satellite and RHN Proxy server are designed to be an extension of Red Hat Network hosted. While you can do basic administrative tasks with the Red Hat Network services included with your subscription, RHN Satellite adds high-end management, provisioning, and monitoring through its modules. This administrative functionality is often needed by organizations with large or complex Linux environments.

How does Proxy server help me manage my Enterprise Linux servers?

Proxy server is focused on providing a local repository of certified content for Red Hat Enterprise Linux. Proxy server extends Red Hat Network or RHN Satellite server to deliver updates, errata, and software in a highly scalable fashion while minimizing use of network bandwidth.

How can I purchase RHN Satellite or Proxy server?

Customers wishing to purchase Satellite or Proxy servers should contact their sales representative or complete the contact sales form. List price for Satellite server is \$13,500 (USD) annually. Proxy server is \$2,500 annually.

What is included in the purchase of Proxy or Satellite server?

The purchase of the RHN Proxy server includes the following:

- RHN Proxy entitlement
- All necessary installation and usage documents
- Red Hat Enterprise Linux AS premium subscription
- Premium level support
- Installation support
- Updates and upgrades, as available

The purchase of the RHN Satellite server includes the following:

- RHN Satellite ISO for installation and entitlement
- Everything listed above for the RHN Proxy server
- Embedded Oracle database (optional)

Please note that all hardware must be supplied by the customer and that no physical media is provided. All ISOs and documentation are electronically provided.

What options do I have to try RHN Satellite in my environment?

We currently have a 30-day trial evaluation available. Please contact your sales representative for details.

How much do RHN Satellite modules cost?

Red Hat Network Management entitlements are priced at \$96 per system annually.

Red Hat Network Provisioning entitlements (which include Management functionality) are priced at \$192 per system annually.

Red Hat Network Monitoring entitlements are priced at \$96 per system annually.

Volume discounts do apply and customers should contact their sales representative or call Red Hat Sales directly at 866-273-3428 x45014.

Do I have to buy the Provisioning module to get the Monitoring module? Or vice-versa?

The Red Hat Network Management module is required to use either the Provisioning or Monitoring modules. Systems must be registered with the Management module before they are capable of being provisioned or monitored.

What level of service is included with RHN?

For RHN service entitlements (Update, Management, and Provisioning), customers receive the same Service Level Agreement (SLA) as they currently subscribe to for the operating system.

For Proxy and Satellite servers, these offerings include a subscription to Red Hat Enterprise Linux AS premium, which ensures that customers receive Red Hat premium support.

VIRTUALIZATION SUPPORT

Can RHN Satellite manage virtual instances of Enterprise Linux?

While the Red Hat Enterprise Linux Advanced Platform subscription provides unlimited virtual guests, RHN Satellite and the Management, Provisioning, and Monitoring modules require subscriptions for each virtual guest.

Can you run RHN Satellite as a virtual instance on Xen? On Vmware?

RHN Satellite is currently supported on Xen but not on Vmware.

INSTALLATION AND ARCHITECTURE

What type of hardware do you need to run RHN Satellite server?

A basic guideline would be a Pentium IV class processor, 2.4 Ghz or greater with 2 GB of memory. A minimum of 25 GB of storage/disk space for the base Linux installation, database, and RHN channel repository. Please see the RHN Satellite guide for the most current specifications.

Does RHN Satellite require an agent for managing machines?

Yes. Managed machines will need the Red Hat Update Agent installed to connect to the Satellite or Proxy server. The Update Agent is provided by default with each Enterprise Linux installation.



Are there any high availability options for RHN Satellite?

For Satellite servers using a stand-alone database, you can create a redundant Satellite that can be operated as active or on stand-by. For Satellite servers with an embedded database, there is a cloning option to create an offline spare but no true high availability option. Satellite clients can also be configured for high availability and will contact a backup RHN Satellite server if necessary.

What kind of database is required to run Satellite server in my environment?

RHN Satellite server utilizes an embedded Oracle® database. Customers may use their own Oracle database instance, or they can use the embedded database that is available with the subscription (at no additional charge).

Red Hat recommends that if you plan on scaling your environment to greater than 2,000 systems--or if you intend to run a high availability Satellite--that you run your own independent Oracle instance. For non-embedded deployments, please see the Satellite install guide for a list of supported Oracle databases.

Are there installation and consulting services available for Satellite server?

Yes, Red Hat Global Professional Services has a one-week package specifically for Satellite customers. Please contact Red Hat sales for more information: 866-273-3428 x45104.

What is the scalability of the RHN Satellite?

RHN currently scales to over ten thousand managed systems. This is achieved through the use of a Satellite server and Proxy servers at each remote location and for every two thousand managed systems. Red Hat continues to make changes that greatly enhance the scalability of the RHN solution.

INTEROPERABILITY AND CUSTOMIZATION

Does RHN Satellite manage products such as SUSE®, Solaris®, or Microsoft® Windows®?

While RHN Satellite is focused on management of the Red Hat Enterprise Linux platform, it does have legacy support for Solaris to manage migrations. SUSE and Windows management is not supported.

Does RHN Satellite work with other management products such as HP® Openview, IBM® Tivoli or BMC® Patrol?

We currently have a partnership with BMC and their patch management product includes support for Red Hat Enterprise Linux. We currently do not have any formal integration tools with management vendors such as HP or Tivoli, but we are working towards improving the interoperability of RHN Satellite with third-party vendor products.

Does Red Hat Network have an API access layer?

The RHN API is based on XML-RPC, which allows distinct pieces of software on disparate systems to make remote procedure calls using XML over HTTP.

Can Red Hat Network manage third-party or custom content?

Yes, RHN is capable of allowing you to provision, manage, and update using third-party and custom content. To do this, customers must be using Proxy and/or Satellite architecture, and the content must be packaged in RPM format consistent with the RPM version(s) that Red Hat Network uses. To facilitate this process, RHN provides package management tools.



SECURITY IMPLICATIONS

My environment will not allow me to have a network connection from my RHN Satellite back to Red Hat Network. What other options do I have?

Red Hat Network Satellite is capable of being run in a detached/secure mode where content updates are loaded in using physical media. Channel content ISO's can be downloaded from Red Hat Network and are required to keep certified content up-to-date. Many organizations that have very tight security requirements utilize the detached Satellite configuration.

How is security implemented between RHN Satellite server and its managed nodes?

From a features perspective, Red Hat Network offers administrators the ability to implement a full audit trail of all activities taken through Red Hat Network, as well as assign policies and permissions for simple role-based administration.

From the network side, Red Hat Network ensures safe and secure communications. The communication method between client and server is always client-initiated. Communications between RHN Satellite and clients use SSL and GPG encryption.

VERSION HISTORY

What's new in RHN Satellite 5.1? (Released April 2008)

Improved administrative capabilities, new platform support, and easier Satellite maintenance. Multi-organization support is a new feature that allows you to support multiple departments or organizations on a single satellite, autonomously. Enhanced API capabilities allow you to integrate and automate more administrative activities with your custom scripts. We've added support for running Satellite on x86_64 (Intel/AMD) and IBM Z390/x platforms.

Key new features

- Extended update model support (Z-Stream)
- Multi-organization Satellite capability
- API call enhancements
- Satellite support for x86_64 platform (Intel/AMD)
- Satellite support for z390/x platform (IBM)
- Bare metal provisioning to Power PC platform
- Apache 2.0 support for Satellite and Proxy on Red Hat Enterprise Linux 4
- Exporter tool for moving RHN configuration information
- Web UI enhancements

What's new in RHN Satellite 5.0? (Released June 2007)

RHN Satellite Server 5.0.0 major improvements revolve around virtualization management.

Key new features

- Virtualization management
- Support for para-virtualized guests (Xen)
- Ability to provision and kickstart virtual guests
- Management module allows stop, start, and pause of virtual guests from a central console
- Red Hat Network's entitlement model updated for virtual guests
- Monitoring of virtual guests, including state, CPU utilization, disk space, and memory usage