

Re: Support Level

Source: <http://linux.derkeiler.com/Mailing-Lists/RedHat/2007-10/msg00268.html>

- *From:* Barry Brimer <lists@xxxxxxxxxx>
 - *Date:* Mon, 29 Oct 2007 08:47:54 -0500 (CDT)
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Whatever you do, I would *NOT* activate those licenses with RHN until you get it settled. I would expect Dell could take them back if they have not been activated. Once they are activated you are probably stuck with them.

Barry

On Mon, 29 Oct 2007, Mad Unix wrote:

I have requested 7 servers PE2950, they came with RHEL 5 preinstalled actually
i have requested the RHEL 5 separately and i paid full price of it,
now i receive the following message from the Linux support in our country
that
they have reduced my support level from standard to basic, but i want to
insist using the support level standard instead of basic what shall i do, i
think its the mistake of the dealer ...or

the letter:

Since the acquired servers already include an OEM RedHat Licenses preinstalled and according to RedHat Corp rules, you will loose the standard level of support that comes with GFS and Cluster suite to the basic level of support.

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madunix

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Re: Support Level

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