

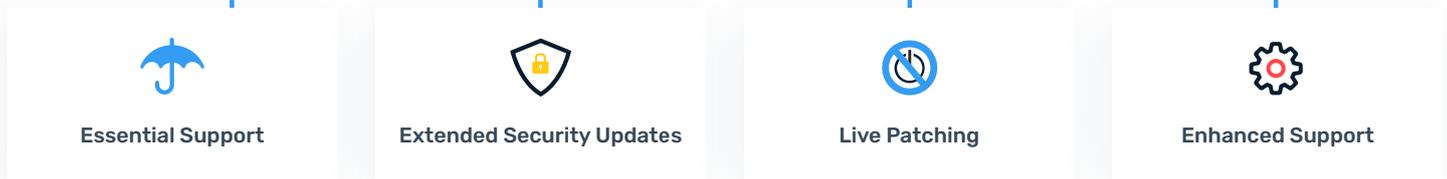


Enterprise Support for AlmaLinux from TuxCare

- ⦿ 16-years support lifecycle + break-and-fix support
- ⦿ Extended security updates with continuous FIPS compliance
- ⦿ Non-disruptive vulnerability patching
- ⦿ Affordable pay-as-you-go application support



Choose the Services that are Right for Your Team





Essential Support

TuxCare-vetted repository of AlmaLinux updates with guaranteed uptime, expedited break-and-fix support and up to 16 years of support coverage

 **Support level:** 3

 **Time coverage:** 24x7

 **Coverage:**

- AlmaLinux packaging issues
- AlmaLinux installation issues
- Repository issues
- Operating system bugs / crashes → root cause analysis & escalations to upstream

 **SLO Response times (also applies to Enhanced Support):**

- Severity Level 1: 2 Hours
- Severity Level 2: 12 Hours
- Severity Level 3: 2 Business Days
- Severity Level 4: 5 Business Days



Extended Security Updates (ESU)

5 years of high and critical security fixes and FIPS-compliant patches for the specific AlmaLinux minor releases



Live Patching (KernelCare and LibCare)

Automated, non-disruptive AlmaLinux vulnerability patches



Enhanced Support

Pay-as-you-go personalized support available in 5, 10, and 20-hour bundles

Coverage: AlmaLinux 9.2, 9.6 and 9.10 (FIPS-certified releases) ¹

Vulnerabilities patched: High and Critical (CVSSv3 and CISA)

FIPS continuity: Patches for FIPS-validated packages that do not change the validated cryptography plus re-certification for cryptographic CVEs

Lifecycle: 5-year lifecycle (6-month standard lifecycle plus 4.5 additional years of security updates and FIPS-compliant security patches)

Supported architectures: x86-64, arm64

Coverage: Kernel and critical userspace (OpenSSL and glibc)

Vulnerabilities patched: All

Patchset distribution: Single patchset for all patches

Rollback functionality: Yes, rebootless

Support level: 1,2,3

Time coverage: 24x7

Outside the scope: Code changes or software updates

Coverage²:

• **Apps - Identity / Directory**

- ◊ FreeIPA, Bind
- ◊ +openldap

• **Apps - Infrastructure**

- ◊ Cephz
- ◊ Samba
- ◊ Containers (docker, podman)
- ◊ VMs (KVM)

• **Apps - Package / Config management:**

- ◊ Foreman
- ◊ Ansible
- ◊ Puppet
- ◊ Chef

• **Apps - Web servers**

- ◊ nginx
- ◊ apache
- ◊ squid

• **Apps - Data**

- ◊ SQL Databases (MariaDB, PostgreSQL)
- ◊ +Redis, MySQL, influxDB, CouchDB

• **Apps - Security / Compliance**

- ◊ OpenSCAP

• **DevOps Apps:**

- ◊ gitlab/git, jenkins, kubernetes

• **Apps - Event streaming**

- ◊ Apache Kafka
- ◊ Rabbitmq

↔ **Operating system migration (e.g. from Oracle to Alma)**

⬆ **Operating system upgrades (e.g. from Centos 7 to Alma 8)**

🏗 **Design & Architecture (e.g., review)**

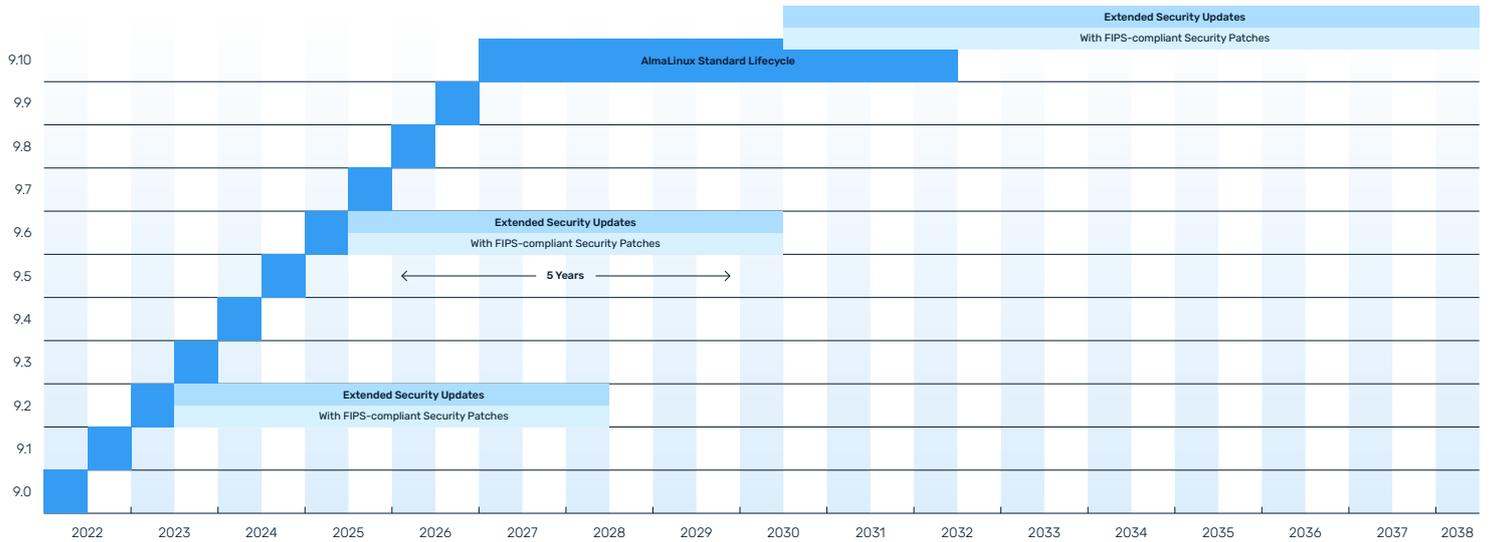
📁 **Data storage, backup assistance**

⚙ **Configuration assistance**

¹AlmaLinux minor versions planned for Extended Security Updates are subject to change. TuxCare reserves the right to change them at any time without prior notice. ESU is also available for non-FIPS deployments. ESU for AlmaLinux versions other than planned is available on a special request basis.

²Support for applications outside this list (if possible) can be provided upon request

Extended Security Updates (ESU) Lifecycle



Disclaimer: AlmaLinux versions planned for ESU and FIPS certification are subject to change. TuxCare reserves the right to change them at any time without prior notice. ESU for other versions is available on a special request basis.

Enterprise Support End Dates

AlmaLinux 8 01 Mar 2035	AlmaLinux 9 31 May 2038	
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Vulnerability Coverage

	AlmaLinux Lifecycle (0-10 years)	AlmaLinux Extended Lifecycle (10-16 years)
Base OS Vulnerability Coverage	[upstream policy]	High & Critical severity, as well as vulnerabilities in the CISA Known Exploited Vulnerabilities list. List of packages applies.
Live Patch Security Coverage	All CVEs addressed on Base OS that pose a threat of exploitation.	Same as the Base OS vulnerability coverage.

With Enterprise Support from TuxCare, you can!



Enjoy a stable and predictable computing environment with an industry-leading 16-year lifecycle length



Minimize your vulnerability window, maintain 100% uptime and compliance with automated and rebootless security patching



Run your systems on FIPS-certified cryptography and benefit from the latest security fixes that do not affect the validated code



Avoid costly upfront support package fees with TuxCare's simplified hourly support pricing