SCO Unix Maintenance and Support Options
John Boland (jboland@sco.com)
SCO Support

At the end of the session you will:

- **Understand the SCO Support Process**

- **Know how to get the best from the on-line resources available to all SCO customers**

- **Understand the SCO Unix on VMware Support offering**

- **Be aware of the SCO Bulletin Board Community initiative**

The following topics will be covered in this session:

- **Customer Communication Paths into SCO**
- **Internal SCO Support processes**
- **On-line Support Resources**
- **SCO Unix on VMware Support Offerings**
- **The SCO Bulletin Board Initiative**

Supported communication paths into SCO:

- **Via active support agreement**
- **Via a supported SCO Partner**
- **Via the osr5to6@sco.com alias**

Unofficial/unsupported communication paths:

- **The legend@list.sco.com mailing list**
- **The Bug Report mechanism**
  - **http://www.sco.com/support/programs/bugform.html**
- **The skunkware@sco.com alias**
- **The SCO Website feedback forms**
  - **http://www.sco.com/company/feedback/index.html**
- **Using your SCO "contacts"**
- **The comp.unix.sco.misc Newsgroup**
  - **http://groups.google.com/group/comp.unix.sco.misc/topics**

Internal SCO Support call handling processes:

- **The WebST Support Database**
- **The Technical Article Creation process**
- **The Bug Reporting process**
- **The Escalations process**

The WebST Support Database:

- **Is the CRM system for SCO Support**
- **Contains hundreds of thousands of SRs and solutions searchable by SCO Support staff**
- **Is used to log and track all requests for assistance**
- **Calls allocated a unique Service Request(SR) number**
- **The Support Engineer owning the SR will:**
    - **Provide a solution or workaround**
    - **Bugreport the issue, if required**
    - **Escalate the issue, if required**
    - **Draft a Technical Article, if required**

Technical Article Creation:

- **Technical Articles (TAs) are created in and managed from WebST**
- **A Support Engineer will draft a TA and distribute within SCO for internal comment**
- **The TA is then officially submitted for Editorial review**
- **The Editor will either:**
  - **Approve the TA and publish it to the external web site**
  - **Pass the TA back to the author for further work**
- **SCO are keen to accept TA content and TA suggestions from SCO Partners and End Users**

The SCO Unix Bug Reporting Process:

- **The SCO Bug Database for Unix is called Fitz**
- **Holds a record of all bugs for OpenServer, UnixWare and layered products**
- **Bugs are usually reported by:**
  - SCO Support Engineers as a result of a Support call
  - SCO System test as a result of product testing
- **Bugs are assigned a severity at creation time**
- **Bug lists for current product are reviewed every two weeks and assigned a target release**

The SCO Escalations process:

- **An Escalation may be raised for:**
  - High severity bugs in supported product
  - Security bugs in supported product
- **Resulting fix is called an ERG fix**
- **An ERG fix:**
  - May be provided as a one off fix to a single customer
  - May be posted as a security patch
  - May be converted into an SLS or PTF
  - Will be rolled into the next Maintenance Release

On-line resources for SCO Customers:

- **The SCO Technical Articles (TA) Database (aka The SCO Knowledge Base)**

- **The SCO Support Download Web Site**

- **SCO On-line Product Documentation**

- **SCO Compatible Hardware Web Pages**

- **The Patch Management Tool (patchck)**

- **The System Information Gathering Tool (sysinfo)**

- **The Online Service Manager**

The SCO Technical Articles(TA) Database:

- **Accessible at:**
  - http://www.sco.com/ta
- **Individual TAs referenced as:**
  - http://www.sco.com/ta/xxxxxx

  or
  - http://wdb1.sco.com/kb/showta?taid=107235
- **For search tips see:**
  - http://wdb1.sco.com/sdt/searchtips.html
- **For new and update articles in the last "x" days:**
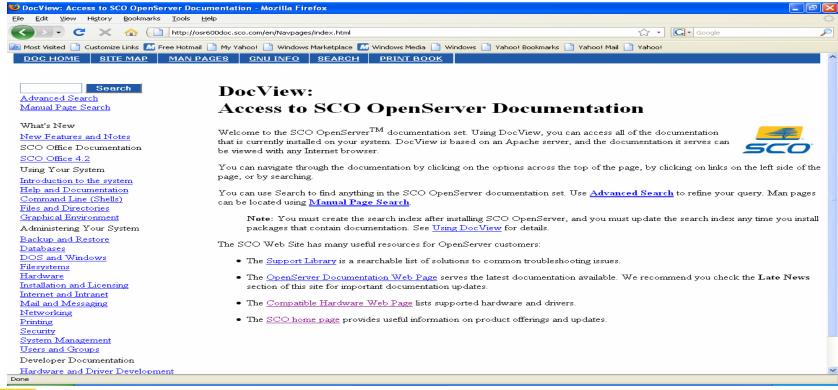 - **http://wdb1.sco.com/kb/tasearch.results?days=15**

The SCO Support Download Web Site:

- **Available at:**
  - **http://www.sco.com/support/download.html**

- **Lists current recommended maintenance for:**
  - **All currently supported SCO products**
  - **Many legacy SCO products**

- **Older patches**
  - **Are still accessible via web and ftp urls**
  - **E.g Maintenance Pack 2 for OpenServer 6 still is at:**
    - **http://www.sco.com/support/update/download/release.php?rid=133**

SCO On-line Product Documentation:

- **Available at:**
    - **http://www.sco.com/support/docs/**

SCO Compatible Hardware Web Pages

- **Available at:**
    - **http://www.sco.com/chwp**
- **Why not certify your hardware as Compatible with SCO?**
- **The System Certification Tests (SCT) are available to download at:**
    - **http://www.sco.com/developers/hdk/testsuites/index.html**
- **Don't forget the "Notes"!!!!**

The Patch Management Tool (patchck)

- **Available at:**
  - **http://www.sco.com/support/patchck.html**
- **patchck can:**
  - **Tell you what patches are installed on a system**
  - **Tell you what patches are missing from a system**
  - **Provide you with a list recommended patches to install**
  - **Automatically update a system to the latest patch level**
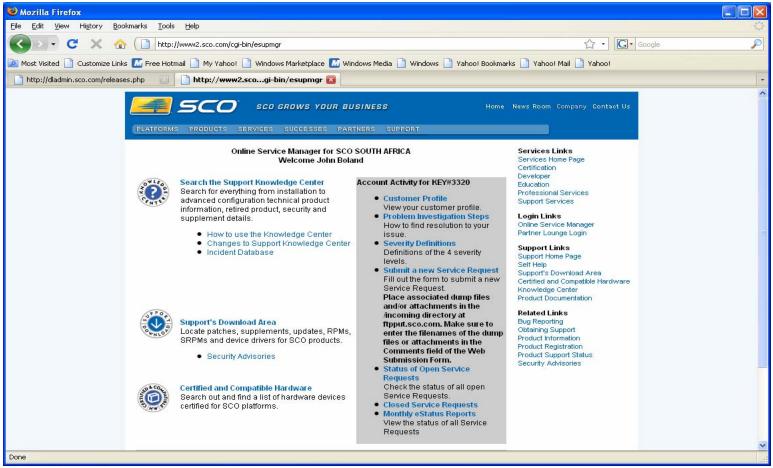- **The version of patchck changes with each new patch release so always make sure you have the latest**

The System Information Gathering Tool (sysinfo)

- **Available at:**
  - **http://www.sco.com/support/sysinfo.html**
- **The sysinfo command creates a HTML/ASCII report that includes:**
  - A list of installed packages and patches
  - Hardware information
  - Network configuration and statistics
  - Performance and tuning data
  - Kernel and driver details
  - And lots more…
- **Useful starting point for researching problems**
- **Always provide to Support when logging a call**

The Online Service Manager:

SCO Unix on VMware:

- **SCO is now offering support services for:**

  - **SCO OpenServer 6.0.0**

  - **UnixWare 7.1.4 and**

  - **SCO OpenServer 5.0.7**

- **running on:**

  - **VMware ESX Server 3.5**

  - **VMware Workstation 6.5**

- **These services include:**

  - **Installation and Configuration Support**

  - **On site Professional Services engagements**

SCO Unix on VMware Support Offerings

Customers with an existing SCO Support Agreement :

- Can purchase SCO Unix on VMware support for a fee of 20% of their existing agreement

- Customers with less than 4 months on their existing agreement should renew

- Terms and conditions of existing agreement apply
  - E.g. Number of contacts, response times, duration etc

Customers with no existing SCO Support Agreement:

- Support agreements starting from $1320 for 6 months

Customers needing on-site technical assistance:

- Email consulting@sco.com

What does SCO Unix on VMware Support deliver?

- **Commercially reasonable efforts support for SCO products running on VMware**

- **Assistance with installation and configuration SCO Unix on VMware**

- **A free of charge upgrade to SCO Unix "V" products if your agreement is active when the SCO Unix "V " product is released**

- **It does not cover support of the VMware product SCO Unix is running on**

Benefits of the SCO unix on VMware Support Offerings:

- **All services are available to be resold by SCO Partners**
- **Dependable, reliable support for you and your customers**
- **Upgrade path to SCO Unix "V" releases due in 1H2009**

For more information on:

- **SCO Unix on VMware Support offerings**
- **Professional Services for SCO on VMware**

please contact:

- **In the Americas, 1 (800) 726-6561**
- **In the rest of the world, +44 8700 994 992**

SCO TEC FORUM 2008

SCO Bulletin Board "Beta":

- **Provide a mechanism for communicating with the SCO Customer Base**

- **Facilitate a forum for customers to share experiences and support one another**

- **Try it out at:**

  - http://mybb.sco.com

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