

Nutanix Support Policy for Red Hat® Enterprise Linux® (RHEL) on AHV

To Our Customers,

Nutanix makes infrastructure invisible, elevating IT to focus on the applications and services that power their business. The Nutanix Enterprise Cloud Platform blends web-scale engineering and consumer-grade design to natively converge server, storage, virtualization and networking into a resilient, software-defined solution with rich machine intelligence. This turnkey infrastructure with integrated management includes the flexibility to choose the right hypervisor for each application, including our enterprise grade hypervisor, AHV.

Nutanix is committed to our customers successfully deploying any workloads on our modern, hyperconverged infrastructure. In a virtualized environment, Nutanix believes that customers should have the choice of using the Hypervisor and Platform that best meets their needs, and fully supports our customers' choice of deploying Red Hat® Enterprise Linux® (RHEL) virtual machines on AHV.

Nutanix Support will accept accountability for any RHEL related issue reported by our customer. Our Support will drive the issue to resolution regardless of which vendor (Red Hat, Nutanix or others) is primarily responsible for the resolution. In most cases, reported issues can be resolved by executing configuration changes, bug fixes, or feature enhancements by one of the vendors involved.

In a rare situation where another vendor is unable or unwilling to provide a technical resolution of the issue, Nutanix Support will immediately assist in escalation and explore other potential technical workarounds, including, to the extent feasible, re-platforming the workload to an alternative Red Hat supported hypervisor to re-produce the issue.

Nutanix will also assist its customers with technical issues for other Red Hat software products besides RHEL and provide similar technical support and escalation assistance if needed.

David Sangster
Executive Vice President, Engineering and Operations
Nutanix, Inc.