

INTRODUCTIONS

Biography



Camry Fedei

Sr. Technical Marketing Manager - Cloud Management Services

5+ Years at Red Hat

- 1 ½ in Global Support Services - Systems Management
- 3 in Global Customer Success - Technical Account Manager
- ½+ in Technical Marketing - Management and Automation BU

Summary: Subscriptions have been my life as long as I've been at Red Hat

INTRODUCTIONS

Experience with Red Hat Subscriptions



Technical Support

Large volume of support cases received around subscription experience

- ❑ Challenges faced in one of the first steps to adopting Red Hat products
- ❑ Difficulty understanding entitlement pools vs. subscriptions
- ❑ Inability to understand compliance status



Technical Account Management

Direct insight into lack of customer understanding that lead to major business impact

- ❑ Misunderstandings led to improper management strategy
- ❑ Difficult renewals leads to compromised account trust and decreased customer satisfaction



Technical Marketing

Regain trust in our customers, add value for the most loyal customers.

- ❑ Customer spend on average 10hrs each week managing subscriptions
- ❑ Simple content access improves subscription management
- ❑ Subscription watch provides historic utilization reporting and tracking

Who faces the most challenges with Red Hat subscriptions?



OPERATIONS/ARCHITECTS



PROCUREMENT

What are the most prominent challenges faced?



OPERATIONS/ARCHITECTS

Installing RHT tech requires proper entitlement matching

Mis-entitling systems impacts operations & deployment flexibility



PROCUREMENT

Account level compliance is hard to establish. Need a unified way to track what has been used/available at an account level.

PROBLEM

How have we approached a solution?



OPERATIONS/ARCHITECTS



PROCUREMENT

PROBLEM

Installing RHT tech requires proper entitlement matching
Mis-entitling systems impacts operations & deployment flexibility

Account level compliance is hard to establish. Need a unified way to track what has been used/available at an account level.

SOLUTION

Simple Content Access
When you purchase a subscription, you can always install and use that subscription

Subscription Watch
A comprehensive, product by product, account level reporting service across hybrid cloud deployments

SUMMIT 2020

Satellite customers
Use self-service simple content access mode * *Limited availability in APAC*

cloud.redhat.com/subscriptions
for visibility into subs utilization and for getting started guidance

A vertical graphic on the left side of the slide, rendered in shades of red. It features various icons representing technology and business concepts: a cloud with a keyhole, a database cylinder, a server rack, a computer monitor, and several arrows pointing in different directions. The background is a solid red color.

Product Breakdown:

SIMPLE CONTENT ACCESS

- ▶ Current enforced subscription model
- ▶ Overview of simple content access
- ▶ How to enable and provide governance

Current Enforced Subscription Model



Mediocre Enforcement

Enforcement fails to block or over-blocks content for a number of complex reasons.

Ineffective enforcement leads to insecurity and frustration.



Operationally Inflexible

Defined entitlement pools limit operational agility.

These pools complicate common, simple tasks like hardware migrations.

A **little more** or a **little less** can be a **big deal**.



Contractually Complex

Purchasing more subscriptions or different subscriptions creates new entitlement pools, making the complex tooling even more complex.

Co-terming fragmentation can and may exist for the procurement/accounting persona.

OVERVIEW

Simple Content Access

Simple content access is simply a technical facility to make it easier to use the items which customers have paid to use.

As an attribute set on a Red Hat Satellite manifest, this changes how Satellite behaves with regards to entitlements.

When enabled, simple content access:

- ❑ Eliminates the requirement of entitlements being attached to systems registered to a Satellite infrastructure.
 - ❑ Those systems have access to whatever content is in their repositories (or Content View)
 - ❑ At least one corresponding subscription must exist within a the relative Satellite organization.
- ❑ Moves enforcement and governance from Red Hat Subscription Management tooling to activation keys and content views.
- ❑ Is a feature of Red Hat Satellite 6 (and in the future, Red Hat Subscription Management), and can be enabled on a per-manifest basis by an Organization Administrator.
- ❑ Does not affect your Red Hat contracts.

Note: At this time, customers in APAC must submit a request through their Sales team in order to enable SCA.

OVERVIEW

Simple Content Access



Simple Content Access IS

A tool to easily use Red Hat products that have already been purchased

Available for customers using Red Hat Satellite 6.5+

Has governance via the use of activation keys and content views



Simple Content Access IS NOT

Contract Impacting

An 'all-you-can-eat' contract

Able to provide access to products not yet purchased

Note: At this time, customers in APAC must submit a request through their Sales team in order to enable SCA.

How to enable and provide governance



Satellite Connected/Disconnected

Globally enable Simple Content Access in Red Hat Subscription Manager

Locally enable one or more Satellite manifest to use Simple Content Access

Refresh manifest in Red Hat Satellite



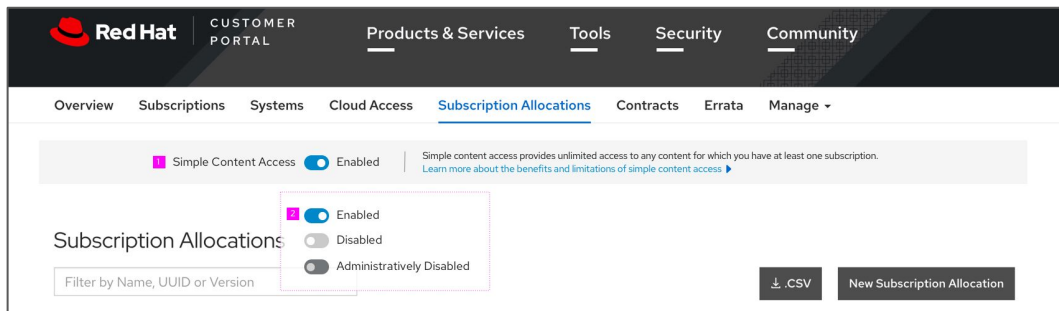
Red Hat Subscription Management

** Not yet available **

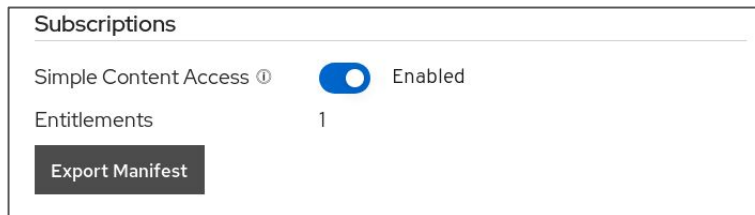
Note: At this time, customers in APAC must submit a request through their Sales team in order to enable SCA.

How to Enable Simple Content Access

- 1) **Enable Globally:** Before Simple Content Access can be made available on specific Subscription Allocations it must be enabled at the global / account level.
 - https://access.redhat.com/management/subscription_allocations



- 2) **Enable Locally:** Choose an allocation from the list above and enable on each desired manifest.



- 3) **Refresh Manifest on Satellite:** As with any manifest update, in order for it to take effect on the Satellite, each updated manifest requires a refresh.

How to enable and provide governance

Activation Keys > RHEL8

Activation Key reference: [Satellite Content Management Guide](#)

Details Subscriptions Repository Sets Host Collections Associations

This activation key may be used during system registration. For example:
subscription-manager register --org="Operations" --activationkey="RHEL8"

Basic Information

Name:	RHEL8	
Description:		
Host Limit:	100	

System Purpose

Service Level:		
Usage Type:		
Role:	Red Hat Enterprise Linux Server	
Add ons:		

Activation Key Content

Release Version:	8	
Environment:	<input type="checkbox"/> Library <input checked="" type="checkbox"/> Dev <input type="checkbox"/> QA	
	<input type="checkbox"/> Prod	
	<input type="checkbox"/> Web-Dev <input type="checkbox"/> Web-QA	

Content View: RHEL8

Indicates SCA is enabled

Controls how many hosts can use the activation key

Control which repositories are made available to registered systems

Note: At this time, customers in APAC must submit a request through their Sales team in order to enable SCA.

The view from a RHEL 8 content host

```
[root@bssystem ~]# subscription-manager status
```

```
+-----+  
| System Status Details |  
+-----+
```

```
Overall Status: Disabled
```

```
Content Access Mode is set to Organization/Environment Access. This host has access to content, regardless of subscription status.
```

```
System Purpose Status: Disabled
```

Indicates SCA is enabled on the Satellite

```
[root@bssystem ~]# yum repolist
```

```
Updating Subscription Management repositories.
```

```
This system is registered to Red Hat Subscription Management, but is not receiving updates. You can use subscription-manager to assign subscriptions.
```

repo id	repo name
rhel-8-for-x86_64-appstream-rpms	Red Hat Enterprise Linux 8 for x86_64 - AppStream (RPMs)
rhel-8-for-x86_64-baseos-rpms	Red Hat Enterprise Linux 8 for x86_64 - BaseOS (RPMs)

yum works as expected but with this message with subscription-manager versions less than 1.27.9-1

What about virt-who?

The virt-who tool is still necessary.

- The virt-who tool is no longer needed for subscription allocation enforcement since that responsibility has shifted to the Satellite administrator.
- However, virt-who is still extremely necessary for reporting by Subscription Watch.

This means virt-who still must be used, but doesn't need to run as frequently.

See [Configuring Virtual Machine Subscriptions in Red Hat Satellite](#) for information pertaining to configuring virt-who.



Product Breakdown: SUBSCRIPTION WATCH

- ▶ Overview of subscription watch
- ▶ Requirements
- ▶ Data Collection

OVERVIEW

Subscription Watch

Subscription watch is a SaaS tool that provides unified reporting of subscription utilization across a hybrid infrastructure, including physical, virtual, on-premise, and cloud.

Subscription watch provides:

- ❑ A single pane view of historic, account-wide, subscription utilization
- ❑ An at-a-glance impression of both an account's remaining subscription capacity measured against the total paid subscription threshold
- ❑ Available as a part of the cloud.redhat.com SaaS tool suite

Note: Currently available for Red Hat Enterprise Linux and Red Hat OpenShift Container Platform

OVERVIEW

Subscription Watch



Subscription Watch IS

A tool that allows you to see utilization on premise and in the cloud

SaaS-based

Focused on data analytics

Minimal in setup time

Included at no additional cost

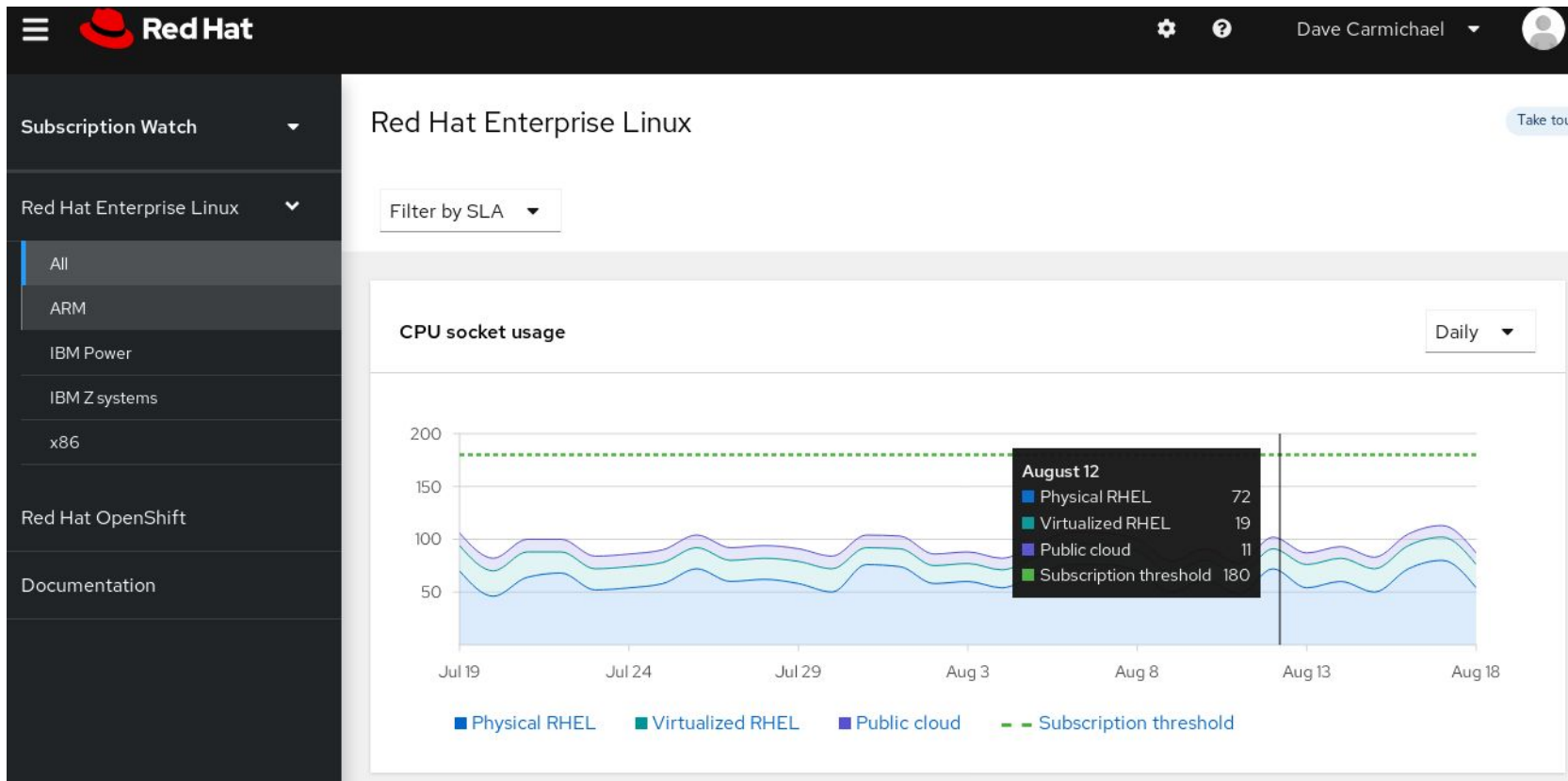


Subscription Watch IS NOT

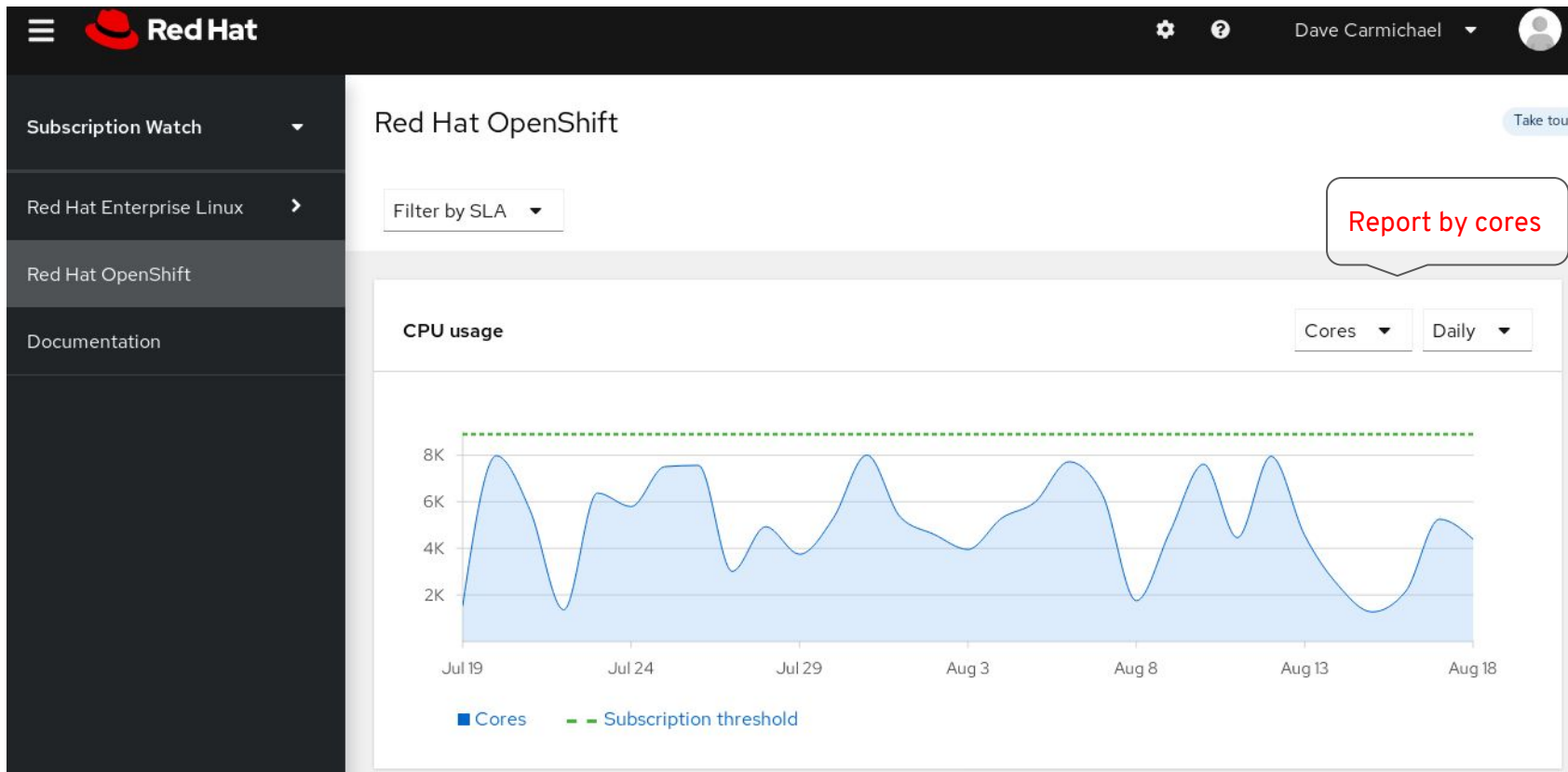
A billing dashboard

An on-demand purchasing program

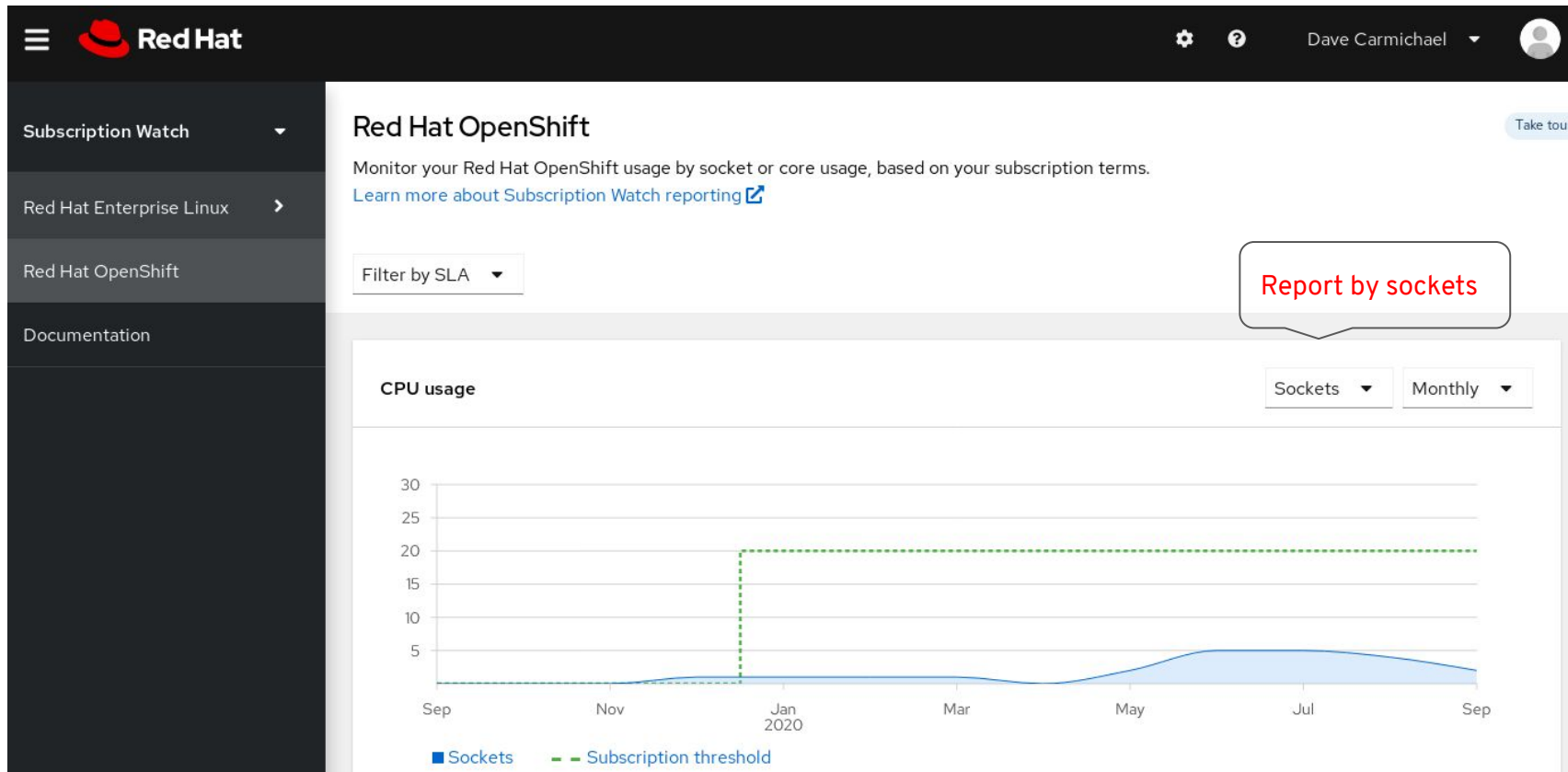
Subscription Watch



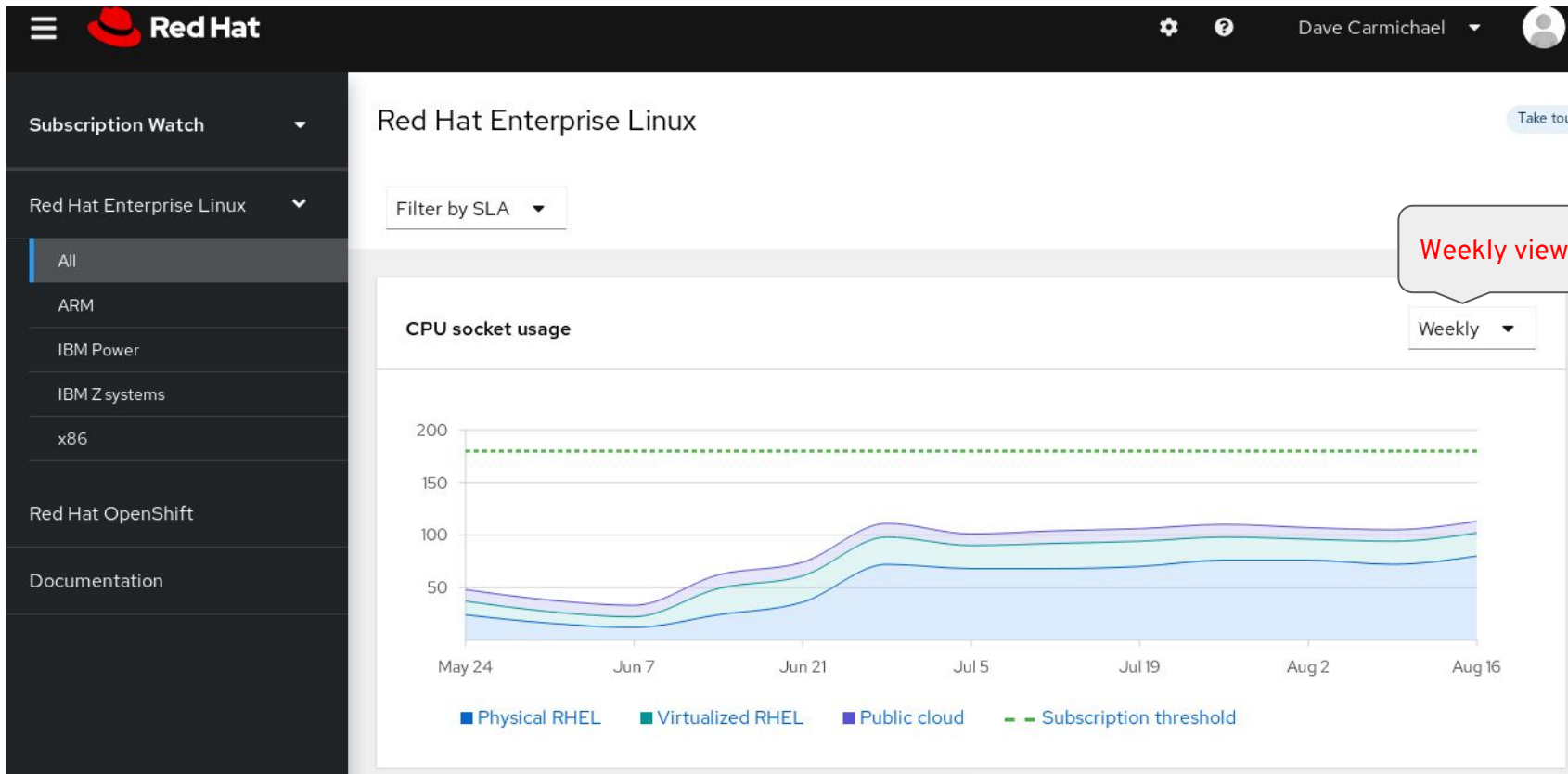
Subscription Watch



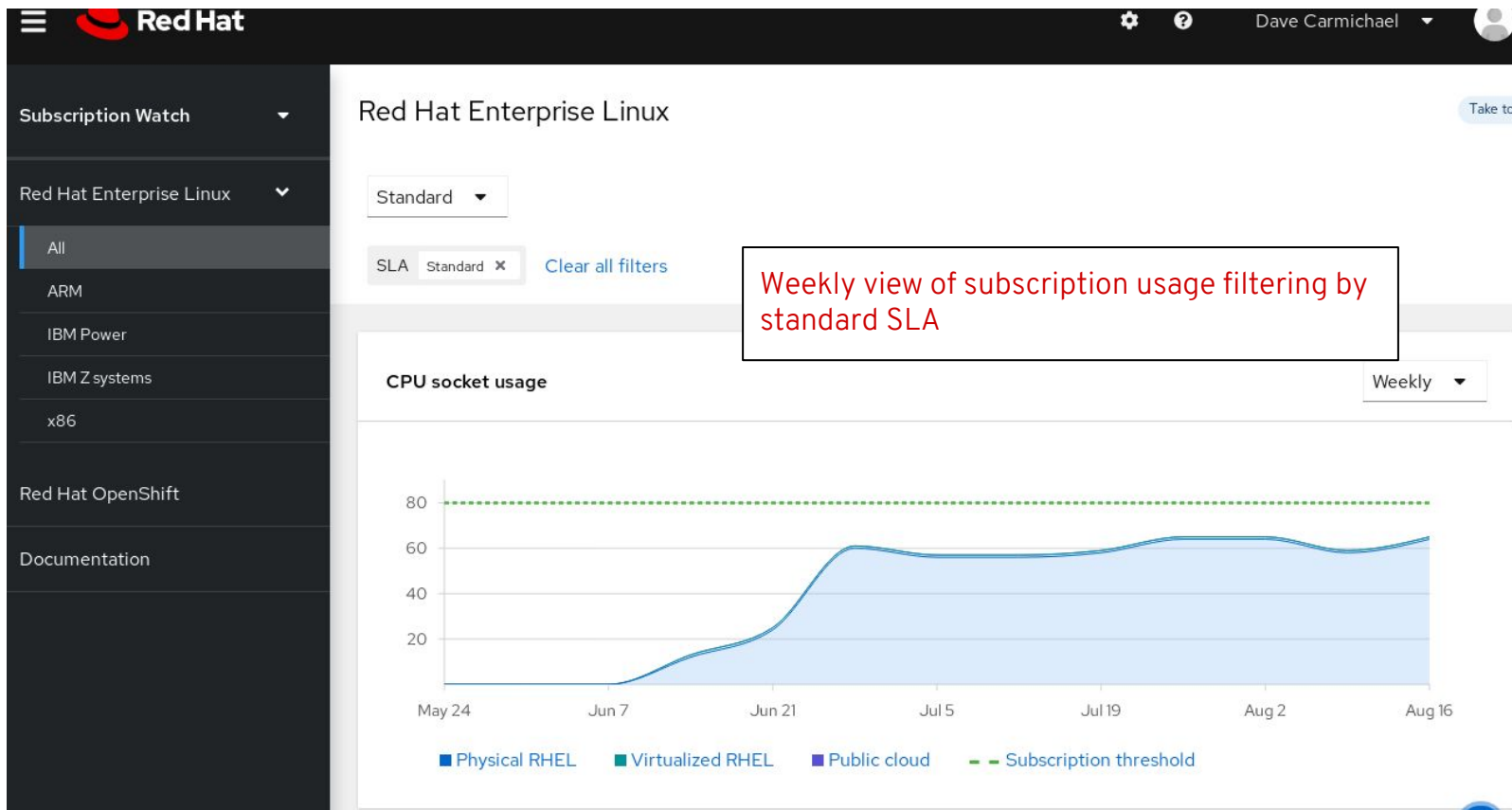
Subscription Watch



Subscription Watch



Subscription Watch



Subscription Watch Requirements



One or more of the following are required for reporting data to subscription watch:

- ❑ Red Hat Satellite version(s) 6.5+
 - ❑ **Satellite Inventory Plugin** must be installed, for most instances, to provide accurate routing, logging, and deduplication of results.
- ❑ Red Hat Insights
- ❑ Red Hat Subscription Management



- ❑ Red Hat OpenShift Container Platform version(s) 4.1+ managed with the monitoring stack tools and Red Hat OpenShift Cluster Manager.
- ❑ Red Hat OpenShift Container Platform version 3.11 with RHEL nodes managed by Insights, Satellite, or Red Hat Subscription Management.

Subscription Watch Data Collection Policies



Extremely Minimal Dataset

We collect a small subset of the Insights payload.

Attributes related to:

- ❑ How to ID a system
- ❑ Installed product
- ❑ System size



All Information is Encrypted

From the time collected on the client server to transmission to the cloud.redhat.com platform



Responsible Data Governance

Well-defined access policies to the data you submit.

Data Gathered and Used By Subscription Watch



Data Remains for a Short Period of Time

We've implemented inventory age-out policies. Old systems are deleted after 30 days

Data gathered by the Satellite Inventory Plugin for Subscription Watch

Deduplication

Primary

- Subscription manager id
- DMI UUID
- Hypervisor Virt-UUID

Secondary

- Fully Qualified Domain name
- Hostname
- All IP Addresses
- All MAC Addresses

Routing, Logging, and Quality Control

Routing

- Red Hat Account number

Quality Control

- Satellite ID
- Satellite Version
- BIOS Vendor
- BIOS Release Date
- BIOS Version
- Presence of Katello Agent

Subscription Pertinent Information

- vCPU count (hyper-threading inclusive)
- CPU Socket Count
- CPU Core Count
- Installed RAM
- OS distribution release name
- OS distribution version
- CPU Architecture
- System Role
- System Usage
- Red Hat Product IDs
- RPM Package Manifest
- Hypervisor node name
- CPU flags

See the article [Data Gathered and Used by Subscription Watch](#) for additional details

Next steps

Review the [Simple Content Access article](#) and [Subscription Watch - FAQ](#).


Visit [Subscription Central](#) and review the materials there to get started.


Enable Simple Content Access and Subscription Watch in a test environment and try them out!


- Simple Content Access article - <https://access.redhat.com/articles/simple-content-access>
- Simple Content Access - FAQ - <https://access.redhat.com/articles/4903191>
- Subscription Watch - FAQ - <https://access.redhat.com/articles/4897921>
- Data Gathered and Used by Subscription Watch - <https://access.redhat.com/solutions/4656511>
- Red Hat Subscription watch for unified reporting and analytics - <https://www.redhat.com/en/resources/subscription-watch-checklist>
- Getting Started with Subscription Watch
https://access.redhat.com/documentation/en-us/subscription_central/2020-04/html-single/getting_started_with_subscription_watch/index
- Getting Started with Subscription Watch with Simple Content Access Guide
https://access.redhat.com/documentation/en-us/subscription_central/2020-04/html/getting_started_with_subscription_watch_with_simple_content_access/index

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