

SCO & MySQL FAQs

Q: Why did SCO and MySQL enter a business agreement?

A: The SCO-MySQL agreement will bring great benefits to the customers and channel partners of both companies. The combination of SCO UNIX and MySQL creates a high-performance, low-cost, easy-to-manage applications platform that can scale out across the distributed and networked customer systems environments common to both companies. Developers and customers will benefit because SCO and MySQL will cooperate to ensure that the operating system and the database undergo extensive compatibility and certification testing to ensure a good developer and end-user experience.

Q: What is MySQL Network?

A: MySQL Network is a comprehensive set of software and proactive services designed to save enterprise developers and DBAs time and effort. It includes an abundant feature set to be successful using MySQL including:

- **Certified Software** that meets high levels of quality testing for consistent uptime and fast performance
- **MySQL Advisors** that help eliminate problems before they occur
- **Production Support** directly from MySQL support engineers worldwide

Q: What are the Top Reasons to Buy MySQL Network?

A: The top reasons to buy MySQL Network are:

- MySQL Network is a set of software and proactive services designed to save time and effort
- MySQL Network helps eliminate problems before they occur
- Includes enterprise-grade software, support and services you need to develop & deploy business-critical applications
- Get immediate access to our Knowledge Base of hundreds of technical articles
- Includes MySQL 5.0 certified software when it becomes available
- Comes directly from the developers of MySQL

Q: Why is MySQL offering MySQL Network?

A: MySQL is being aggressively adopted by enterprise organizations. MySQL Network is designed for these enterprise customers, by providing a single unified offering that includes software, advisors, and support.

Q: Does MySQL Network include MySQL 5.0?

A: Yes. MySQL Network includes all updates and upgrades including MySQL 5.0.

Q: Is MySQL Network available at multiple SLA (Services Level Agreement) tiers?

A: Yes. MySQL Network is available in Basic, Silver, Gold, Platinum tiers so you can choose the SLA that best fits your requirements.

Q: What are the MySQL Network Advisors?

A: The MySQL Update Advisor keeps you informed about MySQL product updates to help you quickly determine which version to use. The MySQL Technical Alert Advisor keeps you informed about changes in other software (e.g. OS, Web Server, Browser etc.) so you can maintain a secure and reliable MySQL infrastructure. Both Advisors can send Alerts to you via email, pager, or SMS messages.

Q: What is MySQL Certified Software?

A: Certified releases of MySQL have been carefully tested using commercial and open source testing tools, as well as MySQL's extensive test suites to deliver stable, secure, and reliable versions of MySQL. In addition, releases are only certified after they have been tested in real-world environments by the community of MySQL users to ensure that a release is verified to be stable, reliable, mature and ready for production use in supported environments.

MySQL Certified Software is tested using commercial and open source testing tools such as Purify and Valgrind. In addition, MySQL Certified Software is free of known defects and known security vulnerabilities as verified by Klocwork and Coverity.

Q: What is the benefit of MySQL Certified Software?

A: Certified versions of MySQL provided the following benefits:

- Improve application reliability and uptime.
- Reduce the uncertainty of which software version to develop and deploy on
- Reduce the time consuming testing process required to verify the most appropriate version of publicly available releases.
- Ensures MySQL is tested and supported by a wide range of third-party products including hardware, OS, backup, and tools.

Q: What is the difference between "MySQL Community Edition" and "MySQL Certified Software"?

A: MySQL Community Edition is:

- Released early
- Released often
- Includes the latest features that are under development

MySQL Certified Software is:

- Ready for enterprise deployment
- Proven to be stable, reliable, and mature
- Platform optimized to deliver the fastest performance
- Tested using extensive test suites for Regression, Benchmark, and Boundary conditions.
- Tested for known Security vulnerabilities.
- Distributed using Native Package Managers on more than 10 native platforms.

Q: Will the open source community still be able to download and use MySQL Community Edition as always?

A: Yes, MySQL AB remains focused on delivering the world's most popular open source database to the open source community.

Q: Does the MySQL Network include a Software License?

A: Yes. The GPL license is included by default. At your option a Commercial License can be substituted for a GPL license at no additional cost.

Q: Is MySQL AB still a dual-license company?

A: Yes. The software available in MySQL Network and the MySQL Community Edition is offered through the open source GPL license. ISVs and Resellers, who are embedding and reselling the MySQL database server as part of their own commercial solutions, can purchase a MySQL commercial license.

Q: Does MySQL Network include IP (Intellectual Property) Indemnification?

A: MySQL provides comprehensive indemnification and damage coverage for qualifying MySQL Network customers at no extra cost. This provides you with legal protection that you expect from enterprise software providers.

Q: Does MySQL Network include access to a Knowledge Base?

A: The MySQL Knowledge Base is available only to MySQL Network customers. It provides a comprehensive library of technical articles resolving difficult problems on many topics (e.g. MyISAM, InnoDB, ODBC, JDBC, Performance, Security, Replication, Migration, and more). It is a centralized repository that eliminates time-consuming browsing and reading of often unrelated information to your issue in mailing lists and newsgroups. The Knowledge Base is continuously updated by MySQL experts with new content based on customer support issues, online discussions, and topics that users request. In addition, it gives you the flexibility to search by topic, product, date, author, platform, and user ratings.

Q: Does MySQL Network include Technical Support?

A: Yes, all MySQL Network offerings include Technical Support. Enterprise applications require a higher level of support to ensure solutions are delivered on time and are optimized for your environment. By offering direct access to MySQL's expert support team, you can be assured that MySQL experts are available when you need them. The MySQL Support Team consists of MySQL developers, who code the MySQL database engine, as well as expert users with years of hands-on experience. For busy tech staffs, this can save you considerable time otherwise spent in research and experimentation. MySQL Network Silver includes:

- Unlimited support incidents.
- Phone access to the Support Team during Business Hours (M-F, 8am-5pm)

MySQL Network Gold and Platinum include:

- Unlimited support incidents.
- 24x7 Phone access to the Support Team

Q: How do SCO customers obtain support?

A: SCO's award-winning Global Services offers the following four tiers of Support Services for MySQL Network:

- MySQL Network Basic

- MySQL Network Silver
- MySQL Network Gold
- MySQL Network Platinum

Q: What if my support problem involves hardware or software from other companies?

A: MySQL is a member of TSANet (Technical Support Alliance Network) so that our support engineers can work behind the scenes with companies such as Apple, BEA, BMC, Cisco, Dell, HP, IBM, Intel, Microsoft, Novell, Red Hat, Sun and Veritas to ensure that your problems are resolved quickly and without finger-pointing.

Q: Does MySQL Network provide me with Software Maintenance, Updates, and Upgrades?

A: Yes. As long as you have a valid contract for MySQL Network, you will receive Software Maintenance, Updates, and Upgrades. And, the Update Advisor will keep you informed about MySQL product updates to help you quickly determine which version to use. In addition, while you have a valid contract for MySQL Network, you will receive all new software releases including MySQL 5.0. You will also have access to all Knowledge Base articles relating to MySQL 5.0.

Q: What is the duration of the MySQL Network Subscription?

A: The MySQL Network is provided as a Subscription of one or more years.

Q: If my subscription to MySQL Network expires, can I continue to use the MySQL database software?

A: Yes, you can continue using the MySQL database software under the provisions of the GPL. However, you would no longer have access to MySQL Network and would no longer receive MySQL certified binaries, automated advisors, knowledge base, and technical support.

Q: Am I required to get MySQL Network for all MySQL Servers?

A: Yes, you are required to purchase MySQL Network for all of your MySQL servers. And, all units purchased must be at the same SLA level.

Q: How can I buy MySQL Network?

A: Please contact your local SCO office or your SCO reseller.

Q: Which MySQL Products are provided as Certified Software?

A: These products are provided as Certified Software:

- MySQL Pro Certified Server (database server)

These products are not provided as Certified Software:

- MySQL Tools (Query Browser, Administrator)
- MySQL Connectors (JDBC, ODBC, .Net)

Q: Is SCO UNIX MySQL Certified?

A: Yes.