

**Customer
Onboarding
Guide**

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Introduction

Thank you for choosing TuxCare services and products to support the Linux infrastructure security requirements of your organization.

In this document you'll find references to the information and contacts to help you get the most out of your TuxCare services. Information and references change from time-to-time so please let us know if you see any broken links or if there is additional information that you feel would be useful to include.

The primary services and products covered here are:

1. Live patching
 - a. Kernel KernelCare Enterprise (KCE)
 - b. Libraries/User Space LibCare
 - c. Database DBCare
 - d. Virtualization QEMUCare
2. Extended Lifecycle Support (ELS) Services
3. Linux Support Services

Covered in this document:

- Your CloudLinux (CLN) or TuxCare - Account Administrative Portals
- Service and Product Information
- Resources and Tools
- Support and Contacts

CloudLinux (CLN) or TuxCare Account Portals

Introduction

Regardless of which service(s) you're subscribing to at TuxCare, we and you use your company's CLN Account or TuxCare Portal account to manage and maintain your company's primary contact information for notices, billing and payments and at times your license keys. In general, if you've been a customer before ~September 2021 your account is managed via the CLN portal. If you've become a customer after this date, your account is managed by the TuxCare Portal.

The TuxCare Billing team will provide you with your username and you will be able to change your username and reset your password. Please confirm that you're able to log into your portal and can view and manage your company account information. If you experience any problems, please contact your Sales or Customer Success representative.

Accessing

CLN Portal <https://cln.cloudlinux.com/>

TuxCare Portal <https://portal.tuxcare.com/>

Documentation <https://docs.tuxcare.com/tuxcare-cln/>

Live Patching - Service and Product Information

Documentation and Installation

<https://docs.tuxcare.com>

<https://docs.tuxcare.com/live-patching-services/>

<https://docs.tuxcare.com/eportal/>

For a copy of your KernelCare/ePortal deployment guide, please contact your Sales or Customer Success representative.

Resources and tools

Patchset and CVE listing: <https://patches.kernelcare.com/>

<https://tuxcare.com/blogs/>

<https://tuxcare.com/changelog/>

To check for the latest releases of the KC/KCE agent and ePortal software you can check here:

https://repo.cloudlinux.com/kernelcare/latest/x86_64/

https://www.repo.cloudlinux.com/kcare-eportal/7/x86_64/

Or, on a test server, run the following commands and review the versions.

KC/KCE: `yum update kernelcare`

`apt-get update kernelcare`

ePortal: `yum update kcare-eportal`

`apt-get update kcare-eportal`

Extend Lifecycle Support (ELS) - Service and Product Information

Documentation and Installation

<https://docs.tuxcare.com>

<https://docs.tuxcare.com/extended-lifecycle-support/>

Resources and tools

CVE Dashboard: <https://cve.tuxcare.com/>

<https://tuxcare.com/blogs/>

<https://tuxcare.com/changelog/>

Linux Support - Service and Product Information

Documentation and Installation

<https://docs.tuxcare.com>

<https://docs.tuxcare.com/linux-support-services/>

Resources and tools

<https://tuxcare.com/support-portal/>

Connecting with TuxCare

Technical Support - Support Portal

Your primary resource for product information, self-service and support is our Support Portal. This can be found by navigating to www.tuxcare.com and clicking on the Support link in the top right of the page. This will take you directly to the Support Portal at: <https://tuxcare.com/support-portal/>

Please use the knowledge base search to locate the information most relevant to your needs. If you're unable to find the information you're seeking and solve your issue using the knowledge base, you can create a ticket at the bottom of any search results.

Sales & Customer Success

Sales Executive:	The person you worked with to begin using TuxCare services	
TuxCare Sales:	sales@tuxcare.com	+1 800-220-3540
Customer Success Manager:		
	Glen Kuhne gkuhne@tuxcare.com	+1 669-270-4570
	Charles Walls cwalls@tuxcare.com	+1 669-298-0776

Billing / Payments

First, please log into your CLN or TuxCare portal and click on billing. This will present your current account balance along with associated invoices and payments received.

Support for billing related matters can be obtained via the TuxCare Support Portal at <https://tuxcare.com/support-portal/> as described above. If you're unable to find the information you're seeking and solve your issue using the knowledge base, you can create a ticket at the bottom of any search results. When creating a ticket for a billing related matter, on the Product dropdown menu, please select Billing-TuxCare.

If that does not adequately address your questions, next contact your TuxCare Sales or Customer Success Manager so that we can understand the basis of your request. From there we can direct the appropriate resources if we're unable to address your questions directly.

For ELS customers who have deployed using a Mirror and are self-reporting ELS monthly usage counts, please send your usage counts to billing.reports@cloudlinux.com at or near the time of your monthly billing cycle.

