

Enriched system visibility in the SUSE Customer Center

This document describes what SUSEConnect is and how the SUSE Customer Center (SCC) and Repository Mirroring Tool (RMT) use it to gather updated information about active systems and their hardware environment.

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1 What is SUSEConnect?

SUSEConnect is a tool to register SLE-based operating systems with SCC or RMT. Registered systems receive updates to installed packages, for example, to increase security of the operating system. With SUSEConnect, you can additionally register extensions and modules that extend the base system functionality.



Tip

This document does not cover general usage of SUSEConnect. To find more basic information about how to register your system, modules and extensions with SUSEConnect, refer to <https://documentation.suse.com/sles/html/SLES-all/cha-register-sle.html>.

SUSE is committed to helping provide better insights into the consumption of SUSE subscriptions, regardless of where they are running or how they are managed; physical or virtual, on-premises or in the cloud, connected to SCC or RMT, or managed by SUSE Manager. To help you identify or filter out systems in SCC that are decommissioned or no longer running, SUSEConnect now features a daily “ping,” which updates system information automatically. Each registered host contacts SCC or RMT and sends the unique identification of the host and the description of its hardware environment.

2 Requirements

To use the extended SUSEConnect functionality, you need to:

- Run a supported and registered SLE-based host with all update patches applied.
- Verify that the host system includes the **SUSEConnect** command version 0.3.33 or higher.

3 How enhanced system visibility works

We extended SUSEConnect with the new option `--keepalive`. The command **SUSEConnect --keepalive** updates the last time that a host contacted SCC or RMT and updates the host's hardware information.

The SUSEConnect package ships with two `systemd` units:

`suseconnect-keepalive.service`

A service which runs the command `SUSEConnect --keepalive` on demand.

`suseconnect-keepalive.timer`

A timer which runs the service `suseconnect-keepalive.service` once a day at random time to prevent SCC congestion.

These units are responsible for keeping the system information up to date with the SCC or RMT, and for providing accurate data about subscription usage.



Note: The timer is enabled automatically

When the SUSEConnect package is installed or updated, and its version is equal to or greater than the one described above, the keep-alive timer is enabled automatically.

3.1 Disabling the keep-alive timer

If you prefer to not have the SUSEConnect keep-alive timer running on your system, you can disable it with `systemctl`:

```
> sudo systemctl disable --now suse-connect-keepalive.timer
```

Once the timer is disabled, subsequent updates to the SUSEConnect package do not re-enable it.



Tip: Re-enabling the keep-alive timer

If you decide to re-enable the disabled keep-alive timer, run the following command:

```
> sudo systemctl enable --now suse-connect-keepalive.timer
```

4 Identifying inactive systems

When SUSEConnect reports details about active hosts daily, SCC or RMT collect this information and let you filter out registered inactive hosts. If your hosts are registered against RMT or SUSE Manager, these registration servers forward the received information to SCC.

4.1 Identifying inactive systems with SCC

In the SCC Web user interface, you can limit the list of systems to see only inactive hosts.

1. Log in to SCC at <https://scc.suse.com> and select your organization in the left pane.
2. Select *Systems* from the top menu to list all registered hosts by default.
3. Select *Inactive* from the upper-left drop-down list.

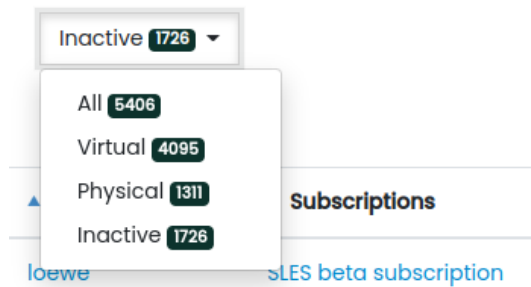


FIGURE 1: DROP-DOWN LIST WITH A FILTER FOR INACTIVE HOSTS

4. If you have sufficient privileges and your inactive host is registered directly with SCC, you can deregister it by clicking the three dots on its right and selecting *De-register*.

4.2 Identifying inactive systems with RMT

By using the `rmt-cli systems purge` command, you can view and remove hosts that have not contacted the RMT server since a given date in the past. For more details, refer to <https://documentation.suse.com/sles/html/SLES-all/cha-rmt-tools.html#sec-rmt-tools-rmt-cli-systems>

5 System data gathered by SCC

When a system is registered directly via SCC, or its registration information is forwarded by RMT or SUSE Manager, SCC collects the following information:

TABLE 1: SYSTEM ATTRIBUTES COLLECTED BY SCC

System Attribute	Type	Example value
Host Name	string	virtual.domain.net

System Attribute	Type	Example value
CPUs	int	1
Sockets	int	2
Total Memory	int	4096 (in MiB)
Architecture	string	x86_64
UUID	uuid	6A5072A0-311B-430E-8EDE-A8770788B92D
Hypervisor	string	KVM or VMware etc.
Container runtime	string	Docker
uname	string	Linux lair 6.9.7-1-default #1 SMP PREEMPT_DYNAMIC Fri Jun 28 05:50:47 UTC 2024 (a5efffa) x86_64 x86_64 x86_64 GNU/Linux
Architecture specifics	map	Depends on the architecture. It includes parameters such as device-tree information or virtualization type on PowerPC or System Z.
SAP	list	<p><u>system_id</u> (string) and <u>instance_types</u> (list of strings) for each SAP installation.</p> <pre> "sap": [{ "system_id": "DEV", "instance_types": ["ASCS", "D"] }] </pre>
Cloud Provider	string	Amazon, Google, or Azure
Last Seen Date	date	2021-05-05 (the last time that the system contacted SCC or RMT)

System Attribute	Type	Example value
Products	list	Base product and activated extensions and modules, for example: <pre>{ "id": 2511, "identifier": "sle-module-live-patching", "version": "15.2", "arch": "x86_64" }</pre>
Subscriptions	list	The subscription registration code used to activate each product



Tip





SUSE Manager sends additional data about the used hypervisor and virtualized systems. Find more details in <https://documentation.suse.com/subscription/hypervisor-collector/html/SLE-scc-hypervisor-collector/index.html#scc-hypervisor-collector-data>.

6 Benefits

The new functionality of SUSEConnect brings the following benefits to the customer:

- Ability to identify all types of deployments of systems, no matter if they are derived from a custom image or are clones of an already registered virtual machine.
- By contacting SCC or RMT regularly, you can obtain the number of actually running registered systems. This provides a better insight into the consumption of SUSE subscriptions.
- Updates to registration tools provide a clearer picture of your workloads. You can filter out the systems that are no longer running or decommissioned.
- By collecting regular registration and hardware information, we can continue to improve our products to reflect your needs and let you manage system subscriptions more easily.

7 Related topics

- For general SUSEConnect functionality, refer to <https://documentation.suse.com/sles/html/SLES-all/cha-register-sle.html> .
- You can find SCC at <https://scc.suse.com/> .
- Find further information about RMT at <https://documentation.suse.com/sles/html/SLES-all/book-rmt.html> .
- Find further information about SUSE Manager at <https://documentation.suse.com/suma/> .