

## JBoss Network

Integrated Support through Knowledge  
Access, Software Distribution and  
Application Management

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## NOTE

- Forward Looking Statements.
- Phased releases starting March 2005.
- Customers can shape the JBoss Network
- Agenda
  - ✓ Why
  - ✓ Customer Feedback
  - ✓ Enterprise Environment

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## Thoughts Behind JBoss Network

- How do we deliver great customer support?
- How do we extend support services?
- Models around service of applications.
- Does not have to fit into the conventional support concepts.



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## Enterprise Customers Q & A

How do you get product information from your commercial products and your open source products?

- (a) Subscribed to mailing list
- (b) Check the website occasionally
- (c) Word-of-mouth
- (d) **When we have a problem we check for a new version**

How many of the environments will your application be deployed to before it goes to production?

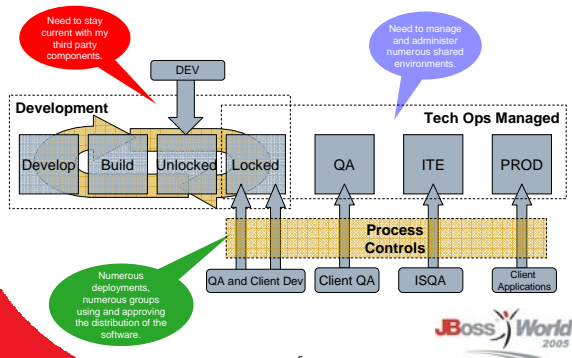
- (a) 1
- (b) 2
- (c) 3
- (d) **4**
- (e) more

How do you synchronize patch levels, configuration information within a J2EE Cluster?

- (a) Not Applicable, we don't use a cluster
- (b) Our configurations and machines vary, they are not in synch.
- (c) **We try to keep everything in synch manually, by applying updates**
- (d) To keep things in synch we use \_\_\_\_\_

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## Build to Production in large IT organizations



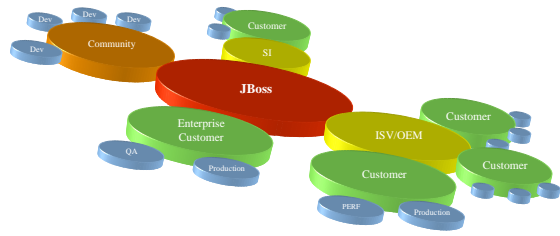
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## IT Pain Points

- System/Vendor Defects later in the lifecycle
  - ✓ Defects found further down the chain are expensive
  - ✓ Defects found in production have HIGH financial impacts to the business
  - ✓ Vendors have different mechanism for pushing patches
  - ✓ No mechanism to keep environments in synch
- QA, Security, Tech Ops, Development organizationally separate
  - ✓ Process heavy for moving from development through production
  - ✓ Approval process has to go through multiple groups
  - ✓ Multiple levels of testing (regression expensive)
- Shared Resources ( Systems and Resources )
  - ✓ Overwhelmed technical operations group
  - ✓ Locked down environments
  - ✓ Defect resolution in clustered environments takes a lot of time
  - ✓ System resources and configuration conflicts
- COST!
  - ✓ Hardware cost
  - ✓ People management cost
  - ✓ Middleware licensing cost

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## Introducing the JBoss Network

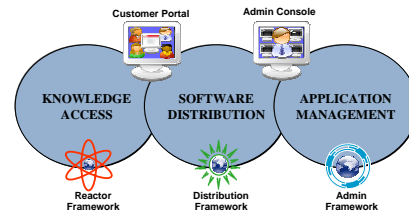


Goal: Deliver seamless support by integrating knowledge access, software distribution and application management



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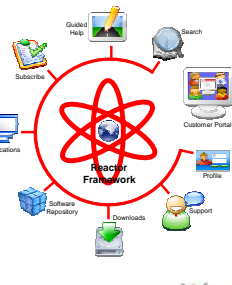
## JBoss Network



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## Knowledge Access

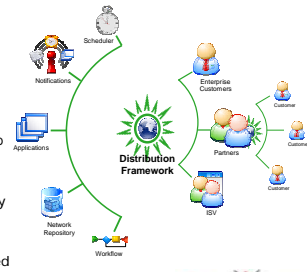
- Patch self-service/Software Repository
- Integrated Search including knowledge base, javadocs, wiki, code, ...
- Guide organization of documentation and information
- Portal access including support system and knowledgebase
- View and manage customer profile, systems and applications
- Subscribe to relevant knowledge:
  - ✓ Bug reports, new features, security bulletins, etc.
- OEM/ISV Network integration



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## Software Distribution

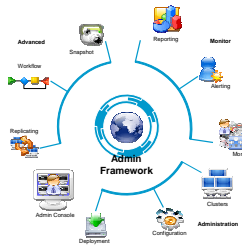
- Software distribution defined by customer rules
- Patches delivered automatically based on customer system registrations
- Supports replicating the network to other hubs
- Controls event communication within a hub to enhance the customer experience
- Network Package Repository available for query via command line and console.
- Local Repository can be used to package and manage updates to enterprise applications.



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## Application Management

- Administration, Monitoring and Advanced management.
- Makes JBoss AS configuration, management and supervision much more effective in large deployment scenarios
- Simplified patching, migration, update of JBoss AS nodes, clusters and domains
- ISV / OEM integration for extended deployment
- Optional non-stop upgrade and patching



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## JBoss Network Offerings

		Silver	Gold and Platinum	Upgrade
Knowledge Access	Integrated Search	✓	✓	
	Patch Self-Service	✓	✓	
	System Registration	✓	✓	
	Knowledge Alerts	✓	✓	
Software Distribution	Network Repository		✓	
	Distribution Rules		✓	
	Scheduling/Syndication		✓	
Application Management	Mono Node Administration	✓	✓	
	Multi Node Administration		✓	
	Management Framework		✓	
	Application Monitoring			✓
	Application Alerting			✓
	Process Management			✓
Advanced Management	Advanced Management...			✓



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## JBoss Network Benefits

- **Improved efficiency for development, qa, security and sys ops.** Your team can stay up to date without having to scour forums and wait for emails from the community.
- **Integrated knowledge** across forums, wikis, documentation, code, javadocs, tutorials and cases.
- **Up to date knowledge of patches, updates, and upgrades.** JBoss Network™ provides you proactive notification of patches relative to your applications.
- **A standard way to apply patches and software across your middleware.** The patches will be shipped in a standard format with a uniform mechanism to deploy against clusters.
- **Effective mechanisms to manage your enterprise middleware.** By leveraging the JBoss Network administration you can control configuration and deployments across clusters.
- **Consistency across your topology.** Use the administration to validate that your environments are current and contain matching configuration and patch levels.



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## Appendix

- Priorities by release



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## Network Roadmap – Priorities by Release

### First Release – March 2005

- **Knowledge Access**
  - Patch Self-Service
  - Customer Portal
    - Supportforce.com Integration
    - Login, Logout, OEM Single Login
    - Password Reset
    - Solution Search
    - Top Solution
    - Create, Modify, Close Case
    - Registration Viewer
    - JBoss Network Downloader
  - Reactor Framework 1.0
- **Software Distribution**
  - Registration Reactor
  - Registration Service
- **Application Management**
  - Admin Console
    - Watch Dog/Node Manager
    - Ping
    - Start, Stop, Restart
    - Bootstrap Configure
    - Node/Cluster Command Line



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## Network Roadmap – Priorities by Release

### Second Release – June 2005

- **Knowledge Access**
  - Customer Portal updates
  - Customer Portal on JBoss Portal
  - Reactor Framework
  - Support Reactor
    - Jira / Network / Supportforce.com integration
- **Software Distribution**
  - Patch Reactor
  - Patch Wrapper
  - Patch Deployer
- **Application Management**
  - Cluster Console
  - Cluster Admin Server
  - Netboot Support

- Additional features based on customer priorities in future quarterly releases



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