

# IBM WebSphere Process Server & IBM WebSphere Enterprise Service Bus

## *Clarification of configurations support*

It is important to IBM® that IBM WebSphere® Process Server (WPS) and IBM WebSphere Enterprise Service Bus (WESB) customers have access to information that helps enable configuration of the most reliable operating environments for their WPS and/or WESB based solutions. To help meet this objective, the WPS and WESB Development and Customer Technical Support teams have published information that defines various supported configurations.

Because this list of supported configurations cannot reasonably describe all possible configurations, some customers have voiced concerns about the level of support that will be provided for their specific configuration. This paper provides clarification of the level of support which can be expected for WPS and WESB with various combinations of dependent products.

*Note: Although the statements in this paper reflect the general level of support that can be expected for IBM WebSphere Process Server and IBM WebSphere Enterprise Service Bus, the terms and conditions of any specific support offering or agreement you might have with IBM will determine the actual delivered support. Nothing herein shall be construed as supplementing, modifying or superseding the terms of your license agreement for Application Server or any other agreement you might have with IBM, nor shall it create any obligation for IBM to deliver a level of support other than might be set forth in such agreements.*

The stated definitions of the following terms can be helpful in understanding the support to expect from both product and customer technical support perspectives.

**Dependent Product** - A product, other than WPS and WESB, that is listed as required within the configuration to help enable Application Server deliver its expected functionality in accordance with published specifications.

**Product Support** - The effect on the capability of WPS and WESB to deliver reliability, functionality, and performance when used in conjunction with a dependent product.

**Customer Technical Support** - The degree of corrective service and technical assistance for Application Server that is available or provided to the end-user. The following section describes three categories of configuration, *Supported*, *Not Supported*, and *Other Configurations*, and how Product Support and Customer Technical Support are affected in each case.

## **Supported configurations**

A list depicting certain combinations of specific versions of dependent products, normally stated as the minimum level of the product that can be confidently used with the WPS and WESB product to gain access to its capabilities. This list is normally published in WPS and WESB documentation and its Web site. Refer to WPS and WESB [detailed system requirements](#) for more information.

***Product Support*** - Configurations in this group have been determined by IBM as being capable of providing the level of reliability and performance such that WPS and WESB can deliver the functionality as defined in its program specifications. Few, if any, deficiencies or incompatibilities are expected for which a commercially reasonable resolution cannot be made available. We believe that these configurations offer our customers the best opportunity to realize a very reliable, highly available WebSphere operating environment with maximum productivity.

***Customer Technical Support*** - WPS and WESB Server Customer Technical Support provides full support for configurations within this category. Corrective Service is provided under the terms of the product license, to ensure that the product performs within its specifications. Resources and processes to provide effective and efficient problem determination and resolutions are at their best for this category of configurations. Operational support is delivered as defined under the terms of PassPort Advantage or other normal operational support offerings.

### **Not supported configurations**

A list depicting certain combinations of specific versions of dependent products that differ from the version of those products on the Supported Configurations list or other products which can appear to be an equivalent of a dependent product.

***Product Support*** - It is determined by the WPS and WESB Development team that configurations of this nature most likely do not provide the level of reliability and performance required from a product and customer perspective. This determination is normally based on a technical or functional deficiency or incompatibility between the products involved.

Commercially reasonable resolutions to these incompatibilities are not generally available.

***Customer Technical Support*** - WPS and WESB Customer Technical Support does not provide support for these configurations under the terms of the license or normal fee-based offering. We strongly recommend that a more suitable configuration be defined. However, if business reasons warrant, you can seek assistance on an additional fee basis, by following our Services or Special Bid process. See your Marketing or IGS-ITE representative for additional information.

### **Other configurations**

Any configuration of WPS and WESB and dependent products that is not included in the Supported Configuration or the Not Supported Configuration lists that can reasonably be expected to support the reliability, availability, and performance of Application Server. For example, a maintenance upgrade to a supported dependent product falls in this group.

***Product Support*** - The WPS and WESB Development team has not determined if these configurations belong to one of the other lists and cannot provide a reliable statement of their effect on the ability of WPS and WESB to perform as specified. The ability of WPS and WESB to perform as specified is a function of the extent to which the substituted product is programmatically, functionally, and operationally

compatible with its equivalent product defined in a supported configuration. Although commercially reasonable resolutions can be expected to be provided for WPS and WESB when used in this environment, IBM makes no representation regarding the reliability, availability, and performance in this environment.

***Customer Technical Support*** - WPS and WESB Customer Technical Support uses commercially reasonable efforts to provide the same level of support as that provided for a supported configuration, if it is determined that the problem would exist in a supported configuration or if a commercially reasonable resolution to the problem is available. Resources for problem determination and operational support are applied until a resolution is provided or it is determined that the problem would not exist except for the use of the substituted product and no commercially reasonable resolution is available.

If it is determined that the problem would not exist but for the use of the substituted product and no commercially reasonable resolution is available, you are advised that further assistance might be available as defined, under the ***Not Supported*** category.