

IBM Support for Runtimes brings enterprise-grade support to your open source frameworks and programming languages

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Overview

IBM^(R) Support for Runtimes is an IBM Selected Support offering that allows you to purchase support for your externally sourced Java™ (OpenJDK with Eclipse Open J9), Node.js, and Swift runtimes with optional support for associated web frameworks.

Two tiers of support are offered.

- IBM Foundation Support for Runtimes delivers support for the runtimes and their bundled application programming interfaces (APIs).
- IBM Advanced Support for Runtime Frameworks gives you Foundation Support for Runtimes plus support for the Express.js and Loopback web frameworks for Node.js and the Kitura web framework for Swift.

The 24 x 7 support includes assistance with installation, configuration, and analysis of suspected defects within the runtimes and their associated frameworks open source code. The support also leverages IBM's relationship within the respective open source communities to get fixes accepted and built into later releases. For details, see the Selected Support offerings topic in the [IBM Software Support Handbook](#).

Key prerequisites

Not applicable.

Planned availability date

October 31, 2017

Refer to the [Availability of national languages](#) section for national language availability.

Availability of national languages

Description	Availability date	Language
IBM Support for Runtimes	October 31, 2017	English, German, French, Italian, Spanish, Brazilian

Description	Availability date	Language
		Portuguese, Japanese, Simplified Chinese, and Traditional Chinese

Translation information, if available, can be found at the [Translation Reports](#) website.

Program number

Product number	VRM	Product name
5737-F61	Support Service	IBM Support for Runtimes

Offering Information

Product information is available on the [IBM Offering Information](#) website.

More information is also available on the [Passport Advantage[®]](#) and [Passport Advantage Express](#) website.

Publications

Not applicable.

Technical information

Specified operating environment

Software requirements

Not applicable.

Planning information

Packaging

This offering is a service. There is no physical media or electronic deliverable.

Ordering information

Product group: Application Infrastructure

Product: IBM Support for Runtimes (5737-F61)

Product category: WebSphere[®]

Passport Advantage

Part name and description	Part number
IBM Advanced Support for Runtime Frameworks Virtual Processor Core SW Support 12 Months	D1VS0LL
IBM Foundation Support for Runtimes Virtual Processor Core SW Support 12 Months	D1VS2LL

Charge metric

Product name	PID number	Charge metric
IBM Support for Runtimes	5737-F61	Virtual Processor Core

Virtual Processor Core

Virtual Processor Core is a unit of measure by which the Support Service can be obtained. A Physical Server is a physical computer consisting of processing units, memory, and input/output capabilities and which executes requested procedures, commands, or applications for one or more users or client devices. Where racks, blade enclosures, or other similar equipment is being employed, each separable physical device (for example, a blade or a rack-mounted device) that has the required components is considered itself a separate Physical Server. A Virtual Server is either a virtual computer created by partitioning the resources available to a Physical Server or an unpartitioned Physical Server. A Processor Core (commonly called a processor or CPU) is a functional unit within a computing device that interprets and executes instructions. A Processor Core consists of at least an instruction control unit and one or more arithmetic or logic units. A Virtual Processor Core is a Processor Core in an unpartitioned Physical Server, or a virtual core assigned to a Virtual Server. Client must obtain entitlement for each Virtual Processor Core made available to the Programs covered by the Support Service

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of Selected Support Services from IBM consist of the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement.

Agreement for Acquisition of Software Maintenance

Not applicable.

License Information number

Not applicable.

Limited warranty applies

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the [Passport Advantage and Passport Advantage Express](#) website.

Software Subscription and Support applies

No.

Variable charges apply

No

Educational allowance available

Not applicable.

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

Prices

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBMid and password are required to access the [IBM Passport Advantage](#) website.

Pricing examples

With IBM Support for Runtimes - Elite and Virtual Processor Core (VPC) monthly pricing, clients pay for what they need on a term and subscription basis. They can easily optimize application deployment between on-premises and on-cloud deployments of their choice. A VPC is a processor core in an unpartitioned physical server or a virtual core that is assigned to a virtual server.

Clients must obtain entitlement for each VPC that is available to the runtime (Java, Node, or Swift). The counting rules are simple. Basically, if clients have a virtual core available to their runtime, they obtain a VPC for it regardless of whether they are on-premises or in the cloud. In cases where clients know how many physical cores that are being used, they obtain the lesser of the number of virtual cores or physical cores.

VPC counting examples

Cloud deployment example

In a cloud deployment, the client:

- Buys a virtual cloud server as a service on an internal private cloud or public cloud service provider, such as IBM SoftLayer^(R), MicrosoftTM Azure, or Amazon.
- Purchases an eight-core Virtual CPU environment.
- Must obtain eight VPCs for this environment.

On-premises deployment example

In an on-premises deployment that uses VMWareTM, the client:

- Deploys multiple VMWare hosts to run their runtimes. The server is a two-socket server with four cores per socket. The total number of physical cores is eight.
- Runs 16 VMWare hosts running IBM WebSphere^(R) on the server. The total number of virtual cores across the VMWare hosts is 16.

- Because the hardware can be physically identified as an eight-core server, the client only pays for eight VPCs and not 16. It is the lesser of the two numbers.

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Channel Value Rewards. Additional information is also available on the [Passport Advantage and Passport Advantage Express](#) website.

Order now

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Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: askibm@ca.ibm.com

For IBM Business Partner: pwcs@us.ibm.com

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These products are available under Channel Value Rewards (CVR), either directly from IBM or through authorized Business Partners who invest in skills and high-value solutions. IBM customers may benefit from the industry-specific or horizontal solutions, skills, and expertise provided by these Business Partners.

Additions to CVR will be communicated through standard product announcements. To determine what IBM software is available under CVR, see the [IBM Passport Advantage Online for IBM Business Partners](#) website.

For questions regarding CVR, see the [IBM Channel Value Rewards](#) website.

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