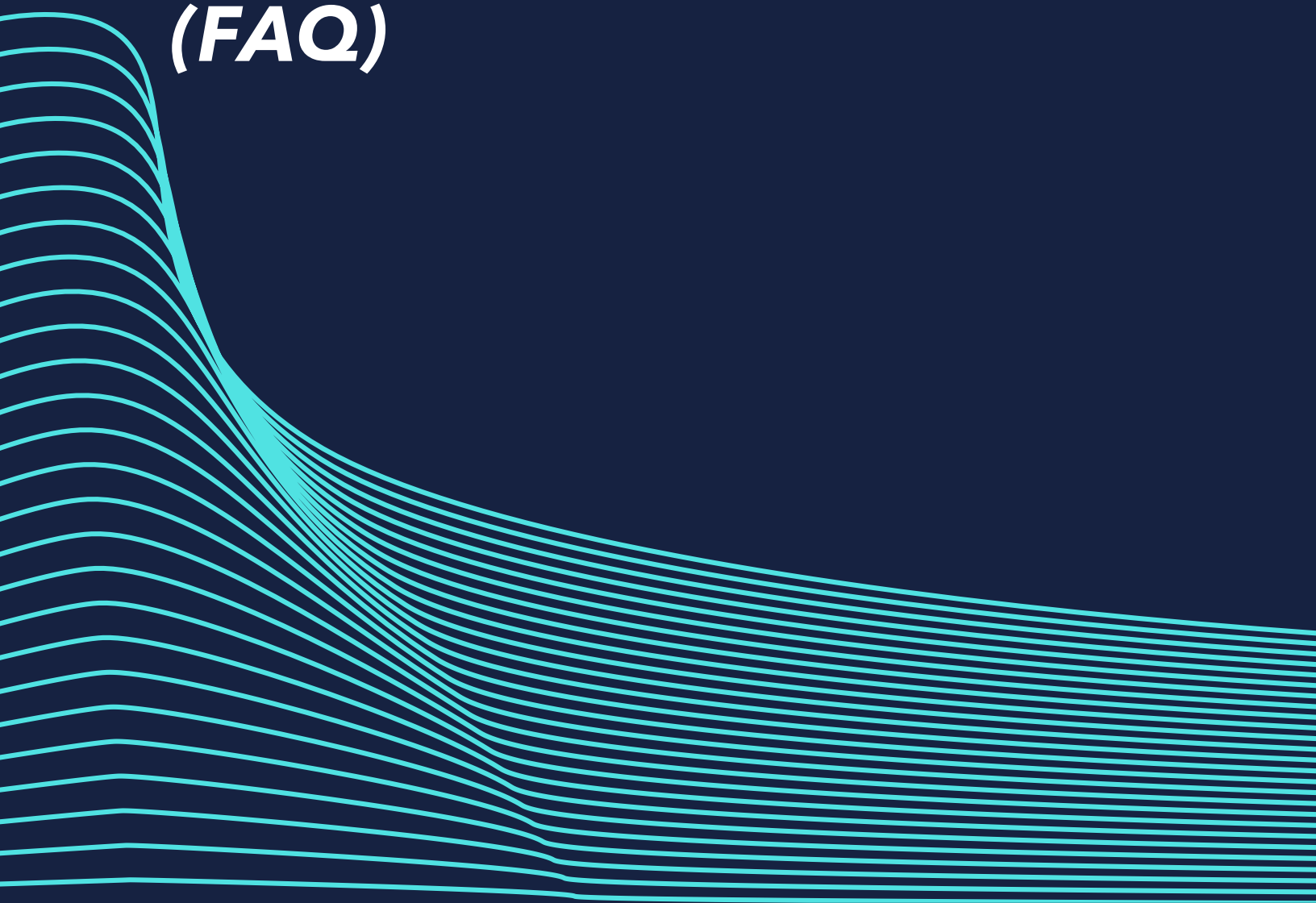


azul

***Azul Support for Eclipse  
Temurin***

***Frequently Asked Questions  
(FAQ)***



**Q: Who is Azul?**

**A.** Azul, a US private company founded in 2002, is the premier provider of Java support. Azul is a founding member of the Eclipse Adoptium Project and member off the Adoptium Steering Committee. As the only company 100% focused on Java and with the largest Java team outside of Oracle, Azul has the skills and expertise, and globally distributed Support organization to ensure your Java success. Powering some of the largest companies in the world, including:

- 27% of the Fortune 100
- 50% of Forbes Top 10 World's Most Valuable Brands
- 10 out of 10 of the world's Top financial trading companies

Azul has a Java runtime solution to fit your business needs. From high-change velocity SaaS organizations to mission-critical eCommerce applications, leading brands such as Avaya, Bazaarvoice, BMW, Credit Suisse, Deutsche Telekom, LG, Mastercard, Mizuho, Priceline, Salesforce, Software AG, Workday and many more bet their business on Azul every day.

Azul's products and services are used by millions of Java developers, hundreds of millions of devices, and the world's most highly regarded businesses trust Azul to power their applications with exceptional capabilities, performance, security, value, and success. Azul solutions are available for developers, ISVs, enterprises with on-premise and/or cloud deployments, and hardware OEMs building embedded and IoT devices.

**Q: How do I get Azul Support for Eclipse Temurin?**

**A.** Azul Support for Eclipse Temurin is an integrated part of the [Azul Platform Core](#) offering and is included in customer's Core subscription fees which includes commercial support services for use on Desktops, Servers and Cloud deployments. The annual Core subscription provides enterprise-class support services, including application triage, root cause analysis and out-of-cycle patches, access to Java SE certified "stability and security" OpenJDK binary updates, and guaranteed access to quarterly updated

based on contractual SLA. For more information about Azul's complete enterprise offering for Java support, please visit [Azul Platform Core](#).

**Q: What is the cost of Temurin Support?**

**A.** Support services for the Temurin Distribution is included in the annual cost of Azul Platform Core and is based on based volume purchase and support tier (i.e. Standard, Platinum, Premium). Azul server support pricing is based on physical processor cores or virtual cores (vCore). Please see the [Azul Platform Core pricing](#) for more information and support tier options.

**Q: What is the length of term for Support for Eclipse Temurin?**

**A.** Standard term is one year, but longer terms can be negotiated. Please contact an [Azul OpenJDK Specialist](#) to review other options.

**Q: How do I get Java updates as part of my support services for Temurin?**

**A.** As part of Azul support services for Platform Core, customers will have access based on contractual SLA to quarterly Temurin updates from the Eclipse Adoptium Marketplace as well as Azul's Temurin binary repository. Platform Core customers will also have access to additional Azul Java updates available in both Patch Set Update (PSU) binary packages (i.e., binaries containing all bug fixes + security updates +enhancements), and Critical Patch Update (CPU) binary packages (i.e., binaries containing just security updates). These unique "CPU" packages allow for rapid deployment with minimal testing, which can be important when a given Java update contain high scoring secure vulnerabilities (i.e., CVEs).

**Q: Can I report a bug or request an enhancement as part of my Azul support services?**

**A.** Azul offers Platform Core customers 24x7x365 phone and email support services with their Premium (and Platinum) Support tier, which includes opening bugs or filing enhancement requests with Azul. Depending on the severity of the bug, Azul's world-

class Support organization will work to provide application triage, root cause analysis, temporary workarounds or out-of-cycle patches to address customer's needs.

**Q: Does Azul offer mission-critical support for Eclipse Temurin Distribution?**

**A.** Azul offers three Support tiers, including Premium and Platinum, both of which offer 24x7x365 phone and email support services. Azul has a proven, 18-year track record supporting mission-critical Java applications within Fortune 100 accounts, including 10 out of 10 largest US banks and financial exchanges (e.g. LMAX, Voya, Wells Fargo, Barclays), eCommerce vendors (e.g. MasterCard, Saks Fifth Avenue, eBay, Priceline.com, Starbuck, Viking Lines), and SaaS/laaS vendors (Microsoft, Salesforce, Workday, etc.).

**Q: What are the system requirements and certified configurations for Support services for Temurin?**

**A.** Supported Temurin Distributions and certified configuration are listed in the corresponding datasheet (<https://www.azul.com/resources-hub/data-sheets/azul-support-for-temurin>), summarized below:

- LTS Java Versions: 8 & 11 (and 17 when GA'ed in September 2021)
- STS Java Versions: 16 (and 18, 19, 20, etc. when GA'ed)
- Package Types: JDK & JRE
- Linux, Windows and macOS
- Processors: x86 64-bit and Arm64 for Linux
- Other OSs and processors available as part of the larger Azul Platform Core product and support offering

**Q: Can I get access to Azul's commercial features with my Support Services?**

**A.** As part of support services for Platform Core, customers will have access to both the Temurin distributions as well as Azul's Zulu builds of OpenJDK. These Zulu binaries contain many of the same commercial features that the Temurin distributions contain, including Java Flight Recorder & Mission

Control, as well as Azul's "curated" feature additions, which include Monotype fonts, JavaFX, Merlin rendering engine (for Java 8), FIPS 140-2 Crypto module, SWID (ISO/IEC 19770-2:2015) support, and other components in the Azul Zulu builds of OpenJDK branded distribution.

**Q: Can I continue to use my Temurin binaries after the Azul support subscription term ends?**

**A.** Customers can continue to use their Temurin binaries or Azul Zulu builds of OpenJDK binaries after the expiration of their Azul support subscription. Both distributions are 100% open source and are licensed under [GPLv2 with classpath exception](#).

**Q: Are Azul binaries "Certified" Java SE compatible and compliant?**

**A.** Azul is just one of three vendors that have licensed from Oracle the [OpenJDK Community Technology Compatibility Kit](#) (TCK) for all versions of OpenJDK (e.g. Java 6, 7, 8, 9+). As such, every binary Azul build for our customers is verified "compatible and compliant" with the Java SE (Standard Edition) specifications using these TCKs. These TCK compliant binaries also carry Intellectual Property (IP) indemnification, which are only granted to binaries that have passed the TCKs.

**Q: Will Azul offer redistribution rights for Temurin binaries (i.e. redistributed by ISVs or IHVs)?**

**A.** No, Azul support services for Temurin covers internal use only.

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