



Payara® Enterprise

Migration & Project Support Option

The Payara® Platform - Production-Ready,
Cloud Native and Aggressively Compatible.

Your Challenge

Every application and server configuration are unique. Migrating from one to another requires a thorough understanding of the components and architecture of your existing application server platform. Before attempting a migration to Payara Server or Payara Micro, you'll need a detailed roadmap for testing and moving into production. Many organizations find differing priorities between development and production environments can cause problems once they are in production due to the limitations of out-of-the-box configurations.

Payara® Enterprise: Migration & Project Support Option

Payara Enterprise subscriptions come with your choice of Migration & Project Support, 24x7, or 10x5 support. For organizations looking to migrate from another application server to the Payara Platform, choosing Migration & Project Support at the start is a great option. Payara's support engineers assist Payara Enterprise customers with the Payara Platform during development projects before going to production, or provide assistance with the application server migration process.

Our Migration & Project Support option is offered through a flat fee per year regardless of the size of your environment and supports an unlimited number of units in development. Payara Platform experts accelerate your project delivery while reducing the risks and costs.

A Payara Enterprise subscription with the Migration & Project Support option provides unlimited tickets to get all of your questions answered, access to a private customer knowledge base and exclusive access to crucial fixes and patches. When you move into production, you can transition to a 24x7 or 10x5 support option, including with your Payara Enterprise subscription



Server Requirements

As a direct replacement for GlassFish Server Open Source Edition, Payara Server uses the same basic system requirements:

- JDK8u163 or above
- 512MB RAM

Support for Any Operating System Running One of the Following Java Virtual Machines

- Oracle JDK8 (u162+)
- Azul Zulu JDK8 (u162+)
- OpenJDK JDK8 (u162+)
- Oracle JDK11 (11.0.4+)
- Azul Zulu JDK11 (11.0.4+)
- OpenJDK JDK11 (11.0.4+)

Related Products & Services

- [Payara Server Enterprise](#)
- [Payara Micro Enterprise](#)
- [Payara Accelerator](#)
- [Payara Scales](#)

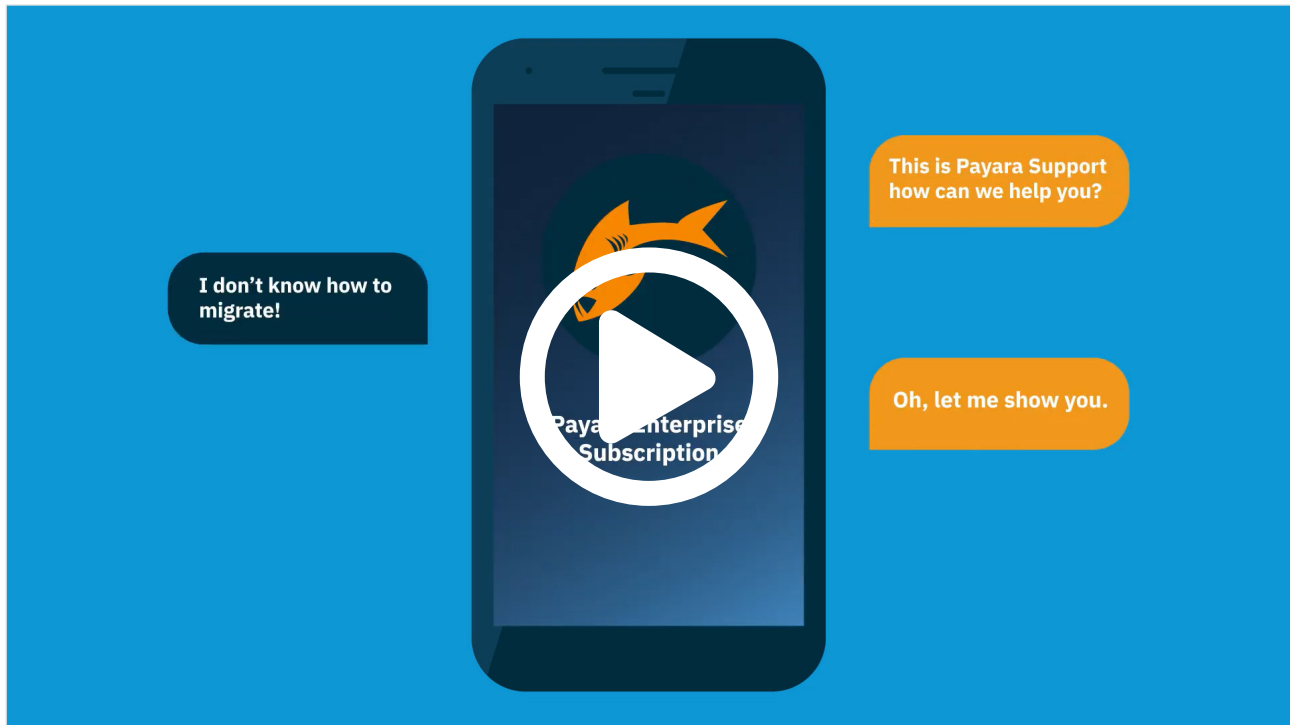
Included with a Payara Server Enterprise Subscription

Choice of support:

- [Migration & Project Support](#)
- 24x7 – for mission critical environments
- 10x5 – business hours support



Features and Benefits



Key features of Payara Enterprise Migration & Project Support include:

Flat Fee	Flat rate per year – no matter the size of your environment.
Unlimited Number of Units	The Payara Enterprise subscription M&P support option covers an unlimited number of units in development environments.
Unlimited Tickets	Have questions? Ask away! Raise unlimited tickets during your support contract.
Private Customer Hub Support Portal	Raise tickets for bugs, incidents or questions related to the Payara Platform, including general questions you may have about configuration, deployment, security, monitoring and troubleshooting.
Private Customer Knowledge Base	Full access to our growing Knowledge Base of common problems, user guides, patch notes and more.
Support	Support engineers use screen-sharing to quickly diagnose and resolve issues. Discuss any issues directly with engineers during UK business hours – no out-sourced helpdesk.

10-year Software Lifecycle	Major versions of the Payara Platform come with a 10 year software lifecycle model to maintain the stability of your production environment. • Payara Server and Payara Micro 4.x support until 2024 • Payara Server and Payara Micro 5.x support until 2028
Hot Fixes	Personalized fixes (patched modules of Payara Server) enable rapid resolutions for issues with your current version of Payara Server running in production.
Monthly Releases	Exclusive access to monthly patch releases for bug and security fixes to boost the stability of your production environment throughout the year.
Full Support on Ecosystem Components	Full support for a growing number of Payara integration components including Maven plugins, Cloud Connectors, Docker images, and IDE connectors.
*OpenJDK Support	Benefit from Payara's partnership with Azul, with access to use Zulu Enterprise Fully Supported Builds of OpenJDK with Payara Server and Payara Micro. • Support for major Java SE releases for at least 10 years, providing more stability and control for your business. • Support and security updates for Java 7,8,9 and beyond. • Access to fully certified and fully supported Zulu binaries. • Critical Patch updates for all supported Zulu versions. • Raise support tickets for any issue with Zulu Enterprise * you can use any other supported JDK with Payara Server and Payara Micro

Client Experiences

“ Migration & Project Support is a great lower-cost way to get support during the development process before moving to production. Apriss was actually able to work with Payara to identify and resolve several issues during the M&P support period before we migrated our production environment to the Payara Platform.

-Apriss

“ The Migration & Project Support that I've received from the Payara Engineers has been exceptional thus far. They helped me pinpoint an issue that we've been having and also referenced me to the GitHub page where another user had a similar issue.

Furthermore, they have back-tested the issue that we'd experienced and figured out what the latest version is that we can upgrade to, where our existing code-base would still work. In the meantime, while the Support Team was busy investigating the issue, we migrated from GlassFish to Payara Server on one of our production servers. Thus far, the transition has been seamless and exciting.

-HelloGroup

Payara Server Resources

Try Payara Server. Experience the benefits of developing Jakarta EE (Java EE) applications in our application server.

Download: <https://www.payara.fish/downloads>

Just getting started with Payara? Watch a video tutorial, read technical overviews and resources to get the most out of Payara Server.

Learn more: <https://www.payara.fish/get-started/>

Get involved. Join the Payara Community and help feed the fish! Payara Server is, and always will be, open source and we want your ideas, feedback and collaboration for ensuring Payara Server is the best option for production Jakarta EE applications.

Learn more: <https://www.payara.fish/community>

About Payara Services, Ltd

Payara Services is a global open source company and a recognized leader in the creation of innovative infrastructure software for today and tomorrow. We are proud to nurture and grow an open and collaborative community that builds on the needs of all to advance our software and services while providing support, stability, and security.

Our engaged team operates with the freedom and support to develop industry-leading products and services that enable our users to create world-class solutions across a diverse range of industries. We help shape the future of the industry through our direct contributions to Jakarta EE and Eclipse MicroProfile® as Eclipse Foundation Solutions Members and members of the Project Management Committee.

We love to share Payara Server with the world, and when our commitment to continuous development and support of the Open Source software is combined with contributions from our community, we can ensure the highest quality solution. Let's continue to learn, create and shape the future of the industry together.



sales@payara.fish



+44 207 754 0481



www.payara.fish

Payara Services Ltd 2020 All Rights Reserved. Registered in England and Wales; Registration Number 09998946
Registered Office: Malvern Hills Science Park, Geraldine Road, Malvern, United Kingdom, WR14 3SZ