Built to Last
with Support

Steve Francisco (IBM)
Markus Knauer (EclipseSource)
EclipseCon France 2015
Who Would Need Fixes on Old Code?

Commercial products
- Paying customers expect fixes without being forced to upgrade
- Support durations is often 5 years or more

Custom development tools
- Some industries require supported tools for years, even decades

Teams locked into specific Eclipse versions
- Some won’t have a choice for the version they are based on
- Part of a larger project
- Providing add-ons to 3rd party software
What Could Go Wrong Anyway?

Lots of things!

- Security bugs may require changes to plug holes
  - POODLE, Heartbleed, ShellShock, etc
- New OS versions arrive
- New hardware platforms arrive
- Shifting standards
- Government requirements change

Don’t get stranded!
New Problems on Old Programs

Time is not kind – unless you count wine

Even perfect code can run into issues over time

- Dependencies get upgraded
- New security issues
- Operating systems go out of service
Traditional Choices for Support

● Participate in the projects you rely on
  ○ Add committers
  ○ Influence changes from within

● Bring a branch into your own development team
  ○ Control all changes
  ○ No need to earn commit rights
  ○ Still need to invest in development expertise

● Keep current with project releases
  ○ Adopt new releases frequently
  ○ Can be disruptive

● Hope it’s stable and won’t need much work
  ○ Good luck with that…. 
Running Out of Options

Eclipse developers fix bugs in the newest version (HEAD)

Backports aren’t routinely done

It’s expensive to apply fixes in unfamiliar code

○ Setting up the build environment
○ Maintaining the hardware
○ Understanding the code logic
○ Performing the right tests
How To Get Support

Two ways:

1. Pay an expert to provide you with support
   • Find a domain expert willing to sign a contract
   • Pay them a reasonable amount for the service

2. Do-it-yourself
   • Handle just the fixes you need
   • Not too expensive if the infrastructure is stable and reliable

Eclipse Long Term Support (LTS) makes both of these options possible.
What LTS Provides

LTS provides two important ingredients to the support story

1. A **marketplace** to connect users with service providers

2. A stable **infrastructure** for maintaining & building legacy Eclipse content
Case Study

Eclipse Juno (4.2) shipped in June 2012
You wrote an amazing tool based on it

Microsoft released *Windows Server 2012* in Sept 2012

Eclipse Kepler (4.3) shipped in June 2013
Kepler recognizes the new Windows Server
Your amazing tool does not!
Case Study

An EclipseSource customer hit this problem

Uh oh… What are the options?

1) **Tell users to stay on old operating systems**
   Unpopular, especially as they go out of service

2) **Migrate your amazing tool to Kepler**
   Costly and time consuming

3) **Get a fix for Juno**
   That’s the ticket! But the fix is in core Eclipse code…
   Don’t worry - LTS can help
Case Study – Finding a fix

Bug was fixed for the **Kepler** release by [bugzilla 403069](https://bugzilla.eclipse.org/403069)!

Hey, great, it's fixed... but we’re not using Kepler yet. The community is busy developing the newest Eclipse version.

How to proceed?
Case Study – Using LTS

Find an LTS member to help
● They understand the code
● They can build it on an Eclipse maintained infrastructure via LTS
● They can avoid regressions and aggregate other necessary fixes
● Negotiate a reasonable fee for the service

Self-serve as an LTS member
● You are comfortable making the code change
● LTS handles the build environment for you
● Control exactly what changes you are picking up
Case Study – What EclipseSource did

Self-serve approach

- Brought latest code changes into the 4.2.2 maintenance branch in LTS (Juno)
- Fixed not only *Windows Server 2012*, but also other new versions that could bite us (even Windows 10)
- Code changes reviewed by other LTS members for safety
- Delivered fixes to our product to customers
- Fix is available to all LTS members!
Case Study – What EclipseSource did
Case Study – Turnaround time

From customer report to delivering a fix:

April 22 to April 24

Just 3 days!
LTS Marketplace

• Users can find companies or individuals willing to provide support

• LTS **does not** dictate any terms, costs or rules

• Service providers can custom-fit a contract for each client

• Service providers are expected to get paid for their time and expertise

• LTS Marketplace is free to use, but the services that clients get are not free
LTS Marketplace

1. Find a maintenance provider

2. Contact them with your needs

3. Negotiate terms
LTS Request for Help

Not sure how to get started? Just ask!
lts.eclipse.org/request-help

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<th>Need Help With An Older Release?</th>
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<td><strong>Let Us Connect You!</strong></td>
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<td>Would you like to engage with subject matter experts? You've come to the right place.</td>
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<td>Have you visited the LTS Marketplace? Click here to see our providers.</td>
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<td>Still not sure? Fill out this form and we will get back to you with the information you need to get started. just describe the issue you need help with in as much detail as you can, including version numbers, and click 'Submit'.</td>
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Projects Currently in LTS

- Eclipse Equinox
- Eclipse Project
  - JDT Project
  - PDE Project
- Eclipse RAP
Business Opportunities

Are you a subject matter expert?
Ready to make some money?
**Become a maintenance provider** listed on the LTS Marketplace!

Looking for support so your project can remain viable in the long term?
Need a safety net?
**Find a maintenance provider** at the LTS Marketplace!
Who Is Steering LTS?

The LTS Steering Committee Members
Links & Resources

LTS web page:  
[lts.eclipse.org]

LTS Marketplace:  
[marketplace.eclipse.org/category/markets/long-term-support]

LTS Charter:  
[www.eclipse.org/org/workinggroups/ltsiwg_charter.php]

Contact us:  
[lts@eclipse.org]
[https://lts.eclipse.org/request-help]

Mailing List:  
[lts-iwg@eclipse.org]

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