Let's Treat the Eclipse Neon Release More Like a Product

Productizing open source Eclipse IDEs
What is a Product?

“a thing produced by labor”

“a person or thing produced by or resulting from a process”

“an article or substance that is manufactured or refined for sale.”

“a quantity obtained by multiplying quantities together”
All (Most) Eclipse Projects make Products

But for which community?

- Developers
- Adopters
- Users
The Eclipse Development Process defines a process for Productizing Open Source
Eclipse by Any Other Name...

Eclipse Java Developer

Eclipse Standard License

Eclipse CDT Juno

Eclipse Eclipse 352

Eclipse Eclipse JSEE Juno

Eclipse software Version: Indigo Release

Eclipse Java EE IDE for Web Developers
… Would Compile as Sweet

Eclipse Java Integrated Development Environment

Eclipse Apache and (GPL)

Eclipse GPL

Eclipse 4.4 Dev. Env. (GPL License)

Eclipse 4.4 (SuT Version)

Eclipse SE Publish

Air Pressure Switch
Most Users Don’t Care About Open Source

They don’t care about projects

They don’t care about committers

They don’t care about community

They don’t care that the Eclipse IDE is composed of the work of multiple open source projects

End users just want to get stuff done
Most Users Don’t Understand Open Source

They understand free

Some probably want to contribute

They really just don’t know how

Most probably just don’t want to know how

End users just want to get stuff done
Most Users Don’t Understand Your Software

The don’t know about plug-ins

They don’t know about Marketplace

They don’t know what p2 is

They don’t know what update sites are

End users just want to get stuff done
Do We Care About Users?
What is a Product?

- Quality Software
- Documentation
- Support
Quality Software
Every Detail Matters

Bug 332989 - Allow parts of a package to upgraded or removed

Bug 484599 - Establish best practices for "Report Bug or Enhancement" dialog

Bug 486388 - Configure Neon Linux packages to use GTK2 by default
Consistent Experience

Website

Download site

Download

Install

Welcome

Hello World
Open Source Project Names are Code Names

The end-user doesn’t care about project names

There are some exceptions: some project names are effective brands

● Most are not. Yours probably isn’t

If used, project names are proper adjectives. Not nouns. Not verbs.
Put Energy into User Experience

Integrate seamlessly

Avoid code words or jargon that is meaningless to the user
Let’s Ship a JRE

Which one?

JRE or JDK

May not be as hard as we think...
Every Detail Matters

Bug 466370 - [UX] Welcome Screen redesign

Bug 457072 - Eclipse (Java) IDE website should maintain a feature overview page

Bug 458776 - Let's be sure to "describe" future "updates"

Bug 467741 - Provide a "proper" install page

Bug 484443 - Create a user-focused Packages FAQ

Bug 485299 - Construct an aggregate New and Noteworthy for Neon

Bug 488598 - Generating a change log for simultaneous releases
More Welcoming Welcome
Modern the Help System
User New and Noteworthy Entries

Java™

Eclipse Mars includes numerous bug fixes and improvements in the java 8 support, along with a lot of other useful features.

Add and Remove Parentheses Quick Assist

Use this Quick Assist (Ctrl+1) to add or remove optional parentheses around lambda parameters.

Add Inferred Types Quick Assist

This Quick Assist (Ctrl+1) will make inferred types of the parameters explicit in a lambda expression.
Marketplace Entries

SQL Development Tools [Eclipse Project]

Tools for managing databases and authoring and executing SQL.

Routines Editor Framework
The Routines Editor Framework is an extensible framework for editing database routines and SQL statements. Vendor-specific extensions enable specialized support for particular databases.

Routines Debugger Framework
The Routines Debugger Framework provides an extensible support base enabling debugging for various databases in a manner consistent with the existing Eclipse debug infrastructure.

SQL Query Builder
SQL Query Builder enables you to create, edit, or run SQL statements using the SQL Query Builder graphical interface, which provides access to your database schema and objects so that you can quickly create or edit SQL statements without actually typing any SQL code.

SQL Execution Plan Framework
The SQL Execution Plan Framework provides a means for capturing and presenting execution plans in a generic fashion, enabling customized support for specific SQL execution engines.
Product Documentation

Documentation as a first-class artifact

Getting Started materials and Tutorials

Get technical writers involved?

FEEP?
Support
Every Detail Matters

Bug 484601 - Just accept that many/most/all of our projects create products

Bug 484523 - Consider renaming the eclipse.newcomer forum "eclipse.support"

Bug 474441 - Create a "support" landing page
Improved Support Entry Point

Get Started
Download and install the Eclipse IDE.

**DOWNLOAD ECLIPSE IDE**

Extend Eclipse
Eclipse Marketplace is a great source of plug-ins and product that you can add to Eclipse.

» Browse the online catalog

» Use the Eclipse Marketplace Client from within Eclipse:
  Help > Eclipse Marketplace.

Popular Plugins:
» Subversive - SVN Team Provider
  ![Install]

» Eclipse Color Theme
  ![Install]

» Maven Integration for Eclipse
  ![Install]

Read Doc
Documentation is a great resource to get you started with the Eclipse IDE.

» Getting Started with the Eclipse IDE User Guide

» Getting Started with Java development

» All online Documentation

» What's new and noteworthy in Eclipse Mars

Get Help
There are many sources of help in the Eclipse community and ecosystem.

» Ask questions on project forums; if you're not sure where to look, start with the newcomer forum

» Open bug reports and feature requests in Eclipse Bugzilla

» Connect live with project developers via IRC

» Find companies that provide paid support

» Investigate Long Term Support options
“Where’s the Patch?”

Know who you’re talking to

Committers and contributors, and adopters can provide a patch

Most end-users cannot and will not. Stop asking.
Participate in End User Forums

Go where the End Users are

Newcomers/Support Forum

Stack Overflow
What Does “Real” Open Source Support Look Like?
Levels of Support

Free Support

Paid Support

Long Term Support
Questions?