



FAQs

Frequently Asked Questions Regarding JD Edwards EnterpriseOne

JD Edwards EnterpriseOne Mobile Sales Support

Oracle has recently made an important announcement in regards to support of the JD Edwards EnterpriseOne Mobile Sales product. The announcement includes two major points:

- JD Edwards EnterpriseOne Mobile Sales product has been withdrawn from new licensing for new customers and existing customers that have not previously licensed JD Edwards EnterpriseOne Mobile Sales.
- To accommodate customers who are currently using this product the following support programs are being offered:
 - For 8.11 and 8.11 SP1 and 8.12 Mobile Sales customers on IBM System i (iSeries) platform – Sustaining Support for customers on Tools 8.96 only
 - For 8.11, 8.11 SP1, and 8.12 non-IBM System i (iSeries) platforms – Premier Support until December 31, 2010. After December 31, 2010, Mobile Sales will move to Sustaining Support. Throughout the Sustaining Support phase we will continue to provide expert assistance and pre-existing fixes for known issues.

This FAQ provides additional detail concerning this announcement.

- Why is JD Edwards no longer offering this product to new customers?
- What are the important dates in regards to Mobile Sales support and maintenance?
- Why is Mobile Sales for the iSeries on a different support program/timeline than other platforms?
- What do you mean by “Premier” and “Sustaining” Support?
- The Lifetime Support Policy makes references to “Extended Support” – is this offered for Mobile Sales?
- What are the alternatives for customers currently using this Mobile Sales?
- Can I Use my JD Edwards EnterpriseOne Mobile Sales License Fee(s) paid to pay for CRM OD?
- Is there a utility available that will automatically migrate Mobile Sales to alternative products?
- Where can existing customers get patches and updates for Mobile Sales?
- Who should I contact if I have questions?

Q. Why is JD Edwards no longer offering this product to new customers?

There are a number of factors that have converged over time, resulting in less demand for and less uptake of JD Edwards EnterpriseOne Mobile Sales. Mobile computing technology advances have resulted in new options that

can be easier to use, easier to deploy and maintain and with potentially lower upfront and on-going maintenance cost. JD Edwards regularly reviews its product investment strategies to ensure that we are providing and maintaining products that deliver value to a wide range of customers. Our analysis reveals that our development and maintenance dollars currently invested in Mobile Sales are not providing value to a significant number of customers.

In addition, JD Edwards EnterpriseOne Mobile Sales is reliant upon 3rd party technology provided by Nokia, and Nokia is retiring this technology. Nokia recently announced that they plan to end of life the Mobile Sales products effective December 31, 2010. At that time Nokia will no longer provide fixes or technology updates to Oracle. In order to protect customers from making new/additional investments in products that are scheduled for end of life, the Mobile Sales product has been removed from the Oracle price list effective immediately. This announcement provides our current Mobile Sales customers with a 22 month window in which to evaluate needs and current solutions, develop a go-forward strategy and execute that plan. Some customers may determine that their risk factors are low and they may opt to continue on their configuration under the Oracle Sustaining Support program for an extended period of time.

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Q. What are the important dates in regards to Mobile Sales support and maintenance?

Effectively immediately, Mobile Sales will be withdrawn from the list of available JD Edwards EnterpriseOne products offered to new customers. Therefore, any customer that has not previously licensed Mobile Sales prior to this time will not be able to license Mobile Sales.

- **For non-iSeries customers** – The date of importance is December 31, 2010 – where the Mobile Sales product will be moved from Premier Support to Sustaining Support.
- **For iSeries customers** – Sustaining Support (only) is available immediately for 8.11, 8.11 SP1 and 8.12 customers on Tools release 8.96. Mobile Sales on iSeries is NOT supported on Tools releases above 8.96, (i.e., 8.97, 8.98, and future planned tools releases) or on applications releases above 8.12.

Q. Why is Mobile Sales for the IBM iSeries on a different support program/timeline than other platforms?

Nokia previously discontinued support for Mobile Sales on iSeries and the JD Edwards EnterpriseOne Tools release 8.96 is the last tools release wherein support is available for the iSeries. Please refer to the published minimum technical requirements for details. (See Metalink **Doc ID 745831.1**)

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Q. What do you mean by “Premier” and “Sustaining” Support?

The following chart provides a general guideline of the current features for Premier and Sustaining Support phases. For formal and up to date information on the Lifetime Support Policy, please reference the following web page: [Oracle's Lifetime Support Policy](#).

Table 1 – Support Matrix

Key Feature	Premier Support	Sustaining Support
Major Product and Technology Releases	■	
Technical Support	■	■
Access to Support Portal	■	■
Updates and Fixes	■	Pre-existing
Security Alerts	■	Pre-existing
Critical Patch Updates	■	Pre-existing
Tax, Legal, and Regulatory Updates	■	Pre-existing
Upgrade Scripts	■	Pre-existing
Certification with existing third-party products/versions	■	
Certification with most new third-party products/versions	■	
Certification with most new Oracle products	■	

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Q. The Lifetime Support Policy makes references to “Extended Support” – is this offered for Mobile Sales?

The option for customers to purchase “Extended Support” is only offered for a select set of JD Edwards EnterpriseOne products. However, Mobile Sales is not eligible for this program as support from the third party supplier is ending. For a complete listing of Oracle products and available support please reference the Lifetime Support Policy brochures for [Oracle Applications](#) and [Oracle Technology Products](#).

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Q. What are alternatives for customers currently using Mobile Sales?

As noted in the announcement, non-iSeries customers can expect a continuation of Premier Support for Mobiles Sales until December 31, 2010. After this date you can still continue to utilize these products but no additional patches or enhancements will be made available. Therefore, Oracle strongly suggests that prior to December 31, 2010 customers plan and execute a migration of their current integrations to their solution of choice.

Alternative Option – CRM OD – For those customers that wish to extend the CRM SFA feature set beyond current JD Edwards EnterpriseOne capabilities, the JD Edwards EnterpriseOne team recommends that customers consider Oracle CRM OD as alternative that not only provides connected mobile features, but enhanced SFA capabilities such as:

- SFA Analytics
- Sales/Marketing Campaign Management

Is CRM OD integrated to JD Edwards EnterpriseOne?

In order to maintain the JD Edwards total cost of ownership via native business process integrations, we are pleased to announce a prepackaged integration between JD Edwards EnterpriseOne and Oracle CRM OD. This new integration solution was developed as a Process Integration Pack (PIP) on Oracle's Application Integration Architecture (AIA). The PIP is Oracle CRM OD Integration Pack for JD Edwards EnterpriseOne: Lead To Order and may be purchased today.

How much is the Oracle CRM OD Integration Pack for JD Edwards EnterpriseOne: Lead to Order?

The suggested retail price is \$35,000 per CPU. Please contact your Sales Account Executive for more details.

Where can I find more information about the Oracle CRM OD Integration Pack for JD Edwards EnterpriseOne: Lead to Order?

Data Sheet: <http://www.oracle.com/applications/crm-on-demand-integration-pack-for-jd-edwards-enterpriseone-data-sheet.pdf>

Where can I learn more about Oracle CRM OD?

On Oracle's web site at: <http://crmondemand.oracle.com/en/index.htm>

- **Pervasive Devices** – With the ever increasing maturation of wireless computing, especially as delivered by 3G (third generation) technologies, pervasive computing is the trend towards increasingly ubiquitous, connected computing devices in the environment, a trend being brought about by a convergence of advanced electronic - and particularly, [wireless](#) - technologies and the Internet.

With the high availability of free Wi-Fi or 3G cellular wireless connectivity, many customers may find that they have the option to replace older “disconnected store and forward” functionality with pervasive devices or laptops that provide full ERP system access, eliminating the synchronization steps required with disconnected user technologies.

- **Independent Solution Vendors (ISV)** – There are a number of Independent Solution Vendors (ISVs) in the Oracle Partner Network that offer Mobility solutions. JD Edwards EnterpriseOne customers are encouraged to review these solutions to determine if an available ISV solution is an alternative strategy. Examples:
 - DSI (<http://solutions.oracle.com/partners/dsionline>)
 - RFSmart (<http://solutions.oracle.com/solutions/icsfl/rfsmart>)
 - RFGen (<http://solutions.oracle.com/partners/rfgen>)
- **Oracle Consulting** – Provide expertise for product analysis and recommendations. For more information, please contact Steve.Reeter@Oracle.com

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Q. Is there a utility available that will automatically migrate Mobile Sales to alternative products?

No. There is no out-of-the-box utility that will automatically migrate Mobile Sales customers to alternative

products. So this will require an evaluation of your business requirements and determination of the appropriate replacement technology, and the appropriate migration effort. It should be noted that some of the alternatives may in fact require low to moderate migration efforts as technology advancements have reduced the need for disconnected users which require synchronization capabilities. Additionally, Oracle's CRM OD solution may offer an attractive replacement option as it is a "Software as a Service" (SaaS) offering that eliminates the majority of the installation cycle for the CRM features.

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Q. Where can existing customers get patches and updates for Mobile Sales?

All patches and updates in regards to Mobile Sales will still be available on the MetaLink Update Center for customers who are current on maintenance for the Mobile Sales product. Please contact Oracle Global Support for any additional questions or issues encountered with locating or downloading these objects.

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Q. Who should I contact if I have questions?

Oracle Global Support or your Oracle Account Executives should be able to answer specific questions and will be available to discuss the impact of this announcement to your account. Oracle Consulting is also available to provide expertise for product analysis and recommendations. For more information, please contact

Steve.Reeter@Oracle.com

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