



IBM China Development Lab

WebSphere Adapter 介绍

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WebSphere Adapter 二线技术支持

什么是Adapter

- Business Object
- Object Discovery Agent (ODA) / Enterprise Metadata Discovery (EMD) / External Service
- Broker
- Inbound
- Outbound

Adapter 的历史

- WebSphere Business Integration Adapter (WBI Adapter, Legacy Adapter)

WBI Adapter是独立的Java程序，不依赖于J2EE中间件。Broker可以是ICS (Interchange Server)，MQ，WAS。

- WebSphere Adapter (JCA Adapter)

JCA Adapter是基于J2EE中的JCA规范开发的。

常见的Broker是WPS (WebSphere Process Server) /WESB (WebSphere Enterprise Service Bus)，部分JCA Adapter也可以用WMB、WAS、WTE (WebSphere Transformation Extender) 作为Broker。

WebSphere Adapter 7 的种类

- Technology

IBM WebSphere Adapter For Flat Files V7.0

IBM WebSphere Adapter for FTP V7.0

IBM WebSphere Adapter for JDBC™ V7.0

IBM WebSphere Adapter for E-Mail V7.0

IBM WebSphere Adapter for iSeries V7.0

IBM WebSphere Adapter for Lotus Domino V7.0

- Application

IBM WebSphere Adapter for SAP Applications V7.0

IBM WebSphere Adapter for PeopleSoft Enterprise V7.0

IBM WebSphere Adapter for Siebel Business Applications V7.0

IBM WebSphere Adapter for JD Edwards EnterpriseOne V7.0

IBM WebSphere Adapter for Oracle E-Business Suite V7.0

Trouble Shooting

- Trace级别: `com.ibm.j2ca.*=all`
- 如何查看版本
 - 在Trace中
 - Ra.xml

技术团队

- 开发团队：中国、印度
- 测试团队：中国
- 技术支持团队：美国、中国、德国

相关资料

- WebSphere Adapter Sample

<http://publib.boulder.ibm.com/bpcsamp/index.html>

- MustGather for WebSphere Adapter

<http://www-01.ibm.com/support/docview.wss?rs=695&uid=swg21240322>

- Compatibility Matrix for WebSphere Adapter

http://www-01.ibm.com/support/docview.wss?rs=0&q1=compatibility%20matrix:&q2=compatibility%20matrix%20adapters&q3=compatibility%20matrix:%20Websphere%20Business%20Integration%20Adapters%20and%20WebSphere%20Adapters&uid=swg21252626&loc=en_US&cs=utf-8&cc=us&lang=en

- WebSphere 产品的生命周期

<http://www-01.ibm.com/software/websphere/support/lifecycle/>

场景演示

某公司的SAP系统，需要实时的将更新的数据传送到另外一台机器的文件系统中，从而提高部门之间的协作效率，加快公司应对紧急情况的速度。

所需要用到部件

- WebSphere Adapter for SAP, Inbound
- WebSphere Adapter for Flat File, Outbound
- Java Component

File Edit Navigate Search Project Window Help

- New Alt+Shift+N
- Open File...
- Close Ctrl+W
- Close All Ctrl+Shift+W
- Save Ctrl+S
- Save As...
- Save All Ctrl+Shift+S
- Revert
- Move...
- Rename... F2
- Refresh F5
- Print... Ctrl+P
- Switch Workspace
- Restart
- Import...
- Export...
- Properties Alt+Enter
- 1 IBM WebSphere Integration Developer 7.0
- Exit

- Integration Solution
- Module
- Mediation Module
- Library
- Component Test Project
- Project...
- Artifact Evolution
- Business Calendar
- Business Object
- Business Object from External Data
- Business Process
- Business Process From Lotus Forms
- Business Service
- Business State Machine
- Business Vocabulary
- Component Test Case
- Component Test Suite
- Configure Binding Resource
- Custom Visual Snippet
- Data Map
- Data Pool
- Decision Table
- Emulator
- Event Definition
- External Service**
- Human Task
- Interface

Business Integration - IBM WebSphere Integration Developer 7.0 - C:\PMR\Archive\openmic\workspace7

File Edit Navigate Search Project Window Help

New External Service

Select the Service Type or Registry

Select the type of service to create or registry to browse.

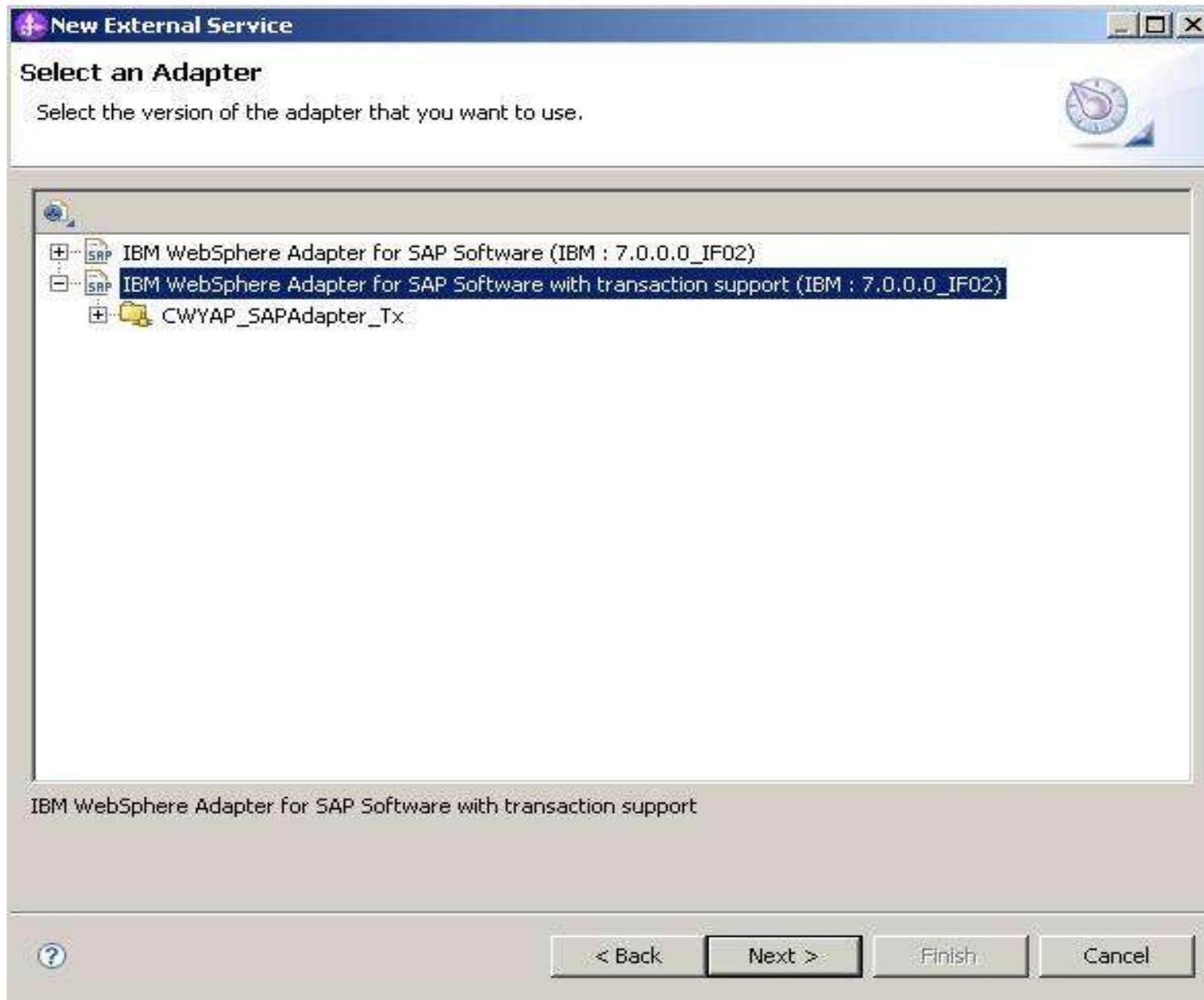
Filter: type filter text

Available types:

- Adapters
 - CICS
 - E-mail
 - Flat File
 - FTP
 - IMS
 - iSeries
 - JDE JD Edwards
 - JDBC
 - Lotus Domino
 - Oracle E-Business Suite
 - PeopleSoft
 - SAP**
 - Siebel
 - Unlisted Adapter
- Java
- Messaging
- Registries
- SCA
- Web

Description:

Creates a service to access the SAP server using WebSphere® Adapter for SAP Software. You can create service-oriented integrated processes, which can interact and exchange information with the SAP Server, without special coding. During outbound processing, services running on WebSphere Process Server or WebSphere Enterprise Service Bus use the adapter to perform operations on the SAP EIS. During inbound processing, these services use the adapter to receive events from the SAP EIS.



Business Integration - IBM WebSphere Integration Developer 7.0 - C:\PMR\Archive\openmic\workspace7

Edit | Navigate | Search | Project | Window | Help

New External Service

Locate the Required Files and Libraries

Connector projects require system-specific libraries and JAR files.

When deploying the application to a stand-alone server, these files must be configured on the server. [More ...](#)

Specify the location of the files required to access the SAP server. You might first need to contact your SAP system administrator to download these files from the SAP Web site.

SAP sapjco3.jar file: *

System library file (sapjco3.dll or libsapjco3.so):*

Integration Solutions

Integration solution

Projects

CWYAP_SAPAdapter

Business Integration

Integration Solutions

[New integration solution](#)

Projects

+ CWYAP_SAPAdapter

New External Service

Select the Processing Direction

Select the direction of adapter processing at run time.



Inbound

Inbound processing passes data from the adapter to your service export.



Outbound

Outbound processing passes data from your service import to the adapter.



Integration x

Solutions [New...](#)

1 solution

[New...](#)

>_SAPAdapter

New External Service

Specify the Discovery Properties

Connection properties

SAP system connection information

Host name: * 9.30. 04.21

System number: 00

Client: 100

Language code: EN (English) [Select...](#)

Code page: 1100

The user name and password will not be encrypted and will be stored as plain text.

User name: * . FENGBJ

Password: * *****

SAP interface name: ALE

[Advanced >>](#)

Change the logging properties for the wizard

New External Service

Find Objects in the Enterprise System

Expand nodes to view and select discovered objects. Use filtering, if necessary, to limit number of objects displayed.



Discovered objects:

A tree view showing discovered objects. The root node is 'ALE'. Under 'ALE', there are two sub-nodes: 'Discover IDoc From System' and 'Discover IDoc From File'. The 'Discover IDoc From System' node is currently selected and highlighted with a blue background. Above the tree view are icons for expand/collapse, refresh, and help.

Selected objects:

An empty list box for selected objects. A pencil icon is visible in the top right corner of the list box.



< Back

Next >

Finish

Cancel

New External Service

Find Objects in the Enterprise System

Expand nodes to view and select discovered objects. Use filtering, if necessary, to limit number of objects displayed.

Discovered objects:

- ALE
 - Discover IDoc From System
 - Discover IDoc From File

Selected objects:

New External Service

Filter Properties for 'Discover IDoc From System'

Specify the properties.

Object attribute to use for discovery: Discover objects by name

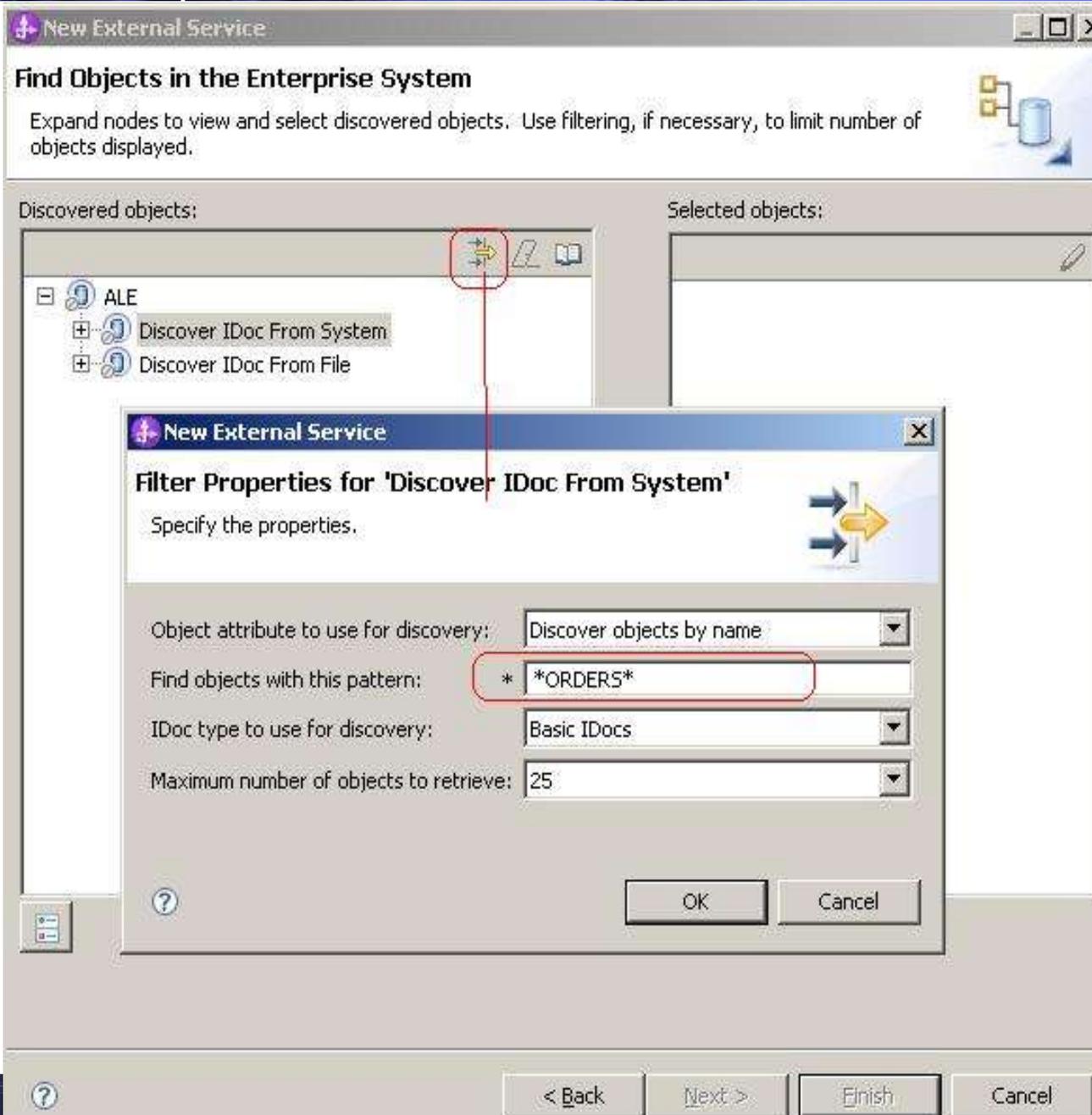
Find objects with this pattern: *ORDERS*

IDoc type to use for discovery: Basic IDocs

Maximum number of objects to retrieve: 25

OK Cancel

< Back Next > Finish Cancel



New External Service

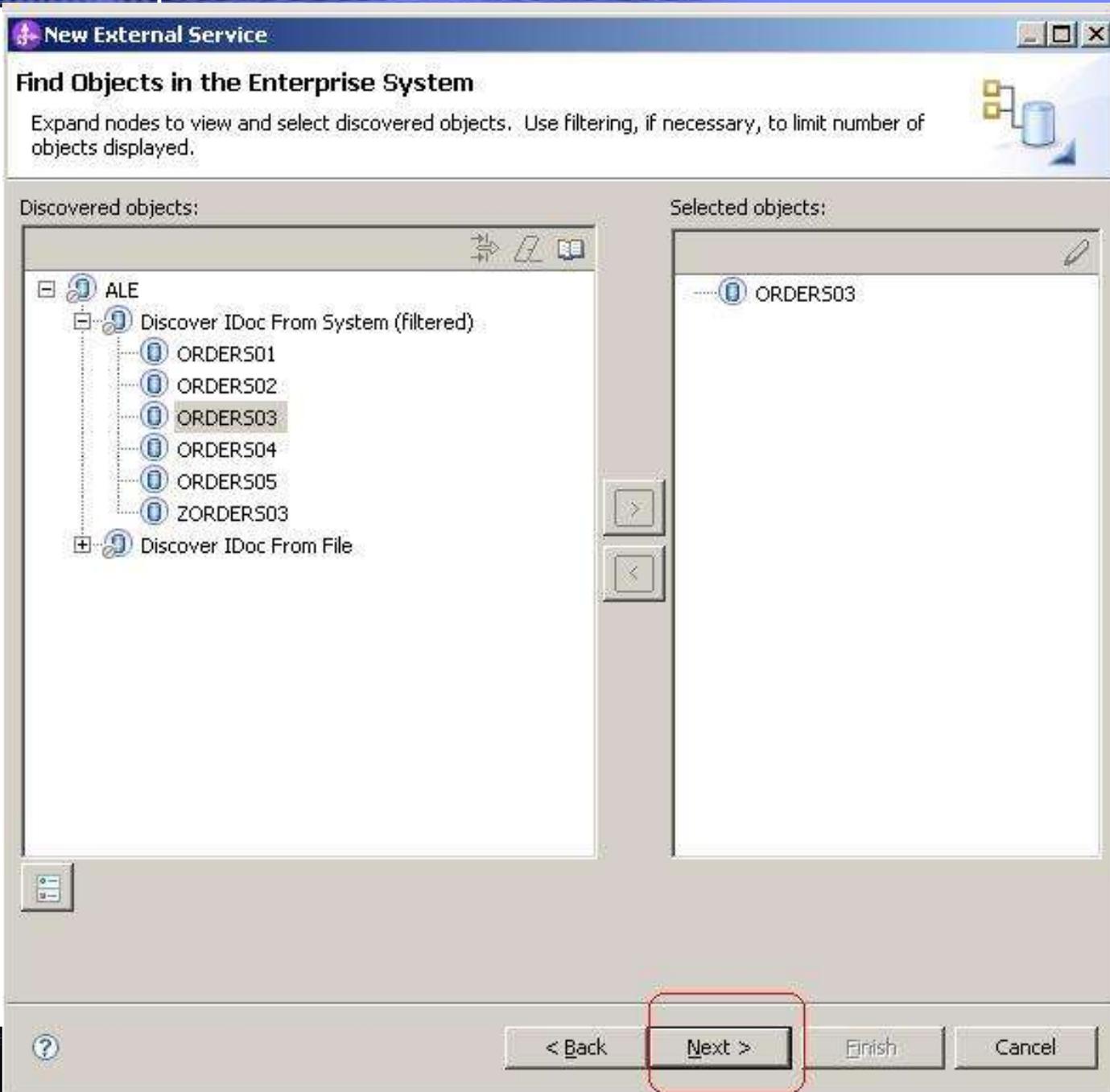
Find Objects in the Enterprise System

No discovered object is selected.

Discovered objects:

- ALE
 - Discover IDoc From System (filtered)
 - ORDERS01
 - ORDERS02
 - ORDERS03**
 - ORDERS04
 - ORDERS05
 - ZORDER503
 - Discover IDoc From File

Selected objects:



New External Service

Specify Composite Properties

Specify properties that apply to all selected objects.

Configure IDoc inbound service operations

IDocs selected

ORDER503

Properties:

For the IDoc selected, select existing service operations or type and enter new ones in the field below

Service operation:*

▼

Create

Update

Delete

Ensure IDocs correspond to processing from SAP

IDoc Identifiers for the service operation:

Add...
Remove

New External Service

Specify Composite Properties

IDoc Identifiers for the service operation: cannot be empty.

Configure IDoc inbound service operations

IDocs selected

ORDER503

Properties:

For the IDoc selected, select existing service operations or type and enter new ones in the field below

Service operation:* Create

Ensure IDocs corresponding to selected identifiers have been configured for outbound processing from SAP, for the receiving partners associated with RFC Program ID

IDoc Identifiers for the service operation:*

Add Value

Select values from the list below:

Message Type=ORDERS; Message Code=; Message Function=

OK Cancel

Add...

Remove

New External Service

Specify Composite Properties

Specify properties that apply to all selected objects.

Configure IDoc inbound service operations

IDocs selected

..... **ORDERS03**

Properties:

For the IDoc selected, select existing service operations or type and enter new ones in the field below

Service operation:*

Ensure IDocs corresponding to selected identifiers have been configured for outbound processing from SAP, for the receiving partners associated with RFC Program ID

IDoc Identifiers for the service operation:*

MessageTypes=ORDERS; MessageCode=; MessageFunction=;

Business object namespace:*

Specify the relative folder for the generated business object:

Folder:

Enable dynamic authentication function

Service Operations

To modify the names, or add a description to the operations to be generated in the interface file, click Edit Operations. Edit Operations...

Deployment Properties

How do you want to specify the security credentials?

Using an existing JAAS alias (recommended)
A Java Authentication and Authorization Services (JAAS) alias is the preferred method.
 J2C authentication data entry:

Using security properties from the activation specification
 The properties will be stored as plain text; no encryption is used.

User name: *

Password: *

Other
Use if no security is required or will be handled by the EIS system, or the RAR will be deployed on the server and security will be specified by the properties in the JNDI lookup name.

Deploy connector project:

Specify the settings used to connect to SAP Software at run time:
 Connection settings:

Connection Properties

SAP system connection information

Use load balancing
 To use load balancing, specify the load balancing properties in the Additional connection configuration panel under the Advanced tab.

Host name: *

RFC program ID: *

Gateway host:

Gateway service:

Client:

Language code: Select...

Code page:

System number:

The user name and password will not be encrypted and will be stored as plain text.

Event persistence configuration

Select this option to retain the events in-memory. This ensures a once-only delivery of the inbound events. If this option is not selected, performance increases; but there is a risk of losing the events in transit if an unexpected shutdown occurs.

Ensure assured-once event delivery (may reduce performance)

Auto create event table

< Back Next > Finish Cancel

New External Service

Specify the Location Properties

Module: The resource SAPInboundInterface.export already exists. It will be overwritten.

Properties for Service

Module: **New...**

Namespace: **Browse...**

Use the default namespace

Folder: **Browse...**

New Business Integration Project

Select a Business Integration Project Type

Select the type of business integration project that you want to create.

- Module**

Use a module to integrate business applications and services. A module can contain any type of component and can be deployed on WebSphere Process Server. [More...](#)
- Mediation module**

Use a mediation module to integrate and connect services. A mediation module can contain mediation flows and can be deployed on WebSphere ESB or WebSphere Process Server. [More...](#)

< Back **Next >** **Finish** **Cancel**

New External Service

Specify the Location Properties

Module: The resource SAPInboundInterface.export already exists. It will be overwritten.

Properties for Service

Module: MYTEST New...

Namespace: http://MYTEST/SAPInboundInterface

Use the default namespace

Folder: Browse...

New Module

Create a Module

Use a module to integrate business applications and services. A module can contain any type of component and can be deployed on WebSphere Process Server.

Module name: myDemo

Use default location

Location: C:\PMR\Archive\openmic\workspace7\myDemo Browse...

Open the module assembly diagram

< Back Next > **Finish** Cancel

New External Service

Specify the Location Properties

Specify location properties for where you want to save the service.

Properties for Service

Module: myDemo

Namespace: http://myDemo/SAPInboundInterface

Use the default namespace

Folder:

Name: * SAPInboundInterface

Save business objects to a library

Library:

Description:

Business Integration - myDemo/sca.module - IBM WebSphere Integration Developer 7.0 - C:\PMR\Archive\openmic\workspace7

File Edit Navigate Search Project Window Help

Business Integration myDemo - Assembly Diagram

Integration Solutions
New integration solution

Projects
CWYAP_SAPAdapter
CWYAP_SAPAdapter_Tx
CWYFF_FlatFile
myDemo

Palette
Favorites
Components
Untyped Component
Human Task
Outbound Imports
Inbound Exports
Outbound Adapters
Inbound Adapters

SAP SAPInboundInterface

Task Flows Build Activities Properties Problems Server Logs

Server	State	Status
WebSphere Business Monitor Ser	Stopped	
WebSphere ESB Server v7.0 at k	Stopped	
WebSphere Process Server v7.0	Stopped	

myDemo - Assembly Diagram

Palette

SAPInboundInterface

New External Service

Select the Service Type or Registry

Select the type of service to create or registry to browse.

Filter: type filter text

Available types:

- Adapters
 - Flat File
 - Advanced: Create a Flat File service using the complete wizard
 - Simple: Create an outbound Flat File service to write to a local file**

Description:

The Flat File outbound pattern creates a service that stores data in a file in a directory on the local file system. If the required output format is not an XML format, you can specify a data handler that will transform the business object to the file content format.

< Back **Next >** Finish Cancel

Server	State	Status
WebSphere Business Monitor Ser	Stopped	

New Outbound Flat File Service

Flat File service name
Specify the name and location of the outbound Flat File service.

Module:

Namespace: Default

Folder:

Name:

New Outbound Flat File Service

Business object and output directory

Specify the business object and the output directory where the business object contents will be written.

What business object do you want to write to the output file?

Business object:

Where do you want to create the output file?

Output directory:

- Outbound Imports
- Inbound Exports
- Outbound Adapters
- CICS
- E-mail
- Flat File
- FTP
- IMS
- iSeries
- JDBC
- JD Edwards Enter...
- Lotus Domino
- PeopleSoft

New Outbound Flat File Service

Business object and output directory
Specify the business object and the output directory where the business object contents will be written.

What business object do you want to write to the output file?

Business object: Browse...

Where do you want to create the output file?

Output directory: Browse...

< Back Next > Finish Cancel

Data Type Selection

Filter by type, namespace, or file (? = any character, * = any string):

New...

Matching data types:

- SapIDocControlRecord
- SapOrders03**
- SapOrders03DataRecord
- SapOrders03E2cucfg003
- SapOrders03E2cuins002
- SapOrders03E2cuprt002
- SapOrders03E2curef
- SapOrders03E2cuval002
- SapOrders03E2edc01
- SapOrders03E2edc02
- SapOrders03E2edc03
- SapOrders03E2edc04

Qualifier:

Server Logs Servers

Status

- Components
- Outbound Imports
- Inbound Exports
- Outbound Adapters
- CICS
- E-mail
- Flat File
- FTP
- IMS
- iSeries
- JDBC
- JD Edwards Enter...
- Lotus Domino
- PeopleSoft

New Outbound Flat File Service

Business object and output directory

Output directory must be specified.

What business object do you want to write to the output file?

Business object:

Where do you want to create the output file?

Output directory:

Browse For Folder

Choose an output directory:

- 3 1/2 Floppy (A:)
- Local Disk (C:)
 - Documents and Settings
 - outputDir**
 - PMRArchive
 - Program Files
 - Tool
 - WINDOWS
- CD Drive (D:)
- Shared Documents
- user's Documents

Folder:

New Outbound Flat File Service

Business object and output directory

Specify the business object and the output directory where the business object contents will be written.

What business object do you want to write to the output file?

Business object:

Where do you want to create the output file?

Output directory:

Business Integration - myDemo/sca.module - IBM WebSphere Integration Developer 7.0 - C:\PMRArchive\openmic\workspace7

File Edit Navigate Search Project Window Help

Business Integration

Integration Solutions New...

New integration solution

Projects New...

- CWYAP_SAPAdapter
- CWYAP_SAPAdapter_Tx
- CWYFF_FlatFile
- myDemo

***myDemo - Assembly Diagram**

Palette

- Favorites
- Components
- Outbound Imports
- Inbound Exports
- Outbound Adapters
- CICS
- E-mail
- Flat File
- Inbound Adapters

Diagram: SAPInboundInterface → FlatFileImport

Task Flows **Build Activities** **Properties** **Problems** **Server Logs** **Servers**

Server	State	Status
WebSphere Business Monitor Ser	Stopped	
WebSphere ESB Server v7.0 at k	Stopped	
WebSphere Process Server v7.0	Stopped	

Business Integration - myDemo/sca.module - IBM WebSphere Integration Developer 7.0 - C:\PMRArchive\openmic\workspace7

File Edit Navigate Search Project Window Help

Integration Solutions
New...
New integration solution

Projects
New...

- CWYAP_SAPAdapter
- CWYAP_SAPAdapter_Tx
- CWYFF_FlatFile
- myDemo

***myDemo - Assembly Diagram**

Palette
 Favorites
 Components
 Untyped Component
 Human Task
Java
 Mediation Flow
 Outbound Imports
 Inbound Exports
 Outbound Adapters
 Inbound Adapters

SAPInboundInterface Component1 FlatFileImport

Task Flows Build Activities Properties Problems Server Logs Servers

Server	State	Status
WebSphere Business Monitor Ser	Stopped	
WebSphere ESB Server v7.0 at k	Stopped	
WebSphere Process Server v7.0	Stopped	

Business Integration - myDemo/sca.module - IBM WebSphere Integration Developer 7.0 - C:\PMR\Archive\openmic\workspace7

File Edit Navigate Search Project Window Help

The screenshot displays the IBM WebSphere Integration Developer 7.0 interface. The main workspace shows an Assembly Diagram with three components: SAPInboundInterface, Component1, and FlatFileImport. The SAPInboundInterface and FlatFileImport components are connected to Component1 via red ovals representing connectors. The SAPInboundInterface component has a warning icon (yellow triangle with an exclamation mark) next to it. The FlatFileImport component has a question mark icon (yellow circle with a question mark) next to it. The Component1 component has a warning icon (yellow triangle with an exclamation mark) next to it. The SAPInboundInterface component has a green arrow icon (green arrow pointing right) next to it. The FlatFileImport component has a blue arrow icon (blue arrow pointing right) next to it. The Component1 component has a blue arrow icon (blue arrow pointing right) next to it. The SAPInboundInterface component has a green arrow icon (green arrow pointing right) next to it. The FlatFileImport component has a blue arrow icon (blue arrow pointing right) next to it. The Component1 component has a blue arrow icon (blue arrow pointing right) next to it.

Integration Solutions New...

New integration solution

Projects New...

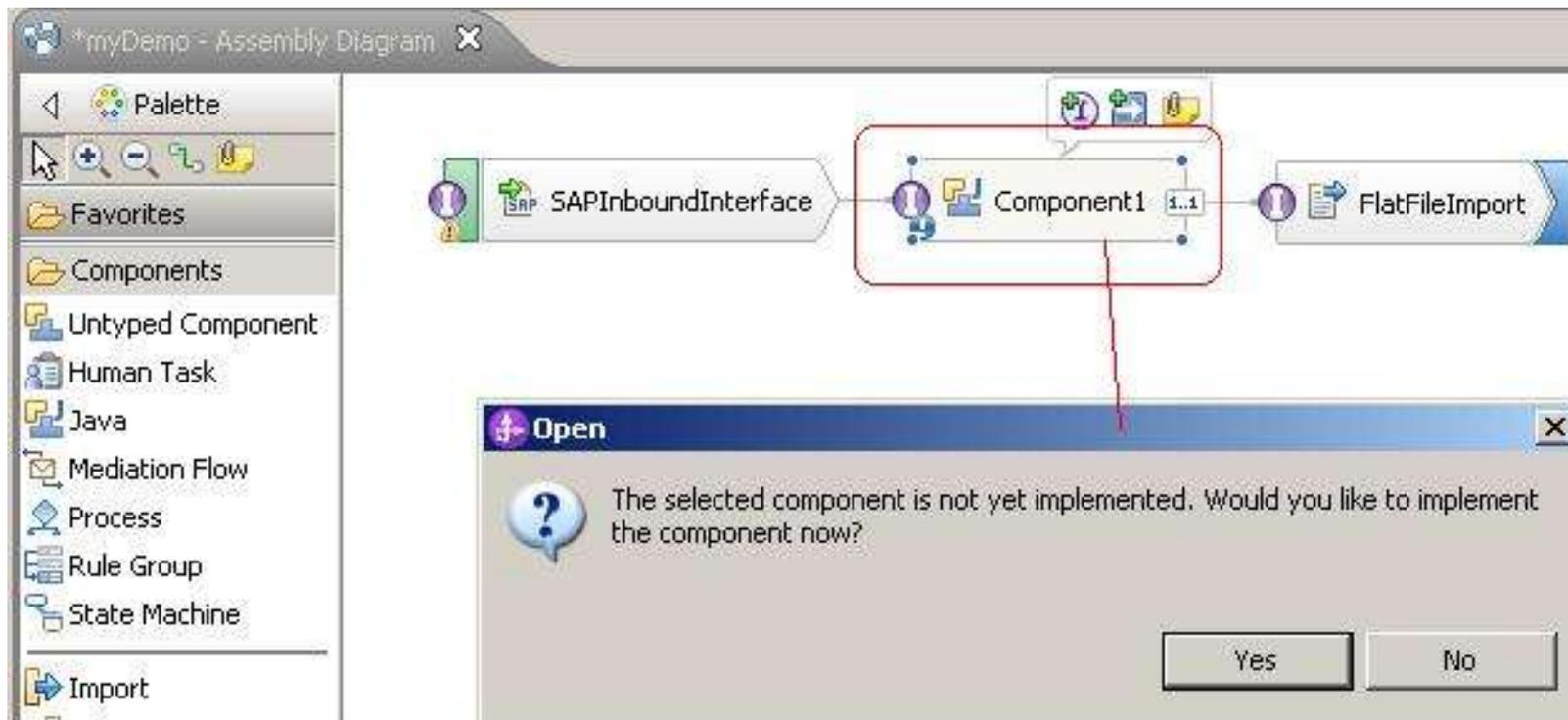
- CWYAP_SAPAdapter
- CWYAP_SAPAdapter_Tx
- CWYFF_FlatFile
- myDemo
 - Assembly Diagram
 - Dependencies
 - Integration Logic
 - Data Types

Palette

- Favorites
- Components
- Untyped Comp...
- Human Task
- Outbound Imp...
- Inbound Exports
- Outbound Ada...
- Inbound Adapt...

Task Flows **Build Activities** **Properties** **Problems** **Server Logs** **Servers**

Server	State	Status
WebSphere Business Monitor Ser	Stopped	
WebSphere ESB Server v7.0 at k	Stopped	



```
*myDemo - Assembly Diagram  *Component1Impl1.java X
* named "SAPInboundInterface".
*
* The presence of common].sdo.DataObject as the return type and/or as a parameter
* type conveys that it is a complex type. Please refer to the WSDL Definition for more information
* on the type of input, output and fault(s).
*/
public void emitCreateAfterImageSapOrders03 (
    DataObject emitCreateAfterImageSapOrders03 Input) {
    // To get or set attributes for DataObject emitCreateAfterImageSapOrders03 Input, use the APIs as shown below
    // To set a string attribute in emitCreateAfterImageSapOrders03 Input, use emitCreateAfterImageSapOrders03 Inp
    // To get a string attribute in emitCreateAfterImageSapOrders03 Input, use emitCreateAfterImageSapOrders03 Inp
    // To set a dataObject attribute in emitCreateAfterImageSapOrders03 Input, use emitCreateAfterImageSapOrders03
    // To get a dataObject attribute in emitCreateAfterImageSapOrders03 Input, use emitCreateAfterImageSapOrders03
    System.out.println("-----Received event from SAP and going to deliver it to FlatFile Adapter-----");
    this.locateService_FlatFileImportPartner().invoke("create",emitCreateAfterImageSapOrders03 Input);
    System.out.println("-----Delivered the event to FlatFile Adapter-----");
}
```

- Human Task
- Java
- Mediation Flow
- Process
- Rule Group
- State Machine

- Import
- Export
- References

- Interface Map (De...)
- Selector

- Outbound Imports
- Inbound Exports
- Outbound Adapters
- Inbound Adapters

Add and Remove Projects

Modify the projects that are configured on the server

Move projects to the right to configure them on the server

Available projects:

Add >

< Remove

Add All >>

Configured projects:

+
myDemoApp

If server is started, publish changes immediately

?
< Back
Next >
Finish
Cancel

Server	State	Status
WebSphere Business Monitor Ser	Stopped	
WebSphere ESB Server v7.0 at k	Stopped	
WebSphere Process Server v7.0	Started	Synchronized
myDemoApp	Started	Synchronized

IDoc Edit Goto Utilities Settings System Help

Test tool for IDoc processing

Standard inbound Inbound function module Inbound file Standard outbound processing

EDIDC	10000000000000274002620 03	1A000000004LSALETEST	
E1EDK01	M01 1.2 99999999999		111
E1EDK14	ORGMYORGNIZATION		

Outbound processing of IDoc

Start IDoc outbound procg of file immed.

No. of IDocs to be generated (repeat factor)

Receiver port: A000000004

PortType: tRFC port

Log.destination: RFCLF

 Log message	Apr 19, 2010 11:06:39.343 CST	00000074	WSVR0200I: Starting application: myDemoApp
 Log message	Apr 19, 2010 11:06:58.203 CST	00000074	WSVR0221I: Application started: myDemoApp
 Log message	Apr 19, 2010 11:17:49.781 CST	00000011	-----Received event from SAP and going to deliver it to FlatFile Adapter-----
 Log message	Apr 19, 2010 11:17:50.250 CST	00000011	isGloable element=== true
 Log message	Apr 19, 2010 11:17:50.343 CST	00000011	-----Delivered the event to FlatFile Adapter-----

Address C:\outputDir

Name	Size	Type	Date Modified
SapOrders03.1.txt	3 KB	Text Document	4/19/2010 11:17 AM
SapOrders03.seq	1 KB	SEQ File	4/19/2010 11:17 AM

SapOrders03.1.txt - Notepad

File Edit Format View Help

```

<?xml version="1.0" encoding="UTF-8"?>
<p:SapOrders03 xsi:type="p:SapOrders03" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance"
xmlns:p="http://www.ibm.com/xmlns/prod/websphere/j2ca/sap/saporders03"><SAPTransactionID>0
91ECC150B244BCBCCFE000D</SAPTransactionID><SapOrders03IDocBO><SapIDocControlRecord><Receiv
erPort>A000000004</ReceiverPort><PartnerTypeOfSender>LS</PartnerTypeOfSender><PartnerFunct
ionOfSender></PartnerFunctionOfSender><TestFlag></TestFlag><LogicalMessageCode></LogicalMe
ssageCode><NameOfBasicType>ORDERS03</NameOfBasicType><PartnerNumberOfSender>ERPCLNT200</Pa
rtnerNumberOfSender><EdiStandard></EdiStandard><EdiArchiveKey></EdiArchiveKey><IdocCreatio
nTime>202444</IdocCreationTime><IdocType
xsi:nil="true"/><NameOfTableStructure>EDI_DC40</NameOfTableStructure><IdocCreationDate>201
00418</IdocCreationDate><ReferenceToMessageGroup></ReferenceToMessageGroup><OutputMode>2</
OutputMode><Client>100</Client><IdocsAdrFieldsInTotal></IdocsAdrFieldsInTotal><LogicalMess
ageType>ORDERS</LogicalMessageType><PartnerNumberOfRecipient>ALETST</PartnerNumberOfRecip
ient><VersionOfEdiStandard>0</VersionOfEdiStandard><LogicalAddressOfRecipient></LogicalAdd
ressOfRecipient><DirectionForIdocTransmission>1</DirectionForIdocTransmission><LogicalAddr
essOfSender></LogicalAddressOfSender><OverridingInInboundProcessing></OverridingInInboundP
rocessing><IdocsAdrFieldsInTotalSender>ERPCLNT200</IdocsAdrFieldsInTotalSender><SapRelease
ForIdoc>620</SapReleaseForIdoc><EdiAleserializationField></EdiAleserializationField><Sende
rPort>SAPMKY1001</SenderPort><IdocNumber>000000000275001</IdocNumber><EdiMessageType>ORDE
RS</EdiMessageType><ReferenceToInterchangeFile></ReferenceToInterchangeFile><PartnerFuncti
onOfRecipient></PartnerFunctionOfRecipient><ReferenceToMessage></ReferenceToMessage><Logic
alMessageFunction></LogicalMessageFunction><Extension></Extension><StatusOfIdoc>30</Status
OfIdoc><PartnerTypeOfRecipient>LS</PartnerTypeOfRecipient></SapIDocControlRecord><SapOrder
s03DataRecord><SapOrders03E2edk01005><ActionCodeforthewholeedimessage>M01</ActionCodeforth
ewholeedimessage><Flagorderacknowledgmentrequired></Flagorderacknowledgmentrequired><Curre
ncy>1.2</Currency><Edilocalcurrency></Edilocalcurrency><Exchangerate>99999999999</Exchang
erate><Termsofpaymentkey></Termsofpaymentkey><Vatregistrationnumber>111</Vatregistrationnum
ber></SapOrders03E2edk01005><SapOrders03E2edk14><Idocqualiferorganization>ORG</Idocqualife
rorganization><Idocorganization>MYORGNIIZATION</Idocorganization></SapOrders03E2edk14></Sap
Orders03DataRecord></SapOrders03IDocBO></p:SapOrders03>

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S&S简明指南

用IBM软件升级和支持来保护用户的软件投资

什么是IBM软件升级和支持(S&S)?

IBM Renewal和Reinstatement为客户提供了一个软件升级和支持(Subscription and Support)的打包解决方案, 这个方案适用于每种分布式软件的IBM软件许可协议。

关键特性包括:

- 新产品版本的通知;
- 下载软件最新版本权限—用来增强应用软件的稳定性, 可依赖性和提高性能
- 对业务关键停机状况提供 24x7 技术支持
- 对所有指定的IT人员提供技术支持
- 提供在线的工具和资源以管理许可证和使用技术支持

请注意上述的每个单独的特性不能分开购买, 而是作为整体购买。

软件支持的好处?

IBM 软件升级和支持帮助全球的客户保持系统正常运行—保证当客户在需要的时候得到支持, 并使得作为整体软件方案的回报得到提升的同时风险降到最低。

IBM 软件支持提供了:

通过电话向产品专家咨询与IBM软件产品相关的特定问题, 和与任务相关的任何问题—从安装到当前支持的操作等等

对严重程度为“1”的问题提供 24x7 的技术支持。如果客户指明了一个严重程度为“1”的问题, IBM 将不间断的提供支持工作。

提供在线的 24x7 技术支持, 这包括增强的贯穿IBM软件支持站点的自助服务和搜索功能;
对IBM技术支持知识库的电子访问权限

软件升级的好处是什么?

升级是保证用户拥有最新版本技术的最划算的方法。通过升级和支持, 用户能够根据他们的业务需求升级到新的版本。

IBM 软件升级:

- 客户购买软件的成本更低;
- 为客户提供按需升级的灵活性;
- 优化软件升级和迁移成本的预算过程

用户如是说:

选用 IBM 的软件维护重要意义:

IBM 软件知识库提供软件开发的信息和要诀在软件开发流程中, 确保软件能适时升级和校准对于严重事件, IT需要 24x7 的维护服务, 降低

风险

提高IT人员的专业技能, 通过IT提高企业的生产力

力

随时关注技术支持及升级产品

随时访问各种IBM网络技术资源, 访问最新软件

创新

軟體維護帶給我們的好處:

- 降低采购软件的成本
- 减少无预期采购所带来的困境
- 减少灾难发生的可能性
- 将信息技术变成企业的核心竞争力
- 软件解决方案使企业处于行业领先地位

IBM软件升级和支持没有包括的是什么?

现场支持

网络设计

对已经过了支持结束日期 (End of Support)

分析客户的程序代码

(例如, 应用软件)

诊断与分析非IBM产品

IBM软件升级和支持包括的什么?

特性一览	没有软件升级和支持	有软件升级和支持 (S&S)
下载新版本和升级	无	有
发送新版本和升级的电子通知 (eNotifications)	无	有
制定支持联系人	无	无限制
严重程度为“1”的电话支持	无	24x7
远程语音支持	无	有
Electronic Service Request—IBM分布式软件全球问题提交在线工具的使用	无	有
IBM 支持 Web 站点: 增强的自助与高级搜索功能……	受限	24x7
下载缺陷补丁	有	全面开放 24x7
访问技术文档	有	有

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Q&A