



Q&A—Oracle Java support for Adobe Experience Manager (AEM)

AEM Product Management and Product Marketing, December 2018

Effective immediately, support and distribution of Oracle Java SE, including all maintenance updates of Long-Term Support (LTS) releases (Oracle Java SE 8 and Oracle Java SE 11), will be supported by Adobe directly for all AEM customers making use of the Oracle Java technology as part of their AEM projects. All customers will need to abide by Oracle's terms of use as they have previously.

Who is impacted by this communication?

All AEM customers should pay attention to this communication and its consequences:

- Especially AEM customers using AEM on-premise software and non-Adobe managed services.
- This communication may not be relevant to AEM Managed Services customers, as Oracle Java SE support is being addressed by the Adobe Managed Services organization.
 - However, developers who are doing local AEM development work will need to agree to the Oracle terms of use.

What is the scope of the support?

The support covers the use of all Oracle Java SE releases, current and future, for AEM customers to run their AEM applications. This includes the Oracle Java SE 8 JDK and Oracle Java SE 11 JDK releases.

Is there an immediate action item for AEM customers?

No, AEM customers can continue operating their AEM applications with the existing Oracle Java SE JDK, with the extra benefit of being supported even when the Oracle Java SE JDK reaches the end of the public updates, for instance in January 2019 for the Oracle Java SE 8 JDK.

Is there a pricing impact for AEM customers?

No, there are no financial consequence or obligations for AEM customers as a result of this announcement.

Should AEM customers contract for support for Oracle Java SE from Oracle?

No, AEM customers may be supported on Oracle Java SE without having to contract for support directly with Oracle in order to run AEM.

Can Oracle Java SE be used by an AEM customer's developers on their workstations?

Yes, as long as the use is for developing and running their AEM applications and as long as the developers agree to Oracle's terms of use.

Can Oracle Java SE be used for the tools allowing my customer to build and to compile AEM applications? (e.g., Jenkins)

Oracle Java SE may be used to compile Java code to be deployed to an AEM server running with the Oracle JDK. However, the Oracle JDK cannot be used as such for running third party applications like Jenkins or other Java-based applications, that require their own license.

Can Oracle Java SE be used to run my J2EE AEM Forms server?

Yes.

Can Oracle Java SE be used to run non-AEM applications hosted by the same application server used for running AEM?

No, a separate license will be needed if it's not an AEM (or Adobe) application.

Where can AEM customers download the latest releases of the Oracle Java SE JDK?

Maintenance updates for Oracle Java SE JDK will be available for download at

<https://downloads.experiencecloud.adobe.com>.

(Please note: Access to downloads.experiencecloud.adobe.com is currently limited to Adobe Managed Services customers, Adobe customers with an Federated/Enterprise Adobe ID and Adobe employees in general. Access for all AEM and Campaign customers will be given early in 2020.)

Do AEM customers still have to accept an Oracle license agreement when they download the Oracle Java SE software?

AEM Customers will be able to download the software from an Adobe web-site where they will be presented with the Oracle terms of use.

Who should AEM customers contact should they have a support issue with the Oracle Java SE software?

AEM Customers should contact the Adobe customer care organization (<https://helpx.adobe.com/experience-manager/kb/accessing-aem-support-portal.html>) for all issues pertaining to their AEM applications, including the underlying Oracle Java SE software.

Can AEM customers also decide to run their AEM applications on OpenJDK builds of Java?

No, at the moment only the Oracle Java SE JDK is supported for running AEM applications (also the IBM JDK when WebSphere Application Server is selected as the J2EE application server); please refer to the AEM technical requirements found [here](#) for guidance on specific builds and versions.

Where can I look up the Oracle Java SE JDK version(s) officially supported by my AEM version?

Please refer to the official documentation page (e.g., for AEM release 6.4: <https://helpx.adobe.com/experience-manager/6-4/sites/deploying/using/technical-requirements.html>).

What about the older Oracle Java SE releases, especially versions 6 and 7?

Maintenance updates for Oracle Java SE 6 and Oracle Java SE 7 will be made available to AEM customers for as long as these versions are supported by Oracle according to the roadmap available at <https://www.oracle.com/technetwork/java/java-se-support-roadmap.html> .

For more information

www.adobe.com/go/aem



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