

# RED HAT PROCESS AUTOMATION MANAGER

## FREQUENTLY ASKED QUESTIONS

Red Hat Decision Manager or Red Hat Process Automation Manager—which is right for you?

### USE DECISION MANAGER IF YOU NEED:

- More effective business rules management.
- Consistent, automatic business decision-making.
- Faster decisions and changes.

### USE PROCESS AUTOMATION MANAGER IF YOU NEED:

- All the capabilities of Decision Manager.
- Support for modeling, automation, simulation, and monitoring of business processes.

## INTRODUCTION

Red Hat® Process Automation Manager, formerly known as Red Hat JBoss® BPM Suite, is a platform for developing containerized microservices and applications that automate business decisions and processes. It includes business process management, business rules management, resource optimization, and complex event processing technologies. It also is compliant with popular industry standards like business process model and notation 2.0 (BPMN 2.0) and decision model and notation 1.1 (DMN 1.1) for process and decision management.

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## ABOUT RED HAT PROCESS AUTOMATION MANAGER

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**QUESTION:** What is needed to deploy Red Hat Process Automation Manager?

**ANSWER:** Process Automation Manager is distributed in container image files suitable for deployment on Red Hat OpenShift® Container Platform. In addition, automated installation is available for on-premise deployments on any certified Java™ virtual machine (JVM) and Java EE platform, including Red Hat JBoss Web Server and Red Hat JBoss Enterprise Application Platform (EAP). For a full list of certified and supported configurations, refer to the Red Hat Customer Portal.<sup>1</sup>

**QUESTION:** Can I deploy Red Hat Process Automation Manager on a noncertified platform?

**ANSWER:** Yes. We will provide all commercially reasonable efforts to support customers who are running Process Automation Manager on a noncertified platform. However, if we feel that the root cause of a reported issue is due to the platform or the interoperability of the platform with Process Automation Manager, you may be required to reproduce and troubleshoot the problem on a certified platform. For more details, refer to the Red Hat Customer Portal.<sup>1</sup>

**QUESTION:** Is Red Hat JBoss EAP included with a Red Hat Process Automation Manager subscription?

**ANSWER:** Yes. A Process Automation Manager subscription includes support for JBoss EAP for the same number of cores and with the same level of support. For example, a 64-core premium Process Automation Manager subscription includes premium support for JBoss EAP on those same 64 cores.

In other words, a 64-core subscription covers a total of 64 cores, regardless of which product—Process Automation Manager, JBoss EAP, or both—is deployed on each core.

Customers can deploy JBoss EAP in support of their Process Automation Manager applications or for any other purpose.

**QUESTION:** How does Red Hat Process Automation Manager compare with the jBPM community project?

**ANSWER:** The open source community is where our innovation occurs as new features are explored, developed, and tested within the community. As these features mature, Red Hat brings them into the enterprise-ready subscription for Process Automation Manager, which offers platform certification, access to Red Hat support, and many other benefits.

**QUESTION:** How should I choose between Red Hat Decision Manager and Red Hat Process Automation Manager?

**ANSWER:** Decision Manager is a platform for developing and running decision services based on business rules. Use Decision Manager if you need to manage business rules more effectively and create applications that make consistent, automatic business decisions.

Process Automation Manager is a platform for developing and running automation services based on business rules and process models. It includes all the capabilities of Decision Manager and adds support for modeling, automation, simulation, and monitoring of business processes. Use Process Automation Manager if you need to build applications that manage and automate entire processes, including the business decisions made at each step.

**QUESTION:** Can I evaluate Red Hat Process Automation Manager before I purchase a subscription?

**ANSWER:** Yes. A free, 90-day, fully supported evaluation subscription is accessible through the Red Hat Customer Portal or by contacting Red Hat Sales. In addition, a free development-only subscription is available for Process Automation Manager. To access this subscription, you may download Process Automation Manager from the Red Hat Developer website.<sup>2</sup> You will be asked to agree to the terms of the subscription, which include limited email support from the JBoss Community.

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<sup>1</sup> <https://access.redhat.com/articles/704703>

<sup>2</sup> <https://developers.redhat.com/products/bpmsuite/overview/>

## SUPPORT

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**QUESTION:** How long will Red Hat Process Automation Manager be supported?

**ANSWER:** Each major version of Process Automation Manager has a five-year support life-cycle policy. Detailed life-cycle support information is available in the Red Hat Customer Portal.<sup>3</sup>

## UPDATES AND MIGRATION

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**QUESTION:** How will I access software updates?

**ANSWER:** Software updates are available via the Red Hat Customer Portal.<sup>3</sup>

**QUESTION:** How do I migrate to Red Hat Process Automation Manager 7 from Red Hat JBoss BPM Suite 6?

**ANSWER:** Process Automation Manager is backwards-compatible with JBoss BPM Suite 6. Models created with JBoss BPM Suite 6 will execute on Process Automation Manager 7 without changes. However, the repository structure has changed, and JBoss BPM Suite 6 repositories should be migrated to Process Automation Manager 7 with the supplied repository migration tool. In addition:

- Any forms created with JBoss BPM Suite 6 will not execute correctly on Process Automation Manager 7. Forms can be migrated or recreated with supplied tools.
- Active process instances executing within a JBoss BPM Suite 6 runtime cannot be automatically migrated to Process Automation Manager. Subscribers needing help with this task should contact Red Hat Customer Support.

## ENTANDO DIGITAL EXPERIENCE PLATFORM

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**QUESTION:** How is the Entando product included with a Red Hat Process Automation Manager subscription different from the regular Entando product?

**ANSWER:** A Process Automation Manager subscription includes entitlement to the Entando Core, plus user interface (UI) bundles and plug-ins designed specifically for Process Automation Manager. Additional UI bundles and plug-ins are available from Entando at additional cost.

**QUESTION:** How do I obtain the Entando software?

**ANSWER:** Entando software is included in the list of components on the Process Automation Manager downloads page in the Red Hat Customer Portal. From there, users can follow a link in the Entando product description to the Entando Customer Portal, where the software can be downloaded.

**QUESTION:** Where can I find Entando documentation?

**ANSWER:** Entando product documentation is hosted on the Entando Customer Portal and is accessible via a link on the Process Automation Manager documentation page in the Red Hat Customer Portal.

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<sup>3</sup> [https://access.redhat.com/support/policy/updates/jboss\\_notes/](https://access.redhat.com/support/policy/updates/jboss_notes/)

FAQ Red Hat Process Automation Manager

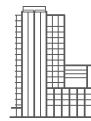
**QUESTION:** How do I obtain support for Entando software?

**ANSWER:** Support services and service-level agreements (SLAs) for Entando are the same as for Process Automation Manager. You may create support requests for Entando through the Red Hat Customer Portal.

**QUESTION:** What quantity of Entando is included with a Red Hat Process Automation Manager subscription?

**ANSWER:** A Process Automation Manager subscription includes support for Entando for the same number of cores and with the same level of support. For example, a 64-core premium Process Automation Manager subscription includes premium support for Entando on those same 64 cores.

In other words, a 64-core subscription covers a total of 64 cores, regardless of which product—Process Automation Manager, Entando, or both—is deployed on each core.



#### ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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