



JD Edwards Premier Support and Continuous Delivery FAQ

Premier Support for Oracle JD Edwards EnterpriseOne is extended through **at least 2035**, reinforcing our commitment to customers and product innovation. A stable and predictable long-term support policy enables customers to maximize and expand their existing investments with ample time for future planning. They can gain access to new features and capabilities, and protect their system with security patches as updates to their existing release without having to upgrade. They can run the same application on-premises or in Oracle Cloud Infrastructure (IaaS).

What are the support dates for JD Edwards products?

- For JD Edwards EnterpriseOne 9.2: Premier Support is effective through at least December 2035.
- For JD Edwards World A9.4: Premier Support transitioned to Extended Support in April 2022. Extended Support transitions to Sustaining Support in April 2025. World A9.4 customers can remain on Sustaining Support as they determine their path forward with Oracle products. Refer to Oracle Support Document 2251064.1 (JD Edwards EnterpriseOne 9.0, 9.1 and World A9.2, A9.2.1 and A9.3 Premier Support Details) for more details:
<https://support.oracle.com/epmos/faces/DocumentDisplay?id=2251064.1>

For more information, visit [Oracle's Lifetime Support Policy for Oracle Applications](#).

I have seen the EnterpriseOne support dates change almost every year. What is driving these changes?

As of EnterpriseOne 9.2, with input from customers, we moved to a Continuous Innovation delivery model for new product releases.

With the Continuous Innovation delivery model, we deliver all new functionality to JD Edwards EnterpriseOne as updates to the existing 9.2 code line; upgrades are not required to gain access to new features and capabilities. All fixes and updates are cumulative and available to all customers on 9.2.

In the past, there were situations where our customers were delaying the decision to upgrade to EnterpriseOne 9.2 because it would have resulted in a relatively short Premier Support window. Customers are interested in a JD Edwards solution that provides a solid upgrade ROI and release with a significantly longer Premier Support horizon.

Oracle wants to reassure JD Edwards customers that they can continue to run the current release of

JD Edwards applications with ongoing support and enhancements for the foreseeable future.

Will there be further changes to the support dates for JD Edwards EnterpriseOne 9.2?

Oracle is committed to reviewing the support dates annually and at their discretion may choose to extend the 'Premier Support Through At Least' date for 9.2. Over the years, the Premier Support date has moved from 2025 to 2028, 2030, 2031, 2032, 2033, 2034 and now 2035.

What if I'm a customer who has already upgraded to EnterpriseOne 9.2?

EnterpriseOne 9.2 customers now have increased confidence because they have an expanded support window for 9.2 and will be able to adopt new capabilities as they are made available as updates or new releases to the 9.2 code line.

Will Oracle deliver another major EnterpriseOne release?

Our continuous delivery model enables us to provide enhancements to JD Edwards EnterpriseOne 9.2 in easy-to-consume updates, rather than as a major release with a new code line that would require an upgrade. If a large functional or technology change cannot be delivered effectively as an update to 9.2, we would create a new code line resulting in a major release. Our focus is to enable our customers to maximize and expand the value they receive from JD Edwards by delivering all new enhancements on the 9.2 code line.

Is Oracle still enhancing JD Edwards EnterpriseOne 9.2?

Yes. We will continue delivering enhancements regularly, along with maintenance, regulatory updates, and technology improvements. JD Edwards EnterpriseOne 9.2 customers are familiar with our history of delivering enhancements. We have delivered many new releases for the 9.2 code line since the general availability of EnterpriseOne 9.2 in October 2015. The latest, Release 24, was delivered in November 2023. For more information, please visit the announcements page on [LearnJDE](#) or visit the [JD Edwards Product Roadmap](#).

What about enhancements for JD Edwards World?

World A9.4 will transition to Sustaining Support in April 2025. World customers should be making plans to migrate to JD Edwards EnterpriseOne 9.2 or to migrate to Oracle Cloud ERP.

What is Continuous Delivery?

Continuous Delivery is a software engineering approach in which our teams produce software in short cycles, ensuring that the software can be released at any time. It aims at building, testing, and delivering software faster and more frequently. The approach helps reduce the cost, time, and risk of installing changes by allowing for more incremental updates from JD Edwards to the applications you have in production.

Why is Continuous Delivery the right approach for JD Edwards EnterpriseOne customers?

Customer expectations have changed in terms of how they consume new versions of software. These expectations are based on their experience with cloud-based applications and consumer devices such as smartphones. With Continuous Delivery, customers get timely JD Edwards product innovations that support their business needs, without the cost and potential disruption of a major upgrade. Customers

no longer want to wait several years to get a new set of features. These incremental enhancements are easier to consume, enabling customers to shorten time-to-value cycles.

How have customers responded to Continuous Delivery?

Very positively! This change has given them even more choice and control. They like the added flexibility this model gives them in terms of when to adopt new releases, the expanded support window, and a simpler approach to maintaining their JD Edwards environments. Customers also like not having to budget or plan for a major upgrade. They can choose and control when to add new functionality, and it is easier, less disruptive, and faster to implement.

What are the key advantages of Continuous Delivery for customers?

Continuous Delivery gives our customers a tool to better align IT and the line of business organizations they support by scheduling the adoption of enhancements based on how they best serve the business rather than on an end-of-support date.

Will Oracle end support for EnterpriseOne in 2035?

We evaluate support dates annually and determine when it makes sense to extend the support time horizons. All Oracle Applications Unlimited products follow a similar timeline and Oracle remains committed to our Applications Unlimited customers. Applications Unlimited includes JD Edwards, E-Business Suite, PeopleSoft, Siebel, and Hyperion.

How often do you plan to deliver new enhancements to JD Edwards?

JD Edwards has followed a continuous delivery model for a number of years. New application enhancements are made available as ESUs as they are completed and new tools enhancements continue to be delivered as updates throughout the year.

Why is the support timeline for World A9.4 shorter than EnterpriseOne 9.2?

This decision was driven by the needs of our customers. Based on discussions with our World customers, most are considering migration to EnterpriseOne 9.2 or Oracle Cloud ERP.

Can customers simply upgrade to EnterpriseOne 9.2 and forget about it for the next 5 - 8 years because it will be covered by Premier Support until at least 2035?

As a best practice, we recommend that customers maintain their environment and stay current on the 9.2 code line by taking regular enhancement releases. Using this methodology will protect their system with security patches and make software updates routine and predictable if or when customers need a new enhancement to support their line of business or need a technology uplift, for example to support a new browser or database version.

However, customers still have the choice and control over how frequently and when they get to current releases of JD Edwards based on their business needs and cycles. The Continuous Delivery model will require a shift in how customers maintain their JD Edwards environments, and we have a variety of purpose-fit tools that allow customers to evaluate and adopt these enhancement releases.

For more information, visit the [EnterpriseOne Upgrade Resources](#) page on LearnJDE.

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