



**Alkacon Software GmbH & Co. KG**

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**Alkacon OpenCms Products & Services**

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## Introduction

Alkacon Software GmbH & Co. KG provides its customers with support, training and consulting services for OpenCms. We are also dedicated to developing first class products and solutions for OpenCms installations.

OpenCms is a complete and powerful open source web content management system. Alkacon Software GmbH & Co. KG is the official maintainer and also the major contributor to the OpenCms Project. For more information about OpenCms, please see <http://www.opencms.org>.

This document describes products and services available from Alkacon Software. More information is available on our website <http://www.alkacon.com>.

## 1 Alkacon OpenCms Support

The support options of Alkacon Software provide a convenient way to access the knowledge and experience of the team which has developed most of the OpenCms system.

### 1.1 Alkacon Premium Support Subscription for OpenCms and OCEE

The Alkacon Premium Support Subscription has been designed for customers who deploy OpenCms in mission critical applications and projects.

With our Premium Support Subscription, you have the best possible access to the development team of Alkacon OpenCms and OCEE.

This support option can be purchased as recurring subscription for a period of 12 months (1 year).

#### 1.1.1. Response time within the Premium Support

The guaranteed response time for the Premium Support Subscription is within the next business day (24 hours).

#### 1.1.2. Handling of incidents within the Premium Support

For the Premium Support Subscription, you can name 2 contacts in your organization that can access the Alkacon OpenCms support team for an unlimited number of incidents during the lifetime of the support subscription.

Incidents can be raised by phone or email.

##### Phone incidents

During a phone incident you can speak with an experienced Alkacon OpenCms consultant. Phone support is available only during our office hours.

During the phone call, you can ask several OpenCms related questions, which our answering consultant will try to answer to the best of his abilities.

Please note: Using a phone incident requires making an advance appointment even during Alkacon Software's office hours. For Premium Support subscribers, we guarantee to schedule a phone call within the next business day (24 hours).

##### Email incidents

Within the Premium Support Subscription, you can raise an unlimited number of incidents by email. This requires that you send an email to [opencms-support@alkacon.com](mailto:opencms-support@alkacon.com), describing your problem. We will then open an incident ticket that will stay open until we have delivered an answer to the problem.

For Premium Support subscribers, we guarantee a response time within the next business day (24 hours) for new email incidents.

#### 1.1.3. OpenCms bug-fixing service within the Premium Support

In addition to the unlimited number of incidents and the best possible response time, the Premium Support Subscription also includes a bug-fixing service for the OpenCms core and also the OCEE components.

This means that we will fix reproducible issues you report ASAP. This option is exclusively available for Premium Support subscribers.

## 1.2 Alkacon 10 Incident Support Package for OpenCms and OCEE

Incident based support is available for customers with only a limited number of questions about OpenCms.

Incident based support is available in pre-purchased packages of 10 incidents.

Please note that no OpenCms core “bug-fixing” service is included with the Incident Support Package. This service is available exclusively for Premium Support subscribers (please see 1.1).

### 1.2.1 Response time within the Incident Support

The guaranteed response time for the Incident Support Package is within the next two business days (48 hours).

### 1.2.2 Handling of incidents within the Incident Support

After purchase of an Incident Support Package, we will send you a customer code. Our email and phone support is available for any member of your team that uses this customer code.

Incidents can be raised by phone or email.

#### Phone incidents

During a phone incident you can speak up to 45 minutes with an experienced Alkacon OpenCms consultant. Phone support is available only during our office hours.

During the phone call, you can ask several OpenCms related questions, which our answering consultant will try to answer to the best of his abilities.

Please note: Using a phone incident requires making an advance appointment even during Alkacon Software's office hours. For the Incident Support Package, we guarantee to schedule a phone call within the next two business days (48 hours).

#### Email incidents

An email incident within the Incident Support Package requires that you send an email to [opencms-support@alkacon.com](mailto:opencms-support@alkacon.com), describing the problem. We will then open an incident ticket that will stay open until we have delivered an answer to this problem, regardless of the time or number of emails it takes to answer that inquiry. Only one question can be asked per email incident. If more than one question is contained in an email, each question in the email will be counted as one support incident.

For the Incident Support Package, we guarantee a response time within the next two business days (48 hours) for new email incidents.

If we provide an answer to an email incident, the incident is considered closed if the customer does not indicate otherwise within 5 days after our answer was provided.

### 1.2.3 Expiration of incidents

All purchased incidents are valid for 12 Months (1 year) after date of purchase. Unused incidents from an Incident Support Package will expire 12 Months (1 year) after the support account was opened.

## 1.3 Alkacon OpenCms Support Terms

### 1.3.1 Supported OpenCms Versions

Alkacon Software offers support for the following OpenCms versions:

- OpenCms 16
- OpenCms 15, 14, 13, 12 and 11
- OpenCms 10.5 and 10
- OpenCms 9

Other versions of OpenCms are not covered by our support agreements.

In case you need support for an older version of OpenCms, we can make an individual offer. Please contact us to clarify the details.

Only official, stable versions of the OpenCms software are supported. The reference for the official stable versions is the [opencms.org](https://opencms.org) website. No support within this agreement is available for OpenCms versions that contain modifications that are not part of the official versions. Moreover, pre-release versions of OpenCms (for example alpha, beta or release candidate versions) or source code versions from the Github repository are not covered by our support agreements.

### 1.3.2 Definition of an incident

An incident describes an isolated problem in the context of a larger OpenCms project. It is therefore specialized and detailed in nature. The context of the incident has to be provided by the surrounding project and the incident usually describes an issue that does not work as expected in that context.

No matter how you describe your incident, we will try to provide an answer. However, we reserve the right to reject an incident in case we find the problem description to unspecified or to general in nature. For the Incident Support Package (see 1.2) rejected incidents will not be counted to the total number of used incidents.

### 1.3.3 Information to include with an incident

The following information is to be included for every incident raised:

- OpenCms Software Version
- Java JDK version
- Operating System
- Database
- Servlet Engine
- Web server
- Exception stack traces
- If required: Code snippets related to your problem

### 1.3.4 Types of issues covered by the support

We at Alkacon Software believe to have the most complete knowledge in OpenCms available and we are sure that we can solve most of your problems. However, because of the variety of soft- and hardware OpenCms is able to run with, we cannot guarantee that we can always find a solution to an incident.

If you raise an incident describing a problem, this problem must be reproducible by our support team.

This means it must be reproducible on a standard OpenCms (plus OCEE) distribution installation. A standard distribution installation means a system that is based only on the OpenCms core package available for download on [opencms.org](https://opencms.org) plus optionally the OCEE modules installed, with a number of additional modules (or content imports) installed from your individual website / application.

We reserve the right to not fix any performance related issues in OpenCms, because usually these are the result of a poor layout of the application build on OpenCms and not OpenCms itself. However, we will try to support you in finding performance bottlenecks in your application and try to point out possible improvements.

### 1.3.5 Supported software components

If the issue is related to an underlying environment, we support the following components:

- MS Windows (current versions\*)
- Linux (Red Hat, SUSE, Debian, Ubuntu - current versions\*)
- Java 8 and 11 LTS
- Tomcat 8.x and 9.x
- MariaDB / MySQL DB (current versions\*)

We offer limited support\*\* for the following components:

- Jboss / WildFly (current versions\*)
- Websphere (current versions\*)
- Glassfish (current versions\*)
- Oracle DB (current versions\*)
- PostgreSQL (current versions\*)
- Microsoft SQL Server (current versions\*)
- DB2 (current versions\*)

\* 'Current versions' means the last two current major stable release versions of the listed component. No alpha, beta or release candidate versions are supported. In case you are in doubt please ask us if the version you are using is supported.

\*\* 'Limited support' means that we support OpenCms with these components, but we only have limited know-how regarding installation and optimization of OpenCms on these components. The OpenCms core bug-fixing service within the premium support subscription (see 1.1.3) is limited to 20 developer working hours during the subscription period of 12 months for issues regarding these components.

No other environments or components than those listed above are covered by our support options.

Please note that we cannot fix issues that are part of the underlying environment or the external JARS or components that ship with OpenCms. However, in case of severe and easily reproducible issues with such external components, we will do our best to find a workaround.

### 1.3.6 Support availability

Our OpenCms Support is available in English or German language.

All Support is available at Alkacons business hours. Our business hours are:

Monday to Friday, 9.00h to 18.00h, Cologne, Europe (CET, GMT+1) time zone.

Please note: For business days, local holidays for NRW, Germany apply.

## 2 Alkacon OpenCms Enterprise Extensions subscription

The Alkacon OpenCms Enterprise Extensions (Alkacon OCEE) are a commercial extension for OpenCms.

Alkacon OCEE is available within an annual subscription as a licensed software product from Alkacon Software GmbH & Co. KG.

Please see section 6 for the full license text.

Alkacon OCEE is installed on a standard open source OpenCms system. Alkacon OCEE is a binary only distribution. This means that the source code for the OCEE package is not available.

To use the Alkacon OCEE package, you need to enter a license key that will be provided to you by Alkacon after you purchase an Alkacon OCEE subscription.

### 2.1 Functions of the Alkacon OCEE package

The following features are included in the Alkacon OCEE package:

#### 2.1.1 Alkacon OCEE Accelerator

The Alkacon OCEE Accelerator provides additional high-performance caches to accelerate the data access and delivery. Using the Alkacon OCEE Accelerator, an OpenCms system can respond faster to database requests. High-traffic sites will especially benefit from this feature.

#### 2.1.2 Alkacon OCEE Cluster Manager

The Alkacon OCEE Cluster Manager allows for clustering of OpenCms Servers in combination with external load balancers (e.g. CISCO local director). OpenCms Clusters add failover security for mission-critical environments, and improved scaling availability for high traffic sites.

Please note: The Alkacon OCEE Cluster Manager **requires additional Hardware** (e.g. CISCO local director) **or Software** for the http request load balancing. The used load balancing solution must use "sticky sessions", meaning all requests for one user http session always go to the same server in the cluster. Does not cluster the OpenCms database, this must be done with database native tools. The content editing and publishing must be done on one server of the cluster only, though it does not matter which server this is.

#### 2.1.3 Alkacon OCEE LDAP Connector

With the Alkacon OCEE LDAP Connector, integration of existing LDAP user directories with the OpenCms permission system is available. The connected LDAP server can be used to fully replace, or in addition to, the standard OpenCms user and group Management. Integration of LDAP users and groups allows using these for all OpenCms authentication and ACL permission management.

The Alkacon OCEE LDAP Connector supports access to Microsoft Active Directory (AD) using its LDAP-Interface.

Please note: LDAP user repository data must be organized according to RFC 2256 (attribute types) und RFC 2798 (inetOrg object class). Most LDAP standard user repositories implement these RFC. The LDAP connection is "read only", i.e. management of information stored in the LDAP server is not possible with this module.

### 2.1.4 Alkacon OCEE Replicator

Using the Alkacon OCEE Replicator it is possible to replicate the complete (or part of the) OpenCms repository data to remote database instances. These remote instances are also automatically updated when changed data is published. Using this feature, it is for example possible to have a separate internal OpenCms “work server” instance inside of a secured intranet, and a public OpenCms “production server” in a DMZ.

Please see section 2.3 below for the list of databases compatible with this OCEE module.

Please note: Replication is done only in one direction, so in the above example, no content can be created on the public “production” server in the DMZ.

## 2.2 Scope of an Alkacon OCEE installation

One Alkacon OCEE subscription entitles the customer to use the Alkacon OCEE package on exactly one OpenCms installation.

In case the Alkacon OCEE package is to be used on multiple OpenCms installations, a separate OCEE subscription must be purchased for each OpenCms installation.

An OpenCms installation in this sense can be a single server, or on multiple servers in a shared cluster.

The base version of the Alkacon OCEE package allows to use Alkacon OCEE in an OpenCms installation of up to two (2) servers in a shared cluster.

In case the OpenCms installation contains more than two (2) servers in a shared cluster, for each additional server in the cluster the purchase of an extension of the Alkacon OCEE subscription license is required.

A subscription of Alkacon OCEE purchased to be used for one specific OpenCms installation may only be used for this specific installation. Using the same Alkacon OCEE subscription for different OpenCms installations is not allowed.

We offer reduced package pricing for larger Alkacon OCEE cluster installations, please see section 3 below.

Please note: Alkacon reserves the right to apply a technological protection measure that limits the use of the one subscription of the Alkacon OCEE package to exactly one OpenCms installation. Such technological protection measures can require the use of license keys.



## 2.3 Alkacon OCEE compatibility

Alkacon OCEE is available for the following OpenCms versions:

- OpenCms 16
- OpenCms 15, 14, 13, 12 and 11
- OpenCms 10.5 and 10
- OpenCms 9

Each supported version of OpenCms requires an exactly matching Alkacon OCEE version.

The newest version of Alkacon OCEE with the full functionality as described in this document is available for the official release versions of OpenCms 16.

Older OpenCms Versions like 15, 14, 13, 12, 11, 10 or 9 require a version of the Alkacon OCEE package compatible with that older OpenCms version. For these older OpenCms versions, the product description, as well as the functionality of the Alkacon OCEE package, can be different from the functionality described in this document.

Alkacon OCEE for OpenCms 11 and newer requires Java version 8 or newer. Older OCEE versions also support Java 7.

The following functionalities are Database dependent:

- **Alkacon OCEE Replicator** (please see 2.1.4)

Currently the only supported databases for the Alkacon OCEE Replicator are:

- MariaDB / MySQL DB (current versions\*)
- Oracle (current versions\*)
- PostgreSQL (current versions\*)
- MS SQL Server (current versions\*)
- DB2 (current versions\*)

Other databases are not supported.

\* 'Current versions' means the last two current major stable release versions of the listed component. No alpha, beta or release candidate versions are supported. In case you are in doubt please ask us if the version you are using is supported.

## 2.4 Usage of Alkacon OCEE on “development servers”

When purchasing an Alkacon OCEE subscription, you can use the Alkacon OCEE package without charge on an unlimited number of “development servers”.

A “development server” is a server used exclusively to develop an OpenCms solution that is transferred to a “production server” when the development is finished. A development server is used only by developers of the OpenCms application while developing and testing the application. If a server is used for any other purpose than this, it is a “production” server. Moreover, any server that is configured in the same cluster with at least one “production” server also counts as a “production” server which requires a license.

Alkacon will provide an additional development license key for “development servers” with any purchased OCEE subscription.

Please note: The OCEE features on servers using an OCEE “development” license are automatically disabled after 12 hours of continuous server operation. After a server (or OpenCms web application) restart, the features are enabled again for another 12 hours.

### 3 Pricing Information

#### 3.1.1 Alkacon OpenCms Premium Support Subscription

- 5000 € (12 months of support) [Product item: SUB-PREMIUM]

#### 3.1.2 Alkacon OpenCms 10 Incident Support Package

- 2500 € (valid for 12 months) [Product item: SUP-INCIDENT-10]

#### 3.1.3 Alkacon OCEE subscription

For each Alkacon OCEE subscription a **base price** and an **extension price** is applied.

- For the first year, i.e. during the initial 12 months, the higher base price is to be paid.
- For all subsequent years, i.e. after the initial 12 months, the lower extension price is to be paid to extend the subscription for further 12 months.

##### Alkacon OCEE subscription base price

- 2500 € Installation in a cluster of up to 2 servers [Product item: OCEE-SUB-02]
- 3500 € Installation in a cluster of up to 5 servers [Product item: OCEE-SUB-05]
- 5000 € Installation in a cluster of up to 10 servers [Product item: OCEE-SUB-10]
- Installation of additional cluster servers: plus 500€ [Product item: OCEE-ACN]

##### Alkacon OCEE subscription extension price

- 1000 € Running a cluster of up to 2 servers [Product item: OCEE-SUB-02]
- 1500 € Running a cluster of up to 5 servers [Product item: OCEE-SUB-05]
- 2500 € Running a cluster of up to 10 servers [Product item: OCEE-SUB-10]
- Running of additional cluster servers: plus 500€ [Product item: OCEE-ACN]

#### 3.1.4 Combination of OpenCms Premium Support with Alkacon OCEE subscription

We offer discounts for the Alkacon OpenCms Premium Support Subscription in combination with an Alkacon OCEE subscription:

##### Combination SUB-PREMIUM + OCEE-SUB-02

Premium Support and Alkacon OCEE subscription for a cluster of up to 2 servers.

- 6500 € (Base price)
- 5500 € (Extension price)

##### Combination SUB-PREMIUM + OCEE-SUB-05

Premium Support and Alkacon OCEE subscription for a cluster of up to 5 servers.

- 7500 € (Base price)
- 6000 € (Extension price)

##### Combination SUB-PREMIUM + OCEE-SUB-10

Premium Support and Alkacon OCEE subscription for a cluster of up to 10 servers.

- 8500 € (Base price)
- 7000 € (Extension price)

Please note: All listed prices are subject to change. German customers must add 19% VAT / sales tax (MwSt).

## 4 Alkacon Subscription renewal and cancellation

For the Alkacon Premium Support Subscription (see 1.1) and the Alkacon OCEE subscription (see 2) the following terms apply:

The annual subscription period is 12 months (1 year).

An active subscription extends automatically for another 12 months (1 year) 14 days prior to the end of the annual subscription period.

An active subscription can be cancelled by the customer or Alkacon any time before the automatic extension. Cancellation must be sent in written form, email is sufficient.

After cancellation of an Alkacon Premium Support Subscription the support can be used until the end of the paid subscription period.

After cancellation of an Alkacon OCEE subscription, an installed Alkacon OCEE package can be used until the end of the paid subscription period.

To be entitled to use an installed Alkacon OCEE package, a valid Alkacon OCEE subscription is required. If no valid Alkacon OCEE subscription is available, the OCEE package must be removed from the OpenCms installation.

Please note: Alkacon reserves the right to apply a technological protection measure that prevents the use of the Alkacon OCEE package after expiry of the subscription period. Such technological protection measures can require the use of license keys.

## 5 Alkacon Software Contact Information

For all questions regarding the Alkacon support options, the OCEE package, or further services, please contact us at the following address:

Alkacon Software GmbH & Co. KG  
An der Wachsfabrik 13  
DE-50996 Cologne (Köln)  
Germany

Phone: +49 (2236) 3826-0  
Fax: +49 (2236) 3826-20

Web: <http://www.alkacon.com>

Registered Alkacon OCEE and OpenCms support customers, please send all support inquiries directly to [opencms-support@alkacon.com](mailto:opencms-support@alkacon.com).

*Alkacon OpenCms and the OpenCms Logo are registered trademarks of Alkacon Software GmbH & Co. KG in Germany, the USA and other countries.*

## 6 Alkacon OCEE License Terms

### 1 Subject Matter of the Contract

1.1 Subject matter of the contract is the assignment for beneficial use of a program copy of an Alkacon software product (hereinafter referred to as "Software") as well as the grant of a license in the Software for a specified amount of time (subscription period). The functionalities of the Software are described in the preceding sections of this document. The functional description forms an integral part of this contract.

1.2 Licensee is given 30 days after the conclusion of this contract to test the Software. If Licensee does not want to use the Software, he is to notify Alkacon of his decision in writing and completely delete the Software prior to the expiry of the time-limit. The notification needs to arrive at Alkacon's business premises prior to the expiry of the 30 day time-limit. Alkacon reserves the right to apply a technological protection measure that prevents the further use of the Software after expiry of the 30 day time-limit.

### 2 Provision of the Software

2.1 Alkacon will provide to Licensee a copy of the Software in machine-readable object code. Also, Licensee shall receive a licensing key (subscription key). The source code of the Software is not subject matter of this contract.

2.2 Alkacon shall communicate to Licensee a URL together with access data suitable for such URL, which enable Licensee to download the Software from a password protected area of Alkacon's website.

### 3 License

3.1 Alkacon grants to Licensee the non-exclusive license, limited in time (usually for 12 months), to use the Software on as many servers as specified in the contract offer, and to reproduce as many copies as necessary therefore (e.g. installation, loading into the random access memory).

3.2 Alkacon reserves the right to apply a technological protection measure that prevents the further use of the Software after expiry of the subscription period.

3.3 Beyond the license granted according to Section 3.1 Alkacon permits Licensee to test the software on any number of development systems, and to produce as many copies as are necessary therefore. A system is a "development system" within the meaning of this license terms only if the data stored on the system or, respectively, the data processed by means of the Software are exclusively used for testing purposes, and the system itself does not run continuously. Licensee cannot invoke the term "testing purposes" if the use of the Software wholly or partly serves the productive content management.

3.4 Transfer of the Software license and the subscription key to another party is permitted. Licensee must notify Alkacon immediately if the license is so transferred.

3.5 In case Alkacon provides to Licensee, by his request and in addition to the Software, the content management system "OpenCms", OpenCms shall be provided free of charge. This contract shall not apply to the provision of OpenCms with the exception of the clauses on liability and warranty. The license for OpenCms shall be received directly from the owner of the corresponding rights and shall be governed by the license conditions of the GNU Lesser General Public License (LGPL). The LGPL can be viewed in the "license.txt"-file that is enclosed in OpenCms.

### 4 Additional Licensing

4.1 Licensee can purchase licenses for additional servers by notifying Alkacon in writing of the desired amount and paying an annual subscription fee according to the price list in effect at that

time. The price list can be inquired at Alkacon at all times.

### 5 Updates and Support

5.1 Licensee shall within life of this subscription contract upon his request receive all corresponding updates of the Software, if Alkacon issues such updates.

5.2 Updates will be provided for download on Alkacon's website according to section 2.2.

5.3 Alkacon shall offer to Licensee support services regarding the installation of the Software within a period of 30 days after the conclusion of this contract. Inquiries are to be directed via e-mail to [opencms-support@alkacom.com](mailto:opencms-support@alkacom.com) only. Alkacon offers more comprehensive support within the framework of additional agreements.

### 6 Duties and Obligations of Licensee

6.1 Licensee shall make backup copies of his database prior to the installation of the Software or an update. During the use of the Software Licensee shall make data backups at regular intervals.

6.2 Licensee shall examine the Software during the test stage, particularly as regards its functional operability. Obvious defects or errors shall be reported in writing providing a description of the defects or errors.

### 7 Warranty

7.1 Alkacon warrants that the Software is delivered without defects or errors that nullify or impair the value of the Software or its serviceability as provided in this contract. In case of defects or errors Alkacon shall be obliged and entitled to either remedy the defect or error or replace the Software. Remedy or replacement can – inasmuch as it is reasonable in consideration of Licensee's just and reasonable interests – be effected by means of the provision of an update. In case Alkacon does not succeed in remedying the defect or error or replacing the Software within a reasonable period of time, Licensee can demand a reduction of the license fees or withdraw from the contract.

7.2 The warranty period shall end 12 months after the conclusion of this contract.

### 8 Liability

8.1 Alkacon is liable for any culpable act that leads to injury of life, body or health or to a violation of an essential contractual obligation. In relation to a violation of an essential contractual obligation liability for negligence is however limited to the foreseeable damage that can typically materialise in connection with the type of contract in question. Beyond that Alkacon is only liable for acts of malice and bad faith and acts committed intentionally or in gross negligence.

8.2 The provision in section 8.1 shall apply to all claims for damage, irrespective of their cause in law, as well as to claims for compensation for futile expenses.

### 9 Choice of Law and Venue

9.1 The parties to this contract agree that this contract as well as all claims arising from or in connection with this contract shall be governed by the laws of the Federal Republic of Germany.

9.2 The parties hereby submit to the exclusive jurisdiction of, and waive any venue objections against, the Courts of Cologne, Germany, in any litigation arising out of or in connection with this Agreement.