



TIBCO eFTL™

Concepts

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About this Product

TIBCO® is proud to announce the latest release of TIBCO eFTL™ software.

This release is the latest in a long history of TIBCO products that leverage the power of Information Bus® technology to enable truly event-driven IT environments. TIBCO eFTL software is part of TIBCO Messaging®. To find out more about TIBCO Messaging software and other TIBCO products, please visit us at www.tibco.com.

Product Editions

TIBCO Messaging is available in a community edition and an enterprise edition.

TIBCO Messaging - Community Edition is ideal for getting started with TIBCO Messaging, for implementing application projects (including proof of concept efforts), for testing, and for deploying applications in a production environment. Although the community license limits the number of production processes, you can easily upgrade to the enterprise edition as your use of TIBCO Messaging expands.

The community edition is available free of charge. It is a full installation of the TIBCO Messaging software, with the following limitations and exclusions:

- Users may run up to 100 application instances or 1000 web/mobile instances in a production environment.
- Users do not have access to TIBCO Support, but you can use TIBCO Community as a resource (community.tibco.com).

TIBCO Messaging - Enterprise Edition is ideal for all application development projects, and for deploying and managing applications in an enterprise production environment. It includes all features presented in this documentation set, as well as access to TIBCO Support.

Bundling

The enterprise edition of TIBCO ActiveSpaces® uses the enterprise edition of TIBCO Messaging and includes a license for it. The community editions of those related products are compatible with both the enterprise and community editions of TIBCO Messaging.

Purpose and Features

TIBCO eFTL software extends TIBCO messaging to communicate with a variety of client devices, applications, and other things—smartphones, tablets, browsers, sensors. Applications on these devices can use TIBCO eFTL software to communicate with one another, and with back-end applications that use infrastructure based on TIBCO FTL , TIBCO Enterprise Message Service (EMS), Apache Kafka, Apache Pulsar and Eclipse Mosquitto. eFTL can be used to extend all back-end components (FTL, EMS Kafka, Pulsar, and Mosquitto) to websockets, REST, and web/mobile devices, and the like.

TIBCO eFTL software features high scalability at human-scale performance: that is, throughput and latency adequate for cell phones and browsers.

TIBCO eFTL software consists of a compact messaging API and a TIBCO eFTL service, which the FTL server provides.

TIBCO eFTL software cleanly separates the responsibilities of application developers from those of administrators, just as TIBCO FTL software does. Developers use the TIBCO eFTL API in programs. Administrators configure and arrange to run TIBCO eFTL services, and monitor message load and performance.

TIBCO eFTL software requires the TIBCO FTL server for configuration and monitoring.

i Note: eFTL can use only FTL or EMS for persistence of eFTL message data. It is recommended to use FTL for persistence unless there are specific queuing needs available only via EMS. See [FTL Persistence](#).

Basic Definitions

Understanding the basic definitions in this topic will help you understand the more detailed scenarios in the following topics.

eFTL Service

The *TIBCO eFTL service* is a software routing component. All message communications that involve eFTL applications flow through a TIBCO eFTL service.

Channel

Each service operates a set of independent channels. A *channel* carries a message stream, and keeps it separate from the message streams of other channels. That is, the service does not forward messages from one channel to another.

Sides

Each channel has two sides, and conducts messages between them. On the *eFTL side*, eFTL clients connect to the channel. The name of the other side depends on message infrastructure with which it interfaces. If it interfaces with TIBCO FTL infrastructure, it is called the *FTL side*. If it interfaces with TIBCO Enterprise Message Service infrastructure, it is called the *EMS side*.

Cluster

Within a TIBCO FTL realm, the administrator can define TIBCO eFTL clusters. A *cluster* is a set of TIBCO eFTL services that cooperate for scalability and redundancy. Within a cluster, each service operates the same set of channels.

Architecture

TIBCO eFTL serves as an FTL client interface adjunct service, and runs under the FTL Server. To use eFTL, you must also install TIBCO FTL.

Client Applications

Customer-developed client applications use the eFTL APIs to enable messaging functionality. eFTL APIs are available in a number of languages, including C, C#, Go, Java, Javascript, and Python. A client application can be a publisher, a subscriber, or both. Or a client can be a Key-Value Map application (FTL channel only).

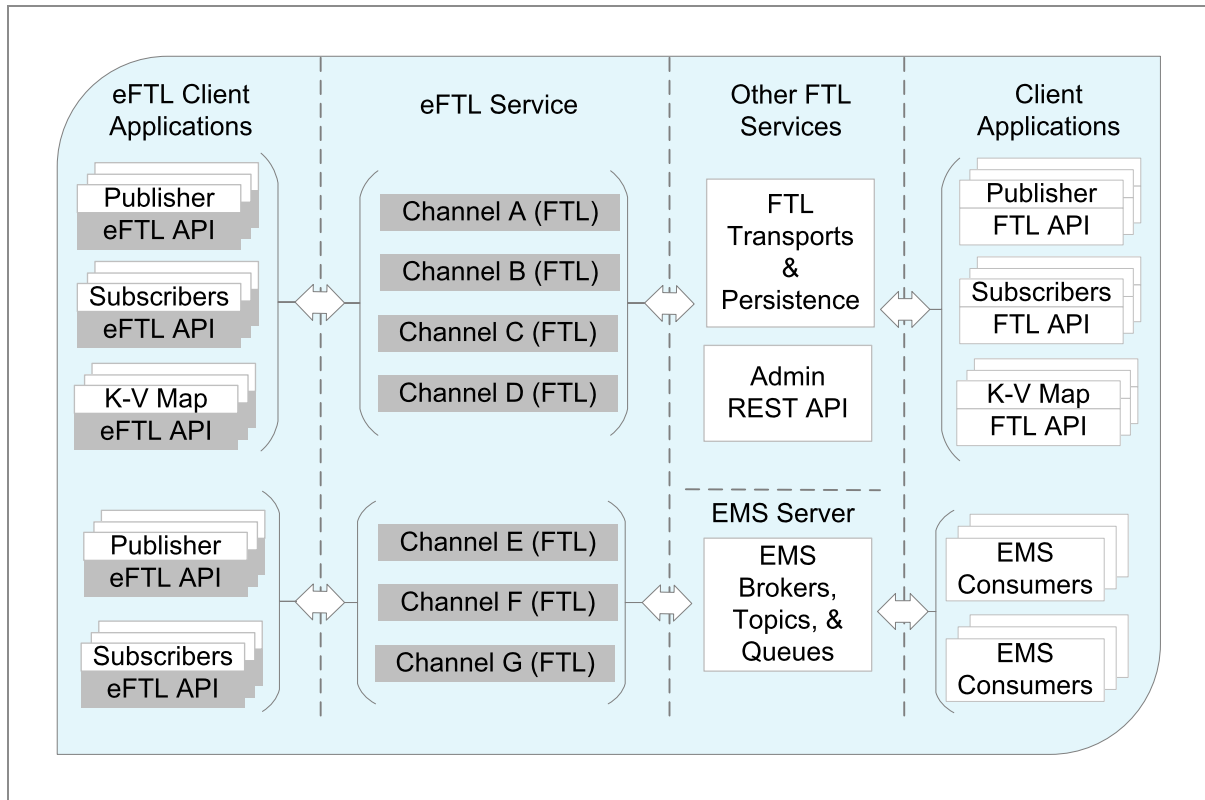
Channels

TIBCO eFTL functionality is based on the concept of configurable *channels*, each of which carries a separate and isolated message stream. A channel can be configured as one of two types:

- FTL channel-to-eFTL applications use the FTL messaging infrastructure.
- EMS channel-to-eFTL applications use the TIBCO Enterprise Message Service (EMS) messaging infrastructure.

Administration

eFTL administration is performed via the FTL REST API and FTL administrative UI.

Figure 1: eFTL Administration

Channels


Within a TIBCO eFTL service, administrators can define several named *channels*, each of which carries a separate message stream. Administrators can use channels to isolate message streams from one another.

An eFTL application specifies a specific channel name when it connects to a TIBCO eFTL service.

Channel Type

A channel can be configured as an FTL channel or an EMS channel, but not both. The *type* of the channel denotes this infrastructure: each channel is either an FTL channel or an EMS channel.

If eFTL applications on the channel must communicate with either FTL or EMS applications, then this determines the channel type. If the channel carries messages among *only* eFTL clients, then the administrator can choose either channel type based on other considerations.

 **Note:** You cannot configure a channel to enable eFTL applications to communicate with both FTL and EMS clients.

If the channel is to carry messages *only* among eFTL clients, then the administrator can choose either channel type based on other considerations.

Channel Sides

Each channel has an eFTL side, and also has either an FTL side or an EMS side, depending on the channel's type.

FTL Channels

An FTL channel provides publish-subscribe messaging among eFTL applications, *and* between eFTL applications and FTL applications.

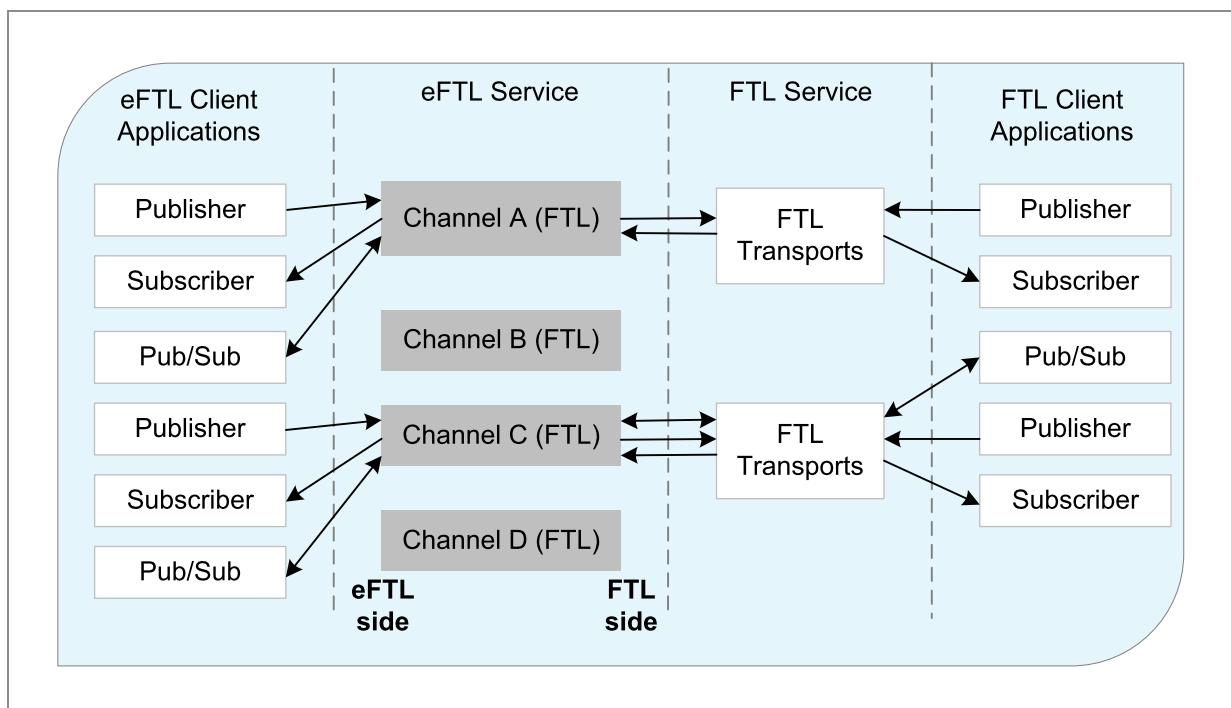
Each FTL channel has an *application-facing endpoint*, which is its interface to the FTL messaging infrastructure. The channel uses this endpoint to forward messages to and from FTL application processes, including other eFTL services within a cluster.

Administrators can implement each channel's application-facing endpoint with transports, which tie it to the FTL infrastructure.

Note: Channels can simultaneously forward messages in either direction.

In the following example diagram, channels A and F are FTL channels.

Figure 2: FTL Channels



Messages from eFTL Publishers

When an eFTL publisher sends a message, the channel forwards it within the eFTL side to all the other eFTL subscribers on an FTL channel. The channel also forwards the message through the FTL side to become available to FTL subscribers.

Messages from FTL Publishers

When an FTL publisher sends a message, via an FTL transport the message reaches the FTL channel at the FTL side. The channel then forwards the message to all its eFTL subscribers.

However, the channel F does not forward the message to FTL applications; this is managed by the FTL Server.

Isolation

Administrators can use separate channels to isolate message streams from one another. When FTL transports are properly configured, messages in a channel pass through only that channel.

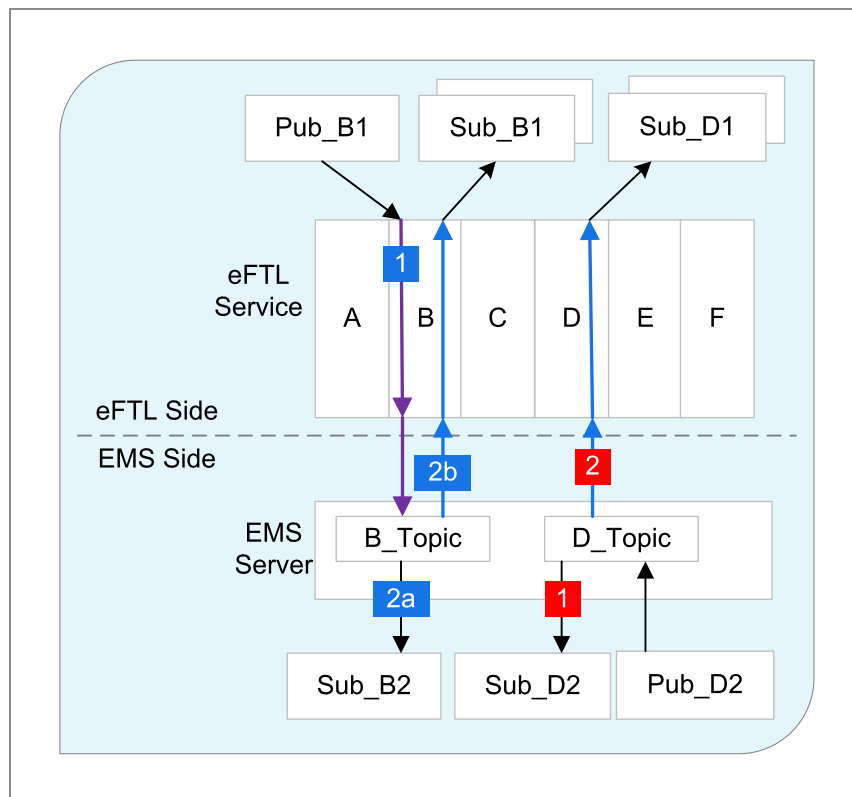
EMS Channels

An EMS channel provides publish-subscribe messaging among eFTL applications, *and* between eFTL applications and EMS applications.

Each EMS channel is a client of an EMS server, which acts as a store-and-forward intermediary for all messages through the channel.

In the diagram, channels B and D are EMS channels.

Figure 3: EMS Channels



Messages from eFTL Publishers

The blue numbers in the diagram represent messages from eFTL publishers.

1. The purple arrow within channel B indicates forwarding into the EMS side. When Pub_B1 sends a message, channel B translates it and publishes it to a topic within the EMS server.
2. The EMS server forwards the message in two ways:
 - a. The downward black arrow from B_Topic indicates ordinary EMS delivery to subscriber Sub_B2.
 - b. The upward blue arrow from B_Topic indicates the two phases that carry the message into the eFTL side:
 - i. The EMS server delivers the message to channel B.
 - ii. Channel B retranslates the message and forwards it to all its eFTL subscribers, represented by Sub_B1 in the diagram.

Messages from EMS Publishers

The red numbers in the diagram represent the path of a message from EMS publisher Pub_D2 to its topic in the EMS server.

1. The downward black arrow from D_Topic indicates ordinary EMS delivery to subscriber Sub_D2.
2. The upward blue arrow indicates the two phases that carry the message into the eFTL side:
 - a. The EMS server forwards the message to channel D.
 - b. Channel D translates the message, and delivers it to all the eFTL subscribers on channel D, represented by Sub_D1 in the diagram.

Isolation

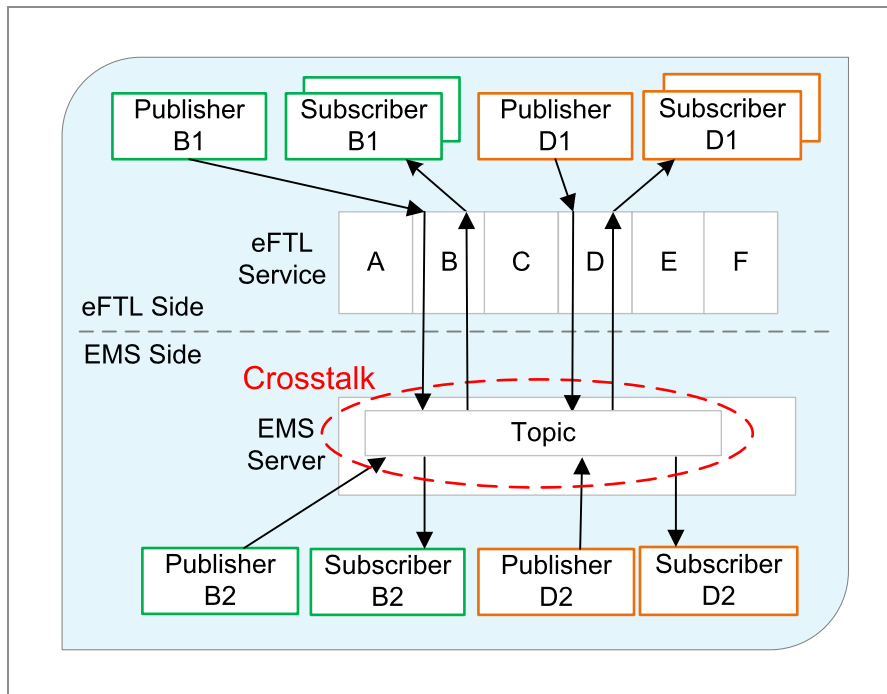
Administrators can use separate channels to isolate message streams from one another. With proper configuration, messages in channel B remain within channel B. Similarly for channel D, and all the other channels. Each channel gives rise to a separate message network. The diagram shows channel B's network in green, and channel D's network in yellow.

Nonetheless, if subscribers on two channels access the same EMS topic, the EMS server can merge the two message streams. For more information about EMS crosstalk and an administrative remedy, see [EMS Topic Prefix](#).

EMS Topic Prefix

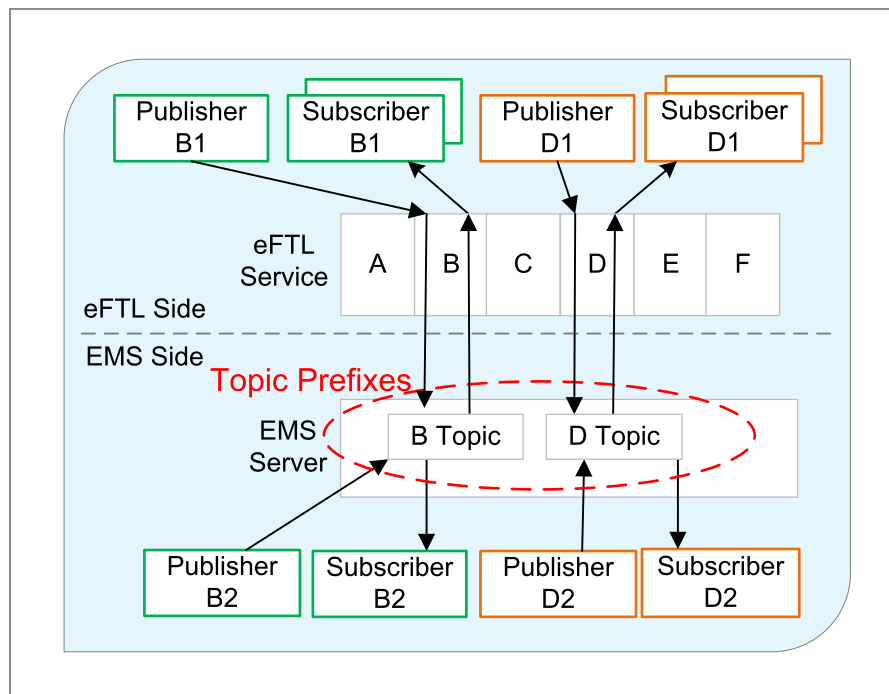
Channels isolate message streams. However, the EMS server merges message streams that share a topic name. Configuring a distinct topic prefix on each EMS channel can prevent crosstalk among channels through the EMS server.

The first diagram illustrates the undesirable crosstalk effect. The intent is that channels B and D carry separate message streams, isolating the green applications on channel B from the yellow applications on channel D. However, because applications on the two channels use the same topic name, the EMS server forwards messages on both channels, resulting in crosstalk. (The effect is the same even in the absence of EMS applications that use the shared topic name.)

Figure 4: Crosstalk

To prevent crosstalk, the eFTL administrator can supply a distinct prefix string for each EMS channel. Each EMS channel prepends its prefix string to EMS topic names at each publish and subscribe operation. The second diagram illustrates the result: each channel communicates with a separate topic in the EMS server, effectively isolating their message streams.

Figure 5: Topic Prefixes



Topic prefix strings are transparent to eFTL client applications. That is, applications on the eFTL side still publish and subscribe using a topic name *without* the prefix: the channel prepends it only on the EMS side.

However, topic prefix strings are *not* transparent to EMS client applications. That is, applications on the EMS side must explicitly include the prefix when they publish and subscribe.

Furthermore, EMS administrators must explicitly allow these prefix strings in topic names.

Use Cases

The following examples illustrate possible use cases involving TIBCO eFTL software to mediate communication among applications.

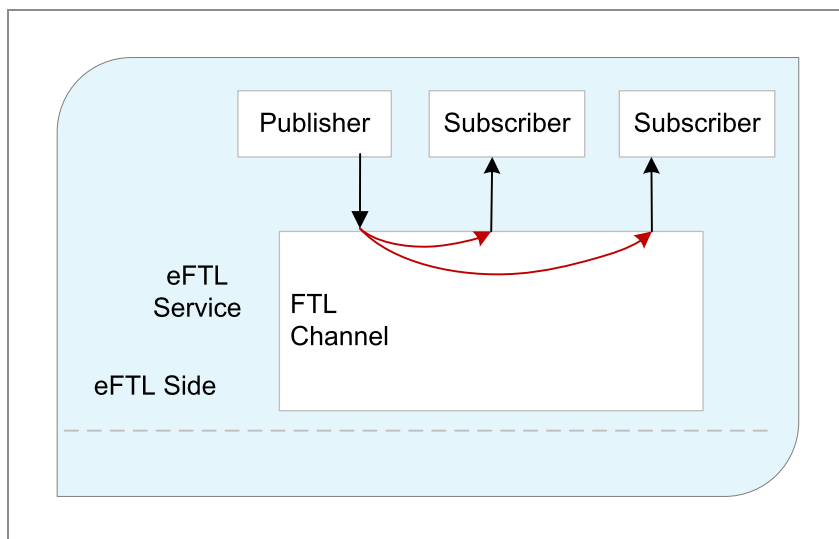
Messages Among eFTL Clients

In the simplest use case, an FTL channel can forward messages among eFTL applications, in which case, communication with other FTL services is not required.

The following figure shows three eFTL applications: one that publishes and two that subscribe. These eFTL applications connect to a TIBCO eFTL service with one channel that forwards messages from eFTL publishers to eFTL subscribers.

If an eFTL application both publishes and subscribes, it does not receive messages from itself through the FTL channel.

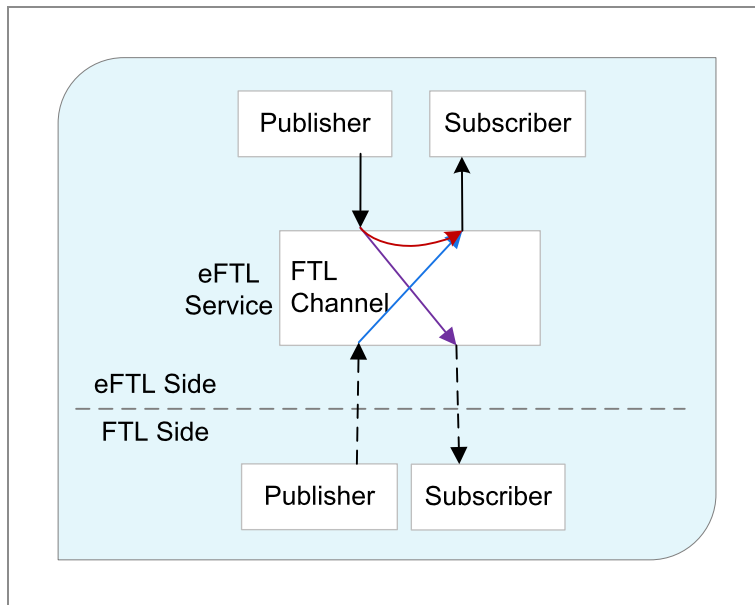
Figure 6: eFTL Message Flow



Messages between eFTL Clients and FTL Clients

An FTL channel can forward messages between eFTL applications and FTL applications, in either direction.

Figure 7: eFTL and FTL Clients



The diagram shows applications that publish and subscribe. Applications on the eFTL side connect to the FTL channel using the eFTL API, while those at the bottom communicate using FTL transports. The channel forwards messages among them in three ways:

- from eFTL publishers to FTL subscribers
- from FTL publishers to eFTL subscribers
- from eFTL publishers to eFTL subscribers

When forwarding a message, the eFTL server translates the message format appropriately; for details, see [Message Format: TIBCO eFTL and TIBCO FTL](#).

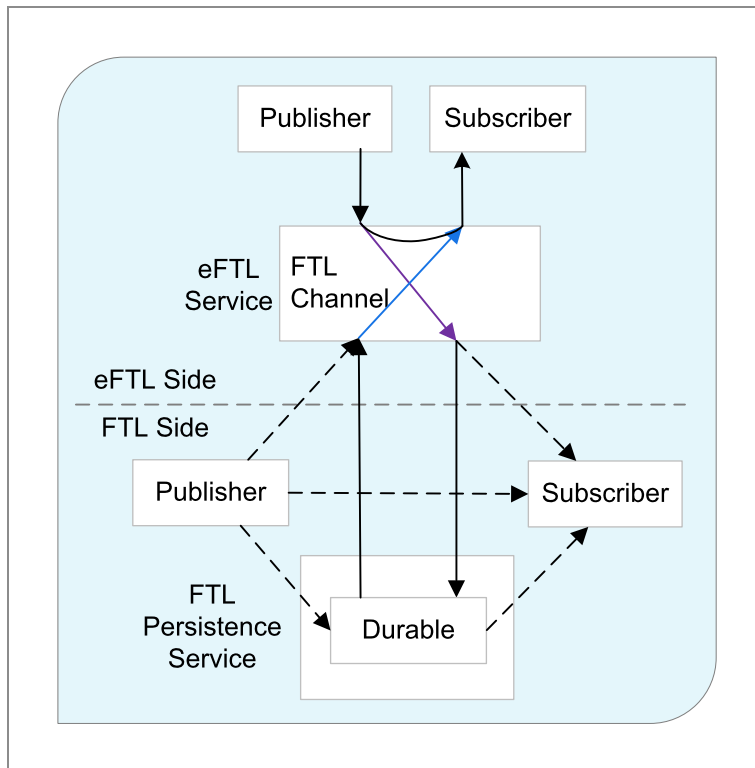
Notice that when forwarding within the eFTL side, the channel translates the message twice: as it enters and leaves the server.

FTL Persistence

An FTL channel can interact with an FTL persistence service.

The following diagram adds an FTL persistence service to the previous example.

Figure 8: FTL Persistence



Note that eFTL clients can use the FTL persistence feature even if they do not communicate with other FTL applications.

Administrators cooperate to configure persistence.

- The FTL administrator configures the persistence services.
- The eFTL administrator associates the channel's application-facing endpoint with an FTL persistence store. (For information about application-facing endpoints, see [FTL Channels](#).)

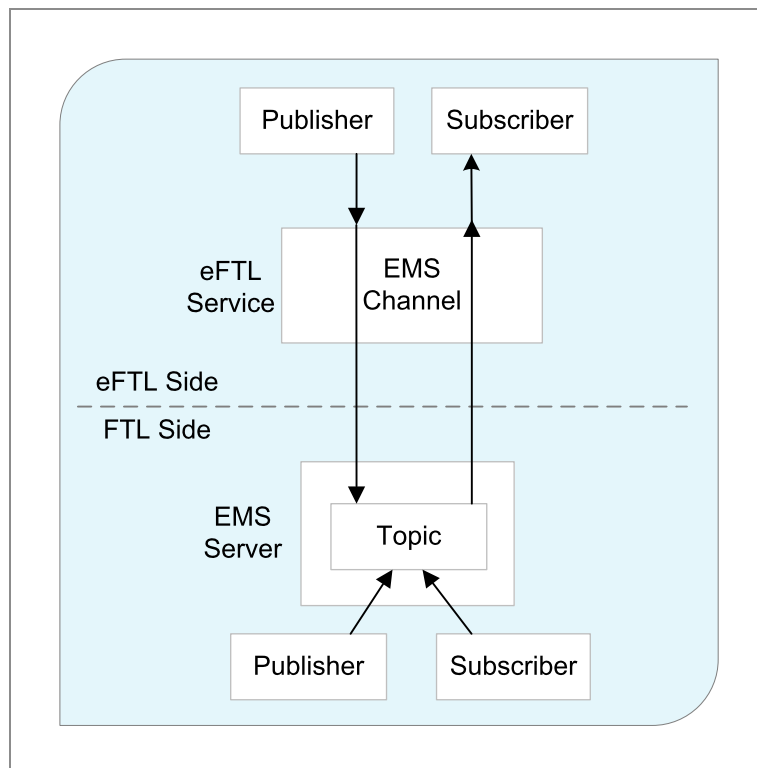
Messages between eFTL Clients and EMS Clients

An EMS channel can forward messages between eFTL applications and a TIBCO Enterprise Message Service (EMS) server, which in turn provides access to EMS applications.

The following figure shows applications that publish and subscribe. Applications at the eFTL side connect to the eFTL service, while those at the EMS side connect to the EMS server. The eFTL service connects to the EMS server as a client.

eFTL clients can publish or subscribe to an EMS queue as well as a topic. To do this, the eFTL client prefixes the destination name with QUEUE: .

Figure 9: eFTL Clients and EMS Clients



The EMS channel forwards messages in two ways:

1. From eFTL publishers to EMS topics or queues in the EMS server.

EMS applications that subscribe to a topic receive its messages. The EMS server can also store messages for persistence (optional) using durables.

2. From EMS topics to eFTL subscribers. The EMS channel subscribes to EMS topics or queues on behalf of eFTL subscribers.

Translation

When an EMS channel forwards a message, the eFTL service translates the message format appropriately; for details, see [Message Translation: TIBCO eFTL and TIBCO EMS](#).

Round-Trip Forwarding

All messages that flow through an EMS channel must pass through the EMS server, even messages that travel *from eFTL publishers to eFTL subscribers*. The EMS channel forwards messages to the EMS server, which delivers them back to the channel, which in turn forwards them back to the eFTL side.

The channel translates such messages twice: once in each direction, to and from the EMS server.

eFTL Cluster

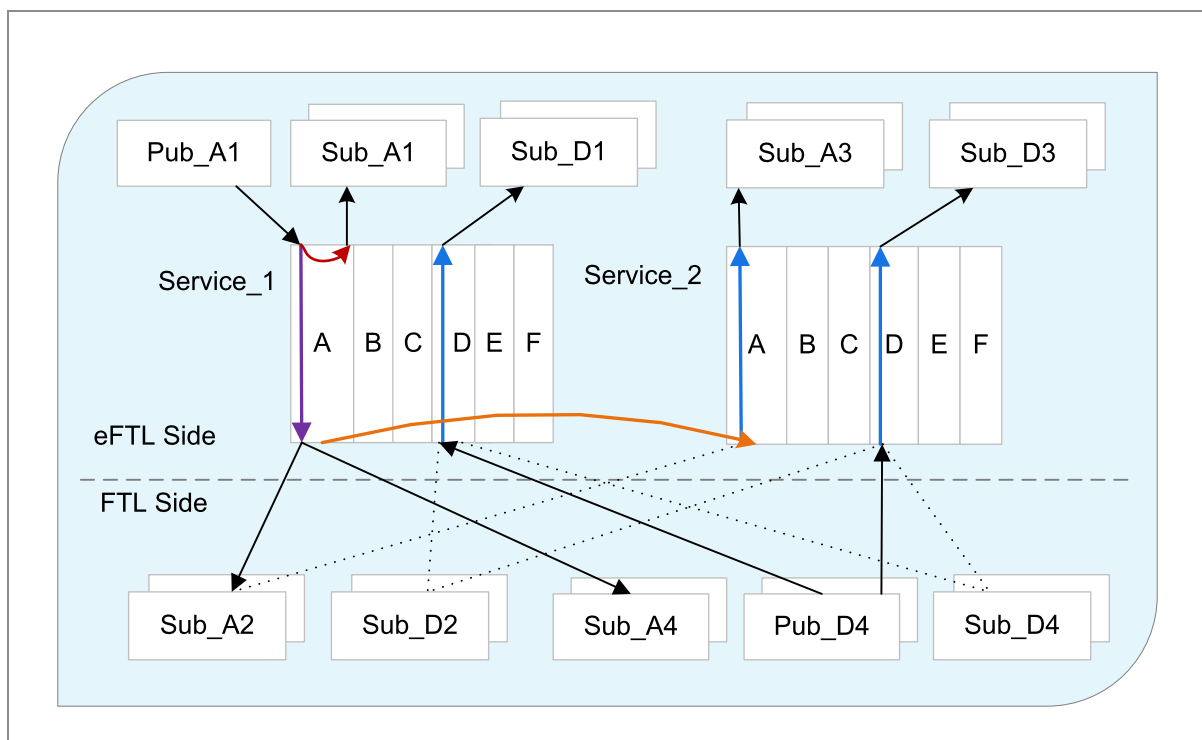
Administrators can arrange an *eFTL cluster*: several TIBCO eFTL services that cooperate as a single unified service. With a cluster you can scale the service's capacity for client connections and bandwidth beyond the capacity of a single service on current hardware.

All the services in the cluster share the same configuration, which they receive from the FTL server.

FTL Channels in a Cluster

When eFTL services cooperate in a cluster, each FTL channel ensures that all the eFTL clients of each channel can access the entire message stream of the channel. A message travels one of two possible paths, depending on its origin.

Figure 10: FTL Channels in a Cluster



Messages Originating in the eFTL Side

The diagram illustrates a cluster of two eFTL services. When Pub_A1 sends a message, Service_1 forwards the message in three ways. The first two types of forwarding were covered in preceding topics

- The red arrow indicates forwarding *within the eFTL side*. The message is forwarded to all the other eFTL clients of Service_1 that subscribe on channel A, represented by Sub_A1.
- The purple arrow indicates *forwarding into the FTL side*. The message is forwarded to the application-facing endpoint of channel A. From there, the FTL transports that implement that endpoint carry the message stream to Sub_A2 and Sub_A4.
- The third type of forwarding is unique to FTL channels in an eFTL cluster. The orange arrow indicates *forwarding across a cluster*. This type of forwarding carries the eFTL message stream through the channel's application-facing endpoint, to the corresponding channel of Service_2, which represents all the other services. When these messages arrive at Service_2, it forwards them into its eFTL side (blue arrow within channel A), to Sub_A3, which represents all the eFTL clients of Service_2 that subscribe on channel A.

Forwarding across a cluster carries only messages that originate in eFTL clients: it does *not* carry messages that originate in FTL applications.

Each message flows into the FTL side through *only one* service within the cluster: the service that receives the message from the originating eFTL client. For example, notice that Service_2 does *not* forward messages from Service_1 downward to Sub_A4, which would result in duplicate delivery paths.

Messages Originating in the FTL Side

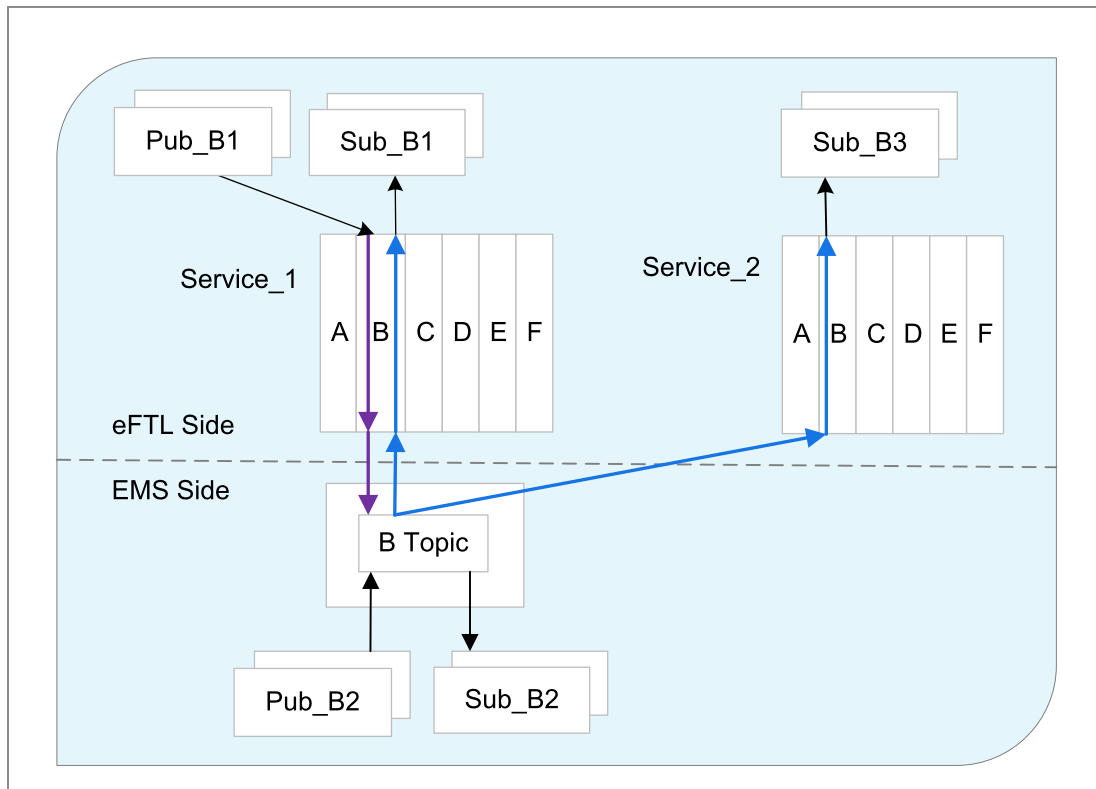
In the opposite direction, each eFTL service in the cluster applies only one type of forwarding. When FTL publisher Pub_D4 sends a message, FTL transports carry the message to FTL subscribers, and to all the services in the cluster. Blue arrows in channel D indicate forwarding into the eFTL side: through Service_1 to SubD1, and through Service_2 to Sub_D3, that is, to all of the subscribing eFTL clients on channel D of the two services.

Notice that FTL transports connect each FTL application to the appropriate application-facing endpoint at *every* eFTL service. In the lower part of the diagram, solid arrows indicate messages flowing over transports, while gray dashed lines indicate transports that are present, even though they did not carry messages in this example.

EMS Channels in a Cluster

When eFTL services cooperate in a cluster, their corresponding EMS channels do not forward messages across the cluster. Instead the EMS server forwards messages to the corresponding channels in each eFTL service.

Figure 11: EMS Channels in a Cluster



The diagram illustrates a cluster of two eFTL services. The purple arrow indicates that when Pub_B1 sends a message, Service_1 translates it and forwards it the EMS server. The EMS server forwards it in two directions:

- The downward black arrow indicates delivery to EMS subscribers, such as Sub_B2.
- The upward blue arrows indicate delivery to channel B of *both* eFTL services, which translate the message again, and forward it to eFTL subscribers, such as Sub_B1 and Sub_B3.

When EMS publisher Pub_B2 sends a message, the EMS server forwards it over same upward paths.

Message Format: TIBCO eFTL and TIBCO FTL

Although TIBCO eFTL and TIBCO FTL message formats are similar, these products encode messages for transmission using different wire formats. When forwarding a message in either direction between these frameworks, the TIBCO eFTL service converts each message appropriately.

For each FTL channel, administrators can configure an optional *FTL exchange format*, which governs conversion when accepting a message from the eFTL side:

- When an exchange format is present, an FTL channel converts eFTL messages to the exchange format.

Furthermore, it forwards an eFTL message *only* if the message *matches* the exchange format: that is, the data fields of the message are a subset of the fields defined in the exchange format.

If a message does not match the exchange format, the channel discards the message. The message does not travel through the channel at all: neither to the FTL side, nor back to the eFTL side.

However, exchange format does *not* affect forwarding into the eFTL side. That is, the TIBCO eFTL service forwards *all* messages from FTL publishers to eFTL subscribers.

- When an exchange format is *not* present, an FTL channel converts eFTL messages to self-describing, that is, dynamic format, FTL messages.

Furthermore, it forwards *all* messages from eFTL publishers to FTL subscribers.

See Also

To configure the FTL Exchange Format parameter, see "eFTL Clusters Grid" in [TIBCO eFTL™ Administration](#).

Message Translation: TIBCO eFTL and TIBCO EMS

TIBCO eFTL software and TIBCO Enterprise Message Service software differ in the form of messages and in their subscription paradigm. To account for these differences, the eFTL service translates messages as they pass through its EMS side. These differences can affect developers of eFTL applications.

Content Matchers, Topic Names, and the `_dest` Field

TIBCO Enterprise Message Service software delivers messages based on topic names: publishers send each message to a specific topic, and subscribers receive the messages sent to a topic.

In contrast, TIBCO eFTL software delivers messages based on the content of named fields: a subscriber specifies a content matcher, and receives messages with matching fields and values.

To resolve this difference, the eFTL service translates according to the following table.

Translation
When an EMS channel forwards an EMS message into the eFTL side, it sets the <code>_dest</code> field of the eFTL message to the topic name of the EMS message.
When an eFTL client creates a subscription with a content matcher that matches against the <code>_dest</code> field, the EMS channel creates an EMS subscription to the corresponding topic.
EMS subscriptions can use the asterisk (*) and greater than (>) characters as wildcard elements. If an eFTL subscriber includes these elements in a content matcher, they become part of the EMS subscription, and the EMS server interprets them correctly.
When an EMS channel forwards an eFTL message into the EMS side, and the message contains a <code>_dest</code> field, the channel publishes the EMS message to the topic corresponding to value of the <code>_dest</code> field.

Translation

When an EMS channel attempts to forward an eFTL message into the EMS side, but the message does not contain a `_dest` field, or its `_dest` value is not a valid topic name, the channel discards the message, and does not publish it into the EMS side. The eFTL publisher receives an error callback.

Translation from the EMS Side into the eFTL Side

The eFTL service translates JMS message types according to the following body type table.

JMS Body Type	Translation
Message	Translates to an empty eFTL message: that is, its only field is <code>_dest</code> .
TextMessage	The <code>_text</code> field contains the text string data.
MapMessage	Fields and their values translate according to the following field type table.
Any other body type.	The eFTL service discards messages with any other JMS body type.

The eFTL service translates JMS fields according to the following field type table.

JMS Field Type	Translation
char, byte, int, long	long
float	double
char*	string
Array of fixed point numbers	Array of long
Array of floating point	Array of double

JMS Field Type	Translation
numbers	
bytes	The eFTL service discards byte array fields, omitting them from the translated message.

Translation from the eFTL Side into the EMS Side

All eFTL messages translate into EMS map messages. The eFTL service translates eFTL fields according to the following field type table.

EMS administrators do not configure translation in the EMS server.

eFTL Field Type	Translation
long	tibems_long
double	tibems_double
string	char*
long[]	Array of tibems_long
double[]	Array of tibems_double
message	MapMessage
datetime	<p>A DateTime field translates into a nested MapMessage with two fields:</p> <ul style="list-style-type: none"> • s represents whole seconds in a signed 64-bit integer. Zero denotes the UNIX epoch: midnight entering January 1, 1970, UTC. • n represents nanoseconds after the time that the s field denotes. Although the data structure stores this value in a signed 64-bit integer, this component is always non-negative, between zero and 999,999,999 (inclusive). <p>The EMS field name is the prefix <code>_dateTime</code>: concatenated with the FTL field</p>

eFTL Field Type	Translation
	name.
Array of string values	<p>A field containing an array of these types translates into a nested MapMessage.</p> <p>The EMS field name is the prefix <code>_stringArray</code>: concatenated with the FTL field name.</p> <p>The fields of the nested MapMessage contain the values of the array, and each field name is a string that denotes the corresponding array index: for example, 0, 1, 2, 3, and so on.</p>
Array of message values	<p>A field containing an array of these types translates into a nested MapMessage.</p> <p>The EMS field name is the prefix <code>_msgArray</code>: concatenated with the FTL field name.</p> <p>The fields of the nested MapMessage contain the values of the array, and each field name is a string that denotes the corresponding array index: for example, 0, 1, 2, 3, and so on.</p>
Array of datetime values	<p>A field containing an array of these types translates into a nested MapMessage.</p> <p>The EMS field name is the prefix <code>_dateTimeArray</code>: concatenated with the FTL field name.</p> <p>The fields of the nested MapMessage contain the values of the array, and each field name is a string that denotes the corresponding array index: for example, 0, 1, 2, 3, and so on.</p>

Message Fields

The TIBCO eFTL service can automatically append the client ID field and user field to the messages that clients publish.

Client ID Field

The TIBCO eFTL service can automatically append the client ID field to the messages that clients publish.

The value of the `_client_id` field is the client identifier supplied or assigned when the client connected to the eFTL service. See the `CLIENT_ID` property in the API documentation.

Back-end components (such as FTL, EMS, or others) can use this value to direct responses to that specific client. For example, the content matcher of the eFTL client's subscription could match for this value.

To enable the eFTL service to append this field, see "Messages" in the topic "eFTL Service Configuration Parameters" in TIBCO eFTL™ [Administration](#).

User Field

The TIBCO eFTL service can automatically append the user field to the messages that clients publish.

The value of the `_user` field is the username that the client supplied to authenticate itself to the eFTL service. See the `USERNAME` property in the API documentation.

Back-end components (such as FTL, EMS, or others) can use this authenticated username to authorize requests. (Back-end request authorization is separate from eFTL service authorization for publish and subscribe groups.)

To enable the eFTL service to append this field, see "Messages" in the topic "eFTL Service Configuration Parameters" in TIBCO eFTL™ [Administration](#).

Automatic Reconnect

When a temporary network outage disconnects an eFTL client from the eFTL service, the client library automatically attempts to reconnect to the eFTL service.

This feature is transparent to the client application and to the developer.

During the disconnect, the client library buffers messages that the application publishes. Upon reconnect, the client library transmits those messages to the eFTL service.

Similarly, during the disconnect, the eFTL service buffers outbound messages to the client's subscribers. Upon reconnect, the eFTL service transmits those messages.

Reconnection attempts continue until the client call exceeds its value of the limiting parameter on auto-reconnect attempts. If the connect call does not supply a value for maximum attempts, the default behavior makes five reconnect attempts.

With each subsequent reconnection attempt the time interval to the next attempt doubles until it would exceed the value of the limiting parameter auto-reconnect maximum delay, after which it remains at that maximum delay value. If the connect call does not supply a value for maximum delay, the default value is 30 seconds.

If automatic reconnect fails, then both client and eFTL service discard buffered messages, and the application's disconnect callback determines its response to the longer network outage.

TIBCO Documentation and Support Services

For information about this product, you can read the documentation, contact TIBCO Support, and join TIBCO Community.

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the [TIBCO Product Documentation](#) website, mainly in HTML and PDF formats.

The [TIBCO Product Documentation](#) website is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

Documentation for TIBCO eFTL™ is available on the TIBCO eFTL™ [Product Documentation](#) page.

The following documents for this product can be found on the TIBCO [eFTL Product Documentation](#) site:

- *TIBCO eFTL™ Concepts*
- *TIBCO eFTL™ Administration*
- *TIBCO eFTL™ Development*
- *TIBCO eFTL™ Installation*
- *TIBCO eFTL™ API Reference* (via [Web Help](#) only)
- *TIBCO eFTL™ Release Notes*

Additional information resources can be found, after file extraction, in the samples directory. These include a Quick Start Guide, tutorials, readme.txt files, and sample applications.

How to Contact TIBCO Support

Get an overview of [TIBCO Support](#). You can contact TIBCO Support in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the [TIBCO Support](#) website.
- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to [TIBCO Support](#) website. If you do not have a user name, you can request one by clicking **Register** on the website.

How to Join TIBCO Community

TIBCO Community is the official channel for TIBCO customers, partners, and employee subject matter experts to share and access their collective experience. TIBCO Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from TIBCO products. In addition, users can submit and vote on feature requests from within the [TIBCO Ideas Portal](#). For a free registration, go to [TIBCO Community](#).

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