

Support Announcement

ServiceCenter 3rd-party Component Support

June 30, 2004

Peregrine Systems® is sending this notice to users registered for support of ServiceCenter. To provide our customers with the most effective support and maintenance, Peregrine will advise customers when it is necessary to end support for legacy versions of 3rd-party components, such as operating systems and databases. Peregrine's current maintenance and support policy is available online via Peregrine's customer support site (<http://support.peregrine.com/>). The table below lists the components to be dropped from active support. This list takes precedence over prior compatibility matrices. Please refer to the customer support site for a list of current, supported non-current, and retired product version(s).

If you are currently using a 3rd-party component version for which an End of Service Date is indicated below, please plan to have completed your upgrade to a version indicated in the Upgrade Path prior to the indicated End of Service Date. If you are using a component version that does not indicate an End of Service Date below, no action is required at this time. If you require assistance in planning for a Peregrine solution upgrade, Peregrine provides a number of resources that can be utilized, such as: upgrade labs, training courses, and professional services assistance. Please contact support at support@peregrine.com for further information about any of the above services.

3rd-party Component	Peregrine End of Service Date	3rd-party vendor End of Service Date	Upgrade Path
AIX 4.3 and prior	12/31/2003	12/31/2003	AIX 5.1 or AIX 5.2
Microsoft Windows NT 4.0 Server	12/31/2004	12/31/2004	Windows 2000 Server or Windows Server 2003
Microsoft Windows NT 4.0 Workstation	6/30/2004	6/30/2004	Windows 2000 Professional or Windows XP
Microsoft Windows 98	3/31/2005	3/31/2005	Windows 2000 Professional or Windows XP
Microsoft Internet Explorer 6.0 and prior	12/31/2003	12/31/2003	Internet Explorer 6.0 SP1

Netscape 7.0 and prior(4.75, 4.78, 6.1, 6.2, 7.0)	3/31/2004	3/31/2004	Netscape 7.1
DB2 UDB 7.2 and prior	9/30/2004	9/30/2004	DB2 UDB 8.1
Sybase Adaptive Server Enterprise 12 and prior	3/31/2005	3/31/2005	Sybase 12.5
Sun Solaris 2.6	6/01/2004	6/01/2004 ¹	Solaris 7, 8, 9
Informix (all versions)	6/01/2005	N/A	DB2 UDB 8.1
MVS, OS/390, and z/OS (all versions)	6/01/2005	N/A	See MVS withdrawal notice for migration options.

Peregrine End of Service: the last date support calls was (or will be) accepted for the specified version of the component.

OEM End of Service: the last date support calls were (or will be) accepted by the 3rd-party component vendor for the specified version of the component.

Upgrade Path: this defines the recommended upgrade path(s) for continued support.

¹Solaris 2.6 is currently at Vintage Phase 2 for Sun support. Full support ends 7/23/2006.

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