

Support Announcement

ServiceCenter 6 - MVS Withdrawal

June 25, 2004

Peregrine Systems® is sending this notice to you as a registered user of ServiceCenter on MVS. To provide you with the most effective support, Peregrine has made it a policy to advise its customers of product changes that may have an impact on their current implementation.

After an extensive evaluation of operating systems supported by ServiceCenter, Peregrine would like to inform you that *as of ServiceCenter 6, we have chosen to discontinue developing ServiceCenter for the MVS platform including OS/390 and z/OS.* We made this decision after analysis showed that the majority of our ServiceCenter customers running on MVS have migrated to UNIX or Windows-based operating systems. Based on this evidence, we believe that focusing our development and testing resources to the most common customer configurations will benefit our customers and over the long run, ensure a better quality service management solution for you.

What this means to you

We understand that this announcement may cause you concern. Peregrine wants to reassure you that your current system is still fully supported. Because ServiceCenter 6 will not support MVS, we want to ensure that you are equipped with the information that you need to understand how this will affect you.

- If you intend to upgrade to ServiceCenter 6, you will need to migrate to a supported operating system.
- If you want to remain on your current system, you may elect to continue running ServiceCenter on MVS and receive support up to ServiceCenter 5.1.x.

What you can count on

Committed professionals to support you

Peregrine is committed to ensuring your success with your ServiceCenter implementation. We have service advisors available who can help you to understand if and how this decision will affect your operations and who will be able to assist in devising the best go-forward strategy for your ServiceCenter implementation.

Ongoing support for your existing implementation

Peregrine will continue to offer product maintenance and support for ServiceCenter customers running on MVS today. ServiceCenter in an MVS environment will continue

to be supported through Customer Support, however, support for versions prior to 5.1 will be limited to providing assistance on known problems and fixes. There will be no additional bug fixes, enhancements, or other development on ServiceCenter MVS for these product versions.

ServiceCenter in an MVS environment for versions 5.1.x is fully supported and will continue to receive bug fixes and other product maintenance efforts until June 30, 2005.

Resources

For more information about current supported configurations, Peregrine maintains a [compatibility matrix](#) on Customer Support Web detailing operating system, database and other compatibilities for ServiceCenter.

For more information about scalability considerations on MVS, please [contact Peregrine Customer Support](#).

This document was created with Win2PDF available at <http://www.daneprairie.com>.
The unregistered version of Win2PDF is for evaluation or non-commercial use only.