

ServiceCenter® Version 2.1 & Prior End of Life Announcement and Continuing Support Terms

In March 2001, Peregrine Systems released ServiceCenter 4, our most powerful version ever, with new and updated applications, support for new environments, and out-of-box processes providing enhanced support for industry best practices.

We have reviewed ongoing support activities for these previously released ServiceCenter product and application versions:

- ServiceCenter 1.3
- ServiceCenter 1.4
- ServiceCenter 2.0
- ServiceCenter 2.1
- ServiceCenter Application versions A9802 and prior

ServiceCenter 1.3, 1.4, 2.0, 2.1 and ServiceCenter application versions A9802 and prior will continue to be supported through Customer Support, however the support will be limited to providing assistance on known problems and fixes. There will be no additional bug fixes, enhancements, or other development on these product versions effective immediately.

ServiceCenter versions 3 and 4 are fully supported and will continue to receive enhancements, bug fixes, and other product maintenance efforts.

Peregrine Systems maintains a compatibility matrix for releases detailing the tested and supported Operating System, Database and other compatibilities for each release and does not update older releases for compliance with newer operating system and database versions.

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