sgi™

January 2002

SGI
1600 Amphitheatre Pkwy.
Mountain View
CA 94043-1351
Tel 650.960.1980

Dear Valued Customer,

With the announcement of the change in support mode for the SGI® IA-32 systems from Active to Legacy (which may be viewed at `http://www.sgi.com/support/ia32.html`), we have made corresponding changes in the software support mode status for the IA-32 Linux® operating systems, SGI ProPack for Linux™, and application bundles distributed and/or supported by SGI.

To view the support mode status of all Linux software products, see the Software Product Knowledge database at `http://support.sgi.com/spk/`. Click the Custom Search button. In the "Limit the Search To" section, select the category "Linux" and the "Support Policy" information field.

In accordance with the SGI software product life cycle management strategy, SGI will announce support mode changes for various Linux operating system bundles and applicable software product bundles released for SGI system platforms on an as-needed basis. All software products or bundles released will retain the last announced classification until explicitly changed through customer notification via distribution of a hard copy or posting of a customer letter on Supportfolio™ at `http://support.sgi.com` or an announcement in release product documentation. In the future, additional products and bundles may be moved into a lower support mode classification defined in this letter. The decision to change the status of a product or bundle may be based on a combination of any of the following factors: the availability of superior follow-on products, limited customer interest, and changes in business strategy.

We recognize that some of our customers need customized support services that fall outside the guidelines of these support mode definitions. Personally tailored support services can be addressed through SGI's Professional Services.

The following table provides a quick snapshot of key attributes applicable to each of the eight Software Support Modes. Additional tables with a list of products that are being transitioned to different support modes follow. They contain a list of affected product names, transition dates, and reference to any follow-on or alternative product, if known. Later dates announced in any new letters or announcements supersede any prior, earlier announced effective dates.

SGI wants you to continue to receive effective technical assistance and service for your SGI products. For a more detailed description of SGI's Software Support Modes, see the Software Support Policy [http://support.sgi.com/news/support/index.html#support_policy] document on Supportfolio [http://support.sgi.com/] or contact your local Customer Service Center. Thank you for your business, and we look forward to supporting you through these product transitions.

Terry Oberdank
Vice President
Global Services
SGI

Software Support Mode Attributes Table

	Active	Maintenance	Limited	Legacy	Retired	Courtesy	Divested	Expired
Periodic new feature releases	X		X			*C		
Periodic fix releases	X	X	X			*C		
Customer critical fixes	X	X						
File bugs for customers and provide tracking information to the customer			X					
Periodic publication updates	X	X	X					
Workarounds and existing fixes	X	X	X	X	X			
Support contract coverage available	X	X	X	X	X			
Distributed by SGI	X	X	X	X	*R	X		
Customers directed to a third party							X	
Not supported by SGI							X	X
Not distributed by SGI							X	X
Fee-based assistance available at SGI's discretion through Professional Services	X	X	X	X	X	X	X	X

*C - New versions of Courtesy products may periodically be made available that contain new features and/or fixes.

*R - Products in Retired mode are not generally available. Their distribution is restricted to those customers with whom SGI has contractual obligations.

Product Support Mode Changes

SGI is announcing the support mode status for the software products listed in the tables below. Unless explicitly excluded or added via notations in the tables, the affected system platforms for these software products are:

- SGI 1100/1200/1450
- Silicon Graphics 230/330/550

Products Moving to Retired Mode

Product	Software Dependencies	Last Release	Limited	Retired	Expired	Alternative Product
Red Hat® 6.2 operating system bundle, except with SGIconsole™ [1]	Red Hat 6.2	08/2000	08/2000	11/2001	11/2002	Open Source Red Hat [2]
SuSE® 6.4 operating system bundle, except with SGIconsole™ [1]	SuSE 6.4	08/2000	08/2000	11/2001	11/2002	Open Source SuSE [2]
TurboLinux 6.0-English operating system bundle, except with SGIconsole™ [1]	TurboLinux 6.0-English	08/2000	08/2000	11/2001	11/2002	Open Source TurboLinux [2]
TurboLinux 6.0-Japanese operating system bundle, except with SGIconsole™ [1]	TurboLinux 6.0-Japanese	08/2000	08/2000	11/2001	11/2002	Open Source TurboLinux [2]
TurboLinux 6.0.2-Chinese operating system bundle, except with SGIconsole™ [1]	TurboLinux 6.0.2-Chinese	08/2000	08/2000	11/2001	11/2002	Open Source TurboLinux [2]
Advanced Cluster Environment (ACE) bundle for SGI 1200/1450 configurations only	IA-32 Red Hat 6.2 SuSE 6.4 SGI ProPack for Linux 1.3	v1.4, 11/2000	12/2000	12/2001	12/2002	None
Internet Server Environment (ISE) bundle for SGI 1100/1200 configurations only	IA-32 Red Hat 6.2 SGI ProPack for Linux 1.3	v1.2, 08/2000 v1.2.1, 2/2001	08/2000	12/2001	12/2002	None
MineSet™	Red Hat 6.0, 6.1, 6.2	v3.1, 12/2000	N/A	09/2001	TBD	None

1 - Default list of affected system platforms applies except with SGIconsole which uses the SGI 1100 only.

2 - Later revisions of these Open Source IA-32 Linux operating system bundles that may be downloaded or purchased from the product vendor were not specifically qualified by SGI on SGI IA-32 systems and are not supported by SGI:

- Red Hat
- SuSE
- TurboLinux

Products Moving to Expired Mode

Product	Software Dependencies	Last Release	Limited	Expired	Alternative Products/ Sources
Mandrake™ IA-32 operating system bundle	Mandrake	[1]	08/2000	12/2001	Open Source Mandrake[1]
Caldera™IA-32 operating system bundle	Caldera	[1]	08/2000	12/2001	Open Source Caldera[1]
Debian IA-32 operating system bundle	Debian	[1]	08/2000	12/2001	Open Source Debian[1]
Clustered High Availability System Environment [CHASE] bundle for SGI 1200/1450 configurations only	IA-32 Red Hat 6.2 SuSE 6.4 SGI ProPack 1/3	v1.0, 01/2001	01/2001	12/2001	Open Source Linux FailSafe [2]

1 - Prior to 12/2001 these Open Source IA-32 Linux operating system bundles were supported but not distributed by SGI for IA-32 Systems. After 12/2001, any subsequent revision of these Open Source operating system bundles that was not specifically qualified by SGI on SGI IA-32 systems is not supported.

- Mandrake [`http://www.linux-mandrake.com/en/`]
- Caldera [`http://www.caldera.com/`]
- Debian [`http://www.debian.org/`]

2 - Open Source revisions of Linux FailSafe™ were not specifically qualifed by SGI on SGI IA-32 systems. For more information, you may go to `http://oss.sgi.com/projects/failsafe/`.