



February 2002

Dear Valued Customer,

In accordance with the SGI® software product life cycle management strategy, SGI announces support mode changes for various software products on a quarterly basis. The decision to change the status of these products is based on a combination of the availability of superior follow-on products, changes in business strategy, and limited customer interest. Generally all software will retain its previously announced classification until explicitly changed through customer notification via letter, release notice, and/or a Web posting. Each quarter, additional products will be moved into the support modes defined here.

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Listed near the end of this letter are additional support mode changes. Note that the effective dates for the different support modes may be revised by future quarterly letters or announcements. Later dates announced in any new letters or announcements supersede any prior, earlier announced effective dates.

Please note that we have replaced the IRIX® Software Support Policy document with a new, general Software Support Policy that also covers Linux® software products. An additional support mode, LIMITED, was added to address Open Source software support issues. The new, general Software Support Policy document defines eight support modes that apply to IRIX and Linux software products. All eight support modes are also defined below. You may visit the IRIX Support Policy webpage at <http://support.sgi.com/news/support/> to view the new, general Software Support Policy document along with the previously posted IRIX Support Policy documents, announcements, and customer letters covering all of the support mode changes to date. You may also see a cumulative list of all IRIX support mode changes announced to date on the IRIX Support Policy webpage.

### Software Support Mode Descriptions

**ACTIVE:** These software products are being actively developed and maintained with new features and fixes by SGI or a contracted vendor. A product in this support mode is expected to remain in Active mode for as long as business conditions dictate. Publications are updated for new features, enhancements, and for documentation bugfixes.

**MAINTENANCE:** These software products are still maintained by SGI or a contracted vendor as an important part of the product mix, although they are no longer being actively developed with new features. A product is expected to remain in Maintenance mode 18–24 months, or less as the urgency of conditions demand. Fixes continue to be made available for data integrity problems, system security problems, and critical customer problems.

Publications are not generally updated, with the exception of critical information. A product remains in Maintenance mode as long as levels of customer demand dictate.

**LIMITED:** These software products are being actively developed and maintained by operating system or application software distributors, and Open Source or freeware product owners. SGI provides only support services for these products and does not develop bugfixes.

**LEGACY:** These software products are no longer actively developed or maintained. Products may be available to new customers and may be distributed in limited quantities through the Remanufactured Products Group. SGI provides only support services for these products and does not develop bugfixes.

**RETIRED:** Any product developed by SGI, operating system and application software distributors, Open Source vendors, or freeware vendors that is no longer actively developed, maintained, or distributed (via download or on CD) falls under this support mode category. SGI provides only support services for these products and does not develop bugfixes.

**COURTESY:** These software products are provided by SGI as a convenience to our customers, via download from the Web or bundled with SGI software distributions. They are provided 'as is' and are not covered by software support contracts. There is no call center support. For some of these products there may be an e-mail alias provided to allow customer communication about the product. This mode applies to software such as demos included with hardware shipments, freeware, and Open Source. Periodically, new versions of Courtesy products may be made available to customers at SGI's discretion. Availability of products in Courtesy mode may be discontinued at any time.

**DIVESTED:** These software products have been turned over to a third party for all further support and development. SGI no longer sells, supports, or distributes these products in any form.

**EXPIRED:** These software products are no longer supported or distributed by SGI in any form.

We recognize that there will always be customers with special needs regarding their hardware and software that fall outside the bounds of these definitions. Those needs may continue to be addressed in a personally tailored manner through SGI's Professional Services organizations.

The following Software Support Mode Summary table lists in a compact form the different support modes as they are defined. Following the table is a list of products that are being transitioned to new modes. This list includes product names and dates and any follow-on or alternative product, if known.

SGI wants you to continue to receive effective technical assistance and service for your SGI products. For more information about SGI's enhanced support modes see 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 Summary 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 changing the support modes for the software products listed in the following tables.

**Products Moving to Limited Mode - None**

**Products Moving to Legacy Mode**

Product	Last Release	Legacy	Retired	Expired
IRIX 6.2 [1]	06/1996	06/2000	01/2003	01/2005
IRIX 6.3 [2]	09/1996	01/2001	01/2003	01/2005

Product	Last Release	Legacy	Retired	Expired
IRIX 6.4 [2]	11/1996	01/2001	01/2003	01/2005

1 - Announced in the May 2001 Dear Valued Customer [DVC] letter.

2 - Announced in the November 2000 DVC letter.

**IMPORTANT:** With the announcement of the IRIX 6.2, 6.3, and 6.4 support mode change to Legacy Support Mode, applications that were developed and supported by SGI on IRIX 6.2, 6.3, and 6.4 have also transitioned status to the Legacy Support Mode as well. If an application has been migrated to be compatible with IRIX 6.5 and above, then the application is in Active Support Mode for IRIX 6.5 only.

#### Products Moving to Retired Mode

Product	Last Release	Retired	Expired/ Divested	Alternative Product
SGI MediaBase	11/1999, v4.0.1	12/2001	TBD*	Kasenna™ MediaBase

\*TBD - To Be Determined.

#### Products Moving to Courtesy Mode

Product	Last Release	Courtesy	Expired/Divested
Xinet® Appletalk®	08/2000, v10.02	08/2000	Xinet

#### Products Moving to Divested Mode - None

#### Products Moving to Expired Mode

Product	Last Release	Expired	Alternative Products/Sources
IRIX 5.3 [1]	05/1996	01/2002	IRIX 6.5
CHALLENGE® complib	12/1996, v3.0	02/2002	SGI Scientific Library [SCSL]
Desktop Special Edition	11/1995, v1.1	01/2002	IRIX 6.5
InPerson®	04/1998, v2.2.1	02/2002	SGImeeting™
IRIS Annotator™	11/1996, v1.2	02/2002	SGImeeting

Product	Last Release	Expired	Alternative Products/Sources
IRIS Failsafe™ Gauntlet®	06/1997, v1.2	11/2001	No replacement
IRIS Failsafe WebFORCE® Director	09/1997, v1.0	04/2002	No replacement
Kodak™ Color Management library (libcmm) of the Color Management product	02/2002, v2.2	02/2002	International Color Consortium Color Management System [LCMS]
Netscape® Calendar Server	02/1998, v3.5	04/2002	No replacement
Netscape Catalog Server	02/1998, v1.0	04/2002	No replacement
Netscape Certificate Server	02/1998, v1.0	04/2002	No replacement
Netscape Collabra® Server	02/1998, v3.52	04/2002	No replacement
Netscape Directory Server	11/1998, v3.11	04/2002	No replacement
Netscape E-Commerce	03/1999, v1.0	04/2002	No replacement
Netscape Enterprise Server Pro Informix®	03/1998, v3.5	04/2002	iPlanet™ Web Server, Enterprise Edition
Netscape Enterprise Server Pro Oracle®	03/1998, v3.51	04/2002	iPlanet Web Server, Enterprise Edition
Netscape Mail Server	03/1997, v2.02	04/2002	No replacement
Netscape Messaging Server	11/1998, v3.6	04/2002	No replacement
Netscape Proxy Server	11/1998, v3.51	04/2002	No replacement
Netscape SuiteSpot Informix	02/1998, v3.5	04/2002	No replacement
Netscape SuiteSpot Oracle	02/1998, v3.5	04/2002	No replacement
Netscape SuiteSpot Pro Informix	02/1998, v3.5	04/2002	No replacement
Netscape SuiteSpot Pro Oracle	02/1998, v3.5	04/2002	No replacement

Product	Last Release	Expired	Alternative Products/Sources
Netscape Web Hosting	05/2000, v2.0	04/2002	iPlanet Web Server, Enterprise Edition
PeoplePages	04/1998, v1.2.1	02/2002	SGImeeting
RealNetworks® RealServer for IRIX	06/2001, v8.0	12/2001	No replacement
WebFORCE Director	04/1999, v2.0	04/2002	No replacement
WebFORCE Intranet Junction	07/1998, v1.0.2	04/2002	No replacement

1 - Announced in the November 2000 DVC letter.

**IMPORTANT:** With the announcement of the IRIX 5.3 support mode change to the Expired Support Mode, applications that were developed and supported by SGI on IRIX 5.3 have also transitioned status to the Expired Support Mode as well. If an application has been migrated to be compatible with IRIX 6.5 and above, then the application is in Active Support Mode for IRIX 6.5 only.

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