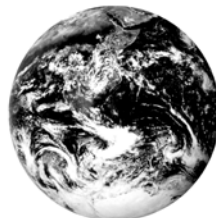


TAPEMANAGER

TapeManager, LibraryManager and FileManager Release and Support Policy

Release 8.068

January 2010



dsi dynamic
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international.

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Contents

GENERAL POLICIES.....	1
Release Streams.....	1
Support Schedule.....	2
SUPPORT PROCEDURES	3
Support Types.....	3
Accessing Support.....	4

Chapter 1

General Policies

Introduction

Dynamic Solutions International (DSI) provides support for the TapeManager, LibraryManager and FileManager products. The following describes DSI's policies regarding the support of these and related products.

Release Streams

A release stream consists of a base release and zero or more related support releases. All releases with a release stream (base and support) share a common release number (see Release Identification below).

Base Release

A Base Release is a product enhancement release. A Base Release will contain new features as well as all corrections that have been applied to the previous Base Release in the previous Base Release's related Support Releases. Base Releases are released approximately every 12 to 24 months.

Support Release

A Support Release contains interim corrections to the related Base Release. Minor new features and enhancements may be included in a support release at the discretion of DSI. Support Releases are released on an as needed basis depending on the priority A and B corrections generated.

Release Level Identification

A Base or Support Release is identified by a version level identifier. The version level identifier is a set of 3 numbers separated by periods in the form *XX.YYY.ZZZ*. The *XX.YYY* part of the version identifier denote a release stream. The *ZZZ* part of the version identifier is the cycle number. The cycle number will be different for each base and support release within a release stream, increasing from the base cycle number for each support release. All components of a release will have the same version identifier.

Support Releases also have an alternate identification that uses an ascending alphabetic letter to identify a particular support release. When a letter is used, the version identifier is in the form *XX.YYYA*. The *XX.YYY* part is the same as above with the A part being a letter from A to Z. The letter form of the version identifier makes it easier to discuss a particular release. Either version form may be used when reporting a problem.

Note

*Prior to the 4.64 Base Release, the version identifier was used differently in that *YYY* was the cycle number and *ZZZ* was a patch number. Also prior to the 4.64 release, support release did not use letters as alternate support release identifiers.*

Mixing of Releases

The mixing of components from different base or support releases is not supported. All testing is done as a complete release set. No testing is done with mixed release components. All base and support releases contain a complete set of software components for that release stream.

Support Period

A Release Stream is supported for 30 months from the date of the release of the Base Release.

Support Schedule

The following support schedule defines the support period for the release streams and the MCP releases under which they are supported. After the Support End Date, DSI will no longer accept Trouble Reports for that release stream.

Base Release	MCP Supported	Release Date	Support End Date
4.063 & earlier	HMP 6.0 (47.1) HMP 5.0 (46.1) HMP 4.0 (45.1) HMP 3.0 (44.1)	August 9, 2000	February 9, 2003
4.064	HMP 7.0 (48.1) HMP 6.0 (47.1) HMP 5.0 (46.1) HMP 4.0 (45.1)	May 1, 2001	November 1, 2003
5.065	HMP 8.0 (49.1) as of 5.065G HMP 7.0 (48.1) HMP 6.0 (47.1) HMP 5.0 (46.1)	March 21, 2002	September 21, 2004
6.066	HMP 9.0 (50.1) HMP 8.0 (49.1) HMP 7.0 (48.1) HMP 6.0 (47.1)	April 30, 2004	October 30, 2006
7.067	HMP 12.0 (53.1) HMP 11.0 (52.1) HMP 10.0 (51.1) HMP 9.0 (50.1) HMP 8.0 (49.1)	February 25, 2005	December 31, 2009
8.068	HMP 13.0 (54.1) HMP 12.0 (53.1) HMP 11.0 (52.1) HMP 10.0 (51.1)	May 30, 2009	November 30, 2011

Chapter 2

Support Procedures

Support Types

The support available can be categorized as a Trouble Report (TR), New Feature Request (NFR), Question, or Documentation issue.

Support Information Requirements

Depending on the type of support request, different information will be required. At a minimum the following must be included with all support requests. Additional information may be requested to handle the support request.

- Contact name
- Company name
- Phone number and/or e-mail address
- Product name
- Product release level
- Detailed description of the support requested

Trouble Reports

Trouble Reports are used to describe a defect with a product. Product defects are any aspect of the product that is not functioning as documented. Product defects also include program faults and other operational errors.

New Feature Requests

New Feature Requests describe a feature or function that a user would find necessary or productive in the use of the product. NFRs are reviewed as to the implementation effort required, the impact on the product, and the impact on current and future users. New Feature Requests are implemented at the sole discretion of DSI except as contractually required.

Questions

Customer inquiries that do not fit any of the other categories are classified as questions.

Documentation Issues

Documentation issues are any problem that affects the printed or electronic manuals and other documents including the help files.

Accessing Support

Support for the TapeManager, LibraryManager, and related products can be accessed via phone, fax, e-mail, or the World Wide Web.

Phone Support

Telephone support is available from 8:00 AM until 5:00 PM Mountain Time. 24-hour support is available on a contract basis. The following number should be used to contact the DSI support team.

303-754-2000 (8AM –5PM MST)
303-754-2001 (International customer 24 hours)
800-332-9020 (Toll free USA & Canada 24 support)

Fax Support

Trouble Reports may be faxed to DSI using the following number.

303-754-2009

E-mail Support

DSI accepts questions, trouble reports, and new feature requests via e-mail. To submit a support request via e-mail send the e-mail to **support@dynamicssolutions.com**.

Web Support

The World Wide Web (WWW) may be used to obtain support by linking to the URL **http://www.dynamicssolutions.com/support_downloads.asp**. This site allows the submission of questions, trouble reports, and new feature requests. The site also has all current software and documentation available for downloading.

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