

# Support Announcement

## ServiceCenter 3rd-party Component Support

August 31, 2005

Peregrine Systems® is sending this notice to users registered for support of ServiceCenter. To provide our customers with the most effective support and maintenance, Peregrine will advise customers when it is necessary to end support for legacy versions of 3rd-party components, such as operating systems and databases. Peregrine's current maintenance and support policy is available online via Peregrine's customer support site. The table below lists the components to be dropped from active support. This list takes precedence over prior compatibility matrices. Please refer to the customer support site for a list of current, supported non-current, and retired product version(s).

If you are currently using a 3rd-party component version for which an End of Service Date is indicated below, please plan to have completed your upgrade to a version indicated in the Upgrade Path prior to the indicated End of Service Date. If you are using a component version that does not indicate an End of Service Date below, no action is required at this time. If you require assistance in planning for a Peregrine solution upgrade, Peregrine provides a number of resources that can be utilized, such as: upgrade labs, training courses, and professional services assistance. Please contact support at [support@peregrine.com](mailto:support@peregrine.com) for further information about any of the above services.

3rd-party Component	Peregrine End of Service Date	3rd-party vendor End of Service Date	Upgrade Path
AIX 5.1 and prior	6/30/2005	6/30/2005	AIX 5.2 or AIX 5.3
Sybase Adaptive Server Enterprise – All Versions	8/31/05	Not applicable	<a href="#">See Sybase withdrawal notice for migration details.</a>
Sun Solaris 7	8/15/2005	8/15/2005	Solaris 8, 9, 10
RedHat Linux Enterprise Edition 2.1	5/31/2005	5/31/2005	RedHat Linux Enterprise Edition 3.0 or 4.0
Oracle 8	12/31/2005	12/31/2005	Oracle 9.2 or 10g
Oracle 9.0	12/31/2003	12/31/2003	Oracle 9.2 or 10g
Websphere Application Server 4	4/30/2005	4/30/2005	Websphere Application Server 5.0, 5.1 or 6

Macintosh OS 9	7/31/05	Not applicable	Macintosh OS 10
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**Peregrine End of Service:** the last date support calls was (or will be) accepted for the specified version of the component.

**OEM End of Service:** the last date support calls were (or will be) accepted by the 3rd-party component vendor for the specified version of the component.

**Upgrade Path:** this defines the recommended upgrade path(s) for continued support.

Please visit [www.peregrine.com](http://www.peregrine.com) for support information relating to Peregrine's other products.

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