

# CÚRAM SUPPORT POLICY FOR THIRD PARTY PRODUCTS

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# Cúram Support Policy for Third Party Products

## TABLE OF CONTENTS

<b>SECTION 1</b>	<b>INTRODUCTION</b>	<b>3</b>
	1.1 Assumptions and Disclaimers	3
	1.2 Support Planning	3
<b>SECTION 2</b>	<b>SUPPORT CATEGORIES</b>	<b>4</b>
	2.1 Forward Compatible	4
	2.2 Range of Versions	4
	2.3 Exact Version	5
<b>SECTION 3</b>	<b>FUTURE SUPPORT</b>	<b>6</b>



# Cúram Support Policy for Third Party Products

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## Section 1 Introduction

This document defines the Cúram Software policy for the support and upgrade of third party products. The policy offers customers flexibility to configure their environment in line with recommendations made by Cúram Software. The policy is applicable to all supported versions of the Cúram Business Application Suite and all heterogeneous environments within which these versions of the Cúram Business Application Suite will run. It also serves as a key to reading the *Cúram Supported Prerequisites* document which you can find at <http://www.curamssoftware.com/services/prerequisites>

### 1.1 Assumptions and Disclaimers

Within this policy, each customer must consider the various vendors and their certifications. Only configurations that are formally supported by the various vendors in question should be considered. There is typically latency between the release of a version by one vendor and its dependent support by another vendor.

Customers should be aware of the end of support dates for the third party products they use, so as to ensure continued support from the third party vendor.

Any third party product, or product version not included in the *Cúram Supported Prerequisites* is not supported by Cúram Software. If a customer chooses to introduce an unsupported third party product or product version into their use of the Cúram Business Application Suite, Cúram Software cannot provide any assurances about the operation, integration, reliability, availability or performance of the Cúram Business Application Suite.

### 1.2 Support Planning

Cúram Software takes customer third party product configurations into account when planning changes to supported third party products.

However, in order to support this effort, the onus is on our customers to inform Cúram Care of their current third party product configurations. It is critical that any changes to configuration information are submitted to Cúram Care as and when these changes occur.

Cúram Software uses the most recent customer configuration information provided when making planning decisions such as the discontinuation and introduction of support for certain third party products or product versions in future releases.

Cúram Care is not in a position to proactively verify all such configuration information with customers before every such decision; we depend on our customers to keep us up to date.



# Cúram Support Policy for Third Party Products

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## Section 2 Support Categories

This section describes the categories of support for third party products and how Cúram Software treats the upgradeability of each product, granting you the freedom to upgrade your environment with confidence within recommended guidelines.

Each supported third party product is specified as being in one of three categories:

- Forward Compatible
- Range of Versions
- Exact Version

The category defines different constraints on the upgradeability of the third party products that underpin the given version of the Cúram Business Application Suite.

These categories are separately applied to both the major version and the minor version levels. In other words, a third party product will have a support category applied to it at its major version, and another one (which may be the same) applied at a minor version. This is explained further in the 'Support Categories and Third Party Products' section of the *Cúram Supported Prerequisites* document.

### 2.1 Forward Compatible

*Forward Compatible* third party products can be expected to be compatible with later releases of the same product; this would typically apply to later minor versions.

Cúram Software is confident that forward compatible products can be upgraded beyond the base version specified. Typically, allowable upgrades are at a minor version level. The terminology used to denote minor versions differs for each third party vendor; for example, the *fix pack* (e.g. WebSphere), *patch cluster* (e.g. Solaris), *support pack* (e.g. AIX) or *RSU* (e.g. z/OS) levels.

If a customer experiences an issue attributable to a particular version of a third party product in this category (i.e. above the base version), Cúram Software reserves the right to request the customer downgrade to a version of the product which is known to work with the Cúram Business Application Suite, while the specific issue is raised with the third party vendor.

Products in this category will be indicated in *Cúram Supported Prerequisites* by a version number followed by the phrase '**or higher**' or '**and higher**', and then the release term used by the vendor for that product.

For example: WebSphere Application Server 6.1.0.21 or higher Fix Packs

Please refer to *Cúram Supported Prerequisites* for more detail on what is supported in this category.

### 2.2 Range of Versions

*Range of Versions* third party products have a defined range of specific and acceptable versions for each given release.

A range of versions can have different forms:

- A comma delimited list of exact versions, e.g. 1.1.01, 1.1.04; or
- A hyphen separated list, e.g. 1.1.01 - 1.1.10 indicating that each version included in this range is supported for this Cúram Business Application Suite release.
  - For example: 1.1.08 is supported in the range 1.1.01 - 1.1.10.

For third party products in this category, versions falling outside the prescribed ranges are not supported for use with the Cúram Business Application Suite.



## Cúram Support Policy for Third Party Products

The *Range of Versions* category may be applied to third party products at the major version and/or minor version levels.

For example: DB2 Universal Database 9.5 - 9.5 FP4

Please refer to *Cúram Supported Prerequisites* for more detail on what is supported in this category.

### 2.3 Exact Version

*Exact Version* third party products are products that Cúram Software supports at an exact version, as published in *Cúram Supported Prerequisites*.

For example: HP-UX 11i v3 on Itanium (64-bit)

For products in this category, only the exact version specified in the *Cúram Supported Prerequisites* is supported for use with the Cúram Business Application Suite.

Please refer to *Cúram Supported Prerequisites* for more detail on what is supported in this category.



## Cúram Support Policy for Third Party Products

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### **Section 3**                      **Future Support**

This section describes the general policy which Cúram Software use in scheduling support for new versions of third party products in new versions of the Cúram Business Application Suite.

When scheduling changes to the supported third party products list, in a new version of the Cúram Business Application Suite, the driving factor is the significance of the Cúram release (i.e. whether it is a major version, minor version or service pack release).

Typically, new major versions of third party products are only introduced in major releases of the Cúram Business Application Suite, e.g. Cúram v6.0. Changes are less significant in service pack releases, where typically only the range of versions supported for a particular product would be extended. Cúram Software also reserves the right to change the support categorizations of third party products in its major and minor version releases.

Prior to the release of a major version of the Cúram Business Application Suite, a full review of the current *Cúram Supported Prerequisites* is undertaken. Some of the factors taken into consideration in our decision process are; third party products which are approaching end of support; configurations which customers are currently using and those which may have been requested; and the latest vendor offerings, in order to keep up to date with market developments.