



November 2001

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Dear Valued Customer,

In accordance with the SGI™ software product life cycle management strategy, announced in November 2000, SGI will announce 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. In the months to come, additional products and individual releases of products will be moved into the support modes defined here.

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. For example, the IRIX® 5.3 Retirement date of 12/31/98 designated in the July 1999 IRIX Support Policy document is superseded by the IRIX 5.3 Retirement date of 1/2001 designated in the November 2000 Customer Letter.

Included directly below is a brief description of each of SGI's seven support modes. You may also visit the IRIX Support Policy Web page located at <http://support.sgi.com/news/support/index.html> to view the latest IRIX Support Policy documents, announcements, and customer letters containing previously announced support mode changes. Also available on the IRIX Support policy web page is a cumulative list of all support mode changes announced since November 2000.

Software Support Mode Descriptions

ACTIVE: These software products are being actively developed and maintained with new features and fixes. Fixes for all severity levels of software problems are candidates for inclusion in this product's releases. Publications are maintained and updated. A product remains in Active mode for as long as business conditions dictate, although individual older releases of the product will be migrated to lesser levels of support and eventually will be moved to Expired mode.

MAINTENANCE: These software products are still maintained as an important part of the product mix, although they are no longer being actively developed with new features. 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.

LEGACY: The continuing popularity of some out-of-production hardware requires the continuing availability of the basic software product set that was last validated for that platform. This software is not validated on new hardware products. It is supplied 'as is' with no new features or fixes being created. Support coverage is available for these older products, consisting of providing known fixes and workarounds through the call center.

RETIRED: When a software product is placed in Retired mode it is no longer generally available. Any further distribution and support is provided to honor contractual obligations. No new features or fixes are being created for these products. Support is limited to providing known fixes and workarounds through the call center, with the understanding that the customer is ultimately responsible for final evaluation and testing of any fixes or workarounds on their own systems.

COURTESY: These software products are the ones provided by SGI to our customers as a courtesy. 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 provides support or distribution for 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 and Custom Engineering 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
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SGI

Software Support Mode Summary Table

	Active	Maintenance	Legacy	Retired	Courtesy	Divested	Expired
Periodic new feature releases	X				*C		
Periodic fix releases	X	X			*C		
Customer critical fixes	X	X					
Periodic publication updates	X	X					
Workarounds and existing fixes	X	X	X	X			
Support contract coverage available	X	X	X	X			
Distributed by SGI	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 Custom Engineering or Professional Services	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 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
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
IRIX 5.3 [1]	05/1996	01/2001	01/2002	IRIX 6.5
MineSet™	v3.1, 11/2000	09/2001	TBD	No replacement
Network Queuing Environment [NQE]	v3.3.0.16, 10/2000	11/2001	11/2002	Load Sharing Facility [LSF™]

1 - Announced in the November 2000 DVC letter.

IMPORTANT: With the announcement of the IRIX 5.3 support mode change to the Retired Support Mode, applications that were developed and supported by SGI on IRIX 5.3 have also transitioned status to the Retired 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 Courtesy Mode - None

Products Moving to Divested Mode - None

Products Moving to Expired Mode

Product	Last Release	Expired	Alternative Products/Sources
Customer Support Services Base Software	IRIX 6.5.9 apps CD	11/2001	Supportfolio Online
CustomerLink Client Software	IRIX 6.5.9 apps CD	11/2001	Supportfolio Online
Gauntlet® Firewall	v4.1, 08/1998	11/2001	No replacement on IRIX

Product	Last Release	Expired	Alternative Products/Sources
PCP Oracle® Agent	v2.0, 08/1998	11/2001	No replacement
SGI Adobe® Photoshop® perf pkg	v1.2, 10/1998	11/2001	No replacement
Soft Windows 95	v4.0.1, 07/1998	05/2001	No replacement

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