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Dear Valued Customer,

SGI™ is pleased to announce an expanded life cycle management strategy for our software products. We are adding additional support modes to better reflect the wide range of software products distributed by SGI and to clarify each product's status.

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Historically, SGI has used three support levels for products: Active, Maintenance, and Retired. Our new strategy adds four more: Legacy, Courtesy, Divested, and Expired. These seven support modes will enable us to better manage the SGI software product set with clearer definitions and improved understanding of where each software product is in its life cycle. This expanded set of software support modes also allows us to provide options that more closely match the diversity of our software product set and the needs of our customers.

Briefly, Active and Maintenance mode remain the same as previously defined. Retired mode is being split in two, creating the new mode Legacy and a redefined Retired mode. Courtesy, Divested, and Expired mode are new. A more detailed description of each mode is provided on the following pages under the heading "Software Support Mode Descriptions."

Beginning with the IRIX 6.5.10 release we will begin phasing in the use of the new set of support modes to classify our software. The first set of products being transitioned to the new modes are introduced later in this letter. All software will retain its previously announced classifications until explicitly changed through customer notification via letter, release notice, and/or Web posting. In the months to come additional products and individual releases of products will be moved into the support modes defined here.

Additional information about these new support modes can be found on Supportfolio™ Online [<http://support.sgi.com>]. The Software Product Knowledge database will also begin providing the new modes as part of the available product information.

### Software Support Mode Descriptions

**ACTIVE:** This support mode remains the same as previously defined. 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:** This support mode remains the same as previously defined. 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.

Finally, 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 can 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 the 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 or contact your local Customer Service Center. Thank you for your business, and we look forward to supporting you through these product transitions.

Jorge Helmer  
Vice President and General Manager  
SGI Customer Support Division

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**

Using this expanded set of support modes, SGI will be changing the support modes for a number of software products as indicated below. The decision to change the status of these products is based on a combination of the availability of superior follow-on products and limited customer interest.

**Products Moving to Legacy Mode**

Product	Last Release	Legacy	Retired	Expired
IRIX® 6.3	09/96	01/2001	01/2003	01/2005
IRIX 6.4	11/96	01/2001	01/2003	01/2005

**Products Moving to Retired Mode**

Product	Last Release	Retired	Expired/ Divested	Alternative Product
Desktop Special Edition	IRIX 5.3 or 1.1 11/95	01/2001	01/2002	IRIX 6.5
IRIX 5.3	05/96	01/2001	01/2002	IRIX 6.5
CustomerLink Client Software	IRIX 6.5.9 apps CD	11/2000	11/2001	Supportfolio Online
Customer Support Services Base Software	IRIX 6.5.9 apps CD	11/2000	11/2001	Supportfolio Online
Gauntlet Firewall	4.1 08/98	11/2000	11/2001	No replacement on IRIX
Soft Windows 95	4.0.1 07/98	05/2000	05/2001	No replacement

**Products Moving to Courtesy Mode**

<b>Product</b>	<b>Last Release</b>	<b>Courtesy</b>	<b>Expired/Divested</b>
IRIS <sup>®</sup> Annotator™	1.2 11/96	11/2000	tbd*
InPerson <sup>®</sup>	2.2.1 04/98	11/2000	tbd
PeoplePages	1.2.1 04/98	11/2000	tbd
Cosmo Code™	2.3.1 08/98	11/2000	tbd
Cosmo™ Create	1.0.3 05/98	11/2000	tbd
Cosmo Worlds™	1.0.3 06/98	11/2000	tbd
SGI Adobe Photoshop perf pkg	1.2 10/98	11/2000	11/2001
IRIS Showcase™	3.4.2 10/98	11/2000	tbd
3D File Translators [Xlators_3d]	1.1.1 11/95	11/2000	tbd

\*tbd — to be determined.

**Products Moving to Divested Mode**

<b>Product</b>	<b>Last Release</b>	<b>Divested</b>	<b>Third Party</b>
CA Unicenter TNG	2.2 08/98	01/2001	Computer Associates
ClearCase & ClearCase Tracker	2.1A 11/96	01/2001	Rational Software
Real Audio Encode & Server [formerly known as Progressive Network Encode & Server]	5.0 02/98	01/2001	Real Networks
Syntax TAS	5.3 08/98	01/2001	Syntax
Xing StreamWorks <sup>®</sup> Server	2.01.1 08/96	01/2001	Xing

### Products Moving to Expired Mode

Product	Last Release	Expired	Alternative Products/Sources
4DDN™ DECnet & 4DLT™ Network	5.1 03/96 4.0 03/96	03/2001	DNA from Ki Networks
cfront [USL C++ Translator 3.0.1]	3.0.1 05/93	01/2001	MIPSpro C++
Hibernator II	1.0 04/96	03/2001	Checkpoint/restart in IRIX 6.5
IRIXPro™	1.1 01/97	03/2001	ProVision
IRIXPro Proconf	IRIX 5.3	01/2001	No replacement
Molecular Inventor	1.1 07/97	01/2001	Capabilities added to Open Inventor with IRIX 6.5
Propel	1.1 06/97	03/2001	Robolnst 1.1 on the IRIX 6.5 Installation Tools CD EnlightenDSM Advanced 3.1
Token Ring Connectivity	2.2 12/96	03/2001	Cisco, 3Com, Cabletron, Nortel Networks supply routers and bridges with Token Ring ports
ToolTalk Dev Option	1.3 03/96	03/2001	No replacement

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