

Autograph Product and Platform Support Policy

The Document Sciences' Product Support Policy is provided to help you clearly identify supported and unsupported products/platforms, allowing you to plan for upgrades in advance of discontinued support. This policy is based upon a four-stage lifecycle each product/platform combination moves through, depending upon age and usage.

Document Sciences continually monitors market factors and technology trends in addition to customer demands. Document Sciences is committed to providing customer satisfaction by supporting products on a range of current platforms. Although progression will generally be market driven, Document Sciences may elect to hold back or accelerate support for a particular platform. Our intent is to support products on the current, generally available version of the platform (as of the development date) plus the prior release of that platform. Platform retirement generally follows platform vender support schedules.

This policy, which is effective immediately, places each product/platform combination into one of the following four categories:

Current: The latest release of the product available for general distribution on the most current generally available version of the platform as of the development date. Products in this category are eligible to be covered by all of the standard maintenance coverage options, product enhancements, scheduled and maintenance releases, and fixes to critical Severity 1 development issues.

Prior: This product/platform combination is still widely used. All standard maintenance coverage options are available, and Severity 1 development issues requiring hot fixes will be provided. No enhancements or scheduled maintenance releases will be made available for products on this platform.

Sunset: Standard maintenance coverage options are available for this product/platform combination. Help desk support is available. No enhancements or scheduled maintenance releases will be made available. No development issues will be addressed.

Obsolete: These products/platforms are no longer available. Telephone support may be made available by special contract for a limited period of time. No development issues will be addressed. Contact the Solution Support Manager for additional information.

NOTE: Autograph 9.4 is a free upgrade for all existing Autograph customers who are current on their maintenance agreement. Please contact your Document Sciences Corporation Account Representative for information on upgrade assistance.

Current Status of Autograph Products

The following matrix shows how Document Sciences Corporation products are represented in various support categories as of the date of this policy announcement.

Product	Platform	Current	Prior	Sunset	Obsolete
CompuSet/Emitters	Windows 98 Second Edition				Platform EOL
CompuSet/Emitters	Windows NT 4				Platform EOL
CompuSet/Emitters	Windows 2000 Professional	9.4	9.3, 9.2, 9.1	9.0, 8.3, 8.1, 8.0, 6.5	
CompuSet/Emitters	Windows XP Professional	9.4	9.3, 9.2, 9.1	9.0, 8.3, 8.1	
CompuSet/Emitters	Windows 2000 Server	9.4	9.3, 9.2, 9.1		
CompuSet/Emitters	Windows 2003 Server	9.4	9.3, 9.2, 9.1		
CompuSet/Emitters	AIX 4.3				Platform EOL
CompuSet/Emitters	AIX 5L (5.1)		9.2, 9.1	9.0, 8.3, 8.1, 6.6.1, 6.5	6.4
CompuSet/Emitters	AIX 5.2	9.4	9.3, 9.2, 9.1		
CompuSet/Emitters	AIX 5.3	9.4	9.3, 9.2		
CompuSet/Emitters	HP-UX 10.2				Platform EOL
CompuSet/Emitters	HP-UX 11.0		9.3, 9.2, 9.1	9.0, 8.3,8.1,8.0, 6.6.1, 6.5	6.4
CompuSet/Emitters	HP-UX 11i version 1	9.4	9.3, 9.2, 9.1		
CompuSet/Emitters	HPUX Itanium	9.4	9.3		
CompuSet/Emitters	Tru64 v4				Platform EOL
CompuSet/Emitters	Tru64 v5				Platform EOL
CompuSet/Emitters	Solaris 3				Platform EOL
CompuSet/Emitters	Solaris 6				Platform EOL
CompuSet/Emitters	Solaris 7				Platform EOL
CompuSet/Emitters	Solaris 8		9.1	9.0, 8.3,8.1, 8.0, 6.6.1, 6.5	6.4
CompuSet/Emitters	Solaris 9	9.4	9.3, 9.2, 9.1		
CompuSet/Emitters	Solaris 10	9.4			

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Product	Platform	Current	Prior	Sunset	Obsolete
CompuSet/Emitters	Linux Red Hat 4.0	9.4	9.3		
CompuSet/Emitters	Alpha VMS				Platform EOL
CompuSet/Emitters	OS/390 v2.10				Platform EOL
CompuSet/Emitters	z/OS v1.3		9.2, 9.1	9.0, 8.3, 8.1, 8.0, 6.6.1, 6.5	6.4
CompuSet/Emitters	z/OS v1.4		9.2, 9.1		
CompuSet/Emitters	z/OS v1.5		9.3, 9.2		
CompuSet/Emitters	z/OS v1.6		9.3, 9.2		
CompuSet/Emitters	z/OS v1.7	9.4	9.3, 9.2		
CompuSet/Emitters	z/OS v1.8	9.4			
CompuSet/Emitters	z/OS v1.9	9.4			
DLS Server for Windows	Windows 2000 Server			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0	4.x
DLS Server for Windows	Windows 2003 Server			9.4, 9.3, 9.2, 9.1	
DLS Server for Windows	Windows NT 4				Platform EOL
DLS Server for CICS	OS/390 v2.10				Platform EOL
DLS Server for CICS	z/OS v1.3			9.2, 9.1, 9.0, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0	4.x
DLS Server for CICS	z/OS v1.4			9.2, 9.1, 9.0	
DLS Server for CICS	z/OS v1.5			9.3, 9.2	
DLS Server for CICS	z/OS v1.6			9.3, 9.2	
DLS Server for CICS	z/OS v1.7			9.4, 9.3, 9.2	
DLS Server for CICS	z/OS v1.8			9.4	
DLS Server for CICS	z/OS v1.9			9.4	
DLS Batch for z/OS	z/OS v1.3			9.2, 9.1, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0, 9.0	
DLS Batch for z/OS	z/OS v1.4			9.2, 9.1, 9.0	
DLS Batch for z/OS	z/OS v1.5			9.3, 9.2	
DLS Batch for z/OS	z/OS v1.6			9.3, 9.2	
DLS Batch for z/OS	z/OS v1.7			9.4, 9.3, 9.2	
DLS Batch for z/OS	z/OS v1.8			9.4	
DLS Batch for z/OS	z/OS v1.9			9.4	

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DLS eCor Server	Windows 2000 Server			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0	
DLS eCor Server	Windows 2003 Server			9.4, 9.3, 9.2, 9.1	
DLS eCor Server	Windows NT 4				Platform EOL
DLS Clients	Windows XP Professional			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4, 6.3	
DLS Clients	Windows 2000 Professional			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0	
DLS Clients	Windows 2000 Server			9.4, 9.3, 9.2, 9.1	
DLS Clients	Windows 2003 Server			9.4, 9.3, 9.2, 9.1	
DLS Clients	Windows NT 4				Platform EOL
DLS Clients	Windows 98				Platform EOL
DLS Clients	Word 2003/v11			9.4, 9.3, 9.2, 9.1	
DLS Clients	Word XP/v10			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4	
DLS Clients	Word 2000/v9			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0	
DLS Clients	Word 97				Platform EOL
DLSCOM	Windows 2000 Professional			9.4, 9.3, 9.2, 9.1, 9.0, 6.5, 6.4, 6.3, 6.1, 6.0, 5.0	
DLSCOM	Windows XP Professional			9.4, 9.3, 9.2, 9.1, 9.0	
DLSCOM	Windows 2000 Server			9.4, 9.3, 9.2, 9.1, 9.0	
DLSCOM	Windows 2003 Server			9.4, 9.3, 9.2, 9.1, 9.0	
DLSCOM	Windows NT 4				Platform EOL
DVS/XPDS	All				All EOL
CView Navigator	All Windows	2.1.14	2.1	2.0	1.1
CompuBuild DDE	Windows 2000 Professional	9.4	9.3, 9.2, 9.1	9.0	

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CompuBuild DDE	Windows XP	9.4	9.3, 9.2, 9.1	9.0	
CompuBuild DDE	Windows 2000 Server	9.4	9.3, 9.2, 9.1	9.0	
CompuBuild DDE	Windows 2003 Server	9.4	9.3, 9.2, 9.1	9.0	
VCSet <u>or</u> VCSet with DPT <u>or</u> VC Pro with DPT Document Designer <u>or</u> VC Pro with VC Pro Web Delivery	Windows XP Professional	9.4	9.3, 9.2, 9.1	9.0, 3.8, 3.6	
VCSet <u>or</u> VCSet with DPT <u>or</u> VC Pro with DPT Document Designer <u>or</u> VC Pro with VC Pro Web Delivery	Windows 2000 Professional	9.4	9.3, 9.2, 9.1	9.0, 3.8, 3.6, 3.5, 3.2, 3.1, 3.0	
VCSet <u>or</u> VCSet with DPT <u>or</u> VC Pro with DPT Document Designer <u>or</u> VC Pro with VC Pro Web Delivery	Windows 2000 Server	9.4	9.3, 9.2, 9.1		
VCSet <u>or</u> VCSet with DPT <u>or</u> VC Pro with DPT Document Designer <u>or</u> VC Pro with VC Pro Web Delivery	Windows 2003 Server	9.4	9.3, 9.2, 9.1		
VCSet <u>or</u> VCSet with DPT <u>or</u> VC Pro with DPT Document Designer <u>or</u> VC Pro with VC Pro Web Delivery	Windows NT 4				Platform EOL

Product	Platform	Current	Prior	Sunset	Obsolete
VCSet <u>or</u> VCSet with DPT <u>or</u> VC Pro with DPT Document Designer <u>or</u> VC Pro with VC Pro Web Delivery	Windows 98 SE				Platform EOL
CompuSeries II	All Windows			4.0	

DLS End of Life Information

EMC Document Sciences will continue to honor existing DLS support agreements until they expire. Standard EMC Document Sciences support services for DLS will end on December 31st 2009. Additionally, customers may purchase an additional one or two years of extended support for DLS commencing December 31st 2009.

The EMC Document Sciences DLS End of Life dates are as follows:

DLS End of Life Announcement	August 31, 2008
DLS End of Sales Date	December 31, 2008
DLS End of Life Date	December 31, 2009
DLS Extended Support End of Life Date	December 31, 2011

EMC Document Sciences is committed to helping our valued DLS customers through the transition of the DLS End of Life initiative in the most cost-efficient way possible, while maintaining the reliability, security, and availability of your document composition environments. EMC Document Sciences offers services to migrate content and rules from DLS to our xPression software suite, allowing customers to move quickly and easily to the new environment.

Please visit <http://www.docscience.com/products/xpression.htm> to review features and benefits of xPression. We are happy to provide all our DLS customers with feedback specific to their current situations and future needs.