

VERITAS Software Corporation  
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## VERITAS END-OF-AVAILABILITY AND END-OF-SUPPORT ANNOUNCEMENT

Date: October 4, 2004

To: VERITAS Partners & VERITAS Customers

Re: End-of-Availability and End-of-Support Announcement for VERITAS Global Cluster Manager, SRDF, Disaster Recovery Options v3.5.1 and previous versions.

Dear Valued VERITAS Partner & VERITAS Customer:

With the availability of VERITAS Cluster Server and the Global Cluster Option v4.0 and CommandCentral™ Availability 4.0 on Solaris & Windows, VERITAS Software is discontinuing support and availability in all languages for Global Cluster Manager for Solaris & Windows 3.5.1.

### END-OF AVAILABILITY

As of July 9, 2004, the products listed in the table below are no longer available for purchase, or will cease to be available for purchase after the date ("End of Availability date") indicated below. VERITAS Customers who are current with their support contract can, however, migrate to the current version for no additional license fee.

Affected VERITAS Product	Previous Version	New Version	Current Version	Previous Version End of Availability	Previous Version End of Support Date
Global Cluster Manager 3.5.1 for Solaris/Windows	3.5.1	CommandCentral Availability 4.0 Solaris/Windows, Management Server	4.0	1/9/2005	7/9/2006
Global Cluster Manager, Disaster Recovery Option v3.5.1 for Solaris	3.5.1	Cluster Server 4.0 Solaris, Global Cluster Option	4.0	1/9/2005	7/9/2006
Global Cluster Manager, SRDF Option v3.5.1 for Solaris	3.5.1	Cluster Server 4.0, Solaris, EMC SRDF Agent	4.0	1/9/2005	7/9/2006
Global Cluster Manager v3.5 for Solaris/Windows	3.5	CommandCentral Availability 4.0 Solaris/Windows, Management Server	4.0	11/30/2004	3/13/2005
Global Cluster Manager, Disaster Recovery Option v3.5 for Solaris	3.5	Cluster Server 4.0 Solaris, Global Cluster Option	4.0	11/30/2004	2/20/2006
Global Cluster Manager, SRDF Option v3.5 for Solaris	3.5	Cluster Server 4.0, Solaris, EMC SRDF Agent	4.0	11/30/2004	7/9/2006
Global Cluster Manager v1.2 for Solaris/Windows	1.2	CommandCentral Availability 4.0 Solaris/Windows, Management Server	4.0	No longer available	9/6/2004
Global Cluster Manager, Disaster Recovery Option v1.2 for Solaris	1.2	Cluster Server 4.0 Solaris, Global Cluster Option	4.0	11/30/2004	9/6/2004
Global Cluster Manager, SRDF Option v1.2 Solaris	1.2	Cluster Server 4.0, Solaris, EMC SRDF	4.0	11/30/2004	3/13/2005

		Agent			
Global Cluster Manager v1.1 for Solaris/Windows	1.1	CommandCentral Availability 4.0 Solaris/Windows, Management Server	4.0	No longer available	No Longer Supported
Global Cluster Manager v1.0 for Solaris	1.0	CommandCentral Availability 4.0 Solaris/Windows, Management Server	4.0	No longer available	No Longer Supported

#### END-OF-SUPPORT -

**Currently Unsupported Versions** - Please be aware that as of the date of this letter, the Solaris and Windows products versions listed in the table above as "No longer Supported" have already reached their End-of-Support date, and are no longer supported by VERITAS Technical Services. Partial support is not available for these products.

**Versions Approaching End-of-Support** - Please be aware of the following information regarding technical support availability for the following product versions. Support availability and VERITAS maintenance and support for these product versions will be provided in accordance with VERITAS Software's then-current Technical Services Support Policy until their respective End-of-Support date, as follows:

- **Products/Versions with July 9, 2006 End-of-Support Date, as listed in the table above:** - Normal Support for all severities will continue to be available until July 9, 2005. Normal Support for severity 1 and severity 2 issues and Partial Support for severity 3 and severity 4 issues will continue to be available until July 9, 2006. This date, July 9, 2006, is the End-of-Support date for these products.
- **Products/Versions with June 7, 2006 End-of-Support Date, as listed in the table above:** - Normal Support for all severities will continue to be available until June 7, 2005. Normal Support for severity 1 and severity 2 issues and Partial Support for severity 3 and severity 4 issues will continue to be available until June 7, 2006. This date, June 7, 2006, is the End-of-Support date for these products.
- **Products/Versions with February 20, 2006 End-of-Support Date, as listed in the table above:** - Normal Support for all severities will continue to be available until February 20, 2005. Normal Support for severity 1 and severity 2 issues and Partial Support for severity 3 and severity 4 issues will continue to be available until February 20, 2006. This date, February 20, 2006, is the End-of-Support date for these products.
- **Products/Versions with March 13, 2005 End-of-Support Date, as listed in the table above:** - Normal Support for all severities will continue to be available until March 13, 2004. Normal Support for severity 1 and severity 2 issues and Partial Support for severity 3 and severity 4 issues will continue to be available until March 13, 2005. This date, March 13, 2005, is the End-of-Support date for these products.
- **Products/Versions with September 6, 2004 End-of-Support Date, as listed in the table above:** - Normal Support for severity 1 and severity 2 issues and Partial Support for severity 3 and severity 4 issues will continue to be available until September 6, 2004. This date, September 6, 2004, is the End-of-Support date for these products.

**After End-of-Support Date.** After the applicable End-of-Support date, and only with written agreement from VERITAS Technical Services, Partial Support may be available to VERITAS customers at VERITAS' then-current time and materials rate. In order for a time and material agreement to be executed, the customer must have in effect a support contract for the then most-current version of the same VERITAS product. Time and materials support is only available in the 1st, 2nd and 3rd twelve-month periods following a product's End-of-Support date and may not be available in all regions. For more details, please review the current VERITAS Software Technical Services Support Policy or contact your sales representative.

#### HOW TO GET MORE INFORMATION

If you have any questions please feel free to contact your local VERITAS Sales or Support office

##### VERITAS Contract Renewals:

U.S.            1-650-527-1919  
Europe        +353 61 722347

For a complete list of local VERITAS phone numbers, please see the following link  
<http://www.veritas.com/contactus/ContactUsHome.jhtml>

**VERITAS Customer Support:**

U.S.            1-800-634-4747 or 407-357-7600  
Europe        +44 (0) 870-243-1010

For a complete list of local VERITAS Customer Support phone numbers, please see the following link  
<http://support.veritas.com/phonesup/phonesup.htm>

VERITAS Software is committed to helping our customers achieve success with their VERITAS solutions. We are also committed to giving you access to the VERITAS information and technical assistance that you may need to develop a suitable migration strategy for your existing VERITAS configuration.

If you need more than telephone assistance or wish to plan a more comprehensive data availability strategy, VERITAS consulting services may be available on a fee basis, as referenced above.

Thank you for using VERITAS Software products and services.

Sincerely,

**VERITAS Software Corporation**