

TAPEMANAGER

TapeManager and LibraryManager Release and Support Policy

Release 10.070

June 2023



Dynamic Solutions
INTERNATIONAL

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Correspondence regarding this document should be addressed to:
Dynamic Solutions International, Inc.
Product Development Group
8744 Lucent Blvd. Suite 106, Highland Ranch, Colorado 80129
(800)641-5215 or (303)754-2000
Technical Support Hot-Line (800)332-9020
E-Mail: support@dynamic solutions.com

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Chapter 1

General Policies

Introduction

Dynamic Solutions International (DSI) provides support for the TapeManager and LibraryManager products. The following describes DSI's policies regarding the support of these and related products.

Release Streams

A release stream consists of a base release and zero or more related support releases. All releases with a release stream (base and support) share a common release number (see Release Identification below).

Base Release

A Base Release is a product enhancement release. A Base Release will contain new features as well as all corrections that have been applied to the previous Base Release in the previous Base Release's related Support Releases.

Support Release

A Support Release contains interim corrections to the related Base Release. Minor new features and enhancements may be included in a support release at the discretion of DSI. Support Releases are released on an as needed basis depending on the priority A and B corrections generated.

Release Level Identification

A Base or Support Release is identified by a version level identifier. The version level identifier is a set of 3 numbers separated by periods in the form XX.YYY.ZZZZ. The XX.YYY part of the version identifier denote a release stream. The ZZZZ part of the version identifier is the cycle number. The cycle number will be different for each base and support release within a release stream, increasing from the base cycle number for each support release. All components of a release will have the same version identifier.

Support Releases also have an alternate identification that uses an ascending alphabetic letter to identify a particular support release. When a letter is used, the version identifier is in the form XX.YYYA. The XX.YYY part is the same as above with the A part being a letter from A to Z. The letter form of the version identifier makes it easier to discuss a particular release. Either version form may be used when reporting a problem.

Mixing of Releases

The mixing of components from different base or support releases is not supported. All testing is done as a complete release set. No testing is done with mixed release components. All base and support releases contain a complete set of software components for that release stream.

Support Period

With the release of the 10.070 base release the support period is as follows. When a base release is released support for the previous release stream will end 12 months after the release date of the current base release. Previously the Release Stream was supported for 30 months from the date of the release of the Base Release.

Support Schedule

The following support schedule defines the support period for the release streams and the MCP releases under which they are supported. After the Support End Date, DSI will no longer accept Trouble Reports for that release stream.

Base Release	MCP Supported	Release Date	Support End Date
9.069	HMP 18.0 (59.1) HMP 17.0 (58.1) HMP 16.0 (57.1)	July 25, 2011	No longer supported
9.069Y	MCP Release 19.0 (60.1) MCP Release 18.0 (59.1) MCP Release 17.0 (58.1)	July 25, 2020	No longer supported
9.069Z	MCP Release 19.0 (60.1) MCP Release 18.0 (59.1) MCP Release 17.0 (58.1)	November 25, 2021	TBD
10.070	MCP Release 19.0 (60.1) MCP Release 20.0 (62.0) MCP Release 21.0 (63.0)	June 5, 2023	TBD

Chapter 2

Support Procedures

Support Types

The support available can be categorized as a Trouble Report (TR) which is manifested in a DSI Support Case number, New Feature Request (NFR), Question, or Documentation issue.

Support Information Requirements

Depending on the type of support request, different information will be required. At a minimum the following must be included with all support requests. Additional information may be requested to handle the support request.

Contact name

Company name

Phone number and/or e-mail address

Product name

Product release level

Detailed description of the support requested (which could include screenshots, MCP sumlogs, TapeManager logs, DSI traces, VTL x-rays, or anything else helpful in analysis of the problem)

Trouble Reports

Trouble Reports are used to describe a defect with a product. Product defects are any aspect of the product that is not functioning as documented. Product defects also include program faults and other operational errors.

New Feature Requests

New Feature Requests describe a feature or function that a user would find necessary or productive in the use of the product. NFRs are reviewed as to the implementation effort required, the impact on the product, and the impact on current and future users. New Feature Requests are implemented at the sole discretion of DSI except as contractually required.

Questions

Customer inquiries that do not fit any of the other categories are classified as questions.

Documentation Issues

Documentation issues are any problem that affects the printed or electronic manuals and other documents including the help files.

Accessing Support

Support for the TapeManager, LibraryManager and related products can be accessed via phone, fax, e-mail, or the World Wide Web.

Phone Support

Telephone support is available from 8:00 AM until 5:00 PM Mountain Time. 24-hour support is available on a contract basis. The following number should be used to contact the DSI support team.

303-754-2000 (8AM –5PM MST)
800-332-9020 (Toll free USA & Canada 24 support)

Fax Support

Trouble Reports may be faxed to DSI using the following number.

303-754-2066

E-mail Support

DSI accepts questions, trouble reports, and new feature requests via e-mail. To submit a support request via e-mail, send the e-mail to **support@dynamicsolutions.com**.

Web Support

The World Wide Web (WWW) may be used to obtain support by linking to the URL **<http://dynamicsolutions.com/support/>**. This site allows the submission of questions, trouble reports, and new feature requests. The site also has all current software and documentation available for downloading.

Document Evaluation Form

DSI is interested in receiving your comments and suggestions regarding this document. Comments will be utilized in subsequent revisions to improve this document.

Manual Title:

TapeManager and LibraryManager Release and Support Policy

Version No: **10.070**

Date: **June 2023**

Please check type of suggestion:

☐ Addition

☐ Deletion

☐ Revision

☐ Error

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Dynamic Solutions International (DSI)
Product Development Group

FAX Number: (303)754-2066

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Dynamic Solutions International (DSI)
8744 Lucent Blvd.
Suite 106
Highland Ranch, Colorado 80129
U.S.A.

Attn: Product Development Group