
Oracle Phaos Customer Frequently Asked Questions (FAQs)

Q. Why did Oracle and Phaos make this decision?

A. Oracle wants to extend the capabilities of the security solutions it offers with its Oracle Application Server and Oracle Identity Management products.

Q. What is Oracle's plan for this business?

A. Oracle will continue to develop selected Phaos technology and incorporate it into the Oracle family of products including the Oracle Application Server and Oracle Identity Management.

Q. What happens to the Phaos products?

A. Phaos' Cryptography, Messaging and XML products will be incorporated into Oracle Application Server. Phaos' Centuris and Liberty Components will become part of Oracle Application Server's Oracle Identity Management option. Finally, Phaos' SSLava product family will enter the Oracle desupport program and will continue to be supported until May 21, 2005 under the terms of this program. Oracle's desupport program is described in a following question.

Q. What happens when a product enters Oracle's desupport program?

A. In an effort to continuously enhance and improve our product offering, Oracle may provide additional releases or versions of its programs in the form of an Update as part of our technical support services. It may become necessary as a part of Oracle's product lifecycle to desupport the programs and, therefore, Oracle reserves the right to desupport its programs. Desupport Notices generally are available 12 months in advance of the desupport date. The Desupport Notices are posted on MetaLink (or Oracle's then current customer support web site) under "Product LifeCycle" and are provided to you by either mail or e-mail. Desupport Notices contain desupport dates, information about availability of Extended Support and Extended Maintenance Support, and information about migration paths for certain features. Desupport Notices are subject to change. Oracle will provide updated Desupport Notices on MetaLink (or Oracle's then current customer support web site) as necessary.

Q. What happens to the Phaos name and brand?

A. The Phaos name and brand will be replaced by the Oracle brand name.

Q. Who do I contact for business related questions concerning my current Phaos software?

A. Please email us at phaos_questions_ww@oracle.com.

Q. How do I contact Oracle for Technical Support?

A. For every customer who has a maintenance and support agreement in place with Phaos as of May 21, 2004, Oracle will continue to provide technical support. To contact Technical Support, please use the following:

Effective 21-May-2004:

Email:	tech@phaos.com
Telephone:	1.212.514.6514 (toll) or 1.888.997.4267 (US toll free)
Fax:	1.212.514.6528

Effective 19-June-2004:

Email:	phaos-support_ww@oracle.com
Telephone:	1.212.813.5300 (toll) or 1.888.997.4267 (US toll free)

Q. What versions of the Phaos products will Oracle continue to support?

A. Oracle will continue to support the following software product releases:

Product	Current Release	Oldest Supported Release
SSLava		
Standard Edition	1.3.1	1.2.3
Platform Edition	3.0	2.2.1
SSLava Thin	1.1.1	1.0
Cryptography		
Crypto	3.0.1	2.2.1
Crypto FIPS	3.0.1	3.0
Phaos Security Engine	3.0	2.2.1
MicroFoundation	2.0	1.0
Cryptoki	1.3	1.1.1
Messaging		
S/MIME	2.2	2.0
CMS	2.2	2.0
XML		
XML Security	2.2	1.3
XKMS (Beta)	0.96	0.9
SAML	2.1	1.0
WSS	1.0	1.0

Product	Current Release	Oldest Supported Release
Components		
Centuris	PKI 4.10.02 Server 1.1.5	PKI 1.1 Server 1.1.2
Liberty v1.1SDK	2.1	2.0.1
Liberty v1.2 SDK	1.0	1.0
Liberty IDP SDK	1.0.2	1.0.x
Liberty SP SDK	1.0.1	1.0.x

Q. Who do I contact to renew my Maintenance Service Agreement?

A. There will be a 2-3 month interruption in processing software maintenance renewals while we work to transition each customer’s historical license and maintenance order information into the Oracle systems. Oracle will continue to provide support to each customer that has a current Maintenance Service Agreement with Phaos as of May 21, 2004, even if your Maintenance Service Agreement expires during the transition phase.

As soon as the historical customer order data has been entered into the Oracle systems, and as your current Phaos software maintenance and support term expires, Oracle Support Sales will work with you to effect a smooth transition to a standard Oracle License and Services Agreement and to reinstate your software maintenance and support.

Oracle Support Sales can be reached locally in each country. Please reference the Oracle.com website at <http://www.oracle.com/support/index.html?contact.html> for the contact information.

Q. Who do I contact if I want to purchase additional Phaos licenses?

A. Contact your local Oracle Sales representative or send your email request to phaos_questions_ww@oracle.com.

Q. Who should I contact if I have a question about an outstanding license order, shipment, invoice, PO, or payment?

A. Please email phaos_questions_ww@oracle.com with your order number or PO.

Q. Where can I find more information about Oracle and Oracle's Application Server and Identity Management products?

A. For general information about Oracle and its products and services, see www.Oracle.com. For specific information about Oracle's Application Server products see <http://otn.oracle.com/products/ias/>. For specific information about Oracle Identity Management see http://otn.oracle.com/products/id_mgmt/.