

Vantive Product Retirement Calendar Summary

Version 07/01/02

Two Step Support Retirement Process for Vantive CRM Products

Step 1 - Patch Support Retirement

Development and distribution of new patches ceases

Global Support Center access continues

- Responses to product inquiries
- Problem resolutions and workarounds
- Distribution of existing patches
- Upgrade assistance

Customer Care access continues (where available)

Customer Connection access continues

Replacement of lost or damaged media continues

Scripts for upgrade to supported versions remain orderable

Account Executive assignment continues (where available)

Step 2 - Global Support Center (GSC) Retirement

Development and distribution of new patches previously unavailable

Global Support Center access ceases

Customer Care access continues (where available)

Customer Connection access continues

Replacement of lost or damaged media continues

Scripts for upgrade to supported versions remain orderable

Account Executive assignment continues (where available)

Beyond GSC Retirement, Customers May Contact PeopleSoft Global Services Concerning Further Support Needs

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Vantive 7.x
End of Patch Support 10/15/2000
End of GSC Support 06/30/2002

All 7.x products

Third Party Integrations
End of Patch Support 05/31/2001
End of GSC Support 12/31/2001

Vantive Encyclopedia
Trilogy integrations

Intel LanDesk and HPOpenView (OpenLink) integrations
CasePoint and Tivoli integrations

Reporting
End of Patch Support 07/31/2001
End of GSC Support 12/31/2001

Actuate 3.2.3 Reports

Reporting
End of Patch Support 12/31/2001
End of GSC Support 06/30/2002

Actuate 4.1 Reports

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First retirement phase
End of Patch Support 06/30/2002
End of GSC Support 12/31/2002

8.0 & 8.2 MSSQL & Oracle English platforms w/o mobile	ASP web applications on 8.0 and 8.2 platforms w/o mobile
8.0 & 8.2 VIP I&P version	Quick Connect for Oracle and PeopleSoft

Second retirement phase
End of Patch Support 06/30/2003
End of GSC Support 12/31/2003

8.5 MSSQL & Oracle platforms, including server and client	8.2 CRM for Communications platforms
8.0 & 8.2 MSSQL & Oracle English platforms w/ mobile	8.0, 8.2, 8.5 VOTG1, VOTGS, and/or PCR products
8.5 & 8.0 RIM Mobile Field Service	8.2 French/Italian/German/Spanish platforms, incl. server and clients
Vantive 8.5 OIF and integrations to SAP & PeopleSoft 7.5	8.2 Dutch, B. Portuguese, T. Chinese clients on Oracle platforms
VanWeb 3.5 & 3.6 w/o Sybase or Informix database	Media Connect for Aspect w/o Sybase or Informix database

Third retirement phase
End of Patch Support 09/30/2004
End of GSC Support 03/31/2005

All 8.6 platforms w/o PCR	All CRM for Communications II platforms
8.5 DB2 platforms	8.1 Sybase platforms, including server and client
8.0 Informix platforms, including server and client	8.2 Japanese platform, including clients and applications
All Vantive 8.x enterprise applications (excluding 8.6 w/PCR)	All Vantive 8.x eSuite ASP web applications (excluding 8.6 w/PCR)
8.1 VOTGS products	All Vantive products w/o PCR 8.6

Fourth and final retirement phase
End of Patch Support 06/30/2005
End of GSC Support 12/31/2005

PCR 8.6 platforms	All remaining Vantive products and applications
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