

Product Support Policy

Eloquence Support Policy



- Support is available for 5 years after initial release
 - Help with problem isolation and workarounds
 - Patches to fix critical problems
- The last two releases are actively supported
 - Enhancements (typically most recent release)
 - Proactive and reactive patches
- For older releases only limited support resources are available
 - Help with problem isolation and workarounds
 - Best efforts

Supported product releases



Currently supported product releases

- B.08.00
 - release Dec. 2008
 - regular support ends Nov. 2013
- B.08.10
 - release July 2010
 - regular support ends June 2015

Limited support

- B.07.10
 - released Jan. 2006
 - regular support ended Dec. 2010

- The Eloquence web site has information on supported releases and available patches

<http://eloquence.marxmeier.com/>

Release specific information:

- B.07.10
<http://eloquence.marxmeier.com/support/B0710/>
- B.08.00
<http://eloquence.marxmeier.com/support/B0800/>
- B.08.10
<http://eloquence.marxmeier.com/support/B0810/>

- Patches are provided as compressed archives and replace entire files
- A README file is provided for each patch that describes the fixed problems, installation instructions and affected files. This is installed along with the patch in the share/doc directory.
- Patches are binary compatible (with rare limitations)
- Patches typically do not introduce behavior changes

- Patches should be installed in ascending order, are cumulative and include fixes from superseded patches
- There is currently no patch “back out” procedure other than to install a previous patch

Patch life cycle



- All patches start in “beta” state
 - Patches in beta state have passed the internal QA but may have received limited exposure to customer environments
 - Patches stay in beta status until sufficient (positive) feedback is available or the patch fixes a critical problem
- Some patches get promoted to “recommended” status
 - Recommended and critical patches are listed on the Eloquence web site
- Recommended patches may be included in patch bundles
- Eventually patches are superseded

Patch bundles



- Patch bundles are archives of recommended patches provided for convenience
- Patch bundles are refreshed rarely and are supposed to include “known good” and critical patches
- Patch bundles come with release notes that summarize user visible changes
- It is strongly suggested to install the latest patch bundle on a new installation
- Patch bundles must be installed before installing individual patches (use different numbering scheme)
- Superseding may need to be reinstalled after installing a patch bundle

Eloquence support options



The following support options are available through partners or directly from Marxmeier Software:

- Base Line Support
- Software Update Subscription
- Phone Support 5 x 8
- Phone Support 7 x 24
- Emergency Support
- Per Incidence Call
- Free online resources on the Eloquence web site

- For more information:
<http://eloquence.marxmeier.com/sales/support.html>

More information



Detailed information is available on the

Eloquence web site

<http://eloquence.marxmeier.com>

Get in contact

info@marxmeier.com