

GAINSBOROUGH SOFTWARE VERSION MANAGEMENT

Under your maintenance & support agreement you are entitled to receive the latest or most relevant versions of our software. Please take a moment to determine the SOFTWARE versions on all of your HP3000 systems by reading the rest of this sheet and following the simple instructions.

Why should I bother - my version is working OK?

Well that's why you pay your maintenance for a start! And not upgrading now might cause you problems in the future, particularly as you migrate to new platforms and spend less time and resources on the HP3000 environment.

However, as the HP3000 is approaching the end of her life we appreciate that you may prefer to stick with your current version if it is working well for you. If you decide to do this, please be aware that future software problem resolution will require upgrade to the latest version before the vendor technical support team will look into the problem in depth. This could potentially lead to a delay of a few days in the resolution of a problem but this is offset by avoiding the installation of the software upgrade at this time.

Which version am I currently on and what are the latest versions & MPE requirements?

<u>PRODUCT</u>	<u>HOW DO I FIND OUT WHICH VERSION I AM CURRENTLY ON?</u>	<u>CURRENT VERSION</u>	<u>MPE/iX VERSION REQUIRED</u>
MPEX/3000	TYPE: :VESOFT.PUB.VESOFT,2	35N	n/a
SEC/3000	TYPE :VESOFT.PUB.VESOFT,2	35N	n/a
VEAUDIT	TYPE :VESOFT.PUB.VESOFT,2	35N	n/a
DB GENERAL	LOGON AS MGR.BRADMARK AND TYPE :DBGENRL.PUB.BRADMARK;INFO="VERSION"	7.3.30 7.4.24	6.0 or below 6.5 or above
GUI3000	HELP ---> ABOUT	4.4.3	5.5 or above

What now?

Just cut and paste the output of the above commands to support@gainsborough.com and include your company name. Please remember to check each machine you have – they should all be the same! Your upgrade(s) will be sent to you shortly.

Thanks, Gainsborough SUPPORT.