



# PDFlib<sup>®</sup>

## Support Policy

### Definitions

- ▶ A *platform* is a combination of operating system and one or more hardware architectures. Fully compatible versions of system and/or hardware comprise the same platform, but for Mac OS X and Windows server and desktop versions are considered different platforms. Examples:  
Windows 2000/XP (excluding Server 2000/2003) is a platform;  
Apple Mac OS X Server for both PPC and Intel is a platform.
- ▶ A *product* comprises one of the software offerings of PDFlib GmbH for a particular platform.  
Examples: PDFlib 7 for Windows Server 2000/2003, PDFlib+PDI 7 for Linux on x86, PPS 7 for Solaris on x86 or sparc, TET 2 for HP-UX.
- ▶ A *major version* is a new version of a product with significantly enhanced functionality. Examples: PDFlib 7, TET 3
- ▶ A *minor or maintenance release* is a new version of a product which does not add significant functionality, but fixes bugs, updates the software to new versions of operating systems, programming environments, etc. Maintenance releases usually contain dozens of enhancements, and are explicitly designated as such.  
Example: PDFlib 7.0.1 is a maintenance release for PDFlib 7.0.0.
- ▶ A *patchlevel* is a modified maintenance release which fixes a particular problem or small number of problems. Usually patchlevels are provided to customers who reported a particular problem, and require a short-term solution. Patchlevel releases are generally not publicly available.  
Example: PDFlib 7.0.op2 is a patchlevel for PDFlib 7.0.0
- ▶ A *product line* comprises a particular major release and all corresponding minor releases (maintenance updates).  
Example: the PDFlib 7 product line includes PDFlib 7.0.0, 7.0.1, etc.
- ▶ An *update* changes an existing license for a product to a license for a newer major version of the same product on the same platform.  
Example: change from PDFlib 6 to PDFlib 7.
- ▶ An *upgrade* changes an existing license for a product to the same major version of another product which is a superset of the first.  
Examples: change from PDFlib 7 to PDFlib+PDI 7, or from PDFlib+PDI to PPS 7.
- ▶ A *bug* is any deviation from the documented behavior, PDF output which is rejected by Adobe Acrobat, or a crash of a product, provided suitable input has been provided to the product, and all documented programming conditions have been honored. Note that PDFlib products often throw exceptions to alert the user to a particular problem; according to standard programming practise client code must handle exceptions and react appropriately.  
Example: a certain JPEG image is not properly converted to PDF although it should be supported according to the documentation.
- ▶ A *binding* is a particular platform version of a programming language environment supported by a product. Examples: PHP 5.1.1 on Linux, Java 1.4 on Windows, .NET 2.0 on Windows
- ▶ A *build* of a particular product is a set of binaries required to use the product on a particular platform with one or more of the supported language bindings. A new build is always based on the latest maintenance release and patchlevel of the product.

### Standard and paid support

We offer different kinds of support for all products. Details of support services are available at the end of this document; here is a summary:

- ▶ Standard support is included with all product licenses. It covers many items of paid support (see below), but only on a voluntary basis. Problems of customers with a support contract always have priority over cases opened by customers with standard support. Updates are not included, and response times may be longer for standard support than for paid support.
- ▶ Paid support is available on an annual basis, and includes ongoing technical support, plus access to all minor and major updates which have been released (and are requested by the customer) during the terms of the support contract. In addition, there are several long-term guarantees regarding the availability of product licenses and support services. Paid support is your insurance for PDFlib GmbH products: if there's a problem, we will take care of it.
- ▶ Premium support is an extension of paid support with even shorter response times. Premium support is only available for premium licenses (i.e. licenses with extended rights).

### Product lifetime

Support cases will only be accepted during the lifetime of a product. Support ends with the release of the second major version after the licensed version, plus one year. Support contracts can be renewed until the end of a product's lifetime; they must be updated to a newer version thereafter. Example: the lifetime of PDFlib 5 ends 10/2007; the lifetime of PDFlib 6 ends at the release of PDFlib 8 plus one year.

### Opening a support case

Please remember the following when opening a support case:

- ▶ Bug reports will only be accepted if the latest maintenance release of the respective product line is used. If a problem cannot be reproduced with the latest available maintenance release, but only earlier versions, the case will be closed. For example, a bug report in version 7.0.0 will not be accepted if the bug has been fixed in the maintenance release 7.0.1.
- ▶ Send a problem description which is as specific as possible, and include sample input data which may be required to reproduce the problem. Sometimes a runtime trace may be required; the PDFlib support team will send instructions in this case. We guarantee full confidentiality within PDFlib GmbH for all data supplied with support cases.
- ▶ Include your license key in the inquiry.

### API compatibility

The product APIs (Application Programming Interfaces) will never be incompatibly changed from one major release to the next. However, API functions, options, or parameters marked as »deprecated« may be removed in the next major release after the release where they have been marked for the first time. Usage patterns which violate the documented rules and restrictions are not guaranteed to work in the next minor or major release, even if they are tolerated by earlier versions.

## Maintenance Activities for Standard Support, Paid, and Premium Support

category	description	example	standard support	paid support
general	response time for support cases		5 days	2 days; 1 day for premium support
	support fee		free	18% of the license fee per year
	maximum number of support cases which can be opened		3	10 per year; unlimited for premium support
bug fixes and new builds	correction or workaround for a particular problem plus new builds for all licensed platforms		on voluntary basis	yes
	New build of same major version for a new version of an operating system which has been supported in the past, but where the new OS version is not fully compatible with the previous one.	Some Linux version includes a new version of the C runtime library which requires applications to be rebuilt.	on voluntary basis	yes
	New build of same software version for a new major version of a language binding which has been supported in the past, but where the new version of the language is not fully compatible with the previous one.	New PHP major version requires extensions to be rebuilt, but customer does not want to update to the latest PDFlib version.	on voluntary basis	yes
	New build of same product line (but probably a newer maintenance release) for a maintenance version of a language binding which is not the latest version, and has been supported in the past, but where the maintenance version of the language is not fully compatible with the previous one.	A PHP maintenance version requires extensions to be rebuilt	on voluntary basis	yes
minor updates	cost of updating to the latest maintenance release of the same product	change from PDFlib 7.0.0 to PDFlib 7.0.1	free	free
	availability of the latest maintenance releases		until release of next major version	product lifetime
major updates	cost of updating to the latest major release of the same product	change from PDFlib 6 to PDFlib 7	list price for updates	free
	availability of the latest major release of the same product		until release of next major version	product lifetime
	information is sent by e-mail when a new minor or major release is available		–	yes
license extension	upgrade to the latest maintenance release of a higher product of the same major version number (at the applicable upgrade fee)	change from PDFlib 7 to PDFlib+PDI 7	1 year after release of next major version	product lifetime
	purchase additional licenses of the licensed product (at list price)	customer deploys PDFlib 6 and needs more licenses, although PDFlib 7 is already available	1 year after release of next major version	product lifetime
end of maintenance	support for the product will no longer be available		1 year after release of next major version	product lifetime