

CA arcserve Unified Data Protection r5

Maintenance Methodology

Maintenance will be delivered by two methods:

1. Individual fixes
2. Cumulative Updates
3. Service packs

Maintenance Delivery and Timeframes

CA arcserve UDP provides maintenance using the following delivery methods, using the following guidelines:

- Individual Fixes <as required>
- Cumulative Updates <as required>
- Service Packs <as required>

Delivery Definitions

Individual Fix: An Individual fix is published for each single confirmed test fix that addresses only the product defect as documented in the original confirmed test fix. Individual fixes are included in and superseded by the next applicable cumulative Update or Service Pack.

Cumulative Update: A Cumulative Update is a delivery mechanism used by GA products to deliver a group of individual fixes affecting multiple product elements/components that are integrated and published into one fix and then applied to an existing environment. Cumulative Updates are included in and superseded by the next applicable Cumulative Update or Service Pack.

Service Pack: A Service pack is a delivery mechanism for GA product maintenance that consists of an accumulation of fixes from the GA release to a given point in time. A Service Pack supersedes previously issued fixes and Service Packs.