

Support

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UNIX Packages provide a range of services for all the packages we deliver directly from our servers.

The level and type of support ranges from package install errors & dependency issues through to new package requests from a community. The specific level of support received is dependent on your account type, package complexity, and the community involvement required.

Support Matrix

	Package & Install Errors	Package Update Requests			Package Alerts
Subscription Level	Support Response	With No Dependencies	With Multiple Dependencies	New Packages Research & Initial analysis	For Registered Packages
Sys-Admin Solaris 2.5 - 10	< 5 Days	< 10 Days	< 15 Days	POA	N/A
Corporate Solaris 2.5 - 10	< 3 Days	< 5 Days	< 10 Days	See table below	< 25

	Package & Install Errors	Package Update Requests			Package Alerts
Corporate Exec Solaris 2.5 - 11	< 1 Day	< 2 Days	< 5 Days	See table below	Unlimited

New Packages Research & Initial analysis	No Community Involvement Required	Complex Dependency Tree Analysis. No Community Involvement Required	Community Up-Stream Involvement required. □ Minor Bug/RFE Requests	Turn Key Solutions
Corporate	10 Days	15 Days	20 Days	POA
Corporate Exec	< 5 Days	10 Days	15 Days	POA