

# Customer Bulletin

**Product Model Name: G-Series for OS/400**

**Date: February 2006**

**Reference ECO No: N/A**

## Reason for Bulletin

IBM recently announced an IBM branded UDO library product family. This created some confusion for customers concerning future service for Plasmon libraries integrated with IBM OS/400 systems. This bulletin provides clarification of service and support availability for UDO libraries on OS/400 and other IBM systems.

## Service and Support for UDO Libraries

IBM provides service for the IBM 3996 branded libraries directly through the IGS (IBM Global Services) group. Contact the local IBM reseller or IBM for details and information.

Plasmon is continuing to provide service and support for all Plasmon branded G-Series libraries, including Gx libraries for OS/400. Plasmon provides high quality service for the life of these products, including a range of service levels from 9X5 NBD to 24X7 on-site support. In addition to our service contracts, Plasmon can provide library and drive upgrades to next generation UDO, equipment relocations, and other non-contract services.

Plasmon and IBM have a commitment to make available continued OS/400 integration and support software, library firmware, and field PTFs for the support life of this product family.

For information on these products and services, please see the contact information at the bottom of this page.

### **Contact Information for Technical Questions:**

#### **Americas and Asia Pacific**

Plasmon Technical Support Team  
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