

TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

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Global System Manager Service Packs

As most resellers are aware a number of Service Packs are now available for GSM V8.11. At the time of writing the latest GSM Service pack is GSM SP-4. The various technical issues regarding GSM Service Packs are fully described in Appendix I of the GSM V8.1 Notes which are available by downloading:

http://www.global3000.com/varworld/technology/downloads/gsm_sp4.zip

This bulletin answers some frequently asked questions regarding GSM Service Packs.

At the time of writing GSM Service Packs are only available for GSM V8.11 (Windows) configurations (i.e. configuration codes 5661 and 5663). It is our intention to allow GSM Service Packs to be applied to GSM V8.11 (Unix) configurations. However, GSM Service Packs will never be supported on GSM (Novell), GSM (MS-DOS) or GSM (BOS) configurations. Upgrades to GSM (Novell) etc. will be provided when GSM V8.1m is released via the Production Department.

GSM Service Packs are released via 3 methods:

- as downloads from the technology section of the Global web site;
- in the various gsm81servicepackX directories on the monthly GPS CD;
- in the gsmservicepacks directory on the GSM (Windows) CD for configuration code 5663.

Each GSM Service Pack is a complete super-set of all the previous GSM Service Packs. Thus, for example, there is no need to apply GSM SP-1, GSM SP-2 or GSM SP-3 in order to apply GSM SP-4. That is, GSM SP-4 can be applied to "vanilla" GSM V8.11, GSM SP-1, GSM SP-2 or GSM SP-3.

In general, GSM Service Packs are released on a "demand basis", typically, when a serious bugs has been fixed or, more likely, when a new enhancement has been fully implemented. Although GSM Service Packs are released on the

monthly GPS CD (see above) they are not tied to the Global 3000 monthly release cycle.

The Production Master Volumes that are used for generating GSM V8.11 contain the "vanilla" version of GSM V8.11. That is, no GSM Service Packs are applied immediately after GSM V8.11 has been freshly installed. **The simple upgrade to apply the latest GSM Service Pack must be performed after a fresh installation.**

An improved distribution and installation technique for GSM V8.1 that **will** include the latest Service Pack is currently being designed. Further details will be published on the Global web site and in a Technical Bulletin when the design is complete.