

Supplement to Oracle CRM On Demand Online Help

Release 20

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ORACLE®

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Important Information about End-of-Life of Oracle PIM Sync On Demand

Oracle PIM Sync On Demand ("PIM Sync") is entering the end-of-life phase of its product lifecycle. PIM Sync will be available for continued use by authorized CRM On Demand users, who are licensed on or before June 30, 2012 under a signed CRM On Demand ordering document, until the end of the initial service term of that order. PIM Sync will not be available to any new customers or to new or additional CRM On Demand orders placed or users licensed after June 30, 2012. A CRM On Demand user licensed on or before June 30, 2012 may log a Service Request to request the activation of use of PIM Sync as part of the CRM On Demand service.

Commencing on June 1, 2012, Oracle will provide only end-of-life- level of support for PIM Sync. All Oracle support for PIM Sync under a CRM On Demand ordering document will end at the expiration of the initial service term of that order or on May 31, 2015, whichever comes first. End-of-life support for PIM Sync consists of the following: (i) responding to functional or "how to" inquiries of authorized users, including questions about configuration and setup of PIM Sync; (ii) addressing issues with CRM On Demand that may impact performance of PIM Sync; (iii) providing existing product documentation for PIM Sync; and (iv) general troubleshooting assistance with use of PIM Sync. End-of-life support for PIM Sync is available only for the following versions of software and operating systems:

- Office 2003/Windows XP SP3
- Office 2007/Windows XP SP3
- Office 2007/Windows 7
- Office 2010 (32 bit) / Windows XP SP3
- Office 2010 (32 bit) / Windows 7
- Lotus Notes 7.0.4 PF 2 / Windows XP SP3
- Lotus Notes 8.0.2 / Windows XP SP3
- Lotus Notes 8.5.1 FP1 / Windows XP SP3
- Lotus Notes 8.5.1 / Windows 7

END-OF-LIFE SUPPORT FOR PIM SYNC IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS, AND ORACLE DOES NOT GUARANTEE THAT THE CRM ON DEMAND SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED WHEN USED WITH PIM SYNC OR THAT ORACLE WILL CORRECT ALL ERRORS EXPERIENCED WITH AND WHILE USING PIM SYNC. In particular, Oracle end-of-life support for PIM Sync does not include the provision of any updates, enhancements, patches or code or bug fixes to PIM Sync or to the PIM Sync synchronization process, or to issues experienced with client side code.

For information about using PIM Sync with Oracle CRM On Demand, see the [Oracle CRM On Demand Documentation Library](#) for Release 19 on Oracle Technology Network.

