SPARCstation™ 5

Just the Facts

Sun microsystems

Copyrights

SPARCstation™ 5 System: The Volume Leader for Networked UNIX® Desktops

Designed for the Enterprise Networked Desktop

The Sun™ SPARCstation™ 5 system delivers the rapid application performance that today's network desktop user needs. Its fully balanced hardware design includes:

- TurboSPARC™ processor (microSPARC™ II compatible) available in 170 MHz: 3.32 SPECint95, 2.91 SPECfp95
- State-of-the-art graphics
  - SPARCstation 5 S24™ frame buffer, the lowest priced 24-bit imaging solution in the workstation industry
  - SPARCstation 5 TurboGX™ high-performance, 8-bit graphics
  - SPARCstation 5 TurboGXplus™ higher performance, high-resolution (1280 x 1024), double-buffered, 8-bit graphics

The SPARCstation 5 system supplies access to state-of-the-art technologies that are crucial to the enterprise desktop user's success.

- High-speed networking:
  - ATM
  - 100-Mbps Ethernet
  - ISDN
- Networked digital media:
  - SunVideo™
  - SunCamera™
  - ShowMe™
  - ShowMe™ TV™

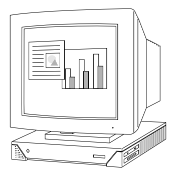
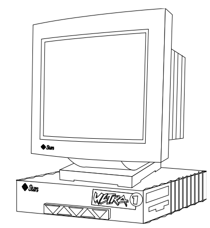
The SPARCstation 5 system's innovative package provides the foundation for the growth and innovation that the enterprise desktop user needs:

- Configurability
- Expandability
- Flexibility

The SPARCstation 5 system empowers the enterprise network desktop user by standardizing on the Solaris™ open enterprise computing solution—the first choice for the development and deployment of client-server applications.

SPARCstation 5 System: The Volume Leader for Networked UNIX Desktops *(cont.)*

Desktop Feature Comparison

Positioning	 **SPARCstation 4 Lowest Price Unix Workstation**	 **SPARCstation 5 Volume leader**	 **Sun Ultra™ 1 Model 140**
Processor	170-MHz TurboSPARC (microSPARC II compatible)	170-MHz TurboSPARC (microSPARC II compatible)	143-MHz UltraSPARC™ -I
Base memory	32-MB	32-MB	32-MB
External cache	None	512-KB	512-KB
Maximum memory	160-MB	256-MB	1024-MB
Internal disk capacity	2.1 to 4.2-GB	2.1 to 4.2-GB	2.1 to 4.2-GB
Total disk capacity	84-GB	118-GB	324-GB
SBus I/O slots	Two 32-bit	Three 32-bit	Three 64-bit
Network	Twisted-pair, AUI	Twisted-pair, AUI (requires optional AUI cable)	Twisted-pair, AUI (requires optional AUI cable)
Audio	16-bit, optional	16-bit	16-bit
Graphics	On board 8-bit color pixel accelerator	S24, TurboGX, TurboGXplus	TurboGX, TurboGXplus
Monitors	17-inch entry-level, 17-inch, 20-inch color	17-inch, 20-inch color	17-inch, 20-inch color
Software system	Solaris 2.4 HW: 11/94 Solaris 1.1.2 or later release	Solaris 2.3 Edition II or Solaris 1.1.1 Version B or later release	Solaris 2.5 Hardware: 1/96 or later release

SPARCstation 5 System:
Product Placement Strategy

Target Users

Designed as a low-cost desktop solution, the SPARCstation 5 system appeals to customers looking for a low-priced system offering accelerated graphics, expandability, fast application performance, and investment protection. The key features of the SPARCstation 5 are its 170-MHz TurboSPARC (microSPARC II compatible) processor, graphics options from 24-bit color imaging (SPARCstation 5 S24) to accelerated 8-bit graphics (SPARCstation 5 TurboGX and SPARCstation 5 TurboGXplus) and innovative packaging for additional expandability and upgradability. The pizza-box design supports four internal devices, including up to two 2.1-GB, pluggable, internal disk drives; optional, internal CD-ROM drive; optional, internal floppy drive; and three SBus slots (one used for graphics); and a simple, cost-effective board swap to faster processors and multiprocessing.

The SPARCstation 5 is well suited for many different customers, from those who require low-cost imaging solutions to those who demand intensive graphics and expansion capabilities. The SPARCstation 5 is ideal for enterprise network computing, providing multiple networking features such as AUI, 10BASE-T, 100BASE-T, and ATM. Target markets include software development, financial, government, telecommunications, manufacturing and education.

Target Applications for Sun SPARCstation Desktop Systems

	SPARCstation 4+	SPARCstation 5	Ultra 1
Application Areas	• Software development. • Technical publications • Entry-level drafting • Document authoring	• Software development • Electronic design • 3-D wireframe • Schematic capture • Graphic design • GIS: 2-D mapping • Document authoring	• Software development • Electronic design • Mechanical engineering analysis • Research and development • Financial • Scientific visualization
Example Applications	• Interleaf • FrameMaker • Island • Workshop • Cadre • Centerline • Xyvision • AutoCAD	• AutoCAD • Pro/JR • Adobe Illustrator • CorelDraw • Cadre • Centerline	• AVS/EXPRESS • AVS5 • ANSYS • Pro-Engineer • CADDS5 • EDS/ Unigraphics • Adobe Photoshop • Adobe Illustrator • Adobe Acrobat • Adobe CPSI • Electrogig • Synopsis EDA Family • PASTRAN • NASTRAN

SPARCstation5™ System: Fast Application Performance

Technology Overview

Through a fully balanced hardware design, the SPARCstation™ 5 system delivers the very fast application performance that enterprise desktop users need today.

TurboSPARC™ Processor

- **Features**
  - 170-MHz processor
  - 16 KB of instruction cache
  - 16 KB of data cache
  - 512 KB of external cache
  - Access to up to 256 MB of memory
- **Benefits**
  - Double the 110-MHz microSPARC II performance
  - microSPARC II compatible
  - Fast application performance at a low cost

High-Speed Memory Bus

- **Feature**
  - 64-bit, high-speed memory bus
- **Benefit**
  - Provides fast data throughput between CPU/memory and 24-bit graphics

SBus

- **Feature**
  - 32-bit SBus
- **Benefit**
  - High-performance, industry-standard bus for fast graphics and fast I/O performance

Fast SCSI-2 Bus Interface

- **Feature**
  - 10-MB/sec SCSI-2
- **Benefit**
  - Fast access and retrieval of mass storage

SPARCstation™ 5 S24™ 24Bit Color Frame Buffer

- **Feature**
  - 24-bit color, 1152 x 900 resolution
- **Benefit**
  - Lowest priced 24-bit imaging and fast windows

SPARCstation 5 System: Fast Application Performance *(cont.)*

SPARCstation 5 TurboGX™ Accelerator

- **Features**
  - 8-bit accelerated color
  - 1152 x 900 resolution
  - 772,000 2-D vectors/sec and 462,000 3-D vectors/sec.
- **Benefits**
  - Provides swift interactive performance and optimum handling of complex 2-D and 3-D wire-frame graphics

SPARCstation 5 TurboGXplus™ Accelerator

- **Features**
  - 8-bit accelerated color
  - 1280 x 1024 resolution
  - More than 1.7 million 2-D vectors/sec and 564,000 3-D vectors/sec.
- **Benefits**
  - Provides significantly increased 2-D and 3-D wire-frame graphics performance
  - Supports high-resolution monitors
  - Double-buffered for smooth rendering of complex wire-frame objects

SPARCstation 5 System: Low-Cost Expandable Package

Expandable Packaging

The SPARCstation 5 system's package furnishes the foundation for the growth that network users need, and saves desktop space as well.

• Features	• Benefits
– 409 mm x 416 mm x 78 mm	– Design saves valuable desktop space through industry-leading internal expansion; monitor can be placed on the box
– Support for up to four internal devices, including one or two 10-MB/sec, 2.1-GB, pluggable, internal disk drives	– Ensures fast access to more than 4 GB of data
– Optional, internal CD-ROM drive	– Supports current and future networked digital media and other application requirements
– Optional, internal floppy disk drive	– Supports current and future application requirements such as Wabi™ and SunPC™ software products
– Support for up to 256 MB of memory	– Easy to add memory as requirements grow
– Three 32-bit, SBus slots	– Industry-standard bus provides for expansion, allowing for requirements such as SunVideo™, SunATM™, and SunFastEthernet™ adapters
– Two synchronous, serial ports	– Ensures fast serial support for modems, printers, and other I/O devices
– One parallel port (optional cable required)	– Provides bidirectional parallel port for I/O requirements
– Twisted-pair Ethernet; AUI Ethernet (optional cable required)	– Built-in integrated networking allows for easy connection into the networked enterprise
– 16-bit audio, line in/out, headphone, and microphone	– Offers high-quality audio for telephony and networked digital media applications

SPARCstation™ 5 Software

Optimized for the Solaris™ Operating Environment

Proven quality, performance, features, scalability, and applications support make Solaris™ the premier enterprise-wide operating environment. The SPARCstation™ 5 system takes full advantage of Solaris 2.5; Sun's latest, highest quality, best performing, and most feature-rich operating environment.

- Quality:
  - Integration of key Solaris patches and extensive testing with end users, ISVs, and OEMs ensure high quality.
- Performance:
  - Solaris 2.5 desktop performance exceeds all previous releases of Solaris 2.x and 1.x by 12 to 25 percent. TCP/IP throughput is up to 40 percent faster, and NFS™ throughput is up by 26 percent. Database performance has increased as much as 30 percent.
- Features:

  A host of new features make this Sun's most feature-rich Solaris release to date. The Co-packaged Wabi™ 2.0, Solstice™ Backup™, and Online: DiskSuite™ 3.0 software provides additional value and functionality at no extra cost. Some features in Solaris 2.5 include:
  - Wabi 2.0, with enhanced quality, performance, and applications support, allows users to run the most popular Microsoft Windows application software.
  - EPA Energy Star compliance and innovative suspend/resume features save energy by enabling a desktop workstation to automatically save state, suspend operations, enter a reduced power state, and then later resume operation quickly and without rebooting. Sun is the first UNIX® workstation vendor to offer Energy Star-compliant systems.
  - Solaris 2.5 for both SPARC™ and x86 platforms is now based on a single, merged source code base, ensuring that future SPARC/x86 Solaris releases share the same features, functionality, and APIs.
  - POSIX 1003.2 is available on the Solaris 2.5 CD, for enhanced shell script portability across multiple vendors' hardware and operating systems.
  - XPG4 Base branded: this functionality is a crucial step to full SPEC 1170 functionality.
  - Provides enhanced PCMCIA support, including card services, modem, and memory (SRAM) card support.
  - Kodak PhotoCD support enables cost-effective reading (using XIL™) and integration of on-line photographic images into documents.
  - XGL3.1 transparent overlay support enables faster handling of menus and monochrome overlays.
  - AccessX special keyboard features let physically handicapped users operate the system.
  - Motif installation GUI and CUI improve installation ease and lower administration costs.
  - Motif 1.2.3 runtime libraries ensure upward compatibility with CDE Motif.
- Scalability:
  - Solaris 2.5, with its multiprocessing and multi-threaded application support, is scalable across platforms from laptops to multiprocessing supercomputers.
- Applications:
  - Over 10,000 Solaris applications, plus the ability to run MS-DOS, Windows, and Macintosh applications, allow users to run the applications they need. Solaris 2.5 binary compatibility with previous Solaris 2.x releases means all earlier Solaris 2.x applications will still run under Solaris 2.5.

SPARCstation™ 5 and SPARCserver™ 5 System Configurations

SPARCstation™ 5 Systems

Part number	170-MHz configurations (Model 170)
S5LX1-170-32-P17	17-inch entry-level, color monitor, TurboGX frame buffer, 32 MB, 2.1-GB drive
S5F24-170-32-P17	17-inch color monitor, S24™ frame buffer, 32 MB, 2.1-GB drive
S5FX1-170-32-P17	17-inch color monitor, TurboGX™ frame buffer, 32 MB, 2.1-GB drive
S5FX4-170-32-P17	17-inch color monitor, TurboGXplus™ frame buffer, 32 MB, 2.1-GB drive
S5T24-170-32-P17	20-inch color monitor, S2 frame buffer, 32 MB, 2.1-GB drive
S5TX1-170-32-P17	20-inch color monitor, TurboGX frame buffer, 32 MB, 2.1-GB drive
S5TX4-170-32-P17	20-inch color monitor, TurboGXplus frame buffer, 32 MB, 2.1-GB drive

SPARCstation™ 5 and SPARCserver™ 5 Options

Part number	Option description	Maximum number supported per system
Memory		
X108M	8 MB, 60 ns SIMM memory expansion	8
X132M	32 MB, 60 ns SIMM memory expansion	8
Monitors		
X322A	17-inch color monitor, TurboGX™ frame buffer, cable	2
X323A	17-inch color monitor, S24™ frame buffer, cable	2
X324A	20-inch color monitor, S24 frame buffer, cable	2
X359A	20-inch color monitor, TurboGX frame buffer, cable	2
X367A	20-inch color monitor, TurboGXplus™ frame buffer, cable	2
Other options		
X6002A	3.5-inch, 1.44-MB internal floppy drive	1
X6154A	Internal SunCD™ 4 CD-ROM drive	1
X6151A	SunCD 4 desktop storage Unipack (68 to 68-pin SCSI cable)	1
X6152A	SunCD 4 SPARCstorage™ Unipack (50 to 68-pin SCSI cable)	1
Input devices		
X180A	SunButtons™ 32-key function I/O device	1
X190A	SunDials™ 8-dial interactive 3-D graphics I/O device	1
Adapter cables		
X981A	AUI adapter cable	1
X975A	IBM-compatible parallel port adapter cable	1
X976A	Centronics-compatible parallel port adapter cable	1
SBus cards		
X453A	SBus Ethernet controller	3
X1053A	SBus fast SCSI-2/buffered Ethernet card	3
X1055A	SBus SCSI host adapter	3
X1058A	SBus quad Ethernet controller card	3
X1063A	SBus single-ended, fast/wide, intelligent SCSI-2 host adaptor	3
X1012A	SunISDN™-BRI/SBI expansion kit	3
X1004A	Tokenring interface/SBus for Solaris™ 1.x (TRI/S)	3
X1014A	Tokenring interface/SBus for Solaris 2.x (TRI/S)	3
X1009A	High-speed serial interface/SBus for Solaris 1.x (HSI/S)	3
X1019A	High-speed serial interface/SBus for Solaris 2.x (HSI/S)	3
X1008A	Serial parallel controller (SPC/S)	3
X1018A	SunSwift™ 100BaseT fast/wide SCSI SBus Adapter	3
X1021A	Sun™ SBus Prestoserve™	1
X1059A	SunFastEthernet™ adapter	3
X1060A	SunATM™ 155/M fiber adapter	3
X1061A	SunATM155/UTP5 adapter	3
X1128A-3.1-P	SunPC™ 3.1 + 66MHz 486DX2 SBus card bundled w/sw	1
X1128A-4.1-P	SunPC 4.1 + 66MHz 486DX2 SBus card bundled w/sw	1
X1094A	SPARCstation 5™ ZX frame buffer	1
X1023A	SunFDDI™ 4.0 single-attach SBus interface card	3
X1024A	SunFDDI 4.0 dual-attach SBus interface	3
X1025A	SunFDDI 5.0 single-attach SBus interface card	3
X1026A	SunFDDI 5.0 dual-attach SBus interface	3
X1030A	PCMCIA Interface/SBus	3

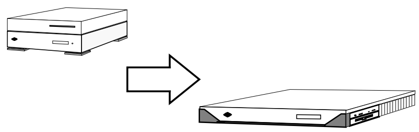
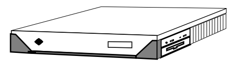
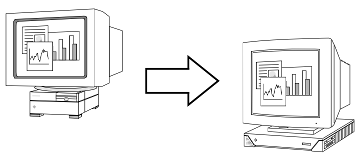
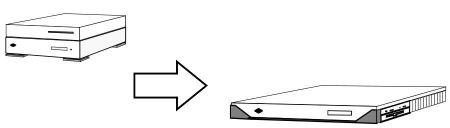
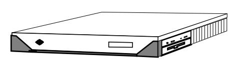
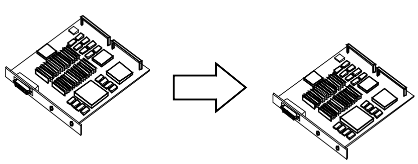
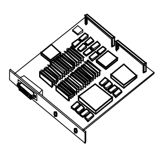
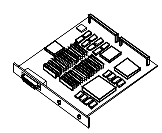
Part number	Option description	Maximum number supported per system
Mass storage		
X649A	1.05-GB internal disk	2
X659A	2.1-GB internal disk	2
X5511A	4.2-GB multi-disk pack (2 x 2.1-GB, 7200-RPM fast SCSI-2 drives)	9
X5512A	12.6-GB multi-disk pack (6 x 2.1-GB, 7200-RPM fast SCSI-2 drives)	3
X5513A	25.2-GB multi-disk pack (12x2.1-GB, 7200-RPM fast SCSI-2 drives)	1
X5501A	8.4-GB multi-disk pack (2 x 4.2-GB, 5400-RPM fast SCSI-2 drives)	9
X5502A	16.8-GB multi-disk pack (4 x 4.2-GB, 5400-RPM fast SCSI-2 drives)	4
X6271A	16 to 32-GB, 4 mm DDS-2 tape autoloader desktop storage module with 50 to 50 pin SCSI cable	1
X6272A	16 to 32-GB 4-mm DDS-2 tape autoloader desktop storage module with 68 to 50 pin SCSI cable	1
X6051A	20 to 40-GB SPARCstorage DLT4000 tape drive in a desktop enclosure with 50 to 50-pin SCSI Cable	1
X6052A	20 to 40-GB SPARCstorage DLT4000 tape drive in a desktop enclosure with 68 to 50-pin SCSI Cable	1
X6071A	140 to 280-GB SPARCstorage DLT4700 auto-loader in a desktop enclosure with SCSI Cable	1
X847A	140-GB SPARCstorage library model 8/140 tower unit	1
X849A	140-GB SPARCstorage library model 8/140 stackable unit	1
X867A	140-GB SPARCstorage library model 8/140, 2 drives and bar-code tower unit	1
X869A	140-GB SPARCstorage library model 8/140, 2 drives and bar-code stackable unit	1
X5101A	1.05-GB, fast/wide SCSI-2 disk UniPack (68 to 68-pin cable)	19
X5102A	1.05-GB, fast/wide SCSI-2 disk UniPack (50 to 68-pin cable)	19
X5151A	2.1-GB, fast/wide SCSI-2 disk UniPack (68 to 68-pin cable)	19
X5152A	2.1-GB, fast/wide SCSI-2 disk UniPack (50 to 68-pin cable)	19
X5203A	4.2-GB, fast/wide SCSI-2 disk UniPack (68 to 68-pin cable)	19
X5204A	4.2-GB, fast/wide SCSI-2 disk UniPack (50 to 68-pin cable)	19
X6251A	5-GB, 4 mm tape UniPack (68 to 68-pin SCSI cable)	10
X6252A	5-GB, 4 mm tape UniPack (50 to 68-pin SCSI cable)	10
X6201A	14-GB, 8 mm tape UniPack (68 to 68-pin SCSI cable)	10
X6202A	14-GB, 8 mm tape UniPack (50 to 68-pin SCSI cable)	10
X6101A	2.5-GB, QIC tape UniPack (68 to 68-pin SCSI cable)	10
X6102A	2.5-GB, QIC tape UniPack (50 to 68-pin SCSI cable)	10
X790A	12.6-GB SPARCstorage Array with fibre channel cable	1
X791A	37.8-GB SPARCstorage Array with fibre channel cable	1
X792A	63-GB SPARCstorage Array with fibre channel cable	1
Video/Multimedia		
X1085A	SunVideo™ real-time video board	1
X487A	Multimedia kit, SunVideo, camera	1
X486A	Color video camera	1

Configuration Guidelines

- Licenses:
  - A Solaris 2.x desktop license comes standard with every SPARCstation 5 system. A Solaris 1.x sidegrade system license can be ordered separately.
- Media:
  - The SPARCstation 5 system is preloaded with JumpStart™ software. One copy of the media is required per site (Solaris 2.3 Edition II or later release; Solaris 1.1.1 Version B or later release).
- The SPARCstation 5 S24 system requires Solaris 2.3 Hardware: 8/94
  - SPARCstation 5 S24 configurations are not supported on Solaris 1.x.
- Memory Expansion:
  - A total of eight memory slots are available. The 32-MB memory configuration uses one 32-MB SIMM, consuming one slot and leaving seven slots vacant.
  - SIMMs can be added one at a time, and capacities can be mixed.

SPARCstation 5 Upgrades *(cont.)*

Upgrade Paths

Upgrade	Customer Receives	Customer Returns
 SPARCstation™ 1/1+, SLC, IPC, IPX, ELC, SPARCstation 10 to SPARCstation 5 system	 SPARCstation 5 system chassis	 SPARCstation 1/1+, SLC, IPC, IPX, ELC, SPARCstation 10 chassis (CPU, memory, frame buffer, Internal disk)
 SPARCclassic, SPARCstation™ 1/1+, SLC, IPC, IPX, ELC to SPARCstation 5 system	 SPARCstation 5 full system	 SPARCclassic, SPARCstation™ 1/1+, SLC, IPC, IPX, ELC full system (CPU, memory, frame buffer, Internal disk and Monitor)
 SPARCstation LX, IPX™, or SPARCstation 2 to SPARCstation 5 system	 SPARCstation 5 system chassis	 SPARCstation LX, IPX, or SPARCstation 2 chassis (CPU, memory, frame buffer, Internal disk)
 SPARCstation 5 Model 70/85/110 CPU board to SPARCstation 5 Model 170 CPU board	 SPARCstation 5 Model 170 CPU board	 SPARCstation 5 Model 70/85/110 CPU board

Upgrades to SPARCstation 5 System

Part number	Upgrades to 170-MHz configurations
UGFS-S5FX170-P17	Full-system upgrade from 1/1+, SLC, ELC, IPC, or SPARCclassic to SPARCstation 5 model 170: 17-inch color monitor, TurboGX™ frame buffer, 32 MB memory, 2.1-GB internal disk drive
UGFS-S5TX170-P17	Full-system upgrade from 1/1+, SLC, ELC, IPC, or SPARCclassic to SPARCstation 5 model 170: 20-inch color monitor, TurboGX frame buffer, 32 MB memory, 2.1-GB internal disk drive
UG4/75-S5170-P17	Chassis upgrade from SPARCstation 2, SPARCstation LX, or SPARCstation IPX to SPARCstation 5 model 170: TurboGXplus frame buffer, 32-MB memory, 2.1-GB internal disk drive
UGS2-S5TX4170-P17	Chassis upgrade from SPARCstation 2, SPARCstation LX or SPARCstation IPX to SPARCstation 5 model 170: TurboGXplus frame buffer, 32-MB memory, 2.1-GB internal disk drive
UGS5-70/85/110-170	System board upgrade from 70/85/110 MHz to 170 MHz
CU-S5TX1-170-P17	Competitive full-system upgrade to SPARCstation 5 model 170, 20-inch color monitor, TurboGX frame buffer, 32-MB memory, 2.1-GB internal disk drive

Note: *Model 170 upgrades are also available as logo-less (Nihon Sun) and Korean configurations.*

Configuration Guidelines

- Licenses:
  - A Solaris™ 2.x desktop license comes standard with every SPARCstation 5 system upgrade. A Solaris 1.x sidegrade system license can be ordered separately.
- Media:
  - The SPARCstation 5 system is preloaded with JumpStart™ software. One copy of the media is required per site (Solaris 2.3 Edition II or later release; Solaris 1.1.1 Version B or later release).
- Memory Expansion:
  - A total of eight memory slots are available. 32-MB memory configuration uses one 32-MB SIMM, consuming one slot, and leaving seven slots vacant. SIMMs can be added one at a time, and capacities can be mixed.
- Internal disk:
  - SPARCstation 5 systems have new internal disk drives and do not support internal drives from SPARCstation 2, SPARCstation IPC, or SPARCstation IPX systems.
- Memory:
  - SPARCstation 5 memory (60 ns) is required; SPARCstation 2, SPARCstation IPX, SPARCstation LX, SPARCstation ELC, and SPARCstation SLC memory are not supported.
- Monitors:
  - When upgrading from a SPARCstation 5 model 70, 15-inch color configuration, the customer must also purchase a 17-inch or 20-inch color monitor with associated TurboGX frame buffer.
  - The 15-inch monitor and 8-bit color frame buffer cannot be migrated to the SPARCstation 5 model 170.

SunSpectrum℠ System Support Program

SunSpectrum℠ is an innovative and flexible service offering that allows customers to choose the level of service best suited to their needs — ranging from mission-critical support for maximum solution availability to backup assistance for self-support customers. SunSpectrum provides a simple pricing structure in which a single fee covers support for an entire system, including related hardware and peripherals, the Solaris™ operating system software, and telephone support for Sun™ software packages. The majority of Sun's customers today take advantage of the SunSpectrum program, underscoring the value it represents. Customers should check with their local SunService℠ representative for program/feature variance and availability in their area.

FEATURE	PLATINUM Mission-Critical Support	GOLD Business-Critical Support	SILVER Systems Support	BRONZE Self Support
Systems Features				
Systems approach coverage	Yes	Yes	Yes	Yes
System availability guarantee	Customized	No	No	No
Account Support Features				
Service account management team	Yes	No	No	No
Personal technical account support	Yes	Yes	No	No
Account support plan	Yes	Yes	No	No
Software release planning	Yes	No	No	No
On-site account reviews	Monthly	Semi-annual	No	No
Site activity log	Yes	Yes	No	No
Coverage / Response Time				
Standard telephone coverage hours	7 x 24	7 x 24	8–8, M–F	8–5, M–F
Standard on-site coverage hours	7 x 24	8–8, M–F	8–5, M–F	N/A
7 x 24 telephone coverage	Yes	Yes	Option	No
7 x 24 on-site coverage	Yes	Option	Option	N/A
Customer-defined priority setting	Yes	Yes	Yes	No
– Urgent (phone/on-site)	Live transfer/2 hour	Live transfer/4 hour	Live transfer/4 hour	4 hour/NA
– Serious (phone/on-site)	Live transfer/4 hour	2 hour/next day	2 hour/next day	4 hour/NA
– Not critical (phone/on-site)	Live transfer/ customer convenience	4 hour/customer convenience	4 hour/customer convenience	4 hour/NA
Additional contacts	Option	Option	Option	Option

SunSpectrum System Support Program *(cont.)*

FEATURE	PLATINUM Mission-Critical Support	GOLD Business-Critical Support	SILVER Systems Support	BRONZE Self Support
Enhanced Support Features				
Mission-critical support team	Yes	Yes	No	No
Sun Vendor Integration Program (SunVIP™)	Yes	Yes	No	No
Software patch management assistance	Yes	No	No	No
Field change order (FCO) management assistance	Yes	No	No	No
Remote Systems Diagnostics				
Remote dial-in analysis	Yes	Yes	Yes	Yes
Remote systems monitoring	Yes	Yes	No	No
Remote predictive failure reporting	Yes	Yes	No	No
Software Enhancements and Maintenance Releases				
Solaris enhancement releases	Yes	Yes	Yes	Yes
Patches and maintenance releases	Yes	Yes	Yes	Yes
Sun unbundled software enhancements	Option	Option	Option	Option
Internet and CD-ROM Support Tools				
SunSolve™ license	Yes	Yes	Yes	Yes
SunSolve EarlyNotifier℠ service	Yes	Yes	Yes	Yes