

Licensing Agreement (out-of-scope). This level of free services – which is not typical of the mainframe software industry - is simply not sustainable.

Starting January 2022, those services will be offered through a fee-based supplemental Administration and Implementation Services Agreement. The service fees have been set low-enough to match the internal cost of having the customers’ in-house Systems Engineers perform the out-of-scope services themselves. In other words, SysperTec will replace the cost and responsibilities of Virtel customers’ Systems Engineers when it comes to administering and implementing the Virtel Product. The services will be delivered by the same SysperTec Product Support Engineer who are currently delivering in and out-of-scope services to the Virtel customers.

Below is a definition of in-scope versus out-of-scope services:

In Scope Services (Virtel Licensing Agreement)

Licensing agreement wording	What it means in clear
Software improvements and updates	<ol style="list-style-type: none"> 1. Publish periodically (typically once a year) new software releases (4.58, 4.59, 4.60, etc.) to provide new features (centralized storage of macros and user settings, tiered application menu, etc.). 2. Publish periodically (on as-needed basis) new software corrections of: <ol style="list-style-type: none"> a. The Assembler code of the host-running started task (PTF) or, b. The HTML5/JavaScript code of the client-served 3270 TE web pages (UPDT). <p>... to correct product defects (ABENDS, unwanted behaviors, etc.).</p>
Optional custom source-code maintenance	<p>If/when custom source code has been developed as part of the software licensing, publish periodically (on as-needed basis) custom source code changes to:</p> <ol style="list-style-type: none"> 1. Support the latest software releases. 2. Correct product defects (ABENDS, unwanted behaviors, etc.).
Software problem resolution	Review, analyze, diagnose, and correct software defects (ABENDS, unwanted behavior, etc.)
Technical assistance	Help customers understand the software technology (design, infrastructure, workflow, features, specifications, configuration, sizing, customization, etc.) via phone, email, and documentation (manuals and newsletters).
Software use questions	Answer by phone or email software use (how to) questions.
Toll-free customer hotline	Provide phone access to software specialists.

⁽¹⁾ Software = the Virtel product

Out of Scope Services (Virtel Administration and Implementation Services Agreement)

1. Configuring the software for the customer, prior to and/or after production rollout ⁽²⁾:

- a. Sizing the software configuration to support the customer's 3270 TE workload (terminal, lines, memory, multi-STC, etc.).
 - b. Meeting customer's 3270 TE layout, presentation, and ergonomic needs.
 - c. Integrating the software with other components of the 3270 TE solution: network, security, session management, etc.
2. Maintaining the software for the customer after production rollout i.e., applying software releases and corrections (PTF or UPDT) ⁽²⁾.
 3. Debugging 3270 TE issues that are caused by improper administration or configuration of the software ⁽²⁾.
 4. Debugging 3270 TE issues that are not caused by the software i.e., caused by network, security, etc.
 5. Assisting with components of 3270 TE solution other than the [Virtel] software:
 - a. Network components: VTAM, TCP/IP, OKTA, DVIPA, SYSPLEX, load-balancers, etc.
 - b. Security components: ACF2, RACF, TSS, AT-TLS, MFA, PIV, SSO, firewall, Policy Agent, passphrase, etc.
 - c. Session manager: super session, TPX, etc.

⁽²⁾ Assisting customers that perform those activities (software problem resolution, technical assistance, software use questions) is in scope. Performing those activities for (in lieu of) the customer is out of scope.

Please contact patrick.fournier@sypertec.us for questions, and lori.kettles@sdsusa.com for pricing.

Product Updates

We encourage our customers to update their Virtel product installations to the latest level to avoid experiencing Virtel product issues that have already been identified and corrected. We stand ready to support your product updates.

Virtel z/OS 4.60 PTFs

For z/OS customers who have installed Virtel V4.60, we would like to bring to your attention some important recently released PTFs applicable to Virtel.

PTF5918	SCENARIO DISCARD FLAG IS RESET IF APPLICATION ISSUES CLOSEDESTPASS (customer specific)
PTF5912a	CORRECTS PTF5912
PTF5912	POSSIBLE ABEND ICH409I 283-024 ABEND DURING RACINIT PROCESSING PTF FOR VIRTEL VERSION >>>> 4.60 <<<<
PTF5910	VIRPLEX STARTUP INCORRECT IN VIRTEL 4.60
PTF5909	PASSPHRASE FIX FOR NOMIXEDCASE ENVIRONMENTS
PTF5908	IMPROVE SUPPORT FOR GRAPHIC CHARACTERS

PTF5904	USERPARM 100% CPU AT VIRTEL STARTUP High-Impact PErvasive (HIPER)
PTF5903	VIRAPI ERROR
PTF5901	CORRECT ABENDS0C4 IN MEMDISPLAY COMMAND
PTF5887	5887 APL SUPPORT FOR OMEGAMON

Virtel z/OS 4.59 PTFs

For z/OS customers who have installed Virtel V4.59, we would like to bring to your attention some important recently released PTFs applicable to Virtel.

PTF5918	SCENARIO DISCARD FLAG IS RESET IF APPLICATION ISSUES CLOSEDESTPASS (customer specific)
PTF5912B	IS A REWRITE OF PTF5912 AND PTF5912A DUE TO * A CONFLICT WITH PTF5908 MVS459
PTF5909	PASSPHRASE FIX FOR NOMIXEDCASE ENVIRONMENTS
PTF5908	IMPROVE SUPPORT FOR GRAPHIC CHARACTERS
PTF5904	USERPARM 100% CPU AT VIRTEL STARTUP High-Impact PErvasive (HIPER)
PTF5903	VIRAPI ERROR IN 4.59
PTF5901	CORRECT ABENDS0C4 IN MEMDISPLAY COMMAND
PTF5898	VIRIPA9I INITIALISATION FOR VIRTELXM (9-XMPASS) CHANGE THE VIRTEL VERSION NUMBER FROM 4.58 TO 4.59
PTF5887	5887 APL SUPPORT FOR OMEGAMON
PTF5879	ERROR DISPLAY VIRSECU= IN /F <VIRTEL>,TCT
PTF5866	REPLACE X'0C' BY A BLANK – CUSTOMER SPECIFIC
PTF5863	POSSIBLE LOOP PROCESSING A SPECIFIC HTTP INPUT
PTF5860	POSSIBLE S0C4 FOR A LOOPING PAGE GENERATION
PTF5847	POSSIBLE S0C1 ON LATE BIND
PTF5846	FIX OF USERPARM DEACTIVATION AT ENTRY POINT
PTF5840	INCORRECT GRAPHIC CHARACTERS
PTF5838	CASE\$ DOES NOT CORRECTLY HANDLE MULTIPLE ATTRIBUTE FIELDS

Virtel z/OS 4.58 PTFs

For z/OS customers who have installed Virtel V4.58, we would like to bring to your attention some important recently released PTFs applicable to Virtel.

PTF5816	ABEND AFTER LATE APPSTAT RETURN
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PTF5812	PASSPHRASE AUTHENTICATION + MFA IN ERROR
PTF5807C	ABEND IN VIR0021W DUE TO AN ERROR IN PTF5807
PTF5807B	COMPLETES 5807 X-SYSTEM LOCK ALTHOUGH LONGPOLL
PTF5807A	COMPLETES 5807 X-SYSTEM LOCK ALTHOUGH LONGPOLL
PTF5807	X-SYSTEM LOCK ALTHOUGH LONGPOLL

Virtel z/VSE 4.58 PTFs

For z/VSE customers who have installed Virtel V4.58, we would like to bring to your attention some important recently released PTFs applicable to Virtel.

PTF5886a	CORRECTS AN ERROR IN PTF5886
PTF5886	POTENTIAL 0P77I INVALID STORAGE ADDRESS
PTF5719	DECLARE\$: PROBLEM WITH SINGLE QUOTES
PTF5703A	CORRECTS 5703 DECLARE\$ ON DRK FIELDS
PTF5703	DECLARE\$ ON DRK FIELDS

Virtel 4.60 - W2H-DIR/SCE-DIR Update

UPDT5935 is a cumulative maintenance for all files stored in W2H-DIR/SCE-DIR directories with a Virtel 4.60 product installation.

5935	New instruction waitScreen() during Longpoll macro recording and playback, Samsung tablet keyboard customisation for ENTER/GO key
5924	Mouse wheel enhancement scroll UP & DOWN Initialization process modified to avoid message "the language xx is not processed"
5923	Conversion of Unicode characters to EBCDIC equivalent during paste operation (curly quotes to straight quote)
5920	Update the WEBgray.css file (especially the gray background colors)
5917	Correct "Paste Continue" menu in IE11 regression
5914	Correction to VIRTERM MACLIB delivery

Virtel 4.59 - W2H-DIR/SCE-DIR Update

UPDT5936 is a cumulative maintenance for all files stored in W2H-DIR/SCE-DIR directories with a Virtel 4.59 product installation.

5936	Samsung tablet keyboard customisation for ENTER/GO key
5924	mouse wheel enhancement scroll UP & DOWN
5920	Update the WEBgray.css file (specifically the gray background colour)
5913	Correct "Paste Continue" menu in IE11 regression

5905	Update IND\$FILE Codepage limitation
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Virtel Web Access v458 maintenance level for W2H-DIR / SCE-DIR directories

UPDT5845 is a cumulative maintenance for all files stored in W2H-DIR/SCE-DIR directories with a Virtel 4.58 product installation.

5845	BACKSPACE AND KEYPAD SUPPORT FOR V4.58
5833	UPDATES TO THE SCRNAPI MACROS
5830	UPDATE TO VIRTEL ONLINE DOCUMENTATION AND CAPTURE FIX

z/OS Product and z/OS Support

Virtel v4.58 thru v4.61 are certified as compatible with all levels up to z/OS 2.5 and z/VSE 6.2.

Send comments and suggestions to patrick.fournier@sypertec.us. Stay safe.