

Protogate Freeway® Lifecycle Support Plan (LSP)

DC 900-2024E

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Protogate Freeway® Lifecycle Support Plan (LSP): DC 900-2024E

by Protogate, Inc.

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This Lifecycle Support Plan (LSP) Document describes Protogate's plan to manage the lifecycle of the Protogate Freeway® product.

The latest version of this document is always available, in a variety of formats and compression options, from the Protogate World Wide Web server (<http://www.protogate.com/support/manuals>).

This document can change without notice. Protogate, Inc. accepts no liability for any errors this document might contain.

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Preface

Purpose of Document

This Lifecycle Support Plan (LSP) document describes how Protogate intends to manage the lifecycle of its Freeway® product .

Intended Audience

This document should be read by anyone who wants a better understanding about the evolution of the Protogate Freeway product over its lifecycle, and about how Protogate supports the Freeway product.

Organization of Document

This document is organized into the following major sections:

Chapter 1

is an overview of this document and of the Protogate Freeway software.

Chapter 2

is a list of other documents referenced by this document.

Chapter 3

describes the Freeway lifecycle support plan.

Chapter 4

includes general information to aid in understanding this document.

Appendix A - Appendix D

include some example Protogate warranties.

Protogate References

The following general product documentation list is provided to familiarize you with the available Protogate Freeway and embedded ICP products. Most of these documents are available on-line at Protogate's website (<http://www.protogate.com/>). Additional information about documents which are specifically referenced by this Lifecycle Support Plan (LSP) are in Chapter 2 of this document.

General Product Overview Documents

Freeway 1100 Technical Overview	25-000-0419
Freeway 2000/4000/8800 Technical Overview	25-000-0374
ICP2432 Technical Overview	25-000-0420
ICP6000X Technical Overview	25-000-0522

Hardware Support Documents

Freeway 500 Hardware Installation Guide	DC-900-2000
Freeway 1100/1150 Hardware Installation Guide	DC-900-1370
Freeway 1200/1300 Hardware Installation Guide	DC-900-1537
Freeway 2000/4000 Hardware Installation Guide	DC-900-1331
Freeway 8800 Hardware Installation Guide	DC-900-1553
Freeway 3100 Hardware Installation Guide	DC-900-2002
Freeway 3200 Hardware Installation Guide	DC-900-2003
Freeway 3400 Hardware Installation Guide	DC-900-2004
Freeway 3600 Hardware Installation Guide	DC-900-2005
Freeway 3110 Hardware Installation Guide	DC-900-2012
Freeway 3210 Hardware Installation Guide	DC-900-2013
Freeway 3410 Hardware Installation Guide	DC-900-2014
Freeway 3610 Hardware Installation Guide	DC-900-2015
Freeway 3112 Hardware Installation Guide	DC-900-2016
Freeway 3212 Hardware Installation Guide	DC-900-2017
Freeway 3412 Hardware Installation Guide	DC-900-2018
Freeway 3612 Hardware Installation Guide	DC-900-2019
Freeway 3114 Hardware Installation Guide	DC-900-2026
Freeway 3214 Hardware Installation Guide	DC-900-2027
Freeway 3414 Hardware Installation Guide	DC-900-2028
Freeway 214 Hardware Installation Guide	DC-900-2030
Freeway 3414/3414R Hardware Maintenance Guide	DC-900-2031
Freeway 3115 Hardware Installation Guide	DC-900-2032
Freeway 3215 Hardware Installation Guide	DC-900-2033
Freeway 3415 Hardware Installation Guide	DC-900-2034
Freeway 215 Hardware Installation Guide	DC-900-2035
Freeway ICP6000R/ICP6000X Hardware Description	DC-900-1020
ICP6000(X)/ICP9000(X) Hardware Description and Theory of Operation	DC-900-0408
ICP2424 Hardware Description and Theory of Operation	DC-900-1328
ICP2432 Hardware Description and Theory of Operation	DC-900-1501
ICP2432 Electrical Interfaces (Addendum to DC-900-1501)	DC-900-1566
ICP2432 Hardware Installation Guide	DC-900-1502
ICP2432B Hardware Installation Guide	DC-900-2009

Freeway Software Installation and Configuration Support Documents

Freeway User Guide	DC-900-1333
Freeway Loopback Test Procedures	DC-900-1533
Freeway Release Addendum: Client Platforms	DC-900-1555
Freeway Message Switch User Guide	DC-900-1588
Freeway Software Requirements Specification (SRS)	DC-900-2021
Freeway Ports, Protocols, and Services (PPS)	DC-900-2022
Freeway Software Version Description (SVD)	DC-900-2023
Freeway Lifecycle Support Plan (LSP)	DC-900-2024
Freeway Security Features User's Guide (SFUG)	DC-908-3004
Freeway Security Target (ST)	DC-908-3005

Embedded ICP Software Installation and Programming Support Documents

ICP2432 User Guide for Digital UNIX	DC-900-1513
ICP2432 User Guide for OpenVMS Alpha	DC-900-1511
ICP2432 User Guide for OpenVMS Alpha (DLITE Interface)	DC-900-1516
ICP2432 User Guide for Solaris STREAMS	DC-900-1512
ICP2432 User Guide for Windows NT	DC-900-1510
ICP2432 User Guide for Windows NT (DLITE Interface)	DC-900-1514

Application Program Interface (API) Programming Support Documents

Freeway Data Link Interface Reference Guide	DC-900-1385
Freeway Transport Subsystem Interface Reference Guide	DC-900-1386
QIO/SQIO API Reference Guide	DC-900-1355

Socket Interface Programming Support Documents

Freeway Client-Server Interface Control Document	DC-900-1303
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Toolkit Programming Support Documents

Freeway Server-Resident Application (SRA) Programmer Guide	DC-900-1325
OS/Impact Programmer Guide	DC-900-1030
Freeway OS/Protogate Programmer's Guide	DC-900-2008
Protocol Software Toolkit Programmer Guide	DC-900-1338
Protocol Software Toolkit Programmer's Guide (ICP2432B)	DC-900-2007

Protocol Support Documents

ADCCP NRM Programmer Guide	DC-900-1317
Asynchronous Wire Service (AWS) Programmer Guide	DC-900-1324
AUTODIN Programmer Guide	DC-908-1558
Bit-Stream Protocol Programmer Guide	DC-900-1574
BSC Programmer Guide	DC-900-1340
BSCDEMO User Guide	DC-900-1349
BSCTRAN Programmer Guide	DC-900-1406
DDCMP Programmer Guide	DC-900-1343
Military/Government Protocols Programmer Guide	DC-900-1602
N/SP-STD-1200B Programmer Guide	DC-908-1359
NASCOM Programmer's Guide	DC-900-2010
SIO STD-1300 Programmer Guide	DC-908-1559
TIMI Programmer's Guide	DC-900-2011
X.25 Call Service API Guide	DC-900-1392
X.25/HDLC Configuration Guide	DC-900-1345
X.25 Low-Level Interface	DC-900-1307

Document Conventions

In this document, the term "Freeway" refers both to the Freeway software, and generically to all current Freeway models: the Freeway 3115, 3215, 3415 and 215 -- and also to earlier Freeway models such as the Freeway 3114, the Freeway 3214, the Freeway 3414, the Freeway 3112, the Freeway 3212, the Freeway 3412, and the Freeway 3612.

Revision History

The history of the Freeway Lifecycle Support Plan (LSP), Protogate document DC 900-2024, is recorded below:

Table 1. Revision History

Revision	Release Date	Description
DC 900-2024A	October, 2013	Initial Release
DC 900-2024B	November, 2013	Added details about how Protogate will support fielded Freeways, will shield Freeway users from software component end-of-life migration concerns, and will support the FreeBSD operating system.
DC 900-2024C	September, 2015	Upgraded for Freeway version 7.1-2.
DC 900-2024D	October, 2019	Upgraded for Freeway version 8.2-0.
DC 900-2024E	May, 2022	Upgraded for Freeway version 9.0-0.

Customer Support

If you are having trouble with any Protogate product, call us at 1-858-451-0865 (U.S.) Monday through Friday between 8 a.m. and 5 p.m. Pacific time. You can email your questions to us at support@protogate.com at any time.

Chapter 1. Scope

1.1. Identification

This document describes the management plan which will be used to support the Protogate Freeway® throughout its life cycle.

1.2. System Overview

The Protogate Freeway is a data communication system which connects one or more serial-link channels (sometimes called Wide-Area-Network, or WAN channels) of various types to one or more IP (Internet Protocol) networks. The Freeway acts as a gateway, providing serial-link channel access to clients on the IP network.

All Protogate Freeways run custom-built software which is written and provided by Protogate, and which completely controls the Freeway. The Freeway software is based on a version of the FreeBSD operating system which has been modified to control one or more Protogate Intelligent Communications Processor (ICP) boards. ICP boards are Protogate-manufactured boards which can be installed into a Freeway chassis, plugged into one or more serial-link (WAN) channels, and configured to implement a data communications protocol. Each ICP board installed into a Freeway provides 2, 4, or 8 serial-link ports. Freeways are available in various models which support from 1 to 16 ICP boards, which means there are Freeway models which support as few as 2 serial-link ports, and other Freeway models which support as many as 128 serial-link ports.

1.3. Document Overview

This document describes the lifecycle management plan for the Protogate Freeway® product. This document is not sensitive or private, and may be disseminated as widely as desired, with no restrictions.

Chapter 2. Reference Documents

A full list of Protogate documents is in the Preface Section of this document.

Documents referenced by this *Lifecycle Support Plan (LSP)* document are listed in Table 2-1.

Table 2-1. Referenced Documents

Number	Title	Revision	Date
DC-900-1333	Freeway User's Guide	Q	Sep, 2013
DC-900-2016	Freeway 3112 Hardware Installation Guide	A	Sep, 2011
DC-900-2017	Freeway 3212 Hardware Installation Guide	A	Sep, 2011
DC-900-2018	Freeway 3412 Hardware Installation Guide	A	Sep, 2011
DC-900-2019	Freeway 3612 Hardware Installation Guide	A	Sep, 2011
DC-900-2026	Freeway 3114 Hardware Installation Guide	B	Sep, 2015
DC-900-2027	Freeway 3214 Hardware Installation Guide	B	Sep, 2015
DC-900-2028	Freeway 3414 Hardware Installation Guide	C	Sep, 2015
DC-900-2032	Freeway 3115 Hardware Installation Guide	A	Feb, 2022
DC-900-2033	Freeway 3215 Hardware Installation Guide	A	Feb, 2022
DC-900-2034	Freeway 3415 Hardware Installation Guide	A	Feb, 2022
DC-900-2035	Freeway 215 Hardware Installation Guide	A	Feb, 2022

Chapter 3. Lifecycle Support Plan

This chapter describes how Protogate intends to manage the lifecycle of its Freeway product.

For more information about the Freeway, including Freeway capabilities and operation, refer to Protogate's *Freeway User's Guide (DC-900-1333)*.

For more information about any of the Freeway models, refer to the Hardware Installation Guide for that model:

- *DC-900-2016: Freeway 3112 Hardware Installation Guide*
- *DC-900-2017: Freeway 3212 Hardware Installation Guide*
- *DC-900-2018: Freeway 3412 Hardware Installation Guide*
- *DC-900-2019: Freeway 3612 Hardware Installation Guide*
- *DC-900-2026: Freeway 3114 Hardware Installation Guide*
- *DC-900-2027: Freeway 3214 Hardware Installation Guide*
- *DC-900-2028: Freeway 3414 Hardware Installation Guide*
- *DC-900-2032: Freeway 3115 Hardware Installation Guide*
- *DC-900-2033: Freeway 3215 Hardware Installation Guide*
- *DC-900-2034: Freeway 3415 Hardware Installation Guide*
- *DC-900-2035: Freeway 215 Hardware Installation Guide*

3.1. Current Position in Freeway Lifecycle

After more than 25 years of development, including more than 20 years on its current FreeBSD® operating system base, the Freeway product is currently in a mature phase of its lifecycle. The addition of new features to the baseline Freeway product is based on customer requests.

The Freeway also has many underlying capabilities which are seldom used by customers, but which can be easily enabled to satisfy special requirements at individual sites. These capabilities can usually be enabled with simple configuration changes, and without making any changes to the baseline Freeway software or hardware. See the *Freeway User's Guide*, Protogate document DC-900-1333, for more information about some of these Freeway capabilities.

3.2. FreeBSD® Operating System

Freeway is based on the FreeBSD® operating system. FreeBSD is an open-source operating system which originated from the BSD (Berkeley Software Distribution) version of UNIX. Protogate chooses software components and versions from the available FreeBSD software, and combines those components with Protogate-written software components to create each Freeway release.

Protogate is entirely responsible for supporting all software in each Freeway release. This includes not only the Protogate-written software components, but also the components which came from FreeBSD or any other

open-source sources. Protogate will always ensure that it can provide support for all the software it provides in all Freeway releases.

3.3. Freeway Software Upgrade

Freeway software upgrades are accomplished by monolithic upgrades of the entire Freeway system to the next Freeway software release; piecemeal upgrades of individual software components are not required, encouraged, or generally supported. See the *Freeway User's Guide*, Protogate document DC-900-1333, for more details about the Freeway software upgrade process.

Because the Freeway software is not piecewise-upgradeable by users, Protogate will create Freeway system software releases in a timely manner, to ensure that Freeway users can always run current software versions. Freeway software releases will be made upon the discovery of a previously-unknown security flaw in any component of the Freeway software. These changes will impel Protogate to release a new Freeway software distribution CD, with all known security flaws fixed or mitigated, without delay. A security flaw may be discovered either in on-going reviews of security vulnerabilities of the Freeway software components by Protogate or while evaluating requests for support or assistance submitted by Freeway users under warranty.

Whenever Protogate releases a new version of the Freeway software, that new software release is intended for *all* Freeway users, and Protogate will ensure that the new software is made available to all Freeway customers who are covered by a Freeway software warranty (such as shown in Appendix C or Appendix D). To ensure that a particular Freeway system is kept up-to-date, Protogate is responsible for creation of up-to-date Freeway software, and the owner of the Freeway is responsible only for using the Protogate-supplied Freeway CD to upgrade the Freeway.

Protogate will continue to support all previous versions of Freeway, both hardware and software, on a best efforts basis, but can only provide full support for the current Freeway hardware and the latest-released Freeway software. For those warranty customers that have older Freeway hardware that is obsolete or where parts/components are no longer available, if Protogate is not able to repair such Freeway hardware, Protogate will agree to replace that failed Freeway hardware with Protogate's current Freeway hardware and software at no additional charge provided customer continues to maintain such hardware and software under warranty for a minimum of one additional year after such replacement is made by Protogate.

3.4. End-of-Life Components

The production of Freeway systems is occasionally affected by hardware components which reach the end of their lifecycle. When this occurs, Protogate attempts to find a new component which is, as much as possible, a backwards-compatible replacement for the end-of-life part. Where it is not possible to find a perfect replacement, Protogate attempts to make the Freeway software adjust for the differences internally, without requiring a Freeway user to become involved.

For example, several years ago code was added to the Freeway software to accept and adjust for either SATA or IDE hard disks, so as IDE hard disks became scarce over these past few years, customers could switch to SATA disks easily, without any noticeable effect.

When a Freeway software component reaches the end of its lifecycle and becomes unsupported, Protogate will either begin supporting that component itself, or will find a substitute component and rebuild the Freeway software with the substitute. In either case, the monolithic Freeway software will remain complete; in no case will any Freeway user ever have to deal with any end-of-life issues for any individual software component of the Freeway.

3.5. Warranty Support

Protogate offers both hardware and software warranty support for Freeway, along with longer-term warranty (maintenance) support for Freeway hardware and software. Each category and level of maintenance support is individually selectable by customers. See Appendix A, Appendix B, Appendix C, and Appendix D for examples of typical Freeway warranty agreements. Protogate will always make all new Freeway releases available to all users of Freeways with current software maintenance support.

Chapter 4. Notes

This chapter contains general information to aid in understanding this document.

Table 4-1. Acronym definitions

Acronym	Definition
BSD	Berkeley Software Distribution
ICP	Intelligent Communication Processor
IP	Internet Protocol
LSP	Lifecycle Support Plan
WAN	Wide Area Network

Appendix A. Protogate Hardware Warranty

DC 900-0078 Rev. 3/00

EQUIPMENT WARRANTY

1. PROTOGATE, INC. ("PROTOGATE") hardware products shall conform to their published specifications and are warranted against defects in materials and workmanship for a period of one (1) year. The warranty period begins on the date of shipment.
2. The foregoing warranty shall apply only to failure of new product to meet said warranty which appears within the warranty period shown above.
3. If PROTOGATE receives written notice of a defect during the warranty period, PROTOGATE's sole responsibility under this warranty shall be to repair or replace at PROTOGATE's option any component which fails during the warranty period because of a defect in materials or workmanship. PROTOGATE may, at its discretion, elect to replace the entire product rather than repair any component or materials of the product. All warranty work shall be performed by PROTOGATE during PROTOGATE's normal working hours and all replaced parts, components or products shall become PROTOGATE's property.
4. At PROTOGATE's request, the Buyer will return the defective product in accordance with PROTOGATE's instructions, transportation prepaid by Buyer. PROTOGATE will perform the warranty work at a PROTOGATE facility in the United States and upon correction of such defects, PROTOGATE will return the product to Buyer, transportation prepaid to any point in the United States.
5. After any such product has been repaired or replaced, this warranty shall continue with respect to such repaired or replaced product for the balance of the original warranty period for such product. The removal of the defective product and the reinstallation of the repaired product shall be the sole responsibility of Buyer.
6. If it is determined that the product is not defective within the terms of this warranty, Buyer shall pay PROTOGATE all costs of handling, transportation and repairs at PROTOGATE's then prevailing rates.

LIMITATIONS OF WARRANTY

In addition to the above, the foregoing warranty shall be voided for any product which is determined to have been subjected to any of the following:

1. Improper or inadequate maintenance by Buyer.
2. Buyer-supplied equipment environment not in accordance with the product specification.
3. Improper electrical or mechanical stress or other misuse.
4. Mechanical or electrical modification unless authorized in writing by PROTOGATE.
5. Damage or loss while in transit to PROTOGATE's repair facility.

THE WARRANTY SET FORTH ABOVE IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. PROTOGATE SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Appendix B. Protogate Extended Hardware Warranty

DC 900-0733 Rev. 3/00

EXTENDED EQUIPMENT WARRANTY FOR _____(Buyer)

1. PROTOGATE, INC. ("PROTOGATE") hardware products shall conform to their published specifications and are warranted against defects in materials and workmanship for the extended period of _____ through _____ contingent upon receipt of proper payment.
2. The foregoing warranty shall apply only to failure of new product to meet said warranty which appears within the warranty period shown above.
3. If PROTOGATE receives written notice of a defect during the warranty period, PROTOGATE's sole responsibility under this warranty shall be to repair or replace at PROTOGATE's option any component which fails during the warranty period because of a defect in materials or workmanship. PROTOGATE may, at its discretion, elect to replace the entire product rather than repair any component or materials of the product. All warranty work shall be performed by PROTOGATE during PROTOGATE's normal working hours and all replaced parts, components or products shall become PROTOGATE's property.
4. At PROTOGATE's request, the Buyer will return the defective product in accordance with PROTOGATE's instructions, transportation prepaid by Buyer. PROTOGATE will perform the warranty work at a PROTOGATE facility in the United States and upon correction of such defects, PROTOGATE will return the product to Buyer, transportation prepaid to any point in the United States.
5. After any such product has been repaired or replaced, this warranty shall continue with respect to such repaired or replaced product for the balance of the original warranty period for such product. The removal of the defective product and the reinstallation of the repaired product shall be the sole responsibility of Buyer.
6. If it is determined that the product is not defective within the terms of this warranty, Buyer shall pay PROTOGATE all costs of handling, transportation and repairs at PROTOGATE's then-prevailing rates.

LIMITATIONS OF WARRANTY

In addition to the above, the foregoing warranty shall be voided for any product which is determined to have been subjected to any of the following:

1. Improper or inadequate maintenance by Buyer.
2. Buyer-supplied equipment environment not in accordance with the product specification.
3. Improper electrical or mechanical stress or other misuse.
4. Mechanical or electrical modification unless authorized in writing by PROTOGATE.
5. Damage or loss while in transit to PROTOGATE's repair facility.

THE WARRANTY SET FORTH ABOVE IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. PROTOGATE SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Appendix C. Protogate Software Warranty

DC 900-0133-90 Rev. 3/00

NINETY-DAY SOFTWARE WARRANTY

1. PROTOGATE, INC. ("PROTOGATE") software is warranted for a period of ninety (90) days to conform to the PROTOGATE software product data sheet or Statement of Work (if custom software) applicable at the time of order. The warranty period for software begins on the date of shipment.
2. If PROTOGATE receives written notice of a defect during the warranty period, PROTOGATE's sole responsibility under this warranty shall be to remedy any nonconformance of the software to the software product data sheet as specified herein.
3. At PROTOGATE's request, the Buyer will submit a written description of the defective software in accordance with PROTOGATE's instructions. PROTOGATE will perform the warranty work at a PROTOGATE facility in the United States and upon correction of such defects, PROTOGATE at its option will return a corrected copy of the software to Buyer, or provide a documented patch to correct the software defect.
4. After any such software has been repaired or replaced, this warranty shall continue with respect to such repaired or replaced software for the balance of the original warranty period for such software. The removal of the defective software and the reinstallation of the repaired software shall be the sole responsibility of Buyer.
5. If it is determined that the software is not defective within the terms of this warranty, PROTOGATE shall not have any further obligations hereunder with regard to the reported defect.

LIMITATIONS OF WARRANTY

In addition to the above, the foregoing warranty shall not apply to defects resulting from any of the following:

1. Improper or inadequate maintenance by Buyer.
2. Buyer-supplied software or equipment environment not in accordance with the product specification.
3. Unauthorized modification or misuse.

THE WARRANTY SET FORTH ABOVE IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. PROTOGATE SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Appendix D. Protogate Extended Software Warranty

DC 900-0133-1YR Rev. 3/00

EXTENDED SOFTWARE WARRANTY

1. PROTOGATE, INC. ("PROTOGATE") software warranty is extended for a period of 1 YEAR to conform to the PROTOGATE software product data sheet or Statement of Work (if custom software) applicable at the time of order. The extended warranty period for software begins on the date mutually agreed upon by the parties.
2. If PROTOGATE receives written notice of a defect during the warranty period, PROTOGATE's sole responsibility under this warranty shall be to remedy any nonconformance of the software to the software product data sheet as specified herein.
3. At PROTOGATE's request, the Buyer will submit a written description of the defective software in accordance with PROTOGATE's instructions. PROTOGATE will perform the warranty work at a PROTOGATE facility in the United States and upon correction of such defects, PROTOGATE at its option will return a corrected copy of the software to Buyer, or provide a documented patch to correct the software defect.
4. After any such software has been repaired or replaced, this warranty shall continue with respect to such repaired or replaced software for the balance of the extended warranty period for such software. The removal of the defective software and the reinstallation of the repaired software shall be the sole responsibility of Buyer.
5. If it is determined that the software is not defective within the terms of this warranty, PROTOGATE shall not have any further obligations hereunder with regard to the reported defect.

LIMITATIONS OF WARRANTY

In addition to the above, the foregoing warranty shall not apply to defects resulting from any of the following:

1. Improper or inadequate maintenance by Buyer.
2. Buyer-supplied software or equipment environment not in accordance with the product specification.
3. Unauthorized modification or misuse.

THE WARRANTY SET FORTH ABOVE IS EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED. PROTOGATE SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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Customer Report Form

Customer Report Form

We at Protogate are constantly striving to improve our products. If you have any suggestions or problems you would like to report regarding our hardware, software, or documentation, please complete the following form and mail it to us at Protogate, Inc., 12225 World Trade Drive, Suite R, San Diego, CA, 92128, USA. Or email a PDF or a plain text copy of the form to <support@protogate.com> , or call us at (US) (858) 451-0865. Please also include the document title or number and the section and page number, if applicable.

Your Name and Phone Number:

Company:

Address:

Product:

Problem or Suggestion:

Thank you.