The How, What, Where, When, and Who of Arca Noae Subscriptions

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How

Arca Noae subscription content is downloadable from the Arca Noae servers only, accessible by current subscribers.

Subscriptions are either bundled with products (ArcaOS) or purchased separately, either through Arca Noae directly or from authorized resellers.

As of this writing subscriptions are for a maximum 1-year term

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What

- Common to all
  - Trouble reporting (tickets)
  - Support for tickets
  - Updates to supplied software

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What

- OS/2 and eCS Drivers & Software
  - Updates to supplied content
  - Support for supplied content
  - Software and drivers for all OS/2-based systems, Warp 4 FP13 and above

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What

- ArcaOS Support & Maintenance
  - Updates to Arca Noae, IBM, and third-party developed software included with ArcaOS
  - Support for ArcaOS (entire system, as installed from distribution medium)
  - Software, drivers, enhancements for ArcaOS
  - Updated installation ISOs

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Where

- Arca Noae customer portal:

  https://www.arcanoae.com

- Arca Noae Package Manager (ANPM):

  arcanoae-sub and/or arcanoae-aos

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When

- Arca Noae blog announcements
- email notifications of new posts by default
- subscription management by request
- no "set schedule" for updates
- no "stated minimum/maximum" updates

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Who

- Arca Noae blog announcements
- Arca Noae team only
- Third-party updates included will be announced by Arca Noae
- When in doubt, send a question to:

sales@arcanoae.com

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Content Examples

- D&S
  - ACPI
  - JFS
  - Multimac
  - USB

- ArcaOS S&M
  - ACPI
  - JFS
  - Multimac
  - USB
  - SNAP
  - kernel
  - DVD Tools

Support Examples

- D&S
  - ACPI
  - JFS
  - Multimac
  - USB

- ArcaOS S&M
  - ACPI
  - JFS
  - Multimac
  - USB
  - SNAP
  - kernel
  - DVD Tools
  - IBM stuff

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NOT Supported Examples

- D&S
  - Warp 4
  - eCS
  - ArcaOS

- ArcaOS S&M
  - Warp 4
  - eCS

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Support Terms

- D&S
  - 1 year
  - 10% renewal discount

- ArcaOS S&M
  - Personal: 6 months
  - Commercial: 1 year
  - 10% renewal discount

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Personal vs Commercial

- Personal
  - as-available
  - NO stated response time
  - NO stated resolution time

- Commercial
  - priority (these tickets are addressed first)
  - NO stated response time or resolution time but...

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Subscribe for Support & Updates!

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