



**Policy Document
on eSearch API Product Support
for Third-Party Development**

Revision 1.0
16 February 2007

Revision History

Date	Version	Description	Author
16-Feb-2007	1.0	Initial version, for publication to eSearch website	Rob Yates

References

Document/Source	Description	Provider
eSearch v3.1 SDK and API manual	Reference manual for API programmers	Iron Mountain

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Introduction

There has been recent confusion over support responsibilities concerning the eSearch Application Programming Interface (API) product. This policy document will outline Iron Mountain's responsibilities when support is requested concerning the eSearch API.

Intended Audience

This document is provided for all users of eSearch who have an interest in developing, distributing and using applications incorporating or making use of the eSearch API.

Policy for API Product Support for Third-Party Development

Statement of API Support

Iron Mountain provides an API for eSearch to our Partners, Integrators, and customers. This API is provided so that integrations to third-party applications can be created, or eSearch can be adapted to provide functionality not directly supported by the base product.

In the same manner that a programming language vendor does not support their customers on the code they are writing, but simply provide support on the use of the programming tool, the Technical Support group at Iron Mountain does not provide assistance to clients for the actual code being developed. They will provide assistance to customers when the customer suspects a problem with specific API calls they may be using.

If you believe that an API call is not functioning as it has been documented, the Technical Support staff will request that the customer produce a small example of the incorrect behaviour. The Technical Support staff will not be able to provide API assistance if the customer is unable to produce an example demonstrating the incorrect behaviour.

Depending upon the complexity of the development project being undertaken it may be appropriate for a customer to engage our Consultancy team, as these staff are very familiar with the different APIs and their use in real-world deployments. When engaged the consultancy staff are often involved in the creation and debugging of complex applications.

If a customer, Partner or Integrator requires further assistance with their API development, Iron Mountain reserves the right to charge for assistance on a Time and Materials basis.

API methods and calls are generally supported when upgrading releases of eSearch. An API call will only be deprecated for the following reasons:

- It has been superseded by a new method
- The functionality no longer exists in eSearch

In either case, this will be explicitly explained in the SDK and API manual which accompanies the new release. Developers using the API are advised to check the manual before upgrading to ensure that their Third Party application will continue to work.

Review and Approval

Note: Signature indicates that the entire contents of this document is agreed upon.

Rob Yates
Systems Development Director



Joseph Busuttill
Product Manager



16/02/07

This document represents what I currently understand about the policy specified herein. By signing this, I acknowledge that I will notify the Systems Development Director if the document no longer reflects the current policy.