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Title: "Legal"

Release: pingdirectory-<version>.zip. When extracted from this zip file, the Ping

Directory application is in the main folder.

**Placement:** Included within collection of files composing specific Ping Identity release.

Type of File: .pdf

**Contents:** 

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Zstd-jni	Luben Karavelov	109.0

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#### 44.0 Jackson JAXRS Base

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## 45.0 Jackson Jaxrs Json Provider

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## 47.0 Java Architecture for XML Binding

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2nd Level Support includes further research on the issue and includes, but is not limited to: recreating the problem in house, receiving and working with pieces of Licensee's code that illustrate the behavior; debugging Licensee's code and working to resolve the issue. 2nd Level Support issues are typically assigned to a TSI Product Specialist.

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When the Licensee acquires TSI products through a TSI Partner, it is expected that the main support channel will be established through that Partner. In that case, 1st level support will be handled by that Partner, and TSI will communicate solely with the Partner on Licensee's issues.

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SEVERITY LEVEL 2 - MEDIUM - Occurs when use of the Software Program is noticeably affected but reasonably correctable by a workaround, documentation change, or patch which may be completely resolved and integrated into a future release.

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- 6.6 Response/Resolution Time Within the business hours of the Customer Support Engineer responsible for the issue: Response Time: For the most prompt service, relevant technical detail and quickest response time, (generally less than 1 day) issues should be reported via email at wrapper-support@tanukisoftware.com. Response to issues reported to Customer Support through fax, or telephone may have longer response times.

Initial Analysis/Resolution Time:

Crisis Handled on a Case by Case Basis, but initial response will be within 1 Business Day

High Within 5 Business Days

Medium Within 10 Business Days

Low Subject to Development and Customer Support Priority

Resolution means that Customer Support will use its reasonable efforts to resolve Licensee issues as prioritized above. Resolution may include: specification of a workaround; identification of a bug; or the recognition that additional analysis work needs to be done, on the part of Customer Support and the Licensee, which will extend beyond the initial resolution time. In all cases, resolution of issues by Customer Support will require the Licensee to assist in the following: documentation and reproduction of the issue; provision of a Licensee contact person with whom TSI Customer Support can maintain contact to arrange for analysis, testing, systems, and other resources and other tasks in support of resolution of the Licensee's problem and to whom status reports and requests for resources can be addressed. Ongoing communication shall be maintained regarding Licensee issue status and progress towards resolution between TSI Customer Support and the Licensee's issue contact.

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# 81.0 Log4j Implemented Over SLF4J

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# 82.0 Logback

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# 83.0 Logback Classic Module

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### 84.0 LZ4 and xxHash

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# 85.0 MortBay :: Apache EL :: API and Implementation

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## 86.0 MortBay :: Apache Jasper :: JSP Implementation

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## 87.0 ngInfiniteScroll

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## 88.0 OgnI

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### 90.0 RxJS

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#### 91.0 RxJS-DOM

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## 92.0 ServiceLocator Default Implementation

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### 93.0 SLF4J API Module

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## 95.0 Snappy-java

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# 96.0 SNMP4J-Agent

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## 97.0 SNMP4J-Agentx

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## **101.0 Spring TestContext Framework**

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## 102.0 Spring-boot-actuator

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# 103.0 Spring-boot-legacy

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## 105.0 Thymeleaf-layout-dialect

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## 106.0 Thymeleaf-spring4

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## 107.0 ui-select

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