



Dear SGI Customer,

Thank you for purchasing Tape Management Facility. You are receiving this letter because you have ordered and paid for the TMF product. This letter explains software distribution, software licensing and software maintenance and support.

The TMF product is distributed by the SGI Manufacturing center in Mountain View, California. An alternate method of obtaining TMF software is through the World Wide Web at the following URL:

<http://www.sgi.com/Products/Evaluation>

Through this site you can always obtain the latest updates to the TMF product.

Two types of product licenses are offered for TMF: an evaluation license and a permanent license. Software keys are used to regulate continued use of the TMF product. Two types of keys are granted. A temporary key is granted for an evaluation license and for initial product shipments. A permanent key is granted for a permanent license. An evaluation license can be obtained only through the URL above. Temporary keys are valid for 30 days and are sent to the license recipient via email.

Along with this letter you have received a License Key Information sheet. This sheet provides an Entitlement ID. The Entitlement ID entitles you to a permanent software key which enables the TMF software to execute on the machine for which it has been purchased. Follow the instructions on the License Key Information sheet to obtain your permanent software key. To install your license, you must follow the instructions in the IRIX TMF Release and Installation Guide.

Because you have purchased TMF you are entitled to product maintenance. Product maintenance is provided in the form of corrective product updates. Product updates can be ordered from the SGI Manufacturing Center or they can be downloaded from the URL mentioned above.

You can find out if TMF product updates are available by consulting the above WEB site or by watching the SGI publication Pipeline. On certain occasions, we will contact all permanent licensees of the TMF product by email to inform them that an important product update is available.

Please note that the License Agreement which accompanies this letter pertains specifically to TMF. All of the updates for TMF obtained as part of the maintenance of the product are also covered by the License Agreement.

Product support is also available. Product support means obtaining assistance from one of the SGI Support Centers for problems with configuring or executing the TMF product. To obtain product support, you must have a support contract. Support contracts are obtained through your SGI sales representative. If you have problems with TMF and you have a support contract, you can call the Technical Assistance Center (TAC) [1-800-950-2729 or (651) 683-5600 or tac-eagan@sgi.com].

Document Number 007-4217-001

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