

April 2002



Dear Valued Customer,

You are receiving this letter because you ordered the Asynchronous Personality Daemon [APD] media kit in conjunction with your purchase of LTO, T9840B, SDLT, or LTO Fibre Channel tape drives from SGI® or because you have the need to execute SEAGATE® LTO, T9840B, SDLT, or LTO Fibre Channel tape drives you have purchased from a source other than the SGI price book. This letter explains software distribution, software licensing, and software maintenance and support. The SGI Manufacturing Center distributes the APD product in Chippewa Falls, Wisconsin.

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If the LTO FC tape drive hardware, marketing code 3100222003, was purchased from the SGI price book, SC4-APDMEDIA-2.2 is shipped as a complement at no charge. There are licenses currently associated with SC4-APDMEDIA-2.2. The LTO FC licenses are SR4-ILF1020 and SR4-ILF20100. SR4-ILF1020 allows licensing for up to 20 drives; SR4-ILF20100 allows licensing for up to 100 drives. There are no charges for the licenses if the drives were purchased from the SGI price book. If you purchased the LTO FC drive from a source other than the SGI price book, the LTO license marketing codes are SR4-ILF1020A and SR4-ILF20100A. SR4-ILF1020A allows licensing for up to 20 drives; SR4-ILF20100A allows licensing for up to 100 drives. There is a fee for the licenses if the drives were not purchased from the SGI price book. SC4-APDMEDIA-2.2 is shipped as a complement at no charge.

If you are using IBM® SCSI LTO tape drive hardware on your IRIX® system, not purchased from the SGI price book, SG4-APDMEDIA-2.2 is the required driver delivery vehicle. There are licenses currently associated with SC4-APDMEDIA-2.2. The IBM SCSI LTO licenses are SR4-ILS1020A and SR4-SLS20100A. There is a fee for the licenses if the drives were not purchased from the SGI price book. SC4-APDMEDIA-2.2 is shipped as a complement at no charge.

If the LTO tape drive hardware, marketing codes 3100222201, 3100222502, 3100222501, or 3100222601, were purchased from the SGI price book, SC4-APDMEDIA-2.2 is shipped as a complement at no charge. There are licenses currently associated with SC4-APDMEDIA-2.2. The LTO licenses are SR4-SLS1020 and SR4-SLS20100. SR4-SLS1020 allows licensing for up to 20 drives; SR4-SLS20100 allows licensing for up to 100 drives. There are no charges for the licenses if the drives were purchased from the SGI price book. If you

purchased the LTO drive from a source other than the SGI price book, the LTO license marketing codes are SR4-SLSI020A and SR4-SLS20100A. SR4-SLSI020A allows licensing for up to 20 drives; SR4-SLS20100A allows licensing for up to 100 drives. There is a fee for the licenses if the drives were not purchased from the SGI price book. SC4-APDMEDIA-2.2 is shipped as a complement at no charge.

If the T9840B FC tape drive hardware, marketing codes 3100218008 or 3100218010, were purchased from the SGI price book, SC4-APDMEDIA-2.2 is shipped as a complement at no charge. There are licenses currently associated with SC4-APDMEDIA-2.2. The T9840B FC licenses are SR4-98BF1020 and SR4-98BF20100. SR4-98BF1020 allows licensing for up to 20 drives; SR4-98BF20100 allows licensing for up to 100 drives. There are no charges for the licenses if the drives were purchased from the SGI price book. If you purchased the T9840B FC drive from a source other than the SGI price book, the T9840B FC license marketing codes are SR4-98BF1020A and SR4-98BF20100A. SR4-98BF1020A allows licensing for up to 20 drives; SR4-98BF20100A allows licensing for up to 100 drives. There is a fee for the licenses if the drives were not purchased from the SGI price book. SC4-APDMEDIA-2.2 is shipped as a complement at no charge.

If the SDLT tape drive hardware marketing codes [3100157931, 3100157932, 3100157955, or 3100157956] were purchased from the SGI price book, SC4-APDMEDIA-2.2 is shipped as a complement at no charge. There are licenses currently associated with SC4-APDMEDIA-2.2. The SDLT licenses are SR4-SDLSI020 and SR4-SDLS20100. SR4-SDLSI020 allows licensing for up to 20 drives; SR4-SDLS20100 allows licensing for up to 100 drives. There are no charges for the licenses if the drives were purchased from the SGI price book. If you purchased the SDLT drive from a source other than the SGI price book, the SDLT license marketing codes are SR4-SDLSI020A and SR4-SDLS20100A. SR4-SDLSI020A allows licensing for up to 20 drives; SR4-SDLS20100A allows licensing for up to 100 drives. There is a fee for the licenses if the drives were not purchased from the SGI price book. SC4-APDMEDIA-2.2 is shipped as a complement at no charge.

Because you have purchased drives from the SGI price book or the appropriate drive license, you are entitled to APD product maintenance. Product maintenance is provided in the form of corrective product updates. Product updates can be ordered from the SGI Manufacturing Center. On certain occasions, we will contact all users by e-mail to inform them that an important product update is available. Product Support is also available. Product support means obtaining assistance from one of the SGI Support Centers for problems with configuring or executing the APD 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 APD and you have a support contract, you can

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call the Technical Assistance Center (TAC) at 1-800-950-2729 or 651-683-5600 or send e-mail to tac-eagan@sgi.com.

Regards,

SGI Software Management Group

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