

November 2002

#### Dear Valued Customer:

Congratulations on your decision to purchase *Storage Partitioning* for your SGI® Total Performance 9400 [TP9400] or SGI® Total Performance 9500 [TP9500] Fibre Channel storage system. For feature installation, please contact the SGI Service Support organization in the normal manner or refer to http://www.sgi.com/support/supportcenters.html to determine the local phone number to call to schedule an installation appointment.

Once the SGI System Support Engineer [SSE] has arrived at your location, please provide this letter to him or her. You will also need to provide the SSE with TP9400 5.0 or newer CD [i.e., SC4-TP9500-6.0] in the event your hardware is running on a different version of software; for example, TP9400 3.0 or 4.0. The SSE will collect the data necessary to install the Storage Partitioning feature and **FAX** it to the number listed below. The SSE will receive a response back via e-mail, which will include a key file to load on the TP9400 or TP9500. This will be used to enable the *Storage Partitioning* feature. Instructions for the installation of the Feature Enable ID will be provided with the key file. Once the feature is enabled, you will see the Storage Partitioning icon [lower left of your TPSSM display screen] without the slash through the icon.

Save this information for the purchase of future features.

For SGI SSE use only: For more detailed information on the Premium Feature installation, please refer to the New Product Announcement bulletins within the Service Bulletin System that describe this product.

#### Information that SGI SSE will need to collect:

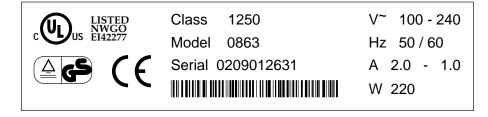
# Feature Enable Identifier:

[Follow the instructions below in your TPSSM software to obtain this 32-character ID].

### Serial number of the Controller Enclosure:

[Look for the labels below on the rear of the TP9400-BASE, TP9400-MAXBASE-2GB or TP9500-MAXBASE unit].

# For the serial number, find this label:



The TP9400 module serial number is shown above.

SGI 1600 Amphitheatre Pkwy. Mountain View, CA 94043-1351 Tel 650.960.1980

| Customer information as it appears on original purchase order to SGI:   |
|---|
| Name  |
| SGI SSE's e-mail address (for sending the activation key):  |
| After the information has been gathered, FAX it to 316 636 8647.  |
| Obtaining the Feature Enable Identifier:  |
| 1. Start the TPSSM software and open the Array Management Window (AMW) for the array in which partitioning will be installed.                   |
| 2. Under the <b>Storage Array tab</b> , select <b>Premium Feature</b> , and then select List.   |
| 3. The "Feature Enable Identifier" will be displayed. You can cut and paste that identifier into a file and print it;                           |
| or  |
| Write the identifier on the line provided above. [The identifier is a 32-character string; verify that you have written the correct string.]    |
| Once the Premium Feature has been installed, please review the TP9400/TP9500 Product Release Notes for important information about the feature. |
| Regards,  |
|   |
| SGI   |
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