



June 18, 2001

Dear Valued Customer,

Thank you for purchasing SGI™ MineSet™ Stand-Alone Visualizer. This software product consists of a collection of data visualization tools in a separately installable product and does not require the use of a MineSet server.

MineSet Stand-Alone Visualizer 3.1 is currently available only on the Windows® platform. This product is supported on Windows 98, Windows ME, Windows 2000, and Windows NT® 4.0 running service pack 3 or higher.

How to obtain a node-locked license. Please have the following information ready: [1] C: disk serial number, and [2] your Entitlement ID number. Then see the following URL and follow the instructions:

<http://www.sgi.com/support/licensing>

How to request support. Technical support for the MineSet Stand-Alone Visualizer product may be acquired only through membership in the SGI Business Intelligence Software Developer Program. Bug resolution support will be provided by the SGI MineSet Software Engineering Team. Keep in mind that this team is located in Mountain View, California, U.S.A., and therefore bug support coverage is limited to Monday through Friday from 8:00 a.m. to 5:00 p.m. PDT. Follow the instructions below and, by the end of the following business day, you will receive an electronic or telephone confirmation of your request.

1. Submit your bug report via e-mail or telephone:

E-mail: bidevsupport@sgi.com

Phone: (650) 933-4111

2. Include the following information in your request:

- Name of the company/organization
- Contact information (name, address, telephone number, and e-mail)

The SGI MineSet Software Engineering Team will demonstrate a commercially acceptable effort in the resolution of your support issue; we will communicate the resolution via telephone or e-mail. We appreciate your business.

Sincerely,

SGI Business Intelligence Software Product Team

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Document Number 007-4338-001

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