sgi®

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:

c (UL) us LISTED NWGO EI42277	Class 1250	V~ 100 - 240
⚠ G$ C€	Model 0863	Hz 50 / 60
	Serial 0209012631	A 2.0 - 1.0
	‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖‖	W 220

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 **Storage Array tab**, select **Premium Feature**, 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