



July 2001

Dear Valued Customer,

Thank you for purchasing RealSystem® Server 8 Professional. In combination with your high-performance SGI™ server and Kasenna™ MediaBase, your new software forms a media-content delivery system for a broad spectrum of enterprise streaming media applications.

If you wish to use MediaBase for managing RealSystem format assets, RealSystem Server 8 Professional must be installed on the SGI server running MediaBase. No additional MediaBase format license needs to be added to support this product.

To complete your RealSystem Server installation, you need to obtain a permanent license, so please send SGI licensing an e-mail at keyo_help@corp.sgi.com. Please include the following information in your e-mail message:

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

- SGI system serial number
- SGI system lmhostID number
- SGI sales order number
- Purchase order number (your company's or your SGI reseller's)
- Contact information, as follows:
 - Name
 - Address
 - Telephone number
 - Fax number
 - E-mail address
- Company information, as follows:
 - Name
 - Address (only if different from above)
 - Telephone/fax (only if different from above)

Your request will be processed within 24 hours from the time received. If you require further assistance, please e-mail us at keyo_help@corp.sgi.com and we will respond promptly. For further SGI licensing information, you can also visit our Software Licensing Web site at <http://www.sgi.com/support/licensing/>.

For information about the portfolio of SGI support services, please contact your local SGI sales office or visit our support Web site at <http://www.sgi.com/support/>.

We appreciate your business.

Sincerely,

The SGI Media Commerce™ team