



June 2002

Dear Valued Customer:

Congratulations on your decision to purchase *Storage Partitions* for your SGI® Total Performance 9400 [TP9400] 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 CD [SC4-TP9400-5.0] 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 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. This will be used to enable the *Storage Partitions* 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.

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

Save this information for the purchase of future features.

For SGI SSE use only: For more detailed information on TP9400 Premium Feature installation, please refer to Service Bulletin NPA 200520.

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 TP9400 module: _____

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

For the serial number, find this label:

| | | | | |
|---|--|------------|----|-----------|
|  | Class | 1250 | V~ | 100 - 240 |
| | Model | 0863 | Hz | 50 / 60 |
|  | Serial | 0209012631 | A | 2.0 - 1.0 |
| |  | | | W |

The TP9400 module serial number is shown above.

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 TP9400 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 Product Release Notes for important information about the feature.

Regards,

SGI TP9400 Product Team