sgi®

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Dear Valued SGI® Customer,

We are pleased to advise you that the SGIconsole™ 1.0 product has been replaced with the SGIconsole™ 1.1 product as of October 1, 2002. We think you will agree that the SGIconsole 1.1 product adds great new functionality to an already solid product offering. To quickly summarize, some of the new features include:

- Console support for non-SGI servers
- Console logging option
- Console user access lists
- Text-based user interface
- Improved security
- Support for larger server configurations
- Support for SGI's high-performance, scalable system based on the Intel® Itanium® 2 processor and the Linux® operating system upon release.

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Please note that this is a one-time "push" upgrade to existing SGIconsole 1.0 customers. In the future, you must purchase any subsequent upgrades in order to receive them.

To ensure your success, SGI Technology Solutions offers comprehensive support and technical assistance to heighten your efficiency and system performance. Regardless of the size of your infrastructure, from a single location to global, enterprise-wide operations, SGI's support organization delivers superior customer service worldwide.

SGI support programs feature priority response time for maximum productivity. Customers who purchase an SGIconsole service agreement receive SGIconsole software upgrades at no extra cost in addition to world-class technical support assistance.

If you do not currently have a service agreement, please take this opportunity to purchase one at this time.

If you have any specific questions, please direct them to your SGI sales representative or to SGI Customer Service at (800) 800-4SGI.

Sincerely

SGIconsole Support Program Manager

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