

VMware is now supporting acquired products from Integrien Corp.

Dear VMware Customer,

It is official! VMware is now providing technical support for VMware Alive Enterprise (formerly known as Integrien Alive Enterprise) and is committed to delivering the highest level of support and service for this product without interruption. As of today, your support contract(s) is/are now based on the features and service level agreements of VMware's [Basic or Production](#) Support and Subscription (SnS) offerings.

In our previous email communication, we informed you we were loading your contact, product and support contract information into our systems. You should have received separate emails from us with details about your VMware Account (everyone receiving this letter) and VMware Support Contracts (if you were identified as the Primary License Administrator). If you haven't already done so, we highly recommend you verify your VMware Account information and update the address and telephone information accordingly to avoid potential delays in service. To update your information, go to [Forgot your password?](#) and set your password, and then go to [Login and update your profile.](#)

Contacting VMware Technical Support

VMware is ready to take your technical support requests. For customers with Production Support and Subscription contracts, you will be able to contact VMware technical support starting on December 10, 2010 at 11pm PST. For customers with Basic Support and Subscription contracts, you will be able to contact technical support starting on December 13, 2010, [local business hours](#).

You can file new technical support requests via the web or telephone. The main support line at VMware is 1-877-4VMWARE (1-877-486-9273); check our web site for alternate [worldwide phone numbers](#). Technical support cases can also be filed online at VMware's [support web site](#). Remember, your VMware Profile holds your unique VMware Customer Number and should be used when contacting VMware Support. All Support Requests (via the web or telephone), receive an email confirmation with a VMware Support Request number.

Support Acquisitions Page

The [Integrien Acquisition Support web page](#) is available to help you familiarize yourself with key information and self-help resources before you explore on your own to learn all about the available information on [www.vmware.com/support](#). You will find key links to helpful resources such as product support centers, how-to guides (e.g. filing a support request, escalating a case), technical articles, and frequently asked questions, copies of the communication emails, etc. Please be sure to [read the FAQ](#) to understand your support benefits, differences from your Integrien support offerings and details on accessing the software.

Questions? Contact Us Today

Please do not hesitate to reach out to our worldwide teams for [assistance](#) with any licensing, technical support or support renewal issues you may have.

Thank you for your continued business. We look forward to serving you.

Sincerely,

Mark Ritacco
Vice President of Operations, VMware Global Support Services

Email ID: 10597_Em1

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