

Important information regarding the Integrien-VMware acquisition

Dear Integrien Customer,

On August 30, 2010, VMware acquired Integrien Corporation. As part of the acquisition, effective December 10, 2010, at 11PM Pacific Time, VMware will take over technical support for Integrien Alive Enterprise, which will now be called **VMware Alive Enterprise**. VMware is committed to delivering the highest level of support and service for VMware Alive Enterprise without interruption. This letter contains important information about VMware support and how it may affect you.

Support Offerings and Contracts

VMware has mapped your existing Integrien support contract(s) to the VMware equivalent offering and is loading this contract data into our systems.

- Integrien Standard -> VMware Basic Support and Subscription
- Integrien Extended and Priority, Central Site 24x7 -> VMware Production Support and Subscription

As of December 10, your support and subscription contract will be based on the features and service level agreements of VMware Support and Subscription (SnS) offerings. To learn more about VMware support offerings, visit www.vmware.com/support/services. To familiarize you with VMware Technical Support processes and procedures, please read the [VMware Technical Support Guide](#).

Contacting VMware Technical Support

VMware has retained the key technical support personnel who were dedicated to supporting the Alive Enterprise product, and these engineers will continue to serve you alongside other VMware Technical Support Engineers. Starting December 10th, you should contact support for VMware Alive Enterprise via the VMware [web site and telephone numbers](#) instead of through existing contact methods.

In order to facilitate this transition and ensure uninterrupted access to support personnel, software downloads and technical information, we are creating your individual VMware Account Profile and your company's VMware Support and Subscription Contract(s), effective December 10th. We are also working to ensure your company's open and historical support requests (SRs) will be migrated into our case management system.

Important Information Regarding Account Profile Types

Each VMware Support and Subscription Contract has one Primary License Administrator, and can have one or more Secondary License Administrators and Support Administrators.

You have been assigned the role of Support Administrator (SA).

The roles of license and support administrator differ in some ways:

Primary License Administrator (PLA): There is only one primary license administrator on a contract. The "Primary License Administrator" is the customer-specified employee on the support contract who is responsible for the following activities:

- Facilitating election, purchase and, if applicable, renewal of services
- Receiving and administering software product licenses, maintenance releases, minor releases and major releases from VMware
- Customer adherence to the license restrictions of this agreement
- Adding, deleting or modifying other administrators (Secondary License or Support) listed on the contract who can log support requests

Support Administrator (SA): A contract can have multiple Support Administrators. The Support Administrator (SA) is responsible for the following activities:

- Engaging VMware Global Support Services for support
- Monitoring resolution of all escalated support issues

Downloading entitled products, patches, maintenance releases, etc. An SA cannot provision, view, modify or redeem licenses. If the SA also has a PLA or an SLA role, this individual will have the associated capabilities, including the ability to view, modify or redeem licenses.

Only the PLA has the ability to change or add a new SA. To learn more about how to do this, please refer to this Knowledge Base article: <http://kb.vmware.com/kb/1012219>.

You can identify the PLA on your contract by selecting Manage Support Contracts from the Account home page (<http://www.vmware.com/accounts>).

If you are not the correct contact to be in the role of Support Administrator, please contact your PLA or Licensing Support team via [Web or telephone](#) so we may update your records.

Important Information About Emails, Renewals, Downloading Software & Historical SRs

VMware Account successfully created email

A few days before December 10th, you will receive a **VMware Account successfully created** email from VMware. This confirmation email holds your unique VMware Customer Number and should be used when contacting VMware Support. We highly recommend you verify your information and update it accordingly to avoid potential delays in service. To update your information, go to [Forgot your password?](#) to set your password, and then go to [Login to update your profile](#). **Note:** If you are already a customer of VMware and have a VMware Account profile, you will not be receiving this email.

Support Contract Renewals

If your support contract is in the process of renewal or will expire before December 31st, 2010, someone from Integrien will likely already be working with your Primary License Administrator. If your support contract is up for renewal after December 31st, a VMware Support Sales Representative will be in contact with your Primary License Administrator to ensure continuous, uninterrupted service. .

Downloading Software

On December 10th, if your support and subscription contract is active, you will obtain your upgrades, updates and patches for VMware Alive Enterprise from the [VMware Download Center](#). For the time being, product adapters will remain on the [Integrien FTP site](#), accessible using your existing user name and password.

Historical Support Requests

Your company's Alive Enterprise SRs will also be migrated into our case management system by December 10, 2010. We will be adding zeros to the front of the existing Integrien Support Request number to conform to the 10-digit VMware Support Request number format. The individual who opened the original case will be assigned as the Support Administrator.

The Support Administrator will be able view the status of SRs they have filed by selecting Create Support Request from the Account home page (<http://www.vmware.com/accounts>), logging in, clicking on File Support Request (Step 2) and then clicking View Support Requests located on the upper right-hand side of the page. Support Administrators can add comments and/or upload files to an open Support Request at any time.

Questions? Contact Us Today

You will begin to see the above referenced emails in your mailbox a few days before December 10, 2010. We will be contacting you again on December 10th with additional, detailed product support information. If you have any questions between now and December 10th, please contact your local support team or visit the [Integrien landing page](#)

VMware is excited to have you as a customer, and we look forward to serving you.

Sincerely,
Mark Ritacco

Vice President of Operations, VMware Global Support Services

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