

IMPORTANT INFORMATION ABOUT DG/UX 5.4. RELEASE 3.00

The purpose of this document is to remind you of some important information you should be aware of before installing or upgrading DG/UX 5.4 Release 3.00.

License Manager DG/UX 5.4 Release 3.00 includes a license manager which requires that you enter a password or "token" which tells the license manager the number of authorized users. When you add users above the previously licensed number, you will need a new token which you will receive automatically when you purchase a user count upgrade. This token is very important, you must use it when you load DG/UX 5.4 Release 3.00 in order to allow the licensed number of users access to your AViiON system. The token is included with this shipment on different colored paper.

Installing and Upgrading to DG/UX 5.4 Release 3.00 If you are going to upgrade or install DG/UX 5.4 Release 3.00 yourself, we strongly recommend you take the time to read the release notice and carefully plan your upgrade or installation, so that you can quickly take advantage of its powerful features. The enclosed manual, *Installing the DG/UX System*, provides very helpful information.

In order to help you take maximum advantage of all DG/UX 5.4 Release 3.00 features, we are pleased to offer you a wide range of upgrade assistance services. Since services vary from country to country, please check with your local Data General representative for the services available to you.

The balance of this document deals specifically with DG/UX 5.4 release 3.00 upgrade services available in the United States. If you are about to install DG/UX 5.4 Release 3.00 on a system outside the United States, you should contact your local Data General representative for available services.

DG/UX 5.4 Release 3.00 Upgrade Services Available in the United States

We have previously sent all DG/UX software support customers notice of the services described below. The following simply serves as a reminder or in case the original letter was not received.

New Services Enclosed with this document is your copy of DG/UX 5.4 Release 3.00. To help you maximize all its new features and enhancements, we are offering a wide range of upgrade implementation assistance services. Everything from simple phone support -- to on-site assistance from a DG/UX specialist -- to comprehensive training is available. Just pick the service that meets your needs and your budget!

DG/UX 5.4 Release 3.00 On-Site Upgrade Services provides on- and off-site assistance -- before, during, and after an upgrade. Before you upgrade, a DG/UX Customer Support Center (CSC) Specialist will check your AViiON system (remotely). The Specialist will then review a check list with you, to thoroughly plan the upgrade activities. During the upgrade, we will manage the entire upgrade process on-site, and describe/review the new features and enhancements with your system administrators. We will be present after the upgrade is complete to ensure a full, smooth system production. This service provides everything you need to ensure a timely upgrade with minimal business disruption. DG/UX 5.4 Release 3.00 Upgrade Services are available by ordering: Model W022AZN7UN at \$4795.

DG/UX 5.4 Release 3.00 On-Site Upgrade Services with Performance Tuning are also available. While the Data General consultant is on-site, you can have your system performance reviewed and tuned for optimal performance. DG/UX 5.4 Release 3.00 On-Site Upgrade Services with Performance Tuning are available by ordering: Model W023AZN7UN at \$6695.

Features and Benefits of On-Site Upgrade Services

- * Thoroughly planned and customized upgrade activities
- * Optimized implementation and utilization of DG/UX 5.4 Release 3.00
- * Smooth and efficient upgrade with minimal customer involvement
- * On-site Data General expertise
- * Implementation tuned and tailored to customers' needs

Who should buy Upgrade Services? Customers who require comprehensive, highly individualized services.

Upgrade to DG/UX 5.4 Release 3.00 Training Services provide three days of class room instruction on how to optimize utilization of DG/UX 5.4 Release 3.00 and keep your business going with minimal disruption. Upgrade to DG/UX 5.4 Release 3.00 Training Services are available by ordering: Training class SM543 at \$1050.

Features and Benefits

- * Develops in-house expertise for implementation and utilization of DG/UX 5.4 Release 3.00
- * Hands-on experience in class room environment where errors are harmless
- * Pick up tips and techniques from trainers and other DG/UX users

Who should buy Training Services? Customers who want a broad and general product overview and are more comfortable developing experience off line.

DG/UX 5.4 Release 3.00 Remote Upgrade Services provides remote phone support for your upgrade activities. Before you install the upgrade, a DG/UX specialist from our CSC will check your AViiON system (remotely) and review a check list with you to prepare for a smooth and easy upgrade. During your upgrade activities, you may call the CSC for any assistance you might require. After the scheduled completion of your upgrade, our DG/UX Specialist will call you to be sure you are completely satisfied. DG/UX 5.4 Release 3.00 Upgrade, Remote Phone Services are available by ordering: Model W020AZN65N at \$700 (Support Plus customers) or Model W021AZN65N at \$1000 (if you do not have Support Plus coverage)

Features and Benefits

- * Thoroughly planned and customized upgrade activities
- * Optimized implementation and utilization of DG/UX 5.4 Release 3.00
- * Development of hands-on, in-house experience in upgrade implementation
- * Data General expertise

Who should buy Remote Phone Services? Customers looking for specific assistance and the most cost-effective upgrade.

If you are interested in learning more about any of these services or placing an order, please contact your local sales representative or call DG/Direct at 1-800-343-8842, option 3 or, if ordering Training, option 4.