

Important Notice:

Effective 1 May 2008, new product purchases and product renewals for Altiris products (with the exception of Wise products) will move to a maintenance/support model, which consists of software upgrade protection and technical support, included in one price. Two levels of technical support services are available to address a customer's business needs: 1). Basic Maintenance Support (regional business hours) or 2). Essential Support (24x7). Copy and paste the following URL, into your web browser, to contact your preferred partner or Sales Support Center representative: <http://www.altiris.com/Sales.aspx>

Q1. How do I access and download Altiris products?

A: Copy and paste the following URL, into your web browser, to access the Altiris Product Download Center:

<http://www.altiris.com/download.aspx>

Q2. Where do I access my license key(s) and/or activate my Altiris product?

A: Copy and paste the following URL, into your web browser, to access the License Management Portal (LMP): http://lindon.extranet.altiris.com/LMP_v2/customerinterface.aspx

Q3. Can I combine Altiris product licenses?

A: With the notable exception of Deployment Solution, the majority of Altiris products allow only a single license activation key on a server at any one time. If you have purchased multiple software licenses for the same product at various times, you will need to have the license activation keys combined in order for your software to recognize all the licenses you have purchased. If you attempt to apply multiple license activation keys for the same software to your server, only the most recently issued license activation key will be recognized.

You can combine your license keys and perform other maintenance on your licenses online through the Altiris License Management Portal (LMP).

Copy and paste the following URL, into your web browser, to download instructions on how to combine your license keys: http://www.altiris.com/upload/license_combining_in_imp.pdf

Q4. How does combining licenses affect my AUP/Maintenance coverage?

A: Most Altiris software licenses include one year of Annual Upgrade Protection (AUP) or Software Maintenance coverage. Licenses purchased at different times may have different AUP/Maintenance expiration dates. When license activation keys are combined, the newly created license key will reflect the earliest expiration date of the combined licenses. If you would like to co-terminate the AUP/Maintenance coverage on your licenses to a different date, copy and paste the following URL, into your web browser, to contact your preferred partner or Sales Support Center representative:

<http://www.altiris.com/sales.aspx>

Q5. How do I contact Support?

A: A valid support agreement must be in place to contact and work with the Altiris Support Services staff, for your geography. With a valid support agreement in place, copy and paste the following URL, into your web browser, to contact the support team: <http://www.altiris.com/Support/Contact%20Support.aspx>