

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. What is the difference between an Altiris Product Upgrade and an Altiris Product Update?

A: Updates, often referred to as service packs, are occasionally required to bring you necessary fixes or minor modifications to your software. Updates are available free of charge to all registered users of Altiris software. Upgrades are major product releases that often contain significant changes and feature enhancements to the product. Upgrades may or may not be available free of charge.

Q2. How do I receive an Altiris Product Update?

A: Updates to your product are generally distributed in the form of a service pack (collection of bug fixes). Sometimes it is also necessary to issue code to address a product issue outside of the product update release cycle. These updates are known as "Hotfixes" and may also be downloaded and installed free of charge. Copy & paste the following URL, into your web browser, to search for updates available for your Altiris software solution: <http://www.altiris.com/Download/updates.aspx>

Q3. How do I Upgrade my Altiris Software?

A1: I do not have Annual Upgrade Protection (AUP) or Maintenance coverage on my software license. Copy and paste the following URL, into your web browser, to contact an Altiris Sales Representative or an Altiris Business Partner to inquire about your AUP or Maintenance coverage status, or to purchase an upgrade to your product: <http://www.altiris.com/Sales.aspx>

A2: I have current Annual Upgrade Protection (AUP) or current Maintenance coverage on my software license. Proceed as follows to upgrade free of charge:

A2.1 Check Current Build – To determine what version of the Altiris product you are currently using, refer to the Altiris Notification Server Console or help in your Windows based Altiris Deployment Solution.

A2.2 Download and Install – You can download and install the latest version of your software from the Altiris Download Portal or directly through your Notification Server Console.

Note: Before downloading, confirm that you have a permanent license activation key or evaluation license that will work with the version you download.

Copy and paste the following URL, into your web browser, to access the Altiris Download Portal: <http://www.altiris.com/Download.aspx>

Note: Because all downloads, from the Download Portal, also include an evaluation license activation key; you must use your current, permanent license activation key to activate the software.

Q4. How can I find available Altiris Updates?

A1: There are two types of updates available for Altiris products. Most updates are rolled into the product and are available with the standard download. **Type 1:** Version Changes or Service Packs.

Copy and paste the following URL, into your web browser, to navigate, to the download site and search for the latest Versions and Service Packs: <http://www.altiris.com/Download.aspx>

A2: Type 2: Hotfix. Hotfixes can be downloaded from the Altiris Knowledgebase.

Copy and paste the following URL, into your web browser. Select the "Hotfix" checkbox when searching for product Hotfixes and their associated documentation:

<https://kb.altiris.com/display/1/index.asp?c=&cpc=&cid=&cat=&catURL=&r=0.5550196>

Q5. How can I manage my Altiris licenses?

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

Q6. 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>