



# BMC Customer Support Registration Letter for the Cisco Unified Computing System

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November 3, 2009

Thank you for purchasing the BMC BladeLogic Operations Manager for the Cisco Unified Computing System. This document contains instructions on how to obtain your software, license key(s), and start your support term.

If you have obtained this equipment through Cisco's Try-and-Buy (TAB) program, please skip to the Try and Buy Customers section, and follow only those instructions. If the Try-and-Buy program does not apply to you, please ignore the Try And Buy Customers section.

Please open a Customer Service support case via e-mail using the support alias: [cs-support@cisco.com](mailto:cs-support@cisco.com). You can also open a case using the contact information located here:

<http://www.cisco.com/go/customerservice-online>. Please select Option 7 when calling Customer Service telephone support.

You must include the following information in the body of the email when you open the case:

1. Cisco Sales Order (required)
  - a. Purchase order number (optional)
  - b. Order ID (optional)
2. Your Company Name
3. Your Site Physical Mailing Address (No PO box)
4. The name and email address of the person to whom we should send the BMC Software keys
5. Your phone number in the event we must call you
6. The subject of the email should contain "BMC Software License Key Request"
7. If you are upgrading your existing BMC BladeLogic Operations Manager Physical Agent to Virtual, you must include your Support ID for your original purchase.

Submit the same information via the web link above if you choose not to open the case via the [cs-support@cisco.com](mailto:cs-support@cisco.com) email system. A CS-Support case will be opened and you can use this case to track your request. A Cisco representative will contact you if there is a need for further information.



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**Americas Headquarters:**  
**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

Within three business days (excluding weekends & US Holidays), BMC Software, Inc. will generate an automated email which will include instructions for registration, a password, and a Support ID. This email will be sent to the email address specified in item #4 above. You will use this one Support ID to obtain software downloads, product license keys, and documentation for the BMC products purchased on your entire Cisco sales order.



**Note**

You will only need to open ONE request for each unique Cisco Sales order. If you have purchased multiple quantities of BMC Software products on a single Cisco sales order, you will receive multiple copies of this document. Please open only one Customer Service support case for each Cisco sales order. Your order may be shipped in multiple parts, of which this is one.

## Try and Buy Customers

Please contact your Cisco Account Manager to coordinate the initial software installation for this Try-and-Buy order. Your account manager will work with BMC to provide you with a trial of the BMC BladeLogic Operations Manager for the Cisco Unified Computing System. When you convert your trial to a full purchase at the end of your defined Try-and-Buy period, you will need to follow steps 1-7 above to obtain your full term license keys. Please do not complete steps 1 to 7 until you have converted your Try-and-Buy to a full purchase.

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