



SYSTIMAX® Intelligent Infrastructure Solutions  
iPatch® *Software Assurance*

SYSTIMAX®  
SOLUTIONS



### Software Assurance

- Receive software upgrades and updates, as they become available
- Submit requests for SNMP Updates to integrate additional managed network devices such as LAN/SAN switches and managed PDUs
- Access the support Knowledgebase, FAQs and tips to enhance software effectiveness
- Access software Integration examples to help you leverage even more value from your Intelligent Infrastructure Solution

### Software Assurance

You have purchased and incorporated the SYSTIMAX iPatch Intelligent Infrastructure Solution into your network. Now you need to ensure you can stay current with software upgrades and updates. What you need is SYSTIMAX Software Assurance.

Software Assurance is a maintenance plan for businesses that want to keep their systems reliably running on the latest software without paying full price for upgrades, as well as enjoy access to numerous technical resources like a Knowledgebase, the ability to ask a question and submit requests for new reports, or SNMP Updates to integrate additional managed network devices such as LAN/SAN switches and managed PDUs. Every time we release a new version of software, we automatically make it available for you to download and install.

iPatch System Manager comes with a complimentary subscription to Software Assurance for one year. This gives you the confidence that you have access to the latest software and online support services, offered through our dedicated web portal called Insite, during your first year of Intelligent Infrastructure Solution ownership. After your first year of complimentary Software Assurance you can renew your subscription at an affordable price. This way you can continue to enjoy the benefits offered under the program and keep maximizing the value you get from your SYSTIMAX Intelligent Infrastructure Solution. You can order your Software Assurance through your CommScope Certified iPatch BusinessPartner, or alternatively you can order directly from CommScope through:

<http://www.systimax.com/insite/pages/sa/saorder.htm>

With Software Assurance, you can rest assured that your investment in SYSTIMAX Intelligent Infrastructure Solutions is current and available to support your business. With a subscription to the program, you will be eligible to receive our regular software version updates, as well as any new versions of the software that are released during the term of your agreement. If you need help either downloading and/or installing the updates, we recommend contracting to one of our Certified iPatch BusinessPartners for support and assistance.

Your

### Software Assurance

subscription includes:

#### Product Upgrades and Service Packs

- Convenient delivery of software through web downloads
- Receive E-mail notification when software updates and upgrades are available for download

#### InSite - Online Software Support

- Search our Knowledgebase to quickly find answers to common technical questions
- Ask questions regarding software features and functionality
- Ability to submit requests for SNMP Updates to integrate additional managed network devices such as LAN/SAN switches and managed PDUs
- Ability to submit requests for customized reports

#### User Documentation and Release Notes

- Receive information every quarter and with every release
- Access up-to-date information on the latest product features and enhancements
- Read FAQs and tips to get the most out of your software

**InSite**

CommScope delivers all the benefits available by enrolling in the Software Assurance Program through our dedicated Intelligent Infrastructure Solutions web portal called InSite.

Backed by CommScope Labs, the InSite online support center gives you real-time access to a continuously-updated cache of technical documents, notifications, user guides, software updates and a KnowledgeBase of answers to frequently asked questions. InSite can streamline your solution maintenance and configuration by providing you with convenient, anytime, anywhere access to support information. Find your own way with how-to instructions and troubleshooting guidelines. Or use InSite's technical support, self-help capabilities, technology expertise, and powerful KnowledgeBase of answers which make it the standard for Web-based technical assistance.

Here is what you can expect:

- Real-time access, 24 hours a day, 7 days a week
- How-to instructions
- Troubleshooting guidelines
- Answers to frequently asked questions
- InSite online technical support
- Online submission, tracking and status of your technical queries
- Online submission of request for new customized reports
- Online submission requests for SNMP Updates to integrate additional managed network devices such as LAN/SAN switches and managed PDUs

InSite is an excellent online resource. For more personal service in your local area, CommScope also recommends its Certified iPatch BusinessPartners, with technical professionals and experts in Intelligent Infrastructure Solutions. These BusinessPartners receive extensive technical training and support, access to the latest network infrastructure technology, product information and direct communications with CommScope support teams and CommScope Labs. For more information about the CommScope Enterprise BusinessPartner Program or to locate a BusinessPartner in your area, please visit [www.commscope.com](http://www.commscope.com).



**InSite**

- Access user guides to increase your skills
- Keep current with easy-to-locate software updates
- Locate KnowledgeBase answers for your maintenance or configuration questions
- Guide your work with how-to instructions and troubleshooting guidelines
- Use InSite technical support to request and track status of your technical queries
- Enjoy real-time access, 24 hours a day, 7 days a week
- Contact your local Certified iPatch BusinessPartner for customized support and service from an expert in the field



### Intelligent Infrastructure Solutions

SYSTIMAX Intelligent Infrastructure Solutions discover, monitors and manages your physical network infrastructure. With a unique combination of high-performance hardware and software, Intelligent Infrastructure Solutions provide you with a real-time, comprehensive view of your physical network infrastructure.

CommScope and its Certified iPatch BusinessPartners, are pleased to offer you enhancements and support to ensure that your Intelligent Infrastructure Solution delivers the **Vision** and **Knowledge** you need to take **Control** of your network. A true system configuration & setup service can relieve the burden and worry of having to set up this critical aspect of your network without access to expert assistance. Software Assurance keeps your system current with the most recent updates and upgrades. InSite provides real-time access, 24 hours a day, 7 days a week, to the information you need to maximize the usefulness of your Intelligent Infrastructure Solution. And we also offer a 3-year Extended Hardware Warranty on all iPatch active components in a certified installation. All this supported by CommScope and its Certified iPatch BusinessPartners.

Contact your CommScope Certified iPatch BusinessPartner or visit [www.commscope.com](http://www.commscope.com) for more information on the Vision, Knowledge and Control that SYSTIMAX Intelligent Infrastructure Solutions, featuring iPatch technology, can bring to your network.



Software Assurance		
Material ID	Product Number	Description
760111237	SA-SYS-MGR-EE-2K	Software Assurance for iPatch System Manager Enterprise 2000
760111245	SA-SYS-MGR-EE-10K	Software Assurance for iPatch System Manager Enterprise 10000
760090266	SA-SYS-MGR-EE-UNL	Software Assurance for iPatch System Manager Enterprise Unlimited

You can order your Software Assurance through your CommScope Certified iPatch BusinessPartner, or alternatively you can order directly from CommScope through: <http://www.systemax.com/insite/pages/sa/saorder.htm>



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