

How To Activate Your Brocade Support Plan

Why Activate Your Brocade Support Plan?

Thank you for purchasing a Brocade Support Plan! In order to start using your Brocade Service Plan, you must first activate it. Activating your plan does the following:

- Creates a Brocade End User Service Agreement (EUSA) between Brocade and you detailing the terms and conditions of your Brocade Service Plan.
- Entitles you to online and phone support by priming Brocade support systems with critical identification and contract details.
- Provides you with exclusive 24x7 online access to Brocade product downloads, Knowledgebase, and online support request system through our Brocade Connect technical Web portal and online user community. These benefits are only available to customers who have purchased a Brocade Support Plan and activated it with Brocade.

How to Activate Your Brocade Support Plan?

To activate your Brocade Support Plan:

1. Complete the online form at http://www.brocade.com/support/service_activation_request.jsp

The following information is requested*:

- Company name
 - Switch or appliance location**
 - Contact information
 - Product identification
 - For SilkWorm switches and directors plus Tapestry DMM
 - 11 character serial number or 16 digit World Wide Name
 - For Tapestry WAFS Core, Symmetric or Edge Appliances
 - 11 character serial number or 12 digit MAC Address
 - For all other Tapestry software products
 - 16 character serial number
- For information on how to find your World Wide name, MAC Address, or Tapestry Serial Number visit our Product Identifier page at http://www.brocade.com/SIC/Sic_popUp_Identifier.jsp.

- Support level purchased
2. The form creates an End User Support Agreement sent to Brocade for approval, with a copy also sent to you.
 3. Brocade validates entitlement and approves the contract within 2 business days.
 4. Upon approval, Brocade support systems are primed and access to online benefits granted. You are sent a confirmation e-mail with details on how to access exclusive online support benefits through Brocade Connect. If you already have a Brocade Connect account, your existing account is simply upgraded with additional benefits. If you do not have a Brocade Connect account, one is created for you.

* Missing information may result in delayed processing.

** If covered equipment is moved to another location, Brocade must be notified and service reactivated at the new location.

There is no charge for reactivating support, but an additional waiting period is required while Brocade confirms service availability at the new location.

How to Contact Brocade Technical Support

E-mail: support@brocade.com

Phone in Continental US: 1-888-ATFIBRE (1-888-283-4273)

Phone in Europe, Middle East, Africa: +800-AT FIBREE (+800 28 34 27 33)

Phone in Asia Pacific: +800-AT FIBREE (+800 28 34 27 33)

For areas unable to access toll free number: 1-408-333-6061