Dear Customer:

Please note you may see software line items on your contract serialized to identify the hardware system that the software is running on. A single contract can contain multiple systems with different software and varying levels of software support, but it is not possible to systemically associate software with the server it is running on.

Therefore, a software line item may reference the hardware serial number followed by an "S" to provide associated HW and SW system correlation. This will assist you with multiple HW/SW systems supported on a single contract where you may be accustomed to managing your software at a line item level. This is not mandatory for all SW line items.

Remember, always log calls utilizing your SAID (Support Agreement ID) number.