

November 4, 2008
Open iT Product Release Letter
Version 5.5

Dear Customer,

Thank you for choosing the **Open iT® Software Suite** for metering, analyzing, and optimizing usage of critical IT assets. We are pleased to announce the release of **Open iT® Software Suite version 5.5**.

Version 5.5 contains improvements in a number of areas such as Open iT Analysis Server (with OLAP reporting), Open iT Windows Server, and web-based License Monitoring tool. Below we have highlighted the main additions and improvements included in this version. All added functionalities are highlighted in **red**, while improvements to existing functionalities are in **blue**.

I. Product Release Details:

New Features and Improvements:

- Open iT Server
 - **Improved the Windows Core Server.**
 - This is the Open iT Server for Windows platform. It requires the use of Analysis Server for reporting.
- Analysis Server
 - **Improved the OLAP-based reporting services.**

Note: With Windows Core Server and Analysis Server combined, we now have a "Windows-only" Open iT version. However, it has limited admin functionalities.

- License Monitoring
 - **Introduced the License Monitor**
 - This is the new web-based tool for viewing recent license usage. License Monitor replaces the LicenseView (licview) application.
 - **Extended support to all license managers backed by LicenseAnalyzer.**
- **LicenseOptimizer**
 - **Added new data types: "98" and "99".**
 - "98" is for **LicenseOptimizer** individual usage and "99" is for **LicenseOptimizer** usergroups.
 - These data types were primarily added to be used with Analysis Server and Reporting Server.
- **LicenseAnalyzer**
 - **Added "License Usergroup v3" data type (with multi-group map support).**
 - **Added support for "Token-based licensing".**
 - **Added support for "Reprice License Manager".**
- **SystemAnalyzer**
 - **Added support for tracking Project ID.**
 - This is applicable to Windows client.

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II. Contact Details:

For enquiries about upgrading to version 5.5, please contact your account representative. You can also call your account representative for an in-house presentation of **Open iT® Software Suite**. Please visit www.openit.com for further information.

Dedicated Download Area:

In the **Customer Area of www.openit.com**, you can download latest releases and the most recent software patches. You can also download updated User Guides and administrative manuals from this area.

To login, go to <http://www.openit.com/customers/customer-area.html> and use the assigned Username and Password. If you forgot your password or do not have a Username and Password, please email our support department at support@openit.com to request them.

Open iT's development and support team is constantly working to improve **Open iT® Software Suite**. Our enhancements will help you to better monitor, analyze, and optimize your IT resources. We are always interested in customer feedback and are eager to help/answer technical issues or questions.

Reaching Open iT Support:

We want to make sure you get the most from your Open iT products and services. If you need assistance in producing the best reports, configuring or customizing software installations, or if you would like to use the **Open iT® Software Suite** more extensively, please email our support team at support@openit.com. You can also call our support hotline at **1-866-673 6487 (1-866 OPENIT-S) (U.S.) and +47 22 20 40 50 (Europe)**.

You can also contact our support department to enquire about Open iT's on-site training offerings.

Reaching Open iT Sales:

Please contact your account representative or email us at sales@openit.com. You can also call our main telephone numbers: 1-281-679-5009 (U.S.) and + 47 22 20 40 50 (Europe).

Thank you again for choosing Open iT!

Sincerely,



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