

September 25, 2008
Open iT Product Release Letter
Version 5.4

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 5.4**.

Version 5.4 contains improvements in a number of areas ranging from support for additional license managers, to added functionality and better usability in report creation. 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**.

Also included here are **Open iT® Software Suite's** Beta-phase enhancements.

New Features and Improvements

- **License Analyzer:**
 - **Support for Sentinel Rights Management System (RMS) license manager from SafeNet, Inc.**
 - Through this, you may obtain the same kind of reports that you used to get from other license server environments.
 - **Introduced token-based license usage monitoring**
 - **Extended support for IBM License Use Management (LUM) license manager to cover "Offline" status of applications.**
 - This is made possible with the introduction of additional polling agents that focus on offline license usage.
 - **Improved denial monitoring and notification for FlexLM-enabled applications**
 - If a user is denied a license, the same user will be notified by email when a license becomes available.
- **License Optimizer:**
 - **Introduced the Actions data type**
 - This data type gives you the total tally of how many times various actions (such as suspension, manual termination, automatic termination of licenses, etc.) have occurred during the optimization process.
 - **Updated License Optimizer's functionality enabling the machine to go into sleep/standby mode, rather than simply disabling the application (in Windows).**
- **Base:**
 - **Introduced Flexible Grouping capability**
 - This system allows a user to be a member of multiple user groups. With this, there is full flexibility in defining user groups. For example, one user can simultaneously be a member of Marketing, IT, and Finance departments without having to use virtual mappings.
 - **Introduced the Process Accounting data type (for Windows)**
 - A usage measurement for each process in Windows, Process Accounting has the same log process as Pacct and Extended pact. However, it is logged periodically, so that the data is generated every hour for every process.

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- [Improved the Windows Vista 64-bit support](#)

Beta-phase Enhancements

Below are two enhancements that have been pre-tested in Windows. They are not yet finalized and fully applied to the **Open iT® Software Suite**.

- When a user is denied a license, the **Denial Monitor** finds the denial record and identifies which user, which application, and which host the denial came from. The **Denial Monitor** then emails the user if the license is available.
- Using the **License Optimizer** module and based on your **License Optimizer** configuration, you can force the computer into standby/sleep mode when an application is idle for too long.

For enquiries about upgrading to version 5.4, 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 version 5.3, we created a **Customer Area** on our web site. Here you will find all resources related to running the entire Open iT Suite (for both users and administrators). In the **Customer Area**, you can download latest releases and the most recent software patches. You can also download the updated User Guide and several 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.

How to Reach 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 **1-866-573 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.

How to reach 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,



Philip Sam
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