



Emulex Extra Program FAQ

December 7, 2011

Frequently Asked Questions

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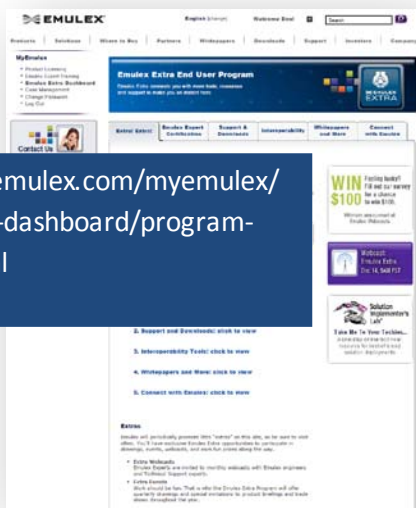
About the Announcement

1. What is being announced?

Emulex announces Emulex Extra, a new end user web-based support program, which gives end users 'extra' benefits and an opportunity to greater enhance their Emulex experience.

Once an end user joins Emulex Extra, the user receives the following program perks:

- Access to Emulex Expert™, a unique, detailed flash-based training program, enabling end users 24 hour access to LightPulse® Fibre Channel Host Bus Adapter (HBA) and OneConnect™ Universal Converged Network Adapter (UCNA) education.
- The ability to become Emulex Expert certified – Once an end user completes an Emulex course, the user will receive a mailed and customized Emulex Expert Certificate.
- Extended support and access to online case management.
- The ability to register for device driver notification (available January 2012).
- Access to download white papers, drivers and other important documents in one convenient location.



<http://www.emulex.com/myemulex/emulex-extra-dashboard/program-overview.html>



2. What is the significance of this announcement?

Recently, Emulex completed a survey of nearly a 1,000 Fibre Channel HBA and 10Gb Ethernet UCNA users and found that 88% of end users felt technical support was either important or very important and more than 52% felt training was also important or very important.

Through the Emulex Extra Program, Emulex gives customers enhanced training and consolidates online support tools, thereby improving the customers overall experience with Emulex products.

3. Who can participate in the Emulex Extra Program?

Any Emulex end user can participate in the program.

4. How do customers register for Emulex Extra?

A registration-button is accessible from the Emulex Extra Program page: <http://www.emulex.com/testing/emulex-extra.html>. Customers interested can complete the registration and will be provided with a login to MyEmulex giving them access to the program portal.

5. What Emulex Expert courses are available?

Emulex currently offers two courses:

- OneConnect Technical Track - Installation, Configuration, and Maintenance
This track includes the following modules:
 - OneCommand and OneConnect Installation
Quick and easy instructions and examples for installing UCNA hardware and management software.
 - OneCommand Configuration
Step-by-step instructions for configuring the UCNA with OneCommand and tutorial on the software features.
 - Maintenance and Troubleshooting
Fault identifications and analysis for common SAN errors, including running and interpreting OneCommand diagnostic tools.
- LightPulse Fibre Channel HBA Technical Track - Installation, Configuration, and Maintenance
This track includes the following modules:¹

¹ The single-channel LPe16000 adapter will be available in calendar Q1, 2012.



- Installing the LightPulse HBA and OneCommand Manager
A review of the instructions for installing the LightPulse adapter and management software.
- Working with OneCommand Manager
Learn how to boot from SAN, tune LightPulse parameters, describe LightPulse configuration options and understand operating system specific parameters.
- LightPulse HBA Maintenance
Understand how to utilize the LightPulse documentation set and upgrade and troubleshoot the LightPulse HBA.

6. What does it mean to be certified?

Being a Certified Emulex Expert demonstrates a mastery of the Emulex product portfolio. To become certified, end users must complete at least one course and score 70% or higher on the knowledge checks at the end of each module. If end users are already savvy about Emulex products or associated architectures and protocols, they can skip up to 20% of the content, allowing them to focus on the material that is most important to their business.

Being a Certified Emulex Expert demonstrates mastery of the Emulex product portfolio, giving the end users' company management and co-workers the confidence that they have taken the extra step and mastered Emulex's cutting edge technology. In addition, this certification demonstrates ongoing product and industry knowledge and increases the user's professional expertise.

Those customers who complete Emulex Expert will receive a certificate.

Emulex offers two Expert Certification tiers:

- Level 1 Expert: A customer who successfully completes one Emulex Expert course track.
- Level 2 Expert: A customer who successfully completes two Emulex Expert course tracks.

7. Are there any costs associated with the Emulex Extra Program?

There are no fees required for membership in the Emulex Extra Program and Emulex Expert Certification.