



Reminder: Beginning 07/16/2010 at 11:00 pm ET, Sircon products listed in the table below will be unavailable in production environments to accommodate our ongoing data center move. Please read the following notice carefully to determine if there is any action you need to take as a result of this move.

Most Sircon clients will not experience any problems or require any changes in accessing Sircon products during our data center move, while some may need to change their network settings to account for Sircon's new external IP addresses. **Please review the Sircon Data Center Relocation Guide to determine what, if any, changes your company may need to make to support the data center move and associated IP address changes** (reference page 5 of the Data Center Relocation Guide) after 11:00 PM on July 16. If you do not have a copy of the data center relocation guide or need assistance with verifying your network settings, please contact your assigned representative or Sircon customer support.

Beginning Monday July 12 through Thursday, July 15, all clients can verify that their network settings allow them to access the new data center by going to <http://datacenter.sircon.com>.

The data center relocation for July 16 will follow the schedule listed below. Only those products identified in the "Sircon Outage" description section are affected by this move. All other Sircon products are unaffected.

All times are Eastern time

Action	Start	End	Description
Sircon Outage	(7/16) 11:00 PM	(7/18) 10:00 AM	Products that will be unavailable: Producer Manager Producer Express Compliance Express Sircon for Education Providers ProducerEDGE
Customer Test	(7/18) 10:00 AM	(7/18) 1:00 PM	Sircon customers who wish to test the new environment can do so during this time period and have access to Sircon technical support. Please contact Sircon at the number below to register for the testing period no later than July 15. If you experience any problems during testing, you can get assistance through the Sircon Self-Portal or by calling 517-381-3870.
On-call Support	(7/18) 1:00 PM	(7/19) 5:00 AM	Following the outage, Sircon will provide emergency on-call support should you experience problems after the move. During the timeframes noted on the left, a technical support representative will contact you within 1 hour of your call. For emergency problem assistance during the times noted on the left, please call 1-800-261-5633 and inform the operator that you have a "Sev1 Data Center Issue." Note: Beginning 07/19 (05:00 AM), all issues will be handled via Sircon's normal escalation procedures.

Sircon customer support is available to assist with any questions or concerns you have regarding this notification.