Microsoft
Software Assurance
Academic Customer Guide

A reference guide to
Software Assurance offerings for Microsoft
Academic Volume Licensing programs
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Software Assurance is an offering available with Microsoft Volume Licensing programs that helps you get the most from your software. With Software Assurance, you can access training and deployment resources that enable faculty and staff to work more efficiently than ever. You also acquire tomorrow’s technology at today’s prices and have the ability to make payments annually.

Software Assurance Benefits

Software Assurance allows institutions to get the most value from Microsoft products with several key benefits that can save time and money.

**EASIER BUDGETING**
By making payments annually, you can lock in your license price and plan your software budget.

**EFFICIENT DEPLOYMENT AND ADMINISTRATION**
Training resources and tools included with Software Assurance make it easier for IT professionals to deploy and administer new product versions, updates, and other content across desktops and servers.

**PRODUCTIVITY ENHANCEMENTS**
Software Assurance not only provides faculty and staff with the latest software, it also offers eLearning so they can take advantage of the most innovative technology.
Software Assurance Offerings for Academic Volume Licensing Customers

You can order Software Assurance with software licenses acquired through Academic Open or Academic Select. Software Assurance is also included with Campus Agreement Subscription and School Agreement Subscription license coverage.

Software Assurance provides key features that can help your institution get the most out of your software investments.

IMPORTANT NOTES:
The specific benefits included in Software Assurance vary according to your volume licensing agreement. Not all license types receive each benefit. Offerings may vary by region.

In the case of aggregated groups (such as statewide systems or consortia), benefits will be allocated to the agreement holder, who can distribute to members depending on program details.
NEW VERSION RIGHTS

With Software Assurance, you receive access to new versions of licensed software released during the term of your agreement to deploy at your own pace. New Version Rights simplifies the procurement process and shortens the deployment process. You can reduce the costs associated with acquiring new version releases and immediately take advantage of the latest technology.

Eligible Academic Customers
Academic Open, Academic Select, Campus/School Agreement

Eligible Products
All products available with Software Assurance

Languages
All local languages
ANNUAL PAYMENTS
For institutions that want greater flexibility in managing technology expenditures, Software Assurance allows you to make payments annually, instead of one upfront payment. This lets you reduce initial costs and forecast annual software budget requirements.

Eligible Academic Customers
Academic Select, Campus/School Agreement

Eligible Products
All products available with Software Assurance

Provisions
For Academic Select purchases, initial payment is due at the time of order; balance is split in equal amounts to be paid at the start of year two and year three of the agreement term.
TECHNET ONLINE CONCIERGE CHAT

TechNet Online Concierge Chat offers one-on-one Web-based assisted search chat sessions between Microsoft online advisors support personnel and users to help them quickly locate information needed to troubleshoot technology issues.

Eligible Academic Customers

Academic Select with Software Assurance Membership (SAM), Campus/School Agreement

Provisions

- One designated individual per agreement will have access to Online Concierge Chat.
- Academic Select customers must have Software Assurance Membership (SAM) for Desktop and/or Systems pools and acquire qualifying Software Assurance licenses to receive IDs.

Languages

TECHNET PLUS
For server licenses with Software Assurance, IT professionals also have access to TechNet Plus Subscription content, featuring resources such as the knowledge base, utilities, drivers, and how-to articles to help them succeed. The TechNet Plus Subscription Media also includes access to beta release candidate software and evaluation copies of the latest applications.

Eligible Academic Customers
Academic Select with Software Assurance Membership (SAM) for Server pool, Campus/School Agreement with coverage for five or more servers

Eligible Products
See Microsoft Product List at www.microsoft.com/licensing for updates

- APPLICATION CENTER
- BACKOFFICE® SERVER
- BACKOFFICE SERVER W/BACKOFFICE CAL
- BIZTALK® FINSERV ENTERPRISE
- BIZTALK FINSERV STANDARD
- BIZTALK HIPPA ENTERPRISE
- BIZTALK HIPPA STANDARD
- BIZTALK MQSERIES ENTERPRISE
- BIZTALK ROSETTANET ENTERPRISE
- BIZTALK ROSETTANET STANDARD
- BIZTALK SAP ENTERPRISE
- BIZTALK SERVER ENTERPRISE
- BIZTALK SERVER STANDARD
- COMMERCE SERVER ENTERPRISE
- COMMERCE SERVER STANDARD
- CONTENT MGMT SERVER ENTERPRISE EDITION
- EXCHANGE CONFERENCING SERVER
- EXCHANGE SERVER – ENTERPRISE
- EXCHANGE SERVER- STANDARD
- HOST INTEGRATION SERVER
- ISA SERVER
- ISA SERVER ENTERPRISE EDITION
- MOM APPLICATION MGMT PACK
- MOM OPERATIONS MANAGER
- PROJECT SERVER
- PROXY SERVER
- SHAREPOINT PORTAL SERVER
- SQL SERVER ENTERPRISE EDITION
- SQL SERVER STANDARD EDITION
- SYSTEM MGMT SERVER
- WINDOWS 2000 ADVANCED SERVER
- WINDOWS 2000 SERVER
- WINDOWS NT® SERVER
- WINDOWS NT SERVER- ENTERPRISE
- WINDOWS NT SERVER- TERMINAL
- WINDOWS SERVER ENTERPRISE
- WINDOWS SERVER STANDARD

Provisions:
- One User ID per agreement entitles an individual to register and obtain access to the Subscriber-only online services site, including but not limited to: Online Concierge Chat, Managed Newsgroups, and premium content.
- One TechNet Plus Subscription Media per agreement, with unlimited installation on servers within your organization.
- Academic Select customers must have Software Assurance Membership (SAM) for Server pool
• Campus/School Agreement customers must have coverage for five or more servers through their Campus/School Agreement.
• To use pre-release software, terms and conditions apply. Please see your agreement for specific information.

Languages
Online services available in English only. Coming Soon: French, German, Spanish, Japanese, Simplified Chinese, Traditional Chinese, and Korean.
Subscription media available in English, Spanish, German, French, Italian, Portuguese, Japanese, Chinese, Korean, Thai and Middle Eastern languages.
MICROSOFT WINDOWS® PREINSTALLATION ENVIRONMENT (WINPE)
WinPE allows IT staff to build custom solutions that speed up deployment through automation so you spend less time and effort keeping desktops updated. WinPE is a minimal version of Windows XP that replaces DOS and can run Windows setup, scripts, and imaging applications.

Eligible Academic Customers
Academic Select with Software Assurance Membership (SAM), Campus/School Agreement

Provisions
- Academic Select customers must have Software Assurance Membership for Systems or Servers pool. For Servers, minimum of one qualifying Software Assurance license is required to qualify in addition to the SAM election.
- Qualifying customers receive one set of free media in their Campus/School Starter Kit or Academic Select Media Kit.

Languages
English only (helps deploy software in all languages).
CORPORATE ERROR REPORTING (CER)

CER gives IT professionals a clear and easy way to monitor and review error information so they can control deployment of fixes and resolutions. It provides the ability for applications and the operating system to collect and report on crashes in the system.

CER lets IT professionals map solutions to crashes by helping them
- Identify which systems are failing and why
- Connect to up-to-date knowledge and fixes
- Determine actionable information when escalation is required

IT staff have the ability to control the types of reports are sent to Microsoft.

Eligible Academic Customers
Academic Select License with Software Assurance Membership (SAM), Campus/School Agreement

Provisions
- Academic Select customers must have Software Assurance Membership on Systems, Applications or Server pool. For Servers, minimum of one qualifying Software Assurance license is required to qualify in addition to the SAM election.
- Customers can receive one set of free media.
- Campus/School Agreement customers must have coverage for Windows Professional Desktop Operating System or Office Professional

Languages
eLEARNING

Microsoft’s eLearning delivers one of the best student experiences, using streaming audio and video software demonstrations, hands-on exercises and animations, and courses designed by professional instructors. Employees take interactive modules and tutorials on various applications at anytime at their own PC, even offline. This flexibility makes it easier for faculty and staff to update their skills and stay current on information that can help them work more efficiently.

eLearning for the Desktop

Eligible Academic Customers
Academic Open, Academic Select, Campus/School Agreement

Provisions

- Fulfillment media can be downloaded from the MVLS download center
- Academic Open customers must purchase kits through your reseller.
- One seat of Microsoft Office training library per qualifying Office Software Assurance license (or number of machines covered by Campus/School Agreement Office Professional license coverage).
- One seat of Microsoft Windows training library per qualifying Windows Software Assurance license (or number of machines covered by for Campus/School Agreement Windows Upgrade license coverage).
- You may make additional copies of media as needed in order to install eLearning courses on licensed machines.
- Customers may order a different language version of the training library than they elected in the agreement if it’s available, and pay the associated media costs.

Languages

English, German, French, Japanese, Spanish, Italian, Brazilian Portuguese, Simplified Chinese, Traditional Chinese, Swedish, Dutch, Korean

Courses Available in September, 2003 (New courses will be added periodically)

- Advanced Training for Microsoft® Excel 2002
- Advanced Training for Microsoft® Outlook® 2002
- Advanced Training for Microsoft® Word 2002
- Deploying Microsoft® Office XP
eLearning for Servers

Eligible Academic Customers
Academic Open, Academic Select, Campus/School Agreement

Provisions
- One seat of full server training library per qualifying Server Software Assurance license.
- Fulfillment media can be downloaded from the MVLS download center at https://licensing.microsoft.com/eLicense/L1033/Default.asp.
- Academic Open customers must purchase kits through your reseller.
- You may make additional copies of media as needed in order to install eLearning courses on licensed machines.
- Customers may order a different language version of the training library than they elected in the agreement if it’s available, and pay the associated media costs.

Languages
English, Japanese, German, and French.
Courses Available in September, 2003 (New courses will be added periodically)

- Implementing and Managing Microsoft® Exchange 2000
- Administering a Microsoft® SQL Server® 2000 Database
- Programming a Microsoft® SQL Server® 2000 Database
- Microsoft Windows® 2000 Network and Operating System Essentials
- Implementing Microsoft® Windows® 2000 Professional and Server
- Implementing a Microsoft® Windows® 2000 Network Infrastructure
- Implementing and Administering Microsoft® Windows® 2000 Directory Services
- Deploying and Managing Microsoft Internet Security and Acceleration Server 2000
- Updating Support Skills from Microsoft® Windows NT® 4.0 to the Windows Server™ 2003 Family
EXTENDED LIFECYCLE HOT-FIX SUPPORT

The 90-day timeframe for Software Assurance customers to sign up for two years of additional non-security hot-fix support beyond the mainstream period of five years has been removed. It is not necessary to sign up or pay the initial fee for extended support prior to determining a need. This means customers do not pay for extended support unless hot fixes are required. As always, security fixes are automatically extended to customers.

Eligible Academic Customers
Academic Select with Software Assurance Membership (SAM), Campus/School Agreement

Eligible Products
All products that are eligible for Software Assurance (see Microsoft Product List at http://www.microsoft.com/lifecycle for details).

Provisions
- Customers may request hot-fixes for products in the Extended Lifecycle Support without signing an up-front contract.
- Customers with existing Premier Support agreements should work with their Technical Account Managers (TAMs) to determine their options.
- No-charge problem resolution support is limited to those products currently covered under Microsoft’s mainstream support lifecycle policy.
- Standard hot-fix fee applies for all requested hot-fixes.
- Customers must sign an Extended Support agreement at the time the hot-fix is requested.

Languages
All local languages supported.
Software Assurance Availability
You can get Software Assurance by including it with licenses acquired through Academic Open or Academic Select. For Campus/School Agreement, all products included in your specific agreement are covered by Software Assurance for the designated term.

If you acquire operating system or server software through retail Full Packaged Product (FPP) or an Original Equipment Manufacturer (OEM), you have 90 days to enroll that product in Software Assurance. Application product licenses acquired in retail or from an OEM may not be enrolled in Software Assurance.

IMPORTANT NOTE: The specific benefits included in Software Assurance vary according to your volume licensing agreement. Not all license types receive each benefit. Offerings may vary by region.

Desktop Offerings Chart
This chart shows the eligibility for the benefits offered with Software Assurance for desktop software acquired through Microsoft Academic Volume License programs.

<table>
<thead>
<tr>
<th>Offerings</th>
<th>Academic Open</th>
<th>Academic Select</th>
<th>Academic Select Software Assurance Membership (SAM)</th>
<th>Campus/School Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Version Rights</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Annual Payments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TechNet Online Concierge Chat</td>
<td></td>
<td></td>
<td>✅</td>
<td>✓</td>
</tr>
<tr>
<td>Tools</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WinPE</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Corporate Error Reporting</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eLearning</td>
<td>✅</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

Server Offerings Chart
This chart shows the eligibility for the benefits offered with Software Assurance for server software acquired through Microsoft Academic Volume License programs.

<table>
<thead>
<tr>
<th>Offerings</th>
<th>Academic Open</th>
<th>Academic Select</th>
<th>Academic Select Software Assurance Membership (SAM)</th>
<th>Campus/School Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Productivity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Version Rights</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
<td>✅</td>
</tr>
<tr>
<td>Annual Payments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TechNet Online Concierge Chat</td>
<td></td>
<td></td>
<td>✅</td>
<td>✓*</td>
</tr>
<tr>
<td>TechNet Plus</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓*</td>
</tr>
<tr>
<td>Extended Lifecycle Hot-fix Support</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Tools</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WinPE</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Corporate Error Reporting</td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Desktop eLearning</td>
<td>✅</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

*Minimum of 5 servers must be purchased via Campus/School Agreement to qualify.
# Availability and Localization of Benefits

<table>
<thead>
<tr>
<th>Language Localization Schedule</th>
<th>Q3CY03</th>
<th>Q4CY03</th>
<th>CY04</th>
</tr>
</thead>
<tbody>
<tr>
<td>eLearning (Desktop)</td>
<td>IT Pro: (E)</td>
<td></td>
<td>End-User: (E)</td>
</tr>
<tr>
<td></td>
<td>End-User: (C)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>eLearning (Server)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TechNet Online &amp; TechNet Plus</td>
<td>Online Concierge (A); Managed Newsgroups: (A)</td>
<td>Online Concierge: (E)</td>
<td>No other languages scheduled</td>
</tr>
<tr>
<td>Server Support</td>
<td>All local languages as today’s PSS Support</td>
<td></td>
<td>No other languages scheduled</td>
</tr>
<tr>
<td>Tools: WinPE &amp; CER</td>
<td>WinPE: (A); CER: (A)</td>
<td>CER (E)</td>
<td>No other languages scheduled</td>
</tr>
<tr>
<td>Training Vouchers</td>
<td>Courses: (D)</td>
<td></td>
<td>No other languages scheduled</td>
</tr>
</tbody>
</table>

Q = Quarter; CY = Calendar Year

## Language Groups:
- **Group A**: English
- **Group B**: All Above + French, German, Spanish
- **Group C**: All Above + Japanese
- **Group D**: All Above + Italian, Brazilian Portuguese, Traditional Chinese, Korean
- **Group E**: All Above + Dutch, Simplified Chinese, Swedish
Benefits Administration Scenario

Microsoft Volume Licensing Services (MVLS)

Available at [https://licensing.microsoft.com/eLicense/L1033/Default.asp](https://licensing.microsoft.com/eLicense/L1033/Default.asp), the Microsoft Volume Licensing Services (MVLS) site is an online resource to help you manage your Microsoft licensing agreements, access your licensing order information and purchase history, and administer Software Assurance benefits to the appropriate individuals in your organization.

From the site you can view your licensing information easily and in one place, including details about your Volume License agreements, license orders, and Volume License Product Keys.

Software Assurance Benefits Administration

To get the most from Software Assurance, it is recommended that you assign responsibility to a Benefits Administrator who will manage your benefits and track benefits consumption at Microsoft Volume Licensing Services (MVLS).

In the case of aggregated groups (such as statewide systems or consortia), benefits will be allocated to the agreement holder, who can distribute to members depending on program details.
Learn More about Software Assurance

We invite you to further explore how Software Assurance can benefit your organization. Please contact your Microsoft account manager or channel partner, or visit www.microsoft.com/education/?ID=SoftwareAssurance for more information.

Qualifying Licenses

For a list of Microsoft products eligible for Software Assurance benefits through Academic Open License or Academic Select License, refer to the Microsoft Product List at www.microsoft.com/licensing.
Glossary

Affiliate
Any eligible education customer that you own and/or control, that owns you and/or controls you, or that is under common ownership and/or control with you.

Agreement Number
The unique number assigned to the customer by Microsoft after receiving an initial order in a Microsoft Volume Licensing program.

Client Access License (CAL)
A license required for devices accessing certain Microsoft server products.

CTECs
See Microsoft Certified Technical Education Centers.

Effective Date
The date on which the term of a licensing agreement commences—typically the date on which Microsoft accepts the agreement.

Eligible Products
Those products to which the Software Assurance benefit or feature currently applies.

Enrollment
A Microsoft document which allows qualifying affiliates to acquire software under the terms of a Select License or Campus/School Agreement.

Extended Lifecycle Hot-fix Support
The 90-day timeframe for Software Assurance customers to sign up for two years of additional non-security hot-fix support beyond the mainstream period of five years has been removed. It is not necessary to sign up or pay the initial fee for extended support prior to determining a need. This means customers do not pay for extended support unless hot fixes are required.

Full Packaged Product (FPP)
Full Package Product offered through the distribution channel. Typically consists of physical, shrink-wrapped boxes, with one license per box. Contains media such as a floppy disk or CD for the licensed product, printed materials such as a user’s guide or product manual, and an End User License Agreement (EULA).
**License**
Any one of those offerings identified in the Microsoft Product List (including standard licenses, and upgrades for desktop operating systems) that provides the right to run the version of the product for which it is ordered.

**License & Software Assurance (L&SA)**
License and Software Assurance for any product ordered.

**Managed Newsgroups**
Online forums, monitored by Microsoft personnel for accuracy, that TechNet Plus customers can access to collaborate with industry peers in IT.

**Media**
Materials such as a floppy disk or CD ROM for a licensed software product. May also include printed materials such as a user’s guide or product manual. Microsoft customers receive media for licensed products in their Welcome Kit and with update shipments for products licensed in the initial order. They can order additional media during the agreement term for a charge.

**Microsoft**
Microsoft Corporation or the contracting Microsoft affiliate that executes Microsoft Volume Licensing agreements.

**Microsoft Certified Technical Education Centers (CTECs)**
Third-party training companies qualified by Microsoft to deliver instructor-led courses and online training on Microsoft technology to IT professionals and developers.

**Microsoft Core Client Access License**
The current version consists of Client Access Licenses for the following components: Microsoft Windows Server products, Exchange Server products, Microsoft Systems Management Server, and Microsoft SharePoint™ Portal Server products.

**Microsoft Volume Licensing Services (MVLS)**
A password-protected Web site that serves as a license management tool for customers. It displays a customer’s license status, agreement numbers, online records, and other license information.
New Version Rights
New Version Rights provide Software Assurance customers the ability to run the most current release of software that is commercially available.

OEM
See Original Equipment Manufacturer.

Open License
A Microsoft Volume Licensing program under which the customer may acquire licenses at a discount based on the size of its initial order (starting with a minimum order of five licenses). The customer (and its qualified affiliates, where applicable) may submit reorders under the same Open Authorization number at the established price level anytime during the two years following its initial order. An Open License agreement is entered into with each order placed. Open License is designed for customers who want easy, discreet transactions and the flexibility of acquiring licenses from a broad reseller channel.

Online Concierge Chat
A benefit of TechNet that offers one-on-one Web-based assisted search chat sessions between Microsoft online advisors and users to help quickly locate information needed to troubleshoot technology issues.

Original Equipment Manufacturer (OEM)
A company that is authorized by Microsoft to pre-load Microsoft products onto computers prior to shipment to the customer.

Pools
Microsoft products available through some Volume Licensing programs are categorized in the following pools: Applications, Systems, and Servers products. Prices are established according to the volume levels acquired in each category or “pool.”

Product List
The statement published by Microsoft from time to time (which may vary by region) which identifies the products available under the program and any product-specific conditions or limitations on the acquisition of licenses for the product.

Product Use Rights
Use of any product that is licensed by Microsoft is governed by product use rights specific to each product and version.
Renewal Period
Upon expiration of an annuity licensing agreement, customers have the option to renew for one to three additional years.

SAM
See Software Assurance Membership.

Secondary Use Rights
The right to install a second copy of certain application software products on a portable computer that extends exclusively to the primary user of the original copy.

Select License
A three-year Microsoft Volume Licensing agreement for organizations that want a volume discount based on the ability to forecast their costs. The Select License is designed for customers whose purchasing is decentralized, and who want the flexibility of licensing software products on a per license or on an ad hoc basis.

Server
A computer specifically designated to perform centralized data processing, file and print services, etc. A server license is the license to install and run a specific Microsoft product on a particular server.

Service Providers
Service Providers supply their customers with access to Microsoft software products through their services. This includes Web hosts application services providers, messaging and collaboration services providers, platform infrastructure providers, streaming media service providers, Web and Internet services providers, and independent software vendors with hosted applications running on Microsoft technologies.

Software Assurance
Provides the right to run the latest version of licensed product and the ability to spread payments annually. Also includes tools, training, and other benefits.

Software Assurance Membership
An integrated set of services and benefits for Enterprise Agreement customers, Campus/School Agreement customers, Select License customers who have chosen SAM for one or more product pools on their Select License enrollment, and Open Value customers who select the Company-
wide Option. In addition to new version benefits, SAM is designed to help customers more successfully deploy the software they’ve licensed with training and other offerings.

**TechNet**
TechNet is the comprehensive and authoritative set of tools, software, and resources for IT Professionals to successfully plan, deploy, manage, and support Microsoft products.

**TechNet Plus**
TechNet Plus is TechNet (defined above) Plus beta and evaluation software with specific use rights in addition to online access to Managed Newsgroups and access to Online Concierge Chat for online chat support in locating technical content. A TechNet Plus Subscription, consisting of content and resources for IT Professionals, is delivered monthly on CD media to enable installation on (and access via) company servers. Subscription resources include the knowledge base, tools, utilities, drivers, and how-to articles to help IT Professionals succeed.

**Windows Preinstallation Environment (WinPE)**
A tool based on Microsoft Windows XP Professional that IT professionals use to boot from CD, DVD, PXE, or a hard disk drive to help with deployment, administration, and user productivity.