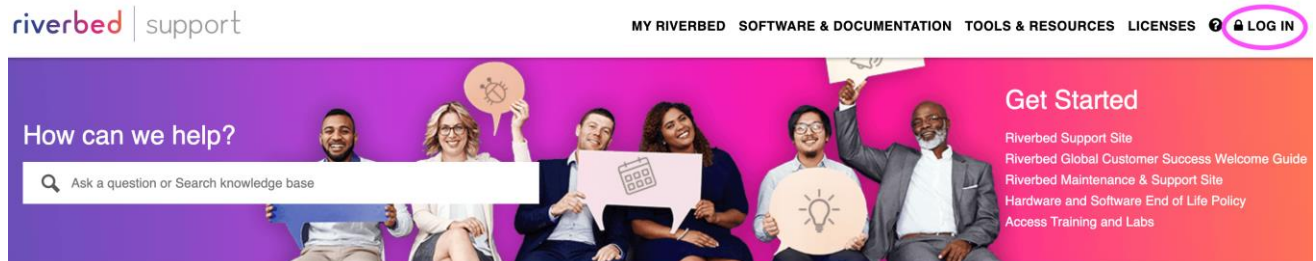


Trade-Up Support Portal Instructions

- 1) Go to <https://support.riverbed.com/>

The image shows a login form for the Riverbed Support Portal. At the top, the logo "riverbed | support" is centered. Below the logo are two input fields: "Email" and "Password". Under the "Password" field is a checkbox labeled "Remember email" which is checked. Below the checkbox is the text "By signing in, you agree to our Terms of use." At the bottom of the form is a large red button labeled "Log in". Below the button are three links: "Reset Password", "Register", and "Access Partner Center".

- 2) If you already have a support account set up, log in with your email/password. If you don't have a support account, click the Register link and fill out the registration form (screenshot below). You will need to enter a serial number in the Product Identifier field. A temporary password will be emailed to you.

Register

Complete this form to request a temporary password. When your request is approved, you will receive a temporary password by email.

*First Name:


*Last Name:

*Email:

*Company:

*Phone:

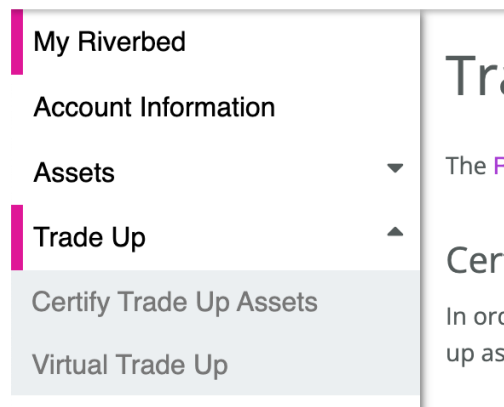
*Time Zone:

*Product Identifier:
Enter serial number, permit number or token.
Note: Do not use license request key (activation) 

OR



3) Click on the “Trade Up” link under My Riverbed.



4) Click Certify Trade Up Assets

5) Certifying Trade-up assets as recycled or retired:

Step 1: Select form and assets. Choose either a recycling or retirement form

- Choose either a recycling or retirement form

- Select assets that you want to certify. Only assets that are eligible for the Trade Up program will appear. Note: assets with a trade up status of “In Progress” means that the asset has already been submitted for certification.

STEP 1: SELECT FORM AND ASSETS -

Choose a form to submit:

Certificate of retirement
 Certificate of recycling through a Riverbed partner

← Choose the form you want to submit

Choose Account: Choose Assets:

Equity Office Properties All Products

<input type="checkbox"/>	Product Name	Product Identifier	Trade Up Status
	SteelHead 2020	D12WV2345E12X	In Progress
	SteelHead 3520	D12WV2345E12X	In Progress
	SteelHead 520	D12WV2345E12X	In Progress
	SteelHead 520	D12WV2345E12X	In Progress
<input type="checkbox"/>	SteelHead 520	D12WV2345E12X	
	SteelHead 520	D12WV2345E12X	In Progress
<input type="checkbox"/>	SteelHead 520	D12WV2345E12X	
<input type="checkbox"/>	SteelHead 520	D12WV2345E12X	

STEP 2: REVIEW FORM AND SUBMIT +

STEP 3: CONFIRMATION +

Check the box in the table header is you want to select all eligible assets

Check the individually to submit a few assets at a time

Assets with "In Progress" trade up status means that the assets has been submitted before and cannot be re-submitted again.

Once the transaction is complete, the assets will no longer appear in this table.

Step 2: Review Form and Submit

- Step 2 provides a preview of the information that you’re about to submit. Make sure that the account information, type of form and assets are accurate.
- You must confirm that you have read and accept the terms and conditions before submitting the form.

STEP 1: SELECT FORM AND ASSETS +

STEP 2: REVIEW FORM AND SUBMIT -

Account: Company ABC
Submitted by: Firstname Lastname
Email: abc@domain.com
Date: August 17, 2016

Account information will auto populate based on the user who's logged in.

The type of form will also be noted

The following assets is being submitted for **Recycling:**

Product Name	Product Identifier
SteelHead 520	D12WV2345E12X
SteelHead 520	D12WV2345E12X
SteelHead 520	D12WV2345E12X
SteelHead 520	D12WV2345E12X

Agreement must be checked to enable the submit button

I certify that the above products have been retired or recycled in accordance with local environmental standards and will no longer be used in a production environment. I further certify that the above products have been traded up for new Riverbed products. Under the terms of the **Trade Up Program**, Riverbed will provide credit for the unused maintenance support for the recycled or retired product(s). Failure to meet the Terms and Conditions of the Trade Up Programs may result in the loss of discounts/credits on product purchased through it.

STEP 3: CONFIRMATION +

Step 3: Confirmation

- Step 3 provides confirmation and what to expect next.

In addition, customers will receive an email confirmation with an Excel file attached. See example below:

The screenshot shows a Microsoft Excel spreadsheet titled "assets.xls". The ribbon includes Home, Layout, Tables, Charts, SmartArt, Formulas, Data, and Review. The Home ribbon is active, showing options for Edit, Font, Alignment, Number, Format, Cells, and Themes. The spreadsheet data is as follows:

	A	B	C	D	E	F
1	ACCOUNT NAME:	Company ABC				
2	SUBMITTE BY:	Firstname Lastname				
3	TITLE:	VP Technical Operations				
4	EMAIL:	abc@domain.com				
5	SUBMISSION DATE:	August 17, 2016				
6	CERTIFICATE TYPE	RECYCLE				
7						
8	PRODUCT	SERIAL NUMBER	SUPPORT START DATE	SUPPORT END DATE	CONTRACT NUMBER	SUBMISSION DATE
9	SteelHead 520	D12WV2345E12X	February 1, 2011	January 31, 2012	#####	August 17, 2016
10	SteelHead 520	D12WV2345E12X	February 1, 2011	January 31, 2012	#####	August 17, 2016
11	SteelHead 520	D12WV2345E12X	February 1, 2011	January 31, 2012	#####	August 17, 2016
12	SteelHead 520	D12WV2345E12X	February 1, 2011	January 31, 2012	#####	August 17, 2016
13						
14						
15						
16						

- 6) If you choose the Recycle form, our recycling partner – MCubed, will reply within 2 business days regarding shipping details and a tag number for future reference. Shipping materials are not included.