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EASYLABEL Multi – User Survey

PURPOSE: The purpose of this survey is for EASYLABEL Europa to gather information about the customer's site. It is used to determine whether the end-user's network is of the proper type and configuration to work well with the EASYLABEL Multi – User software. We use this information technical purposes only and is kept strictly confidential.

THIS SURVEY SHOULD BE COMPLETED BY A NETWORK ADMINISTRATOR, NETWORK MANAGER, IS/IT MANAGER OR EQUIVALENT.

PART 1 – Company Information

Date: _____

Reseller: _____ Sales Person: _____ Email: _____

End-User: _____ Contact: _____ Network Administrator: _____

Address 1: _____ Address 2: _____

City: _____ State: _____ Zip/Postal Code: _____

Tel: _____ Ext.: _____ Country: _____

Fax: _____ Email: _____

PART 2 – Network Information

The network is a:

- LAN (Local Area Network)
- WAN (Wide Area Network)

If WAN, what is the bandwidth/speed being used:

- 56k
- ISDN
- T1
- T3
- Other

If Other, please explain:

Total number of clients connected to this network? _____

Are they all at this location?

YES

NO

If NO, please explain:

Required number of clients for the EASYLABEL Multi - User?

5

10

25

Other _____

Are they all at this location?

YES

NO

If NO, please explain:

Will EASYLABEL Multi - User be installed and used on the same sub network? It is recommended that a separate license be used for each subnet.

YES

NO

If NO, please explain if there are any firewalls, routers, bridges or switches being used:

If using firewalls, routers, bridges or switches, are they configured to redirect UDP packets?

YES

NO

Clients use TCP/IP port number 22347 to access the server via the network, are there any other applications using this port?

YES

NO

File Server and Version (including Service Packs):

- Microsoft Windows NT
Version: _____ Service Packs: _____
- Microsoft Windows 2000 Server
Version: _____ Service Packs: _____
- Microsoft Windows 2000 Advanced Server
Version: _____ Service Packs: _____
- Novell NetWare
Version: _____ Service Packs: _____

Client Operating Systems (check all that apply):

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT 4
- Microsoft Windows 2000 Professional
- Microsoft Windows ME
- Microsoft Windows XP

Networking Protocols Being Used:

File Server(s):

- IPX/SPX
- Microsoft TCP/IP
- NetBEUI
- Novell TCP/IP (NOTE: Novell TCP/IP is NOT supported)
- NWLink

Clients:

- IPX/SPX
- Microsoft TCP/IP
- NetBEUI
- Novell TCP/IP (NOTE: Novell TCP/IP is NOT supported)
- NWLink

IP Addressing:

- Static
- DHCP (Dynamic Host Configuration Protocol)

If using DHCP, it is best if the machine designated as the “WIBU Key Server” is set to *permanently* lease an IP Address. Is this possible?

- YES
- NO

If NO, please explain:

If DHCP is necessary on the client machines, a valid IP Address must be assigned to the default gateway. Is this a problem?

- NO
 YES

If YES, please explain:

The UDP packets that are sent across the network will cause some additional network traffic. The WIBU Key Server will poll the clients every 300 seconds. Will that be a problem on this particular network?

- NO
 YES

If YES, please explain:

Using DNS (Domain Name Server):

- NO
 YES

If YES, where in relation to this site is the DNS:

***Once this survey is received and reviewed, you will receive notification via email, fax or phone within 48 hours regarding any possible issues uncovered. If no issues exist, your reseller must issue a PO # for the order. No software will ship without a PO #.**

The completed survey should be faxed to the attention of:

Allison Antalek
Fax: + 33 (0) 3 90 40 53 10