



Wibu Support Services

Services

WIBU
SYSTEMS

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1 Overview Wibu Services

Wibu Services provides you comprehensive support along the complete lifecycle of your products.

Our Pre-Sales Consulting Team supports you in evaluating our solutions for protecting and licensing your software.

With Wibu Consulting Services we support you in the design phase of your solution. In close cooperation with you our Wibu Consulting Services Team works out the optimal concept protecting and licensing your software. No matter what your focus is: revenue increases by secure protection or cost reduction by process optimizing and licensing integration. Our experts with many years of know-how stand by.

In addition, our Wibu Professional Services Team supports you in implementing your concept. Save your valuable time while introducing and implementing. Use our knowledge and experience to meet your individual requirements: fast, easy, and cost-saving. For example, our service portfolio covers: implementing a license update client, graphical customizing, individual exception handling modules, and integration into ERP solutions.

With Wibu Training Services we offer you easy introduction into the areas software protection and licensing. Our training courses are available as open training in Karlsruhe (price per participant) and a company training (price per day).

Wibu Support Services supports you while operating your solution. Our Wibu Support Services Team assists you in error diagnostics and error fixing: in the protected software on the end user PC and in the licensing solution on your servers.

Our Wibu Operating Services Team hosts your licensing solution on our servers. Save the efforts installing and configuring a separate CodeMeter License Central: let us operate your solution and you easily access your licensing data via the internet.



2 Wibu Support Services

Wibu-Systems provides you three service levels: "Free", "Silver", and "Gold". Select the package meeting your requirements.

2.1 Scope of Services

2.1.1 Hotline

Our Wibu Support Services Team assists you in error diagnostics and error fixing and is available to you in Germany workdays (Monday through Friday) from 8 a.m. to 5 p.m. per phone or per e-mail. We provide a First Level Support Hotline for your users and a Second Level Hotline (including a priority phone number) for you as software developer.

2.1.2 Wibu Knowledge Base

The Wibu Knowledge Base is available to you 24 hours 7 days a week via internet. Here you find in a FAQ database answers to frequently asked questions.

2.1.3 Support via Remote Access

Our support experts assist you and your users in error diagnostics and error fixing in the protected software via remote access. This requires an internet connection of the respective PC.

Depending on the selected service level the remote maintenance additionally covers support when integrating the software protection schemes CodeMeter | CodeMeterAct into your software.

2.1.4 Consulting Services | Professional Services

Depending on the selected service level the service packages covers up to two days of Consulting Services | Professional Services. These can be called up either as security audits or as maintenance work at CodeMeter License Central.

A security audit covers the security check of your protected software preventing pirated copies and reverse engineering.

Maintenance work at CodeMeter License Central covers, for example, the import of updates.

Services in excess can be ordered at a special price.

2.1.5 On-site Option

Using the on-site option you have the opportunity to get one of our consultants in-house or send the consultant to your customer. The time spent is billed by a special price, travel expenses accounted by actual costs.

The on-site support covers error diagnostics and error fixing, consultation for secure integration of software protection into your software, consultation to integrate CodeMeter License Central into your processes, and importing updates into CodeMeter License Central.

2.1.6 Personal Contact Person

Using the option of a personal contact person provides you with a designated contact person from the Wibu Support Services Team already familiar with your requirements and system environment. On processing your inquiry this contact person will preferentially answer your questions.

2.1.7 Response Times

The response time – during the specified hotline hours – is defined as the time period between inquiry receipt and processing start by a technician of Wibu-Systems. On starting of the processing you will receive a respective feedback. For example, in

the case of a response time of 9 hours and an inquiry receipt at 4 p.m. the processing will start not later than 4 p.m. the following day.

The guaranteed response time depends on the service level selected and the priority of your inquiry:

Priority 1: Showstopper

An error which is reproducible for several systems and for which no workaround is available, e.g. several different clients cannot collect licenses from CodeMeter License Central.

Priority 2: Moderate Error

An error which affects a single system, e.g. a special client cannot collect the license form CodeMeter License Central while the other clients work properly.

Priority 3: Flaw

An error which has marginal effects on operating the solution or for which a workaround exists, e.g. a display error in CodeMeter License Central.

2.1.8 Updates

In the case of updates we distinguish:

CodeMeter Runtime

CodeMeter SDK (AxProtector, Software Protection API, CodeMeter Core API, programming applications, samples, etc.)

CodeMeter License Central Desktop Edition

CodeMeter License Central Internet Edition (subversion)

CodeMeter License Central Internet Edition (main version)

2.1.9 Anti-piracy Option

Using the anti-piracy option increases the protection level of you software. Wibu-Systems takes over for you the search for pirated copies of your protected software. This option covers a monthly report, acquiring the crack (if possible), analyzing the crack, and recommendation of counter-measures.

2.2 Service Level Agreements Compared

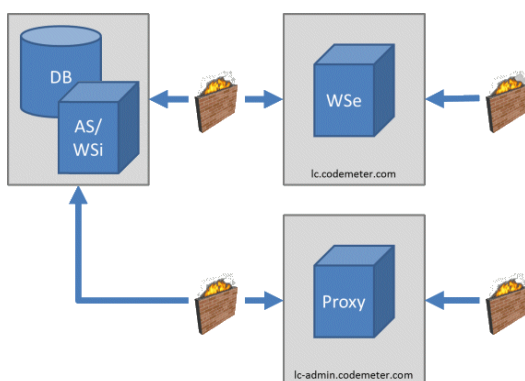
Service	Free	Silver	Gold
Error diagnostics and error fixing support via e-mail	✓	✓	✓
Error diagnostics and error fixing support via e-mail for the end user	✓	✓	✓
Error diagnostics and error fixing support via phone	✓	Priority hotline	Priority hotline
Error diagnostics and error fixing support via phone for the end user	✓	✓	✓
Error diagnostics and error fixing support via remote access	✓	✓	✓
Error diagnostics and error fixing support via remote access for the developer	✓	✓	✓
Access to the Wibu Knowledge Base	✓	✓	✓
Remote maintenance and remote support for CodeMeter License Central		✓	✓
Remote support on question regarding integration into the software		✓	✓
Consulting Services Professional Services included (security audits, import of updates, product maintenance, administration and configuration)		1 day	2 days
Option for on-site support (price per day plus travel expenses and charges)			✓ 1,000.00 €
Guaranteed response time (in working hours for priority 1 priority 2 priority 3)		2 9 18	1 4 9
Individual contact person		✓	✓
Updates CodeMeter Runtime, CodeMeter SDK, CodeMeter License Central Desktop Edition	✓	✓	✓
Updates CodeMeter License Central Internet Edition (sub version)	✓	✓	✓
Updates CodeMeter License Central Internet Edition (main version)		✓	✓
Price (per year)	Free of charge	4,000.00 €	8,000.00 €
Anti-piracy option (price per year)		Optional 3,000.00 €	Optional 2,000.00 €

3 Wibu Operating Services

Wibu Operating Services runs your CodeMeter License Central. You have the option to select between a Datacenter Edition and a Dedicated Server.

3.1 Architecture and Security

A hosted CodeMeter License Central uses the recommended standard installation. A distinction is made between the WebServer intern (WSi) and the WebServer extern (WSe). Both access the Database (DB) using the Application Server (AS).



Architecture Overview

We provide two different accesses to the CodeMeter License Central for you and your customers:

- 1 Your customer accesses the collecting pages (Depot) of the CodeMeter License Central using `lc.codemeter.com`. These pages are customizable to your corporate design and internal processes. Optionally our Wibu Professional Service Team does this for you.
- 2 You use a protected access (`https`) to access `lc-admin.codemeter.com`. You have full access to the WebServer intern and are able to perform all actions yourself you would otherwise also perform if having an in-house CodeMeter License Central. The access covers a client certificate authenticating your PC with the CodeMeter License Central.

This two-tier architecture, WSe in the DMZ and the rest behind the firewall, we offer you state-of-the-art security. Even if an attacker should be successful to access the first server using an exploit, access to the database is still prevented. Coupled with our internal early-warning system we are able to react before an attacker is able to access your license data.

Your access to the CodeMeter License Central is protected by `https`, client certificate, and user name/password.

3.2 Scope of Service with Wibu Operating Services

A system is secure only if kept updated. This task covers the greater part of Wibu Operating Services. Moreover, the services cover:

- 1 Providing a server for the CodeMeter License Central
- 2 Installing and configuring the CodeMeter License Central
- 3 Importing operating system updates
- 4 Importing CodeMeter License Central updates
- 5 Monitoring availability
- 6 Monitoring and performing attack counter-measures
- 7 Daily database backup

3.3 Integration Options

For the integration into an online shop all Connectors are available. The protection of the connection between online shop and CodeMeter License Central is individually configured depending on online shop options. For example, Connectors are available for Digital River, element5, share*it!, and Cleverbridge shops.

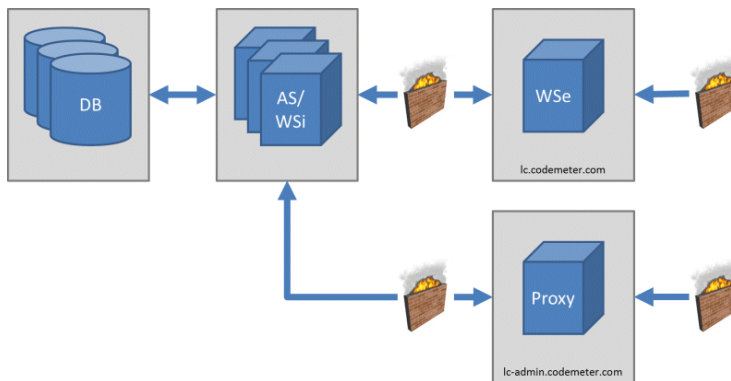
For direct license collecting from within your software our Standard Gateways are available.

3.4 Datacenter Edition

The CodeMeter License Central Datacenter Edition presents a cost-effective beginner version. You share a computer with other vendors but databases are separated. This architecture allows us to offer this cost-effective version.

Separated databases do not limit security considerations.

The Depot web pages on WSe are completely customizable to your individual corporate design. No restrictions apply.



CodeMeter License Central Datacenter Edition

Access is feasible either using lc.codemeter.com or lc-admin.codemeter.com.

3.5 Dedicated Server

If you opt for a Dedicated Server, you get an individual virtual machine with your CodeMeter License Central.

As part of this option you are able to use your own extensions, e.g. ticket binding to a serial number, and to directly access all webservice.

3.6 Features Datacenter Edition – Dedicated

Service	DataCenter Edition	Dedicated Server
Server providing	✓	✓
Installing and configuring CodeMeter License Central	✓	✓
Importing of operating system updates	✓	✓
Importing CodeMeter License Central updates	✓	✓
Monitoring availability	✓	✓
Monitoring and performing attack counter-measures	✓	✓
Daily database backup	✓	✓
Internet connection	✓	✓
Access to WebServer intern (client certificate)	✓	✓
Access to Connectors and Gateways	✓	✓
Customizable Depot pages	✓	✓
Access to all webservices		✓
Individual extension of CodeMeter License Central extensions		✓
CodeMeter License Central administration rights		✓
Availability	Best effort	Best effort
Price (per month)	150.00 €	400.00 €

Hosting Options CodeMeter License Central Compared

A migration from a Datacenter Edition to a Dedicated Server hosting option is feasible at any time.

We recommend the combination with a support agreement. Consulting and Professional Services included in the agreement are offset against hosting fees. Please inquire for an individual, custom-tailored offer.

4 About Wibu Systems



WIBU-SYSTEMS AG was founded in 1989 by Oliver Winzenried and Marcellus Buchheit with a mission to provide state-of-the-art solutions for protecting and licensing software and digital media. Products from Wibu-Systems support virtually all operating systems and come in a broad variety of form factors, including independency and the variety of form factors, including USB, PC Card, Express Card, Compact Flash Card, SD Card, MicroSD-Card, and ASIC. Applications include software for desktop PCs, servers, embedded systems, mobile, smart phones, and cloud computing.

Wibu-Systems is a privately-held corporation with a worldwide staff of 80, the majority in the headquarters facility in Karlsruhe, Germany. Subsidiaries are in Seattle (USA), Shanghai, and Beijing (China), with sales offices as well in Belgium, Great Britain, the Netherlands, Portugal and Spain, and distributors in more than 25 countries. Corporate efforts stress achieving world-class quality in the areas of security, reliability, durability, support, and customer service.

More than 6,000 independent software vendors (ISV) rely on *CodeMeter*, *CodeMeterAct*, and *WibuKey* to sell more products by reducing piracy and increasing the flexibility of their licensing models. Products include:

- └ *CodeMeter*, Wibu's newest architecture, allows for multiple ISVs to share a single dongle, easy online license transfers, and up to 8GB of flash memory
- └ *CodeMeterAct* is a software-based solution that protects software by binding to the characteristics of an individual PC
- └ *CodeMeter License Central* creates, manages, and delivers licenses with integration into sales and ERP systems
- └ *SmartShelter* allows for secure encryption of PDF documents
- └ *CodeMeter SDL* (Secure Data Layer) protects data files including audio, video, and database
- └ *Authentication Solutions* allow for easy and safe access to websites and hosted software applications (SaaS).

Wibu-Systems is a certified ISO 9001:2008 manufacturer and is an active member of BITKOM, VDMA, SIIA, and participates with standards organizations such as PCMCIA, USB Implementers Forum, and the SD Card Association. Additionally, Wibu-Systems is a Microsoft Gold Certified Partner, Windows Embedded Partner, and partner in developer programs of Apple, Adobe, Autodesk, Wind River, and others. Products from Wibu-Systems have received multiple industry awards including the SIIA CODiE Award for "Best Digital Rights Management" solution and the international iF Product Design Award. The company is leading different research projects with universities and other companies, in parts funded by the German BMBF and BMWi. Examples include Pro-Protect with the aim of providing effective solutions to the manufacturing sector against product counterfeiting, VitaBIT for secure mobile solutions for health care, SumoDacs with solutions for mobile data access, and both MimoSecco and S4Cloud in the realm of cloud computing.

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