Wibu Services

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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 for protecting and licensing your software. No matter what your focus is: revenue increase by secure protection or cost reduction by process optimization 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 during introduction and implementation. Use our knowledge and experience to meet your individual requirements: fast, easy, and cost-saving. For example, our service portfolio covers: implementation of a license update client, graphical customization, individual exception handling modules, and integration into ERP solutions.

With Wibu Training Services we offer you easy introduction into the areas of software protection and licensing. Our training courses are available as open training in Hengelo (NL), Driebergen (NL), Antwerp (B), Bletchley (UK), Paris (FR), Lyon (FR) and Madrid (ES); in-company training is also possible. Wibu-Systems organizes several product trainings for the implementation of software protection, software licensing, document protection, media protection, and access control.

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 yourself from the effort of installing and configuring a separate CodeMeter License Central and let us operate your solution, you can always manage the CLC via remote access.

2 Wibu Training Services

You can register for an open training or a special session with an unlimited amount of participants from your company. The trainings are held either at the locations mentioned below or in-house. The sessions will be held in English, French, Dutch, German or Spanish. For the in-house trainings please add the travel expenses for the consultant to the costs mentioned below.

For the open courses you pay per participant, the maximum amount of participants is 12. The trainings start at 09:00 hour at the Wibu offices in Bletchley Park (UK) Madrid (ES), Paris (FR), Hengelo (NL) and Antwerp (B). There are also sessions in Driebergen (NL) and Lyon (FR). In the event that a training covers more than 3 participants, booking an in-house training pays off. The number of participants then is unlimited. In-house trainings can be adapted to meet your specific requirements, if the training you need is not described in this brochure please contact us. WibuConcepts, the consultancy department of Wibu-Systems, can organize a session on demand.

For CEOs, CTOs, Product Managers, Software Development Managers and Software Architects that would like to know more about the challenges in software licensing and software protection and the basics of CodeMeter and the CodeMeter License Central we organise masterclasses about licensing & protection of software. Please go to section 2.11 on page 12 for more details.

2.1 Protection and Licensing of Software

Protection and Licensing of Software			
Course number:	6310-21-100 | 6310-21-200		
Dates of the open sessions:	Wednesday, September 4th, 2013	Hengelo (NL)	Beveiliging en Licentiëring van Software
	Tuesday, September 24th, 2013	Milton Keynes (UK)	Protection and Licensing of Software
	Wednesday, October 2nd, 2013	Madrid (ES)	Protección de Software y Gestión de Licencias
	Tuesday, November 5th, 2013	Antwerp (B)	Beveiliging en Licentiëring van Software
	Tuesday, November 12th, 2013	Paris (FR)	Protection des logiciels et gestion des licenses
	Tuesday, November 26th, 2013	Driebergen (NL)	Beveiliging en Licentiëring van Software
	Monday, December 2nd, 2013	Lyon (FR)	Protection des logiciels et gestion des licenses
	Tuesday, January 21st, 2014	Hengelo (NL)	Beveiliging en Licentiëring van Software
	Wednesday, February 19th, 2014	Milton Keynes (UK)	Protection and Licensing of Software
	Wednesday, March 5th,2014	Madrid (ES)	Protección de Software y Gestión de Licencias
	Thursday, March 27th, 2014	Antwerp (B)	Beveiliging en Licentiëring van Software
	Tuesday, April 29th, 2014	Paris (FR)	Protection des logiciels et gestion des licenses
	Tuesday, May 27th, 2014	Driebergen (NL)	Beveiliging en Licentiëring van Software
	Tuesday, June 24th, 2014	Lyon (FR)	Protection des logiciels et gestion des licenses
Agenda:	09:00 – 09:30 Registration, coffee and tea		
	09:30 – 11:00 Welcome, overview, CodeMeter basics – license management		
	11:00 – 12:30 AxProtector & IxProtector – Automatic and individual integration		
	12:30 – 13:30 Lunch		
	13:30 – 15:00 Activation of licenses, realisation of license models, advanced features		
	15:00 – 16:00 Hands-on (Please bring a notebook with your application)		
	16:00 – 16:30 Questions & Answers		
Requirements:	No previous knowledge required		
Target group:	Software Developers, Product Managers		
Available as:	6310-21-100: Seat in the open 1-day training		£ 373 / € 399
	6310-21-200: In-house training (excl. travel-costs)		£ 1122 / € 1200

2.2 Protection and Licensing of .NET Applications

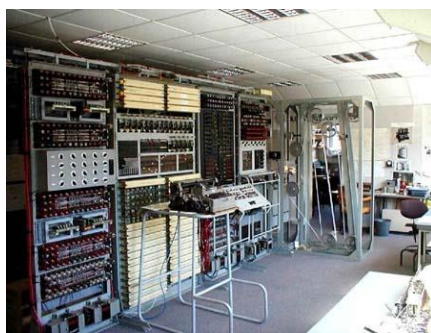| Protection and Licensing of .NET Applications			
Course number:	6310-22-100 | 6310-22-20		
Dates of the open sessions:	Wednesday, September 4th, 2013	Hengelo (NL)	Beveiliging en Licentiëring van .NET Applicaties
	Tuesday, September 24th, 2013	Milton Keynes (UK)	Protection and Licensing of .NET Applications
	Wednesday, October 2nd, 2013	Madrid (ES)	Protección de Software .NET y Gestión de Licencias
	Tuesday, November 5th, 2013	Antwerp (B)	Beveiliging en Licentiëring van .NET Applicaties
	Tuesday, November 12th, 2013	Paris (FR)	Protection des logiciels .NET et gestion des licenses
	Tuesday, November 26th, 2013	Driebergen (NL)	Beveiliging en Licentiëring van .NET Applicaties
	Monday, December 2nd, 2013	Lyon (FR)	Protection des logiciels .NET et gestion des licenses
	Tuesday, January 21st, 2014	Hengelo (NL)	Beveiliging en Licentiëring van .NET Applicaties
	Wednesday, February 19th, 2014	Milton Keynes (UK)	Protection and Licensing of .NET Applications
	Wednesday, March 5th, 2014	Madrid (ES)	Protección de Software .NET y Gestión de Licencias
	Thursday, March 27th, 2014	Antwerp (B)	Beveiliging en Licentiëring van .NET Applicaties
	Tuesday, April 29th, 2014	Paris (FR)	Protection des logiciels .NET et gestion des licenses
	Tuesday, May 27th, 2014	Driebergen (NL)	Beveiliging en Licentiëring van .NET Applicaties
	Tuesday, June 24th, 2014	Lyon (FR)	Protection des logiciels .NET et gestion des licenses
Agenda:	09:30 – 11:00 Welcome, overview, CodeMeter basics – license management 11:00 – 12:30 AxProtector & IxProtector – Automatic and individual integration 12:30 – 13:30 Lunch 13:30 – 15:00 Activation of licenses, realisation of license models, advanced features 15:00 – 16:00 Hands-on (Please bring a notebook with your application) 16:00 – 16:30 Questions & Answers		
Requirements:	No previous knowledge required		
Target group:	Software Developers, Product Managers		
Available as:	6310-22-100: Seat in the open 1-day training 6310-22-200: In-house training (excl. travel-costs)		£ 373 / € 399 £ 1122 / € 1200

Photo 3, 4, and 5: UK-Training centre, Bletchley Park, with the famous Enigma coding machines and the Colossus, world's first electronic computer.

2.3   CodeMeter License Central and Back-Office Integration

CodeMeter License Central and Back-Office Integration			
Course number:	6311-11-100 | 6311-11-200		
Dates of the open sessions:	Thursday, September 5th, 2013	Hengelo (NL)	CodeMeter License Central en Back-Office Integratie
	Wednesday, September 25th, 2013	Milton Keynes (UK)	CodeMeter License Central and Back-Office Integration
	Thursday, October 3rd, 2013	Madrid (ES)	CodeMeter License Central e Integración Back-Office
	Wednesday, November 6th, 2013	Antwerp (B)	CodeMeter License Central en Back-Office Integratie
	Wednesday, November 13th, 2013	Paris (FR)	CodeMeter License Central et Intégration Back-Office
	Wednesday, November 27th, 2013	Driebergen (NL)	CodeMeter License Central en Back-Office Integratie
	Tuesday, December 3rd, 2013	Lyon (FR)	CodeMeter License Central et Intégration Back-Office
	Wednesday, January 22nd, 2014	Hengelo (NL)	CodeMeter License Central en Back-Office Integratie
	Thursday, February 20th, 2014	Milton Keynes (UK)	CodeMeter License Central and Back-Office Integration
	Thursday, March 6th, 2014	Madrid (ES)	CodeMeter License Central e Integración Back-Office
	Friday, March 28th, 2014	Antwerp (B)	CodeMeter License Central en Back-Office Integratie
	Wednesday, April 30th, 2014	Paris (FR)	CodeMeter License Central et Intégration Back-Office
	Wednesday, May 28th, 2014	Driebergen (NL)	CodeMeter License Central en Back-Office Integratie
	Wednesday, June 25th, 2014	Lyon (FR)	CodeMeter License Central et Intégration Back-Office
Agenda:	09:00 – 09:30 Registration, coffee and tea		
	09:30 – 10:30 CodeMeter License Central – basics		
	10:30 – 11:30 Configuration of products		
	11:30 – 12:30 Architecture and protocols		
	12:30 – 13:30 Lunch		
	13:30 – 14:00 Connector – automatic creation of tickets		
	14:00 – 14:30 Gateway – getting licenses from your application using a Gateway		
	14:30 – 15:00 Further settings and installation		
	15:00 – 16:00 Hands-on (Please bring a notebook with your application)		
	16:00 – 16:30 Questions & Answers		
Requirements:	Basic knowledge of CodeMeter		
Target group:	Software Developer, Administrator, Web-Programmer		
Available as:	6311-11-100: Seat in the open 1-day training		£ 373 / € 399
	6311-11-200: In-house training (excl. travel-costs)		£ 1122 / € 1200

Photo 1: Wibu-office & training centre in Hengelo (NL)

Photo 2: Wibu-office & training centre in Madrid (ES)

2.4 User training CodeMeter License Central Desktop

User training CodeMeter License Central Desktop			
Course number:	6311-21-100		
Dates of the open sessions:	Thursday, September 5th, 2013	Hengelo (NL)	CodeMeter License Central Desktop
	Wednesday, September 25th, 2013	Milton Keynes (UK)	CodeMeter License Central Desktop
	Thursday, October 3rd, 2013	Madrid (ES)	CodeMeter License Central Desktop
	Wednesday, November 6th, 2013	Antwerp (B)	CodeMeter License Central Desktop
	Wednesday, November 13th, 2013	Paris (FR)	CodeMeter License Central Desktop
	Wednesday, November 27th, 2013	Driebergen (NL)	CodeMeter License Central Desktop
	Tuesday, December 3rd, 2013	Lyon (FR)	CodeMeter License Central Desktop
	Wednesday, January 22nd, 2014	Hengelo (NL)	CodeMeter License Central Desktop
	Thursday, February 20th, 2014	Milton Keynes (UK)	CodeMeter License Central Desktop
	Thursday, March 6th, 2014	Madrid (ES)	CodeMeter License Central Desktop
	Friday, March 28th, 2014	Antwerp (B)	CodeMeter License Central Desktop
	Wednesday, April 30th, 2014	Paris (FR)	CodeMeter License Central Desktop
	Wednesday, May 28th, 2014	Driebergen (NL)	CodeMeter License Central Desktop
	Wednesday, June 25th, 2014	Lyon (FR)	CodeMeter License Central Desktop
Agenda:	09:00 – 09:30 Registration, coffee and tea		
	09:30 – 10:30 CodeMeter License Central Desktop		
	10:30 – 11:30 Configuration of products		
	11:30 – 12:30 Hands-on (Please bring a notebook with your application)		
	12:30 – 13:30 Lunch		
Requirements:	No previous knowledge required		
Target group:	Sales Employees, Support Employees, Product Manager		
Available as:	6311-21-100: Seat in the open 1/2-day training		£ 186 / € 199

2.5 User training CodeMeter License Central Internet

User training CodeMeter License Central Internet		
Course number:	6311-21-200	
Agenda:	09:00 – 09:30 Registration, coffee and tea	
	09:30 – 09:45 Welcome, overview	
	09:45 – 11:30 CodeMeter basics, license management	
	11:30 – 12:30 CodeMeter License Central – basics	
	12:30 – 13:30 Lunch	
	13:30 – 15:00 Configuration of products	
	15:00 – 16:00 Hands-on (Please bring a notebook with your application)	
	16:00 – 16:30 Questions & Answers	
Requirements:	No previous knowledge required	
Target group:	Sales Employees, Support Employees, Product Manager	
Available as:	6311-21-200: In-house training (excl. travel-costs)	£ 1122 / € 1200

2.6   Protection and Licensing of Java Applications

Protection and Licensing of Java Applications		
Course number:	6310-13-200	
Agenda:	09:00 – 09:30 Registration, coffee and tea 09:30 – 09:45 Welcome, overview 09:45 – 11:00 CodeMeter basics, license management 11:00 – 11:30 AxProtector for Java – automatic integration 11:30 – 12:30 Possibilities for individual implementation with the Core-API 12:30 – 13:30 Lunch 13:30 – 14:00 Activation of Licenses with CodeMeter 14:00 – 14:30 Realisation of license models with CmDongle & CmActLicense 14:30 – 15:00 CodeMeter – advanced features 15:00 – 16:00 Hands-on (Please bring a notebook with your application) 16:00 – 16:30 Questions & Answers	
Requirements:	No previous knowledge required	
Target group:	Java-Developer, Product Manager, Support Employees	
Available as:	6310-13-200: In-house training (excl. travel-costs)	£ 1122 / € 1200

2.7   Software protection with the CodeMeter Core-API

Software protection with the CodeMeter Core-API		
Course number:	6310-31-200	
Agenda:	09:00 – 09:30 Registration, coffee and tea 09:30 – 09:45 Welcome, overview 09:45 – 11:00 CodeMeter basics, license management 11:00 – 11:30 Cryptography basics 11:30 – 12:30 Possibilities for individual implementation with the Core-API 12:30 – 13:30 Lunch 13:30 – 14:00 Activation of Licenses with CodeMeter 14:00 – 14:30 Realisation of license models with CmDongle & CmActLicense 14:30 – 15:00 CodeMeter – advanced features 15:00 – 16:00 Hands-on (Please bring a notebook with your application) 16:00 – 16:30 Questions & Answers	
Requirements:	Programming knowledge in C, C++, C#, or Delphi	
Target group:	Software Developer	
Available as:	6310-31-200: In-house training (excl. travel-costs)	£ 1402 / € 1500

2.8   Software protection with the WibuKey

Software protection with the WibuKey		
Course number:	6320-13-200	
Agenda:	09:00 – 09:30 Registration, coffee and tea 09:30 – 09:45 Welcome, overview 09:45 – 11:00 WibuKey basics – license management 11:00 – 12:30 AxProtector & IxProtector for .NET – Automatic and individual Integration 12:30 – 13:30 Lunch 13:30 – 14:00 Realisation of license models 14:00 – 14:30 Programming of licenses 14:30 – 15:00 Simultaneous integration of CodeMeter 15:00 – 16:00 Hands-on (Please bring a notebook with your application) 16:00 – 16:30 Questions & Answers	
Requirements:	No previous knowledge required	
Target group:	Software Developer, Product Manager, Support Employees	
Available as:	6320-13-200: In-house training (excl. travel-costs)	£ 1122 / € 1200

2.9   Document Protection with SmartShelter and the CodeMeter Secure Data Layer

Document Protection with SmartShelter and the CodeMeter Secure Data Layer		
Course number:	6313-11-200	
Agenda:	09:00 – 09:30 Registration, coffee and tea 09:30 – 09:45 Welcome, overview 09:45 – 11:00 CodeMeter basics, license management 10:30 – 11:00 Protection of PDF-files with SmartShelter PDF 11:00 – 12:00 Encryption of all sorts of documents with AxProtector 12:00 – 13:00 Lunch 13:00 – 13:30 Decryption of protected documents with CodeMeter SDL (Secure Data Layer) 13:30 – 14:00 Delivery of CodeMeter SDL 14:00 – 15:00 CodeMeter License Central – basics 15:00 – 16:00 Hands-on (Please bring a notebook with your application) 16:00 – 16:30 Questions & Answers	
Requirements:	No previous knowledge required	
Target group:	Product Manager, Support Employees	
Available as:	6313-11-200: In-house training (excl. travel-costs)	£ 1122 / € 1200

2.10 Secure access to web sites and web applications with CodeMeter Identity

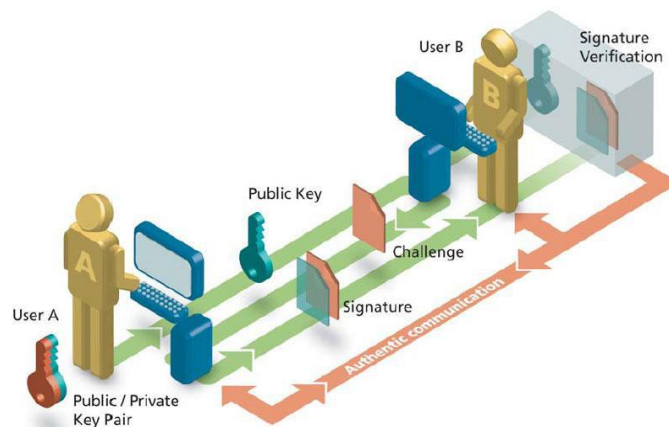| Secure access to web sites and web applications with CodeMeter Identity		
Course number:	6315-11-200	
Agenda:	09:00 – 09:30 Registration, coffee and tea 09:30 – 09:45 Welcome, overview 09:45 – 11:00 CodeMeter basics, license management 11:00 – 11:30 Authentication with asymmetric cryptography 11:30 – 12:30 Integration at the server-side 12:30 – 13:30 Lunch 13:30 – 14:30 Integration at the client-side 14:30 – 15:00 Delivery of the CodeMeter Runtime 15:00 – 15:30 Transfer of the keys 15:30 – 16:00 Hands-on (Please bring a notebook with your application) 16:00 – 16:30 Questions & Answers	
Requirements:	No previous knowledge required	
Target group:	Web-Programmer, System administrator	
Available as:	6315-11-200: In-house training (excl. travel-costs)	£ 1122 / € 1200

Figure 2: Web Authentication with CodeMeter Identity

2.11 Masterclasses Software Monetisation, Licensing & Protection

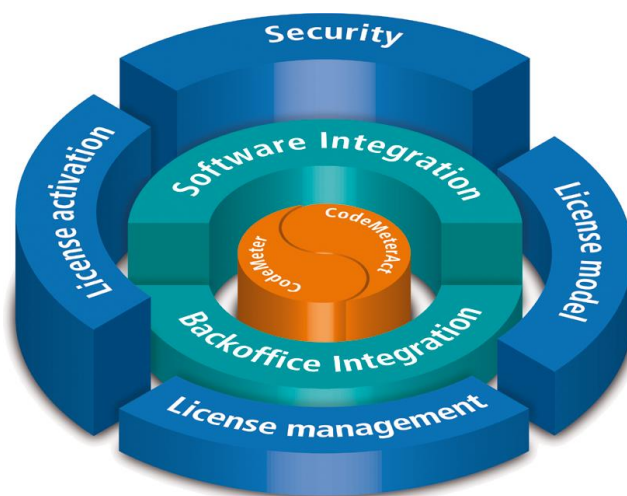| Masterclasses Software Monetisation, Licensing & Protection	
Course number:	6311-21-100
Dates of the open sessions:	Thursday, June 27th, 2013 Enschede (NL) 11:00 – 15:00 hour Monday, September 23rd, 2013 London (UK) 11:00 – 15:00 hour Tuesday, September 24th, 2013 Brussels (B) 11:00 – 15:00 hour Wednesday, September 25th, 2013 Eindhoven (NL) 11:00 – 15:00 hour Thursday, October 24th, 2013 Utrecht (NL) 11:00 – 15:00 hour Thursday, November 28th, 2013 Rotterdam (NL) 11:00 – 15:00 hour Wednesday, December 4th, 2013 Antwerp (B) 11:00 – 15:00 hour More dates and locations on: - NL+B: http://www.wibu.com/nl/masterclass.html - FR+B+LUX: http://www.wibu.com/fr/seminaires-secure-code.html - UK+IRL+PT: http://www.wibu.com/uk/training-reverse-engineering-protection.html - ES: http://www.wibu.com/es/proteccion-ingenieria-inversa.html
Agenda:	Topics: • Code protection against illegal use • Software protection against reverse engineering • Software monetisation, licensing of software, hardware and software-based • Back-Office integration Our special offer: • Free entrance to our Masterclass that includes lunch or diner • A free unrestricted CodeMeter test-kit to test our technology • A free upgrade of your CodeMeter for CodeMeter holders
Requirements:	No previous knowledge required
Target group:	CEO, CTO, Product Manager, Software Development Manager and Software Architect
Available as:	Please contact our sales for your free seat in this 3-hour

Figure 1: Integration of CodeMeter(Act) in the software and Back-Office

3   Wibu Support Services

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

3.1   Scope of Services

3.1.1   Hotline

Our Wibu Support Services Team assists you in error diagnostics and error fixing and is available to you per phone or e-mail:

- In case of Free, Silver & Gold Support: workdays in The Netherlands from 8:30 a.m. to 5:00 p.m. (GMT+1)

- In case of Rhine Gold Support: workdays in Germany from 8:00 a.m. to 5:00 p.m. (GMT+1). We provide a First Level Support Hotline for your users and a Second Level Hotline (incl. a priority phone number) for you as software developer

3.1.2   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. See http://www.wibu.com/en/faq-codemeter.html.

3.1.3   Support via Remote Access

In case of Silver Support or higher the experts also assist you and your users in error diagnostics and error fixing in the protected software via remote access. The remote maintenance additionally covers support prior to the release, when integrating the software protection schemes of CodeMeter (CmDongle & CmActLicense) into your software.

3.1.4   Personal Contact Person

In case of Silver Support or higher 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.

3.1.5   Annual Service Review

In the service levels "Gold" and "Rhine Gold", your personal contact person creates a project description of all specific requirements, general conditions and your individual implementation during an annual, one day workshop. This ensures that your service cases will be processed on the highest quality level on base of the latest information.

3.1.6 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 4:00 p.m. the processing will start not later than 4:30 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.

3.1.7 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)

3.1.8 Anti-piracy Option

Using the anti-piracy option increases the protection level of your 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.
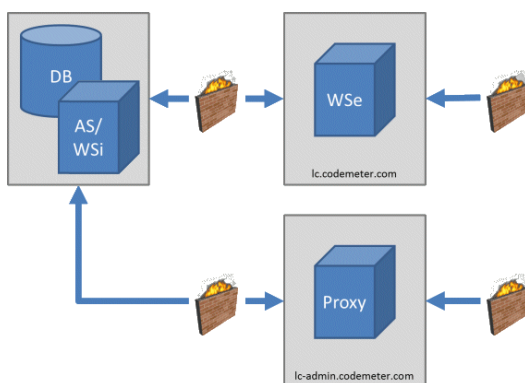
3.2   Service Level Agreements Compared

Service	Free	Silver	Gold	Rhine Gold From Karlsruhe
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	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		✓	✓	✓
Guaranteed response time (in working hours for priority 1 | priority 2 | priority 3)		3 | 18 | 27	2 | 9 | 18	1 | 4 | 9
Individual contact person		✓	✓	✓
Maximum amount of persons that receive direct support		2	4	4
Annual Service Review			✓	✓
Updates CodeMeter Runtime, CodeMeter SDK, CodeMeter License Central Desktop Edition	✓	✓	✓	✓
Updates CodeMeter License Central Internet Edition		✓	✓	✓
Price (per year)	Free of charge	€ 2000 £ 1870	€ 4000 £ 3740	€ 8000 £ 7480
Anti-piracy option		Price on request	Price on request	Price on request

4   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.

4.1   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:

- Your customer accesses the collecting pages (Depot) of the CodeMeter License Central using lc.codemeter.com. These page are customizable to your corporate design and internal processes. Optionally our Wibu Professional Service Team does this for you.

- 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.

4.2   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:

- Providing a server for the CodeMeter License Central

- Installing and configuring the CodeMeter License Central

- Importing operating system updates

- Importing CodeMeter License Central updates

- Monitoring availability, we guarantee that it will be at least 99,9%

- Monitoring and performing attack counter-measures

- Daily database backup

4.3   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.
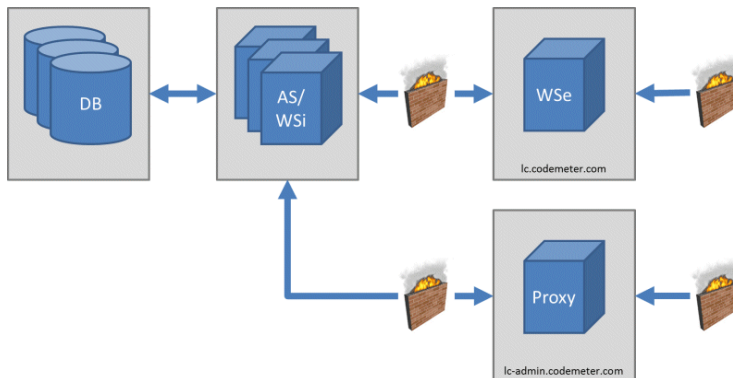
For direct license collecting from within your software our Standard Gateways are available.

4.4   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.

4.5   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 webservices.

4.6   Features

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	99,9%	99,9%
Price (per month)	€ 200 £ 187	€ 400 £ 374

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.

WIBU-SYSTEMS offers a service level agreement for hosted solutions with an availability of 99,9 % for the "DataCenter Edition" and "Dedicated Server". Exempt are hereby planned times for service maintenance.

5   About Wibu Systems

WIBU-SYSTEMS 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|34, 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 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* and *WibuKey* to sell more products by reducing piracy and increasing the flexibility of their licensing models. Products include:

- *CodeMeter CmDongle*, Wibu's newest architecture, allows for multiple ISVs to share a single dongle, easy online license transfers, and up to 8GB of flash memory

- *CodeMeter CmActLicense* is a software-based solution that protects software by binding to the characteristics of an individual PC

- *CodeMeter License Central* creates, managers, 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 project 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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