SmartNode Redirect Server

Administrator's Reference Guide

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About this Guide

This *SmartNode Redirect Server Administrator's Reference Guide* describes how to configure functionalities of of the SmartNode's redirection server through both the Web Management Interface (WMI) and the XMLRPC interface.

Audience

This guide is intended for the following users:

- Operators
- Installers
- Maintenance technicians

Structure

This guide contains the following chapters and appendices:

Chapter 1   **Introduction**

Chapter contents

Software Overview

The purpose of the Redirect Server is provide devices with information about the location of a redirect target. This can happen either by a simple HTTP-Redirect for each request or, if supported by the client, by a special formated file containing the URL for further requests.

You can manage users, groups, device entries and location entries using the Web Management Interface (see and/or the XML-RPC interface.

Getting Started with the WMI

To access the Web Management Interface (WMI) for the SmartNode Redirect Server, open a web browser and go to https://redirect.patton.com/login. Enter your username and password associated with your service subscription, then click Login to access the system.
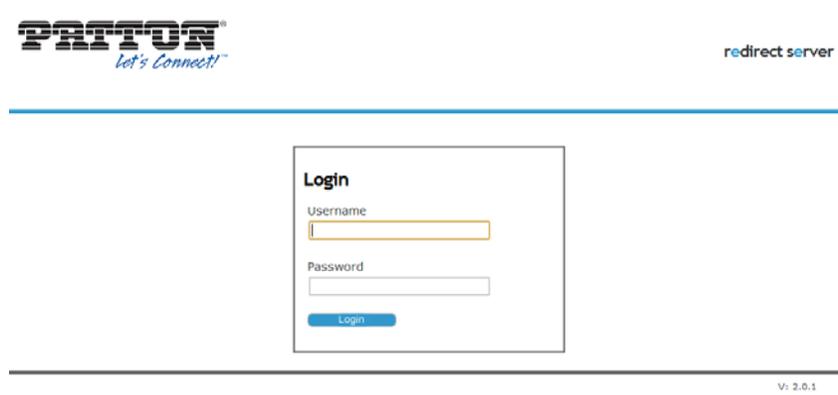
Figure 1. Logging into the WMI

Getting Started with XML-RPC

The XMLRPC-interface provides the same functionality as the Redirect Server Web Management Interface (WMI). It can be used to manage users, groups, device entries and location entries according to the permission of a user.

To access the Redirect Server functions, you may use any XML-RPC client. The example below uses Ruby to access the server: You can reach our service on URL https://redirect.patton.com/rpc.

```
require 'rubygems'
require 'xmlrpc/client'

server = XMLRPC::Client.new("redirect.patton.com ", "/rpc", 80)
begin
  users = server.call("users.get", "login", "password")
rescue XMLRPC::FaultException => e
  puts "Error:\n#{e.faultCode}\n#{e.faultString}"
end
```

Each method requires the user's login as the first parameter and the user's password as the second parameter. Other parameters vary from function to function. Functions only available for users with admin status are

marked with an [A]. Functions that are available for admin users as well as users in a supervisor group are marked with an [S].

Chapter 2 **Users**

Chapter contents

Overview

This chapter describes configuring and managing users in the SmartNode Redirect Server.

Users are organized in hierarchical groups. Device and location entries are assigned to groups. Every User of a group has access to all entries of its group. There are three types of user status: normal users, supervisors and administrators. supervisors are also known as resellers. The supervisor status is defined in a group, all users of a group with supervisor status inherit the supervisor status.

* `Basic users` can access and change their own details and user group details, and create and modify device and location entries. They can also add, delete, and modify users in their own group, as well.

* `Supervisors` can perform all of these actions for clients, as well as create, edit and delete sub-groups and users. Supervisor is a group right, which applies to all basic users of a group.

You may manage users via the WMI (see "Managing Users with the WMI" on page 14) or the XML-RPC interface (see"Managing Users with XML-RPC" on page 16). To configure and manage user groups, refer to Chapter 3, "Groups" on page 18.

Managing Users with the WMI

When you first login to the Redirect Server, the `User` configuration page displays. You may also click on `Users` from the main menu.

Users Groups Locations Devices

Login successful!

Users of TestTel
Show user details of **danny.staub**

Login ⬍	Name ⬍	Is Admin ⬍
danny.staub	Staub, Danny	🔍 ✏️
zsolt.erdei	Erdei, Zsolt	🔍 ✏️ 🗑️

Users of subgroups

Login ⬍	Group ⬍	Contact Person ⬍	A ⬍

☐ New user
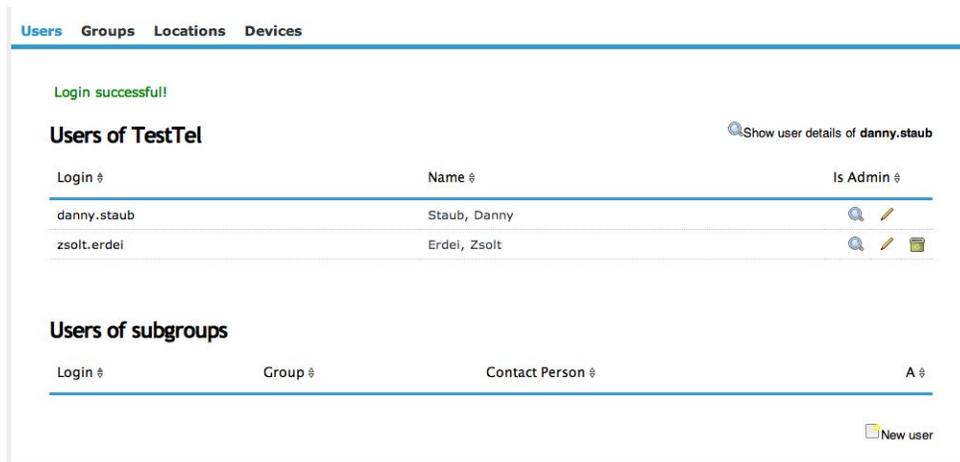
Figure 2. Users List

The `Users` page lists all of the existing and current users in the system. User entries show the login name, the group name and the full name of the user.

Additionally, icons on the `Users` page provide certain functions. Click on the `Magnifying Glass` to show all details of the user, click the `Pencil` to edit the user login and profile information, and click the `Recycle Bin` to delete a user. Click on the `New User` link at the bottom of the page to add a new user.

Adding Users

To add a new user, click on the `New User` link [New user] at the bottom of the `Users` page. The `New User` configuration page displays.
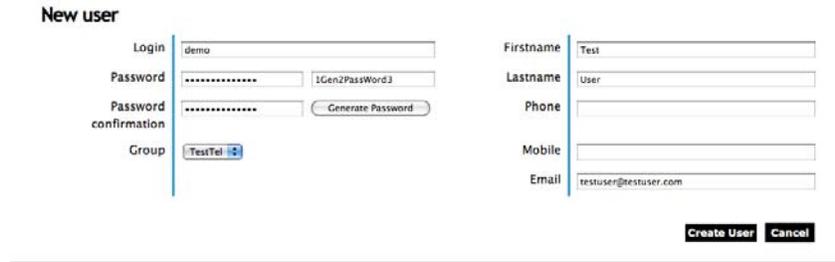
Figure 3. New User

Enter the details for the new user. You may either enter your own password, or have the system create one for you. If desired, click the `Generate Password` button to have the system create the password. Note the new password in the text field above the button. Click the `Create User` button to proceed. The `User Details` page displays (see Figure 4 on page 15).

Modifying User Details

To view or change details for a specific user, click on the `Magnifying Glass` icon [🔍] in the row of the user on the `Users` page. The `User Details` page displays.
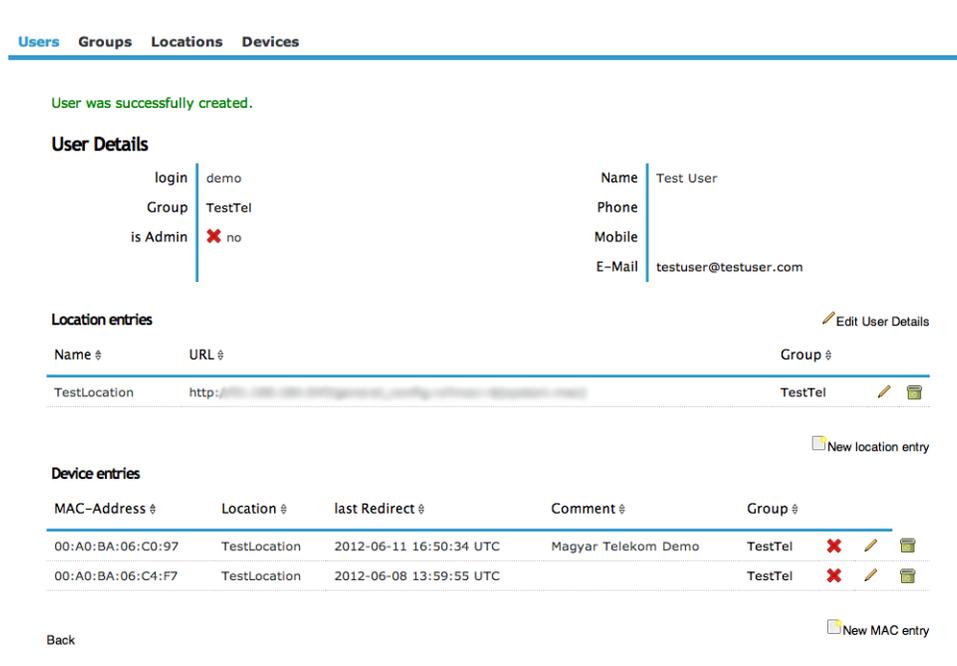
Figure 4. User Details

To modify details for a specific entry, click the `Pencil` icon to edit entry information, and click the `Recycle Bin` to delete an entry.

The `User Details` page shows the login name of the user, the group if existent, whether the user is an Administrator, the contact information of the user and a list of the location and device entries.

The `Contact Details` section contains the name of the user, phone number and e-mail address.

The `Location` and `Device` entries are consistent with the entries found under `Locations` and `Devices` in the main menu. However, this `User Details` page only shows entries that are related to the particular user.

Deleting Users

To remove a user, click on the `Recycle Bin` icon 🗑 in the row of the user on the `Users` page. A confirmation message displays. Click `Yes` to confirm the deletion. The system refreshes the `Users` page to remove the entry for the user.

Managing Users with XML-RPC

This section lists functions for managing users with an XML-RPC client:

- Display current user list: see "users.get"

- Display specific user information: see "user.get"

- Add a new user: see "user.create [S]" on page 17

- Change the details of a user: see "user.update" on page 17

- Remove a user: see "user.delete [S]" on page 17

users.get
`Arguments:`   login, password
`Returns:`   List of users as XML
`Description:` Displays a list of all the users that this particular user is allowed to view

user.get
`Arguments:`   login, password, id or login
`Returns:`   User as XML
`Description:` Displays details about a particular user. The user is identified either by the *id (integer)* or by the *login (string)*. If the user is not found, the system will return an XMLRPC::FaultException.

user.create [S]

Arguments: login, password, user_xml
Returns: The newly created user or a system error message
Description: Creates a new user, specified by a short XML block. If there are problems creating the user, the system returns an error message. The option *<is-admin>* only displays if the function is called by an admin. The option *<group-id>* only displays if the function is called by an admin or supervisor.
Example:

```
<user>
  <email>email@example.com</email>
  <firstname>Bernd</firstname>
  <is-admin type="boolean">false</is-admin>
  <lastname>Mustermann</lastname>
  <login>bernd</login>
  <mobile>+49170 123456</mobile>
  <phone>+4930 123456</phone>
  <group-id type="integer">2</group-id>
</user>
```

user.update

Arguments: login, password, user_xml
Returns: The updated user or a system error message
Description: Updates a user's profile, specified by a short XML block. If there are problems updating the user, the system returns an error message. The user_xml looks like the example above to create a new user. it can also have a tag: *<id>5</id>*. If the id-tag is present, you may search for the user by *id* or *login*.

user.delete [S]

Arguments: login, password, id or login
Returns: Message confirming the deletion
Description: Removes a specified user. The user is identified either by the *id (integer)* or by the *login (string)*. If the user is not found, the system will return an XMLRPC::FaultException.

Chapter 3   Groups

Chapter contents

Overview

This chapter describes configuring and managing user groups in the SmartNode Redirect Server.

You may manage groups via the WMI (see "Managing User Groups with the WMI" on page 19) or the XML-RPC interface (see"Managing User Groups with XML-RPC" on page 21). To configure and manage individual users, refer to Chapter 2, "Users" on page 13.

Managing User Groups with the WMI

Click on Groups from the main menu to view all relevant groups in the system.

Figure 5. Groups List

The Groups page lists all of the existing and current groups in the system. Regular users are redirected automatically to their own group details page. Also, if the group is a reseller, a yellow R will display in the group's entry in the Groups list.

Additionally, icons on the Groups page provide certain functions. Click on the Magnifying Glass to show all details of the group, click the Pencil to edit the group profile information, and click the Recycle Bin to delete a group. Click on the New Group link at the bottom of the page to add a new group.

Adding Groups

To add a new group, click on the New Group link ☐New group at the bottom of the Groups page. The New Group configuration page displays. (Only supervisors may add new groups).

Enter the details for the new group, and specify whether the group is a reseller. Click the **Create Group** button to proceed. The updated **Group List** page displays.

Figure 6. New Group

Modifying Group Details

To view or change details for a specific group, click on the **Magnifying Glass** icon 🔍 in the row of the group on the **Groups** page. The **Group Details** page displays.

Figure 7. Group Details

To modify details for a specific entry, click the `Pencil` icon to edit entry information, and click the `Recycle Bin` to delete an entry. If the Group is marked as reseller, the users of the group can create sub-groups and users as well.

> **Note**   `WARNING!` If a Group is deleted, all of its related device and location entries will be removed permanently from the system.

The `Group Details` page shows detailed information of a certain group. The `Contact Details` section contains the name of the group and the physical address. The `Users` and `Groups` entries are consistent with the entries found under `Users` and `Groups` in the main menu. However, this `Group Details` page only shows entries that are related to the particular group.

Deleting Groups

To remove a group, click on the `Recycle Bin` icon 🗑 in the row of the group on the `Groups` page. A confirmation message displays. Click `Yes` to confirm the deletion. The system refreshes the `Groups` page to remove the entry.

Managing User Groups with XML-RPC

This section lists functions for managing groups with an XML-RPC client:

- Display current group list: "groups.get" on page 21

- Display specific group information: "group.get" on page 21

- Add a new group: "group.create [S]" on page 22

- Change the details of a group: "group.update" on page 22

- Remove a group: "group.delete [S]" on page 22

groups.get
`Arguments:`   login, password
`Returns:`   List of users as XML
`Description:` Displays a list of all the groups that this particular user is allowed to view

group.get
`Arguments:`   login, password, id or name
`Returns:`   Group as XML
`Description:` Displays details about a particular group. The group is identified either by the *id (integer)* or by the *name (string)*. If the group is not found, the system will return an XMLRPC::FaultException.

group.create [S]

Arguments: login, password, group_xml
Returns: The newly created group or a system error message
Description: Creates a new group, specified by a short XML block. If there are problems creating the group, the system returns an error message. The options *<is-supervisor>* and *<supervisor-id>* only display if the function is called by an admin or responsible supervisor.
Example:

```
<group>

 <city>Braunschweig</city>

 <country>Niedersachsen</country>

 <name>BELNET GmbH</name>

 <is-supervisor type="boolean">true</is-supervisor>

 <street>Christian-Pommer-Str.</street>

 <street-number>23</street-number>

 <supervisor-id type="integer">2</supervisor-id>

 <zip>38112</zip>

</group>
```

group.update

Arguments: login, password, group_xml
Returns: The updated group or a system error message
Description: Updates a group's profile, specified by a short XML block. If there are problems updating the group, the system returns an error message. The group_xml looks like the example above to create a new group. It can also have a tag: *<id>5</id>*. If the id-tag is present, you may search for the user by *id* or *name*.

group.delete [S]

Arguments: login, password, id or name
Returns: Message confirming the deletion
Description: Removes a specified group. The group is identified either by the *id (integer)* or by the *name (string)*. If the group is not found, the system will return an XMLRPC::FaultException.

Chapter 4 Locations

Chapter contents

Overview

This chapter describes creating and managing location entries (redirection targets) in the SmartNode Redirect Server. You may manage locations via the WMI (see "Managing Locations with the WMI" on page 24) or the XML-RPC interface (see "Managing Locations with XML-RPC" on page 25).

Managing Locations with the WMI

Click on `Locations` from the main menu to view all relevant redirection targets in the system.

Figure 8. Locations List

The `Locations` page lists all of the existing and current redirection target locations in the system. The location entries are listed with name and URL. The name is only necessary for internal use to have a better handling while assigning devices to locations. Reseller and administrators can also see the owner group for each location entry.

The location URL is formatted according to RFC3986. A scheme like "`http`" or "`tftp`" must be included. If no scheme is specified, the system automatically adds "`http`".

URL-Strings can also contain variables which will then be substituted by values from the query string. For example, the URL-String "*https://${user}:${passwd}@example.com/${path}*" called with a URL-request of "*http://example.de/device-00123a000007.cfg?user=alice&passwd=Ye2ju&path=some/file*" could be redirected to the target: "*https://alice:Ye2ju@example.com/some/file*". The exact behavior of redirect matching differs according to setup.

`Example:`

A location entry may look like the following for a simple config provisioning using the MAC address of the device(s).

URL: tftp://10.10.10.10/${mac}.cfg

Device entries can be grouped together through different location entries. All device entries in a group can be given a new target by changing a single location entry. (Refer to Chapter 5, "Devices" on page 27 for more information about managing device entries).

Additionally, icons on the `Locations` page provide certain functions. Click the `Pencil` to edit the location information, and click the `Recycle Bin` to delete a location entry. Click on the `New Location` link at the bottom of the page to add a new location entry.

Adding Locations

To add a new location, click on the `New Location` link ☐New location entry at the bottom of the `Locations` page. The `New Location` configuration page displays.
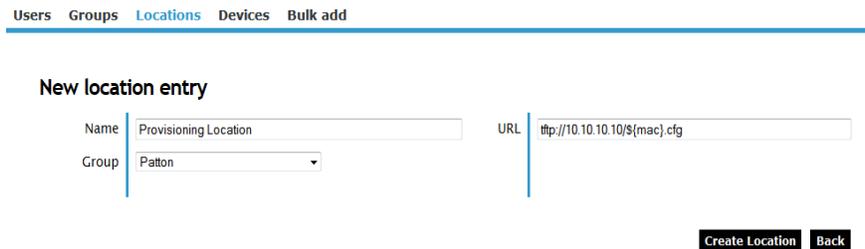
Figure 9. New Location

Enter the details for the new location, and specify the owner group. Click the `Create Location` button to proceed. The updated `Location List` page displays.

Modifying Location Details

To view or change details for a specific location, click on the `Pencil` icon ✎ in the row of the location entry on the `Locations` page. The `Location Details` page displays (which is similar to figure 9 above). Click the `Update Location` button to save your changes.

Deleting Locations

To remove a location entry, click on the `Recycle Bin` icon 🗑 in the row of the location entry on the `Locations` page. A confirmation message displays. Click `Yes` to confirm the deletion. The system refreshes the `Locations` page to remove the entry.

Managing Locations with XML-RPC

This section lists functions for managing locations with an XML-RPC client:

- Display current location list: "locations.get" on page 26
- Display specific location information: "location.get" on page 26
- Add a new location: "location.create" on page 26
- Change the details of a location: "location.update" on page 26
- Remove a location: "location.delete" on page 26

locations.get

Arguments: login, password

Returns: List of location entries as XML

Description: Displays a list of all the locations that this particular user is allowed to view

location.get

Arguments: login, password, id

Returns: Location entry as XML

Description: Displays details about a particular location entry. If the location is not found, the system will return an XMLRPC::FaultException.

location.create

Arguments: login, password, location_xml

Returns: The newly created location entry or a system error message

Description: Creates a new location entry, specified by a short XML block. If there are problems creating the location, the system returns an error message. The option *<group-id>* only displays if the function is called by an admin. If the address is specified without a "http://" or similar prefix, the prefix "http:/" will be added automatically.

Example:

```
<location>

  <url>https://192.168.1.130/gemeinschaft/prov/vendor</url>

  <name>local Gemeinschaft server</name>

  <group-id>5</group-id>

</location>
```

location.update

Arguments: login, password, location_xml

Returns: The updated location entry or a system error message

Description: Updates a location's profile, specified by a short XML block. If there are problems updating the location, the system returns an error message. The location_xml looks like the example above to create a new location. The location entry must have an *id* tag: *<id>5</id>*. You may search for the location by *id*.

location.delete

Arguments: login, password, id

Returns: Message confirming the deletion

Description: Removes a specified location entry. The location is identified by the *id (integer)*. If the location entry is not found, the system will return an XMLRPC::FaultException.

Chapter 5   Devices

Chapter contents

Overview

This chapter describes creating and managing device entries in the SmartNode Redirect Server. You may manage devices via the WMI (see "Managing Devices with the WMI" on page 28) or the XML-RPC interface (see"Managing Devices with XML-RPC" on page 29).

Managing Devices with the WMI

Click on Devices from the main menu to view all relevant device entries in the system for the current user.

Figure 10. Devices List

The Devices page lists current device entries related to the user that is logged in. The device entries are listed with the 12 digit hexadecimal MAC address, the currently selected redirection target, time of the last redirection, a user comment, its group and if the address has clearance for redirection.

MAC addresses are displayed with a colon between every second digit.

The information about the last redirect can be helpful to solve possible problems; it indicates if the device has reached the redirect server at all.

Device entries can be grouped together through different location entries. All device entries in a group can be given a new target by changing a single location entry. (Refer to Chapter 4, "Locations" on page 23 for more information about managing location entries).

Additionally, icons on the Devices page provide certain functions. Click the Pencil to edit the device information, and click the Recycle Bin to delete a device entry. Click on the New Device link at the bottom of the page to add a new device entry.

Adding Devices

To add a new device, click on the New Device link ☐New Device entry at the bottom of the Devices page. The New Device configuration page displays.

Users   Groups   Locations   Devices   Bulk add

New device entry

MAC-Address	00A0BA0FFFFF	Group	Patton ▾
Comment	Test Device	Location	Test TFTP ▾

Create Device **Back**

Figure 11. New Device

Enter the details for the new device, and specify the owner group and redirection target location. Click the Create Device button to proceed. The updated Device List page displays.

> **Note**   MAC-Addresses can be entered without semicolon separation.

Modifying Device Details

To view or change details for a specific device, click on the Pencil icon ✎ in the row of the device entry on the Devices page. The Device Details page displays (which is similar to figure 11 above). Click the Update Device button to save your changes.

Deleting Devices

To remove a device entry, click on the Recycle Bin icon 🗑 in the row of the device entry on the Devices page. A confirmation message displays. Click Yes to confirm the deletion. The system refreshes the Devices page to remove the entry.

Managing Devices with XML-RPC

This section lists functions for managing devices with an XML-RPC client:

- Display current device list: "devices.get" on page 30
- Display specific device information: "device.get" on page 30
- Add a new device: "device.create" on page 30
- Change the details of a device: "device.update" on page 30
- Remove a device: "device.delete" on page 30

devices.get
Arguments: login, password
Returns: List of device entries as XML
Description: Displays a list of all the devices that this particular user is allowed to view

device.get
Arguments: login, password, id or mac-address
Returns: Device entry as XML
Description: Displays details about a particular device entry. The group is identified either by the *id (integer)* or by the *mac-address (string)*. If the device is not found, the system will return an XML-RPC::FaultException.

device.create
Arguments: login, password, device_xml
Returns: The newly created device entry or a system error message
Description: Creates a new device entry, specified by a short XML block. If there are problems creating the device, the system returns an error message. The option *<group-id>* only displays if the function is called by an admin or supervisor.
Example:

```
<device>

  <mac-address>0004f2123456</mac-address>

  <comment>comment on the device</comment>

  <location-id>51</location-id>

  <group-id>5</group-id>

</device>
```

device.update
Arguments: login, password, device_xml
Returns: The updated device entry or a system error message
Description: Updates a device's profile, specified by a short XML block. If there are problems updating the device, the system returns an error message. The device_xml looks like the example above to create a new device. It can also have a tag: *<id>5</id>*. If the id-tag is present, you may search for the user by *id* or *mac-address*.

device.delete
Arguments: login, password, id or mac-address
Returns: Message confirming the deletion
Description: Removes a specified device entry. The device is identified by the *id (integer)* or by the *mac-address (string)*. If the device entry is not found, the system will return an XMLRPC::FaultException.

Chapter 6   Bulk Add

Chapter contents

Overview

This chapter describes adding multiple device entries at one time in the SmartNode Redirect Server. You may use the bulk add feature via the WMI (see "Managing the Bulk Add Feature with the WMI" on page 32). Bulk add is only available for administrators.

Managing the Bulk Add Feature with the WMI

If you are logged in with administrator privileges, click on `Bulk add` from the main menu to display the configuration page.

Figure 12. Bulk Add Configuration

The `Bulk Add` page allows you to add or edit multiple device entries. This function can only be used by an administrator.

The `Addresses` field accepts any amount of MAC addresses. This field will ignore colons and upper and lower case. Each MAC address emtry must be clearly separated from another. The system ignores anything that is not recognized as a MAC address.

You may select a `Group` to own the new device entries, and you may also specify a `Location` and `Comment`.

If the device entries already exist in the system, select the `Overwrite existing` check box to update the entries. If this box is not checked, the system will not update the existing entries.

If `Group` is set to "nobody" and `Location` is set to "nowhere", the system will not add or update the device entries.

Click the `Add` button to proceed. The system returns a confirmation page that shows how many MAC addresses have been recognized, how many entries have been added to the whitelist, and how many devices were updated and newly created.

Chapter 7 Contacting Patton for assistance

Chapter contents

Introduction

This chapter contains the following information:

- "Contact information"—describes how to contact Patton technical support for assistance.

- "Warranty Service and Returned Merchandise Authorizations (RMAs)"—contains information about the warranty and obtaining a return merchandise authorization (RMA).

Contact information

Patton Electronics offers a wide array of free technical services. If you have questions about any of our other products we recommend you begin your search for answers by using our technical knowledge base. Here, we have gathered together many of the more commonly asked questions and compiled them into a searchable database to help you quickly solve your problems.

Patton support headquarters in the USA

- Online support: available at www.patton.com

- E-mail support: e-mail sent to support@patton.com will be answered within 1 business day

- Telephone support: standard telephone support is available five days a week—from 8:00 am to 5:00 pm EST (1300 to 2200 UTC/GMT)—by calling +1 (301) 975–1007

- Fax: +1 (253) 663–5693

Alternate Patton support for Europe, Middle East, and Africa (EMEA)

- Online support: available at www.patton-inalp.com

- E-mail support: e-mail sent to support@patton-inalp.com will be answered within 1 business day

- Telephone support: standard telephone support is available five days a week—from 9:00 am to 5:30 pm CET (0800 to 1630 UTC/GMT)—by calling +41 (0)31 985 25 55

- Fax: +41 (0)31 985 25 26

Warranty Service and Returned Merchandise Authorizations (RMAs)

Patton Electronics is an ISO-9001 certified manufacturer and our products are carefully tested before shipment. All of our products are backed by a comprehensive warranty program.

> **Note**   If you purchased your equipment from a Patton Electronics reseller, ask your reseller how you should proceed with warranty service. It is often more convenient for you to work with your local reseller to obtain a replacement. Patton services our products no matter how you acquired them.

Warranty coverage

Our products are under warranty to be free from defects, and we will, at our option, repair or replace the product should it fail within one year from the first date of shipment. Our warranty is limited to defects in workmanship or materials, and does not cover customer damage, lightning or power surge damage, abuse, or unauthorized modification.

Out-of-warranty service

Patton services what we sell, no matter how you acquired it, including malfunctioning products that are no longer under warranty. Our products have a flat fee for repairs. Units damaged by lightning or other catastrophes may require replacement.

Returns for credit

Customer satisfaction is important to us, therefore any product may be returned with authorization within 30 days from the shipment date for a full credit of the purchase price. If you have ordered the wrong equipment or you are dissatisfied in any way, please contact us to request an RMA number to accept your return. Patton is not responsible for equipment returned without a Return Authorization.

Return for credit policy

• Less than 30 days: No Charge. Your credit will be issued upon receipt and inspection of the equipment.

• 30 to 60 days: We will add a 20% restocking charge (crediting your account with 80% of the purchase price).

• Over 60 days: Products will be accepted for repairs only.

RMA numbers

RMA numbers are required for all product returns. You can obtain an RMA by doing one of the following:

• Completing a request on the RMA Request page in the *Support* section at www.patton.com

• By calling +1 (301) 975–1007 and speaking to a Technical Support Engineer

• By sending an e-mail to returns@patton.com

All returned units must have the RMA number clearly visible on the outside of the shipping container. Please use the original packing material that the device came in or pack the unit securely to avoid damage during shipping.

Shipping instructions

The RMA number should be clearly visible on the address label. Our shipping address is as follows:

Patton Electronics Company
RMA#: xxxx
7622 Rickenbacker Dr.
Gaithersburg, MD 20879-4773 USA

Patton will ship the equipment back to you in the same manner you ship it to us. Patton will pay the return shipping costs.

Appendix A **Service Level Agreement**

Chapter contents

1. General

This agreement explains the terms and conditions governing the use of the redirection services made available by Patton. It represents the whole agreement and understanding between Patton and the individual, corporation or organization who subscribes to the redirection service (hereinafter referred to as "user") for assistance in the provisioning of Patton devices.

PLEASE READ TH IS AGREEM EN T CAREFU LLY. By submitting user's account application and by using the service, user agrees to comply with all terms and conditions set out in this agreement. Patton may terminate user's account(s) at any time, without notice, for conduct that is in breach of this agreement or for conduct that Patton believes is harmful to their business or the use of the service by others or is harmful to any other party.

Patton reserves the right to modify this agreement at any time, effective upon posting of the modified agreement to this URL:

http://www.patton.com/legal

User is responsible to read this document from time to time to ensure that user's use of the service remains in compliance with this agreement.

2. Services

Patton provides an online service to users without fees for assistance in the provisioning of Patton devices by the use of an online redirection server. Patton allows users to enter the MAC address of targeted Patton devices that, when activated and with access to the internet, will be redirected to a provisioning server provided by the user.

Patton provides this service royalty-free, but retains the right to change this policy at any time. Services are provided on the basis of service-, facility-, and equipment availability. Patton reserves the right to not provide one or more services where necessary facilities, equipment, or services are not available for any reason whatsoever. Patton retains all future rights to change any aspect of this services including fees for access or charging for volume use.

3. Term/Termination

Patton offers redirection services to users without term restriction. Users may request to cancel their Patton account at any time without any fees or obligations. Patton reserves the right to terminate user accounts for breach of any term or provision within this agreement.

4. User Responsibility

Users will provide their email address and select a password. The email address and password is used for user verification. It is user's responsibility to select a secure password and safeguard it from unauthorized use. Patton W ILL N OT BE LIABLE FOR THE U N AUTH O RIZED U SE O R M ISU SE O F U SER 'S ACCO U N T D U E TO BREACH ED PASSW O RD .

User is responsible for maintaining accurate account information, including contact information, at all times. Such information can be updated within User's redirection service account. It is User's responsibility to verify that the MAC addresses used with this service belong to a device that

User either owns or otherwise has under his control. Should User use the MAC address of a device that does not meet this criteria, User has the obligation to take it off the service. If User fails to do that, Patton has the

right to remove the MAC from the service and/or ban User from using the service and terminate this agreement. If user abuses the right to claim MAC addresses that do not meet the criteria, Patton has the right to claim damages from user.

Reseller

Users with reseller status are able to create and maintain sub-groups and Users of these sub-groups, mainly to directly offer this service to their customers and offer value added services. Resellers are responsible for their sub-group users and must ensure that they comply with the terms of the present agreement as well.

5. Notices

User agrees that, unless other instructions are posted on Patton's website, any notices required to be given under this agreement will be deemed to have been given if delivered by email or fax or sent by registered mail to each of the parties in accordance with the most current contact information the User has provided to Patton, and the contact information for Patton posted on the Patton website. All notices shall be effective upon receipt except that email and fax notices shall be effective upon transmission.

6. Privacy

The Patton privacy statement sets out Patton's obligations with respect to the safeguarding, collection, and use of User's personal or business information and may be subject to modification from time to time. Changes are effective upon posting of the modified agreement to this URL:

http://www.patton.com/legal/privacy.asp

Information is not disclosed or sold to any third parties.

7. Service Interruption

Patton may suspend the service at any time for any duration of time when necessary, without penalty or liability to Patton. User agrees that it may be necessary for Patton to temporarily suspend the service for technical reasons or to maintain Patton's network, equipment, or facilities. Patton will not bear any liability whatsoever for any such disruption to service.

8. Limitation of Liability

The service is provided on an "as is" and "as available" basis, and use of the service is at Users's own risk. Patton makes no representations or warranties, either expressed or implied, with respect to the service or any service or information provided through the service. Patton is not responsible for any damages, injury, or economic loss arising from the use of the content or service provided by Patton.

For greater certainty and without limitation to the generality of the following:

(i) in no event will Patton be liable to User for any direct, indirect, incidental,special, punitive or consequential damages or economic loss arising out of the service or in connection with Users's website or any other services or products provided to User;

(ii) Patton, its officers, directors, owners, agents, and employees shall in no way be liable to User or anyone else for any loss or injury resulting from use of the service or the site;

(iii) in no event shall Patton be held liable for any damages or economic loss, whatsoever, as a result of notifying any official of potentially illegal content on the Site, providing copies of User's data files to the appropriate authorities, or

cooperating with law enforcement efforts to locate persons who have posted content that is illegal or promotes illegal conduct.

9. Indemnification

User agrees to indemnify and hold Patton harmless from and against, and to reimburse Patton with respect to, any and all losses, damages, liabilities, claims, judgments, settlements, fines, costs, and expenses (including reasonable related expenses, legal fees, costs of investigation) of every nature whatsoever incurred by Patton by reason of or arising out of or in connection with:

(i) any breach of this agreement by User; or

(ii) any infringement of any copyright, trademark, patent, trade secret or any other intellectual propriety right of any party by content on Users's website; or

(iii) illegal, pornographic, or discriminatory content on User's website.

10. Force Majeure

Patton will not be liable for any delay, interruption, or failure in the provisioning of services if caused by acts of God, declared or undeclared war, fire, flood, storm, slide, earthquake, power failure, the inability to obtain equipment, supplies or other facilities that are not caused by a failure to pay, labor disputes, or other similar events beyond Patton's control that may prevent or delay of service provisioning.

11. Unenforceable Provisions

If any part of these terms and conditions are found to be invalid or unenforceable under applicable law, such part will be ineffective to the extent of such invalid or unenforceable part only, without in any way affecting the remaining parts of these terms and conditions.

12. Governing Law

The rights and obligations of the parties pursuant to these terms and conditions are governed by, and shall be construed in accordance with, the laws of the State of Maryland, USA.

User may be subject to other local, provincial or state and national laws. User hereby irrevocably submits to the exclusive jurisdiction of the courts of the State of Maryland, USA for any dispute arising under or relating to this agreement and waive user's right to institute legal proceedings in any other jurisdiction. Patton shall be entitled to institute legal proceedings in connection with any matter arising under this agreement in any jurisdiction where User resides, does business, or has assets.

13. Waiver

No waiver of any of the provisions of these terms and conditions will be deemed to constitute a waiver of any other provision nor shall such a waiver constitute a continuing waiver unless otherwise expressly provided in writing duly executed by the party to be bound thereby. Any other terms and conditions of sale, to the extent not inconsistent herein, regarding a Patton device remain in full force and effect.

14. Group/User Account information

Group (company) credentials
Group (company) name: _____

Street: _____

Street-Nr: _____

CIP: _____

City: _____

Country: _____

Is Reseller (can create subgroups): _ Yes _ No

User credentials
First Name: _____

Last Name: _____

Phone: _____

Mobile: _____

E-Mail: _____

Additional users of the group and subgroups (if Reseller) can be created by the user himself.

15. Entire Agreement

This document represents the complete agreement and understanding between the parties with respect to the service and supersedes any other written or oral agreement. The agreement takes effect upon Patton's acceptance of User's offer to enter into the agreement, as indicated by Patton's e-mailing of user's account credentials to user.

Authorized signature(s):

Signature and date: _____

First name: _____

Last name: _____

Title: _____

E-Mail: _____

Company (name, address, stamp): _____

16. Submission

Please send the completed and signed SLA to the following Address:

E-Mail: RedirectService@patton.com

Once your accounts are created, the credentials will be sent to the Users E-Mail address.

Appendix B **End User License Agreement**

End User License Agreement

By opening this package, operating the Designated Equipment or downloading the Program(s) electronically, the End User agrees to the following conditions:

1. Definitions
A)   "Effective Date" shall mean the earliest date of purchase or download of a product containing the Patton Electronics Company Program(s) or the Program(s) themselves.

B)   "Program(s)" shall mean all software, software documentation, source code, object code, or executable code.

C)   "End User" shall mean the person or organization which has valid title to the Designated Equipment.

D)   "Designated Equipment" shall mean the hardware on which the Program(s) have been designed and provided to operate by the End User.

2. Title
Title to the Program(s), all copies of the Program(s), all patent rights, copyrights, trade secrets and proprietary information in the Program(s), worldwide, remains with Patton Electronics Company or its licensors.

Patton does not convey any intellectual property title or rights in the Licensed Products to Licensee. All Licensed Products furnished by Patton, and all copies thereof, and compilations, programmatic extension, and all Patches, Updates, Upgrades and Platform Releases, are and shall remain the property of Patton or Patton's licensors, as applicable. Further, the Licensed Products provided under this Agreement are not custom software but are standard commercial software. Except for the license use rights otherwise expressly provided in this Agreement, no right, title or interest in Patton Licensed Products is granted hereunder. Licensee shall not use any proprietary information of Patton to create any computer software program or user documentation, which is substantially similar to the Licensed Products.

3. Term
The term of this Agreement is from the Effective Date until title of the Designated Equipment is transferred by End User or unless the license is terminated earlier as defined in section "6. Termination" on page 46.

4. Grant of License
A)   During the term of this Agreement, Patton Electronics Company grants a personal, non-transferable, non-assignable and non-exclusive license to the End User to use the Program(s) only with the Designated Equipment at a site owned or leased by the End User.

B)   The End User may copy licensed Program(s) as necessary for backup purposes only for use with the Designated Equipment that was first purchased or used or its temporary or permanent replacement.

C)   The End User is prohibited from disassembling; decompiling, reverse-engineering or otherwise attempting to discover or disclose the Program(s), source code, methods or concepts embodied in the Program(s) or having the same done by another party.

D)   Should End User transfer title of the Designated Equipment to a third party after entering into this license agreement, End User is obligated to inform the third party in writing that a separate End User License Agreement from Patton Electronics Company is required to operate the Designated Equipment.

5. Warranty

The Program(s) are provided "as is" without warranty of any kind. Patton Electronics Company and its licensors disclaim all warranties, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose or non-infringement. In no event shall Patton Electronics Company or its licensors be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use the Program(s), even if Patton Electronics Company has been advised of the possibility of such damages. Because some states do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

If the Program(s) are acquired by or on behalf of a unit or agency of the United States Government, the Government agrees that such Program(s) are "commercial computer software" or "computer software documentation" and that, absent a written agreement to the contrary, the Government's rights with respect to such Program(s) are limited by the terms of this Agreement, pursuant to Federal Acquisition Regulations 12.212(a) and/or DEARS 227.7202-1(a) and/or sub-paragraphs (a) through (d) of the "Commercial Computer Software—Restricted Rights" clause at 48 C.F.R. 52.227-19 of the Federal Acquisition Regulations as applicable.

6. Termination

A)   The End User may terminate this agreement by returning the Designated Equipment and destroying all copies of the licensed Program(s).

B)   Patton Electronics Company may terminate this Agreement should End User violate any of the provisions of section "4. Grant of License" on page 45.

C)   Upon termination for **A** or **B** above or the end of the Term, End User is required to destroy all copies of the licensed Program(s)

7. Notices

Patton devices may log, collect and report data related to installed software, licenses, feature utilization, product performance, device management, service quality and other parameters which is used for quality control, product improvement, license management, service level management and technical support. Collected data may be reported to Patton or a service provider delivering its services connected to the device.

Patton may use this information for other business purposes, such as to alerting you to updated products or services, securing access to software updates, and assisting in order processing.

Any and all information collected by Patton or its assigns will be kept strictly confidential and will not be sold, rented, loaned, or otherwise disclosed to any third party except as required by law.

8. Other Licenses

The Program may be subject to licenses extended by third parties. Accordingly, Patton Electronics Company licenses the Programs subject to the terms and conditions dictated by third parties. Third party software identified to the Programs includes:

• The LGPL (Lesser General Public License) open source license distributed to you pursuant to the LGPL license terms (**http://www.gnu.org/licenses/lgpl.html**).

• RedBoot (Red Hat Embedded Debug and Bootstrap) embedded system debug/bootstrap environment from Red Hat distributed to you pursuant to the eCos license terms (**ecos.sourceware.org/license-overview.html**) and GNU General Public License (GPL) terms (**www.gnu.org/copyleft/gpl.html**). Source code is available upon request.

9. Unenforceable Provisions

If any part of these terms and conditions are found to be invalid or unenforceable under applicable law, such part will be ineffective to the extent of such invalid or unenforceable part only, without in any way affecting the remaining parts of these terms and conditions.

10. Governing Law

The rights and obligations of the parties pursuant to these terms and conditions are governed by, and shall be construed in accordance with, the laws of the State of Maryland, USA.

User may be subject to other local, provincial or state and national laws. User hereby irrevocably submits to the exclusive jurisdiction of the courts of the State of Maryland, USA for any dispute arising under or relating to this agreement and waives user's right to institute legal proceedings in any other jurisdiction. Patton shall be entitled to institute legal proceedings in connection with any matter arising under this agreement in any jurisdiction where User resides, does business, or has assets.

11. Waiver

No waiver of any of the provisions of these terms and conditions will be deemed to constitute a waiver of any other provision nor shall such a waiver constitute a continuing waiver unless otherwise expressly provided in writing duly executed by the party to be bound thereby. Any other terms and conditions of sale, to the extent not inconsistent herein, regarding a Patton device, program, license or service remain in full force and effect.