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| **TSC General Checklist for UNIFLOW Product Support rev: 13-02a** | | | | | | | | | | | | | | |
| **UNIFLOW PRODUCT** | | | **Serial Number:** |  | | | | | **Version:** |  | | | | |
| ACTIVATED UniFLOW Modules | | |  | | | | | | | | |
|  | | | | | | | | |
|  | | | | | | | | |
| **SERVER DETAILS** | | | Physical Server or VMWARE | | | | |  | | | | | | |
| Is the customer using CLUSTERED Servers | | | | |  | | | | | | |
| Operating System (OS) | | | | |  | | | | | | |
| Service Pack Level | | | | |  | | | | | | |
| REVISION | | | | |  | | | | | | |
| **(RPS) REMOTE PRINT SERVER** | | | How Many RPS Servers | | | | |  | | | | | | |
| Is the customer using CLUSTERED Servers | | | | |  | | | | | | |
|  | | |  | | | | | |  | | | | | |
| **DATABASE** | | | SQL Server or MSDE | | | | Version | | | | Service Pack Level | | | |
|  | | | |  | | | |  | | | |
|  | | |  | | | | | |  | | |  | |  |
|  | | | **YES** | | **NO** |
| **AUTHENTICATION TYPE being USED** | | | User Name / Password | | | | | | | | |  | |  |
| PIN Code | | | | | | | | |  | |  |
| CARD Swipe | | | | | | | | |  | |  |
|  | | |  | | | | | |  | | | | | |
| **CARD READER** | **MAKE:** | MiCard Plus | | | **Model:** | |  | | | | **Version:** | |  | |
| **HARDWARE – if INVOLVED** | | |  | | **Serial Number:** | | | | | **Firmware Version:** | | | | |
| MIND | |  | | | | |  | | | | |
| miniMIND | |  | | | | |  | | | | |
| MiCard | |  | | | | |  | | | | |
|  | | |  | | | | | | **Version:** | | | | | |
| **MEAP APPLICATION** | | | Login Manager | | | | | |  | | | | | |
| MOM Client | | | | | |  | | | | | |
| Other Applications? | | | | | |  | | | | | |
|  | | |  | | | | | | **Version:** | | | | | |
| **uniFLOW Workstation Client** | | | Windows uniFLOW Client | | | | | |  | | | | | |
| MAC uniFLOW Client | | | | | |  | | | | | |
|  | | |  | | | | | |  | | | | | |
| **PRINTER (s) being USED** | | |  | | | | | |  | | | | | |
|  | | | | | |
|  | | | | | |
| **INPUT PRINTER** | | | Canon Driver (LANGUAGE e.g PCL, PS, UFR and VERSION) | | | | | |  | | | | | |
|  | | | | | |
|  | | | | | |
| UniFLOW Driver (LANGUAGE e.g PCL, PS, UFR and VERSION) | | | | | |  | | | | | |
|  | | | | | |
|  | | | | | |
| **OUTPUT PRINTER** | | | Canon Driver (LANGUAGE e.g PCL, PS, UFR and VERSION) | | | | | |  | | | | | |
|  | | | | | |
|  | | | | | |
| UniFLOW Driver (LANGUAGE e.g PCL, PS, UFR and VERSION) | | | | | |  | | | | | |
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**In addition to this form, please provide the uniFLOW TECH SUPPORT LOG** (in FLOW mode), **and any other supporting and required logs, screen shots and information as per the NT-Ware escalation requirements.**

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| **Customer Installation Information - TSC General Checklist for UNIFLOW Product Support** | | | | | | | | | | | |
| **Product registered to Customer** | | Name: |  | | | | | | | | |
| City: |  | | State: | |  | Zip code: | |  | |
|  | |  | |  | | | | | | | |
| **UNIFLOW PRODUCT** | | **Serial Number** | |  | | | | | | | |
|  | |  | |  | | | | | | | |
| **Original Installation Date** | |  | | | | | | | | | |
| **Original uniFLOW version Installed** | |  | | | | | | | | | |
|  | | | | | |  | | | | | |
| **Original Installation Performed by Dealer or by Canon Professional Services** | | | | | |  | | | | | |
|  | | | | | |  | | | | | |
| **Current uniFLOW version Installed** | |  | | | | | | | | | |
|  | | | | | | | | | **Yes** | | **NO** |
| **Changes made since installation of the uniFLOW product** | Were any changes made to the user or Admin rights? | | | | | | | |  | |  |
| Have any printers been added to the network or workflow? | | | | | | | |  | |  |
| Have any anti-virus software been installed or updated? | | | | | | | |  | |  |
| Have there been any changes made to any Firewall or internet security applications? | | | | | | | |  | |  |
| Have there been any changes made to any of the ports settings? | | | | | | | |  | |  |

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| --- |
| **Details / Description of current issue:** |
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| **History in relation to this issue:** |
|  |

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| **Attempt made in trying to address this issue:** |
|  |