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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:** |
|  |