



Quick Install Guide

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➤ Quick Setup

This guide walks you through the installation of your SnapGear appliance. Installing your SnapGear appliance into a well planned network is quick and easy. However, network planning and design is outside the scope of this guide. Please take some time to plan your network prior to installing your SnapGear appliance.

To add a SnapGear appliance to your local area network (LAN), the basic steps are:

- ❑ **Unpack your SnapGear appliance**
- ❑ **Set up a PC to connect to the SnapGear Management Console**
- ❑ **Set up your SnapGear appliance's password and LAN connection settings**
- ❑ **Set up your SnapGear appliance's Internet connection settings**
- ❑ **Set up the PCs on your LAN to access the Internet**

Occasionally you will see a box like the following, which contains important technical information:

Note: Example.

System Requirements

These steps assume that you have a PC running Microsoft Windows (95/98/Me/2000/XP) with an Ethernet network interface card installed. You may need to be logged in with administrator privileges.

For a more a thorough description of configuring your SnapGear appliance, please refer to the User Manual on your SnapGear CD (`\doc\SnapGearUserManual.pdf`).

For troubleshooting and answers to frequently asked questions, contact your network administrator or consult the Knowledge Base at: <http://www.snapgear.com/knowledgebase.html>

For product compliance information, please refer to the SnapGear CD (`\doc\SnapGearCompliance.pdf`).

STEP 1 Unpack the SnapGear appliance

Check the following items were included with your SnapGear appliance:

- Power Adapter**
- SnapGear CD**
- Ethernet straight through cable (blue)**
- Ethernet crossover cable (either gray or red)**

On the rear panel of the SnapGear appliance you will see network (LAN), Internet (WAN) and serial ports, a Reset button, and a power inlet.

The SME570 and SME575 have an additional network port, labeled DMZ.

The front of the SnapGear appliance contains activity LEDs (lights) that vary slightly between models. These provide information on the operating status of your SnapGear appliance.

Note: The Power LED is ON when power is applied (use only the SnapGear Power Adapter packaged with the unit).

The System/Heart Beat LED flashes when the SnapGear appliance is running.

If these LEDs do not behave in this manner, you may need to contact customer support.

STEP 2 Set up a PC to connect to the SnapGear Management Console

The SnapGear appliance ships with initial, static IP settings of:

IP address: **192.168.0.1**
Subnet mask: **255.255.255.0**

Note: The Internet/WAN and DMZ interfaces are by default inactive, i.e. there are no network services such as DHCP in operation, and no IP address is configured.

Your SnapGear appliance will need an IP address suitable for your LAN before it is connected. You may choose to use the SnapGear appliance's initial network settings as a basis for your LAN settings.

Connect the supplied power adapter to the SnapGear appliance.

Connect the SnapGear appliance's LAN Ethernet port directly to your PC's network interface card using the crossover cable (red or gray).

Note: If you wish to use the SnapGear appliance's initial network settings as a basis for your LAN settings, you may connect it directly to your LAN hub using the straight through Ethernet cable (blue).

Before doing so, it is critical that you ensure there are no other devices on the LAN with an address of 192.168.0.1.

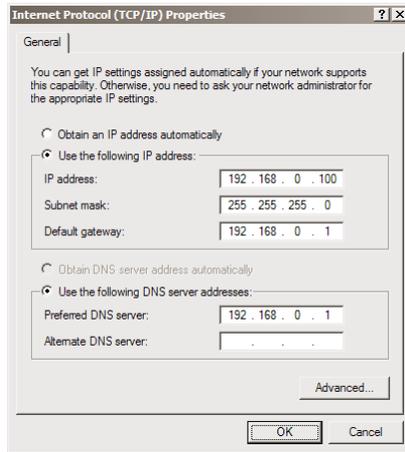
Next, you must modify your PC's network settings to enable it to communicate with the SnapGear appliance.

Click **Start** -> **Settings** -> **Control Panel** and double click **Network Connections** (or in 95/98/Me, double click **Network**).

Right click on **Local Area Connection** and select **Properties**.

Note: If there is more than one existing network connection, select the one corresponding to the network interface card to which the SnapGear appliance is attached.

Select **Internet Protocol (TCP/IP)** and click **Properties** (or in 95/98/Me, **TCP/IP** -> **your network card name** if there are multiple entries) and click **Properties**.



Select **Use the following IP address** and enter the following details:

IP address: **192.168.0.100**
 Subnet mask: **255.255.255.0**
 Default gateway: **192.168.0.1**

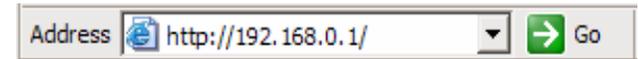
Select **Use the following DNS server addresses** and enter:

Preferred DNS server: **192.168.0.1**

Note: If you wish to retain your existing IP settings for this network connection, click **Advanced** and **Add** the secondary IP address of **192.168.0.100**, subnet mask **255.255.255.0**.

STEP 3 Set up the SnapGear appliance's password and LAN connection settings

Launch Internet Explorer (or your preferred web browser) and navigate to **192.168.0.1**.



The SnapGear Management Console will display.

Select **Quick Setup Wizard** from the center of the page.

You will be prompted to log in. Enter the initial user name and password for your SnapGear appliance:

User name: **root**
 Password: **default**

Note: If you are unable to connect to the Management Console at 192.168.0.1, or the initial username and password are not accepted, press the black **Reset** button on the SnapGear appliance's rear panel **twice**, wait 20 – 30 seconds, and try again. Pressing this button twice within 2 seconds returns the SnapGear appliance to its factory default settings.

Enter and confirm a password for your SnapGear appliance. This is the password for the user **root**, the main administrative user account on the SnapGear appliance. It is therefore important that you choose a password that is hard to guess, and keep it safe.

The new password will take effect immediately, and you will be prompted to enter it when completing the next step.

The Quick Setup Wizard will display.

Hostname: You may change the name the SnapGear appliance knows itself by. This is not generally necessary.

Quick Setup

Welcome to SnapGear. This setup wizard will guide you through some of the required initial configuration. If the local network interface is already properly configured, or if you would like to defer this step until later, select the *skip* option.

Select the name this SnapGear unit should know itself by.

Hostname:

The SnapGear unit is able to glean its local network (LAN) address configuration in one of two ways. It can dynamically obtain the necessary setup information from a DHCP server already installed on the local network or it can be manually configured with fixed parameters.

- Obtain LAN IP address from a DHCP server on LAN
- Manual configuration
- Skip: LAN already configured

Manual configuration: Select this to manually specify your SnapGear appliance's LAN connection settings.

Skip: LAN already configured: Select this if you wish to use the SnapGear appliance's initial network settings (IP address **192.168.0.1** and subnet mask **255.255.255.0**) as a basis for your LAN settings. You may skip to the next step.

Obtain LAN IP address from a DHCP server on LAN (*not generally recommended*): Select this if you have an existing DHCP server that you wish to have automatically configure your SnapGear appliance's LAN connection settings. You may skip to the next step.

Click **Next**.

Manual LAN Configuration

Configure the local network (LAN) interface.

Select the address that the SnapGear unit should use for its LAN network interface. This must be an address that lies within the range of the local network and that is not used by any other host.

IP Address:

The subnet mask determines the logical size of the local area network.

Subnet Mask:

Note: This page will only display if you previously selected **Manual configuration**. Otherwise skip to the next step.

Enter an **IP address** and **Subnet mask** for your SnapGear appliance's LAN connection. You may choose to use the SnapGear appliance's initial network settings if you are sure no other PC or network device already has the address of **192.168.0.1**.

The **IP address** will later be used as the gateway address for the PCs on your LAN. To gain access through this gateway, the PCs on your LAN must have an IP address within the bounds of the subnet described by the SnapGear appliance's IP address and subnet mask (e.g. using the SnapGear appliance's initial network settings, 192.168.0.2 – 192.168.0.254).

Take note of this IP address and subnet mask, as you will need them later on.

Click **Next** to set up your SnapGear appliance's Internet connection settings and connect to the Internet.

STEP 4 Set up the SnapGear appliance's Internet connection settings

First, attach your SnapGear appliance to your modem device or Internet connection medium. If necessary, give the modem device some time to power up.

ISP Connection

Select the method you use to connect to your Internet Service Provider (ISP). If you have already correctly configured this or if you want to defer this configuration until later, select the *skip* option.

- Cable Modem
- Modem
- ADSL
- Direct Connection
- Skip: Internet connection already configured

Select your Internet connection type and click **Next**.

If connecting using a cable modem, select the appropriate ISP. Choose **Generic cable modem provider** if unsure.

If connecting using a regular analog modem, enter the details provided by your ISP.

If connecting using an ADSL modem, select **Auto detect ADSL connection type** and enter the details provided by your ISP. If auto detection fails and you are unsure of your ADSL connection type, contact your ISP.

If you have a direct connection to the Internet (e.g. a leased line), enter the IP settings provided by your ISP.

Note: For detailed help for each of these options, please refer to the User Manual.

Once the SnapGear appliance's Internet connection has been set up, click **Next**, select **Reboot** and click **Next** again.

Note: If you have changed the SnapGear appliance's LAN connection settings, it may become uncontactable at this point. The next step describes how to set up the PCs on your network to access the SnapGear appliance and the Internet.

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STEP 5 Set up the PCs on your LAN to access the Internet

If you haven't already, connect your SnapGear appliance's LAN Ethernet port directly to your LAN hub using the straight through Ethernet cable (blue).

To access the Internet, the PCs on your network must all be set up to use the SnapGear appliance as their default gateway. This can be done a number of different ways depending on how your LAN is set up.

If your LAN has a DHCP server already, proceed to STEP 5A.

If your LAN does not have a DHCP server, proceed to STEP 5B.

If you are not sure, you probably want STEP 5B.

STEP 5A LAN with a DHCP server

Add a lease to your existing DHCP server to reserve the IP address you chose in **STEP 3** for the SnapGear appliance's LAN connection.

If you chose to set the SnapGear appliance's LAN connection settings using **Manual configuration**, you may simply remove this address from the pool of available addresses.

Enter this same IP address as the gateway IP address to be handed out by the DHCP server.

Enter this same IP address as the DNS server IP address to be handed out by the DHCP server.

Restart all the PCs on the network (this will reset their gateway and DNS addresses).

Note: The purpose of restarting the computers is to force them to gain a new DHCP lease. Alternatively you can use a utility such as *ipconfig* to release then renew a lease, or disable and re-enable the network connection.

STEP 5B LAN with no DHCP server

A DHCP server allows PCs to automatically obtain network settings when they start up. If your network does not have a DHCP server, you may either manually set up each PC on your network, or set up the SnapGear appliance's DHCP server.

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Note: If you only have several PCs, we suggest manually setting up your network. If you have more PCs, enabling the SnapGear appliance's DHCP server is more scalable.

To manually set up each Windows PC on your network:

Click **Start** -> **Settings** -> **Control Panel** and double click **Network Connections** (or in 95/98/Me, double click **Network**).

If presented with multiple connections, right click on **Local Area Connection** (or appropriate network connection) and select **Properties**.

Select **Internet Protocol (TCP/IP)** and click **Properties** (or in 95/98/Me, **TCP/IP** -> **[your network card name]** if there are multiple entries).

Enter the following details:

- **IP address** is an IP address that is part of the same subnet range as the SnapGear appliance's LAN connection (e.g. if using the default settings, 192.168.0.2 – 192.168.0.254).
- **Subnet mask** is the subnet mask of the SnapGear appliance's LAN connection.
- **Default gateway** is the IP address of the SnapGear appliance's LAN connection.
- **Preferred DNS server** is the IP address of the SnapGear appliance's LAN connection.

Click **OK** (or in 95/98/Me, **Add** then **OK**, reboot the PC if prompted to do so).

Perform these steps for each PC on your network.

You are now finished.

Alternatively, to activate your SnapGear appliance's DHCP server:

Launch Internet Explorer (or your preferred web browser) and navigate to the IP address of the SnapGear appliance's LAN connection.

The SnapGear Management Console will display.

Select **DHCP Server** from the **Networking** menu.

Click **Add Server** and configure the DHCP server with the following details:

- **Gateway Address** is the IP address of the SnapGear appliance's LAN connection, or leave it blank.
- **DNS Address** is the IP address of the SnapGear appliance's LAN connection, or leave it blank.
- **WINS Address** (optional) is the IP address of any existing WINS server on your LAN.
- **Default Lease Time and Maximum Lease Time** should generally be left at their default values.
- **Initial Dynamic IP Address Range** is a range of free IP addresses on your LAN's subnet for the SnapGear appliance to hand out to PCs on your LAN.

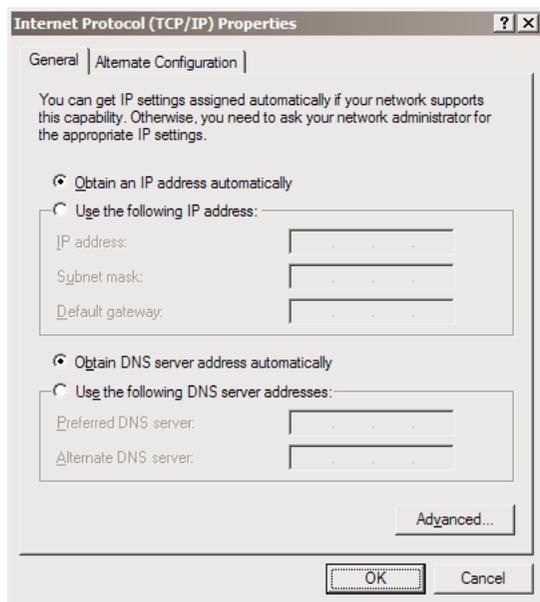
Note: For a detailed description of configuring DHCP Server Settings, please refer to the User Manual.

Each PC on your LAN must now be set up to use DHCP. For each PC on your LAN:

Click **Start** -> **Settings** -> **Control Panel** and double click **Network Connections** (or in 95/98/Me, double click **Network**).

If presented with multiple connections, right click on **Local Area Connection** (or appropriate network connection) and select **Properties**.

Select **Internet Protocol (TCP/IP)** and click **Properties** (or in 95/98/Me, **TCP/IP** -> **[your network card name]** if there are multiple entries) and click **Properties** (in 95/98/Me, you may also have to click the **IP Address** tab).



Check **Obtain an IP address automatically**, check **Obtain DNS server address automatically** and click **OK** (in 95/98/Me, reboot the PC if prompted to do so).

You are now finished.

➤ Common VPN Scenarios

Generally there are two common scenarios in which you will want to set up your SnapGear appliance(s):

- **LAN-to-LAN:** Linking two branch offices across the Internet. **For this case we recommend using IPSec.** The SnapGear VPN can operate with both static and dynamic public (Internet) IP addresses.

For the example below we assume SnapGear appliances are installed at either end, and both have a static public IP address, or one is static and one is dynamic. The example tunnel will be using pre-shared keys for authentication, aggressive mode for keying, and be established going out through the default gateway interface. Proceed to **SnapGear to SnapGear VPN (IPSec)**.

Please refer to the IPSec section of the User Manual if you are trying to set up something more complex, and for a detailed description of all available options.

- **Roaming:** Connecting to your SnapGear appliance, installed at your home or office, from a single PC at a remote location. **For this case we recommend using PPTP** because the client is standard in Windows and other operating systems, and it is quite simple to set up. Proceed to **Remote Workstation to SnapGear VPN (PPTP)**.

SnapGear to SnapGear VPN (IPSec)

Perform these steps for either end of the connection. Unless instructed otherwise, leave all options at their default settings.

STEP 1 Enable IPSec

Select **IPSec** from the **VPN** menu.

Underneath **IPSec General Settings** select **This SnapGear has a static IP address IPSec endpoint**, or **This SnapGear has a dynamic IP address IPSec endpoint** as appropriate. This is referring to the public (Internet) IP address of this SnapGear appliance. Check with your ISP if unsure.

Check **Enable IPSec**, and click **Apply**.

STEP 2 Add a New IPsec Connection

Select the **Add New Tunnel** tab at the top of the window.

IPsec VPN Setup

[General Settings](#) **Add new Tunnel** [Certificate Lists](#)

Tunnel Settings

Tunnel name:	<input type="text" value="brisbane_to_zagreb"/>
Enable this tunnel:	<input checked="" type="checkbox"/>
This tunnel is to go out on the:	<input type="text" value="default gateway interface"/>
This tunnel will be using:	<input type="text" value="Aggressive mode Automatic Keying (IKE)"/>
The remote party has a:	<input type="text" value="dynamic IP address"/>
Authentication used:	<input type="text" value="Preshared Secret"/>
The local party is a:	<input type="text" value="single network behind this SnapGear."/>
The remote party is a:	<input type="text" value="single network behind a gateway."/>
This tunnel is to:	<input type="text" value="be a route to the remote party."/>

Enter a descriptive name for the connection in **Tunnel name**.

Select **This tunnel will be using Aggressive mode Automatic Keying (IKE)**.

Select **The remote party has a static IP address** or **The remote party has a dynamic IP address** as appropriate. This is referring to the public (Internet) IP address of the other SnapGear appliance. Check with your ISP if unsure.

Click **Continue**.

STEP 3 Local Endpoint Settings

If you selected **This SnapGear has a dynamic IP address IPsec endpoint**, enter *snap@branch* as the **Required Endpoint ID**.

Click **Continue**.

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STEP 4 Remote Endpoint Settings

If you selected **The remote party has a static IP address**, enter the other SnapGear appliance's public (Internet) IP address in **The remote party's IP address**.

If you selected **The remote party has a dynamic IP address**, enter *snap@branch* as the **Required Endpoint ID**.

Note: Please note again that this example is not suitable for setting up a connection where both ends have dynamic IP address, for this scenario please refer to the IPsec section of the User Manual.

Click **Continue**.

STEP 5 Phase 1 Settings

IPsec VPN Setup

[General Settings](#) **Add new Tunnel** [Certificate Lists](#)

Phase 1 Settings

Key lifetime (m):	<input type="text" value="60"/>
Rekeymargin (m):	<input type="text" value="10"/>
Rekeyfuzz (%):	<input type="text" value="100"/>
Preshared Secret:	<input type="text" value="very you do don't tell anyone"/>
Phase 1 Proposal:	<input type="text" value="3DES-SHA-Diffie Hellman Group 2 (1024bit)"/>

You must choose a **Preshared Secret** to authenticate the connection. This passphrase can be any character string you like (recommended at least 24 characters), it may contain spaces, **and must be entered identically on both SnapGear appliances**.

Note: It is important that you keep this information secret, much like a password. The preshared secret is fundamental to IPsec encryption.

Click **Continue**.

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STEP 6 Phase 2 Settings

IPSec VPN Setup

[General Settings](#)

[Add new Tunnel](#)

[Certificate Lists](#)

Phase 2 Settings

Key lifetime (m):	<input type="text" value="60"/>
Phase 2 Proposal:	<input type="text" value="3DES-SHA-Diffie Hellman Group 2 (1024bit)"/>
Local Network:	<input type="text" value="192.168.1.0"/> / <input type="text" value="255.255.255.0"/>
Remote Network:	<input type="text" value="192.168.2.0"/> / <input type="text" value="255.255.255.0"/>
<input type="button" value="Back"/>	<input type="button" value="Apply"/>

Enter the network address and network mask for the **Local Network** (this SnapGear appliance) and the **Remote Network** (the other SnapGear appliance). You can check this by opening **Diagnostics** in a new browser window and looking under **LAN Interface**, e.g. if the **IP Address** is 192.168.1.1 and **Netmask** is 255.255.255.0, enter 192.168.1.0/255.255.255.0.

Note: The two LANs being connected by the IPSec connection must have network addresses that are different to each other, e.g. 192.168.1.0/255.255.255.0 and 192.168.2.0/255.255.255.0.

Click **Apply** and you're done.

STEP 6 Repeat

Your SnapGear appliance is now activated for IPSec VPN. Once you have completed the steps at each end you will be up and running.

STEP 7 Verify

Under **Tunnel List** in the **General Settings** tab, check **Status** to see whether the connection is **Down** or **Running**. **Status** will display **Negotiating Phase 1** then **Negotiating Phase 2** as the connection is being established.

Remote Workstation to SnapGear VPN (PPTP)

STEP 1 Enable PPTP Server

Select **PPTP VPN Server** from the **Networking** menu. The table below describes the fields in the **PPTP VPN Server Setup** page and the options in enabling and configuring VPN access.

Enable PPTP	Check this box to enable the establishment of PPTP connections to your SnapGear appliance.
IP Address(es) to Assign VPN Clients	Enter a range of free IP addresses on your LAN to assign to the remote connections.
Authentication Scheme	MSCHAPv2 is the most secure and recommended. It uses encrypted passwords. CHAP is less secure, and similarly PAP is even less secure, but more common. In some cases you may have to choose them if the default does not work.
Authentication Database	Leave this as Local unless you wish to use another server to authenticate PPTP VPN clients. Refer to the User Manual if this is the case.

STEP 2 Add User Account(s)

Once you have set up the VPN server, select **Continue**.

PPTP VPN Server Setup

[Return to the main VPN PPTP Server Setup page.](#)

Request Succeeded

PPTP Server enabled.

PPTP Accounts

There are currently no VPN accounts defined on the SnapGear unit. Before users can connect to the VPN Server, an account will need to be added.

Add New Account

Username:

Windows Domain:
(optional)

Password:

Confirm Password:

NOTE: Most Windows clients expect you to specify a domain name in upper case.

Before remote users can set up a VPN tunnel to the SnapGear appliance's PPTP server, they must have user accounts set up. The field options in the **Add New Account** are detailed below.

Username	This User Name is required for VPN authentication only. The name selected is case sensitive (for example <i>Jimsmith</i> is not the same as <i>jimsmith</i>).
Windows Domain	Optional. Most Windows clients expect you to specify a domain name in upper case.
Password	Enter the password for the remote VPN user.
Confirm	Re-enter the password to confirm.

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As new VPN user accounts are added, they are displayed on the updated **Account List**.

To modify the password of an existing account, *Select* the account in the **Account List** then enter **New Password** and **Confirm** in the **Delete or Change Password for the Selected Account** field.

Similarly to delete an existing account, *Select* the account in the **Account List** then check **Delete** in the **Delete or Change Password for the Selected Account** field.

If you request a change to a User Account and it is successful, the **PPTP VPN Server Setup** page will be displayed with the change noted. If the change was unsuccessful, an error will be reported.

STEP 3 Configure Remote Client

At the remote sites there is generally no need for any special client software. Your SnapGear appliance's PPTP server supports the standard PPTP client software included with Windows. The virtual private network connection is simple to configure using the standard Dial-Up Networking software. PPTP is also compatible with Linux/Unix PPTP client software.

These instructions will cover a Windows 2000 client. Please refer to the SnapGear User Manual if you have a different operating system.

Click **Start, Settings, Network and Dialup Connections**. Choose **Make New Connection**.



Choose **Connect to a private network through the Internet**. Click **Next**.

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Enter the SnapGear appliance's public (Internet) IP address in the **Destination Address** and click **Next**. Select the **Connection Availability** that you require on the next window and click **Next**, which will display the final window in this wizard.

Choose a name for your new VPN connection, e.g. *My Office VPN*.

Your client machine should be connected to the Internet in the normal way (dialout, ADSL, cable modem etc.).

Enter the **Username** and **Password** set up earlier and click the **Connect** button.

After you have been authenticated to the network, you can check your e-mail, use the office printer, access shared files and browse the network – as if you were physically connected to the LAN.

To disconnect the VPN tunnel connection to the remote SnapGear appliance double click on the Dial-Up Networking icon in the Windows task bar and close the connection.

STEP 4 Verify

Your VPN connection is easily verified by attempting a connection as above. Once the connection has succeeded your client's Windows task bar will contain a Dial-Up Networking icon and will flash to indicate activity. You may also double click this icon to see further statistics.

➤ Terms and Conditions SnapGear Warranty

Standard Warranty

SnapGear, Inc., its parent, affiliates and subsidiaries, (collectively, "SnapGear") warrant your SnapGear product to be in good working order and to be free from defects in workmanship and material (except in those cases where the materials are supplied by the Purchaser) under normal and proper use and service for the period of one (1) year from the date of original purchase from an Authorized SnapGear reseller. In the event that this product fails to meet this warranty within the applicable warranty period, and provided that SnapGear confirms the specified defects, Purchaser's sole remedy is to have SnapGear, in SnapGear's sole discretion, repair or replace such product at the place of manufacture, at no additional charge other than the cost of freight of the defective product to and from the Purchaser. Repair parts and replacement products will be provided on an exchange basis and will be either new or reconditioned. SnapGear will retain, as its property, all replaced parts and products. Notwithstanding the foregoing, this hardware warranty does not include service to replace or repair damage to the product resulting from accident, disaster, abuse, misuse, electrical stress, negligence, any non-SnapGear modification of the product except as provided or explicitly recommended by SnapGear, or other cause not arising out of defects in material or workmanship. This hardware warranty also does not include service to replace or repair damage to the product if the serial number or seal or any part thereof has been altered, defaced or removed. If SnapGear does not find the product to be defective, the Purchaser will be invoiced for said inspection and testing at SnapGear's then current rates, regardless of whether the product is under warranty.

Limitation of Liability

No action, regardless of form, arising from this warranty may be brought by either party more than two (2) years after the cause of action has occurred. Purchaser expressly agrees that SnapGear's liability, if any, shall be limited solely to the replacement or repair of the product in accordance with the warranties specifically and expressly set forth herein. The remedies of the Purchaser are the exclusive and sole remedies available, and, in the event of a breach or repudiation of any provision of this agreement by SnapGear, the Purchaser shall not be entitled to receive any incidental damages as that term is defined in Section 2-715 of the Uniform Commercial Code. SnapGear waives the benefit of any rule that disclaimer of warranty shall be construed against SnapGear and agrees that such disclaimers herein shall be construed liberally in favor of SnapGear. THE FOREGOING WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTIES GIVEN IN CONNECTION WITH THE PRODUCT AND THE HARDWARE. SNAPGEAR DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES AS TO THE SUITABILITY OR MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS. SNAPGEAR DOES NOT PROMISE THAT THE PRODUCT IS ERROR-FREE OR WILL OPERATE WITHOUT INTERRUPTION. IN NO EVENT SHALL SNAPGEAR BE LIABLE FOR ANY LOST OR ANTICIPATED PROFITS, OR ANY INCIDENTAL, EXEMPLARY, SPECIAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF WHETHER SNAPGEAR WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Extended Four Year Warranty

If Purchaser buys Extended Warranty at time of purchase of the product or within thirty (30) days from date of original purchase, the period of warranty will be extended by three (3) additional years to a total of four (4) years.

Return Procedure

If this product requires service during the applicable warranty period, a Return Materials Authorization (RMA) number must first be obtained from SnapGear. Product that is returned to SnapGear for service or repair without an RMA number will be returned to the sender unexamined. Product should be returned, freight prepaid, in its original or equivalent packaging, to an authorized SnapGear Service Center. Proof of purchase date must accompany the returned product and the Purchaser shall agree to insure the product or assume the risk of loss of damage in transit. Contact SnapGear for further information.

Technical Support

Purchaser is entitled to thirty (30) days free telephone support (USA ONLY) and thirty (30) days free e-mail support (world wide) from date of purchase provided that the Purchaser first register their product(s) with SnapGear either via filling in and posting or faxing the form found in the Quick Install Guide, or filling in the on-line form <http://www.snapgear.com/registration.html>. Telephone and e-mail support is available from 9:00 AM to 5:00 PM, Mountain Time.

SnapGear's standard warranty includes free access to SnapGear's Knowledge Base as well as any application notes, white papers and other on-line resources that may become available from time to time.

SnapGear reserves the right to discontinue all support for products that are no longer covered by warranty.

SNAPGEAR END USER LICENSE AGREEMENT

IMPORTANT

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