



# Unused Account Ferret

**V2.1**

## Administrator's Guide

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# Introduction

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User accounts often become unused when the person to whom the account belongs leaves the organization. Unused user accounts are undesirable because they:

- **Provide a means of unauthorized access** - Individuals who have left an organization should not have access to network resources, especially any employee or contractor that has left in dispute.
- **Are a prime targets for brute-force attacks** - Password expiration policies have no effect on unused accounts. This gives a cracker enough time to complete a brute-force attack on a previously captured password hash.
- **Cost money** - Depending on the licensing model, unused accounts may mean unused software licenses. This can lead to substantial cost increases, especially if server licensing information is used to calculate application license requirements.

Manually identifying unused accounts on a Windows domain is a time consuming and error-prone procedure. It is not possible to simply request the last logon date for domain user accounts. To calculate the last logon date manually, information from each domain controller must be compiled and then processed using a spreadsheet or database. The number of records to be processed is equal to:

*Number of user accounts X Number of domain controllers*

Unused Account Ferret helps network administrators to identify and deal with unused accounts. UAF queries all the domain controllers and collates the data for you. A multi-threaded “smart” algorithm improves performance and reduces network and server load.

UAF displays a list of unused accounts based on the parameters that you supply. You can then disable or delete the unused accounts manually, or let UAF do it for you. UAF can also delete a user’s Microsoft Exchange mailbox, and home folder if desired.



**Unused Account Ferret may display inaccurate information if a domain controller has been recently removed, replaced, or reinstalled.** You can use UAF under these circumstances, but be aware that some account usage information may be incorrect.

Accurate results can be expected from UAF after all users have had an opportunity to logon to the domain.

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# What's new

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Some of the new features and enhancements in UAF V2.1:

## **Fast Ferret™ algorithm**

The Fast Ferret algorithm radically improves scan performance by reducing the number of queries sent to the domain controllers.

## **Microsoft Exchange mailbox cleanup**

A user's Microsoft Exchange mailbox can now be automatically deleted when their account is deleted.

## **Home folder cleanup**

A user's home folder can now be automatically moved or deleted when their account is deleted.

## **Computer account scanning**

UAF can now detect, disable and delete unused computer accounts. Computer accounts exist for every Windows NT, 2000 and XP computer in a domain.

## **Delayed scanning**

Scan start times can now be delayed by a specified number of hours. This is ideal for network administrators that want to run scans outside business hours.

## **Multiple domain support**

Previous versions of UAF required the scanning computer to be a member of the scanned domain. This is no longer the case as long as the necessary trust relationships are in place.

## **Option to ignore accounts that have never been used**

User accounts that have never been used can now be ignored during the scan.

## **File and Printer Sharing not required on scanning computer**

Previous versions of UAF required File and Printer Sharing for Microsoft Networks to be active on the scanning computer. This is no longer the case.

## **Windows XP Theme support**

Looks and feels like Windows XP.

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# Installing UAF

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## System requirements

- Windows NT <sup>1</sup>, 2000 or XP
- 5 Megabytes free disk space
- 32 Megabytes RAM

<sup>1</sup> Windows NT (Intel) 4.0 with Service Pack 3 or higher

## Upgrading from UAF V1.0

You should uninstall UAF V1.0 before installing V2.1 because the two versions use different installer technologies.



Unused Account Ferret can be used for evaluation purposes without having to purchase a license. UAF scans in “Trial Mode” when it is used without a license key. In Trial Mode, UAF only displays account names that begin with the letter A. All other account names are concealed with this text:

***Name Concealed [Trial mode]***

There is no need to reinstall UAF when you purchase a domain license. A license key will be sent to you that activates the installed copy.

Refer to the [Licensing](#) section for more information.

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# UAF Installation Wizard

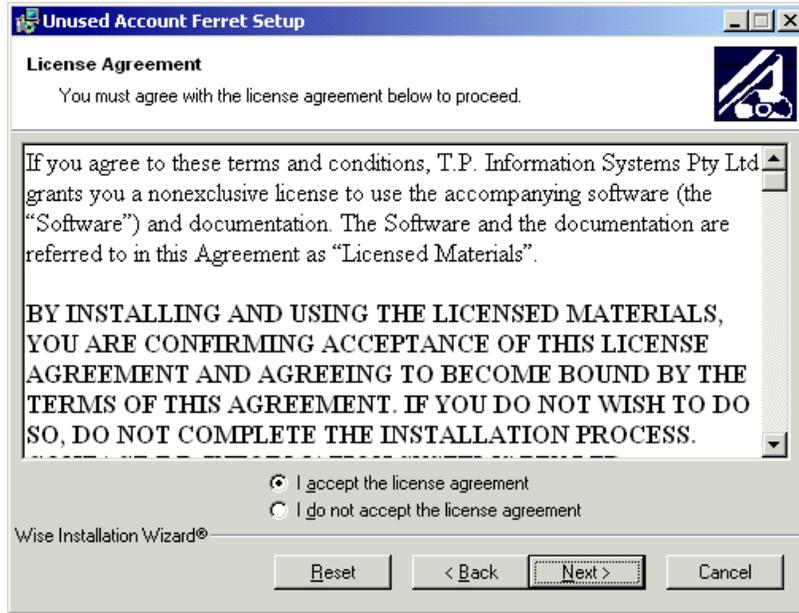
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Unused Account Ferret is distributed as a self-extracting Windows Installer package. The latest version of the Windows Installer is available at the Microsoft Download Center

[www.microsoft.com/downloads](http://www.microsoft.com/downloads)

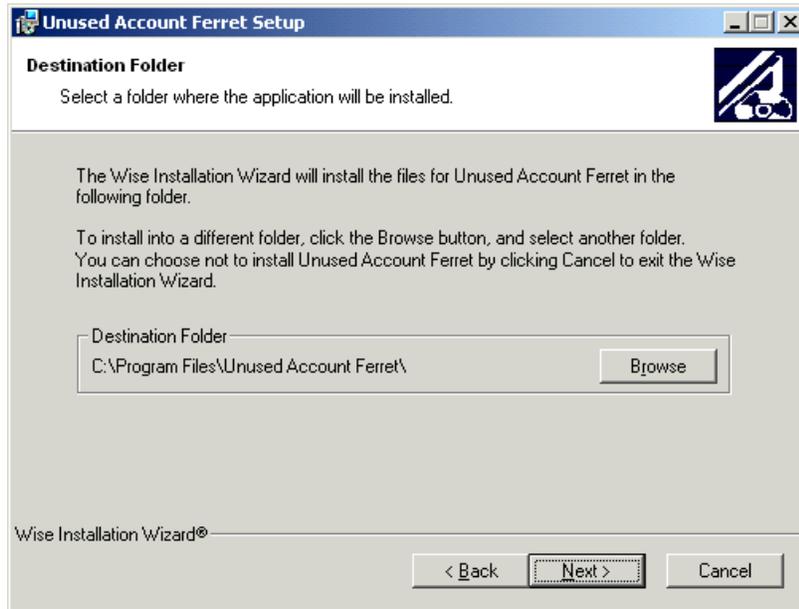
Start the UAF Installation Wizard by running UAF21.EXE. Click the **Next** button to continue.





You must accept the terms of the license agreement to continue with the installation.

Click the **Next** button to display the Readme page. The Readme contains the most up-to-date information about UAF. Read this information carefully and then click the **Next** button.



You will be prompted to select a destination folder. Click the **Next** button to continue.

Click the **Next** button again and the UAF Installation Wizard will copy the required files onto your computer.

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# Scanning a domain

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This section guides you through the process of scanning a domain with UAF. Some features are intentionally ignored because they are covered in later sections.



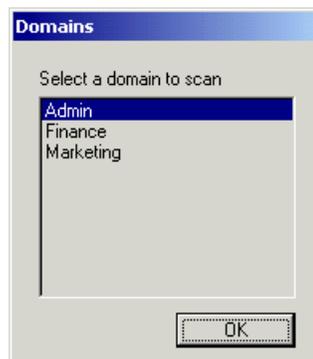
**Unused Account Ferret does not delete or disable any accounts, mailboxes or home folders during a scan.**

Scanning is a read-only operation – no changes are made during a scan.

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Start UAF by selecting | **Start | Programs | Unused Account Ferret | Unused Account Ferret |**

If your network contains more than one Windows domain, UAF will prompt you to select a domain.



UAF maintains separate configurations for each domain. Configuration changes only apply to the selected domain.

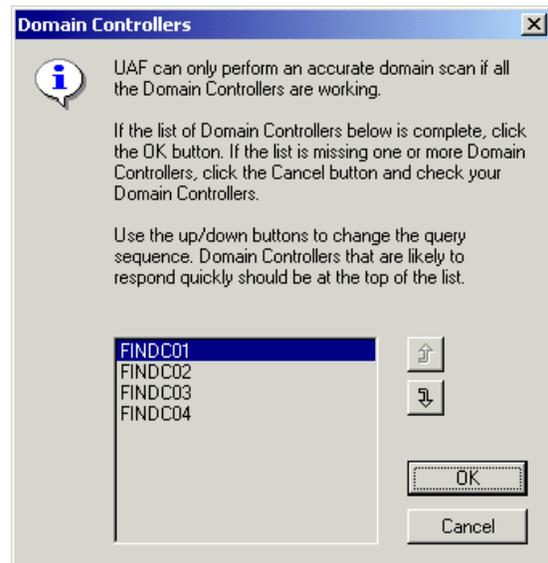
UAF does not require an administrative account to scan a domain, but a privileged account is required to disable or delete unused accounts.

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# Checking the Domain Controller List

UAF will display a list of active domain controllers for the chosen domain.

Click the **Cancel** button if there are any domain controllers missing from the list, and determine why the domain controller(s) is/are not responding.



Do not use UAF until the Domain Controller List includes every domain controller. Using UAF with an incomplete list of domain controllers may lead to inaccurate scan results.

Unused Account Ferret has a five-page tabbed interface:

- |                  |  |
|------------------|--|
| <b>General</b>   | The General page is used to configure the Domain Controller List and performance options. This page also contains license details and links to our web site. |
| <b>Resources</b> | The Resources page is used to configure the automatic cleanup of user account resources.   |
| <b>Users</b>     | The Users page contains user account scan options.   |
| <b>Computers</b> | The Computers page contains computer account scan options.   |
| <b>Scan</b>      | The Scan page is used to start, stop, open and save scans. Scan results are also displayed on this page.   |

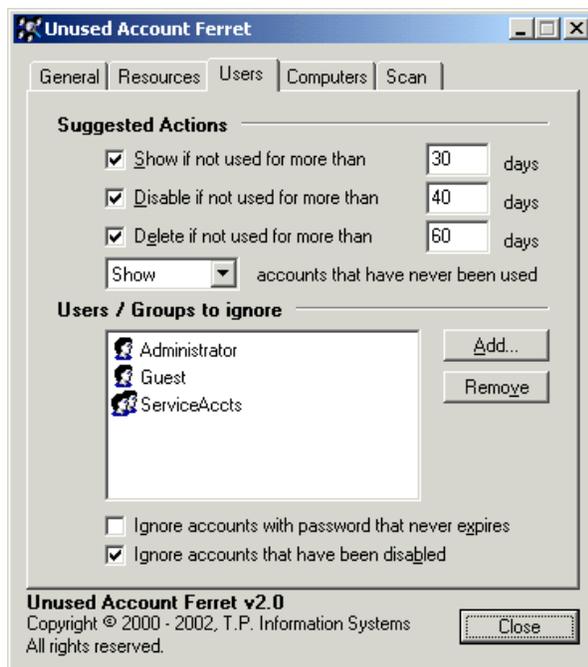
# Setting user account scan options

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Unused Account Ferret searches for two types of unused accounts:

- User**            User accounts are used by users to logon to the domain.
  
- Computer**      Computer accounts are used by Windows NT, 2000 and XP computers to logon to a domain. Computer accounts are created when a computer joins the domain.

The Users page contains the scan options for user account scanning.



Click the **Users** tab to display the Users page.

UAF uses the last logon date to determine if a user account is unused.

The optional [Fast Ferret](#) algorithm also uses the password age to determine if a user account is unused.



Press the F1 key for help.

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## Suggested actions

UAF can perform these actions on unused accounts:

- Show**            Display the account name.
  
- Disable**          Disable the account. A disabled account can be re-enabled if required.
  
- Delete**          Permanently delete the account.

The action chosen for each user account will depend on the number of days that have elapsed since the account was last used. The default configuration is to show all accounts that have not been used for over 30 days.

You can enable the other actions by checking the box to the left of each action, and optionally changing the default “days” value.

You can also choose the suggested action for user accounts that have never been used. Select the desired action for these accounts from the dropdown list.

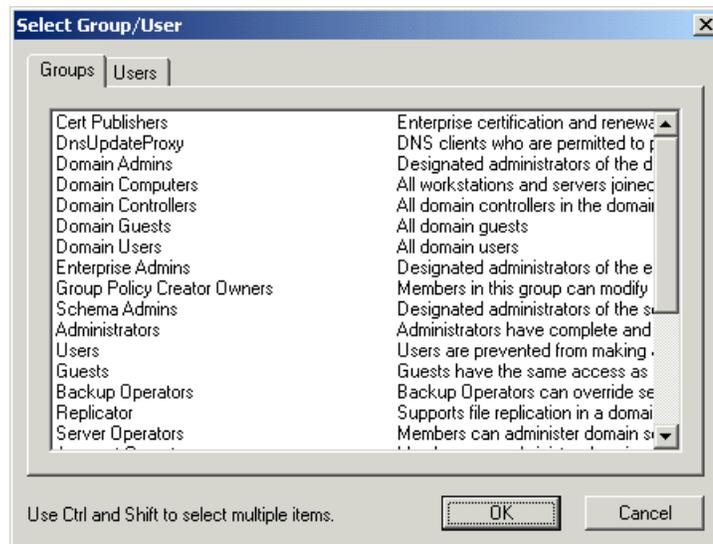


**Unused Account Ferret does NOT disable or delete any accounts during a scan.** Scanning is a read-only operation. The user must initiate disabling and deleting of accounts manually after the scan completes.

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### Users/Groups to ignore

You may want to keep some user accounts even though they are not regularly used. UAF can ignore these accounts during a scan. Click the **Add** button to add a user or group to the Ignore List.



You can select multiple items from the list by holding down the Ctrl or Shift key while making your selection.

To remove users or groups from the Ignore List, select the entries that you want to remove and click the **Remove** button.

### Account filters

Unused Account Ferret has two account filters that are used to ignore certain user accounts during a scan.

**Accounts with password that never expires** This filter ignores user accounts that have the “Password Never Expires” option enabled.

**Accounts that have been disabled** This filter ignores user accounts that have been disabled.

Check the box beside a filter to enable it.



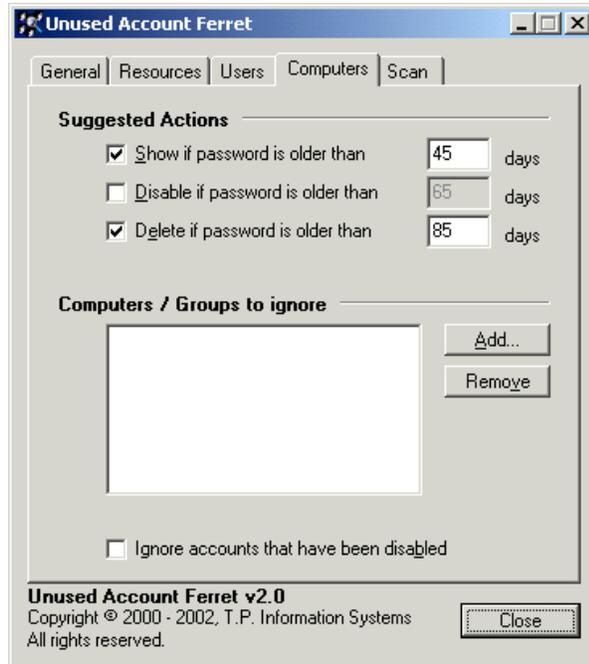
User account options are set using Active Directory Users and Computers or User Manager for Domains.

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# Setting computer account scan options

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The Computers page contains the scan options for computer account scanning.



Click the **Computers** tab to display the Computers page.

UAF uses a computer account's password age to determine if the account is unused. Windows NT, 2000 and XP computers regularly change their account passwords without user intervention. Refer to Microsoft document Q175468 for more information.

## Suggested actions

UAF can perform these actions on unused accounts:

- |                |  |
|----------------|--|
| <b>Show</b>    | Display the account name.  |
| <b>Disable</b> | Disable the account. A disabled account can be re-enabled if required. |
| <b>Delete</b>  | Permanently delete the account.  |

The action chosen for each computer account will depend on the number of days that have elapsed since the password was last changed. The default configuration is to show any account whose password is older than 45 days.

You can enable the other actions by checking the box to the left of each action, and optionally changing the default "days" value.



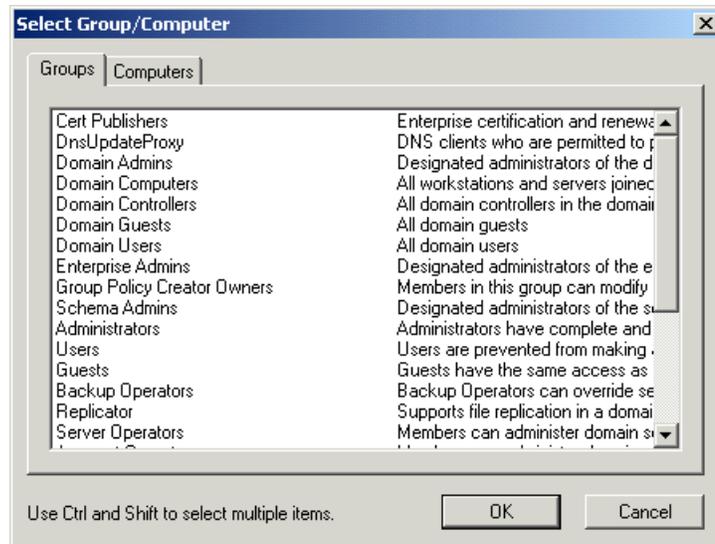
**Unused Account Ferret does NOT disable or delete any accounts during a scan.** Scanning is a read-only operation. The user must initiate disabling and deleting of accounts manually after the scan completes.

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## Computers/Groups to ignore

You may want to keep some computer accounts even though they are not regularly used. UAF can ignore these accounts during a scan.

Click the **Add** button to add a computer or group to the “Ignore List”.



You can select multiple items from the list by holding down the Ctrl or Shift key while making your selection.

To remove computers or groups from the Ignore List, select the entries that you want to remove and click the **Remove** button.



Computer account names always end with a \$ character.

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## Disabled account filter

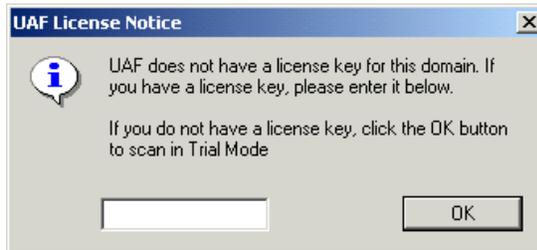
Unused Account Ferret can ignore disabled computer accounts during a scan. Check the **Ignore accounts that have been disabled** option to ignore these accounts.

Use the Active Directory Users and Computers console to disable computer accounts.

# Scanning the domain

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Start the domain scan by clicking the **Start Scan** button on the Scan page. UAF may ask you to enter a license key for the domain. If you have a license key, enter it into the field provided and click the **OK** button, otherwise click the **OK** button to scan in “Trial Mode”.



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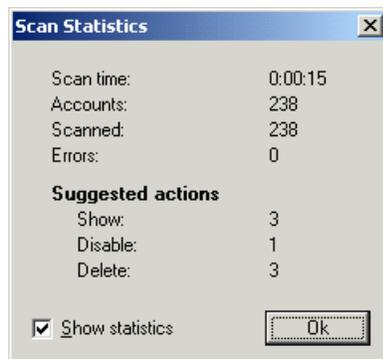
 UAF scans in “Trial Mode” when it is used without a license key. In Trial Mode, UAF only displays account names that begin with the letter A. All other account names are concealed with this text:

***Name Concealed [Trial mode]***

Refer to the [Licensing](#) section for more information.

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UAF displays a progress bar while it scans the domain. It only takes a few minutes to scan most domains, but it can take several hours to scan a large domain. Refer to the [Optimizing UAF](#) section for information on improving scan performance.



UAF displays a statistics window when the scan finishes. Uncheck the **Show statistics** option if you do not want to see this information after each scan.

Click the **Ok** button to close the statistics window.

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 UAF displays an error window if errors occur during the scan. Errors are normally caused by network problems or overloaded servers. Refer to the [Troubleshooting](#) section if errors persist.

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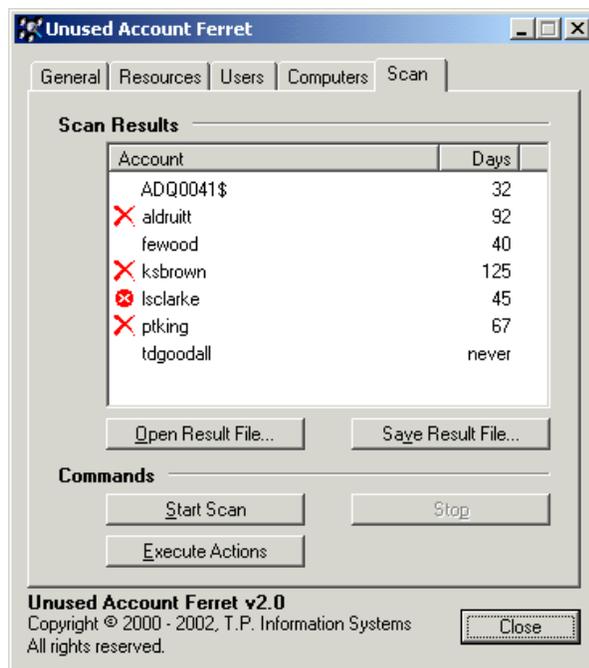
# Reviewing suggested actions

Unused Account Ferret displays the unused accounts in the Scan Results List. You can change the sort column or direction by clicking the column headings.



Computer account names always end with a \$ character.

UAF suggests what actions should be taken based on the settings in the Users and Computers pages.



The icon to the left of each account name indicates the suggested action for the account:

- (no icon) Show
- ✗ Disable
- ✗ Delete

The Days column indicates how many days have elapsed since the account was last used (or the password was last changed for computer accounts). "Never" in this column indicates that the account has never been used.

To change the suggested action for an account, right click over the account and choose an action from the shortcut menu. You can use the Ctrl and Shift keys to select multiple accounts.



## Executing suggested actions

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UAF does more than just identify unused accounts. It can also disable or delete the unused accounts for you. When UAF deletes a user account, it can also move or delete the user's home folder as well as deleting their Microsoft Exchange mailbox.



Deleted accounts, home folders and mailboxes cannot be recovered by UAF.

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Click the **Execute Actions** button to start executing the suggested actions.

Refer to the [Account Resource Cleanup](#) section if you would like UAF to move or delete user home folders and Microsoft Exchange mailboxes.



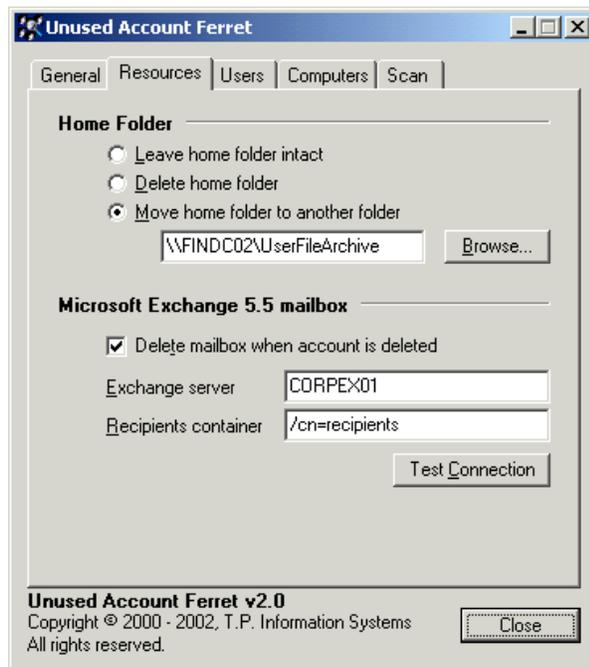
UAF displays an error window if errors occur during processing. Errors are normally caused by insufficient user permissions. Refer to the [Troubleshooting](#) section if errors persist.

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# Account resource cleanup

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UAF can automatically move or delete user resources when a user's account is deleted.

Account resource cleanup only occurs when an account is deleted. Resources belonging to an account that is disabled are not moved or deleted.

## Home folder

UAF can perform the following actions on a user's home folder:

- |               |   |
|---------------|---|
| <b>Leave</b>  | No action is taken.                               |
| <b>Delete</b> | Home folders are permanently deleted.             |
| <b>Move</b>   | Home folders are moved to the specified location. |



A user's home folder is defined in Active Directory Users and Computers or User Manager for Domains.

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## Microsoft Exchange 5.5 mailbox

UAF can also delete a user's Microsoft Exchange mailbox. The following requirements must be met for this feature to work:

<b>Exchange Server</b>	The Exchange server must be running Microsoft Exchange 5.5
<b>Exchange Admin</b>	The Microsoft Exchange Administrator must be installed on the scanning computer.
<b>Service Pack</b>	Microsoft Exchange Service Pack 3 or later must be installed on both the Microsoft Exchange server and the scanning computer.
<b>Aliases</b>	Mailbox aliases must be set to the username of the user to whom the mailbox belongs.
<b>Recipients container</b>	Recipients must exist within a single container.

Check the **Delete mailbox when account is deleted** option to have UAF delete a user's mailbox when their account is deleted. You must also enter the name of the **Exchange server** and the **Recipients container**.

Click the **Test Connection** button to confirm that UAF can communicate with the Microsoft Exchange server. The server version number and service pack are also checked during the test.



The Microsoft Exchange features are disabled if the Exchange Administrator and Exchange Service Pack 3 (or later) are not installed on the scanning computer.

The Microsoft Exchange 5.5 Administrator included with Microsoft Exchange 2000 is not compatible with UAF.

See the [Troubleshooting](#) section for more information.

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# Other features

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## Scan result files

Saving scan results to a file allows you to:

- Share results with other users
- Print scan reports
- Modify and analyze results using third party applications, databases or spreadsheets

Click the **Save Result File** button on the Scan page to save a scan result. A sample scan result file is shown below.

```
# Unused Account Ferret v2.1
# Scan Result File
#
# Created: Friday, 25 January 2002
# By: Administrator
# Domain: Finance
#
#Name                                Days  Action
ADQ0041$                             32    Show
aldrutt                               92    Delete
fewood                                40    Show
ksbrown                               125   Delete
lsclarke                              45    Disable
ptking                                67    Delete
tdgoodall                             never Show
```

Lines starting with a # are comments.

Click the **Open Result File** button to open a previously saved scan result.



UAF may not be able to open a scan result file that has been reformatted by a third party application. Using UAF to edit scan result files will ensure that the original file format is retained.

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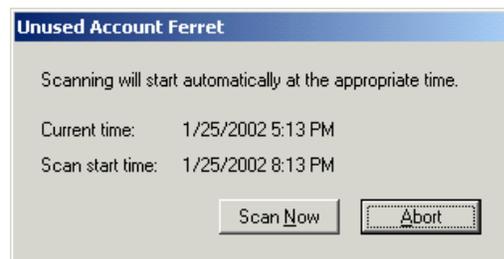
## Delayed scanning

UAF's delayed scanning feature starts a scan after a predetermined period of time, thereby allowing scans to start when the computer is unattended.

Right-click over the **Start Scan** button to display a list of available delays.



UAF displays this window while it is waiting for the scan to start:



Click the **Scan Now** button to bypass the delay and start scanning immediately. Click the **Abort** button to cancel the delay without scanning the domain.

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# Optimizing UAF

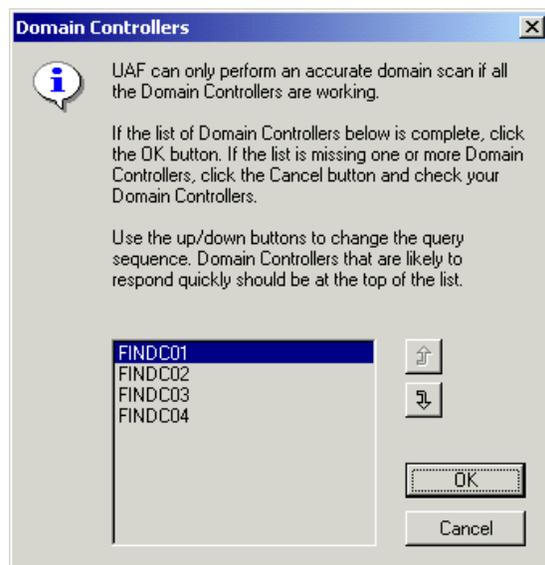
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Unused Account Ferret can scan several thousand accounts per minute in ideal conditions. UAF cannot achieve this level of performance on all networks, but there are some things that you can do to improve performance.

UAF queries each domain controller for account usage information. The minimum number of queries required to complete a user account scan is equal to the number of user accounts in the domain. The maximum number of queries is equal to the number of user accounts multiplied by the number of domain controllers. For example, UAF will generate between 5,000 and 175,000 queries while scanning a 5,000 user domain with 35 domain controllers. UAF spends most of its time waiting for the domain controllers to respond to these queries.

## Optimize the Domain Controller List

The Domain Controller List allows you to control the order in which the domain controllers are queried. Click the **Configure** button on the General page to display the Domain Controller List. The arrow buttons to the right of the list allow you to change the position of each domain controller relative to the other domain controllers. Position the fastest responding domain controllers at the top of the list. Your network topology should be your guide. Domain controllers on the same LAN as the scanning computer should be at the top of the list. Domain controllers connected via a slow WAN should be at the bottom of the list.



## Use the Fast Ferret algorithm

Enabling the **Fast Ferret algorithm** option on the General page will substantially reduce the number of queries sent to the domain controllers. This improves scan performance, reduces server load and lowers network utilization.

The Fast Ferret algorithm is not enabled by default. Consider the following issues before enabling this option:

- The Fast Ferret algorithm will only reduce the number of queries if users regularly change their domain password.
- Best scan performance is achieved when the user day settings are greater than the maximum password age. For example, if user passwords expire after 45 days, set the day settings in the Users page to 46 or higher.
- The Fast Ferret algorithm places extra load on the domain controller at the top of the Domain Controller List. Reducing the number of ferret threads (see next page) will limit the load placed on this computer.
- The Fast Ferret algorithm is extremely fast and accurate, however its results may not always be identical to those from the standard UAF scan algorithm. Differences in scan results occur because the Fast Ferret algorithm considers a password change to be an indication of user account activity, whereas the standard algorithm does not.



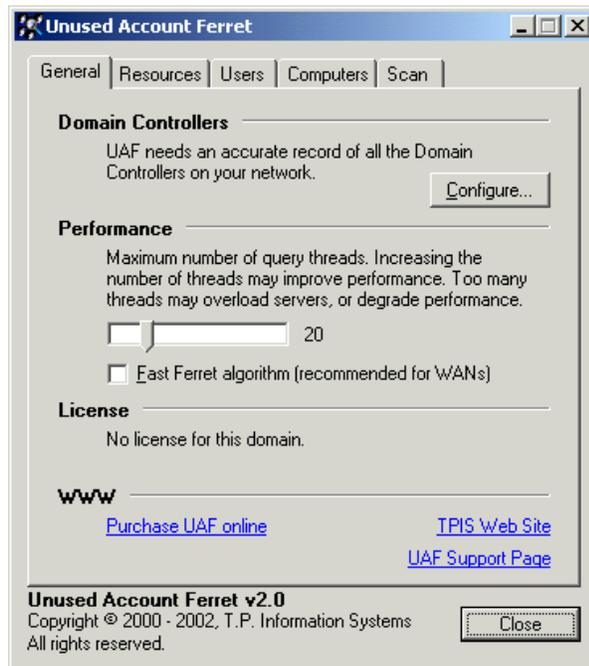
Windows NT/2000 sets a user account's initial password when the account is created. The Fast Ferret algorithm considers this password set to be an indication of user account activity.

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## Run UAF on a domain controller

Queries execute faster on the local computer than they do on a remote computer. Make sure that the domain controller that UAF is running on is at the top of the Domain Controller List. If possible, run UAF on the domain controller that handles the majority of user logons.

## Use lots of threads, but not too many!



UAF can create up to 100 concurrent ferret threads during a scan. Each ferret thread retrieves usage information for one account. More threads will theoretically improve performance, but they can also place a heavy load on your network. The default setting of 20 threads gives good performance in many cases, but may be too low for some networks. Don't assume that 100 threads will provide the best performance. This is highly unlikely and may lead to poorer performance.

The threads setting on the General page is used to specify the maximum number of concurrent ferret threads. Generally speaking, more threads should improve performance, but a point is reached where additional threads will degrade performance. The point of peak performance will depend on many factors including network topology, server performance and network load.

## Scan when network activity is low

The best time to scan a domain is when network activity and server load are low. This ensures that the domain controllers can respond quickly to UAF's queries. Use the [delayed scan](#) feature to run scans at the most appropriate times.

## Check scan settings

UAF can often scan an account without having to query every domain controller. For example, if a user has been authenticated by three out of five domain controllers (shown in query order)

<b>DC1</b>	Authenticated 3 days ago
<b>DC2</b>	Authenticated 72 days ago
<b>DC3</b>	Never authenticated
<b>DC4</b>	Never authenticated
<b>DC5</b>	Authenticated 35 days ago

UAF will only need to query the first domain controller if it is configured to display all accounts that have not been used for at least 30 days. DC1 authenticated the user in the last three days, so it is obvious that this account is not interesting in the context of the current scan. UAF would have to query every domain controller if it was configured to display accounts that had not been used in the last two days.

As this example shows, careful selection of scan settings can have a major impact on scan performance.

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# Purchasing a domain license

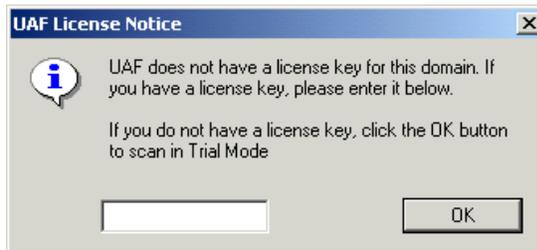
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Unused Account Ferret is licensed on a per-domain basis. One license is required for each domain that will be scanned. Visit the ANIXIS web site for the latest pricing and purchase information: [www.anixis.com](http://www.anixis.com)

UAF can be used for evaluation purposes without having to purchase a license. UAF scans in “Trial Mode” when it is used without a license key. In Trial Mode, UAF only displays account names that begin with the letter A. All other account names are concealed with this text: Name Concealed [Trial mode].

## Installing a domain license

UAF prompts you to enter a license key before each scan. If you have a license key, enter it into the field provided and click the **OK** button.



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# Troubleshooting

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## **UAF stops responding when the Start Scan button is clicked:**

- This is normal on a network that contains many accounts. UAF is waiting for Windows to retrieve a list of account names. UAF will start responding again as soon as Windows finishes building the account list.

## **Microsoft Exchange features disabled in the Resources page:**

- Make sure that UAFEX.DLL is in the same folder as UAF.EXE.
- Check that the Microsoft Exchange 5.5 Administrator is installed on the scanning computer.
- Check the version number of DAPI.DLL in the %systemroot%\system32 folder. The version number should start with 5.5.
- Make sure that Microsoft Exchange Service Pack 3 or later is installed on the scanning computer.

## **Scan results are inaccurate:**

- Click the **Configure** button in the **General** page and ensure that all the domain controllers are listed in the Domain Controller List.
- If domain controllers have been recently added, removed, replaced or reinstalled, rescan the domain after all users have had an opportunity to logon.
- Ensure that domain controller clocks are synchronized with the scanning computer. UAF will warn you if it detects a synchronization problem before a scan, but it cannot detect date/time changes during a scan.

**Scan results using the Fast Ferret algorithm are different to those using the standard UAF algorithm:**

- The two algorithms use slightly different rules to determine if an account is unused. The Fast Ferret algorithm considers password changes and account creation to be indicators of user account activity, whereas the standard algorithm does not. This can lead to slightly different results.

**Recently created accounts are not displayed in the scan results:**

- Check the **accounts that have never been used** setting in the **Users** page. Accounts that haven't been used are not displayed if this setting is set to **Ignore**.
- If the **Fast Ferret algorithm** option is enabled in the **General** page, UAF will not display recently created accounts that haven't been used. The Fast Ferret algorithm considers account creation to be an indication of account activity, so this algorithm determines that the account has been recently used.

**Errors or warnings displayed during/after a scan:**

- Scan the domain again. If the errors or warnings do not occur again, the problem was most likely a temporary server overload or network problem.
- Try reducing the number of ferret threads in the **General** page. Too many threads can overwhelm a busy server or WAN.

**Errors or warnings displayed while/after executing actions:**

- Try to execute the actions again. If the errors or warnings do not occur again, the problem was most likely a temporary server overload or network problem.
- Ensure that the account that you are using has sufficient permissions to execute the actions (including mailbox and home folder cleanup if enabled).
- Check that the Primary Domain Controller is functioning.

Check the support section of the ANIXIS web site [www.anixis.com/products/uaf/support.htm](http://www.anixis.com/products/uaf/support.htm) if you continue to experience problems with UAF.

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# Technical support

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Several technical support options are available for UAF:

## Technical Documents

UAF Technical Documents contain answers to frequently asked questions. UAF Technical Documents are available online at [www.anixis.com/products/uaf/tdindex.htm](http://www.anixis.com/products/uaf/tdindex.htm)

## Email support

Email support is available to registered customers as well as organizations that are evaluating UAF. Questions are normally answered within 24 hours. Send questions to [support@anixis.com](mailto:support@anixis.com)

## Telephone support

Telephone support is only available to customers that have pre-purchased telephone support incidents. If you call while the office is unattended, please leave a message. Your message will be sent to a pager and your call will be returned as soon as possible.

Australian Customers: (02) 4733 0500  
International Customers: +61 2 4733 0500



Support is available in English.

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