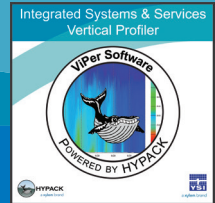


ABOUT ViPer Software



Frequently Asked Questions

Q: What is the benefit/value added of operating this software with the Profiler?

A: This is an *optional* software and is not necessary to run a profiler and acquire data from it. The *Profile Wizard* and *Loggernet* are the two programs that are essential for the profiler.

ViPer allows the user to visualize the data in graphical form, either via line or gradient graphs and will also allow the users to post the data to a browser. We are continuing to add to ViPer's functionalities as customers provide feedback on what additional features would be helpful to them that can be considered in future program updates.

Q: What is the price of the ViPer Software?

A: \$600/license/computer/year. ViPer is purchased as a *term* subscription license, renewable annually. It requires a physical USB key with an activation file. Updates may be released periodically and customers will be notified when updates are available and where they can download.

Q: Can the program be installed on multiple machines?

A: The software can be installed in several machines, however, a physical usb key is required to run the software. If you want to run the software on multiple machines simultaneously, you will need to purchase a license for each computer.

Q: Is it possible to get a trial version to try the software first before subscribing?

A: A 90-day trial version of the software is available at no cost to existing profiler customers. You can request a ViPer 90 day trial software by submitting this online [form](http://info.xyleminc.com/Profiler-Viper-Release_download.html).

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Q: What file format is the data output?

A: ViPer is a *viewer* so it is not meant to export data. It will allow you to capture the data and display it on a browser. As long as the ViPer program is running and the display is in full screen, even if running in background, the browser data will update when the .dat files receive new data from the profiler.

Q: Does ViPer work with all Profilers?

A: ViPer is not compatible for use with the earliest generation of profilers running CR10x. Those profilers had a data manager called *Profiler Data Manager* that is no longer supported by ISS. If you have a CR10x profiler, you may want to purchase a CR1000 winch controller to upgrade your system and then ViPer can be used for data visualization.

Q: Are there any restrictions with setting up the data to output to an FTP site?

A: The software is a *viewer only* so it does not create an output except as an image file that reflects the graphical representation of the data that can be viewed on a monitor or on a browser. Files will update at whatever interval you set up the program to update. As the data is acquired and builds the files on which the graphs were built, an image is captured and can be displayed on a web page.

Q: How do we get support for ViPer Software?

A: If you have questions or need assistance with ViPer, YSI-ISS will be happy to help.

Tech Support / ISS: 727-565-2201 x828

Email: support@ysisystems.com

Tech Support / HYPACK: 860-635-1500

Email: help@hypack.com

