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Technical Support hours are Monday to Friday, 8:00 to 20:00 CET/CEST in Europe and 8:00 AM to 8:00 PM ET/EDT in USA.

You can contact our technical support team by calling:

+352 265 364 300 (International),
1-877-713-8600 (US Toll Free),
0-800-012-1869 (UK Toll Free)

or by sending an email to support@securewave.com

Sanctuary® Device Scanner Tool version 1.0

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Thank you for using this SecureWave product. This file includes tips and information to help you get the most out of your SecureWave product, including a listing of known issues and any last-minute corrections that did not make it into the documentation by release time.

We recommend that you review this file before using your SecureWave product.

Table of Contents

Known Issues

009226: You may have an error when trying to install the tool on Windows 2000 operating systems.

009238: You may get an error when trying to scan the same machine twice.

009252: You should always specify ALL configuration options before trying to save your setup.

009229: When doing a report, you should be aware that when using different language OS the same device class (for example Floppy Disk) will be classified differently because of the translation (ex. Disco flexible in Spanish)

009369: Once a scan is initiated, you should not change its options before it ends. Trying to do this may result in a weird behavior.

When doing a domain scan, the machine where Sanctuary Device Scanner is installed is not included in the analysis.

Technical Support

The following is a list of information that you should collect before you call SecureWave Technical Support:

1. Take note of the area(s) you were working in.

2. The exact error message, if any, and any other information related to the error.

3. The release number, which is located under the program's *Help>About* menu item.

4. The operating system (with SP) on which your product is installed.

When you call for technical support, your representative will ask you to describe the problem in detail and may request the above information.

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