



1. TRAINING TERMS AND CONDITIONS

Resident courses. Axway Training (North America) conducts resident training at its headquarters in Scottsdale Arizona, at its Atlanta, Georgia, office, at its Redwood City, Calif. (formerly Tumbleweed) office, at regional sites in the US, and in the UK. Until further notice, Tumbleweed resident/open enrollment courses are listed at www.tumbleweed.com. For a current calendar of scheduled Axway classes, see the calendar on our website or send an e-mail to training@us.axway.com. Axway may schedule additional resident classes upon request or as the need arises.

Customer-site courses. Axway Training can also conduct training at your site. For a customer-site class to be successful, training facilities must meet certain minimum network and computer requirements. Please review paragraph 1.3 Training Terms and Conditions for Customer-site training that Axway conducts at your location, to confirm that your company's training facilities will meet those training prerequisites.

Customer site training is limited to classes of up to 12 students to ensure the success of the hands-on workshops. Larger groups of students can be accommodated by special advance arrangements, which may include more instructors and additional fees.

Training fees usually do not include reasonable travel and expenses incurred by Axway instructors for training.

1.1. Scope of Training

Unless agreed upon in advance, the Axway Training Team will present the current version of the course. In most cases, the current version of the training will cover the current, generally available release of the software. Training on a new release of the software may not be available until after a reasonable interval in which to prepare new or updated materials.

Training will cover the features and functionality available in the current, generally available release of the software not including software customizations, software development kits (SDKs), application programming interfaces (APIs), or user exits.

Training that requires replication of the customer environment or use of customer-specific data may require additional time to prepare and may result in additional cost to customer.

Cancellation Policy

For customer-site classes and those conducted in Scottsdale, Atlanta, Redwood City, or regional sites in the US or the UK, if you need to cancel your registration, you must let Axway Training know by email to training@us.axway.com at least ten (10) business days before the class start date to receive a full refund of class fees. Cancellations may be billed certain fees and costs as detailed below:

- Cancellation 10 business days or more before start of the class: 100% refund of class fees, but customer will be billed for any non-recoverable preparation costs already incurred (e.g., printed materials, shipping costs, non-refundable air travel, etc.)



- Cancellation 6 to 9 business days before start of the class: 50% refund of class fees, but customer will be billed for any non-recoverable preparation costs already incurred.
- Cancellation 5 business days or less before start of the class: No refund of class fees and customer will be billed for any non-recoverable preparation costs already incurred.

1.2. Minimum Class Size for resident and regional classes

Axway Training will make every reasonable effort to conduct all scheduled resident classes at Scottsdale, Atlanta, Redwood City, and at regional sites in the US and the UK. However, we reserve the right to cancel any class for which the minimum class size of 4 students has not been attained. Those registered for a class will receive an e-mail confirming either that the class will be conducted or canceled. We will send this as soon as possible, but not later than two weeks before class start date. Please do not make non-refundable reservations until you have received a confirmation that the class will be conducted. If the class is canceled we will offer you a reservation in the next available class.

1.3. Training Terms and Conditions for Customer-site training that Axway conducts at your location

To ensure the best learning experience for your participants, the following general requirements apply to training that Axway performs at your location. These requirements are to be met by the customer in advance of the commencement of training and at customer expense.

Here are our standard room and system requirements for Synchrony training at a customer site:

1.3.1. General requirements for all customer-site courses

1. Projection system for our laptop computer (The Axway trainer will bring the laptop).
2. Projection screen.
3. Whiteboard.
4. One computer workstation for every participant.
5. Control of the lighting (window shades, dimmer switch, etc.) in the room so that the PowerPoint slides can be seen by the participants.
6. Virus scanning and security software may need to be temporarily disabled on each student machines for the duration of the training.

1.3.2. Technical requirements for specific customer-site courses

Course	Gateway Interchange Endpoint Activator Synchrony CSOS Synchrony epedigree Application will be installed on each student machine.	Gateway: XFB Sentinel Integrator V2 and V3 Synchrony PassPort Requirements to run a VMware® image containing the application and environment	Synchrony Transfer CFT Application will be installed on each student machine.
1. Processor speed	1GHz minimum 2GHz recommended	2GHz minimum	1GHz minimum 2GHz recommended
2. RAM	1 GB minimum 2 GB recommended	2GB minimum	1GHz minimum 2GHz recommended
3. Available disk space:	300MB	The instructor will bring a VMware image on a USB-2 external hard drive where the students will do the hands-on exercises. If this is not feasible, student computers should have at least 20GB of available disk space for the VMware image.	200MB
4. Monitor/resolution:	SVGA Monitor: With 800 x 600 pixel resolution	SVGA Monitor: With 800 x 600 pixel resolution	SVGA Monitor: With 800 x 600 pixel resolution
5. Network:	TCP/IP network interface (Ethernet) (LAN card) for each computer. See additional requirements following this table.	Not applicable.	TCP/IP network interface (Ethernet) (LAN card) for each computer. See additional requirements following this table.
6. Operating System:	Windows XP Professional or Windows Server 2003	Windows XP Professional SP2 or Windows Server 2003 for the VMware Player.	Windows XP Professional or Windows Server 2003
7. Browser:	MS Internet Explorer 6.0 or later or Mozilla Firefox 1.0 or later.	Provided inside the VMware image	MS Internet Explorer 6.0 or later or Mozilla Firefox 1.0 or later.



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8. Administrator rights:	Students must have administrator rights to the local machine to install the application. For the clustering exercise, each computer must be able to share a folder on their hard disk and give the Everyone user full control.	Students must have administrator rights to the local machine to install the VMware Player® application. In addition, the student's user profile needs to allow him/her to write to an external USB hard drive.	Students must have administrator rights to the local machine to install the application.
9. File compression	Winzip or compatible	Winzip or compatible	Winzip or compatible
10. E-mail client.	MS Outlook Express, or similar client for receiving Interchange alert messages	Provided inside the VMware image	Not applicable.
11. Adobe Acrobat Reader 5.0 or later to access the product documentation.	Adobe Acrobat Reader 5.0 or later to access the product documentation.	Provided inside the VMware image	Adobe Acrobat Reader 5.0 or later to access the product documentation.
12. USB 2.0 port.	USB 2.0 port: Used to distribute initial software and files for class. Also may be used to exchange student profiles in the workshops.	USB 2.0 port. Used to plug in the external hard drive containing the VMware image.	USB 2.0 port. Used to distribute initial software and files for class.
13. Java plug-in for Internet browser:	JRE plug in for the browser (j2re 1.5.x windows-multi-language).	Not applicable.	Not applicable.

Course	Gateway Interchange Endpoint Activator Synchrony CSOS Synchrony epedigree Application will be installed on each student machine.	Gateway: XFB Sentinel Integrator V2 and V3 Synchrony PassPort Requirements to run a VMware® image containing the application and environment	Synchrony Transfer CFT Application will be installed on each student machine.
14. For ebXML and ePedigree classes only:	XML Spy or comparable XML editor (one for each student). Recommended if students are going to work with ebXML collaboration protocol agreements (cpas) or ePedigrees. You need enough licensed copies for all students to use the XML Spy simultaneously in the classroom during the exercises.	Not applicable.	Not applicable.

1.3.3. Network requirements for specific customer-site courses

Networking and transports details for Gateway Interchange, Endpoint Activator, Synchrony CSOS, Synchrony epedigree, and Transfer CFT courses.

To trade documents in during the workshop exercises and the performance examination, the student computers must be networked together. Following are details of how this will be accomplished.

- a. Axway Training will bring a 16-port switch to accomplish the networking of the computers. However, we will need you to provide sufficient Cat 5 cables to connect the student computers to the switch.
- b. Axway Training will also bring a laptop with Windows 2003 Server. This server will assign IP addresses to the student machines through DHCP. For this reason it is important that the student network be isolated from the corporate network.
- c. The Axway Training laptop Windows 2003 Server will also provide MS SQL database accounts for all participants and e-mail and FTP accounts for exchanging test documents among the students.



- d. For the clustering exercise, each PC needs to be able to share a directory on its local drive (and be able to grant full control to the Everyone group). A second computer needs to be able to access that shared drive and read, write, and delete files from the shared drive. NetBIOS needs to be enabled for this exercise.