



International Land Systems (ILS), Inc.

8401 Colesville Road, #630 • Silver Spring, MD 20910-1439 • USA

Telephone: +1.301.587.7531 • Fax: +1.301.587.2796 • Email: info@landsystems.com

CSA Desktop EOL FAQ

- Q1. What is the End of Life (EOL) date for the ILS Cover Sheet Agent Desktop Edition?**
- A1. Support for ILS CSA Desktop Edition will be discontinued on **November 1, 2008**. License keys will no longer be able to be registered, transferred, nor will existing installations be supported.
- Q2. How long will the ILS Cover Sheet Agent Desktop Edition be available for download?**
- A2. The Desktop Edition will **not** be available for download starting **October 1, 2008**. At this time new license keys will not be available for purchase.
- Q3. Once the CSA Desktop Edition has reached EOL, will my license key continue to work on my computer?**
- A3. Yes, registered copies of CSA Desktop Edition will continue to work past the EOL date and will be able to create and print coversheets normally.
- Q4. Does ILS offer an alternative product that generates Cover Sheets?**
- A4. Any customer may elect to purchase our Cover Sheet Agent Online Edition (CSA Online). CSA Online is an Internet based service. To access and use it, you need an Internet Service Provider and web browser (Ex. Internet Explorer, Mozilla Firefox). The fee for CSA Online is a \$9.95 (PER SIMULTANIOUS USER), monthly recurring charge.
- Q5. I just need to create 1 Cover Sheet. Does CSA Online offer a free trial period?**
- A5. CSA Online contains a trial period which allows for the free creation of 25 Cover Sheets and 10 printed Cover Sheets.
- Q6. Will I be able to transfer my license key once CSA Desktop Edition reaches EOL?**
- A6. All license transfers must be completed by **November 1, 2008**. After this date, license transfers will not be supported.



International Land Systems (ILS), Inc.

8401 Colesville Road, #630 • Silver Spring, MD 20910-1439 • USA

Telephone: +1.301.587.7531 • Fax: +1.301.587.2796 • Email: info@landsystems.com

Q7. If I am unable to transfer my license key by following the transfer instructions, will I still be able to receive a one-time complimentary license key?

A7. One-time complimentary license keys will no longer be issued for failed license transfers or computer crashes starting **October 1, 2008**. All users will be directed to **CSA Online**.

Q8. If I have purchased a license key and I did not register, will I receive a refund?

A8. All license keys must be registered by **November 1, 2008**. All outstanding unregistered license keys are non-refundable.