



8e6 Mobile Client



QUICK START GUIDE

PRODUCT: R3000 MOBILE (5K02-63)

UPDATED: 10.01.06

8E6 MOBILE CLIENT QUICK START GUIDE

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Part# 8MC-QSG-061001

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8E6 MOBILE CLIENT INTRODUCTION

Thank you for choosing to evaluate the 8e6 Technologies Mobile Client. 8e6 Mobile Client performs Internet filtering and blocking on mobile PCs physically located outside your organization. This product is comprised of the R3000 Mobile filtering appliance, Mobile Client software installed on an end user's workstation, the Administrator console used for configuring the R3000 Mobile server, and the Administrator console used for setting up and maintaining your account and licenses for all end users working at home or on the road. 8e6 Mobile Client ensures Internet activity of all end users located outside the organization will be tracked and filtered in the same manner as for end users on the in house R3000 filtering appliance, thereby giving you, the administrator, assurance that your organization will be protected against lost productivity, network bandwidth issues, Internet security threats, and possible legal problems that can result from the misuse of Internet resources on an unfiltered, remote, laptop computer.

About this Document

This document is divided into the following sections:

- **Introduction** - This section is comprised of an overview of the R3000 product and how to use this document
- **Service Information** - This section provides 8e6 Technologies contact information
- **Preliminary Setup Procedures** - This section includes instructions on how to physically set up the R3000 in your network environment
- **Install the Server** - This section explains how to configure the R3000 for filtering
- **Conclusion** - This section indicates that the quick start steps have been completed
- **Specifications** - This section features hardware specifications and descriptions of front panel LED indicators

Conventions Used in this Document

The following icons are used throughout this document to call attention to important information pertaining to handling, operation, and maintenance of the server; safety and preservation of the equipment, and personal safety:



NOTE: *The “note” icon is followed by additional information to be considered.*



WARNING: *The “warning” icon is followed by information alerting you to a potential situation that may cause damage to property or equipment.*



CAUTION: *The “caution” icon is followed by information warning you that a situation has the potential to cause bodily harm or death.*

SERVICE INFORMATION

The user should not attempt any maintenance or service on the unit beyond the procedures outlined in this document.

Any initial hardware setup problem that cannot be resolved at your internal organization should be referred to an 8e6 Technologies solutions engineer or technical support representative.

8e6 Corporate Headquarters (USA)

Local : 714.282.6111
Domestic US : 1.888.786.7999
International : +1.714.282.6111

8e6 Taiwan

Taipei Local : 2501-5285
Domestic Taiwan : 02-2501-5285
International : 886-2-2501-5285

8e6 China

Beijing Local : 65180088
Domestic China : 010-65180088
International : 86-10-65180088

Procedures

When calling 8e6 Technologies regarding a problem, please provide the representative the following information:

- Your contact information.
- Serial number or original order number.
- Description of the problem.
- Network environment in which the unit is used.
- State of the unit before the problem occurred.
- Frequency and repeatability of the problem.
- Can the product continue to operate with this problem?
- Can you identify anything that may have caused the problem?

PRELIMINARY SETUP PROCEDURES

Unpack the Unit from the Carton

Inspect the packaging container for evidence of mishandling during transit. If the packaging container is damaged, photograph it for reference.

Carefully unpack the unit from the carton and verify that all accessories are included. Save all packing materials in the event that the unit needs to be returned to 8e6 Technologies.

The carton should contain the following items:

- 1 R3000 unit
- 1 AC Power Cord
- 1 CAT-5E Crossover Cable
- 1 CAT-5E Coupler
- Rack Mount Brackets (2)
- 1 End User License Agreement (EULA)
- 1 envelope containing a CD-ROM with PDFs of the 8e6 Mobile Client User Guide, R3000 User Guide, and R3000 Authentication User Guide. The latest versions of these user guides can be obtained from our Web site at:
 - 8e6 Mobile Client User Guide - http://www.8e6.com/docs/r3000_8mc.pdf
 - R3000 User Guide - http://www.8e6.com/docs/Manual_r3000_r1.pdf
 - R3000 Authentication User Guide - http://www.8e6.com/docs/r3000_auth_ug.pdf

Inspect the server and accessories for damage. If the contents appear damaged, file a damage claim with the carrier immediately.

Rack Mount the Server

Rack Mount Instructions

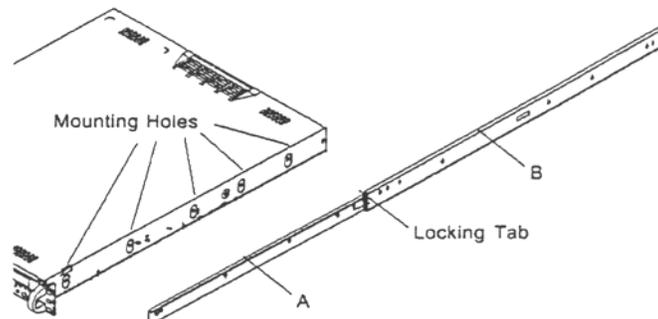
Rack Setup Suggestions

- Determine the placement of each component in the rack before you install the rails.
- Install the heaviest server components on the bottom of the rack first, and then work up.

Identify the Sections of the Rack Rails

You should have received two rack rail assemblies with the 8e6 server unit. Each of these assemblies consists of two sections: An inner fixed chassis rail that secures to the unit (A), and an outer fixed rack rail that secures directly to the rack itself (B). A sliding rail guide sandwiched between the two should remain attached to the fixed rack rail. The A and B rails must be detached from each other in order to install.

To remove the fixed chassis rail (A), pull it out as far as possible. You should hear a “click” sound as a locking tab emerges from inside the rail assembly and locks the inner rail. Then depress the locking tab to pull the inner rail completely out. Do this for both the left and right side rack rail.



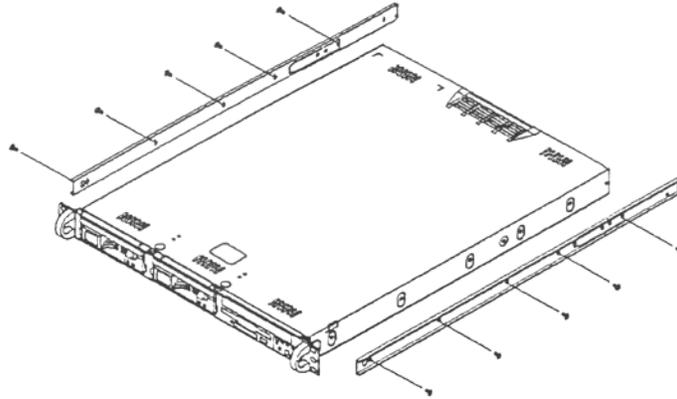
Install the Chassis Rails

Position the fixed chassis rail sections you just removed along the side of the server chassis making sure the five screw holes line up. Note that these two rails are left/right specific. Screw the rail securely to the side of the chassis. Repeat this procedure for the other rail on the other side of the chassis. You will also need to attach the rail brackets when installing into a Telco rack.

Locking Tabs: As you have seen, both chassis rails have a locking tab, which serves two functions. The first is to lock the server into place when installed and pushed fully into the rack, which is its normal position. Secondly, these tabs also lock the server in place when fully extended from the rack. This prevents the server from coming completely out of the rack when you pull it out for servicing.

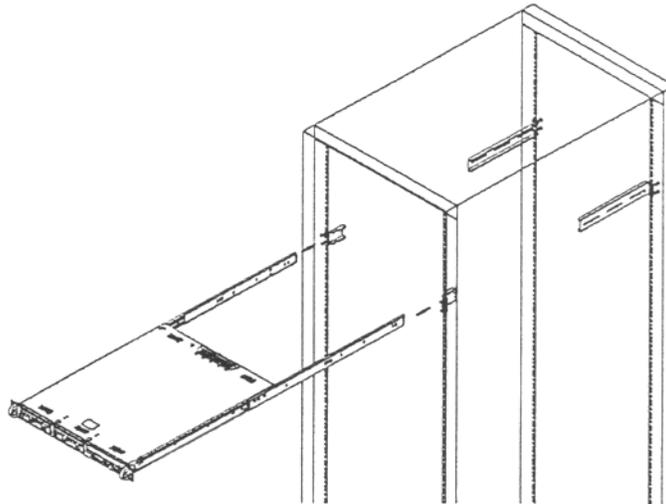
Install the Rack Rails

Determine where you want to place the server unit in the rack. Position the fixed rack rail/sliding rail guide assemblies at the desired location in the rack, keeping the sliding rail guide facing the inside of the rack. Screw the assembly securely to the rack using the brackets provided. Attach the other assembly to the other side of the rack, making sure that both are at the exact same height and with the rail guides facing inward.



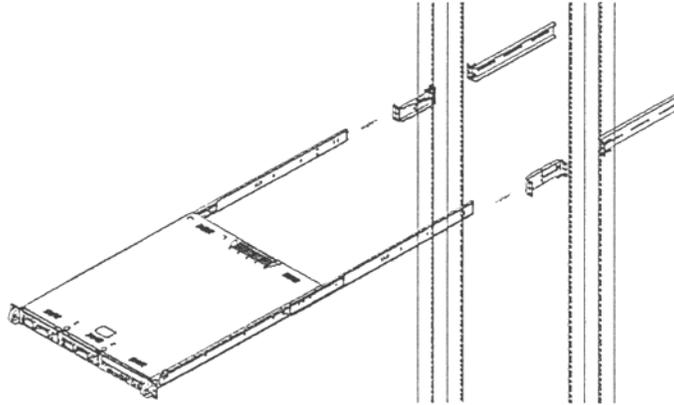
Install the Server into the Rack

You should now have rails attached to both the chassis and the rack unit. The next step is to install the server chassis into the rack. Do this by lining up the rear of the chassis rails with the front of the rack rails. Slide the chassis rails into the rack rails, keeping the pressure even on both sides (you may have to depress the locking tabs when inserting).



Installing the Server into a Telco Rack

If you are installing the 8e6 server unit into a Telco type rack, follow the directions given on the previous pages for rack installation. The only difference in the installation procedure will be the positioning of the rack brackets to the rack. They should be spaced apart just enough to accommodate the width of the Telco rack.



INSTALL THE SERVER

Step 1: Preliminary Setup

Create a “setup workstation” using a Windows-based laptop or desktop machine with a network card and Internet Explorer 5.5 (or later). The setup workstation will be used for accessing the R3000 server on the network and configuring the unit.

- A. From the desktop of the setup workstation, follow the procedures for your machine type:
- **Windows XP** - go to Start > Control Panel. Open Network Connections. Right-click the link for LAN or High-Speed Internet and choose Properties.
 - **Windows 2000** - right-click the My Network Places icon and select Properties. Right-click the correct Local Area Connection and choose Properties.
- B. Click on **Internet Protocol (TCP/IP)** to highlight it.
- C. Click the **Properties** button.

 **WARNING:** *Be sure to make note of the current network settings on the setup workstation as you will need to return them for further setup procedures.*

- D. Choose the option **Use the following IP address**.
- E. Type in the **IP address** of 1.2.3.1.
- F. Type in the **Subnet mask** (netmask) of 255.0.0.0 and click **OK**.
- G. Close the LAN connection properties box.

Link the Workstation to the R3000

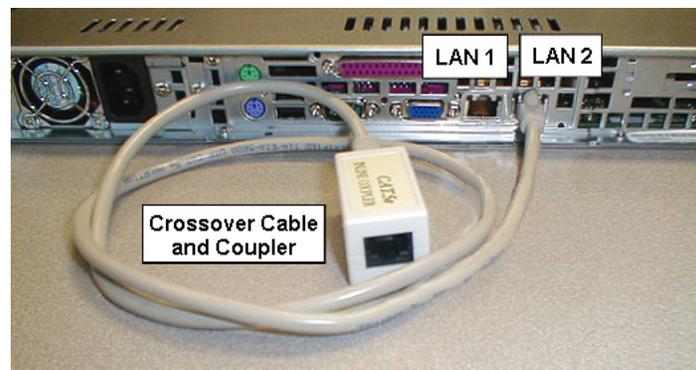
The procedures outlined in this sub-section require the use of the CAT-5E crossover cable.

- A. Plug one end of the CAT-5E crossover cable into the R3000's **LAN 2** port.

 **NOTE:** When facing the rear of the chassis, the LAN 2 port is the port on the right.

- B. Plug the other end of the CAT-5E crossover cable into the setup workstation's network card.

 **NOTE:** The CAT-5E coupler can be used if the crossover cable is not long enough for your setup. Plug one end of the CAT-5E crossover cable into the R3000, and the other end into the coupler. Plug a standard CAT-5E cable into the other end of the coupler, and the free end of the standard CAT-5E cable into the setup workstation.

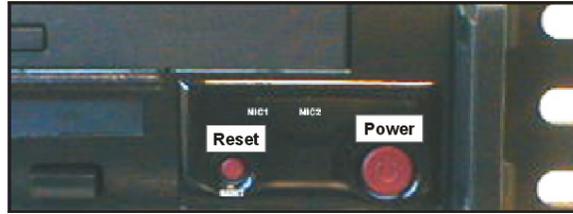


Rear of chassis

- C. Plug the R3000 into a power source with an appropriate rating.

 **WARNING:** It is strongly suggested you use an uninterruptible power supply.

- D. Power on the R3000 by dropping down the face plate and pressing the large button. The boot-up process may take 5 - 10 minutes. When the drive light remains off for 30 seconds, the system is booted up.



Front of the chassis

The Boot Up Process

The boot-up process may take 5 - 10 minutes. When the drive light remains off for 30 seconds, the system is booted up. (See the Specifications section for a description of Front Panel LED Indicators and Buttons.)

If you wish to verify that the unit has been booted up, you can perform the following test on your workstation:

1. Go to your taskbar and click Start > Run.
2. In the dialog box, type in **cmd** (type in **command** if using Windows ME).
3. Click **OK**.
4. In the cmd.exe window, type in **ping 1.2.3.4**
5. Press **Enter** on your keyboard.

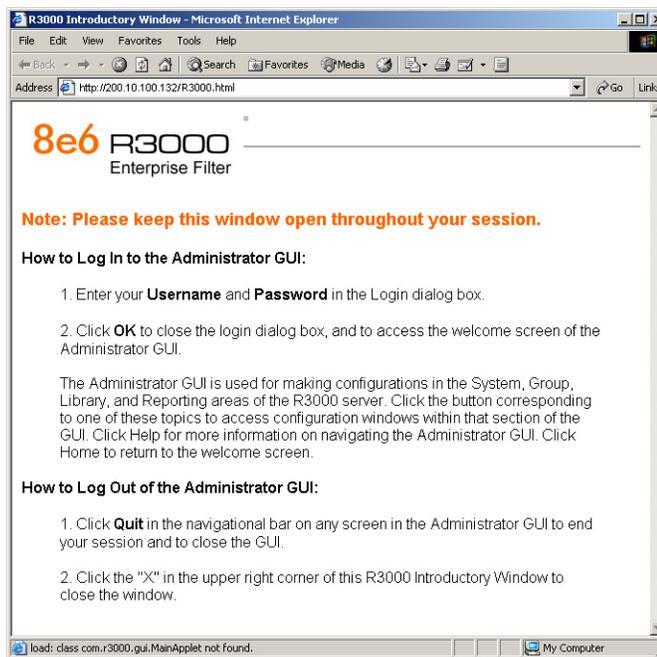
If you receive a reply, the unit is up.

Step 2: Network Setup

When the R3000 is fully booted, you can configure network settings. For this step, you will need your network administrator to provide you the host name, gateway address, and one unused IP address.

Access the R3000 Administrator Console

- A. Launch Internet Explorer from the setup workstation.
- B. Type in **http://1.2.3.4:88** in the address field.
- C. Click **Go** to open the R3000 Introductory Window:



NOTE: This window must be left open throughout your session.

The Introductory Window displays minimized when the login dialog box of the R3000 Administrator console application opens (see image on the next page).

Log in to R3000 Administrator Console

In the login dialog box, you need to enter the generic Username and Password:



- A. In the **Username** field, type in **admin**.
- B. In the **Password** field, type in **user3**.
- C. Click **OK** to close the login dialog box and to go to the main screen of the R3000 Administrator console:



Product	
R3000 Enterprise Filter Version Number	R3000 Enterprise Filter 1.1.3

R3000 Enterprise Filter Status	
Last Library Update	2003/09/28
Last Patch Update	2003/11/03

Network

Click the **System** button at the top of the screen to go to the System section of the console:



In this section of the console you will:

- Configure LAN settings the R3000 will use on your network
- Select NTP servers the R3000 will use for time synchronization with Internet clocks
- Indicate the region in which the R3000 is geographically located



NOTE: After saving your entries in each of these windows (LAN Settings, NTP Servers, Regional Setting), you may be prompted to restart or reboot the server. Click **OK** to acknowledge the contents of the alert box, and then proceed to the next sub-step **without** restarting or rebooting the server.

Network: LAN Settings

From the control panel, click Network and choose LAN Settings from the pop-up menu:

Make the following entries for the R3000 in the LAN Settings window:

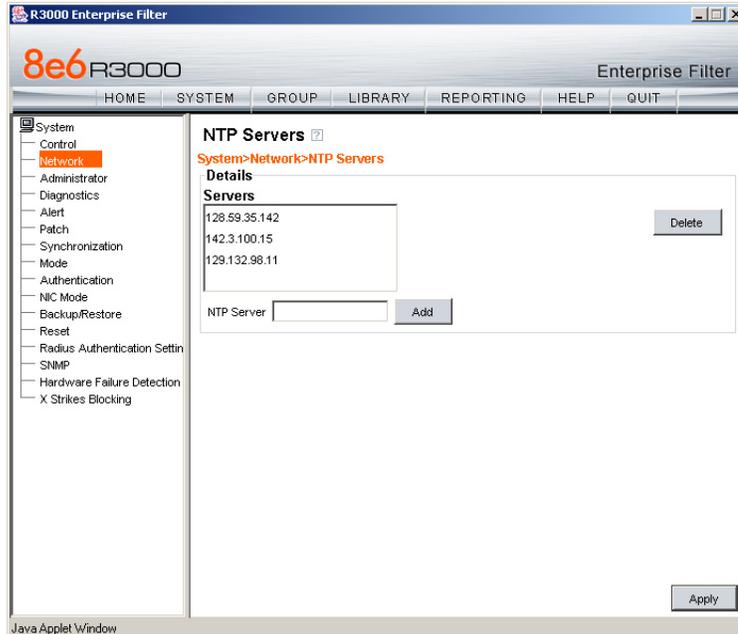
- A. Enter the **Host Name** that includes your domain name, for example R3000SERVER.myserver.com (the NetBIOS name must be capitalized). It is important to enter something identifiable, because once the product is registered, this host name is used by 8e6 Technologies to recognize your account for library updates. This name needs to be a valid DNS entry.
- B. Enter the **LAN 1 IP (eth0)** address and subnet for LAN 1, the R3000's first Ethernet Network Interface Card (NIC).
- C. Enter the **Primary IP** address of the first DNS name server. The R3000 uses this name server to resolve the domain name requested by users from the LAN.
- D. Enter the **Secondary IP** address of the second DNS name server. The R3000 will use this name server to resolve the domain name requested by users from the LAN if the first DNS isn't working.
- E. Enter the **Gateway IP** address for the default router or firewall that is the main gateway for the entire network. The R3000 will use this IP address to communicate outside the network.

 **WARNING:** Be sure to take note of the LAN 1 IP address and host name you assigned to the R3000. It is strongly suggested you document and store this information as it is now the only way of communicating with the R3000.

F. Click **Apply**.

Network: NTP Servers

From the control panel, click Network and choose NTP Servers from the pop-up menu:



The NTP Servers window is used for specifying the Network Time Protocol (NTP) servers to be used by the R3000, so that the R3000 is synchronized with computer clocks on the Internet.

Note that the following server IP addresses display in the Servers list box: 128.59.35.142, 142.3.100.15, 129.132.98.11. If necessary, any of these servers can be deleted by selecting the IP address and clicking **Delete**.



NOTE: If you need to find another NTP server to use, most university Web sites provide these servers for public usage.

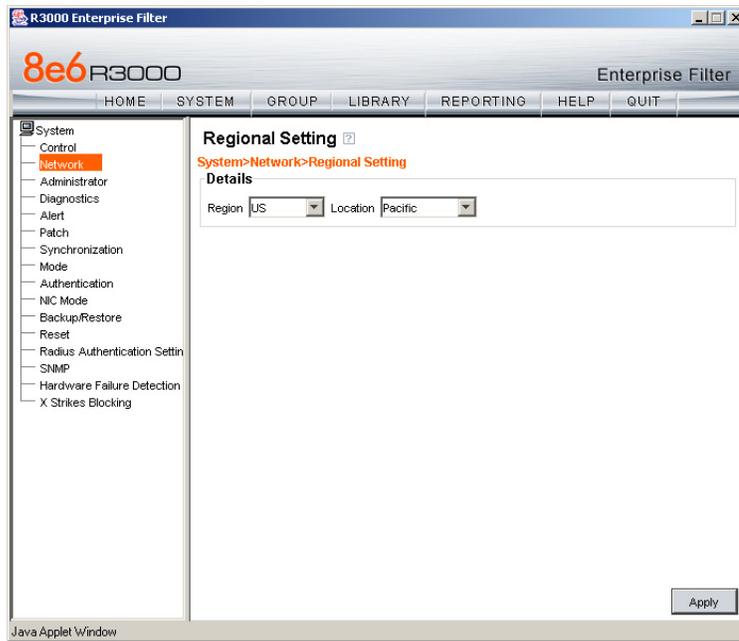
- A. In the **NTP Server** field, enter the IP address of the primary NTP server you wish to use for clock settings on your server.
- B. Click **Add** to include this IP address in the Servers list box.
- C. Enter two more NTP servers, following the procedures in sub-steps A and B. These will be the secondary and tertiary NTP servers, in order as they appear in the list box.
- D. Click **Apply**.



NOTE: If the primary server fails, the secondary will be used. If the secondary server fails, the tertiary server will be used.

Network: Regional Setting

From the control panel, click Network and choose Regional Setting from the pop-up menu:



Make the following selections in the Regional Setting window:

- A. At the **Region** pull-down menu, select your country from the available choices.
- B. At the **Location** pull-down menu, select the time zone for the specified region.
- C. Click **Apply**.

Step 3: Physically Connect the R3000 to the Network

Select a Site to Install the Unit

In most cases the R3000 Mobile server should be installed in the DMZ, but the appliance can be installed anywhere on the network as long as the following operational requirements are met:

- The administrator must be able to access the R3000 Mobile Appliance from inside the network on TCP port 88. This is for the purpose of accessing the R3000 Administrator console.
- The 8e6 Mobile Client must be able to access the R3000 Mobile appliance from outside the network on TCP port 443 (for the purpose of filtering) and TCP port 81 (for the purpose of accessing the block page).

Connect the Unit to Your Network

Once your R3000 network parameters are set, you must physically connect the unit to your network. This step requires two standard CAT-5E cables.



NOTE: This section requires you to restart the R3000. If you wish to relocate the R3000 before connecting it to the network, you must first shut down the server instead of restarting it. To shut down the R3000, go to the control panel, click Control, and then select ShutDown. Once the server is shut down, you must power on the R3000 and then log back into the Administrator console.

- A. Restart the server using the steps defined below (i-iii). These steps must always be performed when restarting the R3000. **Never** reset the server by using the power or reset buttons.
 - i. From the control panel of the System section of the console, click Control and select Reboot from the pop-up menu to display the Reboot window.
 - ii. Click the **Reboot** button.
 - iii. From the time you click Reboot, you have approximately 2 minutes to perform sub-steps B through E while the R3000 goes through the reboot process.
- B. Disconnect the crossover cable from the R3000.
- C. Plug one end of a standard CAT-5E cable into the R3000's LAN 1 port.
- D. Plug the other end of the CAT-5E cable into an open port on the network switch.
- E. Wait until the reboot process has completed, indicated by the drive light staying off for 30 seconds. This process may take 5 to 10 minutes. Proceed to Step 4.



NOTE: If you receive a connection failure message during the reboot process, please disregard it, as this often occurs when there is a change in the IP address.

To restart the browser window, close both the R3000 Administrator console and the R3000 Introductory Window. Begin a new session by opening a new browser window and then logging back into the Administrator console.

Step 4: Test the R3000 Console Connection

Now that the R3000 is physically installed on your network and you have configured its network settings, you need to test the unit to see if it is set up properly.

- A. Restore the setup workstation you used for the Network Setup to its original settings, and connect it to the network hub to create a “network workstation.” (You could also use another workstation already on the network that has Internet access.)
- B. Launch IE on the network workstation, and enter the IP address you assigned to LAN 1 (Step 2, Network: LAN Settings, sub-step B.) Be sure to include the port information :88 and HTML page information in the address field. For example, if the R3000 were assigned an IP address of 10.10.10.10, you would enter **http://10.10.10.10:88/R3000.html** in the browser window’s address field.
- C. Click **Go**. You should be prompted to log into the Administrator console, giving the Username and Password.

If you can access the R3000 Administrator console, the R3000 is functioning on your network and you should proceed to Step 5.

If you cannot access the R3000 Administrator console, please verify the status of the LAN connection in Windows on the network workstation, and then try enabling/disabling the LAN connection. If that fails to work, check the following:

- The R3000 is turned on.
- The R3000 is connected to the same hub as your router/firewall.
- Can the PC normally connect to the Internet?
- Is the PC able to ping LAN 1 of the R3000?
- Is the R3000 plugged into a switch instead of a hub?
- Is there a caching server?
- Can the R3000 ping the filtered PC? (Refer to the System Command window in the Diagnostics section of the R3000 User Guide)
- Did you restart the R3000 after changing the network settings?
- Do you have the LAN port connected to your network hub?
- If still unsuccessful, contact an 8e6 Technologies solutions engineer or technical support representative.

Step 5: Test the Mobile Client Console Connection

Once you have accessed the R3000 Administrator console, you should verify that the Mobile Client can be accessed by the R3000.

- A. Use a workstation on which the Mobile Client is installed that is not on a filtered portion of the LAN. Open a browser window on a network workstation, and then go to **http://test.8e6.net** (an empty site for testing pornography filtering).
- B. The connection should be blocked, and the block page served by the R3000 Mobile appliance should display in the browser's Address field. If you do not receive a block page, contact an 8e6 Technologies solutions engineer or technical support representative.



NOTES: Refer to the *8e6 Mobile Client User Guide* for information on installing the Mobile Client. Port 22 (SSH) must be open on your network to allow access by remote technical support.

Step 6: Set Library Updates

After verifying that the R3000 is correctly installed on your network, you need to activate R3000 library updates. Library updates are critical for filtering as new sites are added to the 8e6 library each day. To activate updates, visit the 8e6 Technologies Web site and enter the activation code that was issued to you by e-mail (also included on the product invoice).



NOTE: Ports 20 and 21 (FTP) must be open for outgoing requests so that the R3000 can receive library updates.

Activate and Register the R3000

Be sure you have a valid host name chosen before activating your account.

- A. Open an Internet browser window and go to **<http://www.8e6.com/activate>**.
- B. After reading through the online End User License Agreement, click **Accept** to go to Step 2 of the activation process.
- C. Enter your activation code.
- D. Click **Submit** to go to the R3000 Activation and Registration page.
- E. Verify that your serial number and activation code are the same as shown on this registration page.
- F. Fill out the information on this page, including the host name for the public DNS server. ***The entry of the unique host name you've chosen is mandatory in order to receive library updates.***
- G. After all information is entered, click **Activate** to activate your service. You should receive confirmation that the R3000 at your host name has been activated.

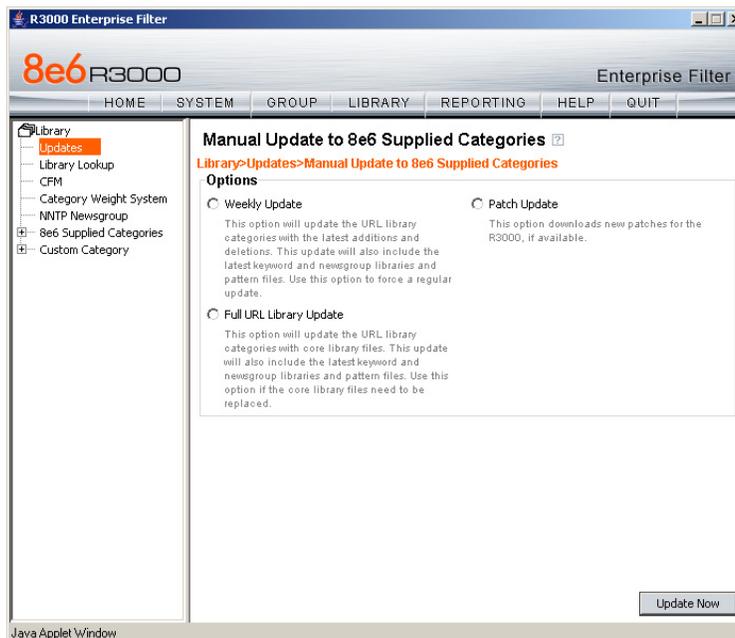
You may wish to print the confirmation page for future reference in dealing with technical issues.

Perform a Complete Library Update

Your R3000 was shipped with the latest library update for the current software release. However, as new updates continually become available, before you begin using the R3000 you must perform a complete library update to ensure you have the latest library updates.

To download the latest library updates, go to the R3000 Administrator console.

- A. Click the **Library** button at the top of the screen.
- B. From the control panel, click Updates and select Manual Update from the menu:

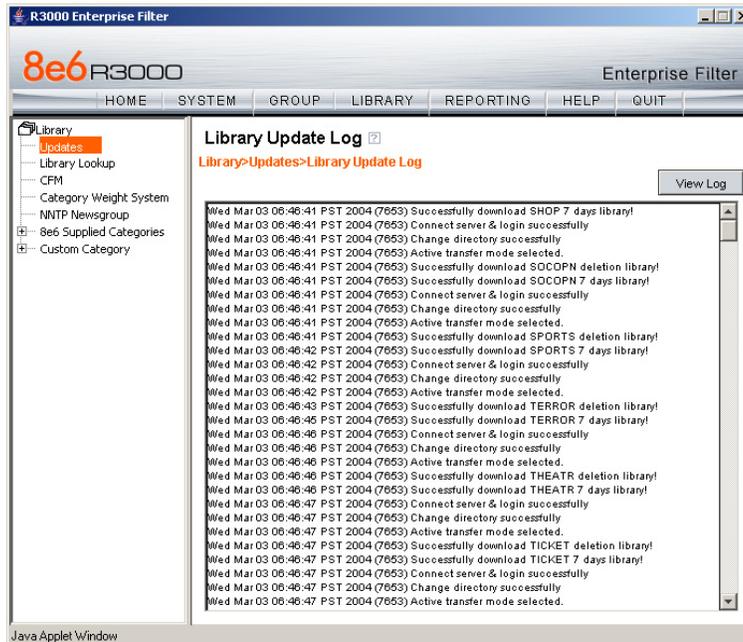


- C. In the Manual Update to 8e6 Supplied Categories window, click the radio button corresponding to **Full URL Library Update**.
- D. Click **Update Now** to begin the update process.

Monitor the Library Update Process

To verify that the library is being updated:

- A. From the control panel, click Updates and select Library Update Log from the menu.
- B. In the Library Update Log window, click **View Log** to display the update activity:



 **NOTE:** You will be notified in the log when the library has been completely updated by the message: "Full URL Library Update has completed." If this message does not yet display, click **View Log** again to view the latest information.

 **WARNING:** At the conclusion of this step, your R3000 will be actively filtering your network. The R3000 is initially set to filter pornography sites on all of your network traffic associated with the hub to which it is connected.

CONCLUSION

Congratulations; you have completed the R3000 quick start procedures. Now that the R3000 is filtering your network, the next step is to set up groups and create filtering profiles for group members.

To activate a default filter profile more appropriate for your operations, or to specify a more limited IP range to filter, consult Chapter 2: Group screen in the Global Administrator Section of the R3000 User Guide. Refer to Chapter 1: System screen for information on how to give end users access to acceptable HTTPS sites if strict HTTPS filtering settings are used.

Obtain the latest user guides from our Web site:

- R3000 User Guide: http://www.8e6.com/docs/Manual_r3000_r1.pdf
- R3000 Authentication User Guide: http://www.8e6.com/docs/r3000_auth_ug.pdf
- 8e6 Mobile Client User Guide: http://www.8e6.com/docs/r3000_8mc.pdf

SPECIFICATIONS

R3000 Mobile 1U Units

1U Physical Specifications

Specification	Value
Height	1.7" (43mm)
Width	16.8" (426mm)
Depth	22.6" (574mm)
Front clearance	2 inches (76mm)
Side clearance	1 inch (25mm)
Rear clearance	3.6 inches (92mm)
Weight	19.5 lbs (8.85 kg)



1U Hardware Component Specifications

Specification	Value
Operating temperature range	10° C ~ 35° C (50° F ~ 95° F)
Storage temperature range	-40° C ~ +60° C (-40° F ~ 158° F)
Operating humidity range	8 ~ 90% non-condensing
Storage humidity range	5 ~ 95% non-condensing
Power supply	260W AC power supply [24-pin, (4-pin = 12V)]
Rated AC input voltage	100 ~ 240V, 50/60Hz, 5-3 Amp
Rated input frequency	50 ~ 60 Hz
Rated input current	5A MAX
Rated output power	260W
Maximum rated BTU	1370 BTUs/Hr
Nominal DC output: +3.3V	15.0A
Nominal DC output: +5V	25.0A
Nominal DC output: +12V	18.0A
Nominal DC output: -12V	1.0A
Nominal DC output: +5V standby	2.0A
Regulatory (power supply)	Power Supply Safety / EMC USA - UL listed, FCC Canada - CUL listed Germany - TUV Certified Europe/CE Mark EN 60950/IEC 60950-Compliant

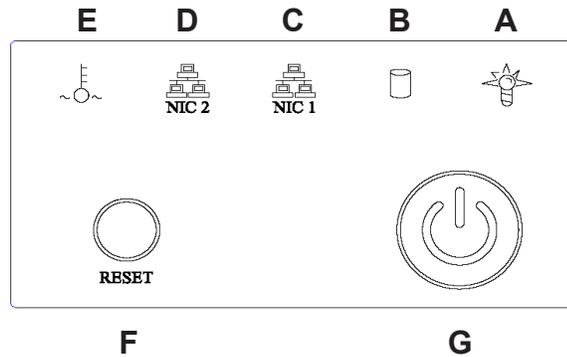
Internal Product Specifications

Specification	R3000 Mobile
CPU	3.6GHz P4 CPU
Memory	3GB PC4200 / DDR2-533 Dual Channel RAM
Hard drive capacity	1x120GB HDD
Connectivity	10/100/1000 10/100/1000

Front Panel LED Indicators and Buttons

Diagrams and Descriptions

LED indicators and buttons display on the front panel, to the right:



LED indicators alert you to the status of a feature on the unit while buttons let you perform a function on the unit.

LED Indicators and Buttons

LED Indicator Key

- A. Power
- B. HDD Activity
- C. LAN 1
- D. LAN 2
- E. Overheat

Button Key

- F. Reset
- G. Power

LED Indicator	Color	Condition	Description
Power	Green	On	System On
		Off	System Off
HDD	Amber	Blinking	HDD Activity
		Off	No HDD Activity
LAN 1 & LAN 2	Green	On	Link Connected
		Blinking	LAN Activity
		Off	Disconnected
Overheat	Red	On	System Overheated
		Off	System Normal

8e6 Corporate Headquarters (USA):
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