

1. What is PatchFactory?

PatchFactory™ version 3.3

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PatchFactory for Windows is a full-featured byte-level patching system for bandwidth-efficient software updating which is sold at a reasonable price comparing to systems of the similar class. PatchFactory provides a robust feature set that gives software developers the ability to tailor the update process to their specific needs.

Keeping customers on the most current version optimizes the performance of your product and significantly reduces your end-user support costs.

PatchFactory is a new and innovative software updating and delivery solution, ensuring that end-users always have the latest version of your software. When integrated into your application, PatchFactory performs almost any updating task, including synchronizing files, running an installer, updating your software, and even performing a custom action to keep your customers up-to-date and your technical support calls/inquiries to a minimum.

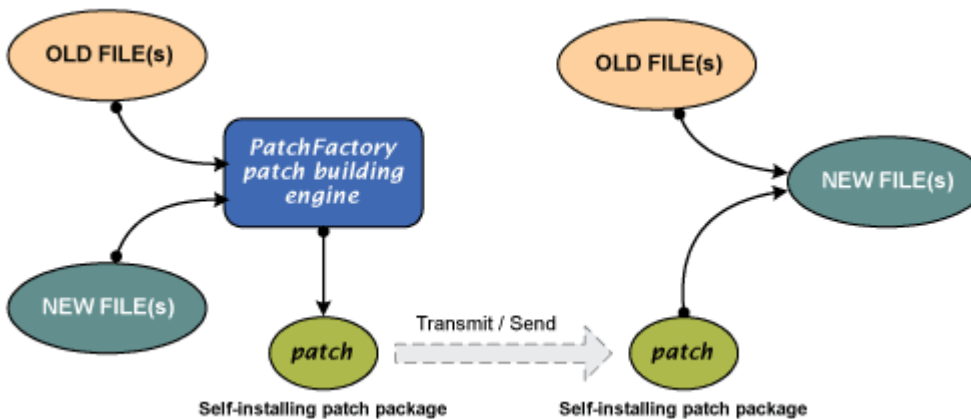
The patch-building engine is an innovative standard for producing version-to-version or cumulative software updates contained in one small, reliable package.

Generated patch packages are small size self-extracting executable update programs in a famous installer style with adjustable user-friendly interface (silent mode is also available). Patches can modify or replace the installed files to add new features, fix bugs, or add new security features.

Unlike setup files, which contain all files needed to run the software, the result update program only contains information concerning modifications (including changes in files/folders structure) made to old version software files relatively to new version files and has an easy-to-use interface with user-friendly dialogs.

Using PatchFactory you can create a complete yet compact update installation package for the application and make it available for download, or issue a media that contains the update package. You can also use PatchFactory to keep up-to-date any important data that must be updated very often and which freshness may be critical for your business.

The idea behind PatchFactory is simple: when modified file(s) must be transmitted, send only the changes (byte level differences) stored in one reliable self-installing update module rather than the entire software installation package. PatchFactory lossless byte-level compression is not content dependent, so it may be used whenever data is changed at one location and must be efficiently updated and/or archived at another.



NOTE: PatchFactory does not deal with any specific data structures, it operates with files as a binary data. Databases or files of other formats can be updated only as binary files (**warning:** database update can be implemented only if it is not changed on the end-user's machine).

Whatever you want to patch, update or upgrade - PatchFactory offers you the most comprehensive, professional, reliable, easy and safe to use, efficient and reasonably priced software update solution. Make your customers always feel up-to-date!

Key features of PatchFactory v3 :

- **Patch building:**

- Easily create self-applying patch file executables with customizable GUI interfaces
- Powerful patch engine helping generate extremely small size patch packages.
- Multiple version components support (with different target location on the end-user's machine).
- Integrated compression technology.
- Update of folders/files structure: addition of new/deletion of old folders or files, ignore missing files.
- Effective patch building for executable EXE or DLL files.
- Easy and visual navigation through images of old and new versions of your files.
- Utilizing of the registry, INI files or a fixed path for smart file location.
- Cumulative patch building to integrate several updates into one patch package.
- Storage of difference building results in intermediate files helping significantly increase the speed of reiterated patch building.

- **Patch applying module is based on the powerful InnoSetup engine which has the following features:**

- Support for all Windows versions in use today -- Windows 95, 98, 2000, 2003, XP, Me, and NT 4.0 SP6.
- Powerful integrated Pascal-based scripting engine providing lots of new possibilities to customize/enhance update Install or Uninstall functionality at run-time.
- Silent install and silent uninstall.
- Support for multilingual installs: *English (default), German, Spanish, Italian, French and Russian.*
- Creation / changing of registry and .INI entries.
- Run an external command or executable before, during, or after the patch process
- Support for passworded and encrypted installs.
- Optional license information and release notes presented to your end-user.
- Apply Interface message management to customize messages presented to your end-user.

All features of patch module installation (except file update procedure itself) are implemented using standard InnoSetup resources.

Source codes of scripts used are available for free modification/enhancement.

- **Additional features of Patch applying:**

- Smart automatic version check to determine the installed version.
- Ensure that no system is ever partially updated (automatic Rollback function during patch applying guarantees that end-user's system is successfully updated or not updated at all)
- Capability of automatic backup of modified and deleted file(s).
- Rollback / uninstall of the update after installation
- Delayed patching support for locked files
- Small size of base update modules (without patch data).
- Log errors at apply time
- Easy-to-use optimized interface that can be enhanced with the help of InnoSetup resources

System requirements :

- Minimum

- Microsoft Windows 98, NT4, 2000, ME, XP or above
- Microsoft Internet Explorer 5.0 or later
- Display resolution 800x600 hi-color (16 bits)
- Processor 486 and above, 32 Mb RAM

- Recommended

- Microsoft Windows 2000, XP or above
- Microsoft Internet Explorer 5.0 or later
- Display resolution 1024x768 hi-color (16 bits)
- Processor Pentium II and above, 128 Mb RAM

2. Patching Engine Efficiency

To evaluate the performance of byte-level patching engine used in PatchFactory to build a difference between two particular versions, we have prepared a comparison table (below) for well-known software products where you can see the original size of the new version files, the full original installation package (available from the author of the corresponding software product), the Update package size (from the author), the difference size (built with the help of PatchFactory), and the result compression ratio of the result difference size (prepared by means of PatchFactory) versus original installation package and uncompressed new version files of a software product.

Software Product	Versions	Uncompressed size		From the Author		Total DF size, bytes created with PatchFactory	DF compression factor vs.	
		old version files, bytes	new version files, bytes	Install package, bytes	Update package, bytes		Install package	Uncompressed new version
Nero Ahead Software, 151 files	6.6.0.1 ⇒ 6.6.0.3	70 798 812	71 410 418	29 974 779	NA	3 248 356	89.2 %	95.5 %
Adobe GoLive CS, 3 605 files	7.0.0 ⇒ 7.0.2	145 355 437	145 478 267	108 219 719	14 813 584	2 527 744	98.0 %	98.3 %
Adobe Acrobat CS, 819 files	6.0.0 ⇒ 6.0.1	143 978 136	145 465 485	138 860 743	15 919 168	4 782 134	96.6 %	96.8 %
Adobe Acrobat CS2, 1 942 files	7.0.0 ⇒ 7.0.1	458 286 849	458 295 112	211 754 411	4 905 816	1 733 106	99.2 %	99.9 %
Adobe Acrobat CS2, 2 017 files	7.0.0 ⇒ 7.0.5	458 286 849	478 871 880	#--#	26 598 760	10 645 342	94.9 %	97.7 %
K-Lite Mega Codec Pack, 147 files	1.3.1 ⇒ 1.3.2	27 233 341	27 238 095	25 195 329	NA	189 289	99.2 %	99.4 %
TheBat! Professional, 120 files	3.50 ⇒ 3.51	26 596 977	26 703 858	9 742 336	NA	1 967 167	79.8 %	92.6 %
TheBat! Professional, 120 files	3.51 ⇒ 3.60	26 703 858	27 380 430	9 967 104	NA	2 201 632	77.9%	91.9 %

3. Frequently asked questions

To view the latest FAQs you can visit our public website at <http://www.agensoft.com/faq.html>.

1. General Questions:

[1.1 What is the main idea of building update modules?](#)

[1.2 What's the advantage of buying a Commercial or a Corporate License? What is your licensing policy?](#)

[1.3 Can I get the software on disk or CD media?](#)

[1.4 Will I get 'SPAM' if I give you my e-mail address?](#)

[1.5 Can I order via fax machine or phone?](#)

[1.6 Can I purchase with a check?](#)

[1.7 What are your product IDs at RegSoft, RegNow or ShareIt?](#)

[1.8 How long does it take to get my registration code after I purchase a product online?](#)

[1.9 Do I have to license each patch file created...?](#)

[1.10 What is the policy on updates...how much do they cost?](#)

[1.11 How does PatchFactory can help prevent software piracy?](#)

[1.12 Which development environments can I use with PatchFactory?](#)

[1.13 Does the PatchFactory client-side patch program require any third-party libraries to run?](#)

[1.14 What are the advantages for distributing patches?](#)

[1.15 What are the limitations of the evaluation version of PatchFactory v3?](#)

[1.16 What is the difference between patching and incremental updating?](#)

[1.17 ERROR#1: Limitation of evaluation version: the number of files/folders in the difference can not exceed 100.](#)

2. Technical Questions:

[2.1 I am trying to compare two files which changed a bit. I used ASPack \(or other compression utility\) to reduce the file size. When I create the patch - its size is larger, which is not really what I wanted.](#)

[2.2 How can I provide backup copy of old files on the end-user's machine to prevent their loss at patch applying?](#)

[2.3 I need to update a database with things like adding columns or so. Does your software could help me to patch the database using sql or it can replace old files...?](#)

[2.4 How to create an update module that can run silently \(i.e. no user intervention, pop-up windows, etc...\) ...?](#)

[2.5 How can I localize PatchFactory client dialogs into my language?](#)

[2.6 I'm trying to build a patch for a Gigabyte-sized file. Can your product handle files of this size? Any ideas on time per Gb and processor utilization?](#)

[2.7 Error applying df-file with EDF_OLD_MD5_ERROR code. What is wrong?](#)

[2.8 How can I customize the Update Installation wizard images?](#)

[2.9 How can I Register a DLL/OCX library? I need to somehow register dll's after they are installed?](#)

[2.10 How can I write to the system Registry?](#)

[2.11 How can I run an executable or open another file after update is finished?](#)

[2.12 How can I specify the minimum user privilege required to run the update?](#)

1. General Questions:

1.1 What is the main idea of building update modules?

The main idea of building patches is that patch file represents only information concerning changes made to an old version software product files relatively to a new version software product files. And if these changes are not significant relatively to total size of new version files than such delivering of update module (patch file/patch module) can become more effective method of update delivering.

Software has its bugs. These bugs are often discovered after the official release of the product. You are getting bug reports from your users. It's terrible that you spent your money to create fancy box, to record CD-ROM's and to distribute your software and several days after they appear. So, you should use "patch" which just contains description of changes you have made to your product since the official (or just previous) release. What's more, the difference between previous and current version to keep the patches as small as possible.

1.2 What's the advantage of buying a Commercial or a Corporate License? What is your licensing policy?

- the discounted **Personal License** is offered as a service to the industry, primarily for single person companies with little revenue (such as shareware authors). The software is licensed to the name of the individual purchasing the license.
- the standard **Commercial License** is intended for small companies. The software is licensed to the name of the company purchasing the license. Maximum number of employees using the software is limited to 5. It also entitles an organization to receive high-priority support (*with guaranteed answer within 2 business days*) via email. If you would like to obtain more extended services or more employees to use the software - consider buying the Corporate license.
- the premium **Corporate License** is intended for large companies and corporates with many employees. The software is licensed to the name of the company purchasing the license. And besides this type of license entitles an organization to receive one copy of the distribution software and to duplicate the software for any number of people or workstations within the corporation. It also entitles an organization to receive high-priority support (*with guaranteed answer within 1 business day*) via email and free major version upgrades during lifetime of the product.

All licenses include the royalty-free distribution of the PatchFactory Client for an unlimited number of applications, free minor version updates with special 50% discount for major upgrades and priority technical support via email.

1.3 Can I get the software on disk or CD media?

You can include CD with installation file if you order PatchFactory software at ShareIt!. It is shipped via Air Mail, within 2 business weeks. CD-ROM is free if buying a Commercial or a Corporate license, and 9.95\$ value for Personal license. At the subscription time in the future, if you lose your copy of the software due to a hard drive failure you can download the latest trial version from our site. If for any reason your registration code becomes invalid or lost - just send an e-mail to [Sales Support](#) with details of your previous registration. You will receive a new code via e-mail at no charge as soon as we validate your old registration data.

1.4 Will I get 'SPAM' if I give you my e-mail address?

No. We never, ever give out customer information or e-mail addresses in any manner.

1.5 Can I order via fax machine or phone?

Our sales agency now offers both a Toll-Free Voice Registration Service and a Fax Registration Service for buying PatchFactory Software. To order software using the Toll-Free Voice Registration Service, please check links within online secure order forms after selecting an appropriate license at our [Order page](#). You must have PatchFactory Product ID ready.

1.6 Can I purchase with a check?

Our sales agency gladly accepts payment by check or money order. However, please allow adequate time for the funds to be processed by our bank. For information about where to send your check or money order, please check links within online secure order forms after selecting an appropriate license at our [Order page](#). You must have PatchFactory Product ID ready.

1.7 What are your product IDs at RegSoft and ShareIt?

Please, visit our online FAQs page at our public website www.agensoft.com/faq.html

1.8 How long does it take to get my registration code after I purchase a product online?

After our sales agency receive your online credit card order, it may take up to several hours to authorize your transaction. As soon as your charge is authorized, you will receive an authorization e-mail with your Tracking ID# as well as instructions on how to obtain the full registered version the product you ordered. It is important that the

customer check his or her e-mail to obtain the charge authorization and instructions. In the unlikely event that your credit card is declined, you will receive an e-mail stating the reason. If you do not receive any e-mail within 48 hours - there may be a problem with your order. In that case, kindly contact us by e-mail at sales@agensoft.com with your name, Tracking ID# and the approximate date and time of your order to obtain the status of your order.

1.9 Do I have to license each patch file created...?

To use PatchFactory software and to create as many patches as you wish you have to buy only one license (if you are planning PatchFactory to be used by more than one user on one computer of the local network (if applicable) than you should order the corresponding number of licenses).

And furthermore you may distribute created patch packages to as many users as you want.

1.10 What is the policy on updates...how much do they cost?

All minor updates are free as of this writing (subject to change). Minor updates are those where the software version number to the right of the decimal change (minor updates usually slightly differs from each other), but the digit to the left of the decimal stays the same. For example, updates from 3.0 to 3.1 are free, however, 2.x to 4.0 will be on a cost basis.

Additionally, if a new major version does get issued, it is offered to our current customers at a discounted rate (50% discount) - it means that to register PatchFactory major version update you will have to pay only 50% of its total price for each license to be renewed (for instance, \$50 USD for one license renewal if the price is \$100) to renew your registration.

To renew your registration of PatchFactory software just send an email message with your previous registration information to sales@agensoft.com using your email client or using our [online email-form](#) to get the instructions of how to renew your registration. As soon as we are notified that your order has been processed, a new registration key will be sent to you via email to unlock your copy of PatchFactory software.

1.11 How does PatchFactory can help prevent software piracy?

PatchFactory helps to prevent the illegal distribution of your software, by requiring that the software be properly installed at the time of the update. The patching process demands that the original files be installed before they can be modified. Files that have been tampered with will not be changed, and the update will fail.

Pirated versions of your software, that have files modified in them, will not be updated.

1.12 Which development environments can I use with PatchFactory?

PatchFactory is a stand-alone application that does not require the use of a separate development environment.

Consequently, you may use PatchFactory to provide updates for any type of Windows-based application, regardless of which programming language was used to develop it.

1.13 Does the PatchFactory *client-side* patch program require any third-party libraries to run?

The PatchFactory Client-side patch program is entirely self-contained: it does not use any 3rd party libraries, and only requires libraries which are part of the base operating system.

With PatchFactory, you have the assurance that customers with different hardware and software configurations will always be able to update your software.

1.14 What are the advantages for distributing patches?

Distributing the changes as the "patch" has several significant advantages over distributing new version of the product. First, you don't have to make new CD-ROM's (or multiple floppy disks) and new boxes.

The patches are usually small and easy to distribute on single floppy or over the Internet. Due to the differential nature of the patches, you can also distribute your patches freely (from your web page for example), because it is impossible to install patch without previous (bought and registered) version of product.

1.15 What are the limitations of the evaluation version of PatchFactory v3?

Evaluation version of PatchFactory has the following limitations:

- *30-day trial period*, during which you can evaluate PatchFactory for free. When this period expires you must either purchase our software or stop using it and remove it from your computer.
- *number of files*, contained in either old or new version images for which you can build a difference *is limited to 100* (one hundred).

1.16 What is the difference between patching and incremental updating?

Incremental update contains all the files which have been changed between two versions.

Update modules made with PatchFactory consists only of the changes from within each individual file with the

help of byte-level differencing technology used by our patching engine, resulting in a significantly smaller update size.

1.17 ERROR#1: Limitation of evaluation version: the number of files/folders in the difference can not exceed 100.

- Evaluation version of PatchFactory which is available for download from our public web-site contains a functional limitation, and namely the number of files, contained in either old or new version images for which you can build a difference is limited to 100 (one hundred).
- To request for a fully-functional demo, please use our [online email-form](#) to contact us (*guarantees that your email will reach our Support Team*). Do not forget to fill in all necessary fields. **Only requests from our online email form are taken into consideration!** We request your apologies for any inconvenience.

2. Technical Questions:

2.1 I am trying to compare two files which changed a bit. I used ASPack (or other compression utility) to reduce the file size. When I create the patch - its size is larger, which is not really what I wanted.

The basis of the comparing algorithm is the ability to find concurrence in compared files at a level of octet-byte subsequences.

Use of packing utilities to lower the file size most often leads to that the result archive files lose the similarity at the byte-level. Such behavior is peculiar for most of lossless compression algorithms.

In this case the most appropriate solution to achieve effective comparing results is not to use aspack (or other compression utility) at all.

Here are some recommendations to reduce the size of output patch file in this case:

- Try to reduce files size by moving unchanged parts of the program (viz. their invariability from version to version or their insignificant changes) to dll-modules.
- Do not apply Exe-compression utilities to deflate executable files (if there is no extreme necessity).

But nevertheless PatchFactory considers all these features of EXE and DLL files and provides optimal patch building in these cases.

2.2 How can I provide backup copy of old files on the end-user's machine to prevent their loss at patch applying?

PatchFactory v3 provides such feature as Rollback / Uninstall of the update module. To provide Uninstall capability you should set "**Uninstallable**" property to **Yes** for your Patch module. If set to **Yes**, the backup copy of all replaced/modified files (for which backup is allowed) is saved and a record is added into Add/Remove programs list.

If you don't want a dialog window offering to select whether to perform backup copy or not to be shown to your end-user - set property "**Show Backup page**" to **No**.

2.3 I need to update a database with things like adding columns or so. Does your software could help me to patch the database using sql or it can replace old files...?

PatchFactory does not deal with any specific data structures, it operates with files and directories.

Databases or files of other formats can be updated only as binary files (**warning:** database update can be implemented only if it is not changed on the end-user's machine).

2.4 How to create an update module that can run *silently* (i.e. no user intervention, pop-up windows, etc..) ...?

By default the Update Installation is done in a wizard mode (i.e. user's interaction during installation is required) but nevertheless the capability to run installation in a silent mode is provided for. To do a silent install you can use the following optional command line parameters of the update module.

/SILENT, /VERYSILENT

- *Instructs Installation to be silent or very silent. When Installation is SILENT the wizard is not displayed but the installation progress window is. When Installation is VERYSILENT this installation progress window is also not displayed.*

These parameters can be useful to system administrators, and to other programs calling the Update Installation program.

2.5 How can I localize PatchFactory client dialogs into my language?

To localize patch module dialogs to your language please, carefully read the [Localization Instructions](#).

You can get a considerable discount! Please, do not send your language file prior to contacting us (required) via email or via an appropriate [Support Forum](#), as a new version with exactly this language support can be already

under development.

2.6 I'm trying to build a patch for a Gigabyte-sized file. Can your product handle files of this size? Any ideas on time per Gb and processor utilization?

The speed and quality of the comparing depends on the similarity of files to be compared. Please, have a look at the parameters description of the console program dfbuild.exe (see dfbuild.txt or dfbuild.exe /?) and tuning recommendations prior to perform the comparing of such big files.

Additional recommendations:

- Try to perform comparing directly using console program dfbuild.exe in order to choose optimal comparing parameters.
- Perform comparing with options "-1 -mem=10" set. If the obtained results do not satisfy your requirements - try executing without additional parameters (i.e. with parameters set by default).
- Add these files to version images as links.

dfbuild program has a set of parameters which provides control under speed & quality of the comparing algorithm performance.

Here are brief tuning recommendations for setting of these parameters which can be helpful in some applications:

- If you are processing large files (~500Mb and more) first try to use 'dfbuild' with parameters providing the maximum speed:

```
dfbuild -1 -mem=1 <old_file> <new_file>
```

- If the result is not acceptable (df-file size is too big) try to increase the amount of system memory utilized using '-mem' parameter. And only after exhausting its potentialities try to change the 'comparing method' parameter.
- However the size of the result patch-file and the speed of its building depends not only on the parameters set of the comparing algorithm but also on the nature and the similarity ratio of particular files to be compared.

2.7 Error applying df-file with EDF_OLD_MD5_ERROR code. What is wrong?

In this case there was a mismatch of MD5 checksum for an old (updated) file, which is stored on the end-user's machine and MD5 checksum calculated during patch building (i.e. the expected one), i.e. these files were different by content.

If this occurrence is expected and normal (i.e. if this file on the end-user's machine can be changed), then you should set the option "Update method" to the value "Don't allow update by diff" in the UPDATED (OLD) version.

You can also set option "Patch method" within the NEW version unequal to "Auto" value (the particular value should be selected according to your specific requirements).

Otherwise if this file is not expected to be changed on the end-user's machine then you should look for the reason of its modification by yourself.

2.8 How can I customize the Update Installation wizard images?

There are two methods available which you can use to customize the Update Installation wizard images:

1. Replace the original wizard images in "<PatchFactory Installation Folder>\Scripts\" folder, where
 - Setup.bmp - vertical installer image
 - SetupSmall - right-top small installer image.
2. Modify the "default.iss" patch applying script-file, located in "<PatchFactory Installation Folder>\Scripts\" folder.

- find the lines

```
WizardImageFile=${SCRIPT_PATH}Setup.bmp and
WizardSmallImageFile=${SCRIPT_PATH}SetupSmall.bmp
and replace "${SCRIPT_PATH}Setup.bmp" and "${SCRIPT_PATH}SetupSmall.bmp" with the full (or relative
to the Scripts folder) path to your installer images.
```

2.9 How can I Register a DLL/OCX library? I need to somehow register dll's after they are installed.

To register/unregister a DLL/OCX library, you can add several lines to the end of the 'default.iss' script-file according to the example listed below.

'default.iss' script-file is located in the "<PatchFactory3 Installation Folder>\Scripts" folder.

```
#-----#
function GetMyAppPath(new_comp_id: String): String;
begin
  Result := GetPathForComp(NewVer,new_comp_id);
end;
[Run]
```

```

;; Register app.dll, stored in the Component with "MyComponent1" ID
  Filename: "{sys}\regsvr32.exe"; Parameters: " "{code:GetMyAppPath|MyComponent1}\app.dll
;; Unregister app.dll, stored in the Component with "MyComponent1" ID
  Filename: "{sys}\regsvr32.exe"; Parameters: "/u " "{code:GetMyAppPath|MyComponent1}\app.
#-----#

```

Replace "MyComponent1" with the ID of the component specified in the "Component ID" property of your version component (not its Name but ID) where app.dll is located.

For more information, please read Inno Setup manual - section "How to use: Setup Script Sections -> [Run] section".

Inno Setup manual location : "<PatchFactory3 Installation Folder>\Inno\Setup.hlp"

2.10 How can I write to the system Registry?

To add a record to the system Registry, you can add several lines to the end of the 'default.iss' script-file according to the example listed below.

'default.iss' script-file is located in the "<PatchFactory3 Installation Folder>\Scripts" folder.

```

#-----#
[Registry]
  Root: HKCU; Subkey: "Software\My Company\My Program"; ValueType: string;
ValueName: "InstallPath"; ValueData: "{app}"
#-----#

```

For more information, please read Inno Setup manual - section "How to use: Setup Script Sections -> [Registry] section".

Inno Setup manual location : "<PatchFactory3 Installation Folder>\Inno\Setup.hlp"

2.11 How can I run an executable or open another file after update is finished?

To run an executable, you can add several lines to the end of the 'default.iss' script-file according to the example listed below.

'default.iss' script-file is located in the "<PatchFactory3 Installation Folder>\Scripts" folder.

```

#-----#
function GetMyAppPath(new_comp_id: String): String;
  begin
    Result := GetPathForComp(NewVer,new_comp_id);
  end;
[Run]
  Filename: " "{code:GetMyAppPath|MyComponent1}\app.exe" "; Flags: nowait
skipifdoesntexist
#-----#

```

Replace "MyComponent1" with the ID of the component specified in the "Component ID" property of your version component (not its Name but ID) where app.exe is located.

To open a file which is not a directly executable file (an .exe or .com file) add the "shellexec" flag. (Flags: nowait skipifdoesntexist shellexec) This flag is required if Filename is not a directly executable file (an .exe or .com file). When this flag is set, Filename can be a folder or any registered file type -- including .hlp, .doc, and so on. The file will be opened with the application associated with the file type on the user's system, the same way it would be if the user double-clicked the file in Explorer.

By default, when the shellexec flag is used it will not wait until the spawned process terminates. If you need that, you must add the flag waituntilterminated. Note that it cannot and will not wait if a new process isn't spawned -- for example, if Filename specifies a folder.

For more information, please read Inno Setup manual - section "How to use: Setup Script Sections -> [Run] section".

Inno Setup manual location : "<PatchFactory3 Installation Folder>\Inno\Setup.hlp"

2.12 How can I specify the minimum user privilege required to run the update?

To check if the user is logged on as administrator and not run the patch if they are not, please add the following line inside the [Setup] section

of the 'default.iss' script-file.

'default.iss' script-file is located in the "<PatchFactory3 Installation Folder>\Scripts" folder.

Please find the following line

```

;PrivilegesRequired

```

inside 'default.iss' file and replace it with the desired value according to the example listed below.

PrivilegesRequired=admin

Valid values: none, poweruser, admin

Default value: none

Description:

This directive specifies the minimum user privileges required to run the update. When set to poweruser or admin, Setup will give an error

message at startup (e.g. "You must be logged in as an administrator when installing this program") if the user doesn't have at least Power User

or administrative privileges, respectively. This only applies to Windows NT platforms.

For more information, please read Inno Setup manual - section "How to use: Setup Script Sections -> [Setup] section".

Inno Setup manual location : "<PatchFactory3 Installation Folder>\Inno\Setup.hlp"

If any question is not covered here, ask us: support@agensoft.com regarding technical issues (such as bug reports, feature suggestions, etc.)

and at sales@agensoft.com regarding sales issues (ordering problems, partnership suggestions, etc.)

You can also use our [online email-form](#) (preferably) to contact us.

We'll get in touch with you as soon as possible (usually within two business days).

* Do not forget to provide us with necessary technical information (Windows version, Detailed description of your problem,

and your registration information, if you are a registered user).

4. Registration and Support

4.1. License Agreement

END-USER LICENSE AGREEMENT

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