

# 1. What is PatchFactory?

## PatchFactory™ version 3.3

Copyright © 2002-2008 by AgenSoft. All rights reserved.

[Contacting Agensoft](#)

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.

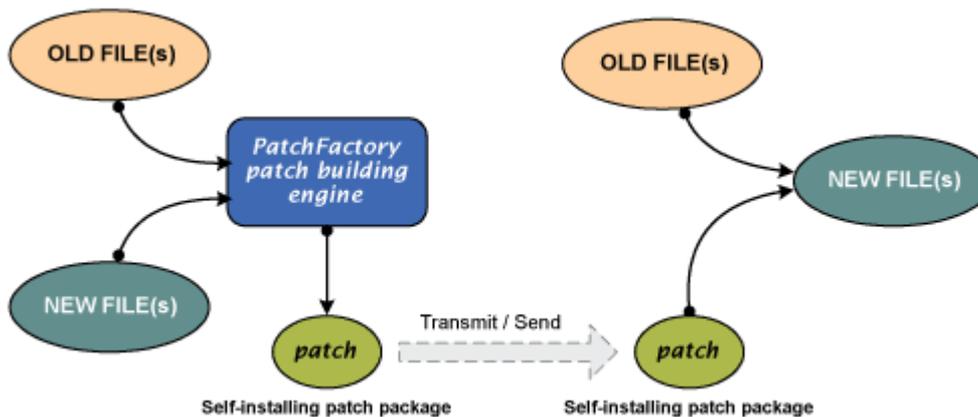
The patch-building engine is an innovative standard for producing version-to-version or cumulative software updates contained in one small, reliable package.

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	<b>71 410 418</b>	29 974 779	NA	<b>3 248 356</b>	<b>89.2 %</b>	<b>95.5 %</b>
Adobe GoLive CS, 3 605 files	7.0.0 ⇒ 7.0.2	145 355 437	<b>145 478 267</b>	108 219 719	14 813 584	<b>2 527 744</b>	<b>98.0 %</b>	<b>98.3 %</b>
Adobe Acrobat CS, 819 files	6.0.0 ⇒ 6.0.1	143 978 136	<b>145 465 485</b>	138 860 743	15 919 168	<b>4 782 134</b>	<b>96.6 %</b>	<b>96.8 %</b>
Adobe Acrobat CS2, 1 942 files	7.0.0 ⇒ 7.0.1	458 286 849	<b>458 295 112</b>	211 754 411	4 905 816	<b>1 733 106</b>	<b>99.2 %</b>	<b>99.9 %</b>
Adobe Acrobat CS2, 2 017 files	7.0.0 ⇒ 7.0.5	458 286 849	<b>478 871 880</b>	#--#	26 598 760	<b>10 645 342</b>	<b>94.9 %</b>	<b>97.7 %</b>
K-Lite Mega Codec Pack, 147 files	1.3.1 ⇒ 1.3.2	27 233 341	<b>27 238 095</b>	25 195 329	NA	<b>189 289</b>	<b>99.2 %</b>	<b>99.4 %</b>
TheBat! Professional, 120 files	3.50 ⇒ 3.51	26 596 977	<b>26 703 858</b>	9 742 336	NA	<b>1 967 167</b>	<b>79.8 %</b>	<b>92.6 %</b>
TheBat! Professional, 120 files	3.51 ⇒ 3.60	26 703 858	<b>27 380 430</b>	9 967 104	NA	<b>2 201 632</b>	<b>77.9%</b>	<b>91.9 %</b>

### 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](http://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](mailto: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](mailto: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](mailto:support@agensoft.com) regarding technical issues (such as bug reports, feature suggestions, etc.)

and at [sales@agensoft.com](mailto: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

**IMPORTANT:** This END-USER LICENSE AGREEMENT ("EULA") is a legal agreement between you, either as an individual or a single entity ("Customer"), and AgenSoft Inc. ("AGENSOF") for all AGENSOFT products which may include executable programs, redistributable modules, controls, dynamic link libraries, source code, demos, intermediate files, media, printed materials, and "online" or electronic documentation ("SOFTWARE PRODUCT(S)" or "SOFTWARE").

AGENSOF grants to you as an individual, a personal, nonexclusive license to install and use the SOFTWARE PRODUCT(S) for the sole purposes of designing, developing, testing, and deploying application programs which you create. By installing, copying, or otherwise using the SOFTWARE PRODUCT(S), you agree to be bound by the terms of this EULA. If you do not agree to any part of the terms of this EULA, DO NOT INSTALL, USE, EVALUATE, OR REPLICATE IN ANY MANNER, ANY PART, FILE OR PORTION OF THE SOFTWARE PRODUCT(S).

All SOFTWARE PRODUCT(S) are licensed, not sold. If you are an individual, you must acquire an individual license for the SOFTWARE PRODUCT(S) from AGENSOFT or its authorized resellers. If you are an entity, you must acquire and assign an individual license for each Customer within your organization using and/or developing with the SOFTWARE PRODUCT(S) or acquire the appropriate license type (if applicable) from AGENSOFT or its authorized resellers.

If the SOFTWARE PRODUCT(S) you have obtained is marked as a "TRIAL" or "EVALUATION," you may install one copy of the SOFTWARE PRODUCT(S) for testing purposes for a period of 30 calendar days from the date of installation ("Evaluation Period"). You may not attempt to bypass or disable any of these limitations. These restrictions may only be removed by purchasing a license to use the SOFTWARE PRODUCT(S) from AGENSOFT. Upon expiration of the Evaluation Period, the SOFTWARE PRODUCT(S) must be uninstalled and all copies destroyed.

**RIGOROUS ENFORCEMENT OF INTELLECTUAL PROPERTY RIGHTS.** If the licensed right of use for this SOFTWARE PRODUCT(S) is purchased by you with any intent to reverse engineer, decompile, create derivative works, and the exploitation or unauthorized transfer of, any AGENSOFT intellectual property and trade secrets, to include any exposed methods or source code where provided, no licensed right of use shall exist, and any PRODUCT(s) created as a result shall be judged illegal by definition of all applicable law. Any sale or resale of intellectual property or created derivatives so obtained will be prosecuted to the fullest extent of all local, federal and international law.

#### 1. LICENSE GRANT

AGENSOF grants you a license to use the version of this SOFTWARE PRODUCT(S) according to the license type you have purchased. You may not modify the SOFTWARE PRODUCT(S) or disable any licensing or control features of the SOFTWARE PRODUCT(S) except as an intended part of the SOFTWARE PRODUCT(S)'s programming features. This license is not transferable to any other company, entity, or individual. You may not publish any registration information (serial numbers, registration keys, etc.) or pass it to any other company, entity, or individual. Permission to distribute the SOFTWARE is not transferable, assignable, saleable, or franchisable. Each entity wishing to distribute the package must independently satisfy the terms of the distribution license.

#### 2. COPYRIGHT

Except for the licenses granted by this agreement, all right, title, and interest in and to the SOFTWARE PRODUCT(S) (including, but not limited to, all copyrights in any executable programs, modules, controls, libraries, electronic documentation, text and example programs), any printed materials and copies of the SOFTWARE PRODUCT(S) are owned by AGENSOFT. The SOFTWARE PRODUCT(S) is protected by copyright laws and international treaty provisions. Therefore you must treat the SOFTWARE PRODUCT(S) like any other copyrighted material except that you may (a) make one copy of the Software solely for backup or archival purposes, or (b) transfer the Software to a single hard disk, provided you keep the original solely for backup or archival purposes. You may not copy any printed materials that may accompany the SOFTWARE PRODUCT(S).

#### 3. REDISTRIBUTION

a) In addition to the rights granted in Section 1, AGENSOFT grants you the right to use and modify the source code version of those portions of the Software designated as "sample code" for the sole purposes of designing,

developing, and testing your software product(s), and to reproduce and distribute the sample code, along with any modifications thereof, only in object code form, provided that you comply with Section 3.c.

b) In addition to the rights granted in Section 1, AGENSOFT grants you a non-exclusive, royalty-free right to reproduce and distribute the object code version of any portion of the SOFTWARE PRODUCT(S), along with any modifications thereof, in accordance with the above stated conditions.

c) If you redistribute the sample code or redistributable components, you agree to: (i) distribute the redistributables in object code only, in conjunction with and as a part of a software application product developed by you which adds significant and primary functionality to the Software; (ii) not use AGENSOFT's name, logo, or trademarks to market your software application product; (iii) include a valid copyright notice on your software product ; (iv) indemnify, hold harmless, and defend AGENSOFT from and against any claims or lawsuits, including attorney's fees, that arise or result from the use or distribution of your software application product; (v) not permit further distribution of the redistributables by your end user.

AGENSOFT PRODUCT(s) may include certain files ("Redistributable(s)") intended for distribution by you to the users of software applications which you create. Redistributables include, for example, those files identified in printed or on-line documentation as redistributable files, or those files preselected for deployment by an install utility provided with the SOFTWARE PRODUCT(S) (if any). In all circumstances, the Redistributables for the SOFTWARE PRODUCT(S) are only those files specifically designated as such by AGENSOFT.

Subject to all of the terms and conditions in this EULA, you may reproduce and distribute copies of the Redistributables, provided that such copies are made from the original copy of the Redistributables included with the SOFTWARE PRODUCT(S) or modified versions of the Redistributables which are provided to you by AGENSOFT or those which you create. Copies of Redistributables may only be distributed with and for the sole purpose of executing application programs permitted under this EULA that you have created using the SOFTWARE PRODUCT(S).

AT NO TIME MAY CUSTOMER CREATE ANY TOOL, REDISTRIBUTABLE, OR SOFTWARE PRODUCT(S) THAT DIRECTLY OR INDIRECTLY COMPETES WITH AGENSOFT SOFTWARE PRODUCT(S) WHICH UTILIZES ALL OR ANY PORTION OF THE SOFTWARE PRODUCT(S) contained within this installation.

Distribution by the CUSTOMER of any design-time tools (EXE's OCX's or DLL's), executables, and source code distributed to Customer by AGENSOFT as part of this SOFTWARE PRODUCT(S) and not explicitly identified as a redistributable file is strictly prohibited. The Customer shall not develop software applications that provide an application programming interface to the SOFTWARE PRODUCT(S) or the SOFTWARE PRODUCT(S) as modified.

The Customer may NOT distribute the SOFTWARE PRODUCT(S), in any format, to other users for development or application compilation purposes. Specifically, if Customer creates a control using the SOFTWARE PRODUCT(S) as a constituent control, Customer may NOT distribute the control created with the SOFTWARE PRODUCT(S) (in any format) to users to be used at design time and or for ANY development purposes.

Customer MAY NOT REDISTRIBUTE any SOFTWARE PRODUCT(s) files if using an evaluation, trial, Not for Resale, or demo version of the SOFTWARE PRODUCT(s).

#### **4. TRANSFER**

You may NOT permanently or temporarily transfer ANY of your rights under this agreement to any individual or entity without prior written approval from AGENSOFT. Regardless of any modifications which you make and regardless of how you might compile, link, and/or package your programs, under no circumstances may the libraries, Redistributables, and/or other files of the SOFTWARE PRODUCT(S) (including any portions thereof) be used for developing programs by anyone other than you. Only you as the licensed Customer have the right to use the libraries, redistributables, or other files of the SOFTWARE PRODUCT(S) (or any portions thereof) for developing programs created with the SOFTWARE PRODUCT(S). In particular, you may not share copies of the Redistributables with other co-developers. You may not reproduce or distribute any AGENSOFT documentation without AGENSOFT's explicit permission.

If you are an entity (Company), you must acquire and assign a license to each Customer within your organization using and or developing with the SOFTWARE PRODUCT(S). With written notification to AGENSOFT, Company may transfer the license obtained for a Customer to another Customer employed or otherwise engaged by Company if the initial Customer is no longer employed or engaged by Company or is reassigned to another function within Company and no longer develops software applications using the SOFTWARE PRODUCT(S). In addition, with written notification to AGENSOFT, Company may transfer its license of the SOFTWARE PRODUCT(S) to a successor Company.

## 5. TRADE SECRETS AND CONFIDENTIALITY

a) The Software contains information or material which is proprietary to AGENSOFT ("Confidential Information"), which is not generally known other than by AGENSOFT, and which you may obtain knowledge of through, or as a result of the relationship established hereunder with AGENSOFT. Without limiting the generality of the foregoing, Confidential Information includes, but is not limited to, the following types of information, and other information of a similar nature (whether or not reduced to writing or still in development): designs, concepts, ideas, inventions, specifications, techniques, discoveries, models, data, source code, object code, documentation, diagrams, flow charts, research, development, methodology, processes, procedures, know-how, new product or new technology information, strategies and development plans (including prospective trade names or trademarks).

b) Such Confidential Information has been developed and obtained by AGENSOFT by the investment of significant time, effort and expense, and provides AGENSOFT with a significant competitive advantage in its business.

c) You agree that you shall not make use of the Confidential Information for your own benefit or for the benefit of any person or entity other than AGENSOFT, except for the expressed purposes described in the paragraph hereof entitled "REDISTRIBUTION", in accordance with the provisions of this Agreement, and not for any other purpose.

d) You agree to hold in confidence, and not to disclose or reveal to any person or entity, the Software, other related documentation, your product registration key file or serial number (if any) or any other Confidential Information concerning the Software other than to such persons as AGENSOFT shall have specifically agreed in writing to utilize the Software for the furtherance of the expressed purposes described in the paragraph hereof entitled "REDISTRIBUTION", in accordance with the provisions of this Agreement, and not for any other purpose.

e) You acknowledge the purpose of this section entitled "TRADE SECRETS AND CONFIDENTIALITY" is to protect AGENSOFT's ability to limit the use of the data and the Software generally to licensees, and to prevent use of Confidential Information concerning the Software by other developers or vendors of software.

## 6. OTHER RESTRICTIONS

You may not rent, lease or transfer the Software. You may not reverse engineer, decompile or disassemble the Software, except to the extent applicable law expressly prohibits the foregoing restriction. Without prejudice to any other rights, AGENSOFT may terminate this License Agreement if you fail to comply with the terms and conditions of the agreement. In such event, you must destroy all copies of the SOFTWARE PRODUCT(S).

## 7. LIMITED WARRANTY

If within 30 days of your purchase of this SOFTWARE PRODUCT(S), you become dissatisfied with the Software for any reason, you may return the software to AGENSOFT (or your dealer, if you did not purchase it directly from AGENSOFT) for a refund of your purchase price. To return the Software, you must contact AGENSOFT and obtain a return material authorization (RMA) number. AGENSOFT will not accept returns of opened or installed software without an RMA number. Returns are subject to the deduction from your purchase price of a 20% restocking fee and all shipping costs. You agree that this limited warranty does not apply to a Software source code license as specified in section 5.e.

## 8. TECHNICAL SUPPORT

Technical support is usually provided via email only. At any time, if the unmodified SOFTWARE PRODUCT(S) fails to satisfy the performance described in the documentation, AGENSOFT will try to issue a workaround to help the Customer solve the technical problems. However, it is understood that AGENSOFT may not always be able to solve such problems. A service fee for such workarounds may be charged by AGENSOFT. In such case, AGENSOFT will notify the Customer with a quote in prior to issuing the workarounds.

## 9. NO OTHER WARRANTIES

AGENSOFT DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SOFTWARE PRODUCT(S), THE ACCOMPANYING WRITTEN MATERIALS, AND ANY ACCOMPANYING HARDWARE.

## 10. LIMITATION OF LIABILITY

IN NO EVENT SHALL AGENSOFT OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITH LIMITATION, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR EXEMPLARY DAMAGES OR LOST PROFITS, BUSINESS INTERRUPTION, OR OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OR INABILITY OF THIS SOFTWARE PRODUCT(S), EVEN IF AGENSOFT HAS BEEN ADVISED OF SUCH DAMAGES.

APART FROM THE FOREGOING LIMITED WARRANTY, THE SOFTWARE PRODUCT(S) ARE PROVIDED "AS-IS", WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED. THE ENTIRE RISK AS TO THE PERFORMANCE OF SOFTWARE PRODUCT(S) IS WITH THE PURCHASER. AGENSOFT DOES NOT WARRANT THAT THE OPERATION OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE. AGENSOFT ASSUMES NO RESPONSIBILITY OR LIABILITY OF ANY KIND FOR ERRORS IN THE SOFTWARE PRODUCT(S), OF/FOR THE CONSEQUENCES OF ANY SUCH ERRORS.

#### **11. GOVERNMENT-RESTRICTED RIGHTS**

Use, duplication, or disclosure by the U.S. Government of the computer software and documentation in this package shall be subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7013 (Oct 1988) and FAR 52.227-19 (Jun 1987). The Contractor is AGENSOFT.

#### **12. GOVERNING LAW**

This agreement shall be governed by the laws of Moscow, Russian Federation, excluding the application of its conflicts of law rules and shall inure to the benefit of AGENSOFT and any successors, administrators, heirs and assigns. Any action or proceeding brought by either party against the other arising out of or related to this agreement shall be brought only in a STATE or FEDERAL COURT of competent jurisdiction located in Russian Federation, Moscow. The parties hereby consent to in personal jurisdiction of said courts. The United Nations Convention on Contracts for the International Sale of Goods is specifically disclaimed.

In addition to any other relief granted the prevailing party shall be entitled to recover its attorney's fees and costs. THE PARTIES EXPRESSLY WAIVE THE RIGHT TO A TRIAL BY JURY. The parties acknowledge that any breach of this agreement may result in irreparable harm to AGENSOFT Inc., thereby entitling AGENSOFT to injunctive relief for any such breach in addition to any other rights or remedies that AGENSOFT may have. This Agreement is the entire agreement between you and AGENSOFT and supersedes any other communications or advertising with respect to the SOFTWARE PRODUCT(S). If any provision of this License is held invalid, the remainder of this License shall continue in full force and effect.

## 4.2. How to register

**AgenSoft's PatchFactory** is "try-before-you-buy" software. You can evaluate it 30 days for free. When this period expires you must either purchase our software or stop using it and remove it from your computer.

➤ **Please visit our public web-site for the latest Ordering information:** <http://www.agensoft.com>

As soon as we are notified that your order has been processed, a registration key will be sent to you via email within 24 hours or one business day (usually within 12 hours and depends on the country you reside in) to unlock your copy of PatchFactory. Ordering gives you the right to use PatchFactory after the 30-day trial period, receive technical support and use features available only for registered users.

We offer a 30-day money back guarantee on all our software. If you are not completely satisfied with your purchase, we will refund its total price excepting shipping fees within 30 days of receipt.

➤ **To buy PatchFactory you can use one of our secure payment processing services:** *RegNow* or *ShareIt!* (services of Digital River), which are industry leaders in E-Commerce Payment Processing Services. All data exchanged during the payment process is SSL-secured and protected with a high level of encryption.

Our registration services currently accept the following bank cards: **Visa, Mastercard/Eurocard, American Express, Discover/Novus, JCB, Diners Club.** You can also order by **Cheque, Cash, Fax, Postal mail, Fax&Phone, Bank/Wire Transfer, Purchase Order** or **Paypal** - check links on the online secure order form. Don't forget to supply exact personal information and a valid e-mail address to which we can send your registration and update information.

***The simplest and cheapest way to purchase PatchFactory software is to order it online.***

***Customer information is considered confidential and will not be shared or distributed to any third party.***

***To get more info on PatchFactory discounts and special offers visit PatchFactory order page at <http://www.agensoft.com/order.html>***

<b>To allow for all types of developers to use our software, we offer three types of licenses:</b>	
<ul style="list-style-type: none"> <li>• <b>Discounted Personal License</b></li> </ul>	<p><u>offered as a service to the industry</u>, primarily for single person companies with little revenue (such as <u>shareware authors</u>). The software is licensed to the name of the individual purchasing the license.</p>
<ul style="list-style-type: none"> <li>• <b>Standard Commercial License</b></li> </ul>	<p><u>intended for small companies</u>. 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</p>
<ul style="list-style-type: none"> <li>• <b>Premium Corporate License</b></li> </ul>	<p><u>intended for large companies and corporates with many employees</u>. 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.</p>

**NOTE:** All licenses include the royalty-free distribution of created patch package both for you and your customers for an unlimited number of applications, free minor version updates with special 50% discount for major upgrades during lifetime of the product and high-priority technical support via email and public support forums.

**NOTE:** The price for Personal, Commercial and Corporate licenses as well as other service terms are subject to change without any notice. To get the latest information about our pricing and discounting policy and other services, you can visit our public web-site at [www.agensoft.com](http://www.agensoft.com).

If you do not receive your registration code within a reasonable amount of time (usually two business days for credit card payments or two weeks for other payments), please notify us by email at [sales@agensoft.com](mailto:sales@agensoft.com). We request your apologize for any inconvenience caused by those delays if any.

If you have any problems after you placed an order, visit our [Ordering Problem](#) and [FAQ](#) pages or send an e-mail to our Sales Support Team at [sales@agensoft.com](mailto:sales@agensoft.com). Please include your name, e-mail address, and detailed description of your problem. We make every effort to reply to all e-mail inquiries within two to four hours with a maximum of 48 hours or two business days.

**Competitive Upgrade - up to 50% OFF for migration to PatchFactory.** If you have previously purchased an updating solution and have experienced any options, performance, or reliability issues, AgenSoft offers you the chance to upgrade from your current vendor's software to PatchFactory. Please forward a copy of the order confirming your purchase of that updating software at [sales@agensoft.com](mailto:sales@agensoft.com) and we'll gladly e-mail you the special instructions to obtain your upgrade to PatchFactory.

***Purchasing a PatchFactory license entitles you to the following:***

Royalty-free distribution of the PatchFactory Client for an unlimited number of applications.
Free minor updates with special 50% discount for major upgrades during lifetime of the product.
Removal of the 30-day trial and functional (if any) limitations.
The registration reminder (nag-screen) will never popup again.
Friendly and quick-response Technical support (currently only via email) at <a href="mailto:support@agensoft.com">support@agensoft.com</a>
Easy and efficient software updating tool to get the full control under your software versions

**Information about our registration services:**

- **RegNow** (Issaquah, Washington, USA). **Billing Currency:** USD, EUR, GBP, AUD and others. **Payment options:** Credit/Debit Cards, Cheque, Cash, Postal mail, Fax&Phone Ordering, Bank/Wire Transfer, PayPal. **Language:** Multilingual.
- **ShareIt!** (Köln, Germany). **Billing Currency:** EUR, USD, GBP, AUD and others. **Payment options:** Credit/Debit Cards, Cheque, Cash, Postal mail, Bank/Wire Transfer, Fax&Phone Ordering, Purchase Order. **Language:** MultiLingual.
- **RegSoft** (Atlanta GA, USA). **Billing Currency:** USD, EUR, GBP, AUD and others. **Payment options:** Credit/Debit Cards, Cheque, Cash, Fax, Postal mail, Fax&Phone Ordering, Bank/Wire Transfer, PayPal. **Language:** English.

"Free minor version updates" means that by purchasing version 3.0, you have also purchased 3.1, 3.2 and all other 3.x versions, but not version 4.0 and later. However, you will get free major version update if it has passed less than 3 months since the date of your purchase.

### 4.3. Update and Support

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam velit risus, placerat et, rutrum nec, condimentum at, leo. Aliquam in augue a magna semper pellentesque. Suspendisse augue. Nullam est nibh, molestie eget, tempor ut, consectetur ac, pede. Vestibulum sodales hendrerit augue. Suspendisse id mi. Aenean leo diam, sollicitudin adipiscing, posuere quis, venenatis sed, metus. Integer et nunc. Sed viverra dolor quis justo. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis elementum. Nullam a arcu. Vivamus sagittis imperdiet odio. Nam nonummy. Phasellus ullamcorper velit vehicula lorem. Aliquam eu ligula. Maecenas rhoncus. In elementum eros at elit. Quisque leo dolor, rutrum sit amet, fringilla in, tincidunt et, nisi.

Donec ut eros faucibus lorem lobortis sodales. Nam vitae lectus id lectus tincidunt ornare. Aliquam sodales suscipit velit. Nullam leo erat, iaculis vehicula, dignissim vel, rhoncus id, velit. Nulla facilisi. Fusce tortor lorem, mollis sed, scelerisque eget, faucibus sed, dui. Quisque eu nisi. Etiam sed erat id lorem placerat feugiat. Pellentesque vitae orci at odio porta pretium. Cras quis tellus eu pede auctor iaculis. Donec suscipit venenatis mi.

Aliquam erat volutpat. Sed congue feugiat tellus. Praesent ac nunc non nisi eleifend cursus. Sed nisi massa, mattis eu, elementum ac, luctus a, lacus. Nunc luctus malesuada ipsum. Morbi aliquam, massa eget gravida fermentum, eros nisi volutpat neque, nec placerat nisi nunc non mi. Quisque tincidunt quam nec nibh sagittis eleifend. Duis malesuada dignissim ante. Aliquam erat volutpat. Proin risus lectus, pharetra vel, mollis sit amet, suscipit ac, sapien. Fusce egestas. Curabitur ut tortor id massa egestas ullamcorper. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec fermentum. Curabitur ut ligula ac ante scelerisque consectetur. Nullam at turpis quis nisl eleifend aliquam. Sed odio sapien, semper eget, rutrum a, tempor in, nibh.

## 5. Contact information

### Contacting AgenSoft...

Please refer to the E-mail addresses below for further information.

[info@agensoft.com](mailto:info@agensoft.com)

General information and feedback. Any suggestions and comments will be welcomed!

[support@agensoft.com](mailto:support@agensoft.com)

Customer technical support service or bug report.

[sales@agensoft.com](mailto:sales@agensoft.com)

Purchase or registration code affairs. We will be happy to help you.

Software distribution, promotion in software compilations, or business cooperation. We are open to various levels of cooperation.

[webmaster@agensoft.com](mailto:webmaster@agensoft.com)

Exchanging links or placing advertisement.

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

Visit our public web-site [www.agensoft.com](http://www.agensoft.com) for further information.