

Memorandum

To: PC-PUMP Users

From: Paul Skoczylas

cc:

Date: May 23, 2006

C-FER File: P089100

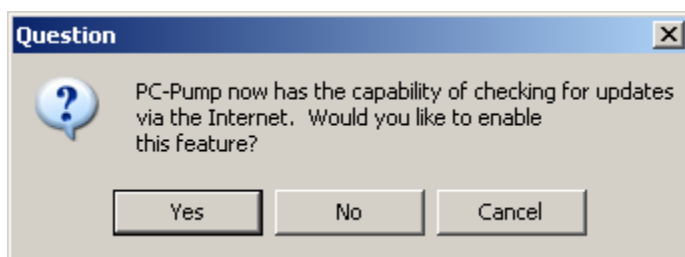
Subject: PC-PUMP® Automatic Upgrade Checking

Message:

Many users of PC-PUMP® are not using the most recent version to which they are entitled through membership of their company in the PC-PUMP Maintenance Plan. One reason for this may be that all our notices to users are issued only to the official contact for each company and not to each user individually. It is impossible for C-FER to keep a complete list of users, as Hardlocks may be passed around within each company without C-FER's knowledge.

C-FER recommends that all users should use the most recent available version of PC-PUMP to which they are eligible. For this reason, in V2.671, we have added a new feature, which checks to see if newer versions are available, through an internet connection.

C-FER understands that some companies may not allow programs such as PC-PUMP to access the internet automatically. In such cases, this feature can be turned off. The first time any user runs PC-PUMP V2.671, a window will appear asking if this feature should be enabled:



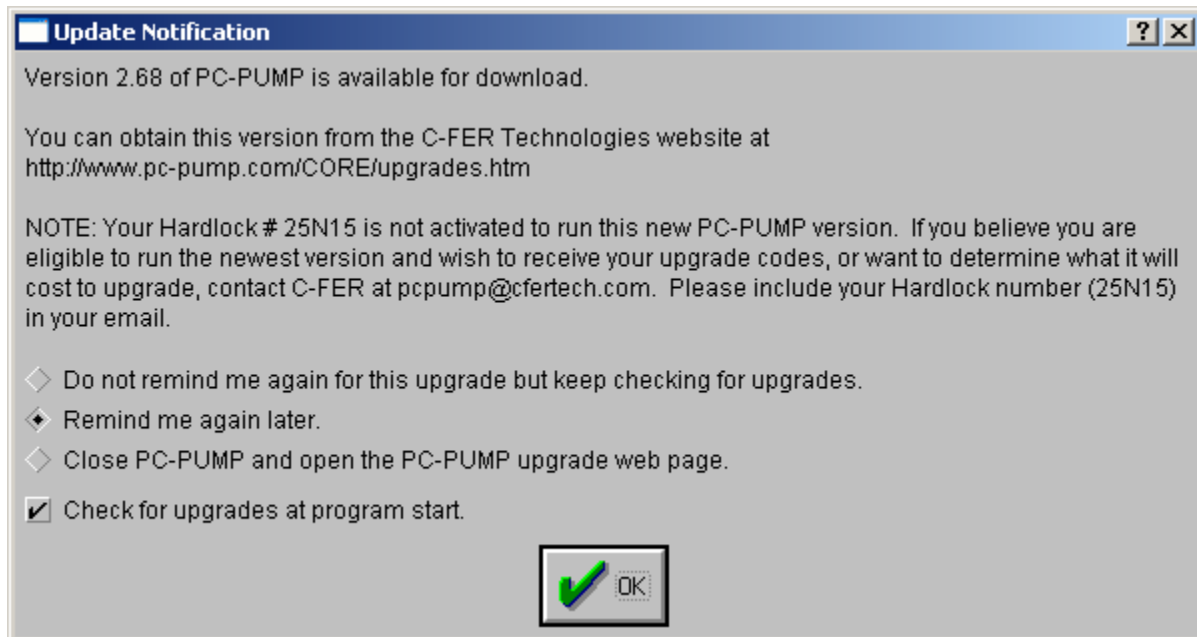
Even if the user does not enable the feature, he/she may still manually instruct PC-PUMP to perform a check for available upgrades, through the PC-PUMP Help menu. After performing a manual check, the window that appears will give the user the option of turning automatic checks on again.

It is possible for a company's IT administrator to remove this capability in such a way that users cannot turn it back on or perform manual checks. Any IT administrator wishing to remove this capability should contact C-FER for more information. Users with access to the

internet can always check the PC-PUMP webpage using their web browsers (<http://www.pc-pump.com>, click on Upgrades) for information on the latest version of PC-PUMP.

No information from a user's computer is transmitted to C-FER in this process. C-FER maintains a web page which can be read by PC-PUMP. The only thing transmitted by PC-PUMP is a request to read that page—no different than what any browser transmits when a user wishes to visit a website. PC-PUMP internally compares the version number stored on that website with its own version to determine if a new version is available. PC-PUMP will also check a value on that website to determine if the user's Hardlock has been activated to run the available version. If a new version is available, but the user's Hardlock has not been activated, a message to that effect will appear on the screen. The user can then either contact C-FER or the official contact at the user's company to obtain activation codes. Users must know their Hardlock serial number when contacting C-FER for activation codes.

If a new version is available on checking, a window similar to the following will appear:



The user has several options:

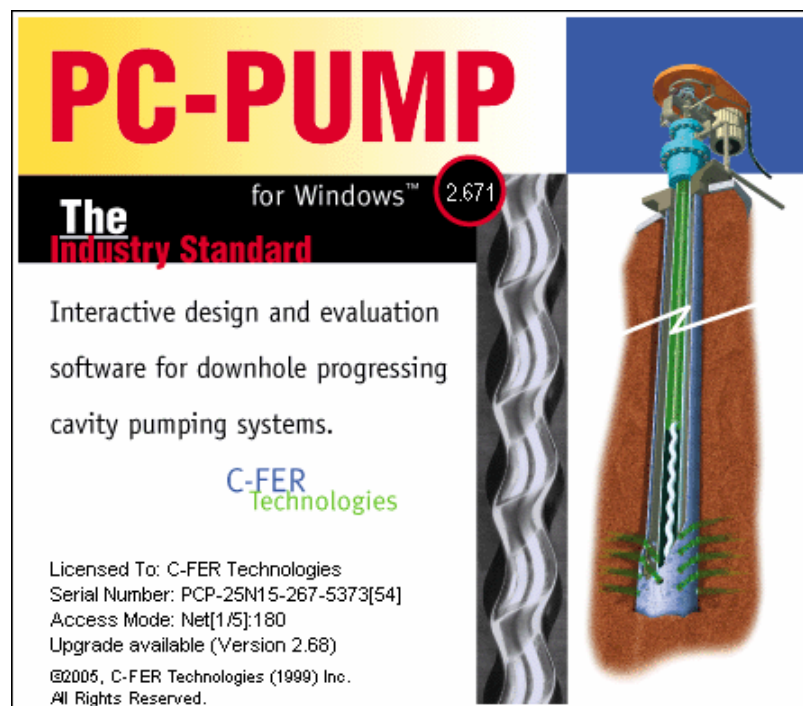
1. “Do not remind me again...” This option will tell PC-PUMP to continue automatically checking for upgrades, but it will not display this window again (unless a manual check is performed) until an even newer version is released.

2. “Remind me again later.” Automatic checking will continue. The program will not check again in the current calendar day, but the first time the program is run on any subsequent day, this window will appear again.
3. “Close PC-PUMP and open the PC-PUMP upgrade web page.” This option will close PC-PUMP, since it cannot be upgraded while running, and open the PC-PUMP upgrades web page using the default browser.

A check box “Check for upgrades at program start” is also available. This check box controls the automatic checking for upgrades.

Users are warned that they should obtain the necessary activation codes before downloading and installing the new version, as they will not be able to run the new version without the codes.

The PC-PUMP splash screen (which appears when the program is run, or Help—About is selected from the program menu will contain information on the availability of upgrades as well:



In the splash screen shown above, it says: “Upgrade Available”. Other options include “Upgrade Checking Disabled” and “PC-PUMP is up to date”.