

## Perlustro Pre-Purchase Sales Advice and Buyer – User Information

The Perlustro product line will be available for sale very soon. You will be advised of further details as that date approaches. For today, Perlustro would respectfully request that a potential purchaser understand fully the facts of our software sales policies, the Perlustro Business Mission Statement, and the pre-installation issues that may impact a user, prior to use of the software. Success for our customer base, both historic as well as new, is our primary goal.

The first important issue is the current sales plan. ILook has been in distribution for over 10 years with an international current user base. Through those years, Elliot Spencer or the U.S. Treasury Department, and later Perlustro, were the only distributors, and many existing users now employ the tools and rely on them daily in criminal investigations, intelligence activities and for military uses. Many others find ILook indispensable for current pipeline cases, as well as other investigative reasons. This group - both State and Local investigators in the U.S., as well as local international users - will be the **1<sup>st</sup> limited** group to whom open sales will be made. **Sales will only initially be open to the current user base for a variety of reasons, not the least of which is the retiring of current ILook distributions.**

This initial sales limit to **currently licensed users**, will allow the existing user base to contribute invaluable insight to Perlustro, providing feedback of their comparisons to their own forensics experiences in previous versions of ILook. In return, as noted in prior announcements, the first phase purchasers (current users) will receive a **heavily discounted price which will be maintained for that group into the future**, compared to any other group. This price will remain significantly lower than any other that will ever be available to any other groups of future users. The phases of sale may be open concurrently, but the first group of current users will be open for no less than 90 days. This current sales price is not available to the same local groups, or previous ILook users otherwise, if they were not actively licensed local LEO in the USA or Internationally, as of the web publication of this memorandum.

The **2<sup>nd</sup> sales** group to open will be national government agencies and non-national agencies which are funded by a national central government. That group, while it is a large ILook group otherwise, generally, has other tools at their disposal, and they do not have as much reliance on single investigative methods as do the local agency users. Initially, this group will be required to purchase a minimum of 10 (ten) licenses at one time. This group does not have to represent current or past ILook users.

The **3<sup>rd</sup> sales** group, will consist primarily of Commercial users (including organizations contracting with, or private contractors for, sales groups 1 or 2). This group will have a purchase minimum of 10 licenses as well. The purchase price for a non government employed person shall be at the commercial rate in all circumstances.

The **4<sup>th</sup> group** of sales to come open will consist of any single licenses for local LEO, commercial or non-federal (national) organizations or private persons. National or Federal agencies will continue to be required to purchase a minimum of ten licenses by agency, although in this level, they can be individualized and not single purchase cumulative to 10. It will include any single user purchase at any location of non prior license holders. If a unique mission specific requirement exists otherwise, or if the user was a prior licensed ILook user, regardless of number of licenses purchased by the agency they are employed by, sales would offered to that individual at that time.

The intent of this sales plan is to first distribute the tools to those investigators with the most experience in using historical ILook distributions, while at the same time allowing those users with the fewest tools available to continue

using ILook. For categories 2 through 4, adjustments to pricing will be considered based on bulk orders, but no discount for larger orders will be available to the 1<sup>st</sup> category of ILook users.

This stepped sales release plan is necessary for several reasons. First, it is designed to accommodate the immediate needs of the historical user base. Second, it is intended to provide Perlustro sufficient build up time to produce product changes as needed in the tools to meet the support requirements of that base group, as their use increases. This plan will also increase the chances for a much smoother transition of support needs from one group to the next. An example of this issue is the Commercial investigative market. Commercial users have never been taught to use ILook, since they had no access to it, so the training requirements for them will mimic more the commercial sector training processes of other forensics tools. The needs of that training requirement have not been clearly established at this stage and our training partner, the [LaFear group](#), is working on that issue presently. This issue has not been addressed in the past by Perlustro because it never derived any remuneration, direct or indirect, from any training ever for ILook, nor do we have commercial product training needs understood as fully as we would wish at this point. But hopefully, providing in the current products, a set of tools which are much easier to use even for a novice to forensics, will erase many of the training issues or questions that may exist otherwise. Training is a fundamental part of the forensic examination equation, but it is not something that can be instantly delivered in any venue. Until the tools are in distribution, we simply have no clear guide as to how past ILook training needs to be modified for future users.

Perlustro will advise all current users by email, and through this Perlustro website, when the products are available for purchase. Other information will be posted which details the pre-installation requirements that are necessary for a successful installation of ILook PI. The pre installation process, all of which is FREE to any user, can be done at any time prior to any purchase of any products. Our mission now is to make certain the buyer expends no funds for the purpose of an unsuccessful experience otherwise. More details on this issue are presented further on in this document.

### **Perlustro Software Sales Value Policy**

In the rarified world of a business based on the truth such as ours, and certainly the polar opposite of a Wall Street approach, we believe it is imperative for Perlustro to make available to the customer, information about its pricing policies that Perlustro uses to market the software we produce. This honesty applies as well to any details that may affect a customer decision on purchase, including potential future pricing. Perlustro intends to profit from selling software of high IP value, from both our own designs as well as our Partners, and specifically to sell to customers who are well suited to maximize that kind of value. These tools are not built to be either novice or training styled software, and indeed, there is a presumption that a buyer already has rather extensive training in computer forensics, or is already trained in ILook. It is also intrinsic to the profitability structure of our plan that the products encourage sustainable long term user support.

Together with our partners, Perlustro will chart a new path for a tool line that does not make unnecessary training demands, and that does not err in its primary mission of empowering the user with unique computer forensics examination outcomes and results. We expect to be held to those standards forever by the customer base.

### **SaaS Software Marketing**

Perlustro products are marketed under the SaaS (Software as a Service) business model. The purchase entitles the buyer to use of the software for a specific period of time, at least 1 year on one computer. This is not a unique sales

model in the realm of high cost or value components, but it deserves further explanation in this market because it is differently presented than most purchased forms of IP.

In order to provide the highest possible value to the primary ILook PI toolset and meet specific design objectives, it was necessary to incorporate in the design, several multiples of unique value in the base cost. The cost of this value added approach is centered on the primary cost component, Microsoft SQL Server 2008 64 bit. This base value cannot be mitigated, except by extending to the buyer, either a partnership in the future of the software, or by increasing the costs dramatically above current pricing. Any other approach would increase the costs to such an extent; the historic user base would be unable to make any on-going commitment to the products. The historic user base has made the quality of our tools legendary in many ways, and without that base of users, the loss would accrue to the tools themselves. Our users have made a commitment to ILook for over a decade, and Perlustro returns that commitment by providing the highest quality value for cost in the industry for those users.

A SaaS user has several built in advantages to this type of price structure. For value, the costs are substantially less than the non SaaS competitors of the same base value. SaaS costs are also inherently more immune from inflationary cost pressures due to contractual guarantees of our partners in return for this form of licensing. In addition, upkeep and maintenance of the tools is an ongoing full time commitment process by Perlustro, as well as the partners. No user at any time, in any period, has less than the best software products Perlustro can make available to them. There is no dependency on “upgrades” in order to achieve value. We expect to be paid for value, and we expect to deliver nothing BUT value or nothing at all.

As file systems change, and advances in forensics are developed, or repairs and improvements are made, we believe digital findings should always be based on current technology – not – out of date products. We also do not plan on changing any of our tools for any reason other than additional functionality. This is one of the primary reasons we spent literally years on a “new” design. In our view, using “old” software can, and often does, make the user a casualty of this field, instead of a reliable proponent.

SaaS plans also include upgraded versions of all incorporated components, such as the next iterations of SQL Server. Cost containment is clearly a future advantage to SaaS. Notably, we expect future costs to be no more than the current price bases by group. As more units are sold, the reduction of fixed costs should offset other inflationary pressures, which we expect will provide a long term flat price structure. Perlustro is more than notionally committed to reducing the base cost of the tool if at all possible for any user group, providing that this reduction does not compromise quality and value.

Any user, who buys any Perlustro product, is guaranteed a 3 year price base guarantee, even in single year increments, for any tool or option at the time of purchase. If the sales price for any component is reduced in the future, a future purchase or renewal will reflect that reduced price.

#### **Discount Policies for multiple purchases or multiple option Purchases in volume.**

The buyer of multiple unit purchases of the base products, or IVault, or option groups, can apply for a discount based on any volume over 10 units. But it must be noted, clearly, that there is no allowance in the current price structure for discounting otherwise. There is also no computed markup for commissioned sales or resale available to anyone or any group, and all customers will be treated with the exact same respect in the entire pricing structure.

### **Business Mission Statement**

The primary determinant of success for Perlustro will be based on a simple business theory: that the tools will be a success in their own right, through a built in design to reduce their support requirements, to save investigative time, to achieve findings not achievable through other methods, and to prevent the loss of investigative results at all stages of investigation. The increase in value of this design is based on the premise that reduced support, and necessary training, increases profitability of the tools for both the customer and Perlustro. It is intrinsic to the success of niche products like forensics software that the tools should also be easier to use as their development life increases. In turn, the tools should be dramatically less prone to catastrophic data loss or failure in an analysis. Without the current DB approach used in ILook PI, the loss of pre-completed investigative efforts could not be avoided in many cases. Through this design we intend to protect the users time investment at ALL stages, but in particular, when things do not go as planned. This design provides a protected user data feature set, which is a notable benefit of using database engine storage. It is our basic belief there is nothing of greater lost value to an investigator than his or her lost work time in the computer forensics process. When possible to design in an avoidance mechanism for “lost effort” issues, we took that route. The following is an example :

**An example of  “lost work” :**

Take 62 physical device images of 62 different computers – real ones, not test images, in compressed and encrypted form, the output of the new **FUSUS** imager by Perlustro.

For hardware, we will use an \$860.00 USD, retail store, off the shelf, AMD 64 bit, 4 gig ram machine with 2 cores. It is running Vista Home Premium x64.

Load all the images at the same time, and automatically, which in this case totals 7,600,000+ files and 2.5 terabytes of data that are produced for view in the interface.

When the PI log shows the last image has mapped, just reach over and unplug the computer from its power source. Yes, we mean just unplug it, do not shut it down, and don't soft boot it.

Vista will spend some time struggling back to its feet, and it will likely go into recovery start mode, which usually means you can simply let it resume normal boot. Sooner or later (we hope sooner) it should get booted, but, make sure the disk activity is not persistent and the interface is active.

Now..... start ILookPI again, and reload the entire case of 62 images.

The time to reload the entire case and all files exactly back to where it was when you unplugged it, is **4 minutes, 6 seconds, in this real example, on this real average machine.**

**In summary:** This is an expression test of “recoverability” design factors around which this software was created. It was designed in a form and function so that no matter what goes wrong, your prior work in the process is NOT lost at any stage if we can possibly help or control those factors. It will fail to achieve perfection, but it is a light year ahead of what it competes with.

Separately, the Visual Studio edition used to build these tools also has more of a recovery feature set to help this along. Errors in forensics processing an unlimited number of files by type can and will occur, but the “effect” on the system processes is literally negligible. The logging of PI will point out the issues, but the processing is expected to continue unabated regardless. We expect PI to continue processing, as well you should. If it does not, it is most likely a bug in the application base or failed data access due to bad image data or hardware device failures.

For over a decade, Perlustro has dedicated itself to upholding the highest expectations in the field of computer forensics. That is a tenet this business will continuously pursue into the future. To that same end, a commercial sphere will change nothing about our original goals, or those of our Law Enforcement users: independence, and impartiality and the ultimate premise Perlustro is built on – the truth – for any issue. We still will call a bug just that, and not a “feature”. We release updates when something is wrong with the products or a problem is identified and we can correct that issue with more surety than not, all in order to maximize accuracy, or where it will improve the findings and objectives of the tools.

We will first and foremost, not sacrifice quality for either convenience or speed. That position has been a longstanding tenet of these tools, and it will continue to be the base of our design. We achieve speed where it has value, if you don't believe that stack IX up against your imager, even hardware, but we do not sacrifice quality for speed at any process level. For instance, in imaging systems, speed has simple values, easy to observe, (less time on site to image, less potential for unrelated problems etc.) and historically, speed in that arena has legal value in itself. But in complex examinations, speed loses quickly in value compared to lost investigative findings. Important things often take time. Important findings that are uniquely provided by this tool, also takes time. How much time that requires, is relative only to the quality of the results in our design. We find that organizing data into easy to visualize structures, takes time, but is worth it. We believe finding all lost files and artifacts that really exists in a system is worth whatever time it takes, in particular if this is the only tool that can achieve that result. If we achieve that and no other tools can, then it is the time standard for this field as well as a findings standard separately. If the tools we make produce findings that cannot be duplicated by other tools, then that is not a time cost only measurement of quality and value. It does not take much time to achieve comparative values, but more value resides in the incomparable ones. Currently in this market, in our view, these are incomparable tools.

### **Pre-Installation Considerations before Purchase**

The capability of any computer system, to examine other systems, especially those that are potentially of much more complexity, requires a vigilant attention to the quality of the host Operating system supporting ILook PI. All analytic computer systems fail at some point in time, that must be accepted, but it is our job to insure the loss of examination time is constantly mitigated at all costs. We can do that to a greater extent with a Database engine of this caliber than by using disk files or memory. In this model, reclaiming already committed work, regardless of the errors encountered, is our top priority as noted in the previous example. We want each step of the process to be accounted for, and protected from a future problem, regardless of the design cost. We will indeed have bugs, and the user indeed will have catastrophic failures not related to ILook PI, but the point to be made is we designed the end product to avoid the loss of the currently committed work product – even when we cause the problem through some error process of our own. Nowhere is this tenet more fundamental to grasp than in the current install and deployment of SQL Server 2008.

The use of SQL Server, in normal conditions, requires almost no software maintenance. It literally manages itself. But that assumes the underlying system is in almost 100% working order when it was installed, and remains so during routine use. The installation of SQL Server, while simple in newer OS's like Vista, can be a serious burden on the new user if a machine is not otherwise capably set up and designed for Server software. This is not to suggest a large capacity machine is required at all. For the most part, it is the simple condition of the machine employed that is the key factor to decide.

SQL Server is actually more powerful than the operating system that it runs on. It has more source code base than Vista. And unlike any other Microsoft application, and certainly any non windows DB engine, it is able to manage the operating system itself without any user intervention. However, some clear examples of where the installation process can approach a nightmare, will clarify the importance of doing a correct installation. If Sever 2008 is successfully installed, the future for installing ILook PI is a simple 1 minute process. If that does not occur, the corollary is, ILook PI will never run at all.

Examples will help provide an overview of the contrasts this issue of Sql Install, can present.

- A. It would be normally expected that one could go to any major retail store in the United States, and for less than \$500.00, purchase a Vista 64 installed machine with 4 gigs of ram, or even 2, and install the entire SQL Server 2008 and ILook PI toolset in less than 1 hour. Further, you could be expected to immediately analyze a file system with over 4 million objects just using the FREE version of SQL Server express. (Day in and out, of the thousands of images we have analyzed in the past few years alone, they would on average, have only 600,000 objects in the system, including registry entries)
- B. At the extreme other end of that spectrum, is a 5 year old Xp32 machine with a 60 gig drive, 1 gig of ram (the Minimum required, with 4 suggested) and only 6 gigs of boot drive freespace. Viruses, hundreds of app installs later, several crash restores etc. etc. add to the pain this will cause a Sql install. Here, this setup was mostly a minimally viable bootable system, but otherwise, it was incapable of running SQL Server. In the end, it took over 30 hours to diagnose and install all software components and correct system errors.

In the totality of it, the solution of B's problems, involved 29 hours and 59 minutes of system errors and software problems, and SQL Server 2008 installation problems, but only **1 minute of installing ILook PI**. This is unfortunately, the norm for very poorly configured or insufficient operating systems combined with complex software. But it does prove the point, which is: that there is only a finite amount of repair work that can ever be justified by either Perlustro or the user. The install in this case was vigorously pursued, just to form this example, and success was achieved, yet at what price?

It would be easier and cheaper in B, for Perlustro to send the buyer a Microsoft Operating system DVD, and new boot drive, than to engage in the above repair process. For that reason, the pre-requisite installations are all **free to install Before Purchase**. The point in this example was that the process is made ever more complex because there is never a clear cut PRE-install process for any system where SQL Server cannot be installed correctly otherwise. While this seems a dichotomy, it is the base truth of the situation. There is literally no 100% guaranteed way to tell before attempting the install, that the system will "stick" with SQL Server. Even the MS installation itself will go through multiple check system processes and advise the user of the status at that point, and yet they are not foolproof. The base issue is that there is no end to the potential problems an existing boot system could have, and we have no clear invincible system to diagnose this beforehand. The only cardinal rule we can follow is if there is a preexisting SQL Server installation, you should remove it completely before proceeding. Over 90% of known MS issues involve the simple fact that "other" instances are already on a machine, and they are in a broken or differential state of install. In fact, if you take out INSTALL issues, there are only a handful of Sql issues remaining that we have ever seen effect the application base.

Most of the time, problems can be corrected, simply by making sure that a few potential pitfalls are avoided, but it can be a trial and error process. It is not that ALL problems at some point could not be rectified; it is ultimately the question of what is cheaper and quicker for you to accomplish. Should you replace the OS, or repair the one at hand, you will have to decide and make that election with the ultimate decision probably deferring to your time values. Often, it is simply easier to use a secondary drive to backup the system assets you want to keep, and simply restore them onto a new system that you created for this installation process.

It should be noted, that since the most common current forensics platform is XP64, that such a system would be expected to have very few - if any - issues. And a Vista system, either 32 or 64, should have very few issues other than some non default settings of the base admin user. ILook PI requires permission settings which are not set by default in

Vista. But, XP32 is the exception. A “clean” Xp32 system of any age is likely not going to be a problem either, but one well used, as in the above example, probably will be problematical. This is based around a sliding scale of issues including its age and software loads / unloads, since the system was installed.

Other fundamental issues of SQL Server are the fact there is very little chance for a user to REPAIR a failed install on most systems. SQL Server is software which unavoidably PRESUMES a 100% running windows subsystem prior to installation. In that sense, SQL Server is a setup commitment of the user to ILook PI, which must be considered first and foremost, in the customer acquisition and use process.

The possible variations of systems in use, and their condition to accept SQL Server, make the difference between profitability and Loss for Perlustro as well. While we could not build the content and capability of the tool without this type of database engine, we also recognized it would require more attention and demand on a user in installation, but offset those value issues in other ways. Consequently, without the tool base install, the use of ILook PI cannot occur. This leaves the user with a potential challenge in some cases, to move to this generation of forensics tool. ILook PI simply cannot be encumbered by a very limited processing platform, or by deficient operating system settings. Regardless, our known qualified hardware and software price point is clearly achievable for the majority of forensics users. The cost to a user for a successful Sql install may be zero, or it may reach excessive time levels for that user, but, it must lay the foundation of the products use if it is to be successfully deployed.

### **Refund Policies**

We do not make DEMO's of the products - any of them. We intend to provide ample review material sufficient to make a purchase decision given the development and deployment history of the tools. If there was sufficient doubt at any level to Perlustro as to whether or not the tools perform the functions we claim, they would not be offered for sale. Where we did not believe they conveyed value to the end user, we would be guilty of fraud in suggesting they should be bought in the first place. The components built into the tools themselves, primarily provided by our partners; do not allow us to demonstrate the products otherwise. Sql Server 2008 is, in this product, not a “tricked” up or debilitated version at all, on the contrary it is unique to a Gold Certified Partner of Microsoft and it has any capacity demanded by ILookPI or the maximum capability of any forensics machine regardless of what it is.

All prerequisites are free to install and test with. A success predictor tool for the Sql Installation is also provided free. After purchase and install of ILook PI, Perlustro will issue a full refund to any user who is unsatisfied with the purchase or use of ILook PI, as long as the product removal keys and any created IXimager media or other imaging components in Linux or Windows, are certified as destroyed within the first 29 days after purchase. After the 29 day period has ended, further refunds will incur a 1/2 year rate minimum fee. The remaining computation period of refund will be whole month computed, based on the remaining SaaS period unexpired, as rounded to the next month.

In return for the customers commitment to at least spend the necessary time to do the requisite installs to determine if SQL Server will fully function, we have taken a positive stand to reduce the buyer's decision requirements and possible negative experiences during the process of installation. To begin, 100% of the prerequisite work is FREE to install, prior to purchase, including installing ILook PI. Since ILook PI was designed to run with any SQL Server 2008 version, including SQL Server 2008 Express, it will cost potential buyers nothing to find out if their system in use can accept ILook PI for installation. Perlustro will help you as much as we can manage, with any problems you might encounter in the free prerequisite installs. Your time expense investment in this process will be the only cost you will bear otherwise. Clearly it is in our best interests to see this process succeed, but if it does not, you do not otherwise incur any penalties.

Perlustro must start with this truthful position of installation issues, for the simple reason to do otherwise, will injure our business plan and it will waste your time. Some, but not all, current Version 8 users will likely find they have a primary computer system in use that is simply incapable of ever running SQL Server 32 or 64. This will likely remain the situation regardless of their work to offset the problems, if indeed the process fails and no method to rectify it exists. Here, Perlustro will endeavor to help anyone in this process with any advice and documentation on the basics of installation procedures necessary to run SQL Server 2008 Express prior to any purchase. After purchase, the full Sql Server 2008 install should be uneventful otherwise. If you would like to contact us with any questions concerning more details on this process, please do so here in the feedback form <http://www.perlustro.com/support/feedback>

### **Products you will receive on Purchase**

1. The primary distribution of ILook PI will occur via a download of approximately 80MB. The installation of SQL Server 32 bit or 64 bit, must be mailed or shipped to you for installation. If you have a 32 bit OS, you will have the 32 bit version of Sql Server installed, and likewise for the 64 version, automatically. Perlustro cannot distribute this form of SQL Server through the Internet due to contract requirements. The size of the DVD you will receive will be approx. 4GB in size. The previous install of SQL Server 2008 express can be left on most machines and the instance after install of the 32 or 64 bit version, can coexist along with it. ILook PI has a menu setup setting for the user to one click switch server instances that can be changed at any time. The express version has physical limits of 4 Gig file size; but the full installation has no limits, of any meaningful quantities, unless the 32 bit version is employed on a 32 bit only OS. If the OS is 64 bit, the application will install a 32 bit based Wow version of ILookPI but a 64 bit version of SqlServer 08.
2. You will receive package files which are used to build IXimager3 directly from a menu system in ILook PI, much like in V8, for current users. These will be available on the Perlustro web server for download should you need them later or to receive new versions. This will also be the distribution of the current build releases as they occur. This information will be sent to you as reminders by email. Because this is SaaS software licensed, any update to any component will be notification sent by email as soon as the release is available to be downloaded.
3. You will be emailed Installation Serial numbers for Passware Enterprise Kit installers, which is part of the ILook PI installation, at the time of purchase. The user term of use for ILook PI and any component **does not begin until the license information is entered to start the application**, so there is no requirement to immediately install the fully licensed version for Passware or ILook PI.
4. In the final purchase section of the website, it will be necessary for the buyer to acknowledge that they have completed the installations of the prerequisites components as noted, or waive their installation, in order to continue to a final purchase. After this process, you will download and install ILook PI and initiate the installer. You will then be presented with a system control screen like the following, and you will have to copy out and input the two serial numbers as noted by Site and Mid codes (below in red) into a separate application web form for the license key to be transmitted back to you by email or phone. You may also mail the codes to Perlustro at [piCodes@perlustro.com](mailto:piCodes@perlustro.com)

Site code: A8D9F664      MID: 19E3-C9FB-F340-3D7F

Days left: 295      Uses left: N/A

Enter application      LICENSED

**Enter Serial Number**      Activation code

Unlock application       Update license

Remove license

Cancel      Continue >>

5. At the end of the purchase process, you will receive a confirmation email and invoice.
6. Your customer information, in particular the shipping address and contact information will be maintained by Perlustro in a safe harbor fully encrypted file, for future reference only by Perlustro. It will be used to determine validation of Partner contract requirements. It will also be used for reference information should you desire a refund. The information will not be shared or divulged otherwise. The purchase information is not maintained by Perlustro in any form other than a validation number from the purchase vendor. That information resides in no form on any Perlustro accessible servers or systems. NO PPI information otherwise in full context, beyond contact information, will be maintained by Perlustro.
7. In unique cases, given the historical base of ILook’s users, it is possible- by customer preference – for there to be NO records of any type to be maintained. This method of purchase will be required to be in the form of encrypted email or voice communication and must involve wire transfer payment.

Google Checkout is the purchase vendor who maintains any and all billing and payment information at this time.

8. [Google Checkout buyer overview video](#) Please review the process and procedures to use Google Checkout to insure yourself that the policies are fully acceptable to you or your business. If you have any reservations about the purchase in this form then you may submit the information to conduct a transaction by Telephone contact or email. The preference is totally under the control of the customer, but Perlustro has found that Google checkout meets all of the security requirements Perlustro believes are needed (although they can never be enough) to commit a transaction which is safe and secure across the internet.
9. There is no international security standard enacted in all countries and for all vendors, but one reputable location for information is the PCI security standards group at <https://www.pcisecuritystandards.org/>

10. <http://checkout.google.com/support/bin/ansPerlustror.py?ansPerlustror=105823> is the primary user privacy security policy of Google Checkout.
11. The Google Merchant help center, useful for questions concerning vendor information provided to Perlustro and other vendors, is at <http://checkout.google.com/support/sell/> This information is secondary to the direct help center for customer questions at <http://checkout.google.com/support/>

The following information is summary information only, it is not intended to convey fully the processes that will be involved, but is only an overview of the processes themselves.

**The General framework of the Pre Installation requirements necessary prior to SQL Server 2008 installation are listed here.**

(1)	<p>READFIRST Net Framework SP1 readme :</p> <p><a href="http://download.microsoft.com/download/A/2/8/A2807F78-C861-4B66-9B31-9205C3F22252/dotNet35SP1Readme.htm">http://download.microsoft.com/download/A/2/8/A2807F78-C861-4B66-9B31-9205C3F22252/dotNet35SP1Readme.htm</a></p>
(2)	<p>Net Framework 3.5 sp 1 – use the full version, if you have 3.5, remove it, cold boot then reinstall below.</p> <p><a href="http://www.microsoft.com/downloads/details.aspx?familyid=AB99342F-5D1A-413D-8319-81DA479AB0D7&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?familyid=AB99342F-5D1A-413D-8319-81DA479AB0D7&amp;displaylang=en</a></p> <p><a href="http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe">http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe</a></p>
(3)	<p>MS Windows Installer 4.5 -----select by OS version and type on this page</p> <p><a href="http://www.microsoft.com/downloads/details.aspx?familyid=5A58B56F-60B6-4412-95B9-54D056D6F9F4&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?familyid=5A58B56F-60B6-4412-95B9-54D056D6F9F4&amp;displaylang=en</a></p>
(4)	<p>MS Powershell –</p> <p><a href="http://www.microsoft.com/windowsserver2003/technologies/management/powershell/download.mspx">http://www.microsoft.com/windowsserver2003/technologies/management/powershell/download.mspx</a></p>
<p><b>COLD BOOT</b></p> <p>There are several system prerequisites that now need to be affected, but if the system on which you plan to install ILook PI is fully operative at this point, and there are no event viewer boot up errors otherwise, the following is a general background on the next procedures that are called for. This is NOT the detailed procedure list, but is noted for information of a general nature only.</p>	
<p><b>Generally – You must remove all Instances Installed of any SQL Server Versions on the machine to continue the process of SQL Server Installation – Any Version that is NOT Sql Server 2008.</b> This is the single biggest reason for installation failures; the inability of a user to remove a prior instance of Sql Server.</p> <p>Microsoft has 6 versions outstanding of SQL Server and virtually all of them are incompatible with SQL Server 2008. If your machine has an instance installed, or has a program files\ folder for SQL Server, runs Business Contact manager in Outlook Email, has Visual Studio any version installed, or has any Services in Control Panel with ANY listed MS SQL Server components, you must AddRemove them all at this point. This may interfere with other business uses of the machine and may stop</p>	

a future purchase and installation of ILook PI.

Specifically – you cannot run Antivirus software during the SQL Server install and any AV software with running services must be removed prior to the install. Removal does not mean suspension; any AV services eclipse a Windows kernel service level required by a Sql Server installer.

Specifically - SQL Server will not install on a hard disk if Disk Compression is being used.

Specifically – Sql Server will only install on an NTFS file system and ILook used Control Point folders will be required to be on NTFS file systems.

You can make a preliminary judgment of the installation process by checking the links here, in particular the generalities of the Setup Help file.

Setup Help File: [http://msdn2.microsoft.com/en-us/library/bb500469\(SQL.100\).aspx](http://msdn2.microsoft.com/en-us/library/bb500469(SQL.100).aspx)

Rules Documentation: <http://go.microsoft.com/fwlink/?LinkId=94001>

Community: <http://msdn2.microsoft.com/en-us/sql/aa336317.aspx>

Several Critical procedures must be followed before Continuing the Installation below, please wait until the full User Guide Installation Documents are made available before continuing, unless you have experience in SQL Server 08 Installations.

SQL Server 08 Express, which is free to use in any application, is actually easy to Install and no system changes for ILook PI need to be made other than permission issues on a base Vista platform with the assumption the user is full ADMIN on any xp system or Svr2003.

You can do a default install from this link after installing the above components

<http://www.microsoft.com/express/sql/download/>  
(download the TOOLS version ONLY)

If these components cannot be installed, or produce installation errors of any type, then ILook PI will not and cannot run regardless and the problems must be rectified before continuing.

Specific and detailed installation instructions for this process will be downloadable in PDF form on the day the Products are available for purchase.