

UpdateAgent.



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insider



Thank you for downloading the UpdateAgent Online Edition, the easiest way to update all the System software, Control Panels, Extensions, Applications, and Utilities on your Macintosh computer. The Free Check-Up updates your Mac OS software. You can [purchase](#) UpdateAgent so it updates all your software. See the [Features](#) for a quick overview.

Using UpdateAgent

To [update](#):



- 1 Double-click UpdateAgent to launch it. The Main window opens.
- 2 Optionally, select '[Preferences](#):General' from the 'Edit' menu to customize UpdateAgent's download folder, automatic schedule, automatic expansion, and sounds.
- 3 Select the hard drives to scan and press the 'Start' button to begin scanning the hard drives.
- 4 The [UpdateAgent Results](#) window listing all the required updaters opens. You can de-select any updaters you don't want and then press the 'Get' button.
- 5 The [Get Files](#) window displays the status of retrieving the files. The updaters are downloaded to a folder named 'New Insider Updates' located in the root folder of your start up disk.
- 6 [Install](#) the updaters.

It's that easy. Two clicks. All the software updaters you need.

If we can be of any assistance, please see the first page for contact information or click the Insider logo to go to our web site. Thank you.

Why Update?



Developing today's software is an extremely complicated process whose final phase is testing the software to verify that it functions properly under all conditions. Unfortunately, despite all this testing, real world users often uncover situations that cause software to fail. The software may also not function with new System software or new versions of software that it depends on.

Once developers are aware of these problems, they typically create an updater to patch the application. One of the main reasons to update your software is to fix bugs that cause crashes and lock-ups. Developers may also enhance the software's performance.

After developers release an application, they usually add features that are either requested by users or weren't included in the previous release. They may also enhance the user interface to improve the usability of the product. The second main reason to update your software is to take advantage of all the latest features.

In summary, updating your software ensures the most stability, best performance, most usable interface, and most complete feature set.

Updates versus Upgrades

An *update* is an enhancement to a current major software release. An *upgrade* is a major software release which usually changes the feature set and user interface significantly. Most developers provide updates for free but charge for upgrades.

Why not update manually?

Although releasing updates is not new, developers have been unwilling to incur the costs of shipping updater diskettes to all customers that have registered their software. Instead, the proliferation of online services and the Internet has made it possible for software developers to make their updaters freely available to users. Although it is possible for you to manually update your software, it is generally not practical. Manual updating requires you to take the following steps:

- 1 Locate the developer's web site
- 2 Navigate to the software updaters web page for your product
- 3 Compare the version number of the updater with the software on your computer
- 4 Download the updater, if applicable

Why Update?



You must repeat this process for each Application, Control Panel, Extension, Utility, and System software program you have installed. In addition, software developers' web servers may refuse your connection or download sluggishly. Manually updating software is a very time consuming and tedious task that users avoid; it therefore does not get performed thoroughly or regularly.

The advantages of using UpdateAgent

The combination of Insider's extensive repository of updaters, Insider's high performance Internet servers, and the UpdateAgent program effectively and simply solve the updating problems. The UpdateAgent staff is dedicated to scouring the Internet and online services to locate updates. In addition, many software developers send their updaters to us as soon as they are available. We are committed to maintaining the most comprehensive collection of Macintosh software updaters.

To provide the best performance possible, we store all the updaters on our state-of-the-art servers, which are connected to the Internet with industrial strength lines. We constantly monitor performance to serve you better.

The UpdateAgent application automatically identifies your outdated software. It also provides the convenience of allowing you to schedule the updating process during non-working hours so that updating becomes essentially invisible. In addition, the software can turn off your computer when your update session is complete.

The result is that you receive all applicable updaters as soon as they become available. Once downloaded, you decide if and when you want to install the updater. UpdateAgent does not automatically alter your installed software - you are in complete control.



Features & Benefits

UpdateAgent contains many product features to deliver the easiest, most convenient way to keep your software up to date.

- Fast
- Secure
- Safe
- Complete
- Convenient

Fast and efficient

We scanned a 2GB hard drive with 1.7GB of data in 2 minutes and 2 seconds on a stock Macintosh 8500/150. Before starting the test, we rebuilt the Desktop files and ran Disk First Aid to repair any directory structure damage.

All updaters are downloaded from Insider Software's high speed servers to avoid slow sites and internet bottle-necks. All the updaters are stored as StuffIt archives. These are typically 30% smaller than corresponding binhexed (.hqx) files for even faster transmission.

The program supports native code for both PowerPC and 68k Macintoshes and uses only 2MB of memory.

Complete security

There's no other way to say this, so read slowly. Absolutely no information about your software or hardware is ever transmitted anywhere.

100% safe

UpdateAgent does not install the updaters or change your software in any way. You are in complete control of downloading and installing just what you want.

Most updaters on the planet

We are fanatic about making sure you receive every updater you deserve. Our custom robot constantly monitors over 2000 developer sites in search of updates. Our web site lets developers notify us as soon as updates become available. Our staff searches many internet resources in search of new Macintosh software products and updates. We boast the most comprehensive 1.3GB updater database available with over 2500 active updaters.



Features & Benefits

The software delivers the correct updaters for your type of Macintosh. For example, you only get updaters for 68k or PPC processors. In addition, you receive updaters that are targeted specifically to your model, which is especially beneficial to PowerBook owners.

If we are unable to deliver an updater, you receive a Read Me file instructing you on where and how to get the updater. This may happen, for example, if a developer does not specify the version resource correctly.

You automatically receive a Read Me file for all your software that is eligible for a fee-based upgrade. The file gives detailed instructions for upgrading your software.

You can even select to have Beta software delivered as soon as it's released.

Time-saving features

You have the option to automatically decompress the files after they reach your computer. You can also delete the archive automatically.

One of the most useful options is to automatically schedule your update sessions. Just select the days and times and UpdateAgent delivers all the updaters and can even shut down your Mac when it's done.

The program keeps a convenient, sortable log of all your updaters. You can quickly view New Updaters, Skipped Updaters, Downloaded Updaters, and Failed Downloads. Getting one of these updaters again is as simple as checking it and pressing the Get button.

Preferences

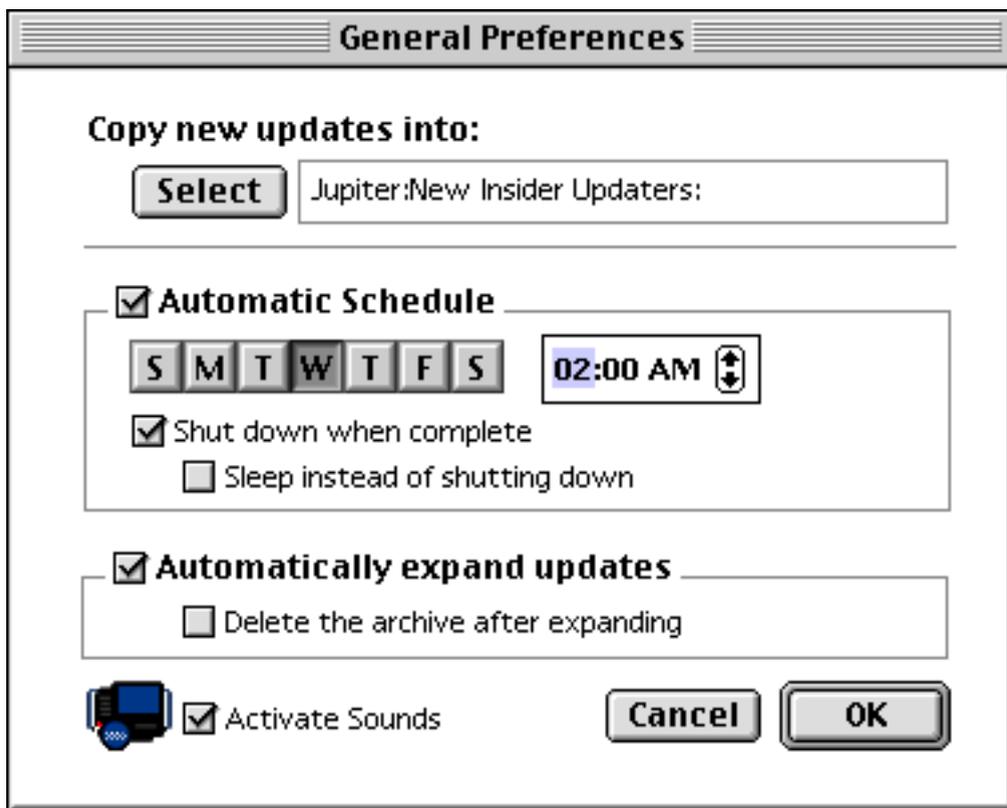


UpdateAgent provides two Preference windows. General Preferences is used to specify the folder to download updaters into, set a schedule to run UpdateAgent automatically, and automatically expand the compressed updater files. The second window, Files Preferences, is used to specify particular software that you don't want updated and programs that you want Beta software for.

To access the Preferences, select 'Preferences' from the 'File' menu. Then select 'General' for the General Preferences or 'Files' for the Files Preferences.

General Preferences

To access the General Preferences, select 'Preferences' from the 'File' menu and then 'General' from the sub-menu.



Preferences



To specify the folder for downloads

Press the Select button and select a folder. If this folder is moved or deleted, UpdateAgent automatically creates a 'New Insider Updates' folder in the root folder of your start up drive.

To run UpdateAgent automatically

1. Click the 'Automatically Update' checkbox to activate the settings.
2. Click the Days of the Week to update. We recommend updating once per week with the Online Edition. This is a handy feature for the CD Edition to update all the computers after hours.
3. Click the hours and use the Up/Down arrows to set the start time. Click on the minutes to set them as well.
4. Optionally, UpdateAgent can Shut down your Mac after it's finished running. Click the checkbox to enable this feature. If you prefer to put the computer to Sleep, and your computer supports it, click the 'Sleep' checkbox as well.

To automatically expand the files

All the updaters are compressed, 'stuffed', as Aladdin Systems' StuffIt archives. The files must be decompressed, 'unstuffed', before they can be used. UpdateAgent contains the ability to decompress the files without the need for any other programs.

1. Click the checkbox labeled 'Automatically expand updaters' and UpdateAgent will unstuff each file after it's copied.
2. You can delete the stuffed file automatically by checking 'Delete the archive after expanding'

If you have any problems running UpdateAgent after selecting this option, increase the amount of RAM allocated to the program by:

1. click once on the program icon to select it
2. select 'Get Info' from the Finder's 'File' menu
3. increase the Preferred Size by 500k

Play Sounds

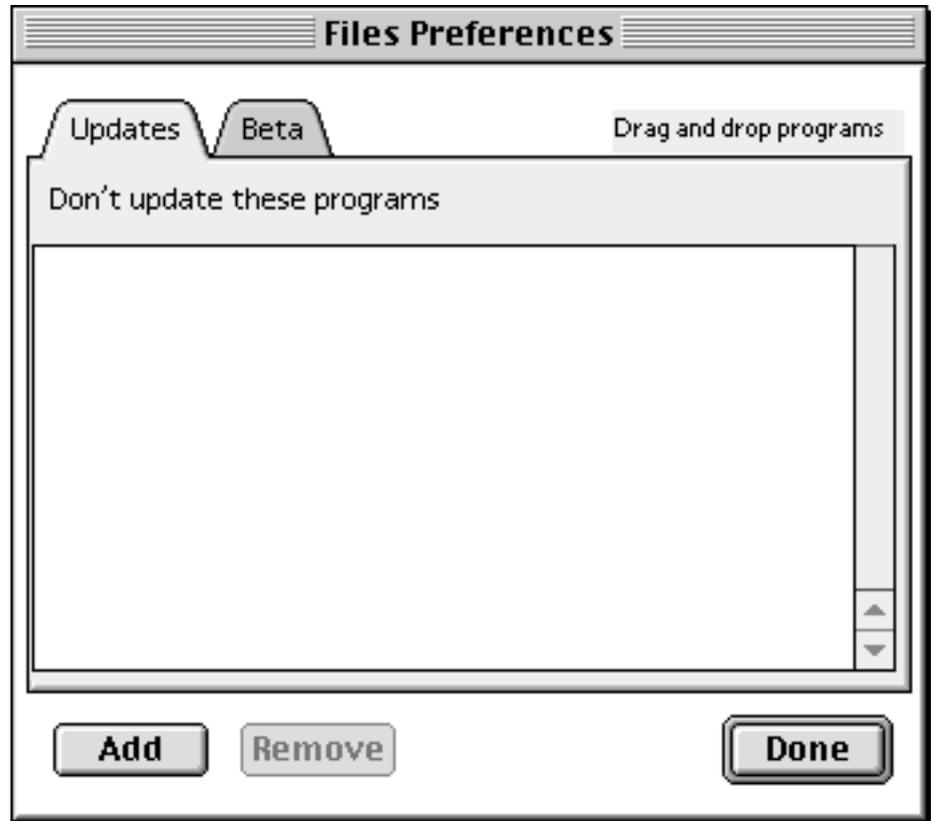
If you have installed the optional sounds, uncheck this box to not play them.

Preferences



File Preferences

To access the File Preferences, select 'Preferences' from the 'File' menu and then 'Files' from the sub-menu.



To exclude files from being updated

Make sure the 'Updates' tab is selected and Drag and Drop program files into the window or click the 'Add' button and select the program.

To delete a file from the list, select it and press the 'Remove' button.

Press the 'Done' button when you're finished to save the changes and close the window.

Preferences



To get Beta software

Developers may release 'Beta' software. These are programs that have usually gone through internal testing but have not been tested by the public. Developers generally fix any reported problems with the software and then release the final version.

Make sure the 'Beta' tab is selected and see the previous section to add and remove programs.

Results Window



All the Updater files are managed through the 'UpdateAgent Results' window. This window opens automatically during an updating session and displays the required updaters. You can also open it by selecting 'Open Log' from the File menu. The window is comprised of three sections: Updater display, controls, and Updater information.

The screenshot shows the 'UpdateAgent Results' window. It features a table with columns for 'Get', 'Name', 'Size', and 'Date'. The table lists various updates, including 'Apple CD-ROM 5.4.sit', 'ColorSafe 1.5.2.sit', 'Control Panels Strip 3.2.sit', 'Dimension 3.0.1.sit', 'eMerge 1.5.1.sit', 'Extensions Strip 1.8.1.sit', 'FinderPop 1.7.3.sit', 'Font Gander Pro 1.5.sit', 'FontDoctor 3.0r2 RM.sit', 'Funnel Web 2.0.1 RM.sit', and 'ImageVice 1.1.1.sit'. Below the table are buttons for 'Delete from list', 'Cancel', and 'Get', along with a 'View files by:' section with radio buttons for 'Status' and 'Kind'. A 'Details' section is also visible, containing a list of bullet points describing improvements in the software.

Get	Name	Size	Date
<input checked="" type="checkbox"/>	Updates		
<input checked="" type="checkbox"/>	Apple CD-ROM 5.4.sit	81K	May 19, 1997
<input checked="" type="checkbox"/>	ColorSafe 1.5.2.sit	118K	Aug 19, 1998
<input checked="" type="checkbox"/>	Control Panels Strip 3.2.sit	12K	Jul 29, 1998
<input checked="" type="checkbox"/>	Dimension 3.0.1.sit	306K	Aug 11, 1997
<input checked="" type="checkbox"/>	eMerge 1.5.1.sit	638K	Apr 9, 1998
<input checked="" type="checkbox"/>	Extensions Strip 1.8.1.sit	315K	Aug 5, 1998
<input checked="" type="checkbox"/>	FinderPop 1.7.3.sit	241K	Oct 19, 1998
<input checked="" type="checkbox"/>	Font Gander Pro 1.5.sit	416K	Oct 16, 1998
<input checked="" type="checkbox"/>	FontDoctor 3.0r2 RM.sit	3K	Jul 22, 1998
<input checked="" type="checkbox"/>	Funnel Web 2.0.1 RM.sit	3K	Aug 6, 1998
<input checked="" type="checkbox"/>	ImageVice 1.1.1.sit	205K	Sep 16, 1998

Delete from list View files by: Status Kind **Cancel** **Get**

Details [Home Page](#) [Updater Page](#)

- Improved scanning across track boundaries of an audio disc using the AppleCD Audio Player
- Improved sleep mode for CD-ROM drives
- Improved handling of empty track lists
- With version 5.3.3 of the CD-ROM driver there were problems playing audio on the CD-ROM 1 (CD-ROM 1.5.2 and later) CD-ROM driver. This has been fixed in

Results Window



Updater Display

The top section displays all the updater files. Each updater name follows the same naming convention:

[Product Name][new version][PPC or 68k][.sit]

for example, [FontAgent][3.0][PPC][.sit]. If the Updater is a 'Read Me' file, then 'RM' is added to the name. The Updater Name is followed by the Updater's size and the date it was released.

Updater Categories

The Updater files are differentiated into three kinds:

1. Updates - regular program Updaters
2. Upgrades - detailed information about fee-based Upgrades
3. Beta - [Beta software](#). This category is only included if you have selected to get Beta software.

In addition, the Updaters are classified into four Status categories:

1. New - files identified in the current session
2. Skipped - files that were de-selected from downloading
3. Downloaded - files already downloaded
4. Failed - files that failed to download correctly

To change the order of the categories, click the 'Status' or 'Kind' radio buttons. For example, to view all the new files, select 'Status'. To view all the Upgrades, select 'Kind'.

Each Kind and Status category has a disclosure triangle next to it to open and close the list.

To select files to download

Make sure the checkbox next to the Updater name is checked.

Results Window



To change the sort order

The Updaters are initially sorted by their filename. Click on the other headings to sort by the Updater's size or the date it was released.

To change the window's size

Drag the re-size box above the 'Get' button. The window will re-size vertically.

To delete files from the display

To permanently remove a file from the display, click on the name to select it and press 'Delete from List'. UpdateAgent will treat it as a Skipped Updater but suppress it from the display.

To get more information about an updater

Select the Updater file by clicking on its name. Open the disclosure triangle labeled 'Details' at the bottom of the window to display additional information. To go to the developer's Home page, click the 'Home Page' hot-link. Similarly, the 'Updater Page' goes to the developer's page dedicated to this updater. This information is included when available.

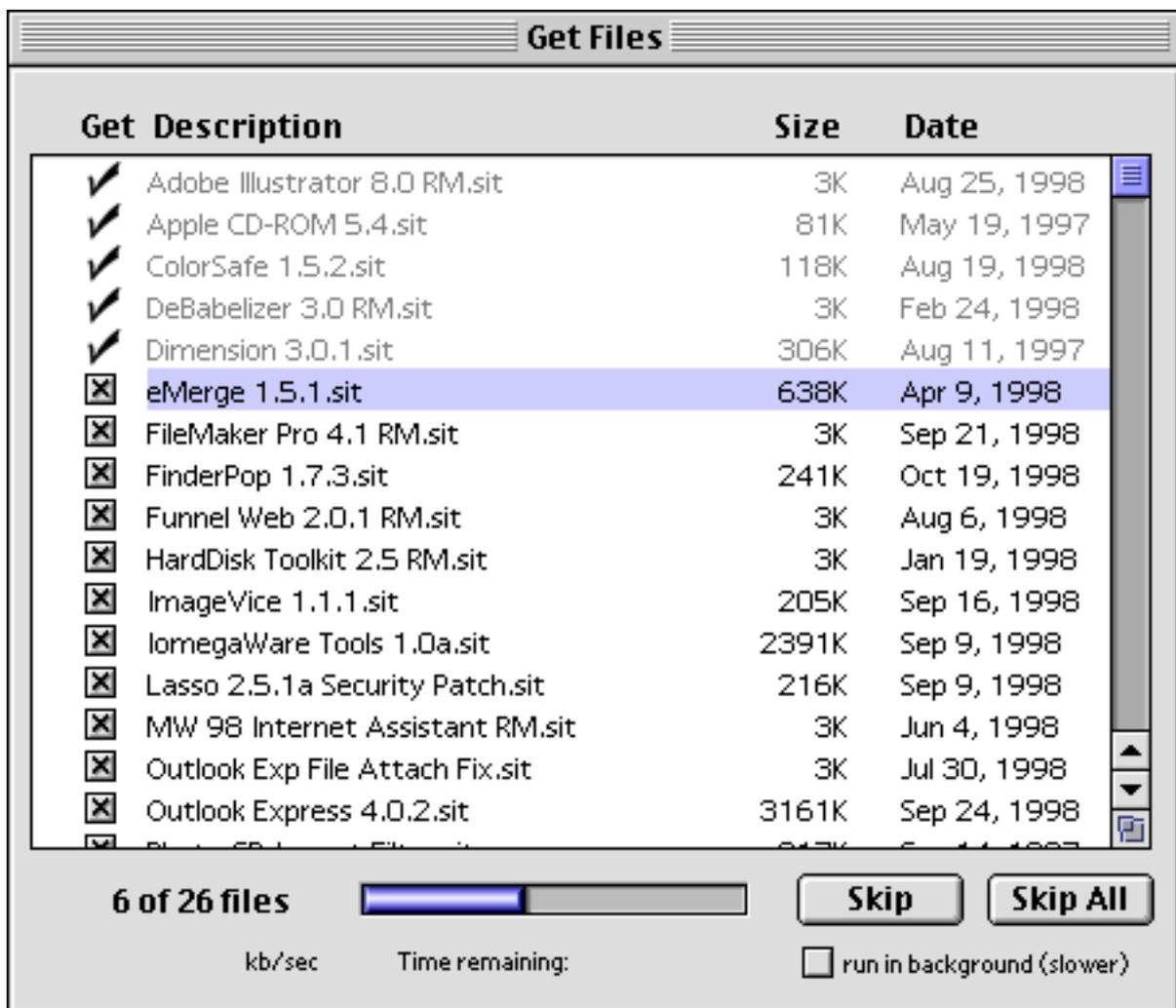
To download the files

Click the 'Get' button.

Get Files Window



The 'Get Files' window shows the status of downloading the updater files. The highlighted file is the one currently being downloaded. Once downloaded, it changes to grey and a checkmark displays next to it.



Get Files Window

The status at the bottom of the window shows the count of files, the progress of the current file, the current throughput, expressed as kilobytes per second, and the time remaining for the current file.

Get Files Window



To skip a file

Click to uncheck the checkbox before it starts downloading. If it has already started, press the 'Skip' button. These files are all categorized as 'Skipped'.

To skip all files

Press the 'Skip All' button to cancel the download. This categorizes the current and all remaining files as 'Skipped'.

To run UpdateAgent in the background

To maximize the download speed, UpdateAgent uses a certain amount of your computer's power. If you want to run UpdateAgent in the background without noticeably affecting the foreground application, select the checkbox labeled 'run in background'.

UpdateAgent will use less processing power but will download slower.

Installing Updates



UpdateAgent does not automatically install the updaters for a variety of reasons. Primarily, software updaters come in a variety of formats and usually requires user interaction. You should launch each updater and follow the on-screen instructions to install it properly.

This section describes different types of updaters and how to install them on your computer. To comply with the developer's copyright, Insider Software does not modify any updaters. Also, Insider Software takes no responsibility for their non-performance and we are unable to assist you with their installation. If you have any questions or problems you should contact the developer directly. We recommend that you back up your current software before applying the update.

To make it easier to identify an updater, Insider renames the stuffed file as:

[product name] [version after updating] [PPC or 68k] [.sit]

for example, Font Box 2.1 PPC.sit. Most updaters contain a detailed 'Read Me' file that describes installation and the enhancements that the updater makes.

68k, PPC, or Both

All Macintosh computers prior to the Power Macintosh use Motorola processors (CPUs) based on the 68000 (pronounced 'sixty eight thousand') design. These CISC (Complex Instruction Set Computing) processors include the original 68000, the 68020, 68030, and 68040. Software written for the 68000 processor are identified as '68K', where 'K' is a shorthand notation for 'thousand'.

The Power Macintosh computers use a RISC (Reduced Instruction Set Computing) processor known as the PowerPC. This line currently includes the original 601, the low-power 603 and 603e, the 604 and 604e, and 750 (G3). Software written to take advantage of these processors is identified with 'PPC'.

Developers also create 'FAT' software that runs at maximum speed on either a 68K or PPC processor. The UpdateAgent software determines the kind of CPU you have and downloads the specific updaters for your machine.

Installing Updates



Update Installers

These programs are designed to update a particular version of a particular software product. After launching the program, the Installer either automatically locates the product or asks you to select it. The 'Read Me' files with these installers usually include instructions for any other steps you may need to perform.

Replacement Programs

These programs consist of Applications, Control Panels, Extensions, and Utilities that completely replace your installed version. To install the Control Panels or Extensions, drag them over the closed System folder. If you don't see a message to replace the existing file, then you need to remove the old Control Panel or Extension manually. To install new Applications, replace your old copy with the new one.

Disk Images

These files are images of floppy disks. To avoid creating a physical floppy disk, we recommend using either ShrinkWrap™ or Apple's Disk Copy 6.1.2 or later. Disk Image files usually appear of type 'Document' and are 1.4MB in size. Please refer to ShrinkWrap or Disk Copy to use the disk images.

Registering



The Free Check-Up updates your Macintosh System software only. To update all your applications, Control Panels, Extensions, and Utilities obtain an Access Code and enter it into the Free Check-Up. This activates UpdateAgent into the Edition you prefer:

CD Edition

The [UpdateAgent CD Edition](#) contains 1.3GB of the latest updaters and the UpdateAgent CD Edition that updates your computers over your network. One set is \$89.95 and four issues delivered every three months is only \$249.95.

Standard Edition

Updates all the software on one Macintosh for an entire year for only \$49.95. You may update as often as you'd like.

Limited Edition

Updates all the software on one Macintosh one time for only \$12.95. Get this version if you don't have a lot of software or your programs don't change often.

The software will function on that computer only. If you change your computer, you must contact us to modify your access code and registration information.

Obtaining an Access Code

The most convenient method is to select '[buy online now](#)' (above left). This link takes you to our secure server where you provide credit card information and receive an Access Code immediately. Best of all, it's open 24 hours a day.

If you choose one of the methods below, we need the following information to process your order:

- the product you are purchasing
- your name and, optionally, your organization's name
- if paying by credit card, include the credit card number and the card's expiration date
- how to contact you - any combination of phone number, fax number, e-mail address, or postal address

Registering



Unlocking UpdateAgent

After you receive an Access Code, select 'Unlock' from the File menu and type the code in exactly as it was given to you. The Access Code must be entered on the same day you receive it. If there is any problem, feel free to contact us.

Contacting Insider Software

By Phone

We're open between 8 am and 6 pm Pacific Time Monday through Friday.

- US Sales: 800-700-6340
- International Sales: +1- 760-804-9900 (GMT -8)
- Support: 760-804-9900

By e-mail

- Sales: sales@insidersoftware.com

To protect the privacy of your credit information, we suggest that you send two e-mail messages:

- 1 Specify the product and half the credit card number in the first message
- 2 Specify the rest of the credit card number and the card's expiration date in the second message

We will e-mail back an access code as soon as we receive the messages.

- Support: support@insidersoftware.com
- Updater information: updates@insidersoftware.com
- Miscellaneous: agent@insidersoftware.com

By fax

+1-760-804-9995

Send a fax with your registration information. We'll get back to you within the next business day.

Registering



By mail

Insider Software Inc
6412 Merlin Drive, Suite 700
Carlsbad, CA 92009 USA

Send a letter with your registration information and payment. We will send an access code using the method you request.



If you're responsible for more than a couple of Macs, or if all your Macs don't have an Internet connection, then the CD Edition is for you.

About the CD Edition

The 2 CD set contains over 1.2 GB of compressed updaters representing the newest Macintosh updaters released. The CD Edition includes an unlimited license to update as many Macs as you can.

The CD Edition includes a special UpdateAgent application designed to read the updaters from the CDs over a local network. It uses standard Macintosh File Sharing to make the CDs available on the network and conveniently update each workstation.

The CD Edition functions exactly like the Online Edition. The only difference is that it reads the updater database and updater files over the network from the CD.

Updating between Releases

When you purchase the CD, you also receive the UpdateAgent Online Edition to update your Macs between CD releases.

Prices

The CD Edition is available two ways:

- 1 Get one set of CDs for \$89.95
- 2 Get four sets of CDs delivered every three months for only \$249.95