

Outpost Has NO Support Directly From Agnitum

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From: Fritz Wuehler (*Use-Author-Address-Header_at_[127.1]*)

Date: 05/26/03

Date: Mon, 26 May 2003 13:42:16 +0200

You have to deal with the immature fifteen-year-olds in Agnitum's forum if you need support.

This group has already had a taste of their continuous spamming and bickering. They have little, if any, patience with anyone in the forum who continues to ask questions about the company's ridiculous policy of non support. What else is a registered user to ask when he/she does not get help that is worth a damn from the bunch of punk kids who "moderate" Agnitum's forum.

As for their charges that I have a "pirated" copy of Agnitum's Outpost, here is further proof that I am a REGISTERED user who was screwed by Agnitum's policy of NO direct company support.

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It seems the Agnitum Outpost forum shills in the group are getting desperate and accusing me of having a "pirated" copy of Outpost. Below is some of the correspondence I have relating to my purchase of Outpost plus the registration key structure.

(If I **did** have a "pirated" copy of Agnitum, I would publish the damn key every day in every warez group I could find. That would cost these scamming bastards maybe thousands of sales. The publishing of my own registered key could only lead to nasty legal problems.)

Might I add that these Agnitum shills have made it very clear to any prospective buyer exactly what type of nonsense awaits him/her in their "moderated" forum.

They are totally dishonest, shilling for a dishonest company.

Lying and deceit comes very easy to them, as shown in their posts.

My bitch is very simple:

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Agnitum does NOT supply company support. Company sponsored support forums run by amateur users are NOT a legitimate form of support.

Agnitum implies that they give COMPANY support. Below is a copy of my registration confirmation, plus other e-mails. You will notice this line in one of those e-mails:

"If you experience any problems using the program please do not hesitate to contact the Tech Support Team at <http://www.agnitum.com/support/>"

Now does that read as if I had to place my problems in front of a bunch of amateurish, immature, impatient jerks? Just look through Usenet and see what type of impatient, smartmouth, responses are engendered by a simple questions.

Agnitum NEVER said I would have to rely on anything except COMPANY support. Their forum was not even up when I purchased my software. They had a link leading to an apology saying the site would be up in a week or so. BUT – this NEVER was stated to be the ONLY support available.

As for solving my problems, I did. I bought a different firewall. The company I purchased my new firewall from answered my two questioning e-mails withing 24 hours. THAT'S support.

Now, here are some of the e-mails I received from Agnitum and Sharit regarding my purchase and registration. You will notice I also purchased the CD.

Some information has been taken out for anon purposes

To: my e-mail addy
Subject: Order Information for CD on demand – Agnitum Software (share-it! Ref #: xxxxxxxx)
From: notification-eng@shareit.com
Date: taken out for anon purposes

*** Always include your reference number, REF #xxxxxxx, in ***
*** the subject line of any messages you send to share-it! ***

We recommend that you make a backup copy of this e-mail (e.g. print out a hard copy).

Dear Customer,

Your purchase has been processed by share-it!.
If you have any content-related or technical questions about the product, please contact the publisher of the software Agnitum Ltd. directly. You can contact the publisher at the following e-mail

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address: orders@agnitum.com

Your order for CD on demand – Agnitum Software has been sent to production.

The CD will be created and sent to you via postal mail by the end of the next business day.

Questions about your order, payment, or delivery?

Answers to the most frequently asked questions:

<http://www.shareit.com/ccc/?languageid=xxxx=xxxxxxx>

Your order data:

https://secure.shareit.com/shareit/ccc/my_account.html?languagexxxxxxx
xxxxxxx

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

Sincerely,
Your share-it! Team

share-it! – your global partner for selling shareware
<http://www.shareit.com>
a service of element 5 – the e-way of software
<http://www.element5.com>

To: me at my email addy
Subject: share-it! – Payment details (Ref# xxxxxxx-b)
From: notification-eng@shareit.com
Date: xx/xx/xx

*** Always include your reference number, REF #xxxxxxx, in ***
*** the subject line of any messages you send to share-it! ***

Dear Customer,

Your purchase has been processed by share-it!.

share-it! processes orders and collects payments on behalf of Agnitum Ltd..

We have received your order and your credit card charge has been authorized by American Express.

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If you have any content-related or technical questions about the product, please contact the publisher of the software Agnitum Ltd. directly. You can contact the publisher at the following e-mail address: orders@agnitum.com

Delivery of Outpost Firewall Pro will be made electronically. Delivery of CD on demand – Agnitum Software will be made by postal mail.

We appreciate your business and look forward to serving you again in the future. Please find the invoice for your order at the end of this message.

Questions about your order, payment, or delivery?

Answers to the most frequently asked questions:
<http://www.shareit.com/ccc/?languageid=xxxxxxxxxxx>

Your order data:
https://secure.shareit.com/shareit/ccc/my_account.html?languageid=xxxxx
xxxxx

Please note: This e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

Sincerely,
Your share-it! Team

share-it! – your global partner for selling shareware
<http://www.shareit.com>
a service of element 5 – the e-way of software
<http://www.element5.com>

RECEIPT

=====
Reference No.: xxxxxxx-b
Date: 00-00-00

Software Publisher:
Agnitum Ltd.
8, Acropoleos Avenue, Mabella Court
Nicosia

CYPRUS

Customer:
deleted for anon purposes

Qty. Item Unit Price TAX %
Total

=====

1 x Outpost Firewall Pro
(Product ID: 151423) USD 39.95 0.00 0.00%
39.95

1 x CD on demand – Agnitum Software
(Product ID: 156472) USD 9.95 0.00 0.00%
9.95

Shipping USD 5.00 0.00 0.00%
5.00

=====

TOTAL AMOUNT USD
54.90

=====
Payment type: Credit Card

share-it! processed this order and accepted payment on behalf of
Agnitum Ltd., CYPRUS.

To: my e-mail addy
Subject: License Code for Outpost Firewall Pro (share-it! Ref #: xxxxxx)
From: notification-eng@shareit.com
Date: deleted

*** Always include your reference number, REF #xxxxxx, in ***
*** the subject line of any messages you send to share-it! ***

We recommend that you make a backup copy of this e-mail (e.g. print
out a hard copy).

Dear Customer,

Your purchase has been processed by share-it!.
If you have any content-related or technical questions about the
product, please contact the publisher of the software Agnitum Ltd.
directly. You can contact the publisher at the following e-mail
address: orders@agnitum.com

The product is licensed to "name deleted".

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You will find the license code for the product "Outpost Firewall Pro" below. You will need the license code to finish the process and activate the product. The software publisher provides the license code and the following text which might be written in a different language.

zz.outpost key zz.outpost registration

To complete the registration procedure please open Outpost's main window, select Help, then Register in Outpost's menu and enter your registration key. Simply copy–paste the text between OUTPOST KEY BEGIN and OUTPOST KEY END.

----- OUTPOST KEY BEGIN -----
(This is a false key for anon purposes)

lasfjasrw0239asl0rqu0qr9qw0rwerqwer
ljaslfjasjlsadsafjlsjfsfowr0234823f
032jasdfjlrwflajsafd0raflsr3wdsfafd
9alsfsa0r9w4Qooafwr09–qwra234aaljfs

----- OUTPOST KEY END -----

If you do not already have Outpost Firewall Pro installed then please visit <http://www.agnitum.com/download/> to download the software.

We strongly recommend that you join the Agnitum News mailing list at: <http://www.agnitum.com/products/outpost/news.html> to keep informed of security issues that may affect you.

If you experience any problems using the program please do not hesitate to contact the Tech Support Team at <http://www.agnitum.com/support/>

Questions about your order, payment, or delivery?

Answers to the most frequently asked questions:
<http://www.shareit.com/ccc/?languageid=rtfad=xxxxxx>

Your order data:
https://secure.shareit.com/shareit/ccc/my_account.html?languageid=xxxxx=0000000

Please note: This e–mail was sent from a notification–only address that cannot accept incoming e–mail. Please do not reply to this message.

Sincerely,
Your share–it! Team

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<http://www.shareit.com>

a service of element 5 – the e-way of software

<http://www.element5.com>