ARCFIELD™

PURIFILE

FREQUENTLY ASKED QUESTIONS

WHY DO I NEED A TOOL LIKE PURIFILE AND WHY SHOULD I BE CONCERNED ABOUT METATDATA?

Anytime privacy and information security are a priority, metadata should be a serious concern. While often overlooked, metadata where data can be hidden and exfiltrated, or where malicious content can be stored. However, metadata is just one class of hidden information able to wreak havoc on an organization's information assurance. PuriFile detects metadata, as well as a broader class of information that may be hidden in documents–maliciously or accidentally–by the user. For specific inspection questions, please contact the PuriFile sales team at **sales@purifile.com**.

WHAT EXACTLY DO I RECEIVE WITH THE PURCHASE OF PURIFILE?

The purchase of PuriFile generally includes installation software for the PuriFile engine and PuriFile user manual and installation guide. Other ancillary software is dependent on the specific product purchased. With the purchase of PuriFile you must also purchase at least one year of product support to be provided a license key for the software.

WHAT ARE THE DIFFERENT PURIFILE PRODUCTS AND ANCILLARY SOFTWARE?

The primary products providing PuriFile capability are the single user or desktop version, client server version for network access, and embedded developer version for original equipment manufacturers or integrators. Additionally, we have tools to manage file inspection (PuriFile Explorer), see inspection results from Microsoft Office products (PuriFile Assistants), and menu add-ins to facilitate PuriFile access in Windows environments (PuriFile Shell Extensions). Related products leveraging the PuriFile engine include our PuriFile SMPT Proxy, PuriFile SharePoint plug-in, PuriFile ICAP, and PuriFile Cloud.

HOW MUCH DOES PURIFILE COST?

Price is dependent on the specific product type, each with unique pricing levels. In addition, we offer "volume band" discounts that lower the cost of each license depending on how many are purchased. Plus, we offer enterprise licenses–an attractive option for large organizations. Please contact the PuriFile sales team at **sales@purifile.com** for a quote.

HOW DO I PURCHASE PURIFILE OR RENEW MY PURIFILE PRODUCT SUPPORT?

Contact the PuriFile sales team at **sales@purifile.com**.

HOW LONG DOES A LICENSE KEY LAST?

The PuriFile term license is typically valid for 12 months from purchase. After the 12-month term, either support must be renewed, or the software must be removed from installed systems including embedded devices. Once a customer removes PuriFile, and later wishes to reinstall the software, a new license with a new license key must be purchased.

CAN I RECEIVE ASSISTANCE WITH PURIFILE INSTALLATION AND OPTIMIZATION OF ITS CLEANSING POLICIES?

Yes. PuriFile provides remote support for installation, configuration, and training. On-site support is also available for a fee. Contact the PuriFile sales team at **sales@purifile.com** for a quote.

WHAT IS INCLUDED WITH PURIFILE SUPPORT?

For the duration that your software is covered under active support, you will receive assistance from the PuriFile support team with any questions or concerns regarding PuriFile. Support can be contacted by email at **support@purifile.com** or by phone at (315) 838-7250 (Option 2). In addition, you are eligible to receive any available patch versions up to the next major release version for the duration of your active support contract.

HOW WILL PURIFILE BE SENT TO ME?

PuriFile is distributed electronically, a download link will be provided after purchase.

HOW CAN I EVALUATE PURIFILE'S PERFORMANCE BEFORE PURCHASING?

Contact the sales team at **sales@purifile. com** for a trial license and a link will be provided to download the complete working version of PuriFile for a no-obligation evaluation of its performance. There is also a link on the PuriFile homepage to request a trial.