



AKS-LABS®

Common Compare Suite support questions

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Application problems and questions regarding product features and functionality

If I you have any problem or question concerned Compare Suite:

First we should recommend to browse AKS knowledge base, represented on Compare Suite web site.

Please visit [Solutions section](#) and [Frequently Asked Questions](#).

If you have not found answer or have some other questions, that please feel free to contact us using on-line contact form on <http://comparesuite.com/support.htm> page.



Installation issues

How to download Compare Suite

Please, visit <http://comparesuite.com/download.htm> and download the latest version of Compare Suite.

The direct download URL to the latest version is:

http://www.comparesuite.com/cmp_suite.exe

You should point your web-browser to that URL in order to download Compare Suite.

How to install Compare Suite

First you should download Compare Suite from www.comparesuite.com. Run downloaded cmp_suite.exe file and follow instructions of setup program. Finishing installation you can choose whether to run Compare Suite or run Compare Suite's usage manual.

How to uninstall Compare Suite

Select Compare Suite option in Start -> Programs menu and select "uninstall".

How to backup Compare Suite settings

All the information about Compare Suite settings is in Windows registry. The key is: HKEY_CURRENT_USER\Software\AKS-Labs\Compare Suite. Once you want to make a backup of your system including Compare Suite's settings, please use your favorite registry backup utility.

How to install Compare Suite on several computers (include link to licenses). Links to integration issues topic.

Important license note: Installing Compare Suite on several computers for simultaneously usage is allowed only for Site and World licenses.



One registered copy of Compare Suite Personal may either be used by a single person who uses the software personally on one or more computers, or installed on a single workstation used non-simultaneously by multiple people, but not both.

You may access the registered version of Compare Suite through a network, provided that you have obtained individual licenses for the software covering all workstations that will access the software through the network.

If you need to install our software on another computer for using you should purchase new license. *There are two ways to install Compare Suite on several computers.*

- Install on each computer. You can download cmp_setup.exe file. Then copy and install that file on each user's machine.
- Server installation. You can download cmp_setup.exe file. Then install it on a single computer, so all workstations will access the software through the network. Please note: as Compare Suite keeps it's data in windows registry every user will have Compare Suite configured in a way he likes.

Entering registration code. If you have Compare Suite installed on several users' computers then the handiest way is to use reg_key.key file to enter registration code. You will double click on this file and registration key will be added to Windows registry. Please, contact AKS for reg_key.key



Ordering/registration issues

How to register Compare Suite

Please, go to Compare Suite ordering page: <http://comparesuite.com/ordering.htm> and learn available license and pricing options. Once you choose necessary option you should click "Buy Now" link, which will bring you to ordering page.

Please note: our e-commerce provides suggest several ordering methods, including Credit Card, FAX Ordering, Postal Mail, Phone, Purchase Order. All ordering options are listed on the top of the page.

For example, purchase order URL for [Compare Suite Site license](#).

How to register when already using evaluation version

If you are now trying Compare Suite evaluation version and want to register, please follow 2 steps:

1. Visit registration page <http://comparesuite.com/ordering.htm> to select appropriate license and purchase Compare Suite.
2. Once you have filled and submit your purchase form to our e-commerce provider you will have order confirmation e-mails, with registration code included.

Please note: you will not be asked to download another version of software. You will just activate your copy of Compare Suite for unlimited usage.

How to enter registration code

You should copy and paste registration code into registration box of Compare Suite. Run the program, and then go to the Help menu. Select "Enter registration code...". Copy and paste registration code and click OK button.

If you using Site or World license of Compare Suite and has a Compare Suite installed on several computers, then please contact us for reg_key.key file, which will allow to enter registration code much faster.



How to recover registration code in a case of computer crash

Please, contact us using on-line contact form. Put your registration details in message body. We need to know what is your order ID number or what e-mail have you used to register.

Integration issues

Compare Suite is a powerful tool that makes you work easier. You will find useful information about how to Compare Suite for office files created with office program you use everyday.

Please, visit Solution section of our web-site:

<http://comparesuite.com/solutions.htm>

Share your knowledge with co-workers

One of the most powerful Compare Suite's functions is report generating. It allows generating easy readable comparative reports that you can e-mail to your co-worker, print or put in archive.

Read more about reporting ability of Compare Suite:

<http://comparesuite.com/features/reporting.htm>



Product upgrades

How to download the latest version of Compare Suite

You should visit download section of product's web site:

<http://comparesuite.com/download.htm> to download the latest version of Compare Suite.

Please, backup Compare Suite you are using now.

Then run downloaded file to install it. Please, use the same installation path as you used for previous version of Compare Suite.

Once you finished installation you will have a new version of Compare Suite.

How to update Compare Suite

For registered users. Any registered user and download and update Compare Suite. Please note: you will not be asked to enter registration code again.

For potential users. You can download and install Compare Suite updates as long as your 30-days evaluation period expires. Please note: installing new version will keep you trial days number the same. For example if you have 4 days to try Compare Suite 1.0, you will have 4 days to try Compare Suite 2.0.

If you have Compare Suite expired but still want to try new version of Compare Suite, please contact AKS for temporary registration key, so you will be able to evaluate new Compare Suite during several days.

Upgrades notifications

All registered users of Compare Suite will receive update notification on releases of new version of Compare Suite.

Potential customers can subscribe to Compare Suite newsletter. It is free.



Support

How to obtain information about that or other feature

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Please visit [Solutions section](#) and [Frequently Asked Questions](#).

If you have not found answer or have some other questions, that please feel free to contact us using on-line contact form on <http://comparesuite.com/support.htm> page.

Trainings. What information might be useful?

Common information: how to compare two files with Compare Suite:
http://comparesuite.com/solutions/comparison_in_office_compare_pdf_files.htm

Compare Suite solutions. Learn more about different applications of Compare Suite to make you work more effective:

<http://comparesuite.com/solutions.htm>

You will also find job and industry related usage samples of Compare Suite.

How your support query is being processed

Read more about AKS-Support service and how your support query is being processed:

http://www.comparesuite.com/support/aks_support_service_description.htm