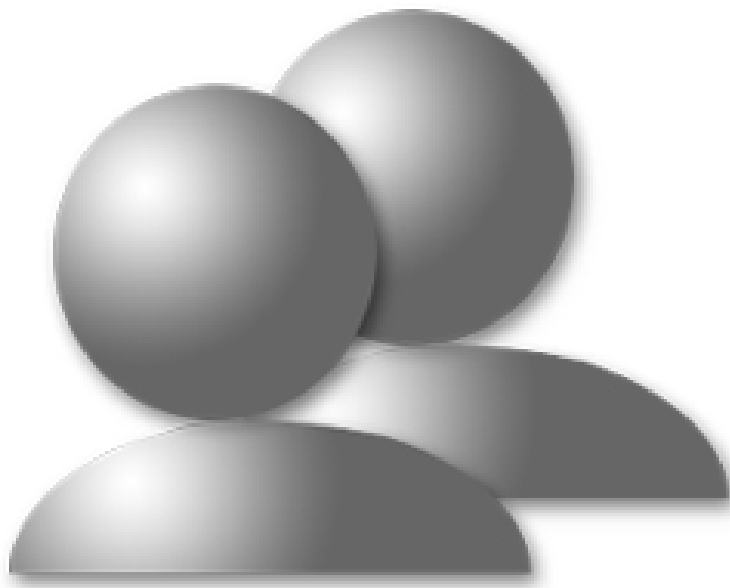


eGrabber DupChecker



User Guide

Copyright and Trademark

Information in this documentation is subject to change without notice. The software described in this manual is furnished under a license agreement. In no event will eGrabber Inc. be liable for any damages resulting from any defects or from the use of information contained herein. No part of this manual or the software may be reproduced translated or transmitted in any form or by any means electronic or mechanical including photocopying or recording for any purpose without the prior written permission of eGrabber Inc.

You may make one backup copy of the program for your own use. The copyright laws that pertain to computer software protect the program. It is illegal to make copies of the disks without written permission from eGrabber Inc. In particular, it is illegal to give a copy of the program or your spare set of disks to another person.

Copyright © 1999 - 2017 eGrabber Inc. All rights reserved.

eGrabber DupChecker for ACT! is a trademark of eGrabber Inc.

Other products mentioned in this manual are trademarks of their respective holders.

eGrabber Inc.

1340 S. De Anza Blvd., Suite #106

San Jose, CA 95129 USA

Tel: (408) 872-3103

Fax: (408) 861-9601

www.egrabber.com

Contents

Preface	4
Conventions.....	4
1. About eGrabber DupChecker	4
2. Using eGrabber DupChecker	4
2.1. Database Login	5
2.2. License Key information	6
2.3. License Activation.....	7
2.4. Run in Trial mode	8
3. Generate Duplicate Analysis Report	8
4. DupChecker Grid	10
5. DupChecker Menu Bar	12
6. DupChecker Toolbar	14
7. Shortcut Menu	16
8. Customize DupChecker.....	17
8.1. DupCheck Filters	17
8.2. Merge Settings	18
8.3. Display Settings.....	19
9. Handle Duplicates	20
9.1. Merge Duplicate Records.....	20
9.2. Merge Selected / Merge All	21
9.3. Group Similar Records	22
9.4. Mark as Not Duplicate	23
10. View History.....	23
11. Export Records	25
12. Report an Issue	25
13. License Agreement.....	26
14. Index	33




Preface

This guide provides step-by-step instructions on how to use eGrabber DupChecker for ACT! effectively. This software enables you to maintain a duplicate free ACT! database. To start with, you can work with the sample databases provided with the software.

Follow the conventions for better understanding of the product.

Conventions

The following conventions are used in this guide:

Convention	Description
	Note: Important or supplemental information.
	Tip: suggestion that is supportive.
	Warning: A caution message.

1. About eGrabber DupChecker

eGrabber DupChecker for ACT! enables you to maintain a duplicate free database. It is the quickest way to find, merge/purge all duplicates or near duplicates in ACT!

This software, once installed, is added to the ACT! menu bar. Whenever you want to check for duplicates, you can make use of the eGrabber menu in the ACT! database.

To find the duplicates, eGrabber DupChecker matches records that are similar in the following attributes:

- Phonetically
- With spelling errors
- Abbreviated in one and spelt in another
- Name and company swapped
- Partial matches

2. Using eGrabber DupChecker

eGrabber DupChecker for ACT! is accompanied by two sample database files in the CSV format.

1. Sample Database (60 records)
2. Sample Database (150 records)

You can find these files in the folder where eGrabber DupChecker for ACT! is installed.

Click **Start → Programs → eGrabber DupChecker for ACT! → Sample Database** to open the sample files.

For evaluation purposes, you can import these files into ACT! and test DupChecker.

When you complete the installation of eGrabber DupChecker, an additional menu, **DupChecker**, is included in ACT! Menu bar

Open the ACT! database to be checked for duplicates.

Click **Find Duplicates** on the **DupChecker** menu.

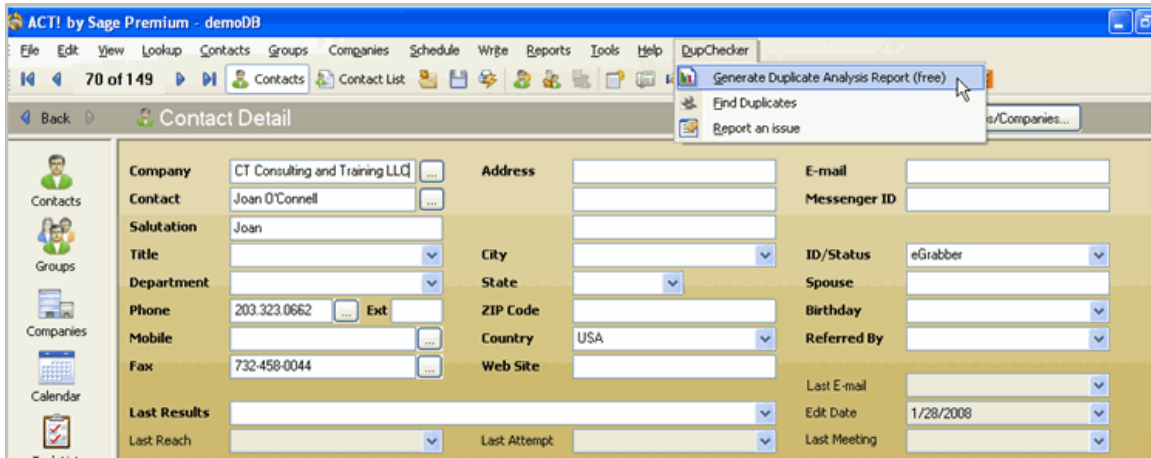


Figure 1: DupChecker Menu added to ACT!

This opens the eGrabber DupChecker Grid with the duplicates found in the currently opened database. If you are launching DupChecker for the first time, you are prompted to login to ACT! database from DupChecker.

Another method to invoke DupChecker is:

- Click **Start > Programs > eGrabber DupChecker for ACT! > eGrabber DupChecker for ACT!**.

In the DupChecker grid that is displayed, click **File > Find Duplicates**.

2.1. Database Login

You have to login to the currently opened ACT! database from eGrabber DupChecker for the first time.

The **ACT! 2012 / 2011 / 2010 / 2009 / 2008 / 2007 / 2006 Link Options** window appears automatically when you launch eGrabber DupChecker.

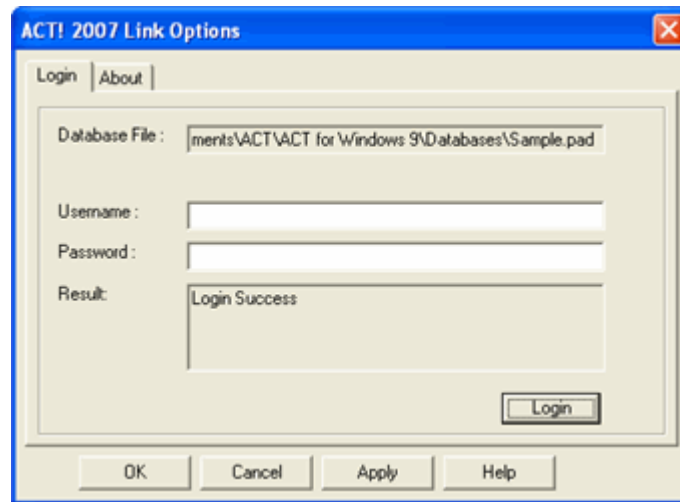


Figure 2: Login to ACT! database

Enter the following details:

- **Database File:** The database name and path of the opened ACT! database is automatically displayed.
- **UserName:** Enter the login name of your ACT!
- **Password:** Enter the password to access your database.
- Click **Login** to get access to database.

The message **Login Successful** appears in the **Result** area.

Click **OK** to save the settings.

2.2. License Key information

You can purchase a License Key based on two factors:

1. Record Size (5000 to 150,000)
2. Validity period (30 days or 365 days)

Refer to http://www.egrabber.com/dupchecker/buying_info.html for the pricing information and different License schemes. Choose the best scheme that suits your requirements and then purchase the License Key.

Read the following instructions carefully before registering your License Key:

- Once associated with a database, you cannot use the same Key for another database. You need to purchase a different License Key to check for duplicates in another database.
- The validity period is calculated from the date on which you have activated the License. Once the validity period expires, you cannot extend the same License Key for more number of days. You need to purchase a new License Key.
- If your database exceeds the record size of the License, then DupChecker will process the records as per the licensed record size. For example, assume that you have purchased and activated the License Key for 10000 Records. If your ACT! database contains 12000 records, only the first 10000 records are checked for duplicates. To process all the records, you need to purchase a new License Key that supports more record size.

Decide the best scheme according to your record size and your requirement of validity period. Now you can activate the License Key to work with DupChecker.

2.3. License Activation

After purchasing the key, you can activate the License as follows:

- ◆ Open the ACT! database that should be checked for duplicates.
- ◆ Launch eGrabber DupChecker and click **Tools > Activate License**.
- ◆ The **License Activation** dialog box appears prompting you to enter the License Key.
- ◆ Enter the License Key and click **Permanently associate the key**.
- ◆ Once you enter the License Key, the Key is associated with the currently opened ACT! database.

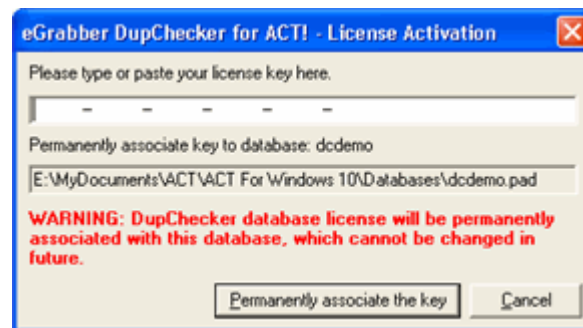


Figure 3: License Activation

Once you enter the License Key, the Key is associated with the currently opened database in ACT!. You cannot use the same Key for another database.

2.4. Run in Trial mode

If you want to evaluate DupChecker, click the **Cancel** button.

Next, click **File > Find Duplicates**. Now a **License Activation** dialog box is displayed as shown in the following figure.

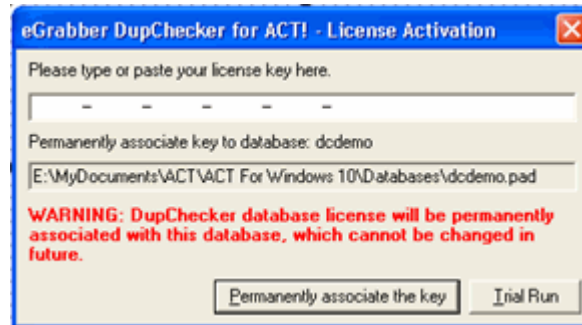


Figure 4: Run in Trial Mode

Click the **Trial Run** button in this dialog box.

DupChecker is launched in the trial mode.

In the trial mode, the first 200 records are checked for duplicates and you can use DupChecker to check for duplicates in any ACT! database.

Now the DupChecker Grid is displayed.

3. Generate Duplicate Analysis Report

You can run the duplicate report for getting a summary on number of duplicates present in your ACT! database.

Click **DupChecker > Generate Duplicate Analysis Report (free)** from the ACT! menu bar. This option generates a report on the number of duplicates found in the currently opened ACT! database.

You can also click **File > Generate Duplicate Analysis Report (free)** from the DupChecker menu bar to run this report.

The Duplicate Report displays the number of duplicates found in the currently opened ACT! database.

The Duplicate Analysis Report displays the number of duplicates along with the break-up details like number of duplicates based on

- Name / Company
- Email
- Phone Number
- Address

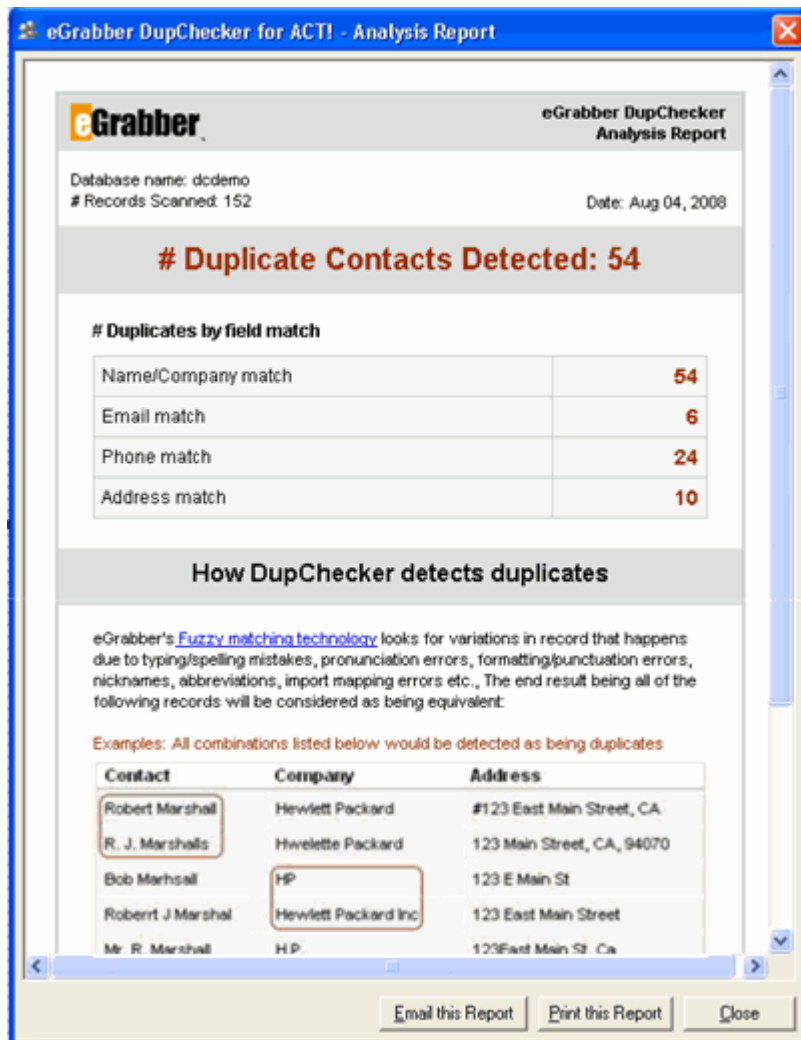


Figure 5: Duplicate Report

If you are running a trial version of DupChecker, the report displays only part of the duplicate records. In addition, you can run this report only once in three months in the trial version.

You need to purchase the full version of DupChecker to view all the duplicate records found and to merge/purge them.

Click **Email this report** to send the contents of the report as email message.

Click **Print this report** to print out the report.

Click **Close** to view the duplicate records in the DupChecker Grid.

4. DupChecker Grid

Once you activate the License Key, the DupChecker grid is displayed with the duplicates found in the currently opened ACT! database.

The first record in each group is considered as the “Reference”(Ref) record and the matching percentage is computed based on this record.

#	Match Id	Match%	Contact	Company	Title	Business Email	Phone	Address1	City
1	1	Ref	Joan O'Connell	CT Consulting and Training			203.323.0862		
2	1	96.00	O'Connell	CT Consulting and Training		joan@ct-ct.com			Darien
3									
4	2	Ref	Chris Williams	CRM Solutions, Inc			631.265.6356		Milford
5	2	94.00	Kris William	CRM Solutions			203.282.9492		Milford
6									
7	3	Ref	Dwight						
8	3	95.00				dwight@bridgeconcepts.c	877.228.5454		Costa Me
9									
10	4	Ref	William Conner	Compu-Tutor Inc.				#92038 Perfect Blvd.	
11	4	97.00	Bill Conner	Compu-Tutor Inc.		bconner@compu-tutor.net	610.260.0300	92038 Perfect Blvd.	Conshoh
12									
13	5	Ref	Gregory Knapp	AspenTech Consulting Gr		gknapp@aspen-tech.com	866.880.4228		Detroit
14	5	95.00	Mr Gregory Knapp	AspenTech Consulting Inc					
15									
16	6	Ref	Bonnie Roberts	Fortier Consulting, LLC			877.545.2338		
17	6	94.00	Roberts	Fortier Consulting		bonnie@fortierconsulting	877.545		Portsmou
18									
19	7	Ref	Gavelek , Cindy	C-Scape, Inc.		cindy@cscapinc.com	(540) 338.9300	#1783 Fox Downs	
20	7	95.00	Cindy Gavelek	C-Scape, Inc.			540.338.9300	1783 Fox Downs Ln	Oilville
21									
22	8	Ref	Patricia Egen Consulting, L	Donald Egen		dpegen@egenconsulting	423.875.2652		Chattano
23	8	95.00	Donald Egen	Patricia Egen Consulting, L		dpegen@egenconsulting.c	423.875.2652		

Figure 6: DupChecker Grid

Duplicate Filter: The duplicates can be further filtered by selecting the Match Percentage and Duplicate Criteria.

Match Percentage:

- Select the Match Percentage values to view duplicates between specified ranges of percentage. By default, the percentage values range from 80% to 100%. You can select the range from 50% to 100%.
- Select the range of values and click the **Go** button to view the results.

Duplicate Criteria:

The following options are available in the duplicate criteria:

- Match All Business Fields (Business address including name and company)
- Match Name and Company
- Match Name Alone
- Match Company Alone
- Match Email Alone

- Match Phone Alone
- Match All Address Fields (Business address including State and Zip)
- Match Address Alone
- Match State Alone
- Match Zip Alone
- More...

Select the duplicate check criteria and click Find Duplicates to view duplicates based on the criteria.

Click **More** to setup your own duplicate check criteria. You can select the fields to be checked for duplicates. The criteria setup using the **More** option checks for Exact Match only.

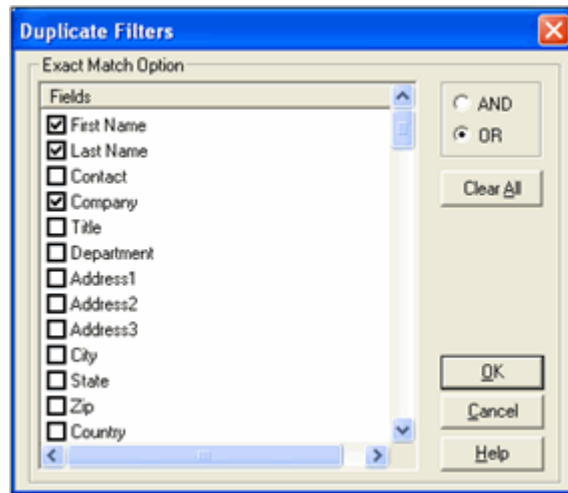


Figure 7: Setup Duplicate Check Criteria

The fields available in your ACT! database is displayed on the left pane. Select the fields to be checked for duplicates.

- You can select a maximum of three fields.
- The duplicate check is performed based on exact match only.

Clear All: Click here to clear all the checkboxes. This ensures that none of the fields is selected and enables you to select the required fields without looking for the already selected fields.

AND: Click this option to check for all the fields. That is if all the selected fields match exactly, then only the record is considered as duplicate.

OR: Click this option to check for any of the fields. That is if any one of the selected fields matches exactly, then the record is considered as duplicate.

As you select the fields to be checked for duplicates, the corresponding condition appears in the drop-down list. For example, if you select to check based on First Name, Last Name and Company, the condition is displayed as **Exact Match - First Name AND Phone AND Email**.



Figure 8: Duplicate Criteria

When you click **More** to setup another duplicate criteria, the newly selected criteria replaces the existing criteria that has been already setup using **More** option in the drop-down list.



The duplicate check criteria can also be setup using DupCheck Filters.

You can [handle the duplicates](#) with various options and save the duplicates using the menu bar and the toolbar.

5. DupChecker Menu Bar

The eGrabber DupChecker contains the following options in the menu bar.

File:

Option	Function
Open	Open the saved file that contains list of duplicate records.
Save	Save the current session of duplicate records displayed in the DupChecker Grid.
Save As	Save a copy of the current session in a different name.
Find Duplicates	Search for duplicates in the currently opened ACT! database and display the results.
Export Selected to CSV	Export the selected records to CSV file.
Export All to CSV	Export all the records to CSV file.
Exit	Quit DupChecker.

Edit:

Option	Function
Copy Selected	Copy the selected records to the clipboard. Note: When you select any record, it is copied to the clipboard along with the reference record. When you select the reference record, it is copied to clipboard along with all the records related to the reference record.
Copy All	Copy all the records to the clipboard.
Select All	Select all the records.
Find	Search for a record.
Mark as Not Duplicate	Mark a record as Not Duplicate
Report an Issue	Send an email along with the log files to isupport@egrabber.com

View:

Option	Function
Merged Records History	Display history of merged records.
Non Duplicates History	Display history of records marked as not duplicate.

Merge:

Option	Function
Merge Preview	Merge the duplicate records into single record. See: Merge Preview for more details.
Merge All	Merge all the duplicate records with the corresponding Ref records. See: Merge All
Merge Selected	Merge the selected duplicate records with the corresponding Ref records. See: Merge Selected
Group Selected	Group similar records under separate groups. See: Group Records

Tools:



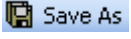


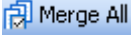
Option	Function
Options	Open the Options dialog box to modify the default settings.
View License History	Display history of License keys.
Activate New License	Activate currently opened database with License Key.
Live Update	Update DupChecker with latest files.






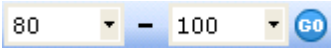



Help:

Option	Function
Help	Launch Help Topics
Quick Start Guide	Launch Quick Start Guide that explains the basic features of the Software.
About eGrabber DupChecker	Display information about DupChecker like version number, copyright and contact information.

6. DupChecker Toolbar

The eGrabber DupChecker toolbar contains the following commands.

Option	Function
 Open	Opens the saved file that contains list of duplicate records.
 Save	Saves the current session of duplicate records displayed in the DupChecker Grid.
 Save As	Saves a copy of the current session in a different name.
 Stop	To end the process of duplicate check.
 Merge Preview	Open the Merge Preview dialog box to merge the selected records.
 Merge All	Merge all the duplicate records.

	<p>Merge the selected records into one record and delete the duplicate records.</p>
	<p>Arrange the selected records under a group.</p>
	<p>Report your problems to isupport@egrabber.com</p>
	<p>Open the Duplicate Settings dialog box to set the duplicate filter criteria.</p>
	<p>Launch the Help Topics.</p>
	<p>Select the range of percentage and click Go to filter the duplicates based on the specified range.</p>
	<p>Select the duplicate check criteria and click Find Duplicates to view duplicates based on the criteria.</p>
	<p>Indicates that the records match exactly.</p>
	<p>Indicates that the records are similar and match approximately.</p>

7. Shortcut Menu

In the DupChecker Grid, right-click to access the Shortcut Menu. You can select the records and handle the duplicate records by using this menu.




The Shortcut menu contains the following options:

Option	Function
Select/Unselect Set	Select/deselect the set of duplicates.
Select/Unselect All	Select/deselect all the records.
Find	Search for specific record.
Mark as Not Duplicate	The selected record is marked as 'Not Duplicate'.
Merge Preview	Open the Merge Preview dialog box.
Merge All	Merge all the duplicate records.
Merge Selected	Merge the selected records.
Group Selected	Add the selected records to a group.
Copy Selected	Copy the selected records to clipboard.
Copy All	Copy all the records to clipboard.
Report an Issue	Send an email to Support team about problems.
Export Selected to csv	Export selected records to CSV file.
Export All to csv	Export all the records to CSV file.

8. Customize DupChecker

Click the **Options** button on the toolbar or click **Tools > Options**.


In the **DupChecker Options** dialog box that appears, you can modify the following default settings.

Option	Function
 DupCheck Filters	Setup the duplicate check criteria.
 Merge Settings	Setup to merge based on selected contact record.
 Display Settings	Setup to display the fields as columns in selected order.

Click the appropriate Icons to setup the options.

8.1. DupCheck Filters

In the **Options** dialog box, click **DupCheck Filters**.

 You can also select **More** in the **Find Duplicates** drop-down list in the DupChecker Grid.

The fields available in your ACT! database are displayed under **Exact Match Option**.

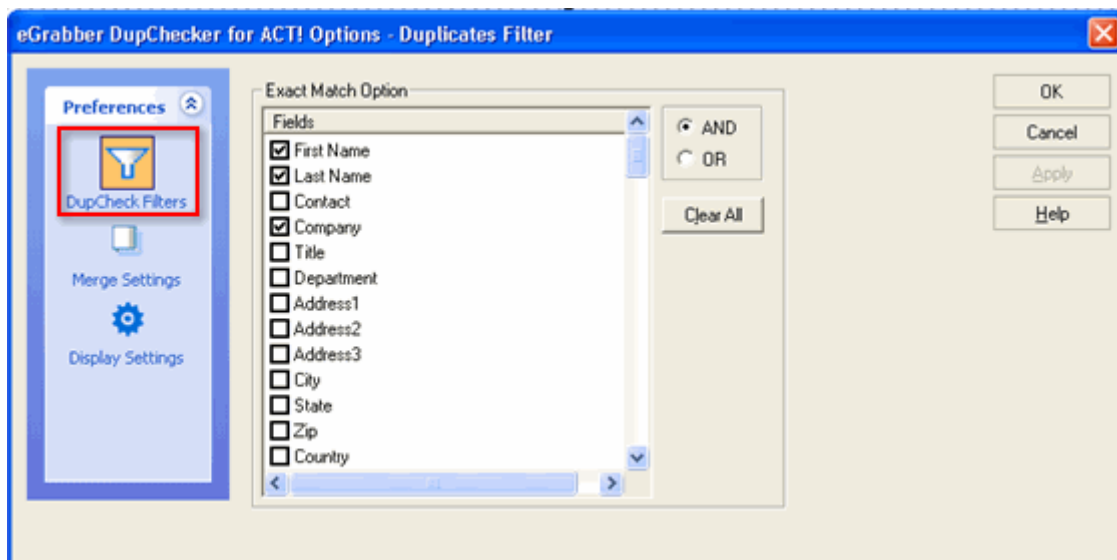
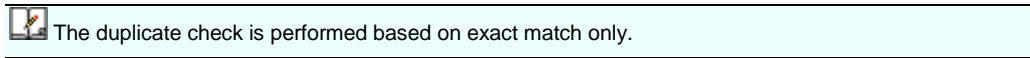


Figure 9: DupCheck Filter

Select the fields to be checked for duplicates.



You can select a maximum of three fields.

Clear All: Click here to clear all the checkboxes. This ensures that none of the fields is selected and enables you to select the required fields without looking for the already selected fields.

AND: Click this option to check for all the fields. That is if all the selected fields match exactly, then only the record is considered as duplicate.

OR: Click this option to check for any of the fields. That is if any one of the selected fields matches exactly, then the record is considered as duplicate.

Click **OK** to save the settings.

The selected criteria appears on the DupChecker Grid prior to the **Find Duplicates** button. Click **Find Duplicates** to check for the duplicates based on the selected criteria.

8.2. Merge Settings

You can select to merge the duplicate records to the **Reference** record. Usually, the record that contains maximum information is selected as **Reference** record by DupChecker.

You can setup to change another record as the **Ref** record.

In the **Options** dialog box, click **Merge Settings**.

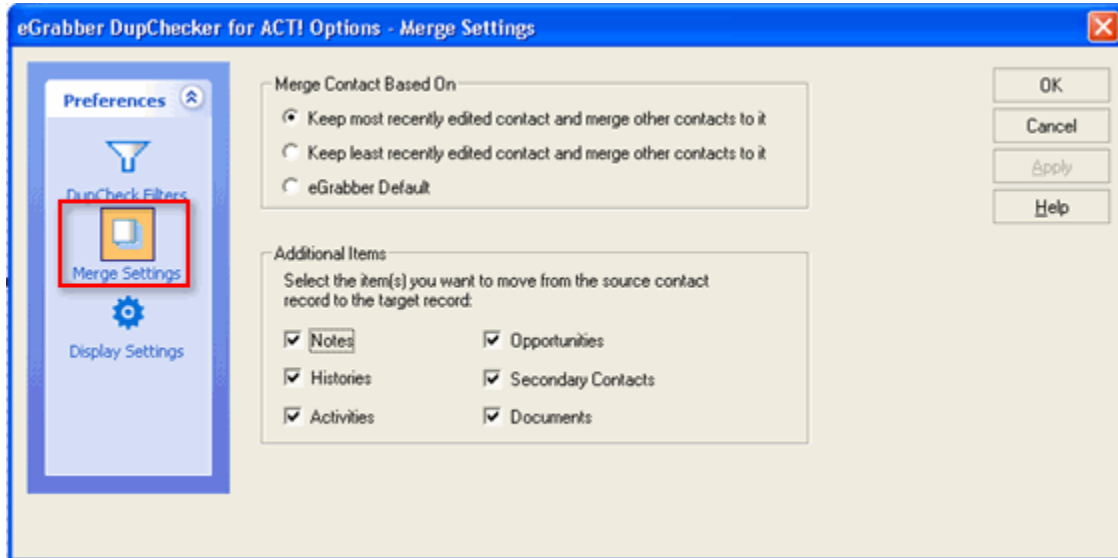


Figure 10: Merge Settings

Under **Merge Contact Based On**, select one of the following options:

- **Keep most recently edited contact and merge other contacts to it:** The most recently edited contact is considered as the **Reference** record. The other records in the Duplicate set are merged to the most recently modified contact.
- **Keep least recently edited contact and merge other contacts to it:** The least recently edited contact is considered as the **Reference** record. The other records in the Duplicate set are merged to the least recently modified contact.
- **eGrabber Default:** By default, the record that contains maximum information in the duplicate set is considered as the **Reference** record. The other records are merged to the **Reference** record.

Under **Additional Items**, select the items to be moved to the **Reference** record from other records in the duplicate set while merging the records.

Click **OK** to save the settings.

8.3. Display Settings

You can setup to display the fields in the DupChecker Grid in selected order.

In the **Options** dialog box, click **Display Settings**.

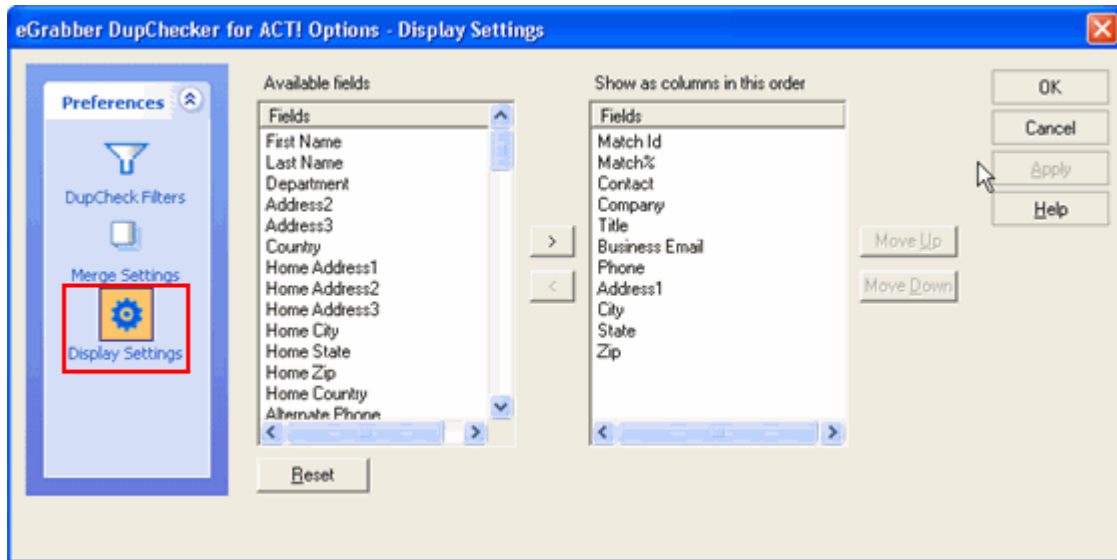


Figure 11: Display Settings

On the left pane, the Available Fields in the ACT! database are displayed.

The right pane displays the fields displayed in the DupChecker Grid.

- Select the field name from **Available Fields** and click **>** to move the selected field to **Show as columns in this order**.
- Select the field name from **Show as columns in this order** and click **<** to move the selected field to **Available Fields**.

After moving the required fields to the **Show as columns in this order** pane, you can use the **Move Up** and **Move Down** buttons and arrange the fields in preferred order. The fields are displayed as columns in the DupChecker Grid in the selected order.

Click **Reset** to get the default fields in the **Show as columns in this order** pane.



You can move a maximum of 12 fields to the Show as Columns pane. You cannot select or change the order of the first two fields (Match ID and Match %).

Click **OK** to save the settings.

9. Handle Duplicates

You can handle the duplicate records by various methods:

- Merge the duplicates into one record. The rest of the records are deleted automatically.
- Merge the duplicates into a new record. The duplicate records remain intact.
- Group the duplicate records under an existing group or a new group.
- Mark the record as 'Not Duplicate'.

Select the set of duplicate records and right click. From the shortcut menu that appears, select the required option to handle the selected duplicate records.

9.1. Merge Duplicate Records

You can merge the duplicate records into a single record or a new record.

Select the duplicate records to be merged. To select the record, click the checkbox displayed prior to the record.

Now click the **Merge Preview** option. This option is available in the:

- Toolbar
- Merge menu
- Shortcut menu

The **Merge Preview** dialog box appears and you can control the merge process in this dialog box.

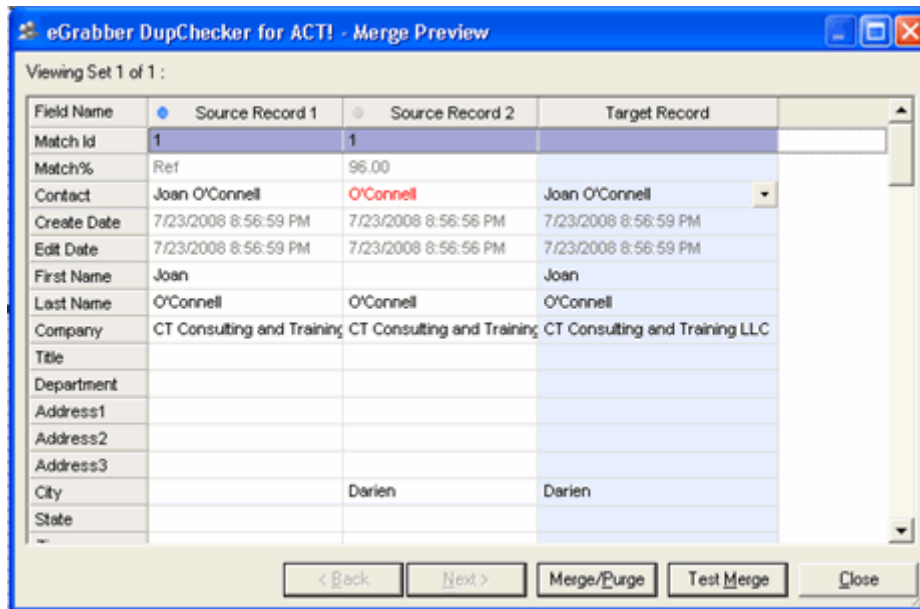


Figure 12: Merge Preview

- You can select the record that should be considered as Ref record (click the header Source Record1 or Source Record2 to assign the Reference record.)
- You can also select the field values to be retained or updated in the Ref record using the drop down options available for each field.


You can merge the records by any one of the following methods:

Test Merge

- A new record is created with the values in the Merge Preview column.
- Other records are left intact.

Merge/Purge

- The Ref record is updated with the values in the Merge Preview column.
- Secondary contacts, Notes, Histories, Activities, Opportunities of other source records are merged to the Ref record.
- All other source records except the Ref record are deleted from the database.
- All the merged records are grouped under **eDupMergeGrp** in ACT!

 You can view the history of merged records from the **View** Menu.

9.2. Merge Selected / Merge All


You can merge the records without opening the **Merge Preview** dialog box.


To merge the selected records only, click the option **Merge Selected**. To merge all the records displayed in the grid, click **Merge All**.

These options are available in the

- Toolbar
- Merge menu
- Shortcut menu

The duplicate records are merged to the Ref records and all other related records are deleted automatically.

 You can view the history of merged records from the **View** Menu.

 It is not possible to retrieve the deleted records. Ensure that you are selecting appropriate records for the merge process.

9.3. Group Similar Records

Instead of merging the duplicate records, you can also maintain the similar records in a group. While you merge the records, the duplicate records are deleted and it is not possible to retrieve the deleted records.

You can add similar records under different groups that enable you maintain all the records without deleting them. You can later analyze the group of records and delete the duplicate records.

Select similar records and click the **Group Selected** option. This option is available in the:

- Toolbar
- Merge Menu
- Shortcut Menu

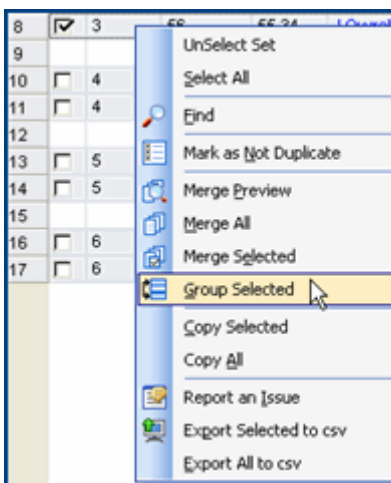


Figure 13: Group Selected Option

In the **Group Selection** dialog box that appears, either select an already existing group name or enter a new group name.



Figure 14: Group Selection

Click **Group** and eGrabber DupChecker for ACT! adds the records to the appropriate group.

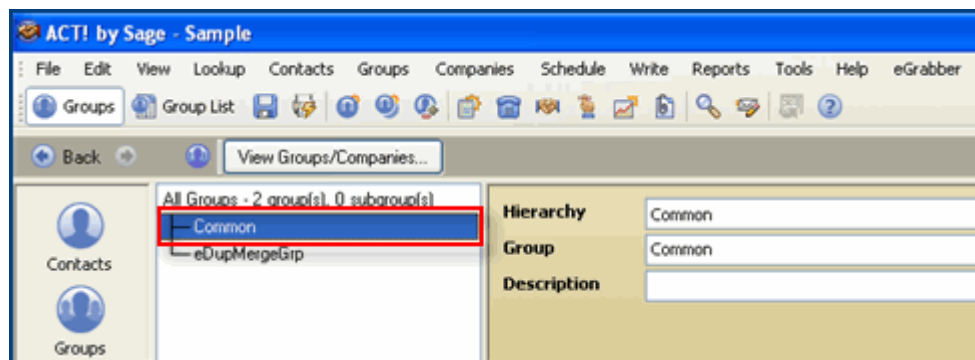


Figure 15: Grouped Records in ACT!

The selected records are grouped accordingly so that you can later refer to them and handle them appropriately.


9.4. Mark as Not Duplicate

You can mark a record as Not Duplicate.

Select the appropriate record, right-click and select **Mark as Not Duplicate**.

The record is removed from the DupChecker Grid and marked as 'Not Duplicate'.

When you check the same database for duplicates again, the records marked as 'Not Duplicate' are not listed in the results.

 You can view the history of records marked as **Not Duplicate** from the **View** Menu.

10. View History

You can view the history of merged records and the records marked as 'Not Duplicate'.

History of merged records.

Click **View > Merged Records History**.

The following records were Merged:

#	Match Id	Match%	Contact	Company	Title	Email	Phone
1	19	Ref	Ed wood	Innovative Solutions		Ed@is-crm.com	800.322
2	19	94	Ed Woods	Innovative Solutions			800322
3	19	94	Edward Woods	Innovative Sol			
4							
5	18	Ref	Fred Hensel	Teamwork Solutions		fredhensel00@earth	724.282
6	18	92	F Hensell	Teamwork Incorpor			724.282

Close

Figure 16: History of Merged Records

The details of merged records are displayed in the **Merged Records History** window.

History of records marked as Not Duplicates:

Click **View > Non Duplicates History**.

The record is removed from the DupChecker Grid once marked as **Not Duplicate**.

The records that have been marked as **'Not Duplicate'** are displayed in the **Non Duplicates History** window.

The following records were marked as Non Duplicates:

#	<input type="checkbox"/>	Match Id	Match%	Contact	Company	Title	Email	Ph
1	<input type="checkbox"/>	1	Ref	Joan O'Connell	CT Consulting and T			2
2	<input type="checkbox"/>	1	96.00	O'Connell	CT Consulting and T		joan@ct-ct.com	
3								
4	<input type="checkbox"/>	4	Ref	William Conner	Compu-Tutor Inc.			
5	<input type="checkbox"/>	4	97.00	Bill Conner	Compu-Tutor Inc.		bconner@compu-tu 61	

Set As Duplicate Close

Figure 17: History of Non Duplicates

You can again mark the records as 'Duplicate'.

In the History window, select the records to be marked as 'Duplicate'. To select all the records, right-click and click **Select All**.

After selecting the appropriate records:

- Click **Set As Duplicate**.

[OR]

- Right-click and click **Mark as Duplicate**.

Now you can again view the records in the DupChecker Grid.

11. Export Records

You can also export the list of records displayed in the DupChecker grid to a CSV file. If you delete the records by mistake, you can retrieve the deleted records from the CSV file.

- To export the selected records, click **File > Export Selected to CSV**.
- To export all the records, click **File > Export All to CSV**.

You are prompted to enter a file name for the CSV file.

It is recommended to export the records before deleting them. In future, you can refer to the CSV file for deleted records and if required, you can import the records into your ACT! database.

12. Report an Issue

If you encounter any problem while using eGrabber DupChecker, send the log files to the support team to get the problem solved.

To send the log files:

- In eGrabber DupChecker Grid, Right-Click and select **Report an Issue** to send an email along with the log files.

[OR]

- In ACT! menu bar, Click **Report an Issue** on the **DupChecker** menu.

You can send your suggestions and feedback to esupport@egrabber.com

13. License Agreement

This legal document is an Agreement between you, the end user, and eGrabber (THE COMPANY). By signing this Agreement, you are agreeing to become bound by the terms of this agreement, which includes a software license and disclaimer of warranty.

This agreement constitutes the complete agreement between you and THE COMPANY .

TERMS USED

"Subscription-License-Software" refers to Software whose license expires after the subscription period.

"Non-Subscription-License-Software" refers to Software that don't have a license expiry date.

"Software" or "Product" refers to both Subscription-License-Software & Non-Subscription-License-Software.

Each of the above licenses has different rights as explained in this Agreement.

1 a. GRANT OF LICENSE FOR SUBSCRIPTION-LICENSE-SOFTWARE - THE COMPANY grants to you, the Licensee, and your affiliates a worldwide, royalty free non-exclusive right to use the computer program (the "Software") provided hereunder and updated from time to time in accordance with the terms set forth in this agreement (the "Agreement"). The license allows you to use the Subscription-License-Software for the period subscribed by you (one month, three months, six months or one year).

1 b. GRANT OF LICENSE FOR NON-SUBSCRIPTION-LICENSE-SOFTWARE - THE COMPANY grants to you, the Licensee, and your affiliates a worldwide, royalty free non-exclusive right to use the computer program (the "Software") provided hereunder and updated from time to time in accordance with the terms set forth in this agreement (the "Agreement").

2. OWNERSHIP OF SOFTWARE - THE COMPANY retains title and ownership of the Software recorded on the original media and all subsequent copies of the Software.

3. COPY RESTRICTIONS - The Software and accompanying written materials are copyrighted. Unauthorized copying of any part of the Software or of any accompanying written material is expressly forbidden. However, you may make a reasonable number of copies of the Software and accompanying documentation for your personal backup purposes.

4. BACKUP THIS SOFTWARE - IT IS YOUR RESPONSIBILITY TO MAINTAIN A BACKUP COPY OF THIS SOFTWARE ON ANOTHER PC OR ON A CD, FOR USE IN THE EVENT OF CATASTROPHIC LOSS SUCH AS HARD DISK CRASH OR LOSS OF YOUR WORKING PC IN ANY OTHER MANNER.

As a courtesy, THE COMPANY will maintain links to download Non-Subscription-License-Software that were sold in the past 365 days on THE COMPANY'S support web page. If the version of Non-Subscription-License-Software you purchased is not on the support web page, you will be able to purchase the latest version at the published upgrade price for the Non-Subscription-License-Software, after you provide proof of owner of the original Non-Subscription-License-Software.

5. TRANSFER RESTRICTIONS - This Software is licensed only to you, and you agree that you will not transfer, rent, loan, sub-license or host the Software without the prior written consent of THE COMPANY.

You may only make a one-time permanent transfer of the Software in its entirety to another end user, provided you retain no copies and you transfer all of the Software including all component parts, media and printed materials, upgrades, this license agreement AND the recipient agrees to the terms of this license agreement.

6. TERMINATION OF LICENSE - The License will terminate automatically without notice from THE COMPANY if you fail to comply with any provision of this agreement or if you use this Software in a manner that you violate any local, state or federal laws; even if capability to undertake such activity is included in this Software.

If you are subscribed to an automatic payment or automatic renewal option, either party can provide 30 days (for one year subscription) or 7 days (for one month subscription) written notice before the end of subscription period to terminate the agreement.

If you are not on auto renewal or auto payment, your Software will stop working at the end of the subscription period. You will have to purchase new Software to continue using the program.

Upon termination, you must destroy the accompanying written materials and all copies of Software.

7. WARRANTY

General Warranties. THE COMPANY warrants that: (i) it is duly organized and validly existing under the laws of its state of organization and has full right, power, and authority to enter into and perform its obligations under this Agreement; (ii) it is not and will not be bound by any agreement, nor has it assumed or will it assume, any obligation, which would in any way be inconsistent with or breached by THE COMPANY'S performance of its obligations under this Agreement; (iii) it has obtained all necessary licenses, permits, and other requisite authorizations, has taken all actions required by applicable laws or governmental regulations in connection with its business as now conducted and its ability to perform its obligations under this Agreement; and (iv) it has complied with or will comply with all applicable international, federal, state, local laws and ordinances now or hereafter enacted, including data protection and privacy laws.

Performance Warranty. For a period of ninety (90) days after you accept the Software (the "Software Warranty Period"), THE COMPANY represents and warrants that the Software shall be free from any failure to conform to the accompanying documentation (an "Error").

No Worms, Bombs or Backdoors. THE COMPANY represents and warrants that no component of any of the Software provided by THE COMPANY hereunder includes any virus or any feature or function that may enable THE COMPANY or any third party: (i) to discontinue your effective use of any such Software or any data provided by THE COMPANY; (ii) to erase, destroy, corrupt or modify any of your data without your consent; (iii) to bypass any internal or external software security measure to obtain access to your data without your consent or knowledge; or (iv) to replicate, transmit, or activate any Software or data without control of a person operating the computing equipment on which it resides THE COMPANY shall immediately provide to you written notice in reasonable detail upon becoming aware of the existence of any computer virus or any of the foregoing features or functions contained in the Software. In the event THE COMPANY discovers the existence of any virus in the Software, THE COMPANY shall use its best efforts to cooperate with you, at THE COMPANY'S expense, to effect the prompt removal of the same from the Software and repair any files or data corrupted thereby.

ALL IMPLIED WARRANTIES ARE EXPRESSLY DISCLAIMED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

8. REVERSE ENGINEERING - You may not yourself or through a third party reverse engineer, decompile or disassemble the Software except, and only to the extent such activity is expressly permitted by applicable laws notwithstanding this limitation.

9. PARTIAL USE - This Software may not be used to develop a competitive product without express written consent from THE COMPANY.

10 a. UPGRADES FOR SUBSCRIPTION-LICENSE-SOFTWARE - This license entitles you to free upgrades of the Subscription-License-Software for the subscription period. Following the upgrade, you may use the resulting upgraded Subscription-License-Software only in accordance with this license agreement and you may not sell or re-use the upgraded Subscription-License-Software or the original Subscription-License-Software.

10 b. UPGRADES FOR NON-SUBSCRIPTION-LICENSE-SOFTWARE - If this Non-Subscription-License-Software is issued as an upgrade, you must be properly licensed to use the Non-Subscription-License-Software identified by THE COMPANY as being eligible for the upgrade. Following the upgrade, you may use the resulting upgraded Non-Subscription-License-Software only in accordance with this license agreement and you may not sell or re-use the upgraded Non-Subscription-License-Software or the original Non-Subscription-License-Software.

11 a. UPDATES FOR SUBSCRIPTION-LICENSE-SOFTWARE - Certain components of this Subscription-License-Software are required to be updated automatically from time to time due to changes in Address formats and Webpage formats which are not within THE COMPANY's control. This license entitles you to free updates of the Subscription-License-Software for the subscription period.

These updates are designed to improve, enhance and further develop the Subscription-License-Software and may take the form of bug fixes, enhanced functions, new Software modules and completely new versions. You agree to receive such updates (and permit THE COMPANY to deliver these to you) as part of your use of the Subscription-License-Software.

THE COMPANY will try to maintain the consistency of results by providing Subscription-License-Software updates as and when required. However, due to the dynamic nature of the Internet, THE COMPANY cannot guarantee that websites that are supported and/or accessible at the time of purchase will be supported and/or accessible in the future.

THE COMPANY does not warrant to integrate with all views, formats and modes available in each of the websites or applications listed as being supported by the Subscription-License-Software. THE COMPANY does not promise to add all features that are technically feasible into the Subscription-License-Software. THE COMPANY will be the sole decision maker on what integrations to support and what features to add now and in the future. As long as it is technically feasible, THE COMPANY will try to support all features and integrations as provided when the Subscription-License-Software was purchased. If you need support for functionality that is not in the Subscription-License-Software on the day you purchased it, you can request for a price quote as a custom project. All development, testing, QA and project management costs will be added in the quote provided for such requests.

11 b. UPDATES FOR NON-SUBSCRIPTION-LICENSE-SOFTWARE - Certain components of this Non-Subscription-License-Software are required to be updated automatically from time to time due to changes in Address formats and Webpage formats which are not within THE COMPANY's control.

You shall have the right to obtain Component Update(s) free of cost only for 90 Days. However, you can purchase subscription to Component update(s) for additional fee after the free period of 90 Days to continue receiving such updates, but for the subscribed period only. This License does not otherwise permit the licensee to obtain and use Component Updates.

These updates are designed to improve, enhance and further develop the Non-Subscription-License-Software and may take the form of bug fixes, enhanced functions, new Software modules and completely new versions. You agree to receive such updates (and permit THE COMPANY to deliver these to you) as part of your use of the Non-Subscription-License-Software.

THE COMPANY will try to maintain the consistency of results by providing Non-Subscription-License-Software updates as and when required. However, due to the dynamic nature of the Internet, THE COMPANY cannot guarantee that websites that are supported and/or accessible at the time of purchase will be supported and/or accessible in the future.

THE COMPANY does not warrant to integrate with all views, formats and modes available in each of the websites or applications listed as being supported by the Non-Subscription-License-Software. THE COMPANY does not promise to add all features that are technically feasible into the Non-Subscription-License-Software. THE COMPANY will be the sole decision maker on what integrations to support and what features to add now and in the future. As long as it is technically feasible, THE COMPANY will try to support all features and integrations as provided when the Non-Subscription-License-Software was purchased.

If you need support for functionality that is not in the Non-Subscription-License-Software on the day you purchased it, you can request for a price quote as a custom project. All development, testing, QA and project management costs will be added in the quote provided for such requests.

12. RESERVATION OF RIGHTS - THE COMPANY reserves all rights not expressly granted to you in this license agreement.

13. LICENSE KEY DISCLOSURE - You may not disclose to any other person or organization your license key, unless you receive specific written consent to do so from THE COMPANY. You agree to store it and keep it confidential and to notify THE COMPANY immediately if you have any reason to believe that you lost your license key.

14. LICENSE KEY REGISTRATION - There are technological measures in this Software that are designed to prevent unlicensed or illegal use of the Software, and automatic processes provide live updates to Software and routinely optimize Software for normal customer usage. You agree that THE COMPANY may use these measures to protect against Software piracy. This Software may contain enforcement technology that limits the ability to use the Software on multiple computers. This Agreement and the Software containing enforcement technology require license key registration as further set forth during installation and in the Documentation. Verification of the license key happens at periodic intervals and requires the computer to be connected to the Internet. Internet connection failure during the registration check will not allow functioning of the Software.

15. HOSTING - You may install the Software on ONLY ONE PC at any given point of time and you may not permit or enable other individuals to use the Software over a public access network of any kind including, but not limited to, Internet, intranet, bulletin boards, phone or mobile; unless you receive specific written consent to do so from THE COMPANY.

16. CONSENT TO USE OF DATA: You agree that THE COMPANY may collect and use data related to the Software, if any, gathered from your computer as part of the Software support services provided to you. THE COMPANY may use this information solely to improve the Software or to provide customized services or technologies to you and will not otherwise use or disclose this information in any form. This section shall survive termination or expiration of this Agreement.

17. RESTRICTIONS ON USE - eGrabber tool, should be viewed as a smart copy-paste tool that captures data that is in the public domain & web. eGrabber does not own the data we capture from web & public domain – as such we can't offer any usage rights. Your company needs to make a determination as to what rights you have to data that you capture on the web and act accordingly.

18. EMAILING RESTRICTIONS - THE COMPANY will not be liable if your web site or emails are blocked because of actions taken by this Software on your behalf. The Software could fail occasionally, even though it performs as expected most of the time. You are expected to monitor periodically to ensure the Software is performing as expected by you.

19. EMAILING LIMITS - It is your responsibility to make sure you have the relevant email opt-in permissions, before using this Software to send emails.

20. USAGE LIMITS - The annual Software license expires after 500,000 records are grabbed. You will not be able to grab any more contacts using that license key once the limit is reached.

eGrabber eMail-Finder, a Subscription-License-Software, uses external third-party services to provide optimal services for up to 5,000 records. After 5,000 records, this free usage of third-party services ceases. If you want to continue using the third-party services after 5,000 records, THE COMPANY recommends you to purchase IP-Optimizer plugin in blocks of 5,000.

THE COMPANY will not be liable if your access, or the access of other users on your network, to third party web sites and search engines is blocked because of actions taken by this Software on your behalf.

THE COMPANY cautions that you use this Software in moderation. You should use it in much the same way as you would use an assistant who gets the data for you.

Some third party sites have daily limits on how many contacts you can grab per day or per a given period. THE COMPANY recommends you not to exceed such grabbing limits when using this Software.

THE COMPANY recommends you not to execute the 'Append' command on more than 400 records per day. If you process more than 400 records per day, you could expect performance deterioration and in certain cases blockage of your account, blockage of your computer or blockage of your Internet IP from search engines and portals being used.

THE COMPANY recommends you not to execute the 'Append' command on batches of more than 200 contacts at a time and that you place no more than 10,000 contacts in the Software's grid at a time. THE COMPANY recommends you to backup your data out of the Software daily.

THE COMPANY recommends you not to execute the 'Validate E-mail' command on more than 10 email addresses per day.

21. PIRATING OF DATA IS PROHIBITED - It is your responsibility to make sure you have the relevant rights to capture and store the data the way you plan to, before using this Software. Some web sites and portals prohibit the use of automated capture tools like this Software to capture data, and other sites place restrictions on how captured data can be used. This agreement expressly prohibits the use of this Software to capture data from such web sites and documents, as well as using such captured data in a manner where it is illegal to do so. THE COMPANY can offer you no opinions on the legality of capturing any data, even if capability to capture such data is included in this Software.

22 a. PAYMENT AND BILLING - Payments must be made in advance unless otherwise mutually agreed upon and as specified in the invoice. Not all eGrabber Software are eligible for an alternate payment plan. No monthly invoicing service is available. All payment obligations are non-cancellable and all amounts paid are non-refundable. THE COMPANY will automatically follow the billing process in accordance to the terms agreed upon in the invoice.

22 b. NON-PAYMENT AND TERMINATION - THE COMPANY reserves the right to automatically suspend or terminate this agreement if you default on your payment or if your account becomes delinquent (falls into arrears).

22 c. REFUNDS – THE COMPANY offers fully functional trial versions for the users to evaluate if the Software's functionality is suitable. As such, THE COMPANY has a 'no refund' policy. However, if there are extenuating circumstances where THE COMPANY determines some refund is due, the following formula will be used. The entire annual subscription cost of the Software is amortized within the first 3 month term for computing the refund. No refund will be due under any circumstances upon expiration of 3 months. Only the unused portion of the first 3 month term will be eligible for a refund. The term of usage is assumed to begin on the date the Software was registered or one week from the issuance of the key, whichever is earlier and ends the day the Software was last unregistered and refund requested. You must unregister the Software before seeking a refund from THE COMPANY, so as to establish the usage period. The annual subscription price paid by you will be taken as the basis for such calculation.

THE COMPANY reserves the right to automatically suspend or terminate this agreement where it is no longer viable to support you, at the sole discretion of THE COMPANY. You will be eligible for refund only for the unused amount of your subscription based upon a 3 month amortization.

23. AFFILIATION DISCLAIMER - THE COMPANY is not affiliated or connected in any manner to any third party web sites and search engines, including but not restricted to, online directories, listings, job boards, yellow pages and white pages directories. THE COMPANY recommends you to read license agreements of these third party web sites and ensure you do not violate any Government Laws or rules of the third party web sites before using the Software. You agree that THE COMPANY is not responsible for any such violations committed by you using the Software.

DO NOT USE THE SOFTWARE IN ANY CASE WHERE SIGNIFICANT DAMAGE OR INJURY TO PERSONS, PROPERTY OR BUSINESS MAY HAPPEN IF AN ERROR OCCURS, YOU EXPRESSLY ASSUME ALL RISK FOR SUCH USE.

EXCEPT AS STATED HEREIN, THE SOFTWARE AND ACCOMPANYING WRITTEN MATERIALS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. THE COMPANY DOES NOT WARRANT, GUARANTEE, OR MAKE ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULT OF THE USE, OF THE SOFTWARE OR WRITTEN MATERIALS IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, CURRENTNESS OR OTHERWISE. YOU ASSUME THE ENTIRE RISK AS TO THE RESULTS, QUALITY AND PERFORMANCE OF THE SOFTWARE. IF THE SOFTWARE OR WRITTEN MATERIALS ARE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR OR CORRECTION.

EXCEPT AS STATED HEREIN, THE COMPANY MAKES NO WARRANTIES OF ANY KIND, EXPRESSES OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS SOFTWARE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY THE COMPANY, ITS DEALERS, DISTRIBUTORS, AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE.

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from state to state.

24. **DISCLAIMER ON ACCURACY** - THE COMPANY does not guarantee results found by this Software to be 100% accurate. These results are only our Software's best guess based on information analyzed at the time of search. This Software does not conduct an extensive search or analysis of all available information on the Internet. The Software only conducts analysis on a small sample of documents to make a guess.

One reason why this Software cannot guarantee accurate results is because there are many similar names of people, universities, hospitals, companies, cities, locations and institutions. It is quite possible that two people can have similar foot prints of contact information on the Internet. As such, it is sometimes difficult to distinguish which contact information corresponds to each person.

You are advised not to use the results AS IS. THE COMPANY recommends you to verify through alternate channels the validity of data being provided by the Software before using it in any manner.

The results found by this Software may seem inconsistent for the same search conducted at different times. The Software relies on various search engines and web sites to aggregate information from the Internet. THE COMPANY does not control the data on these search engines and third party web sites. As such, the Software will not be able to guarantee the same results at all points of time.

THE COMPANY is constantly innovating in order to provide the best possible experience for you. You acknowledge and agree that the form and nature of the results provided and the user interface will change from time to time without prior notice to you.

As part of this continuing innovation, you acknowledge and agree that THE COMPANY may stop (permanently or temporarily) supporting the Software (or any features within the Software) at THE COMPANY's sole discretion, without prior notice to you. You may stop using the Software at any time by unregistering the Software and informing THE COMPANY. You will be entitled to a refund as per the refund policy set forth in this document.

25. **BACKUP OF DATA** - It is your responsibility to save and/or backup any and all data gathered using this Software. THE COMPANY is not responsible for any loss of data that occurs.

26 a. LIMITATION ON SUIT - You agree that any suit or other legal action or any arbitration relating in any way to this Agreement or to the Software MUST be officially filed or officially commenced no later than ONE (1) YEAR after you become aware of the issue giving rise to the suit.

26 b. LIMITATION OF LIABILITY - EXCEPT FOR THE COMPANY'S OBLIGATIONS UNDER SECTION 26C BELOW, IN NO EVENT WILL EITHER PARTY OR ITS SUPPLIERS BE LIABLE TO THE OTHER FOR ANY DAMAGES, CLAIMS, OR COSTS WHATSOEVER OR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL DAMAGES, OR ANY LOST PROFITS OR LOST SAVINGS, EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS, DAMAGES, CLAIMS OR COSTS OR FOR ANY CLAIM BY ANY THIRD PARTY. THE FOREGOING LIMITATIONS AND EXCLUSIONS APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION. EACH PARTY'S AGGREGATE LIABILITY AND THAT OF ITS SUPPLIERS UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT PAID FOR THE SOFTWARE.

26 c. THE COMPANY shall defend you against any claim, demand, suit, or proceeding ("Claim") made or brought against you by a third party alleging that the Software or your use of the Software as permitted hereunder infringes or misappropriates the intellectual property rights of a third party, and shall indemnify you for any damages finally awarded against, and for reasonable attorney's fees incurred by you in connection with any Claim; provided that you (a) promptly give THE COMPANY written notice of the Claim, (b) give THE COMPANY sole control of the defense and settlement of the Claim (provided that THE COMPANY may not settle or defend any Claim unless it unconditionally releases you of all liability), and (c) provide to THE COMPANY all reasonable assistance, at THE COMPANY's expense.

26 d. INDEMNIFICATION - You indemnify THE COMPANY and hold THE COMPANY harmless for all damages, losses and costs (including, but not limited to, reasonable legal fees and expenses) arising out of all third party claims, charges, and investigations, caused by (1) your failure to comply with this Agreement, including, without limitation, your accessing or importing content that violates or infringes third party rights or applicable laws; (2) any content you extract; or (3) any method or process or activity in which you engage on or through the Software.

27. GOVERNING LAW AND FORUM - All disputes arising out of, under, or related to this Agreement will be brought exclusively in the state or federal courts located in Santa Clara County, California, USA.

28. COMPLETE AGREEMENT - This Agreement is the complete Software license agreement between you and THE COMPANY, and supersedes all prior negotiations, agreements, and understandings concerning its subject matter. The interpretation of this Agreement may not be explained or supplemented by any course of dealing or performance, or by usage of trade.

If you have any questions concerning this Agreement, or if you desire to contact THE COMPANY for any reason, please contact in writing.

eGrabber Inc.
1340 S. De Anza Blvd., Suite #106
San Jose, CA 95129
USA

14. Index

D

Database Login.....5
 Display Settings19
 DupCheck Filters 12, 17
 Duplicate Criteria list.....17
 Duplicate report.....8

E

Exact Match 11, 17
 Export Records25

F

Find Duplicates5, 8, 11, 12, 15, 17, 18

G

Group Duplicate Records.....20
 Group Selection dialog.....22
 Group Similar Records.....22

H

Handle Duplicates.....20

I

Ignore Company17

Ignore Contact.....17

L

License Activation 7

M

Match17
 Match Company.....17
 Match Name.....17
 Merge All.....20, 21
 Merge Duplicate Records.....20
 Merge Preview dialog.....20
 Merge Selected.....20, 21
 Merge Settings.....18
 Merge/Purge20

N

Not Duplicate.....20, 23

R

Ref20

S

Set Duplicate Filter.....17
 Shortcut Menu.....16