

# **“Confidential” Software Smart Agent 4.4.2 Does Not Conform to The Software Design Requirements Set Forth in The Microsoft Windows XP Application Specification**

As a result of not conforming to proper software standards, “Confidential” Software Smart Agent 4.4.2 Does Not Properly Function In a Secure Active Directory Environment.

It violates section 3.2 and 3.4 of the Microsoft Windows XP Application Specification Development Standards.

- It saves a data file to a restricted folder -> "C:\Windows\Downloaded Program Files", and thusly violates section 3.1 of the Microsoft Windows XP Application Specification.
- It does not support the use of "limited" or "non-administrative" accounts, and thusly violates section 3.4 of the Microsoft Windows XP Application Specification.
- It does not deal gracefully with access-denied scenarios, and thusly violates section 3.3 of the Microsoft Windows XP Application Specification.
- It does not classify and store application data correctly, and thusly violates 3.2 of the Microsoft Windows XP Application Specification.
- It does not default to the correct location for storing user-created data, and thusly violates 3.1 of the Microsoft Windows XP Application Specification.

---

Update 03/24/2008 - “Confidential” Software has created a new application which specifically addresses the issues listed above regarding compliance to the Microsoft Application Specification.

An updated application has been provided to Tom Masano, Inc's F&I department to test and debug in attempt to verify that changes to the application to bring it in live with the application specification indeed resolves the issue.

Once Tom Masano, Inc verifies the operability of the new software, it will be pushed down to all “Confidential” Software enabled vehicle dealerships across the United States.

See additional details on the specific technical nature of the original problem below.

---

**From:** James M. Aloye  
**Sent:** Thursday, February 28, 2008 5:11 PM  
**Subject:** RE: Directory Path

Wendy,

Did the previous version of the active-x control save deal.rec and dealw.rec files to the “C:\Windows\Downloaded Program Files” folder?

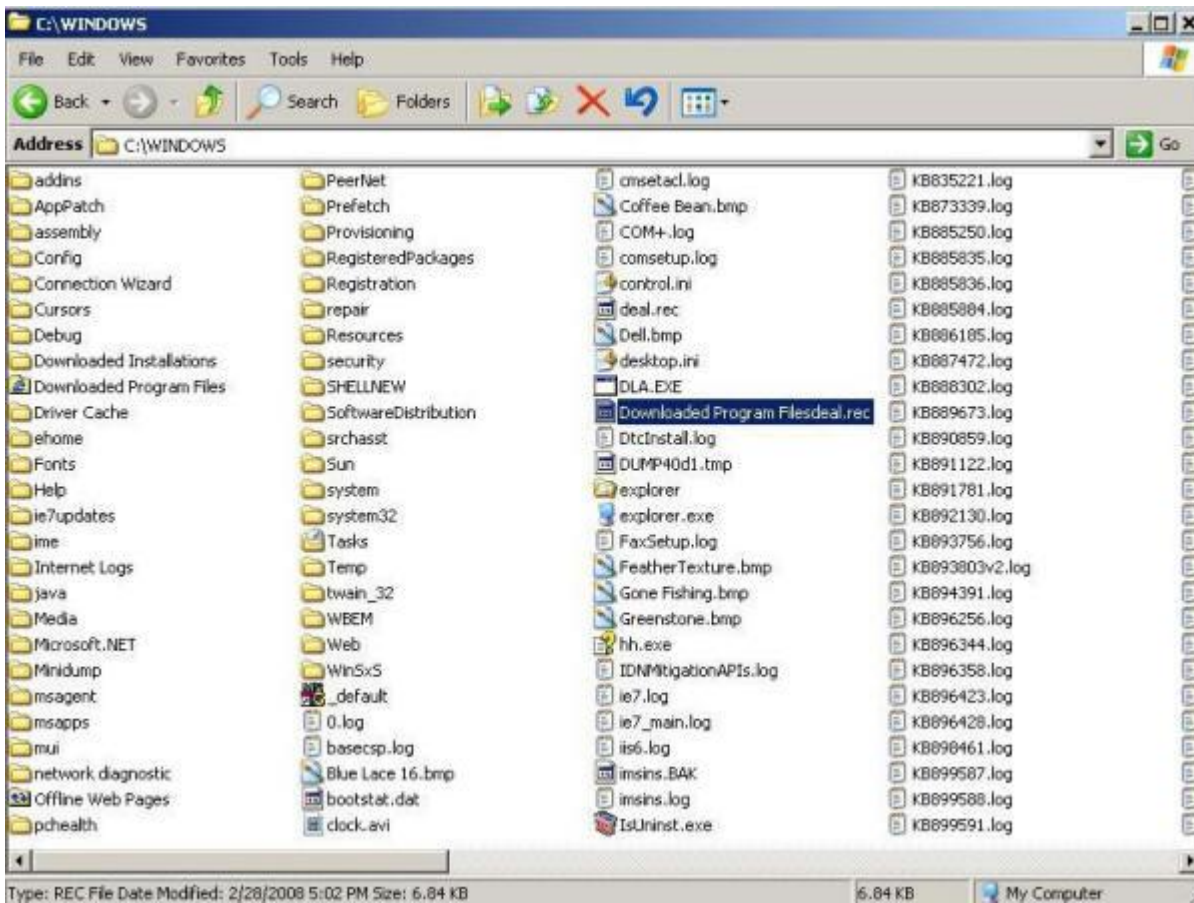
Is there any way you can change the active-x control to save the deal.rec and dealw.rec files to a standard NTFS or FAT32 type folder like “C:\Program Files\”Confidential” Software Inc\DMS Smart Agent\Data” or something outside of the Windows specialty folder of “C:\Windows\Downloaded Program Files” ?

In Windows XP, the “C:\Windows\Downloaded Program Files” is not handled by the Operating System in the same way a regular folder is, making it an extremely big problem for non administrative users to save any files to the C:\Windows\Downloaded Program Files” folder that are not actual .OCX files (also known as active-x controls).

Because Windows handles this folder differently than normal NTFS or FAT32 folders like “C:\Program Files\”Confidential” Software Inc\DMS Smart Agent\Data” It is not possible to adjust permissions on the “C:\Windows\Downloaded Program Files” folder the same way that permissions would get adjusted on a regular NTFS folder.

This appears to be why your active-x control is saving the file deal.rec as DownloadedProgramFilesdeal.rec in the “C:\Windows” windows folder instead of in the “C:\Windows\Downloaded Program Files”. Please see figure 0.1 below for details.

FIGURE 0.1



Also, the screen shots below show the differences between the Windows Specialty folder of “C:\Windows\Downloaded Program Files” in figure 1.1 compared to “C:\Program Files\”Confidential” Software Inc\DMS Smart Agent” in figure 1.2

FIGURE 1.1

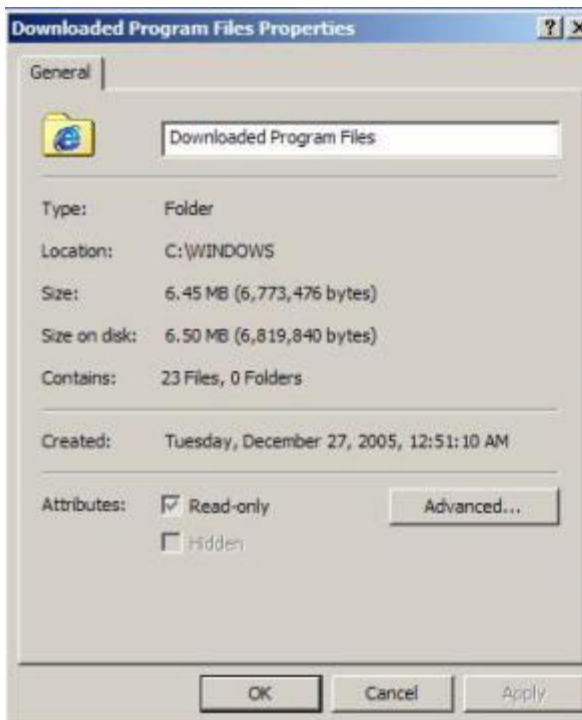
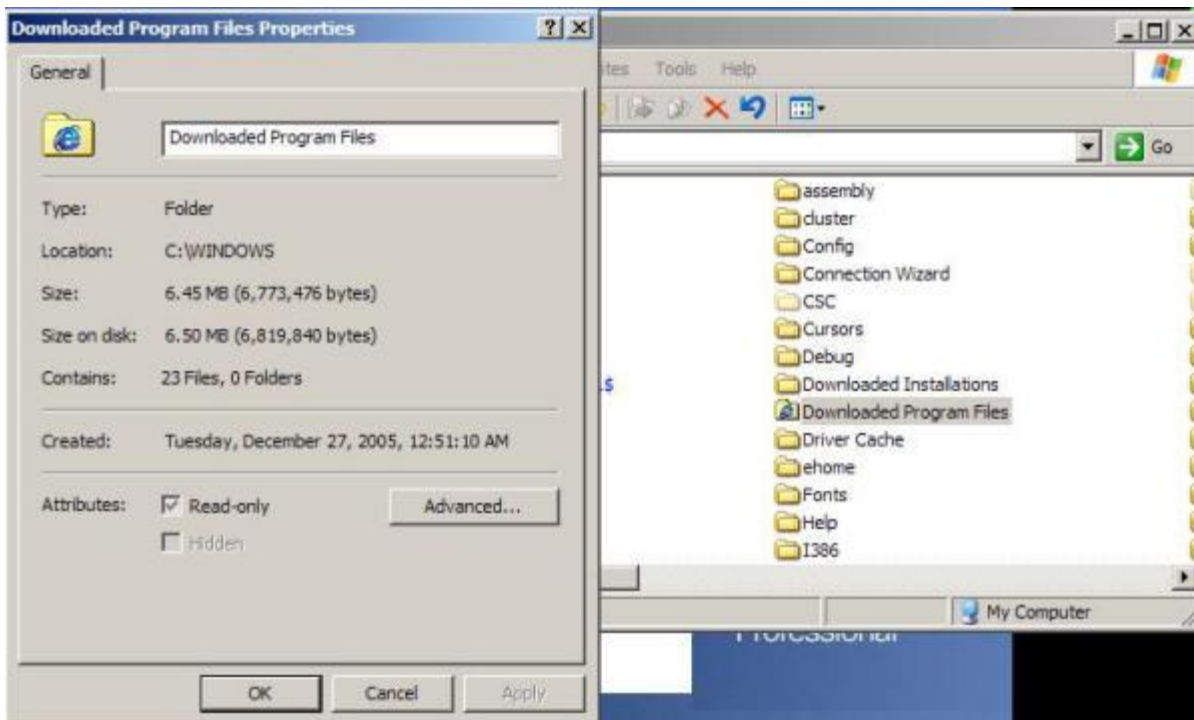
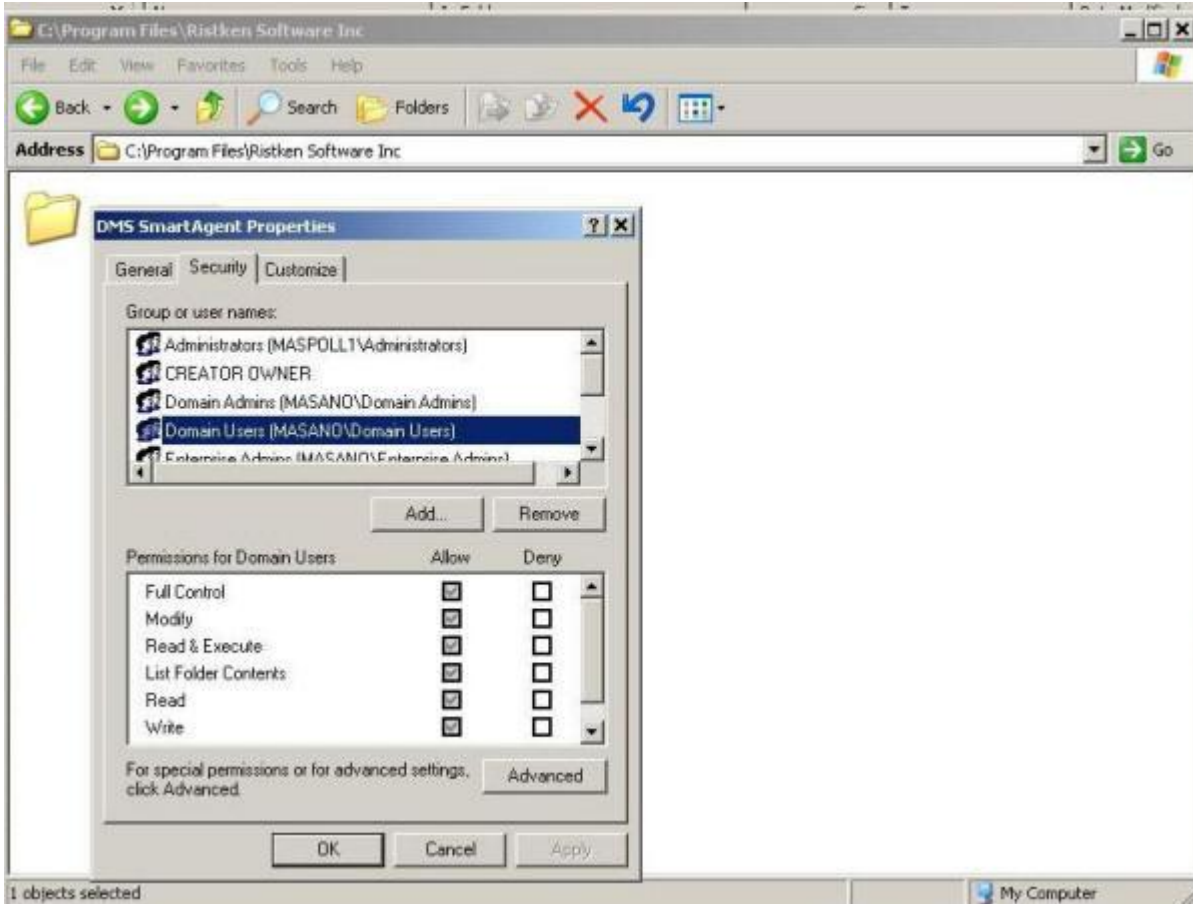


FIGURE 1.2



Since the changes “Confidential” Software recently made to its active-x control is what caused this problem, I am hoping that you can get this issue fixed up as soon as possible.