

## Re: Zone Alarm Pro demanding more money.

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-05/30487.html>

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**From:** Ronnie Vernon MVP ([ronv\\_at\\_mvps.org](mailto:ronv_at_mvps.org))

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Date: Sun, 30 May 2004 17:06:54 -0700

Derrick Fawsitt wrote:

- > *Apologies if this post is slightly off topic but I am in need of*
- > *advice and am a user of XP Hope edition.*
- >
- > *Having paid for the "bundle" of MailWasher Pro and Zone Alarm Pro in*
- > *May 2003, (I paid \$39.95) for them when I understand, (correct me), I*
- > *could have used the free version of ZA without and need to upgrade or*
- > *fork out money, (again correct me if I am wrong).*
- > *However, I thought I was a registered user of a better version of ZA*
- > *than the basic version, and with my money paid up front and a license*
- > *key I was OK. However, imagine my surprise when I started to get pop*
- > *up requests to pay for upgrading or I would not get any more up to*
- > *date information etc., I immediately uninstalled ZA and started to*
- > *install another programme which I understand is really free for the*
- > *basic version. It was only when I found my receipt for payment I*
- > *thought I must be made to give up on ZA and re-installed it again*
- > *using my License number and details etc., I had however to*
- > *re-configure all my programmes again to work with ZA and all because*
- > *it started to demand money or it would reduce the effect of my newly*
- > *purchased firewall which had cost me*
- > *39.95 dollars.*
- > *Can anyone enlighten me as to what is happening, I simply won't pay*
- > *out the kind of money demanded again and will go elsewhere but I will*
- > *ask for a refund as I was not told further money would be asked of me.*
- > *I object if the only version I can use free is the basic version*
- > *having paid for the Pro version.*
- > *For now, that is the state of things but before I un-install it yet*
- > *again, can anyone enlighten me as to whether I have to relegate myself*
- > *to the basic version of ZA or install a different brand of Firewall. I*
- > *did write to ZA but have as yet got nothing back from them.*
- > *With thanks,*

ZA Pro updates has always been a subscription service, IIRC. The first year is included in the initial price. It's a good service as they are very diligent about keeping up to date with all of the fast changing security issues.

microsoft.public.windowsxp.general: Re: Zone Alarm Pro demanding more money.

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Ronnie Vernon

Microsoft MVP

Windows Shell/User

Please reply to the newsgroup so all may benefit.

<http://www.dts-l.org>

<http://www.mvps.org>