

credit card number verification service and a verification code is transmitted back. If the billing information is not accepted 48, then the user is invited to input new billing information 44. If the billing information is accepted 50, then the plug-in module 23 is sent an enabling signal which allows transfer of installation modules 52 of the software applica-
5 tion 20 to the remote computer 10. The installation modules are generally executable modules which are created by the server at the time of a request by the plug-in module 23 so as to contain only the particular product options which the user has purchased. Therefore, the executable code can be configured so that it will only operate on the remote computer 10 for which the user has purchased the application software 20.

10 The executable code is transmitted as a self-extracting executable as is well known in the art. The plug-in module 23 then executes the self-extracting executable which proceeds to automatically install the software application 20 on the remote computer 10.

The user then follows the procedure proscribed therein to install the software on the remote computer 10. The server module 26 during this process monitors the installation to
15 verify the installation 54. Upon completion, the plug-in module 23 in the software application transmits installation information back to the server module 26. If the installation failed, or was unsuccessful 56, then the installation logs and the identification information are transmitted to a technical department 58 of the installer or the developer such that contact can be made to the user directly. The transmission to the technical
20 department can be by any known communication method including manual contact. In the preferred embodiment, however the technical department would be disposed upon the network and in electrical communication with the server module 26. The technical support person would then have, prior to making any contact with the user, complete information related to the hardware and software and the installation attempt, all prior to contacting the
25 user thus expediting the support process.

If the installation was successful 60, then the user inputs whether the user wishes automatic notification of future updates and relevant messages 62. If the future contacts are