

## How to Update Your EASE and EASE JR Program to Version 4.3

To update your EASE / EASE JR 4.x program to the 4.3 version go directly to the AFMG download portal at <http://www.afmg-support.eu/afmgdlportal/start.aspx> and log in with your e-mail address and password.

If you originally downloaded the program from the web your password will be listed in the download instructions you received from AFMG.

If you previously registered for an account, and obtained a password but forgot your password, enter your e-mail address and click on *Submit*. If a password was previously issued to the e-mail address you entered, it will be sent to you immediately by e-mail. If the e-mail address does not match the e-mail address used initially, AFMG will manually review your request and you may not receive a new password until the next day.

If this is your first visit to the download portal and you haven't established an account, you will have to register to obtain one. Click on *Don't have an account? Create One* and complete the registration form.

Fill in the fields as well as you can. The program won't accept your request unless all the fields are filled in.

If you don't know what user name and e-mail address were used originally, use your name and e-mail address.

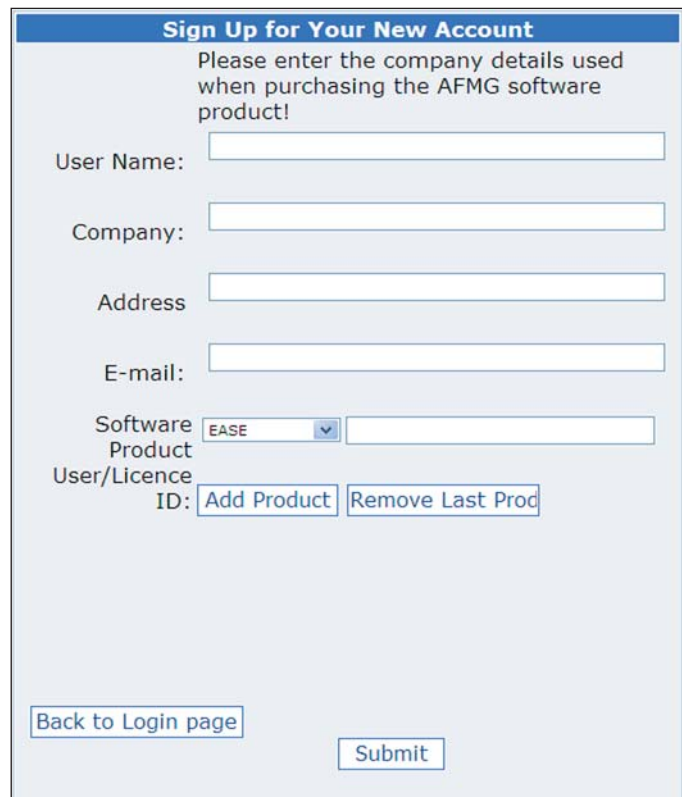
If you don't know your User ID number, use Windows to browse to `C:\ProgramFiles\EASE4.x\EasePath\User ID.ini`. Your User ID is probably stored there.

Your User ID was also listed on the CD jewel cases you received when you purchased the program.

If you can't find your User ID, call us at +1 949 588 9997 Monday through Friday between 8:00 AM and 5:00 PM and ask for EASE support or e-mail us at <http://www.renkus-heinz.com/support/request-info/tech-info/index.html>.



The image shows two stacked web forms. The top form is titled "Log In" and contains fields for "E-Mail Address:" and "Password:". Below these fields is a checkbox labeled "Remember me next time." and a "Log In" button. A link below the form reads "Don't have an account? Create One!". The bottom form is titled "Forgot Your Password?" and contains the instruction "Enter your E-Mail Address to receive your password." followed by an "E-Mail Address:" field and a "Submit" button.



The image shows a "Sign Up for Your New Account" form. It includes the instruction "Please enter the company details used when purchasing the AFMG software product!". The form contains several input fields: "User Name:", "Company:", "Address", "E-mail:", and "Software Product" (with a dropdown menu currently set to "EASE"). Below the "Software Product" field is a "User/Licence ID:" field with two buttons: "Add Product" and "Remove Last Prod". At the bottom of the form are two buttons: "Back to Login page" and "Submit".

Once you have logged in, the Download Portal window shown here will open.

1.) Select *Program Setups* and download the *Complete CD Setup*. The *Complete CD Setup* includes both the EASE program and the associated Data Files (Speaker & Material data files, etc.). It also includes the SpeakerLab program, the GLL Viewer and the AFMG License Manager.

2.) Select *License Guard Setups* and download the EaseGuard setup archive belonging to your EASE User ID. Then select and download the SpeakerLab User Files Setups. You will need them to run SpeakerLab.

You should also download the EASE Installation Information PDF and read the installation instructions.

Make sure that you have Microsoft .NET 2.0 Framework or higher installed on your machine. Ease 4.3 needs it to operate. If you don't have it, click on *Net Framework* to connect to the MS download site and download it.

3.) When the downloads are completed, extract (unzip) the downloaded Zip files. You may also want to burn the extracted files onto a CD for backup purposes. It's a lot easier to install 4.3 on several machines from a CD than it is to download the program several times.

If you are installing version 4.3 on a computer that has never had EASE installed on it, follow the AFMG Installation instructions you downloaded from the download portal.

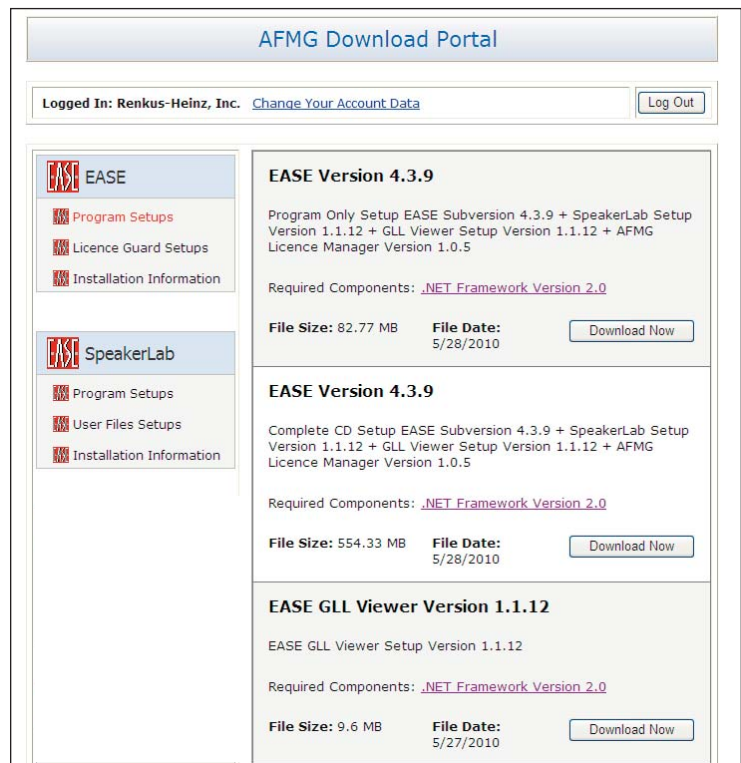
**If you are installing 4.3 on a computer that has or had at one time an earlier version of EASE 4.x installed on it, you need to take extra precautions. Failure to follow these instructions will most likely create problems that will take time and effort to resolve.**

4.) **Upload your License Key before beginning the installation.** Otherwise, it will be 'lost' in the process and you will have to obtain a replacement key from AFMG. To upload your license key, open EASE and go to Help/Register, then press the big Upload button

5.) Disable (turn off) any third-party software firewall and network security systems. This is more important with today's increasingly sophisticated systems than it has been in the past.

6.) Do not use the Windows Add/Remove program to remove the existing EASE installation. The EASE 4.3 install program does a much better job of getting rid of any files that will interfere with the new installation.

Start the EASE installation by double clicking on the *setup.exe* file in the root folder created when you unzipped the EASE program download. When the EASE Startup window appears, select all four of the items and press *Start Installation*. Follow the prompts until the *EASE 4.3 Setup - Setup Type dialog window* appears. Then select *Complete - Installing EASE & selected data*. Press *Next*.

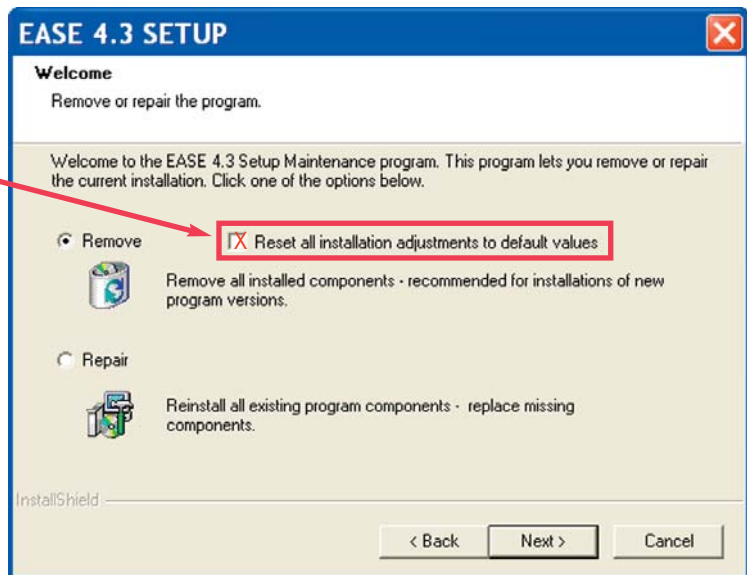


7.) When the Install setup screen opens, select **Remove** and **Reset all installation adjustments to default values**.

**This is critical as you will have problems if you don't check "Reset all installation adjustments to default values".**

The path structure used by earlier versions of EASE is different than the one Microsoft has adopted for Vista and Windows 7. Checking *Reset all installation adjustments to default values* assures the right path structure will be used for the 4.3 installation and prevent path problems later on.

For more information on this subject, please refer to pages 8 to 10 of the EASE 4.3 Tutorial Manual. Go to [http://www.renkus-heinz.com/support/softwaresupport/ease\\_support/tutorials/tutorials.html](http://www.renkus-heinz.com/support/softwaresupport/ease_support/tutorials/tutorials.html) and open Chapter 1.



Click on *Next* and follow the prompts to install EASE and the databases. During the installation you may encounter Shared File Detected and Read Only File Detected dialog boxes. In both cases select *Don't display this message again* and then click on *Yes*.

When the EASE installation is completed, the installer will proceed to install SpeakerLab and the GLL Viewer. All you need to do is follow the prompts.

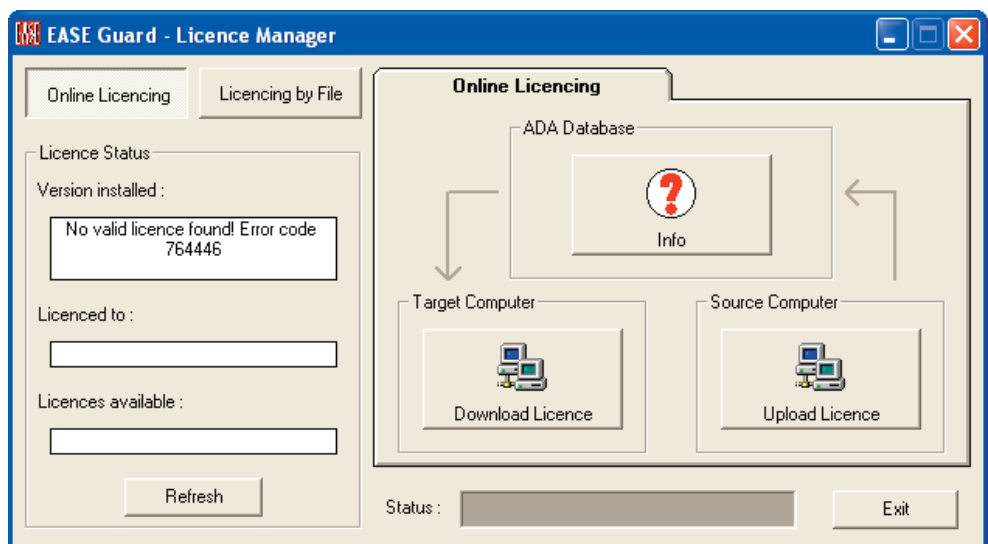
8.) Use the *Remove* button under *EASE/Help/Register/Licensing by File/ Termination* to remove all license information from your computer and then use *Windows Add/Remove* to uninstall EaseGuard.

9.) Extract the EaseGuard Zip file you downloaded from the web and double click on *Setup.exe* to install the new EaseGuard file.

10.) Open EASE and follow the prompts to open the EaseGuard License Manager window and download your license key.

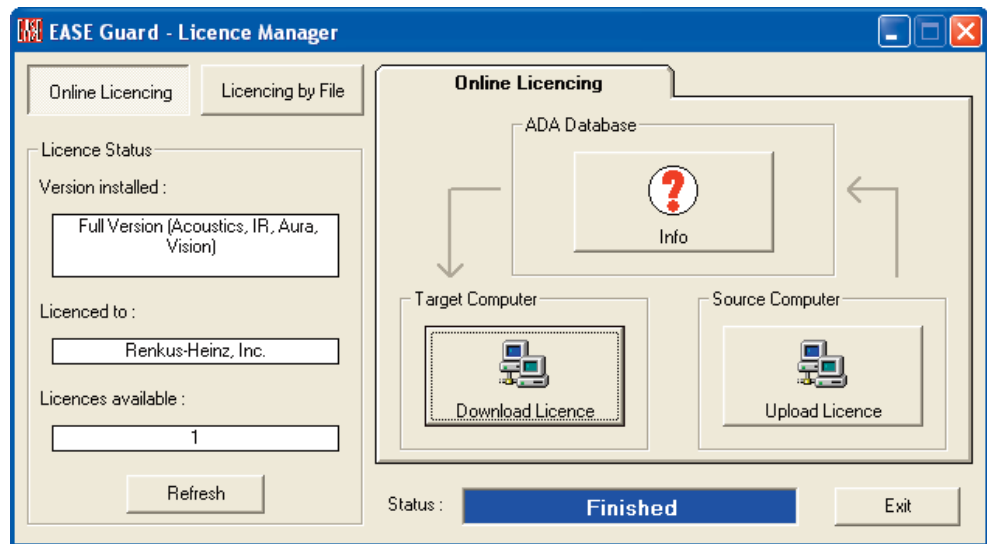
Don't be alarmed by the error message under License Status. It's just the program's way of telling you that no license key is installed and that you need to download one.

Press the big Download button to download and install a license key.



Notice that after the license key has been successfully downloaded and installed, the fields in the License Status section change.

They now show what version of the program is installed and who it is licensed to. The *Licenses available* field tells you how many licenses are installed (available) on that machine. It does not tell you how many license keys are still available for download.



To find out how many license keys are still available for download to other machines, you need to press the big Info button.

11.) The SpeakerLab program was installed along with EASE unless you decided against installing it.

SpeakerLab is a separate program and has its own License Control program and license key.

Extract the SpeakerLab *User Setups Files* and double click on the SpeakerLab *User Files.exe* file to install the SpeakerLab license control program. Then open the AFMG License Manager by double clicking on the desktop icon and download its license key.

If you run into problems downloading your license keys, go to [http://www.renkus-heinz.com/ease/EASE\\_License\\_by\\_File.pdf](http://www.renkus-heinz.com/ease/EASE_License_by_File.pdf) for tips on how to solve them.

If you should lose one of your license keys in the process of installing 4.3, go to [http://www.renkus-heinz.com/ease/EASE\\_License\\_Recovery.pdf](http://www.renkus-heinz.com/ease/EASE_License_Recovery.pdf) for instructions on how to obtain replacement keys from AFMG.

### Vista & Windows 7 UAC (User Account Control)

Both Vista and Windows 7 include UAC (User Account Control), a security feature Microsoft added to Vista and Windows 7 to help protect the operating system from malicious software. UAC affects the way folder paths and registry entries are handled when installing programs by using a method of "Virtualization."

If UAC is enabled (on) when EASE is installed, EASE will only be available for the user logged-in at installation, but no other users on that computer. Disabling UAC after EASE is installed and licensed will break the EASE license path and whoever tries to use EASE will receive permission errors. Re-enabling UAC will restore the path

If UAC is disabled (turned off) before installing EASE, EASE will be available for all users on that computer.

In general, we recommend leaving UAC on unless you have a specific need for multiple users to run EASE on the same computer.

