

## How To Obtain Replacements For Lost EASE & EASE JR License Keys

At some point in time, through no fault of your own, you may lose one or more of your license keys (user keys). Obtaining replacements for lost keys is a simple task, but it does take at least 24 hours as each request has to be individually processed by AFMG in Berlin.

The first step to recovering a lost key is to create a “status report” and send it to ADA (AFMG).

There are two ways to create the status report. One is to open EASE (or EASE JR) and select *Create Status Report* from the *Help* pull down menu. Note that clicking on the Help icon on your desk top only accesses the Help program, It doesn't give you access to the Create Status Report command.

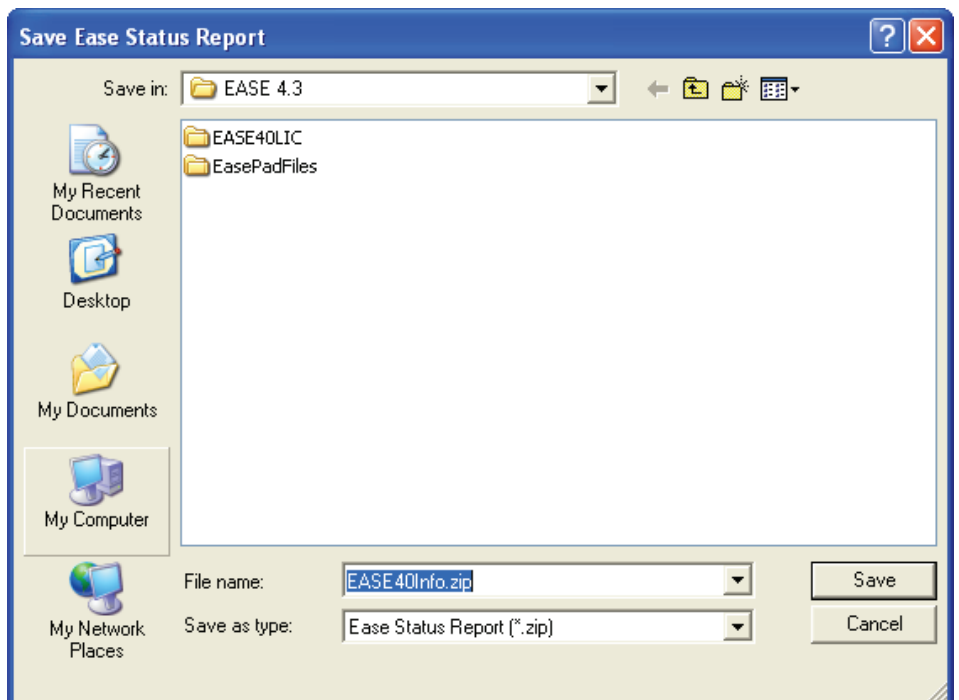
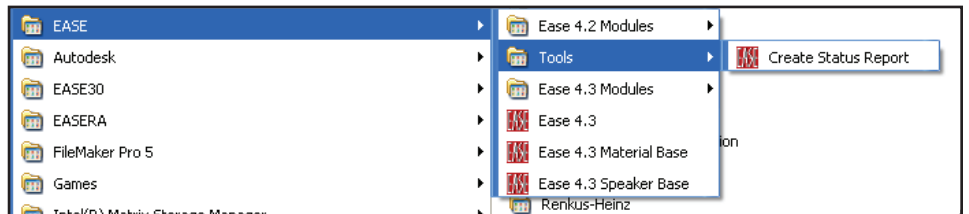
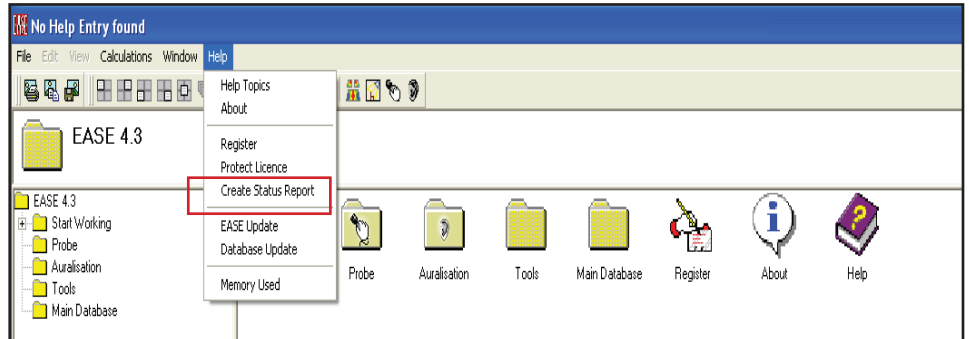
The other method is to go to your computers *Start* command and select *All Programs/EASE/Tools* and select *Create Status Report*.

Selecting *Create Status Report* will gather all the information AFMG needs to create the replacement key(s) and place it in an EASE40Info.zip file that you can send to them along with a request for a replacement license key.

A familiar Window's “Save” screen will open as soon as the EASE40info.zip file has been created.

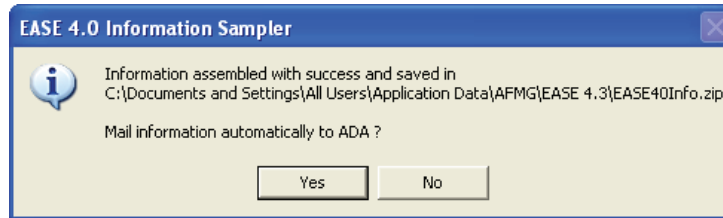
Before saving the file make note of the location where the file will be stored. It needs to be sent to ADA and the automatic send routine doesn't work on all e-mail clients. You may have to generate an e-mail to ADA and attach the file to it.

Click on *Save*.



## License Key Recovery (continued)

When the process is completed a prompt will ask if you want to automatically mail this file to ADA.



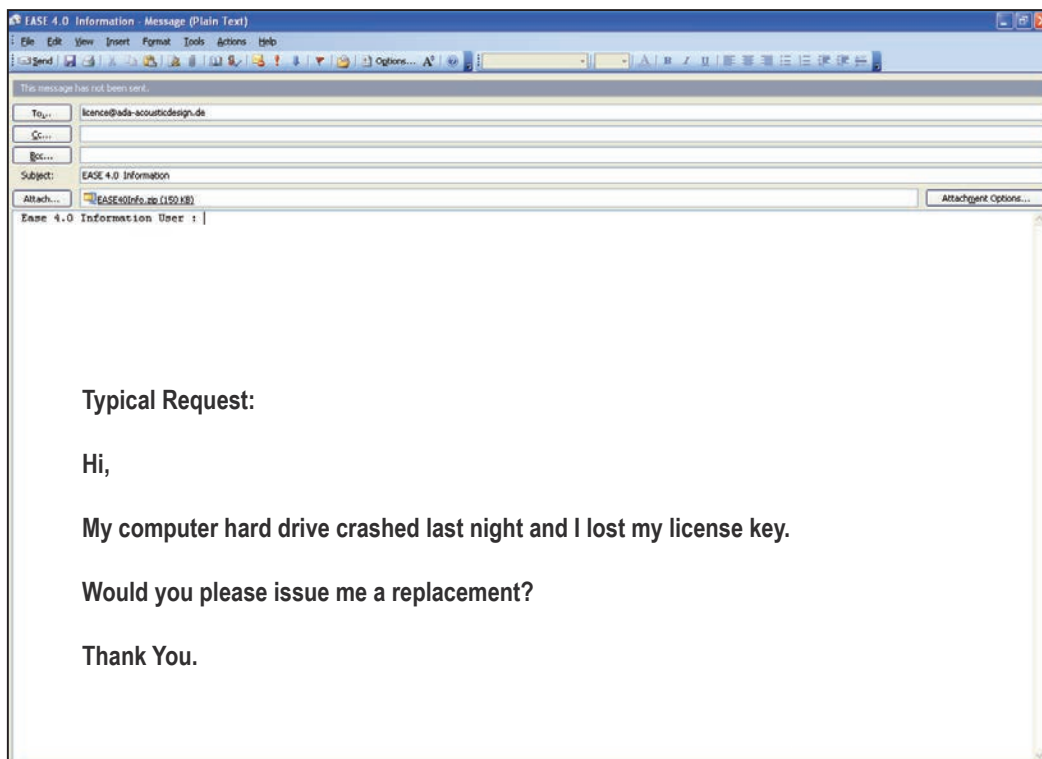
Answer **Yes** and the e-mail template shown below will open if you are using Outlook or Outlook Express as your e-mail client. In the body of the e-mail explain what happened and request a replacement key from ADA. The Create Status Reports function is used for multiple purposes and if you don't tell them why you have sent it they won't know what you want.

If the e-mail template does not open, use your e-mail program to create a new e-mail with your explanation of what happened and your request for a new key and attach the *EASE40Info.zip* file to it.

Send this e-mail to [licence@ada-acousticdesign.de](mailto:licence@ada-acousticdesign.de) or to [Support@afmg.eu](mailto:Support@afmg.eu)

You should hear back from them within 24 hours (1 working day).

Call 1-949-588-9997 and ask for EASE support if you run into any problems.



Note that you will have to repeat this process to obtain a replacement license key for SpeakerLab. Use your computers Start command and go to AllPrograms/AFMG/EASESpeakerLab/Tools to access Create Status Report for SpeakerLab.

