

## Resolving EASE License Key Download Problems

Obtaining an EASE JR or EASE license key (also often called a User Key) is usually a simple matter of selecting *Register* from the *Help* pull down menu to open the EaseGuard License Manager window shown to the right and then pressing the big *Download License* button. The No Valid License Found Error message is normal until a license key is installed.

Occasionally, however, the download procedure will fail. When it does, you will receive error messages similar to the ones shown below the EaseGuard License Manager window.

When this happens you have two possible courses of action; one is to try to figure out why the procedure failed and the second is to switch to the Licensing by File method.

We'll try solving the problem first. The most common reason for the download procedure not working is that the download is being blocked by your Firewall program and/or Spam Filter. If you suspect this is the reason, turn off your Firewall and try again.

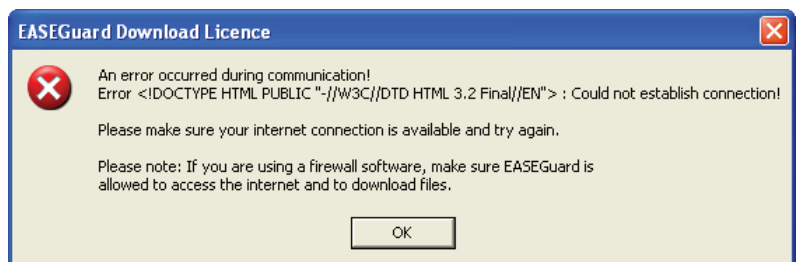
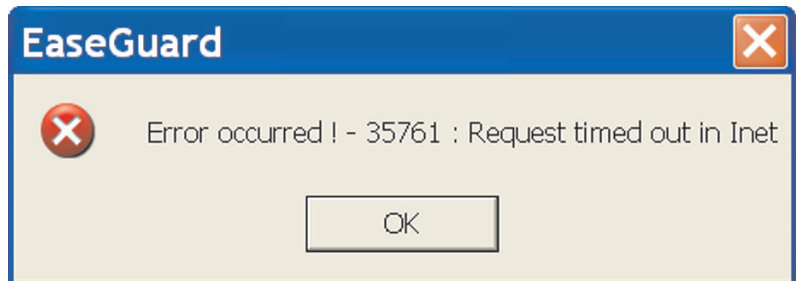
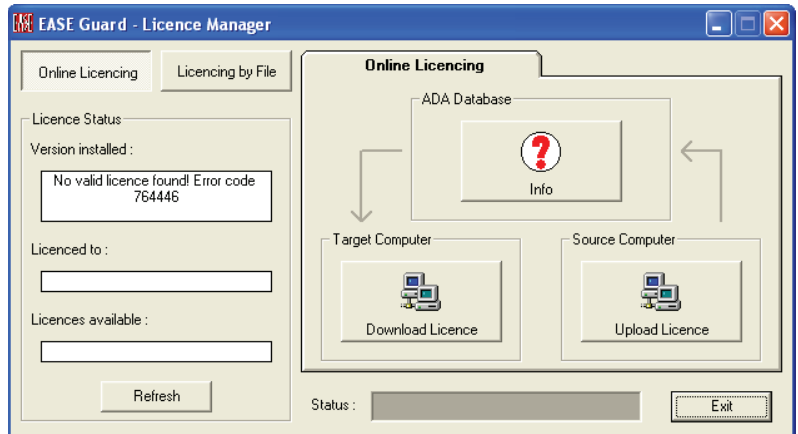
Other possible reasons include a slow acting connection to the web or your internet browser's HTTP1.1 settings. Slow acting connections can be overcome by establishing a web connection before attempting to download the license key.

Your internet browser's HTTP1.1 settings can be checked by opening its Properties folder and checking the HTTP1.1 setting. To open the properties folder, right click on the internet browser's shortcut icon and select Properties from the pop up menu.

The browser's HTTP1.1 settings should be set to *'Use HTTP1.1'* if you do not have a proxy server between your computer and the web. Otherwise, set it to *'Use HTTP1.1 through proxy connections'*.

A quicker solution than trying to find out why the download procedure didn't work may be to use the *Licensing By File* routine described on the next page.

However, unless you are pressed for time we suggest trying to figure out why the download method isn't working



## Download Problems (continued)

To obtain a license key by the Licensing by File method, open the *Licensing by File* Tab in the *EaseGuard License Manager* window and press the *Create Reference File* button. Then click *OK* on the warning prompt that appears. When the *Save As* dialog box appears, note where the *ERF* file (Ease Reference File) will be saved.

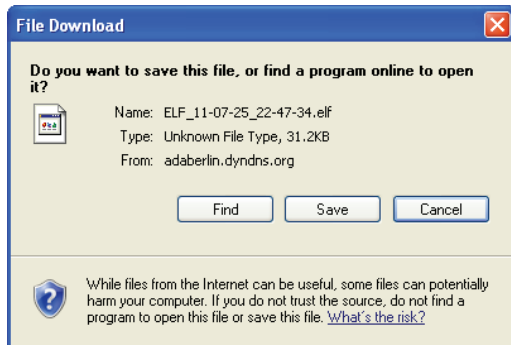
When the process is completed a prompt will ask if you want to automatically mail this file to ADA. Answering Yes by clicking on *OK* will send the file to ADA and they will send you a license key within 24 hours.

Fortunately there is a much faster way of getting your license key than sending an e-mail to ADA and waiting a working day for them to e-mail it to you. All you need is your User ID number and the .erf file you just created.

ADA maintains a license key download site at <http://www.ada-acousticdesign.de/EASEOnlineLKG/CreatelicenseFile.aspx>

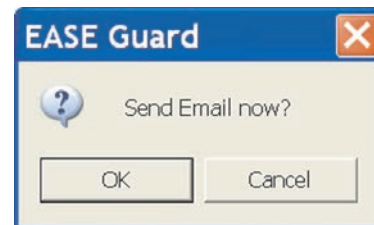
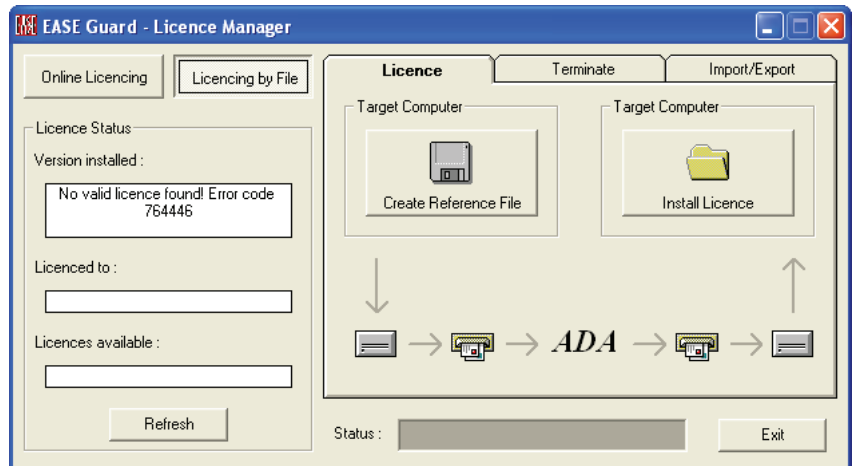
Answer No by pressing *Cancel* and go to the download site, enter in your User ID number and then Browse to the .erf file you just created and select it. Then click on *Generate Licence File*.

The program will generate your license key and the *Download Licence File* prompt will appear. Click on it, then on *Save* in the *File Download* dialog box and in the *Windows Save As* dialog window that opens.



Return to *EaseGuard License Manager/Licensing by File* and press the *Install Licence* button. Browse to the *ELF* File and install it in EASE.

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



1.) Enter your complete EASE User ID (see CD jewel case or the UserID.ini file from

Enter User ID:

2.) Click on "Browse..." and find the EASE Reference File you want to upload. The default location is:

EASE 4.1 + upgrades from EASE 4.1:  
C:\Program Files\EASE 4.1\Easepath\LicenceFiles

EASE 4.2/4.3 Windows XP:  
C:\Documents and Settings\All Users\EASE40Data\Program Settings\LicenceFiles

EASE 4.2/4.3 Windows Vista:  
C:\Users\Public\EASE40Data\Program Settings\LicenceFiles

Doubleclick it and the whole path will be seen in the input box below. Click on "Generate Licence File" to upload the reference file to the server and to create a Licence File.

Reference (\*.erf) File:

3.) Click on the link below to download the generated Licence File to your computer.

To activate your EASE run the EASE Guard (EASEMain/Help/Register), go to "Licensing by File" and load the downloaded file with "Install Licence".

[Download Licence File](#)

