

How To Obtain Replacements For Lost EASERA & EASERA PRO 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 SDA (AFMG).

There are two ways to create the status report. One is to open EASERA (or EASERA PRO) and select *Create Status Report* from the *Help* pull down menu.

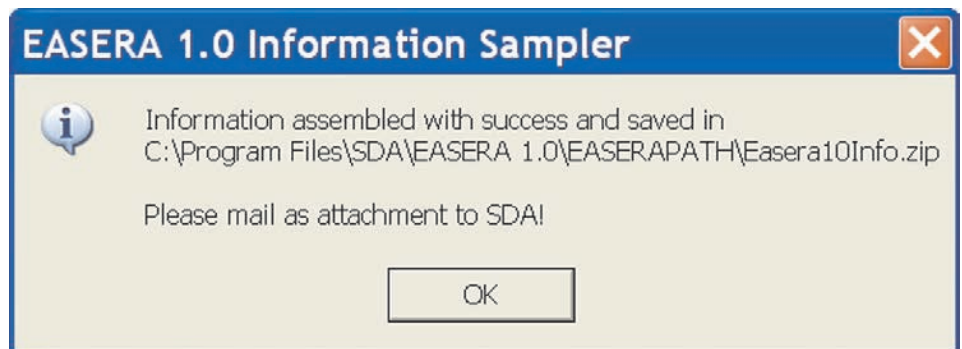
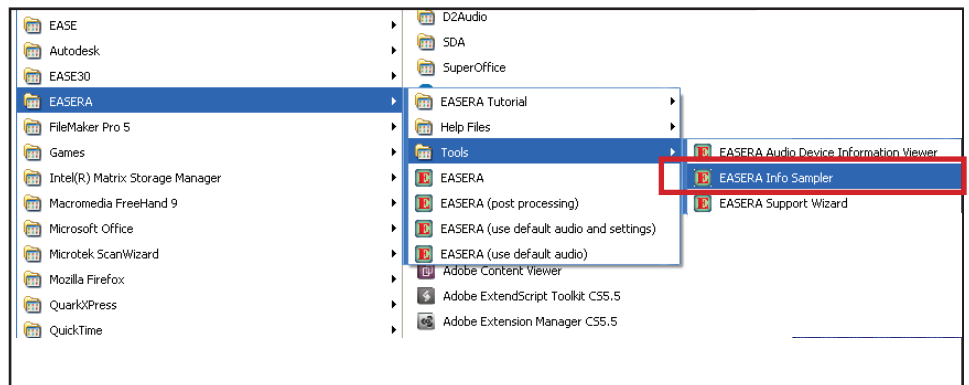
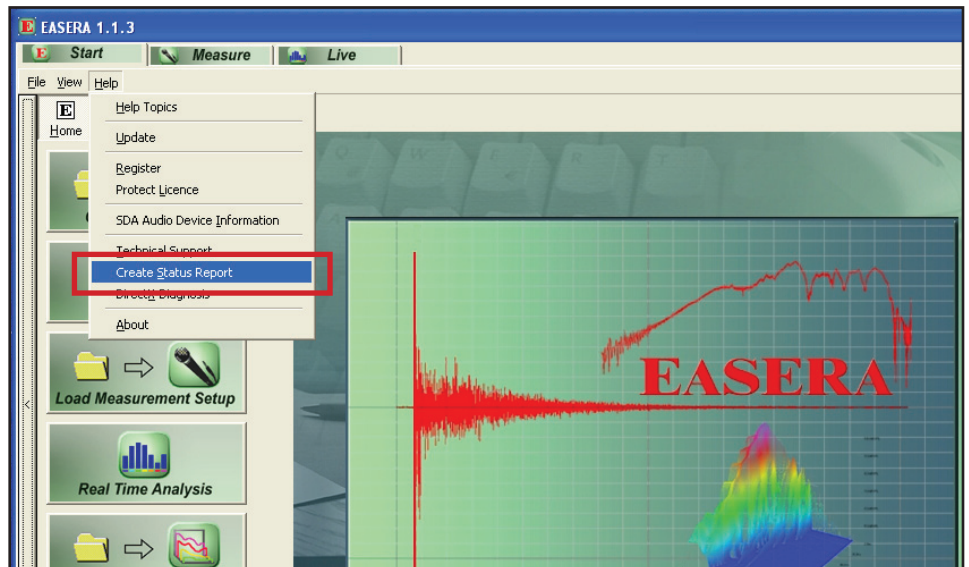
The other method is to go to your computers *Start* command and select *All Programs/EASERA/Tools* and select *EASERA Info Sampler*.

Selecting *Create Status Report (EASERA Info Sampler)* will gather all the information SDA needs to create a replacement key and place it in an EASERA10Info.zip file that you can send to them along with a request for a replacement license key.

Before saving the file make note of the location where the file will be stored. It needs to be sent to SDA and you will have to generate an e-mail to them and attach the file to it.

Click on *OK*.

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License Key Recovery (continued)

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 *EASERA10Info.zip* file to it.

Send this e-mail to licence@SDA-softwaredesign.de or to support@afmg.eu

In the body of the e-mail explain what happened and request a replacement key from SDA. 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.

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

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

