

Resolving EASERA & EASERA PRO License Key Download Problems

Obtaining an EASERA or EASERA PRO license key is usually a simple matter of selecting **Register** under the **Help** pull down menu and then pressing the **Download** button.

Occasionally, however, the download procedure will fail. When it does, you will receive error messages similar to the ones shown in Figure 1.

The most common reason for this 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 browser's HTTP1.1 setting can be checked by opening its Properties folder (see Figure 2) and checking the HTTP1.1 setting. It 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. To obtain a license key by this method, open the **Licensing By File** Tab in the **License Manager** window and press the **Create Reference File** button (see Figure 3). Then click **OK** in the warning prompt that appears.

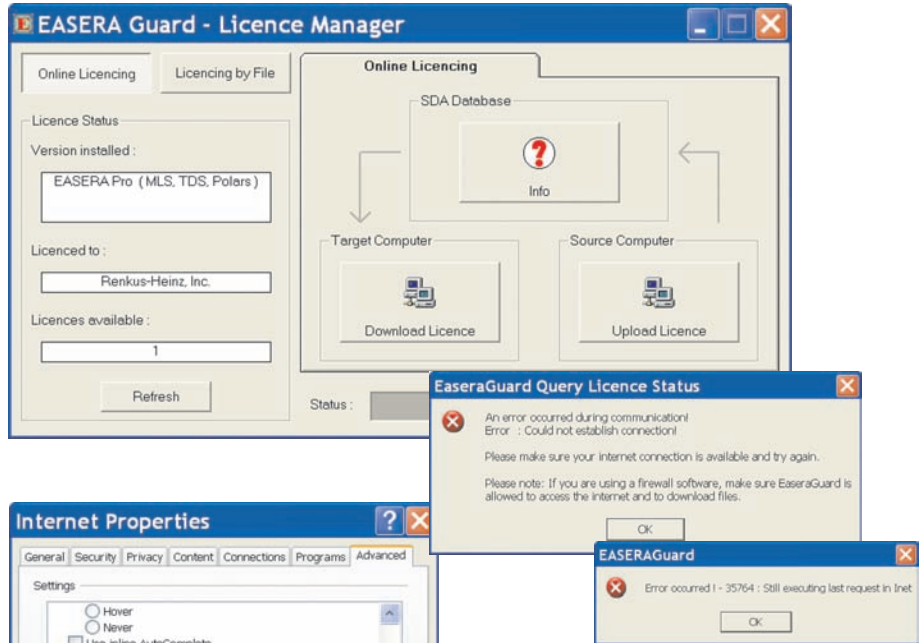


Figure 1

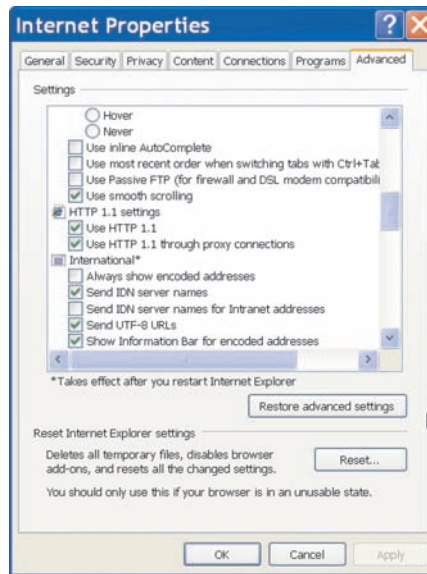


Figure 2



Figure 3

When the Save As dialog box appears, note where the ERF file will be saved.

When the process is completed a prompt will ask if you want to automatically mail this file to SDA (see figure 4).

Answer No by pressing **Cancel**. 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 respond.

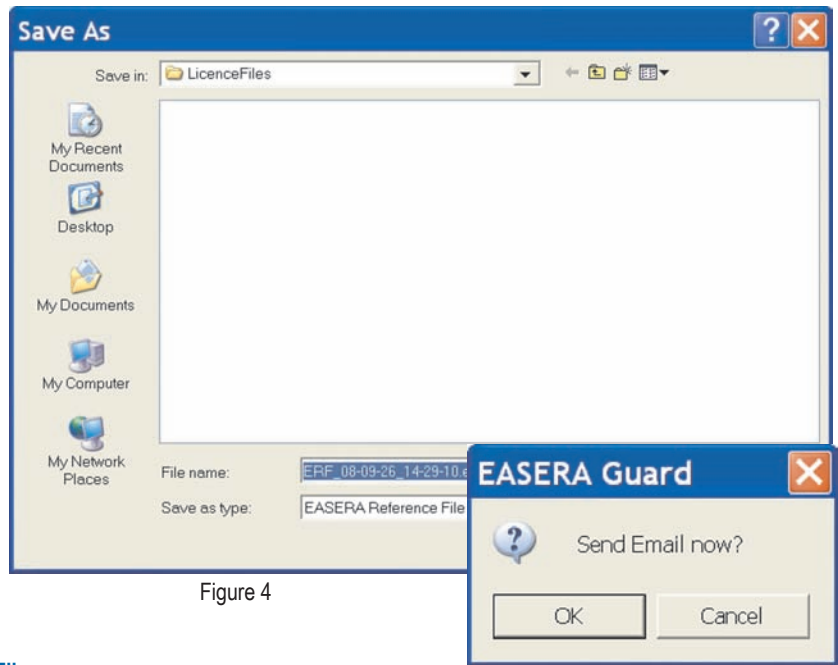


Figure 4

SDA maintains a license key download site at <http://www.sda.de/EASERAOnlineSKG/CreateLicenceFile.aspx>

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**. See Figure 5.

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. See Figure 6.

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

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

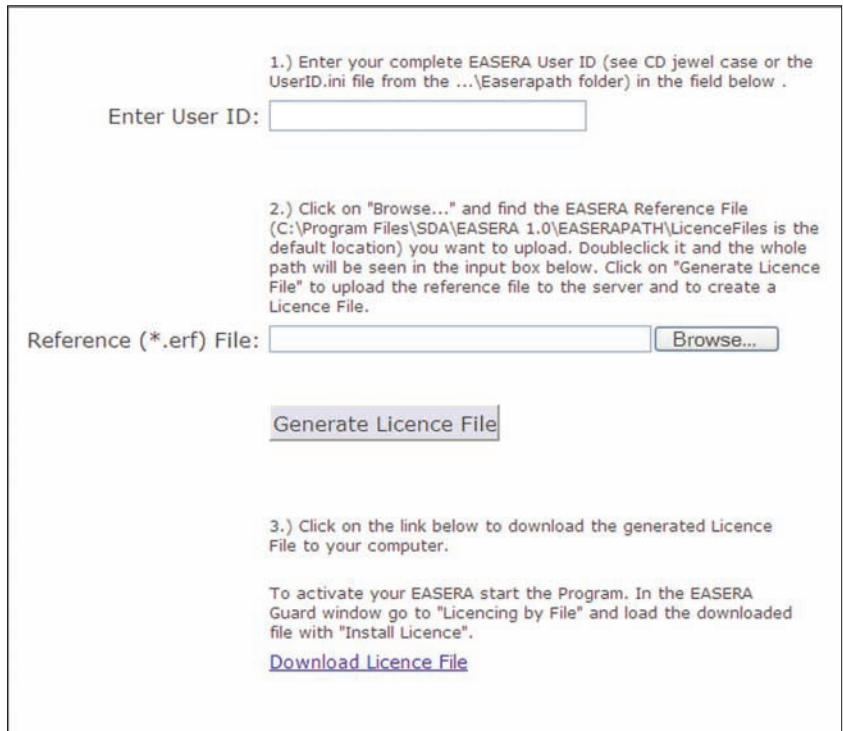


Figure 5

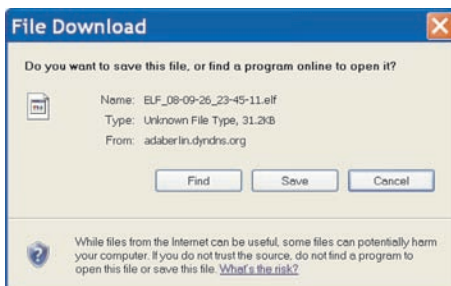


Figure 6

