

## How To Obtain Replacements For Lost SysTune & SysTune Pro License Keys

At some point in time, through no fault of your own, you may lose one or more of your SysTune 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 AFMG.

There are two ways to create the status report. One is to open SysTune (or SysTune 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/AFMG/EASERA SysTune/Tools* and select *Create Status Report*.

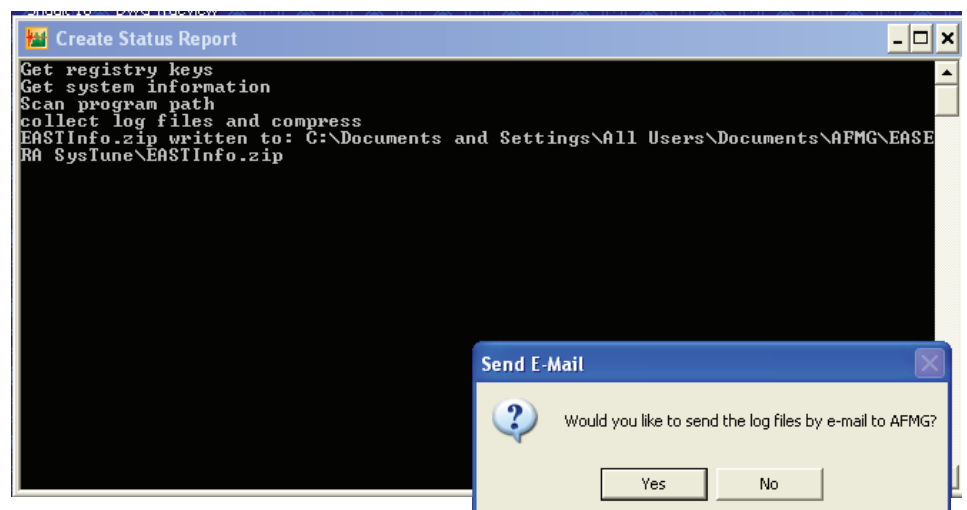
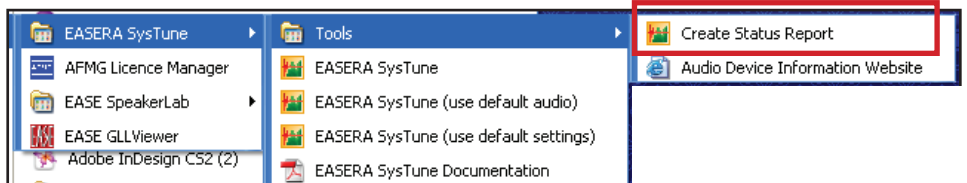
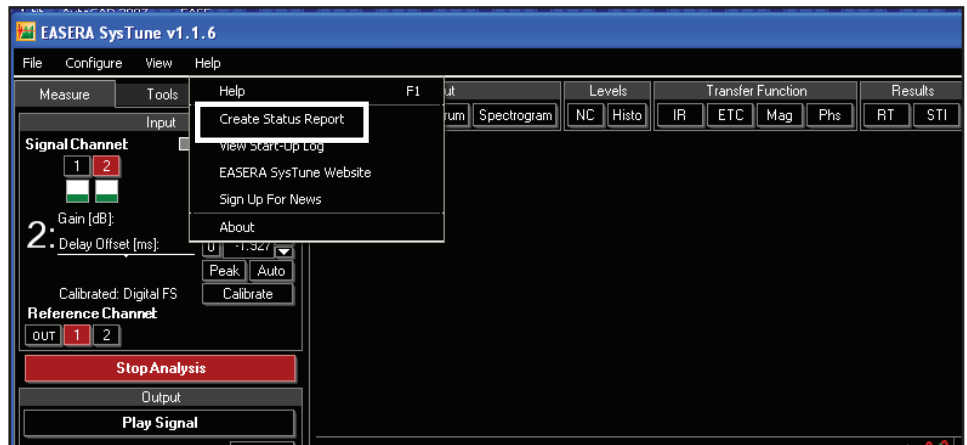
Selecting *Create Status Report* will gather all the information AFMG needs to create a replacement key and place it in an EASTInfo.zip file that you can send to them along with a request for a replacement license key.

When the process is completed, a prompt will ask if you want to send the file to AFMG.

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

Click on *OK*.

Go to page 2.



## License Key Recovery (continued)

If you are running Outlook or Outlook Express as your e-mail client, the e-mail template shown below will 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 *EASTInfo.zip* file to it.

If the e-mail template doesn't open, use your e-mail program to create an e-mail!

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

Send this e-mail 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 SysTune support if you run into any problems.

