

## How to Update Your EASE and EASE JR Program to Version 4.4

### The AFMG Download Portal

To update your EASE / EASE JR 4.x program to the 4.4 version go directly to the AFMG download portal at <http://downloads.afmg.eu> and log in with your e-mail address and password.

If you originally downloaded the program from the web your password will be listed in the download instructions (email) you received from AFMG.

If you previously registered for an account and obtained a password but forgot your password, enter your e-mail address and click on Submit. If a password was previously issued to the e-mail address you entered, it will be sent to you immediately by e-mail. If the e-mail address does not match the e-mail address used initially, AFMG will manually review your request and you may not receive a new password until the next day.

If this is your first visit to the download portal and you haven't established an account, you will have to register to obtain one. Click on *Don't have an account? Create One!* (above) and complete the registration form.

Fill in the fields as well as you can. The program won't accept your request unless all the fields are filled in.

If you don't know what user name and e-mail address were used originally, use your name and e-mail address.

If you don't know your User ID number, use Windows to browse to C:\ProgramFiles\EASE4.x\EASEPath\User ID.ini. Your User ID is probably stored there or in the EASEPath you set up on your machine.

If you can't find your User ID e-mail us at [support@afmg.eu](mailto:support@afmg.eu).

The image shows two stacked web forms. The top form is titled "Log In" and contains fields for "E-Mail Address:" and "Password:". Below these fields is a checkbox labeled "Remember me next time." and a "Log In" button. Below the checkbox is a link that says "Don't have an account? Create One!". The bottom form is titled "Forgot Your Password?" and contains a field for "E-Mail Address:" and a "Submit" button. The text above the field says "Enter your E-Mail Address to receive your password."

The image shows a web form titled "Sign Up for Your New Account". The text above the form says "Please enter the company details used when purchasing the AFMG software product!". The form contains several input fields: "User Name:", "Company:", "Address", "E-mail:", and "Software Product". The "Software Product" field has a dropdown menu with "EASE" selected. Below the "Software Product" field is a field for "User/Licence ID:" with two buttons: "Add Product" and "Remove Last Prod". At the bottom of the form are two buttons: "Back to Login page" and "Submit".

## Using the Download Portal

Once you have logged in, the Download Portal window shown here will open. In the left-hand column you will see only those software products registered to you. If you do not see EASE here, you can add your user ID under *Change Your Account Data*. – Please be aware that all changes need approval from AFMG and may take until the next working day to show up!

- 1.) Under EASE select *Program Setups* and download the *Complete CD Setup*. The *Complete CD Setup* includes both the EASE program and the associated Data Files (Speaker & Material data files, etc.). It also includes the SpeakerLab program, the GLL Viewer and the AFMG License Manager.
- 2.) Select License Guard Setups and download the EASE Guard setup archive belonging to your EASE User ID.
- 3.) Then select and download the SpeakerLab User Files Setups. You will need them to run Speaker-Lab. You do not need to download the SpeakerLab Program Setups. Those are included on the Complete CD you downloaded above.

It makes sense to also download the EASE Installation Information PDF and read the instructions pertaining to the installation. This will help you understand the differences to this upgrade procedure.

Make sure that you have Microsoft .NET Framework installed on your machine. EASE 4.4 needs it to operate. If you don't have it, click on *.Net Framework* to connect to the MS download site and download it.

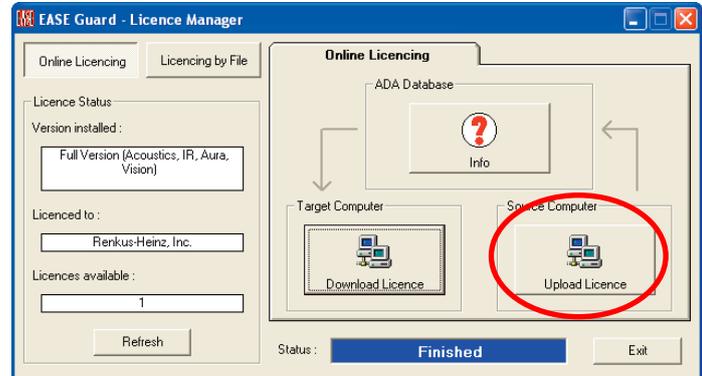
When the downloads are completed, extract (unzip) the downloaded Zip files. If you are planning to install/upgrade EASE on several computers, you may also want to burn the extracted files onto a CD for backup purposes. It's a lot easier to install EASE on several machines from a CD than it is to download the program several times.

If you are installing version 4.4 on a computer that has never had EASE installed on it, follow the AFMG Installation instructions you downloaded from the download portal.

## Upgrading an Existent Version of EASE

4.) If you are installing 4.4 on a computer that has or had at one time an earlier version of EASE 4.x installed on it, you need to take extra precautions. Failure to follow these instructions will most likely create problems that will take time and effort to resolve.

5.) Upload your License Key before beginning the installation. Otherwise, it will be "lost" in the process and you will have to obtain a replacement key from AFMG. To upload your license key, open EASE and go to Help/Register, then press the big Upload button



6.) Disable (turn off) any third-party software firewall and network security systems. This is more important with today's increasingly sophisticated systems than it has been in the past.

7.) Do not use the Windows Add/Remove program to remove the existing EASE installation. The EASE 4.4 install program does a much better job of getting rid of any files that will interfere with the new installation.

8.) Start the EASE installation by double clicking on the *setup.exe* file in the root folder created when you unzipped the EASE program download. When the EASE Startup window appears, select all four of the items and press *Start Installation*. Follow the prompts until the *EASE 4.4 Setup - Setup Type dialog* window appears. Then select *Complete - Installing EASE & selected data*. Press *Next*.

9.) When the Install setup screen opens, select **Remove** and **Reset all installation adjustments to default values**.

**This is critical as you will have problems if you don't check "Reset all installation adjustments to default values".**

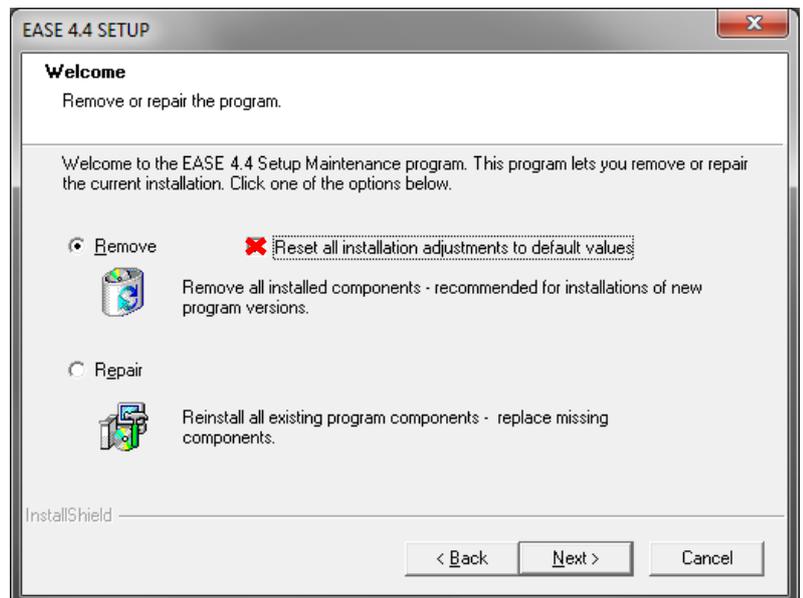
The path structure used by earlier versions of EASE is different than the one Microsoft has adopted for Vista, Windows 7 and Windows 8. Checking *Reset all installation adjustments to default values* assures the right path structure will be used for the 4.4 installation and prevents path problems later on.

(For more information on this subject, please refer to pages 8 to 10 of the EASE 4.4 Tutorial Manual.

Go to

<http://ease.afmg.eu/index.php/documents.html> and

download the *EASE 4.4 Tutorial English.pdf* and open Chapter 1.)



Click on *Next* and follow the prompts to install EASE and the databases. During the installation you may encounter "Shared File Detected" and "Read Only File Detected" dialog boxes. In both cases select *Don't display this message again* and then click on *Yes*.

When the EASE installation is completed, the installer will proceed to install SpeakerLab and the GLL Viewer. All you need to do is follow the prompts.

## Installing your new EASE Guard

- 10.) Start EASE and use the Remove button under EASE/Help/Register/Licensing by File/ Termination to remove all license information from your computer.
- 11.) Use the Windows Control Panel, Add/Remove Software to uninstall your old EASE Guard.
- 12.) Extract the EASE Guard Zip file you downloaded from the web and double click on Setup.exe to install the new EASE Guard file.

- 13.) Open EASE and follow the prompts to open the EASE Guard License Manager window and download your license key.

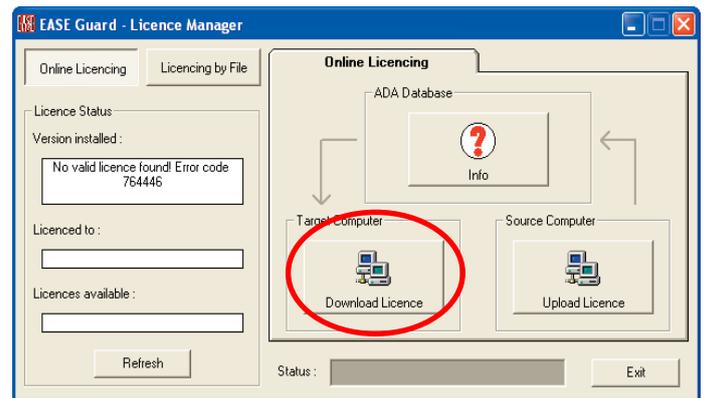
Don't be alarmed by the error message under License Status. It's just the program's way of telling you that no license key is installed and that you need to download one.

Press the big Download button to download and install a license key.

Notice that after the license key has been successfully downloaded and installed the fields in the License Status section change.

They now show what version of the program is installed and who it is licensed to. The *Licenses available* field tells you how many licenses are installed (available) on that machine. It does not tell you how many license keys are still available for download.

To find out how many license keys are still available for download to other machines, you need to press the big Info button.



- 14.) The SpeakerLab program was installed along with EASE unless you decided against installing it.

SpeakerLab is a separate program and has its own license key and License Control program called AFMG License Manager.

Extract the SpeakerLab *User Setups* Files and double click on the SpeakerLab *User Files.exe* file to install the SpeakerLab license control program. Then open the AFMG License Manager by double clicking on the desktop icon. Select SpeakerLab and download its license key with the Download button.

If you run into problems with your company network or local security settings, go to <http://ease.afmg.eu/index.php/documents.html> and download the *EASE\_License\_by\_File.pdf* for tips on how to solve them. This may also be useful if you don't have constant internet access.

If you should lose one of your license keys in the process of installing 4.4, please email us at [support@afmg.eu](mailto:support@afmg.eu) and explain what happened. We may be able to reset that key for you.