How to Resolve EASERA License Key Download Problems

In order for EASERA to start on your computer, you need an active license key on your PC. For your convenience, these keys can be downloaded and uploaded from the AFMG server via the internet. This allows you to share one or more keys flexibly between several engineers in your office, for example.
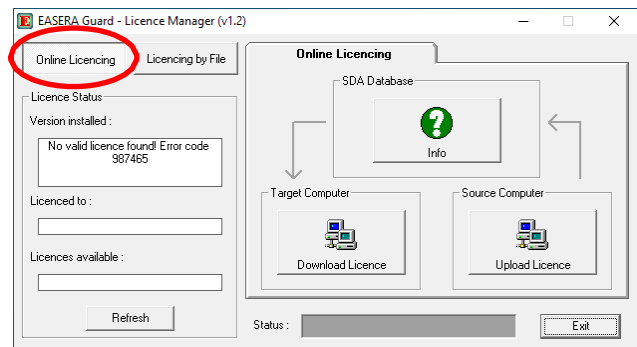
Downloading / Uploading License Keys

If you have not yet used EASERA on your computer before or if you want to use EASERA again after someone else has used your user keys, you simply need to start EASERA. The EASERA Guard License Manager should open automatically.

If the EASERA Guard does not start by itself, please select Register from the Help pull down menu within EASERA. (The No Valid License Found Error message is normal as long as no license key is installed.)

Pressing the big **Download License** button will connect to the AFMG server via the internet and install your license key on this computer – as long as there is a key available for your license ID.

Under certain circumstances, however, the download procedure might fail. When it does, you may receive an error message. Should this happen, 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.
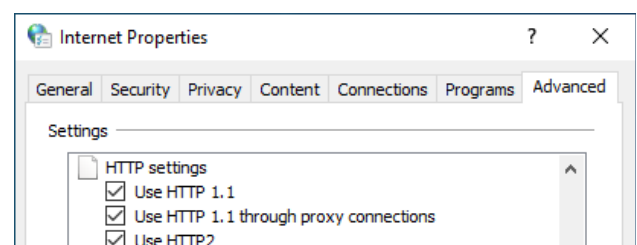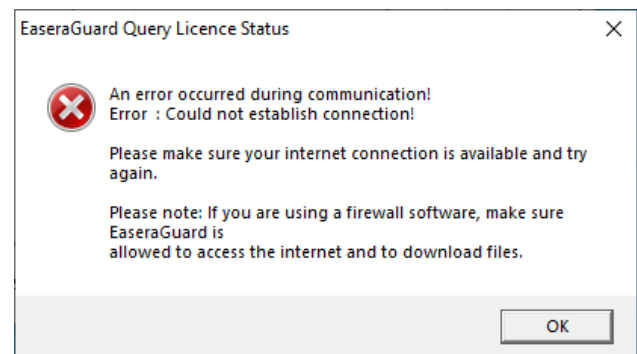
Solving Communication Issues

The most common reason for the download procedure not working is that the download is being blocked by your Firewall program and/or company network security settings. 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 may 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 window and checking the HTTP 1.1 setting. To open the properties window, type Internet Options into the search bar on the Windows Taskbar and select Internet Options.

The browser's HTTP1.1 settings should be set to **Use HTTP 1.1** if you do not have a proxy server between your computer and the web. Otherwise set it to **Use HTTP 1.1 through proxy connections**. This will often be the case in larger company networks. – Just try it to figure out what works best for you.

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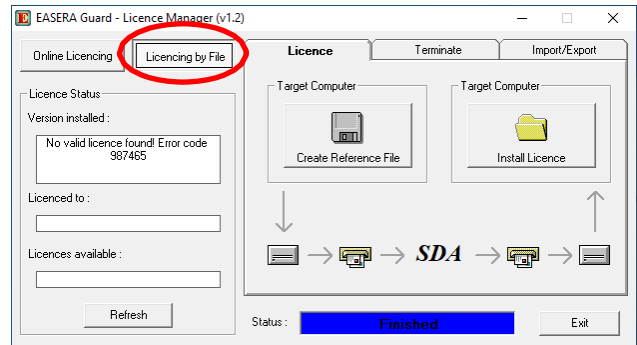Email: info@afmg.eu
Web: www.afmg.eu

Security settings in company networks sometimes can be a hassle. Please ask your local administrators for help. It makes sense to settle these issues once, especially if you will be uploading/downloading EASERA license keys more often.
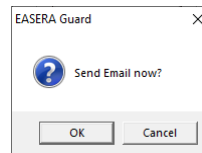
A quicker solution than trying to find out why the download procedure didn't work may be to use the Licensing by File routine described below. However, we suggest trying to figure out why the download method isn't working. Please be reminded that Licensing by File might require an interaction with the AFMG Support team based in Berlin, Germany. This may result in a delay due to different office hours.

Licensing by File – Email

To obtain a license key by the Licensing by File method, select the **Licencing by File** button in the *EASERA Guard License Manager* window and press the **Create Reference File** button on the *Licence* tab. Then click **OK** on the warning prompt that appears. When the *Save As* dialog box appears, **note where the *ERF* file (EASERA Reference File) is saved.**

When the process is completed a prompt will ask if you want to automatically mail this file to AFMG. Answering Yes by clicking on **OK** will send the file to the AFMG Support team. You will receive a timely answer within German office hours, Monday to Friday.

Licensing by File – Online

AFMG provides a faster way of getting your license key than sending an e-mail to AFMG. This may be subject to similar limitations as the online version described above. However, the protocols used are far less vulnerable to security restrictions.

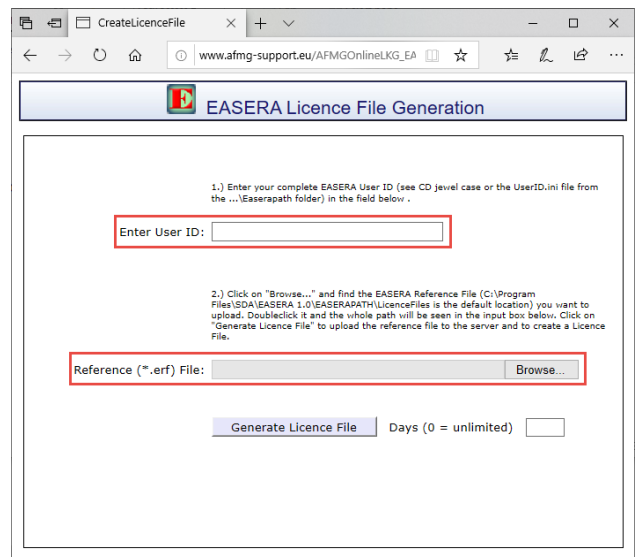All you need is your User ID number and the .erf file you just created.

AFMG maintains an online licensing site here: http://www.afmg-support.eu/AFMGOnlineLKG_EA_ES/CreateLicenceFileEASERA.aspx

Enter in your User ID number you have received with the licensing email when you purchased EASERA. If you do not have this at hand, you can find it at the AFMG Download Portal.

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** button 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 EASERA Guard License Manager/Licencing by File and press the **Install Licence** button. Browse to the License (elf) File you just saved and select it to install the licence in EASERA.

E-mail us at support@afmg.eu and ask for EASERA support if you run into any problems.