

Advanced EM Track-III Installation Instructions

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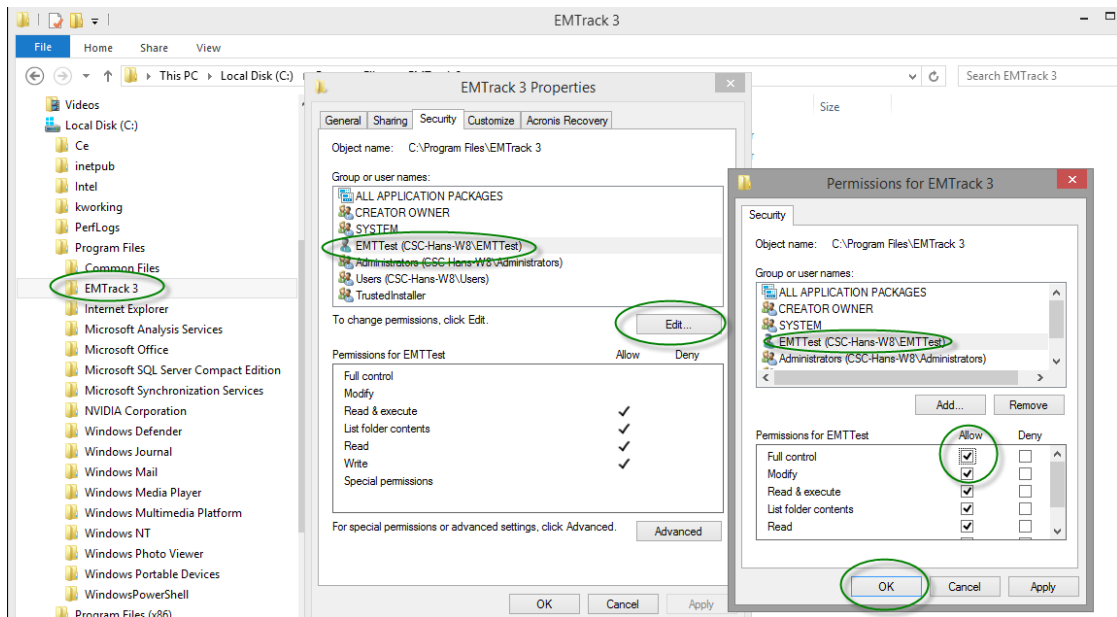
With EM Track Install version 5 and later we have changed many of its programs and support programs so that EM Track installs and runs correctly under Windows version 8 and later, both on 32 and 64 bit operating systems.

In particular, we made sure that EM Track operates trouble-free on Windows systems where its Windows **User does not have Administrative rights**. In those instances **IT personnel needs to get engaged one time** to perform the initial installation as described below. The process described below will no longer require changing the Compatibility Mode of EM Track.

The following instructions replace any instructions issued prior to November 2016.

If you attempt to run the new EMTrack installer EMT3SetupV5.exe and are asked to enter the Administrator's password then you should stop and contact your IT department and ask them to install EM Track for you, using the following instructions. If Windows does not ask for Administrative credentials then you already have the necessary rights to install and operate EM Track and no further action is needed.

1. Obtain the user-assigned EM Track-III Serial Number. It will be used as the Password during the installation process
2. While logged into the EMTrack Windows User's account (make sure not to log in as the system administrator or any other account that has administrative rights) right-click on the EMT3SetupV5.exe file and select "Run As Administrator".
3. Enter the Administrator's credentials and let the installation run to completion. First-time installs will ask for a password. Enter the EM Track-III serial number that is assigned to this account.
4. Important: **DO NOT START EM TRACK YET**
5. Change the file access rights in folder "C:\Program Files\EMTrack 3\" and give the EM Track Windows user, or the Group s/he belongs to, Modify rights into that folder and all folders below it. This is important so that EM Track can maintain itself and obtain updates in the future. It also prevents Windows from creating a Virtual data directory so that EMTrack's database remains where the Support Desk may be looking for it.

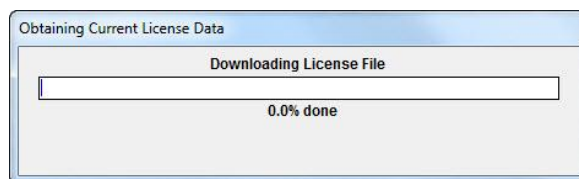


The Windows user with a limited security profile may now run EM Track-III without any issues.

4. Internet Firewall settings.

EM Track-III communicates regularly with its host server for the purpose of registration, checking for available updates or downloading updates. EM Track users need to be able to communicate to <http://emtrack.goodyear.com>. Although that is a blank web page, the program communicates with several sub-pages underneath it.

IT should test that this functionality is present. You may do that by running EM Track-III and go to the Help/About screen. There click on the “Refresh License Data” button. You should be seeing the following pop-up.



If the path is open then the progress bar will quickly fill up and the process is complete. If this is not the case and the operation times out then you need to validate the user’s Internet access rights and correct them.

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