EM Track-III Installation and Registration

Document version 5.0

Contents

1   Installation

EM Track-III is installed after obtaining its installation code over the Internet from
http://www.goodyearotr.com/cfmx/web/otr/emtrack/downloads/index_Downloads.cfm

This method replaces the CD version originally issued in 2007. Do no longer use the old CD installation version as it is outdated and is no longer supported.

Always keep your assigned Serial Number in a safe place as you may need it for this and any future installations as well as receiving support.

There are two (2) installation files located on the Downloads page:

- Master Installation Version 5 – Full Install
- Install Version 5 Update

Ensure that you always operate the latest EM Track version as the product periodically receives updates and improvements.

Also look at the current EM Track version that is displayed on its blue or yellow header:
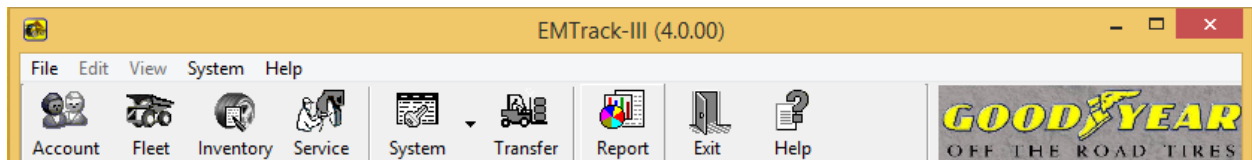
The version needs to say 4.0.x. If your system still shows version 3.8.x or a version lower than 3.8.x you need to download and install the latest Master Installation and its latest update. Your current production data and registration properties are fully preserved, but a backup copy of your data is always recommended prior to a full install.

A summary of your version and license status is seen on the Help/About screen of EM Track-III
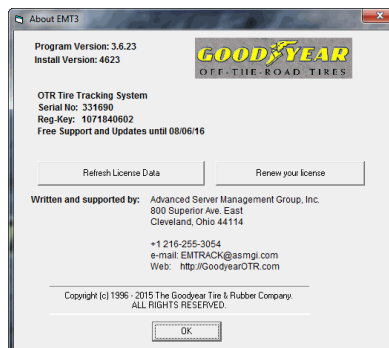
1.1 Before you run the Installation

The user running the installer requires Windows administrative rights. This has been causing issues with the new Windows 7, Windows 8 and Windows 10 operating Systems, particularly those that have tight security credentials for the end-user.

If you try to run the EMTrack installer and are asked for Administrator credentials then chancel the installation and follow the instructions in document "Advanced Installation Instructions V5"

The installation should always be run under the end-user's Windows account. If the end-user does not have sufficient system credentials we recommend the following procedure:

- Let the System Administrator do the installation, <u>logged in as the end-user</u>
- Download and save the installation on the Desktop (do not chose the Run option)
- Right-click on the installation (EMT3SetupV5.exe) and run the program "As Administrator"
- Enter the Administrator's credentials and run the installation as described below.
- Add access rights as described in the <u>Advanced Installation Document</u>.

1.2 Running a Single User Installation

After you have downloaded the Master Installation file you may run it. During the installation process

you are being asked for a Password. The Password is your assigned EMTrack-III Serial Number. Those customers that own multiple licenses (serial numbers) need to make sure that they do not chose the serial number of another computer's license as the registration would otherwise fail. Enter the serial number into the provided password field and proceed with the installation, using the provided default settings on all subsequent screens.

Once the Master Install is complete, and before you run EM Track-III the first time, download and run the latest update file.

After both installations are complete you may start EM Track-III. It will initially tell you that it is operating in Demonstration Mode. If you do have a demonstration license, indicated by the serial number being in the 700,000 range, you may proceed and operate EM Track-III in that mode until your trial license expires or when you receive a product serial number.

If you own a production license you may proceed with the registration process as outlined in <u>Section 6</u>.

1.3   Running a Multi-User Installation

Note that EM Track-III is not designed to, and cannot run on a Windows Terminal Server.

Multi-user licenses, as indicated by the serial number being in the 600,000 range, are installed in the same way as single user licenses with the exception of the Data Path pointing to a network drive. Each workstation requires its own license. By default, the installation assumes a single-user install where the database will reside on its local hard drive at C:\Program Files\EMTrack 3\Data.

A Mapped Network Drive must exist prior to running the Multi-user installation. The example that follows uses the Z-Drive

Multi-user installs have this path changed to a network drive during the install on the following screen
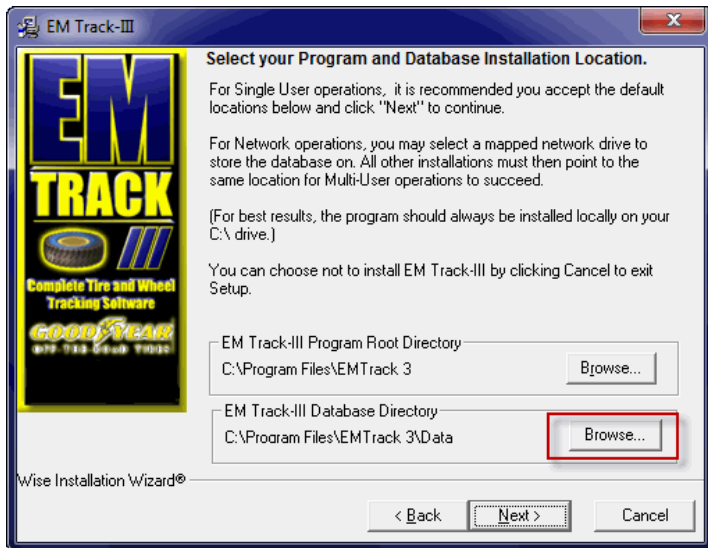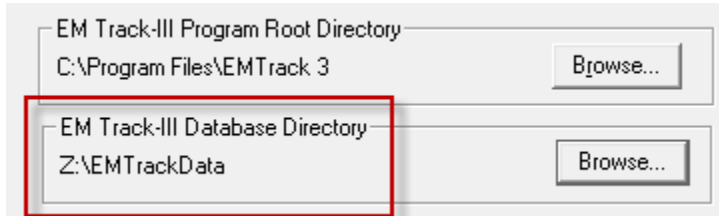

Click the Browse button to change the data path
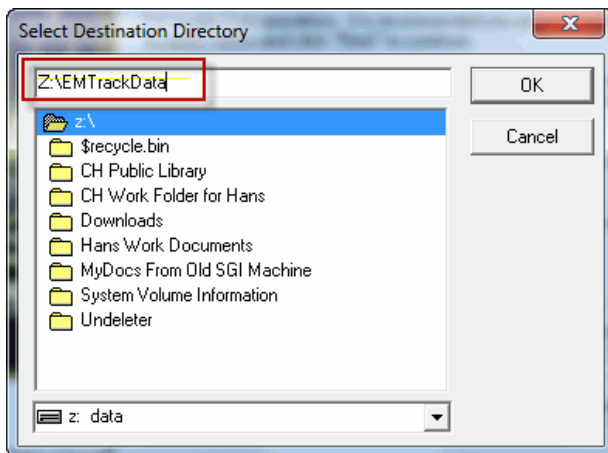
In the top window enter either the full path as in this example or just type the network drive (Z:) and the browse window will show you the folders already there.

Pressing the OK button will return to the prior drive selection window with the new path listed

If you need to make a change click the Browse button again and repeat this procedure.

Note that the installation verifies that the selected drive truly is a network drive; otherwise you receive an error message.

1.4   Changing a Single User system to permanently use data on a network drive

Customers that have been operating a single-user version of EM Track and wish to move its database to a network drive can change a registry entry so that EM Track opens the database from the network upon startup.

Read section 2.1 below on how to locate EM Track's Registry Key. Locate variable dBPath and change its content to the fully qualified network path. Always use only a mapped network drive (Z:\folder\sub folder etc). Do NOT use URL paths like \\Server\Drive\Folder etc.

1.5   Installing and maintaining EM Track-III in remote locations without Internet Access

Users operating EM Track in mines and similar locations without, or only limited Internet access, may still install and maintain their system by following this recommended procedure:

- Provide the latest Master Installation and latest Update files on a portable media, such as a USB stick or CD. Both of these files are obtained on-line at http://www.goodyearotr.com/cfmx/web/otr/emtrack/downloads/index_Downloads.cfm
- Carry these files to the remote site and run the installation
- Perform the product installation as described in section 1 et. al.
- Perform the product registration using the Manual Method as described in Section 6

## 2   User Security Settings and Access Rights

EM Track-III requires that the Windows end-user has full rights (Modify Rights) into Folder C:\Program Files\EMTrack 3 and all its subfolders.

Ordinarily, when the end-user has administrative rights during the installation, this is not as issue. However, if a third-party performed the installation as described in section 1.1, then the system administrator needs to provide proper security for the end-user Windows account as outlined in Section 11

3   Possible Issues after an installation

On occasion computers operating EM Track-III get replaced. In that case you need to inform the support desk and request your serial number to be released. A request form for that purpose is located on the EM Track Downloads web site. You may also send a request electronically to emtrack@asmgi.com, stating your name, affiliation, serial number and reason for re-registration. Once the support desk confirms that your serial number is released you may install the product on its replacement computer and register it again via the processes outlined in Section 5.

If you attempt to register your serial number without it being released first you will receive the following error message:
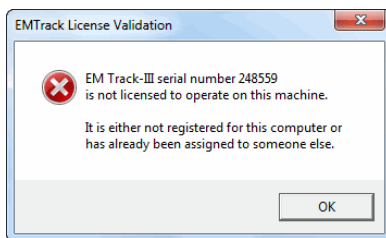
You may receive the following message when you switch to a database received from another location that operates a newer version of EM Track compared to yours.
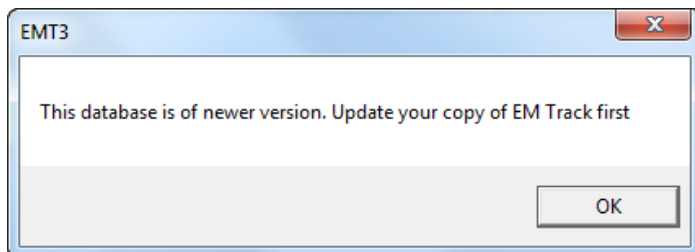

This is for your safety as otherwise your own data may get compromised. All you need to do is to install the latest update and EM Track will then properly recognize the other database.

4   Erasing EM Track-III Registration Data

The message depicted in section 2 may also show up after your IT department performed maintenance on your computer or when your computer name has changed. Recovery from this situation is possible, but requires some Windows skills in that your current registration code in the system registry needs to get erased. The procedure is as follows:

- Start the Registry Editor.
  - In Windows XP click "Start", then "Run", enter "Regedit" into the command field and press the Enter key.
  - In Windows 7 or later versions click "Start" and enter "Regedit" into the field "Search programs and files" and press the Enter key.
- On the Registry Editor screen that is now displayed open the following folders in this order:
  - HKEY_LOCAL_MACHINE (see note below)
  - SOFTWARE
  - Custom Systems Co.
  - EMTrack3
  - Proinfo
- Note: On Microsoft Windows 7 and later systems this information may be located in HKEY_LOCAL_MACHINE\Software\Wow6432Node\Custom Systems Co.\EMTrack3\Proinfo
- You should now see a screen that looks similar to this:
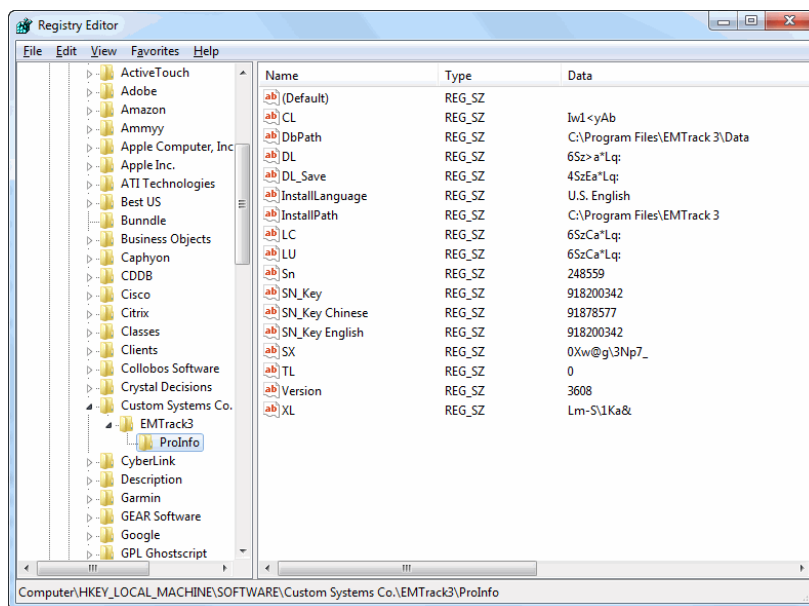
- In the right hand window look for the values DL, CL and SN_Key
- Delete (remove) these 3 entries.
- Close the Registry Editor

You have now removed your "old" registration code and are ready to re-register your product serial number as described in Section 6.

5 Changing your Serial Number from a Demonstration version to a Production version

After you have operated EM Track-III under a demonstration license and later have purchased the product, you will be assigned a new production Serial number.

Download and run the Master Installation again, this time entering your assigned production serial number as the installation password. After the installation process is complete you need to register the product as described in Section 6.

6 The Product Registration Process

When you start EM Track-III you may receive messages indicating that your product is not or not correctly registered. Each of the messages will offer the option to continue and register your product.

There are two (2) methods for registering your product.
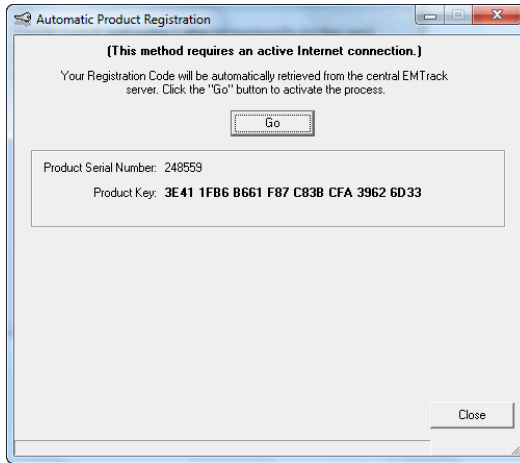
6.1 Automatic Registration

This is the preferred and easiest way to register EM Track-III. This process is fully automated and requires an active Internet connection. There are situations when even with an active Internet connection the automatic process may fail. This is the case where your computer sits on a corporate network with a tight Internet security profile. In that case you need to proceed with the Manual Registration.

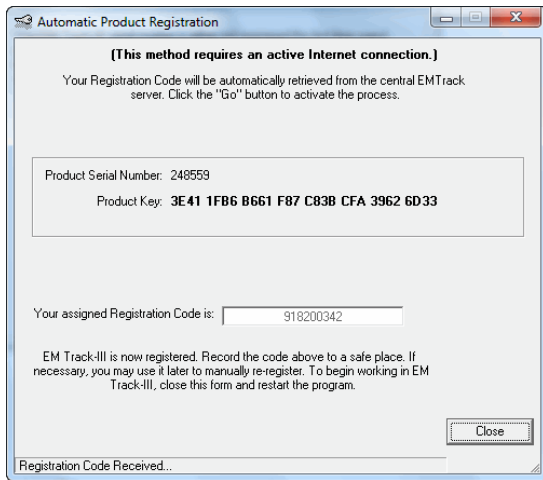Automatic Registration is requested by selecting its option on the screen below
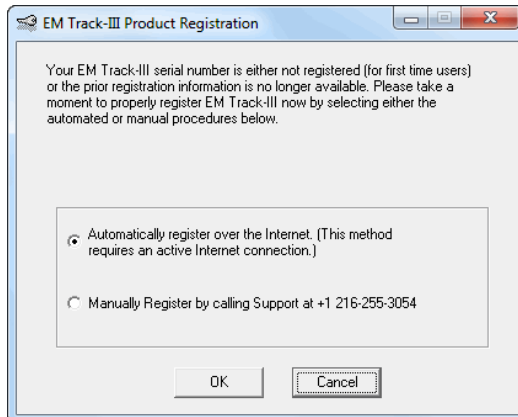
Press the OK button to begin

On the next screen press the "Go" button.

At this point the Registration Server is contacted. It will compute and automatically return your assigned Registration Code, as confirmed with the following screen

You may now close this screen and operate EM Track-III.

If your system cannot properly communicate with the registration server you will receive a respective message. When that is the case close the screen, re-start EM Track-III and follow the messages until you come to the registration screen again. At that point chose "Manual Registration" and follow the steps outlined in Section 6.2

6.2   Manual Registration
This method is used whenever your computer cannot successfully communicate with the License Server over the Internet.
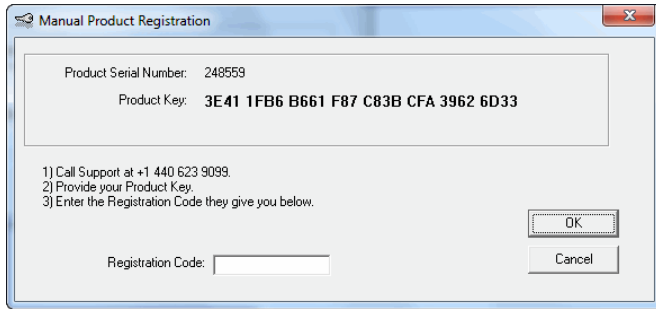
At this point you need to communicate the displayed Serial Number and Product Key to the support desk. You may do this in one of two ways:

- Call the support desk and dictate the displayed Product Key
- Take a screen picture and e-mail it to the support desk at emtrack@asmgi.com.

In either case the support desk will perform the registration for you and communicate the registration code back to you. You then enter that code in the field labeled "Registration Code" and press the OK button. After your system accepts the code your EM Track-III system is fully licensed and operational.

It can also happen that your system rejects the supplied Registration Code. Two possibilities can cause this situation:

- The Serial Number and the Product Key were not correctly communicated to the support desk.
- The supplied Registration Code was not correctly entered.

In either case you need to repeat the manual registration process outlined in this section.

6.3   Re-Register an existing license for a new computer

EM Track-III is licensed to operate on one (1) machine only as outlined in the EULA. This is controlled and enforced through the license registration process. Once properly registered, EM Track-III will operate on the registered computer forever.

There are situations that can cause your registration to get compromised, requiring your license (serial number) to be erased and re-registered. Proceed as described in Section 4.

7   EM Track-III continues to ask the product to be registered

There are isolated instances when EM Track-III asks for the product to be registered, even after you have already successfully completed the registration process as outlined in Section 6.

When that is the case you need to contact your IT department and refer them to Section 11 of this document.

8   You receive an error message when you close EM Track-III

On some installations you may receive one of the following error messages
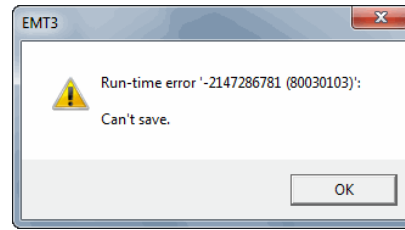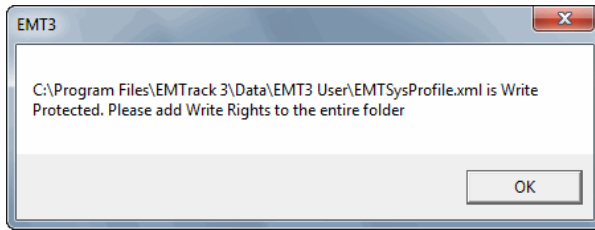
 whenever to try to close EM Track. When this is the case you need to contact your IT department and have them change the access rights to the folder "C:\Program Files\EMTrack 3\Data\EMT3 User". You need Modify rights to this folder, as you should to the entire EMTrack 3 folder tree. Section 11 describes this process in details.

# 9   Windows 7 and Windows 8 and later Particularities

Windows 7 employs stricter security rules as opposed to the earlier Windows XP versions and Windows 8 and later is even more secure.

EM Track-III is written as a 32-bit legacy application. As such it will operate under any version of Microsoft's operating systems. There are some internal differences in the way Windows 7, Windows 8 and later Windows versions treat 32-bit applications.

With EM Track release 4.0 and later we have addressed all known Windows security issues. After you have followed the instructions in this document and still experience EM Track-III issues that point to Windows then contact the Support Desk and provide as much information as possible.

9.1   Changing the User Account Control (UAC) settings

When you start EM Track-III you may see the following popup message
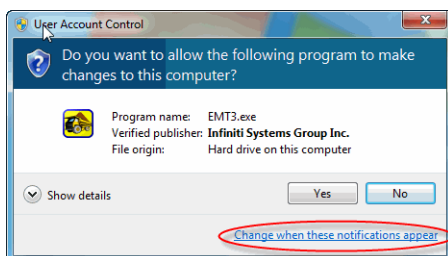
This is a Windows security warning based on the security level chosen for your Windows User Name. You may change this setting by clicking on the provided link "Change when these notifications appear". The default Windows setting is to provide this message. On the User Account Control screen you may change this by dragging the slider to the bottom and saving the new setting.

11
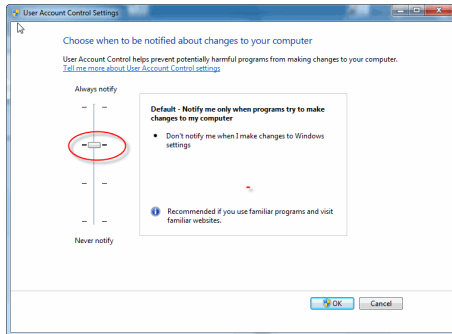
9.2   About the Virtual Store in Windows 7 and Windows 8 and later systems

This section will help you understand the particular behavior of Windows 7 and Windows 8 and later and how to retrieve your data from your virtual store.

When EM Track-III runs in these Windows environments, it internally treats the application as a virtual application.

For as long as EM Track was installed following these instructions exactly then the EM Track-III database will be accessed and maintained at "C:\Program Files\EMTrack 3\Data"

However, If an earlier version of EM Track ran on this computer in native (non-Admin) mode, or of version 4.0.x was installed and started before the modify rights to "C:\Program Files\EMTrack 3" was granted, then Windows will operate on the database located in the user's virtual store.

The virtual store is located in

"C:\Users\<user name>\AppData\Local\VirtualStore\Program Files\EMTrack 3\Data".

If multiple users share the same machine, each using their own Windows account, then each user operates his/her own copy of the database and data entered by one user is not visible by the other(s).

Note that after EM Track-III version 4.x we no longer recommend the use of the Compatibility Mode "Run As Administrator" as it is no longer needed. On existing systems that are already operating under that compatibility mode then the following paragraph may still apply

In case that you find this article after you had already operated EM Track-III for some time without having it ran as Administrator you will need to backup the data located in your virtual store (not operating "As Administrator") and import them into the main database after you changed EM Track to run "As Administrator".

After you have changed the "Run as Administrator" setting and start EM Track again it may ask you to register again. In that case chose the Automatic Registration option and you will be operating again.

10   License and Support

Although EM Track-III is publically available on the Internet, users may install, operate or update the product only while the support contract for their license is active. Demonstration licenses are exempt from this rule.

Newly purchased licenses include one (1) year of support. During this period the product may get installed and updated. Your right to install or update the product expires with the end of the support period. Support is renewed on-line at https://emtorder.asmgi.com/WebOrders/EMTOrderEntry.aspx. There is a $250 fee per license, paid using a credit card.

EM Track-III will remind you when your support contract is about to expire or has already expired. The current license status can be seen on the Help/About screen from where you may activate the renewal web page.

11   Advanced EM Track-III Installation Instructions (for IT Personnel)

Please refer to the separate document "Advanced EM Track Installation Instructions V5". It may be downloaded from http://www.goodyearotr.com/cfmx/web/otr/emtrack/downloads/ Advanced EM Track Installation V5.pdf

1. Important: After the Installer has completed the installation, DO NOT START EM TRACK YET
2. 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.
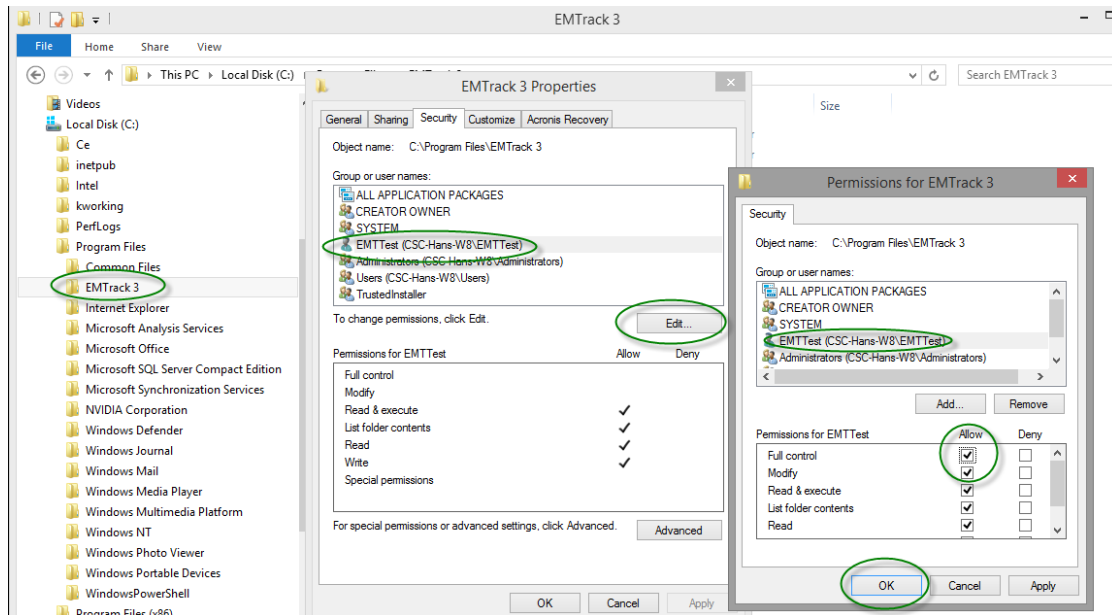
The Windows user with a limited security profile may now run EM Track-III without any issues.

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