EM Track-III Installation and Registration

Document version 4.0

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 Do no longer use the old CD installation version as it is outdated and is no longer supported.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 will 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 4 – Full Install
- Install Version 4 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 header:
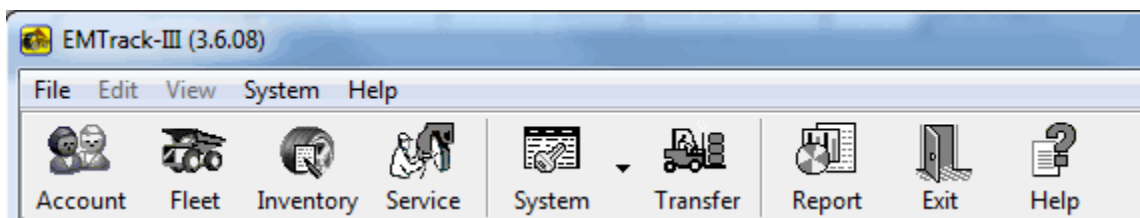
The version needs to say 3.6.x. If your system still shows 3.5.x or a version lower than 3.5.x you need to download and install the latest Master Installation and its latest update. Your current production data and registration properties are fully preserved, but a backup copy of your data is always recommended prior to a full install.

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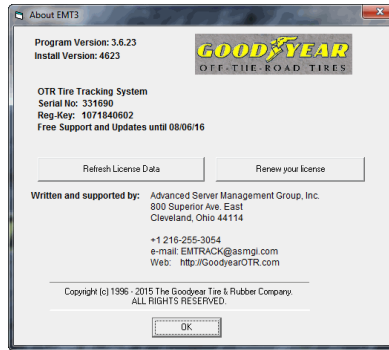
1.1 Before you run the Installation

The user running the installer requires Windows administrative rights. This has been causing issues with the new Windows 7 and Windows 8 machines, particularly those that have tight security credentials for the end-user. Refer to section 11, which is designed for IT personnel.

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, logged in as the end-user
- Download and save the installation on the Desktop (do not chose the Run option)
- Right-click on the installation (EMT3SetupV4.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 sections 1.4 and 11.

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 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 section 5.

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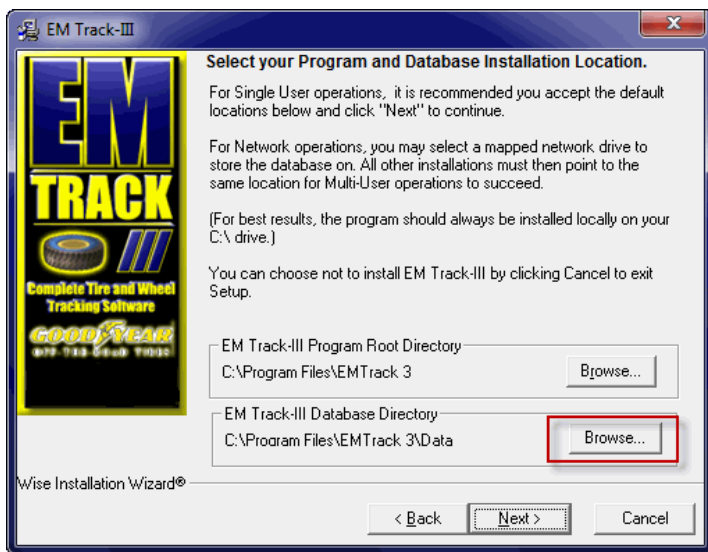
Click the Browse button to change the data path
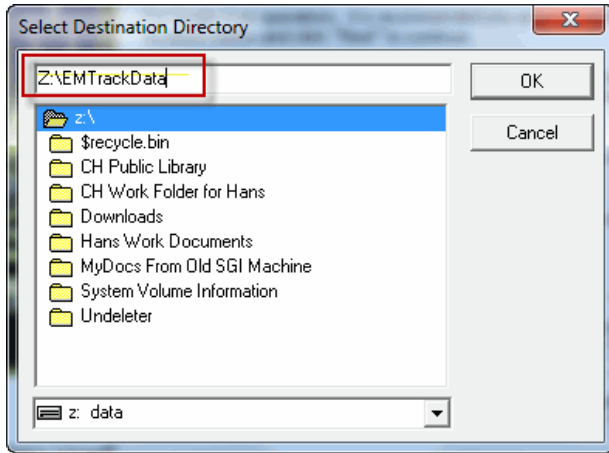
In the top window enter either the full path as in this example or just type the network drive (Z:) and the browse window will show you the folders already there.
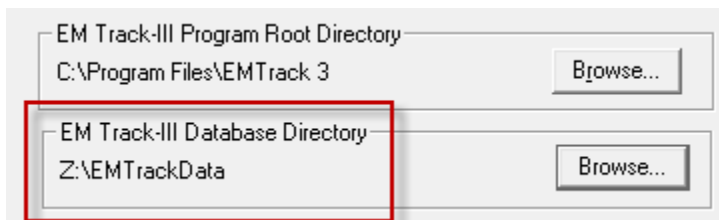
Pressing the OK button will return to the prior drive selection window with the new path listed

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 5.2

2   User Security Settings and Access Rights

EM Track-III requires that the end-user has full rights (Modify Rights) into the Proinfo section in the Registry (see section 2.1) as well as 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, the system administrator needs to provide proper security for the end-user Windows account as outlined in sections 2.1 and 11.

Change the Compatibility mode of the Desktop Icon to "Run As Administrator". This ensures that EM Track-III uses the database located in C:\Program Files\EMTrack 3\Data and not the one in the user's virtual store. See section 9.2 for more details.
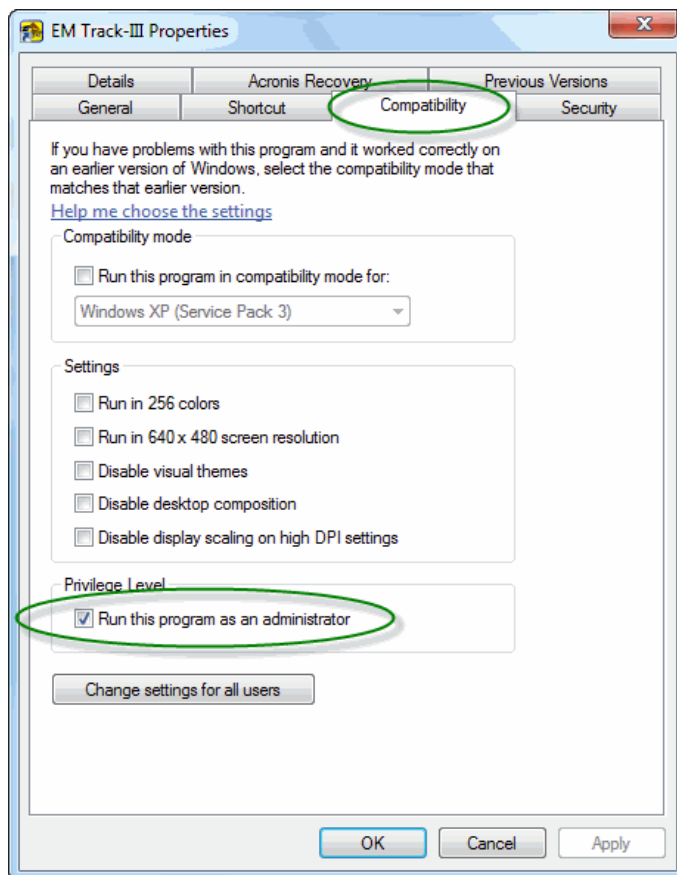
3   Issues after an installation

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 at http://www.goodyearotr.com/cfmx/web/otr/emtrack/downloads/Em3Unregister.pdf. 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:
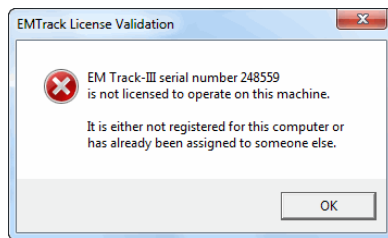
4   Erasing EM Track-III Registration Data

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 Windows 8 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 some Microsoft Windows 7 and Windows 8 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:
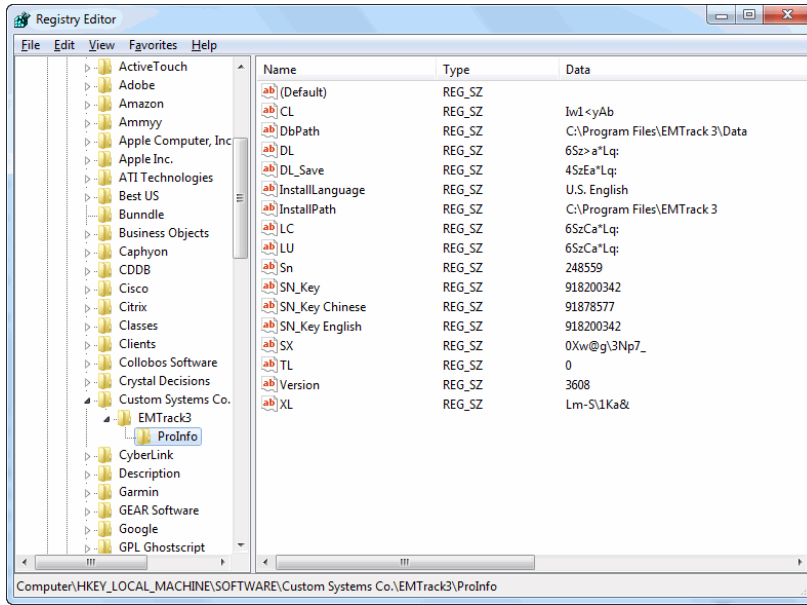
- In the right hand window look for the values DL, CL and SN_Key
- Delete these 3 entries, not their values.
- Close the Registry Editor

You have now removed your "old" registration code and are ready to re-register your product serial number as described in section 5.

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 chose to purchase 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 completed you need to register the product as described in section 5.

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.
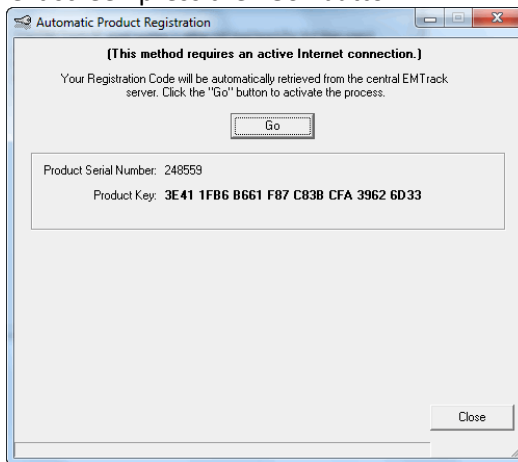
6.1   Automatic Registration

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
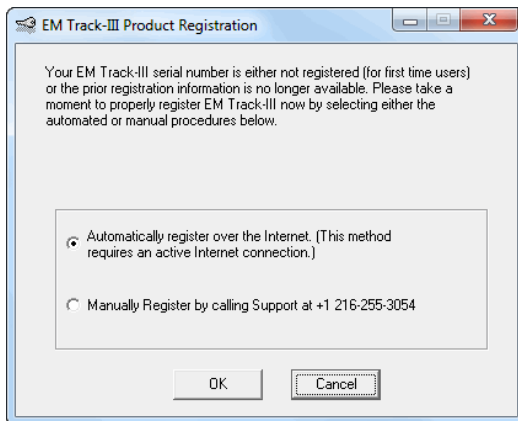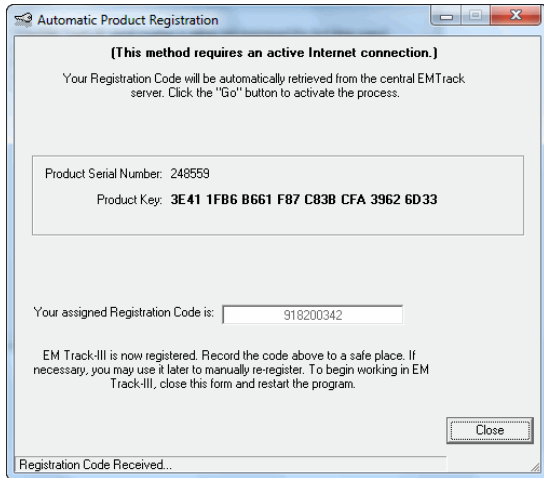

Press the OK button to begin

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.
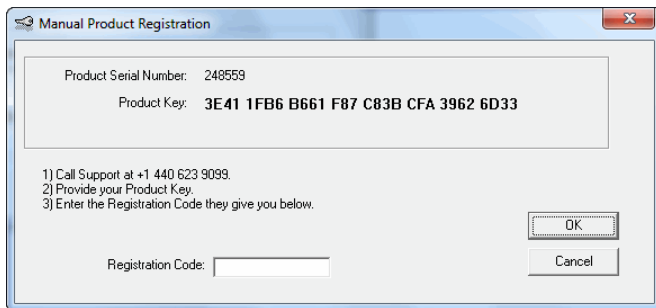
At this point you need to communicate the displayed Serial Number and Product Key to the support desk. You may do this in one of two ways:

- 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. The entire End User License Agreement (EULA) may be obtained from http://www.goodyearotr.com/cfmx/web/otr/emtrack/downloads/EM%20Track-III%20License%20Agreement.pdf.

There are situations that can cause your registration to get compromised, requiring your license (serial number) to be 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
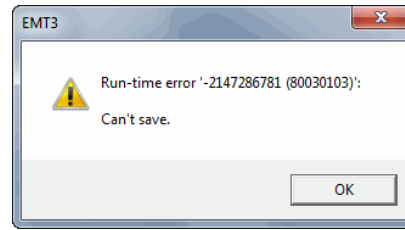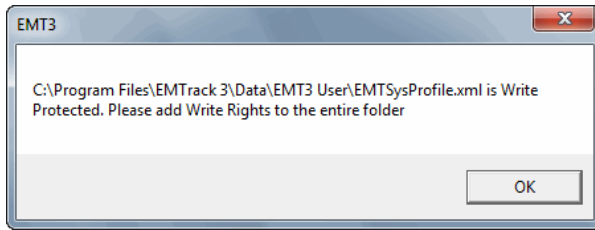
 whenever to try to close EM Track. When this is the case you need to contact your IT department and have them change the access rights to the folder "C:\Program Files\EMTrack 3\Data\EMT3 User". You need Modify rights to this folder, as you should have to the entire EMTrack 3 folder tree. Section 11 describes this process in details.


9   Windows 7 and Windows 8 Particularities

Windows 7 employs stricter security rules as opposed to the earlier Windows XP versions.

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

When you install EM Track-III on your system you are required to have administrative rights to do so. That is because the installer needs to place some modules in the otherwise protected area of your system. The installer also creates system registry entries that the program later uses to retain some operating parameters.

In order to make this registry region visible and accessible to all users of your computer you need to make a change to the **EM Track Shortcut** on your Desktop. For this purpose you need to have administrative rights of your computer or the administrative password for the system. You may need to contact your IT department for assistance.

- Right-click on the EM Track-III shortcut and select Properties
- Select the Compatibility tab
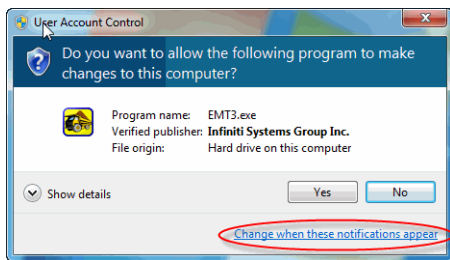- Click the button Change settings for all users

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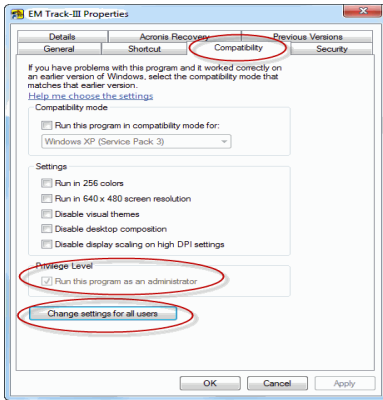
Place a checkmark in the box labeled <u>Run this program as an Administrator</u>
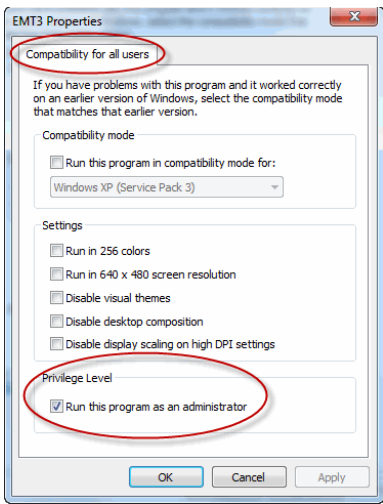
Click OK and the next screen

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 machine. 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.
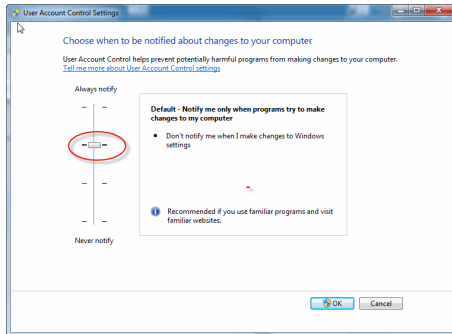
9.2   About the Virtual Store in Windows 7 and Windows 8 systems

This section will help you understand the particular behavior of Windows 7 and Windows 8 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. This means that, unless you run the program "As Administrator" as explained above, the EM Track-III database is not accessed from its standard location at "C:\Program Files\EMTrack 3\Data" but in the user's virtual sore. That 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).

Once you made the abode change to run EM Track-III as Administrator, EM Track-III will be using the default database located in its default location and no longer the one in the virtual store.

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 its license is active. Demonstration licenses are exempt from this rule.

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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.

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)

On occasion EM Track-III is installed by IT personnel onto computers with tight Windows security settings. That may prevent EM Track-III to run correctly or not run at all. This document is meant for IT staff to make security changes so that the EM Track-III user has full access into the areas it needs to work with.

The simplest way to achieve this is to run EM-Track-III in administrative mode. Only one change is required as mentioned in the installation document: change the startup parameter on the Compatibility tab to "Run this program as administrator"
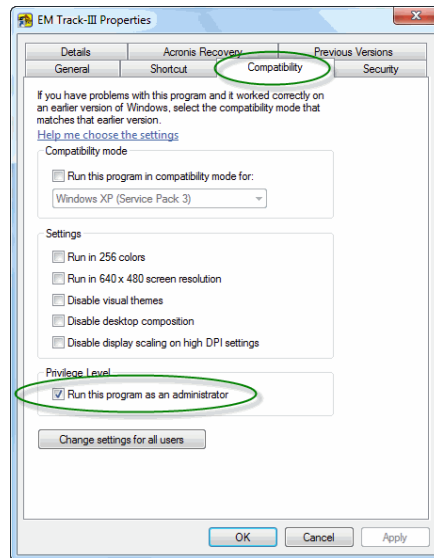
When corporate security does not allow their users to make this change then selective security setting changes may achieve the same results.

The following instructions are meant for the system administrator while s/he has full control of the computer.

11.1   Change EM Track's registry area and give the Windows end-user full control of it

- Run Regedit
- Locate the EM Track section in HKEY_LOCAL_MACHINE\Software\Custom Systems Co.\EMTrack3 or in HKEY_LOCAL_MACHINE\Wow6432Node\Software\Custom Systems Co.\EMTrack3
- Give all users or selective users Full Control of this key.

11.2 Change the security settings of EM Track's program folder and its sub-folders

The Program Folder is located in C:\Program Files\EMTrack 3. Right click on that folder and select Properties. On the ensuing window select the Security tab and click the Edit button. On the ensuing Permissions screen select either "Users" or a specific "User Name" and check the "Full Control" and "Modify" options under "Allow". Next click the "OK" button. Do ensure that all sub-folders under EMTrack 3 also receive the same security settings.
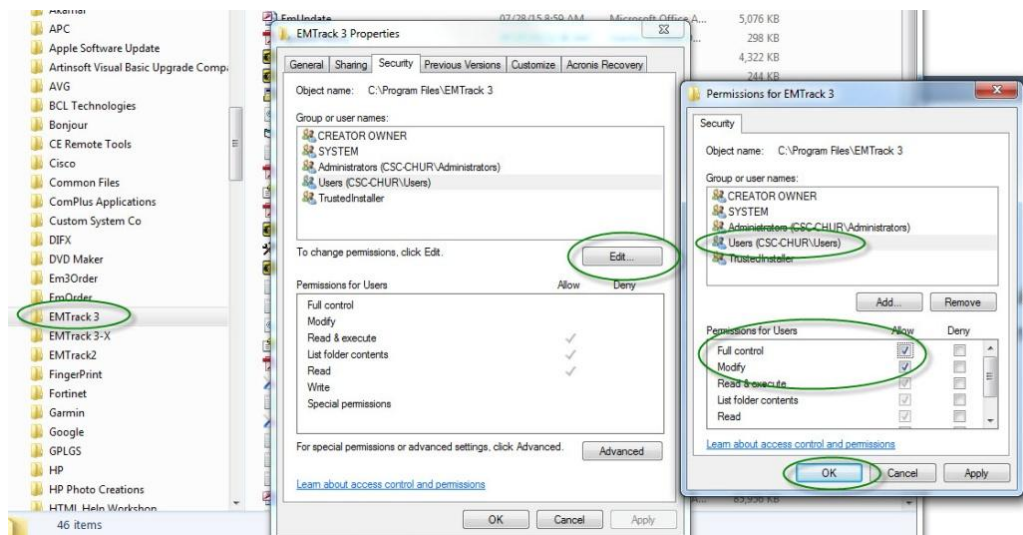

The user with a limited security profile may now run EM Track-III without any issues.

11.3 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.

Obtaining Current License Data
Downloading License File
0.0% done
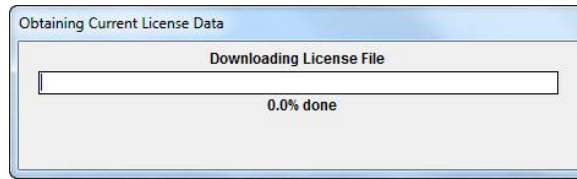
If the path is open then the progress bar will quickly fill up and the process is complete. If this is not the case and the operation times out then you need to validate the users Internet access rights and correct them.

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