

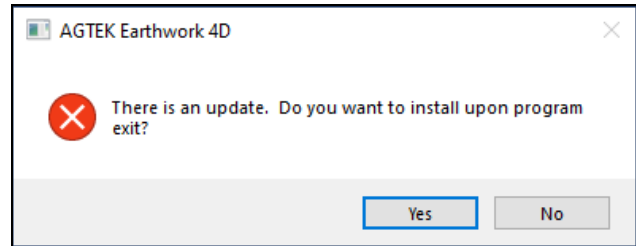
# Appendix A

## How to Get Help, Training, and Program Updates

### Getting Program Updates


AGTEK Support subscribers can download and install **AGTEK 4D** software updates per the following steps (these steps are also covered in AGTEK's video at [www.agtek.com/video.html?id=559](http://www.agtek.com/video.html?id=559)).

**AGTEK 4D** automatically checks for updates at program startup and a dialog offers the option to install any available update.

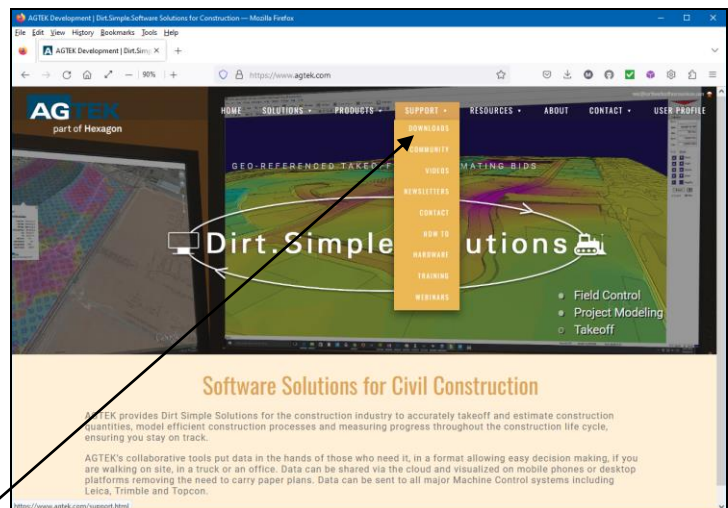


**AGTEK 3D Note:** Program download links for the discontinued **AGTEK 3D** products were removed from AGTEK's website effective January 1, 2018. **AGTEK 4D** users in need of a 3D program install file can try requesting the file from their regional AGTEK representative, or from AGTEK Support, but old **AGTEK 3D** install files are likely unavailable.

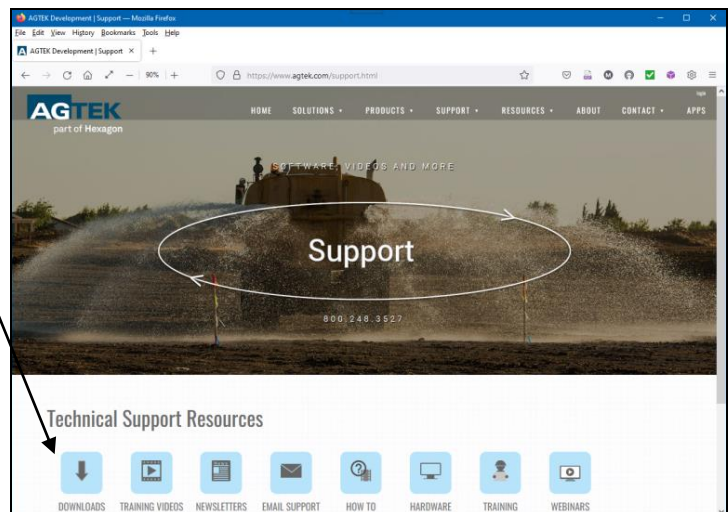
**AGTEK 4D** users can also check for an available update by selecting **Help > Check for Update** from the menu or by using the steps below ...

Step 1: Start the **AGTEK 4D** program, click the  button to close the *Open* dialog, select **Help > About Earthwork...** from the main menu. In the *About* dialog, note the indicated *1.xx Version*, which is the currently installed version on your computer.

Step 2: Go to AGTEK's web site at [www.agtek.com](http://www.agtek.com) and click **Downloads** on the **SUPPORT** drop-down menu (AGTEK's web site is also accessible from within the AGTEK program by selecting **Help > Visit AGTEK Online** on the program's main menu). *[If you accidentally end up on the main support page, click the **DOWNLOADS** icon.]*



Tip: Sign up for AGTEK's periodic email newsletter, which is a convenient way to stay informed about AGTEK's latest software updates and new features. The newsletter signup form is located at: [www.agtek.com/newslettersignup.html](http://www.agtek.com/newslettersignup.html).



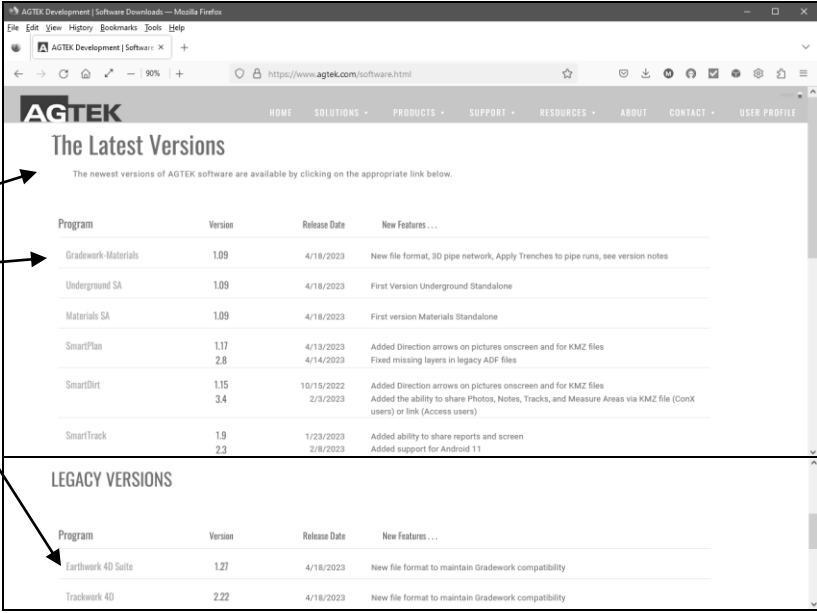
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## How to Get Help, Training, and Program Updates

### Getting Program Updates (Cont.)

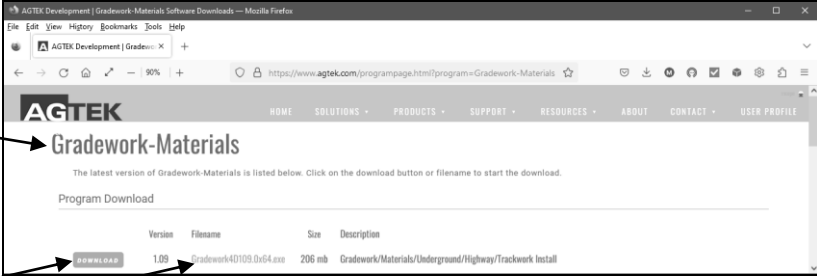
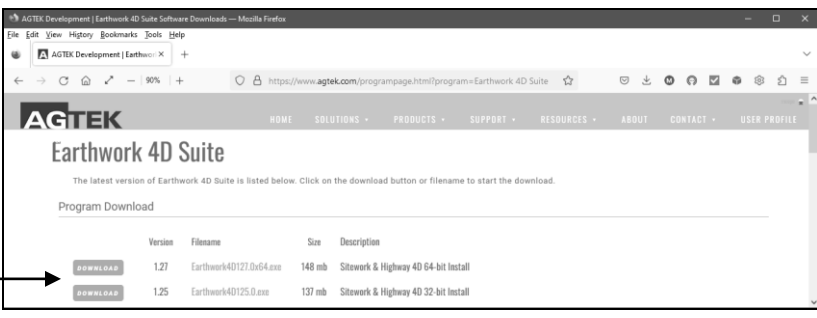
**Warning: AGTEK 4D users must check-in their AGTEK Internet Key before installing program updates.**

Step 4: On software web page, **locate** the program that you wish to update (**Gradework** is listed first under *The Latest Versions*, but scroll down the page to **LEGACY VERSIONS** for **Earthwork 4D**). **Compare** your installed program version number (from Step 1) to that listed on this web page. If the web-page version matches what is already installed on your computer, there is no need to download an update and you can exit the website; if a newer version is available on the web page, **Left** click the program name that you wish to update to display a corresponding *Program Download* page.



Step 5: On the resulting *Program Download* page, identify the **AGTEK 4D** program update file that you wish to download (**links for new-feature videos and PDF user manuals are also provided on the Program Download page**) ...

- **Earthwork 4D** offers both a **32-bit** install file (compatible with all versions of Windows 7/8/10/11) and a (preferred) **64-bit** install file (requires 64-bit Windows 7/8/10/11).
- **Gradework 4D** (a/k/a **Gradework-Materials**) offers only a **64-bit** install file (requires 64-bit Windows 7/8/10/11).



Step 6: **Left** click the desired product's **DOWNLOAD** button (or **Right** click the corresponding **exe Filename** and select **Save Link As** from the pop-up menu).



Step 7: If a *Login* dialog displays, enter your Customer Support **Login ID** and **Password** then click **LOGIN**.

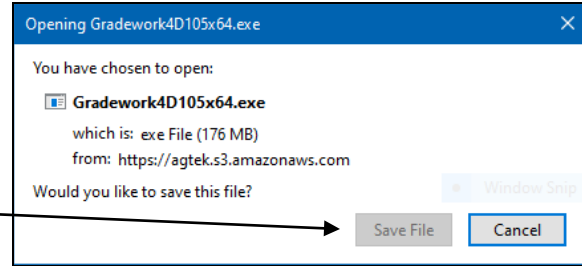
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### How to Get Help, Training, and Program Updates

#### Getting Program Updates (Cont.)

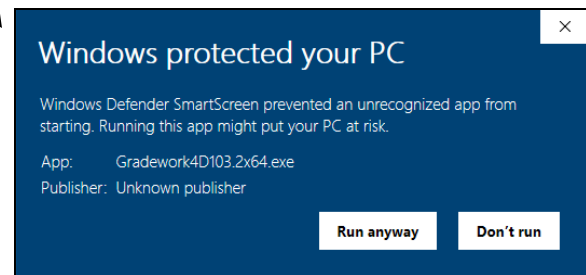
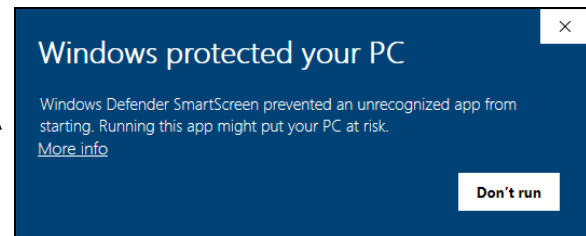
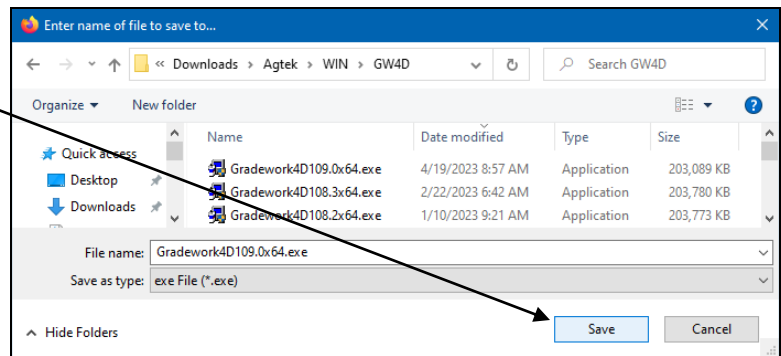
Step 8: Respond to any download dialogs (these dialogs may vary depending on the download method in Step 6, the web browser and the Windows version) ...

- If an *open* dialog displays (older Windows versions), click the **Save File** option.
- In the *save* dialog, specify *Desktop*, *Downloads* or other preferred destination folder then click **Save** to begin the download.



Step 9: After the download completes ...

- If a *Run* dialog displays, click **Run** to start the install.
- If a *Windows protected your PC* dialog displays, click the **More info** link to expand the dialog then (in the expanded dialog) click the **Run anyway** button to start the install.
- If no dialog displays, use Windows File Explorer to locate and open the download destination folder (selected in Step 8) then double click the downloaded exe file to start the install (if the file can't be located, look in the default download folder (typically **C:\Users\User\_Name\Downloads**)).



Step 10: Respond appropriately to the program installation dialogs as they appear. Once this step is completed, the updated version of AGTEK is ready for use.

**Tip:** To insure AGTEK data file compatibility across a user's organization, *be sure to install the latest program updates (for all AGTEK products) on all AGTEK computers.*

**Important Notes:** For proper first-time software installation and setup, including *GTCO's TabletWorks* (see page 30 in the *Day 1 Seminar Handbook*, if applicable) and/or USB protection key drivers, **users must follow the specific sequence of steps** described in **Section 1** of the AGTEK user manual (***Earthwork 4D*** users will also reference **Section 6** of their user manual). For **AGTEK 3D** users still digitizing from paper plans, links and information for the latest *GTCO TabletWorks* setup/driver utility are posted at ... [www.earthworksoftwareservices.com/resourcesw.htm#gtco](http://www.earthworksoftwareservices.com/resourcesw.htm#gtco).