# Appendix A
## How to Get Help, Training, and Program Updates
Getting Program Updates

AGTEK Support subscribers can download and install **AGTEK 4D** software updates as follows (software updates are also covered in AGTEK's video at ***www.agtek.com/video.html?id=559***).

AGTEK 4D automatically checks for updates at program startup. If an update is available, a dialog will display (click **Yes** and the update installation file will download when the AGTEK program is closed).
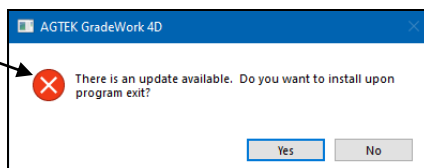
AGTEK users can check their installed software version by selecting select **Help > About [Program Name]** on the main menu. In the resulting *About* dialog, note the currently installed product **Version**. And **AGTEK 4D** users can manually check for an available update by selecting **Help > Check for Update** on the main menu.
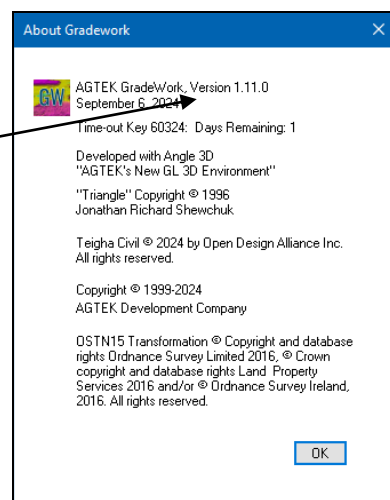
Use the following steps to manually download the latest **AGTEK 4D** installation files from AGTEK's website …

Step 1: Go to the *AGTEK Community* site at ***agtek.my.site.com/community/s/*** (**AGTEK 4D** users can access the site by selecting **Help > AGTEK Community** from the main menu).

Step 2: If the *Sign In* dialog displays, enter Support *Username* and *Password* then click **Sign In**.

Step 3: Scroll down the page to ***Additional Resources*** then click the **Support** option.

Step 4: On the *Support Home* page, click **Software Downloads** *[the direct page link is ***agtek.my.site.com/community/s/support-downloads***]*

Steps continue on next page ...
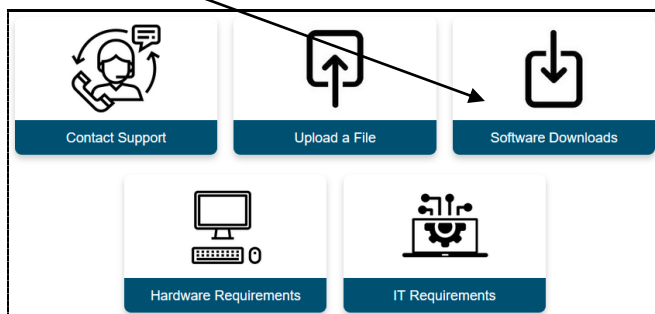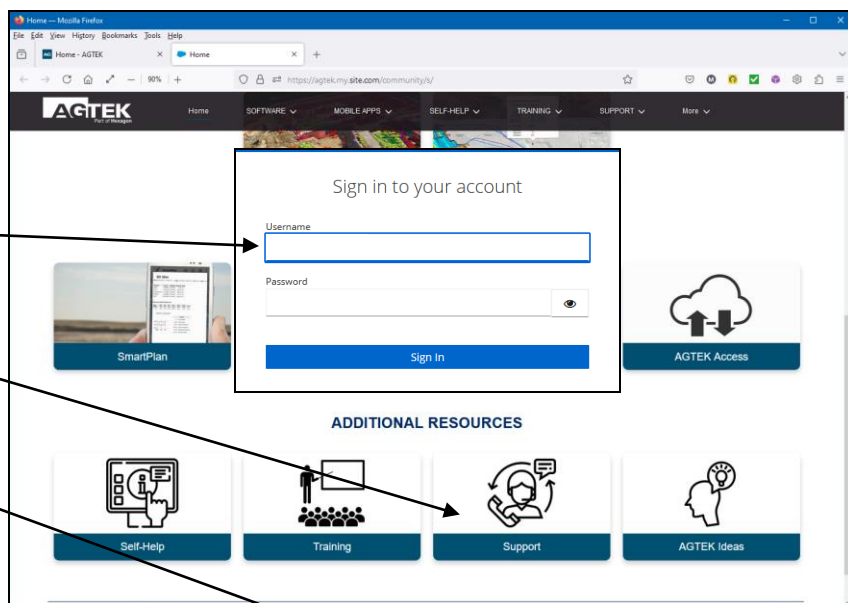
AGTEK 3D Note: Program download links for the discontinued *AGTEK 3D* products were removed from AGTEK's website effective January 1, 2018. *AGTEK 4D* users needing a *AGTEK 3D* product installation file can try requesting the file from their regional AGTEK representative, or from *AGTEK Support*, but old *AGTEK 3D* installation files are most-likely no longer available from these sources.

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


Step 5: On the *Software Downloads* page, locate the desired program download.

o **Gradework 4D's** install suite is the first item listed under **The Latest Versions**.

o For **Earthwork 4D**, scroll down to bottom of page then click the **For Legacy Software versions** link to display the *Legacy Software Downloads* page. On the *Legacy Software Downloads* page, **Earthwork 4D's** 64-bit install suite is the first item listed under **Legacy Software**. *[Note: An installation download for Earthwork 4D's old 32-bit version is no longer available.]*
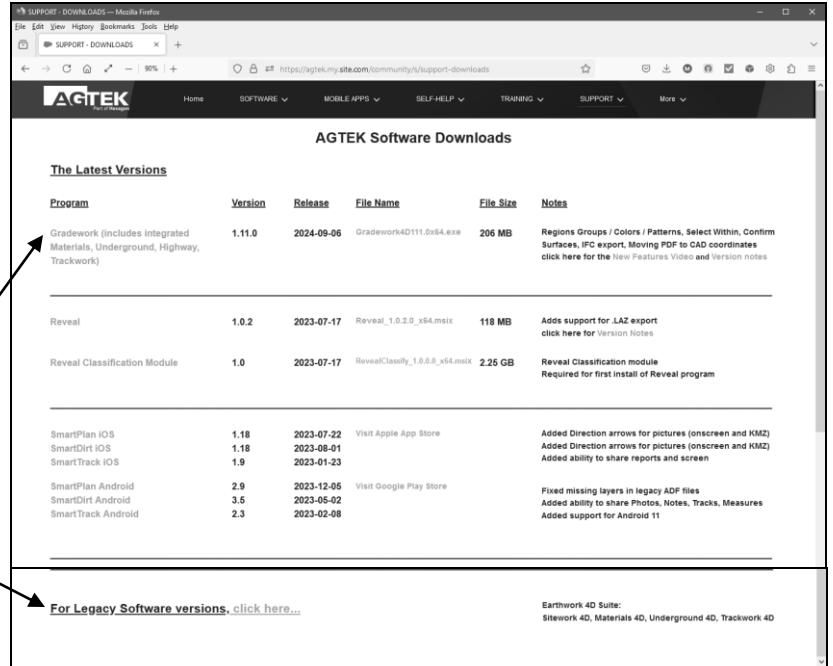

Step 6: Once the desired program's installation file is located …

(a) **Left** click either its **Program** name or its **File Name** button.

(b) In the resulting *save* dialog, specify *Desktop* or a preferred download destination folder then click **Save** to begin the download.
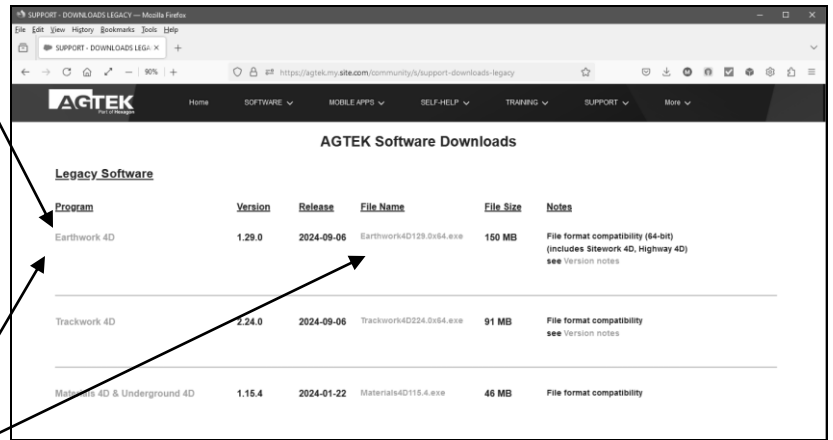
Respond appropriately to any download dialogs that may display (dialogs will vary with the web browser, security settings and Windows version). Continue to Step 7.
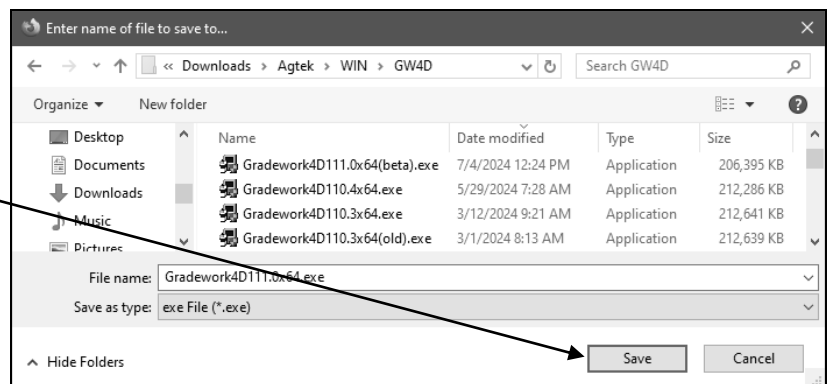

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Step 7: After the download completes …

o   If a *Run* dialog displays, click **Run** to start the install.

o   If a *Run* dialog does not display, use *File Explorer* to navigate to the download location then *double*-**Left** click the downloaded *.exe* installation file to start the installation (if the installation file can't be located, look in the default download folder (typically *C:\Users\User_Name\ Downloads*).

o   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 allow the installation.

o   Respond appropriately to the program's usual installation dialogs as they appear. Once this step is completed, the updated version of AGTEK is ready to run and use.
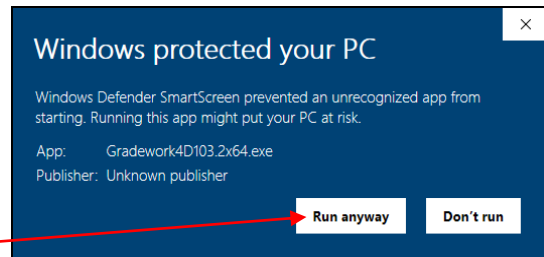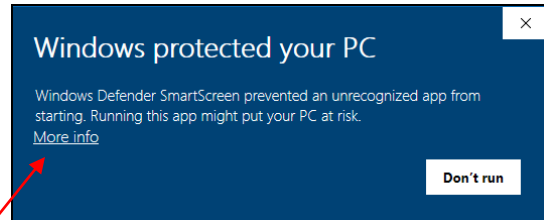
Crash Tip: If the AGTEK program won't run (crashes) after installing a version update, try setting it to run in *Compatibility* mode per these steps … **(a)** on the *Windows Desktop*, **Right** click the AGTEK program's shortcut; **(b)** select **Properties** from the pop-up menu; **(c)** click the **Compatibility** tab of the resulting *Properties* dialog; **(d)** check the *Run this program in compatibility mode for* box then select **Windows 7** from the drop list; **(e)** click **Apply** then close the *Properties* dialog; **(f)** restart the AGTEK program to verify the crash issue has been resolved (contact *AGTEK Support* if further assistance is needed).
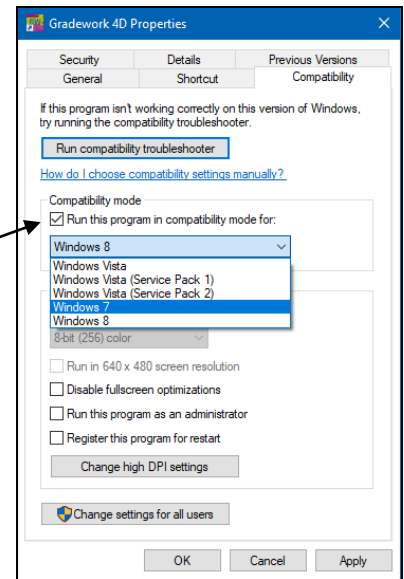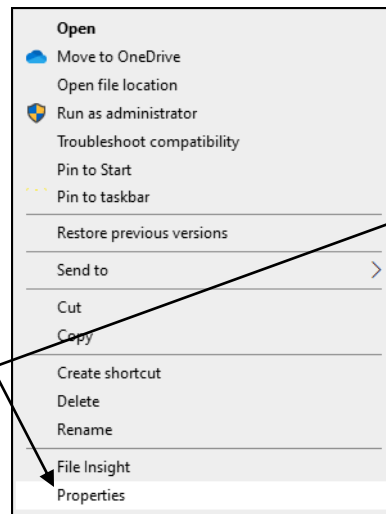
<u>Update Consistency</u>: To insure AGTEK data file compatibility across a user's organization, be sure to install the latest program updates for all AGTEK products on all AGTEK computers.

Legacy Notes: For first-time installation and setup of older products, including *GTCO's TabletWorks* (see page 34, if applicable) and/or USB protection key drivers, *<u>users must follow the specific sequence of steps</u>* described in *Section 1* of the AGTEK user manual (*Earthwork 4D* users will also reference *Section 6* of their user manual—download PDF user manuals at *agtek.my.site.com/community/s/selfhelp-manuals*). For *AGTEK 3D* users still digitizing from paper plans, links and information for the latest *GTCO TabletWorks* setup/driver utility are available at *www.earthworksoftwareservices.com/ resourcesw.htm#gtco*.

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