

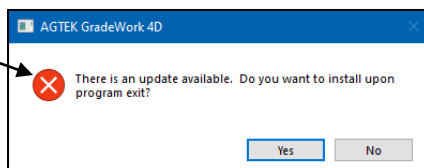
## Appendix A

# How to Get Help, Training, and Program Updates

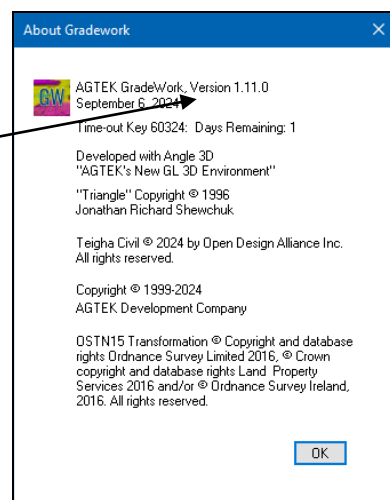
### Getting Program Updates

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](http://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 **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 ...

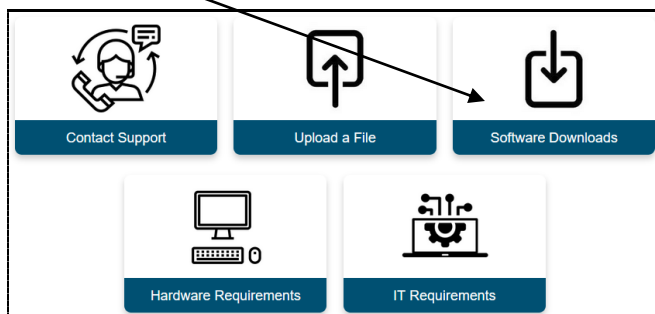
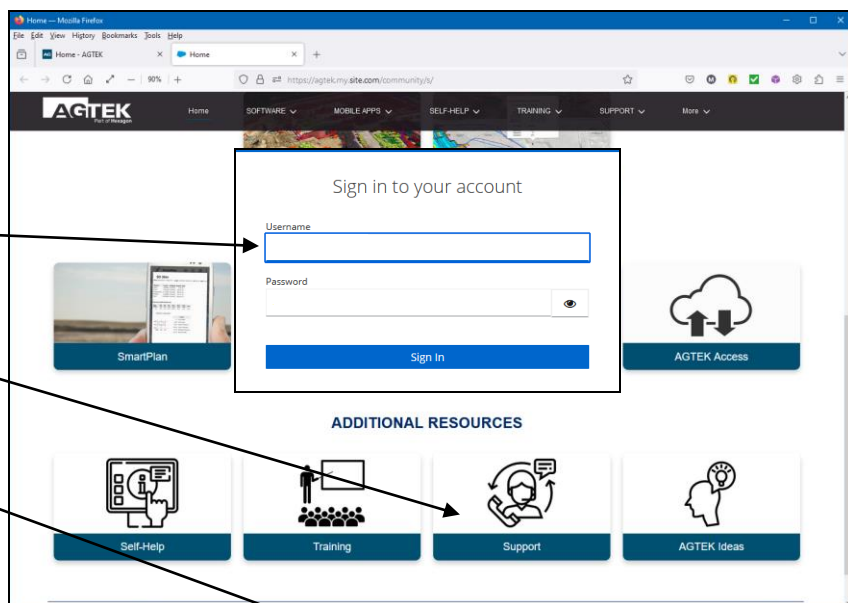
Step 1: Go to the **AGTEK Community** site at [agtek.my.site.com/community/s/](http://agtek.my.site.com/community/s/) (**AGTEK 4D** users can access the site by selecting **Help > AGTEK Community** from the main menu).

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](http://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.

# Appendix A

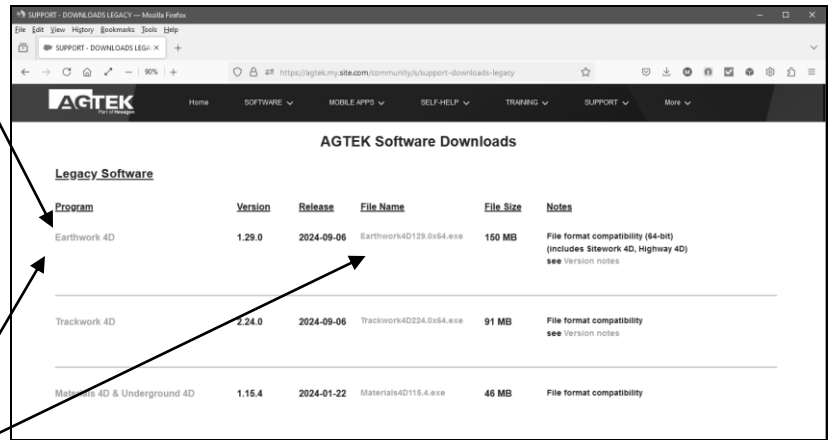
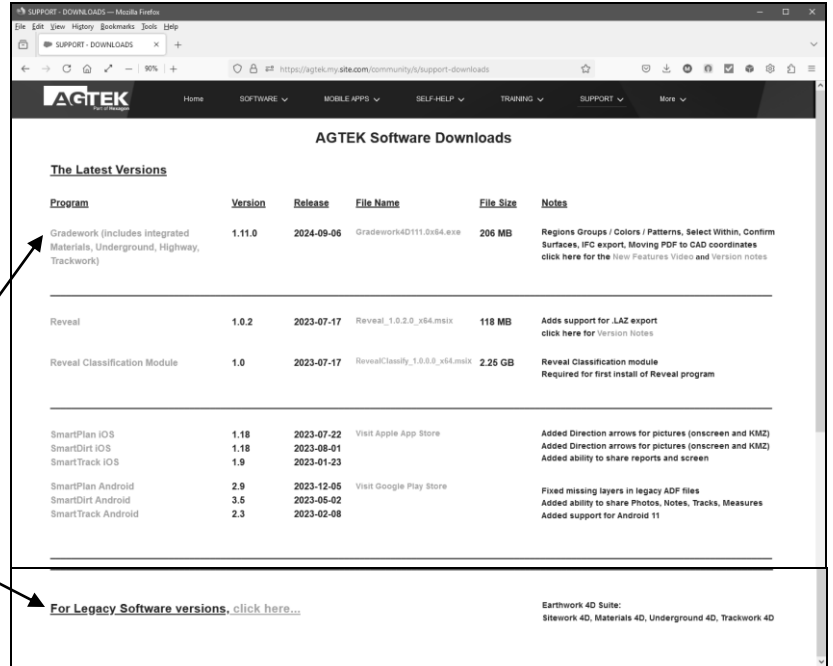
## How to Get Help, Training, and Program Updates

### Getting Program Updates (Cont.)

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

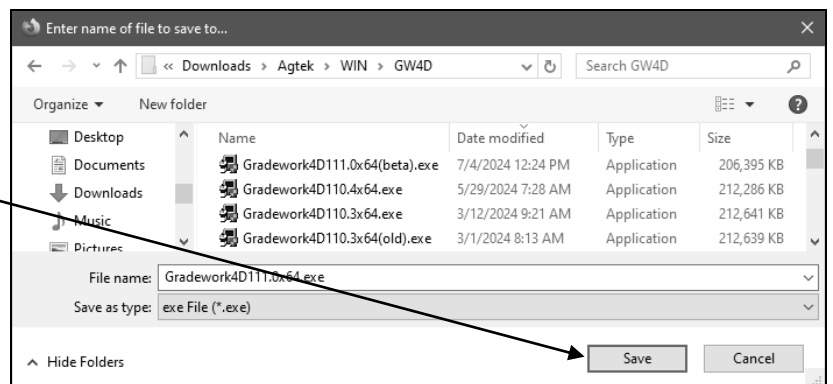
Step 5: On the *Software Downloads* page, locate the desired program download.

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

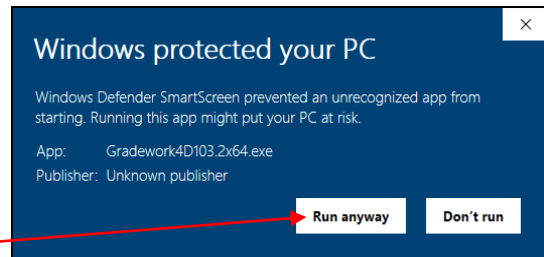
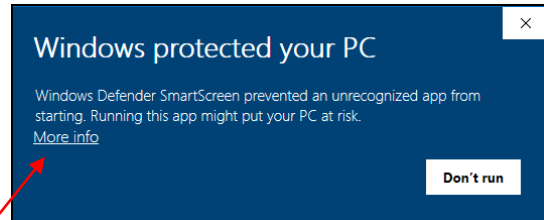
## Appendix A

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

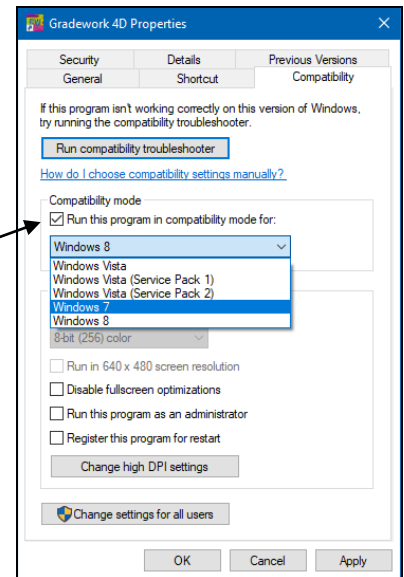
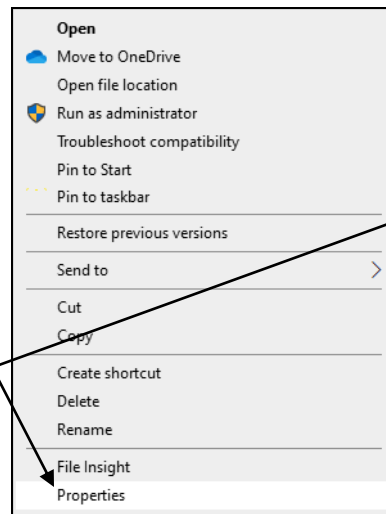
#### Getting Program Updates (Cont.)

Step 7: After the download completes ...

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



**Update Consistency:** 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 35 of the *Day 1 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—download PDF user manuals at [agtek.my.site.com/community/s/selfhelp-manuals](http://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](http://www.earthworksoftwareservices.com/resourcesw.htm#gtco).