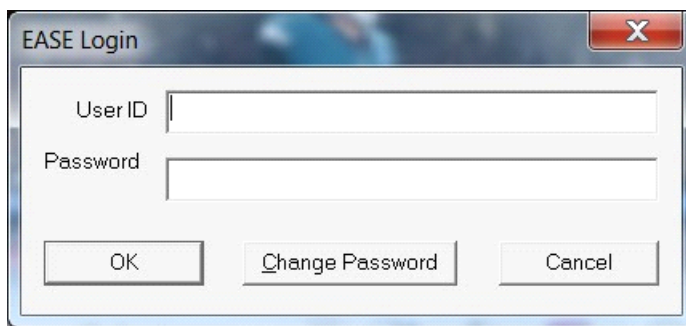


How to force a required Ease Scan update to run

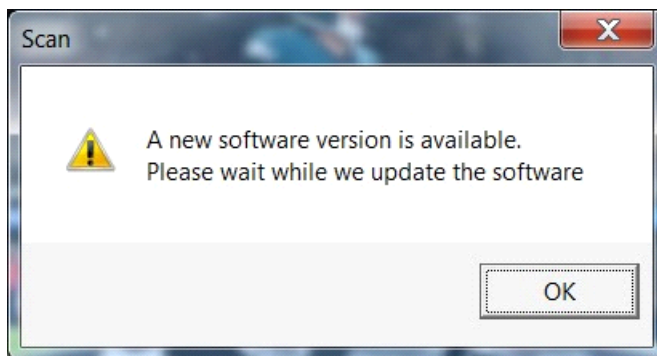
These are the instructions to follow when you receive a notification for an EASE scan update that will not run.

1. Log into the EASE Scan software

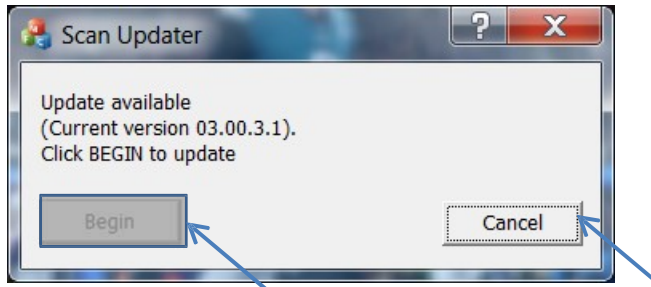


The image shows a dialog box titled "EASE Login". It contains two input fields: "UserID" and "Password". Below the input fields are three buttons: "OK", "Change Password", and "Cancel".

2. The new software notification will appear, click ok



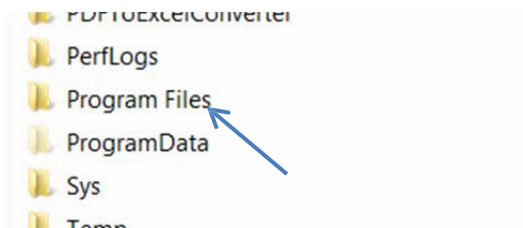
3. The scan updater starts, but the begin button is greyed out. This means the log in you are using does not have permissions to update software. Please click cancel and have a user with administrative rights to the machine log in.



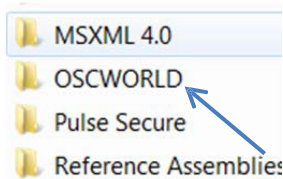
4. Once you are logged in with administrative rights, go to the C: drive.



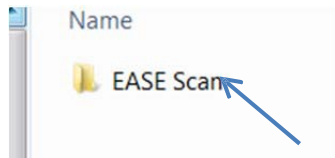
5. Go into the Program Files folder. (This may say Program Files (x86))



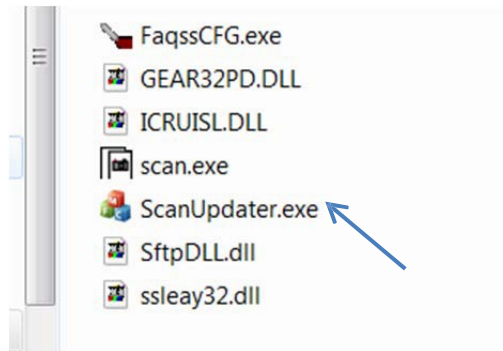
6. Go into the OSCWORLD folder



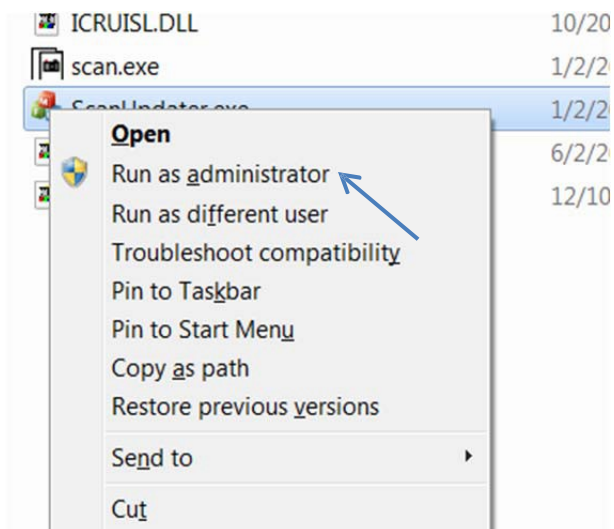
7. Go into the EASE Scan folder



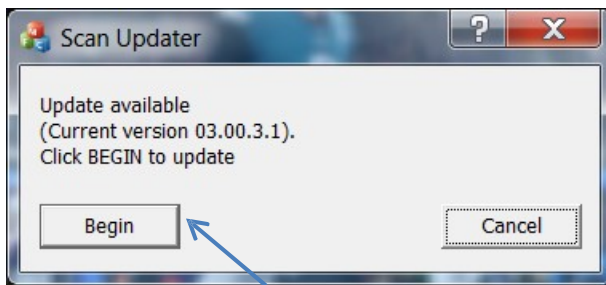
8. Find the ScanUpdater.exe



9. Right click on ScanUpdater.exe and click Run as administrator



10. The Begin button should now. Click begin to run the update.



11. Once the update is complete, the log in screen appears. Log in and you are ready to use EASE Scan.

