Application Note

EasyOne Connect Harpy Licensing Issue

January 21, 2025

Scope

This document describes how to resolve an issue that occurred on January 20, 2025, in the EasyOne Connect software. The issue is caused by files whose licensing expired on this date. The following software version is affected:

- EasyOne Connect on PC,   V3.9.5.19
- EasyOne Pro/LAB,   V3.9.5.19

In what follows, a software fix for both the PC version and EasyOne Pro/LAB are described. To make this change you might need administrator rights to update of EasyOne Connect on your PC.

Fix for EasyOne Connect on PC

To perform the following steps your PC needs to be connected to the internet to download a zip-file.

- Download the zip-file using the following link: DeleteHarpyFiles2.0.zip

- Save the zip-file in your 'Downloads' folder by clicking on the symbol top left:
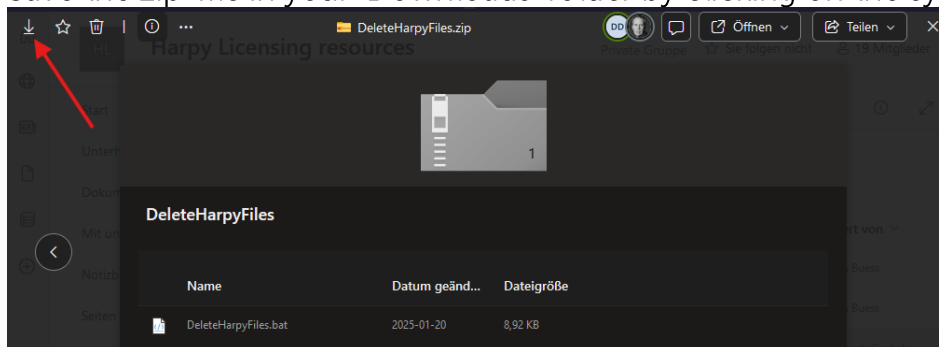

- Navigate to the downloaded file and extract the file by right-clicking and selecting 'extract all'.

- Navigate to the folder 'DeleteHarpyFiles2.0' and double-click the file 'DeleteHarpyFiles2.0.bat'.

- A message will appear saying that Windows protects your PC. Click on *More information* and enter the Administrator login and password for your PC.

- After the batch file has been executed you can use EasyOne Connect normally.

Fix for EasyOne Pro/LAB

To perform the following steps a PC is required to download a file from the internet, and a memory stick is required to transfer the software fix onto the EasyOne Pro/LAB.

- Download the zip-file using the following link: EOP_Fix_Jan_2025.zip

- Save the zip-file in your 'Downloads' folder by clicking on the symbol top left:
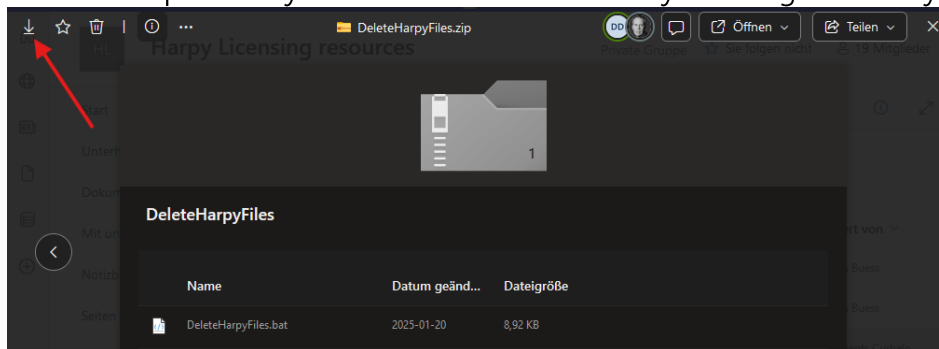
- Copy the downloaded file onto a memory stick and connect the memory stick to the EasyOne Pro (USB connector on the back of the device).

- Start the EasyOne Pro/LAB. An error 'unhandled exception' is reported. Click *OK*.

- The EasyOne Pro software asks for an update. Confirm with *Yes*.

- A File Explorer window opens. Select the file that you copied onto the memory stick and confirm by clicking *Open*.

- Confirm the request to perform a software update by selecting *Yes*.

- The software update is performed, and the EasyOne Pro is restarted.