

EasyOne Connect Harpy Licensing Issue

January 20, 2025

Scope

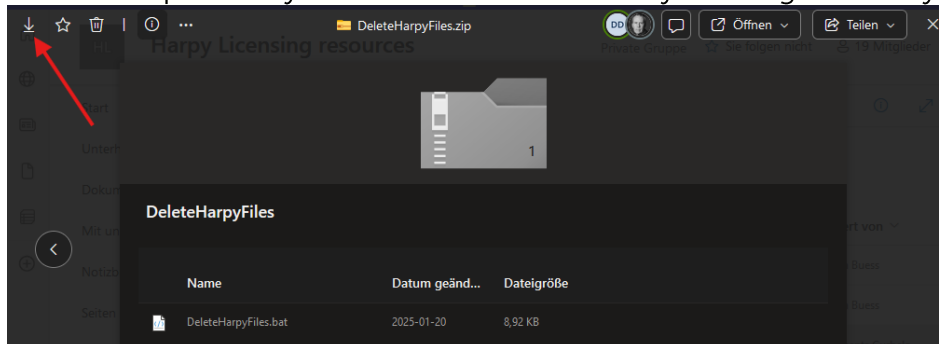
This document describes how to resolve an issue that occurred on January 20, 2025, in the EasyOne Connect software. The issue is caused by files whose licensing expired on this date. The following software version is affected: EasyOne Connect on PC, V3.9.5.19.

In what follows, a quick fix is made available. To make this change you need administrator rights for your PC.

Quick Fix for EasyOne Connect V3.9.5.19

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: [DeleteHarpyFiles.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 'DeleteHarpyFiles' and double-click the file 'DeleteHarpyFiles.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.