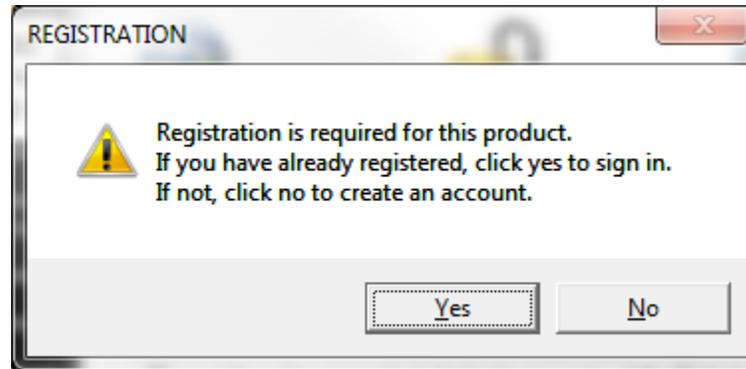


## SAAM II Installation Troubleshooting

- **I am receiving error messages when I try to activate SAAM II for the first time. What should I do?**
  - Note that the website username and password you received previously when logging in does not work on the license activation.
  - See Page 9 of download/activation instructions - a key 'NO' answer when we think it should be a yes.

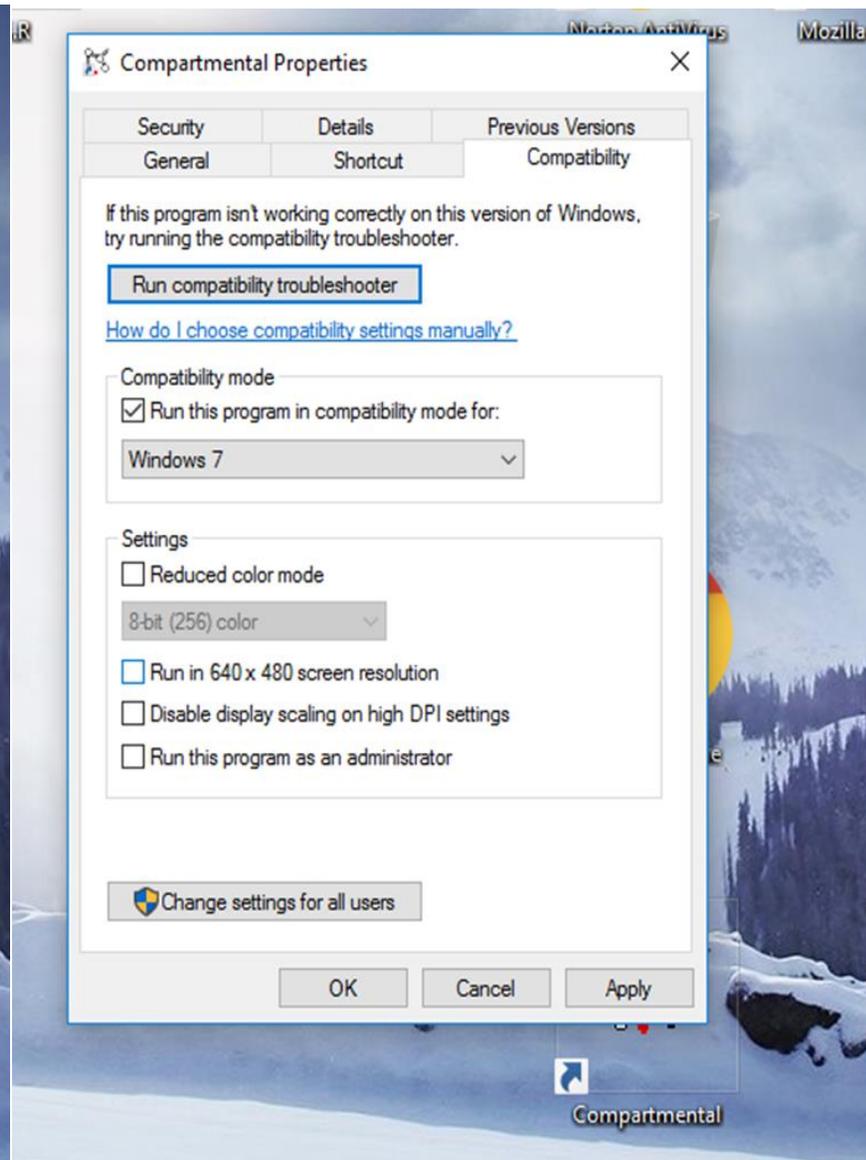
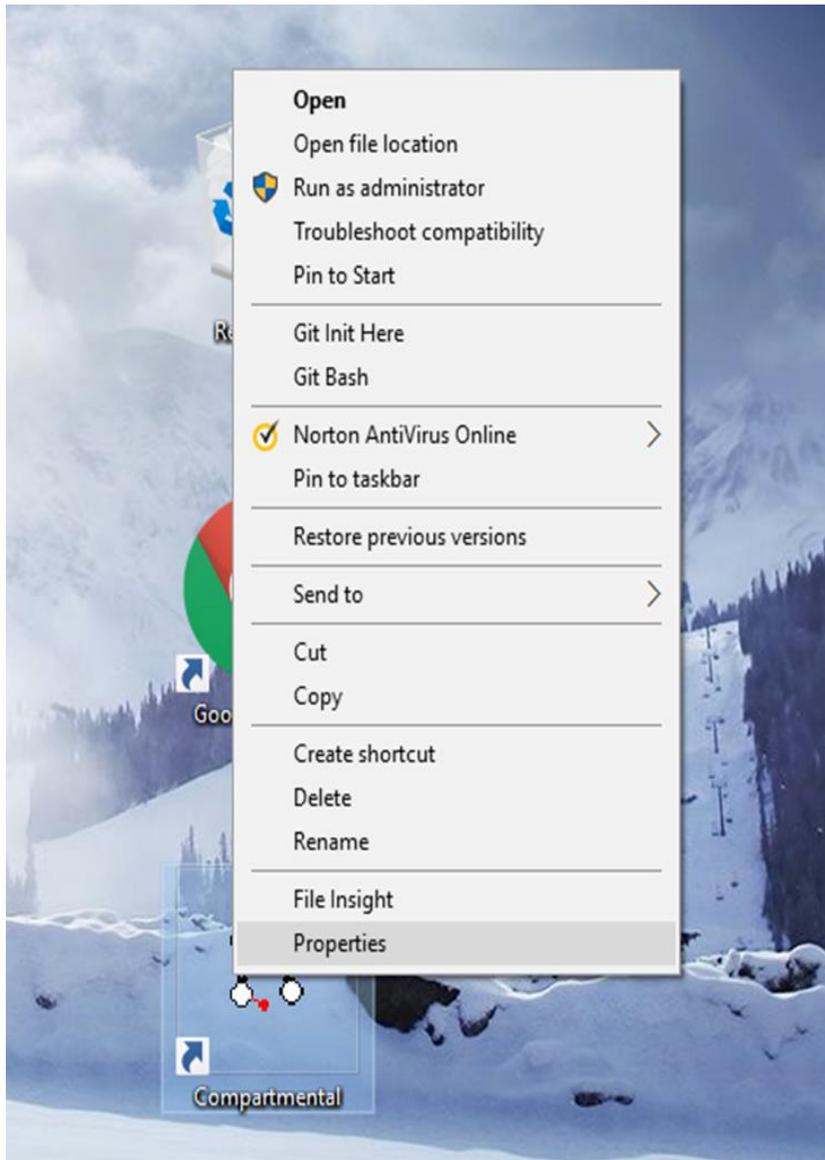


- **Having problems using SAAM II in Windows 10? Try our instructions for running in Windows 7 compatibility mode.**

Run the SAAMII 2.3 application under "Windows 7" compatibility mode. The specific procedure described as follows

1. Right click on the application shortcut (compartmental) and click on "Properties". A properties dialog window will pop-up.
2. Click onto " Under "Compatibility mode"" tab in the pop-up window.
3. Under "Compatibility mode" check the "Run this program in compatibility mode for:" box.
4. Under "Compatibility mode", choose "Windows 7" from the dropdown list.
5. Click "OK" button to close the dialog window.
6. Run SAAMII "Compartmental" program normally.

Below are some screenshots in Win10 that illustrate the procedure.



- **I am unable to get past the CAPTCHA message. What should I do?**

The CAPTCHA is a system intended to distinguish human from machine input. It's basically a checkbox at the bottom says "I'm not a robot" button. User must check that box before submitting the form.

The CAPTCHA may not pop up properly because of certain content filtering device such as a network firewall.

If you are unable to create a user name and password, then I suggest that you send us the following information instead and we will set it up for you:

Username that you would like to use: (optional, default is e-mail address):

The password (optional, we can send a random password to you, the user):

Then we can create an account for you so you can be registered on our website. Hopefully this will help you.

- **The Epsilon website has not sent me a login password? How can I get one?**

Contact Epsilon at: [info@tegvirginia.com](mailto:info@tegvirginia.com) for help via the contact screen, tell us that you have not received a password from the system, and we will send you a first time login password that you can change on your next login.

- **I have a new computer. How do I deactivate SAAM II on my old computer and reactivate it on the new one?**

You can deactivate your SAAM II license at any time after initial activation. Doing so returns your license to the server for storage and re-use. This allows you to quickly and easily move the license to another computer. Once deactivated, SAAM II will no longer run on the initially licensed computer until you either (a) reactivate it on the same computer, or (b) install SAAM II on a new computer and activate the license thereon. This deactivation/reactivation process can be repeated as needed in order to share one or more SAAM II licenses among multiple computers (with only N being active/executable at any given time, where N is the total number of SAAM II licenses you have purchased).

**The deactivation procedure is as follows:**

- Go to your SAAM II installation directory and run the LicenseManager.exe file located therein.

Once the License Manager window opens, click on the De-activate command on the License Manager window's main menu bar.

- Enter your 18-digit license code.
- Click De-Activate. Your license can now be activated on another computer or reactivated on this same computer.

## **How do I reactivate my SAAM II License?**

Once deactivated (refer to the Q/A Section entitled 'How do I deactivate my SAAM II license?' above), you can reactivate your license on any computer on which SAAM II is installed.

- Go to your SAAM II install directory and execute the LicenseManager.exe file located therein.
- Enter your 18-digit license code and click Activate.
- Click Yes to open the account Log In dialog.

Note that your username and password were created during initial license activation.

Refer to the Q/A Section 'How do I activate my SAAM II License for the first time?' above for details on creating your account. If you've lost or misplaced your username and/or password, you may need to re-register using a new account.

If you still have problems de-activating or re-activating your SAAM II software on a new computer, please contact Epsilon by e-mail at: [info@tegvirginia.com](mailto:info@tegvirginia.com) for assistance.

## **How can I get a trial license for SAAM II?**

Contact Epsilon by e-mail at: [info@tegvirginia.com](mailto:info@tegvirginia.com) and tell us what you are interested in. Epsilon has exclusive rights to sell licenses to the software via a license agreement. In order to send you the appropriate license agreement, an Epsilon staff member will contact you. They will ask you for information like: What country do you live in? Do you work for a company? If so, the company name? Or do you work for a university as a professor, associate or assistant professor? Or are you a graduate student or an undergraduate student?

Once we have this information from you we will send you a license agreement to fill out for your order and sign. Once we receive the signed license agreement back from you then we will set you up with a one week trial license.