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## Error 2013-001

### Dear Doctor & Staff:

Typically this error message is because of 1 of 3 reasons.

### Reasons & Solutions

- 1) You haven't installed the EasyDent Update CD we sent you within the last month.
  - **Install the updates from the CD** and then install the latest Internet updates from our web site, [www.ezdent.com](http://www.ezdent.com)
  - As a **temporary fix** at the prompt you can enter the keyword **BYPASS7** (This will only work a few days)
  
- 2) Please pay the annual software usage and support fee and you will receive an update CD.
  - As a **temporary fix** at the prompt you can enter the keyword **BYPASS7** (This will only work a few days)
  
- 3) You are trying to install EasyDent on a new computer and didn't follow the installation instructions completely.
  - Follow the update instructions found on our web site [www.ezdent.com](http://www.ezdent.com) Using the drop down top box "Tech Notes", then pick the topic "Networking including New Computers"