

Why can't I listen to my music downloaded from Getmo(TM)?

Unfortunately there are many different things that could and do frequently go wrong, so this document attempts to pick out the major issues regarding playing our music and what you can do to attempt to resolve this.

Getmo endeavor to find a way to satisfy our consumers and meet the requirements of our content providers.

You as a consumer want just to click, download and play your music. That's what Getmo(TM) want for you as well. But we have to ensure that content cannot copied and end up as pirated music. To do this, we have to use a technology called Digital Rights Management (DRM).

DRM means we have to "lock" our music files and provide you the consumer with the capability to "unlock" the content if you have a valid entitlement. (Otherwise known as DRM Licenses) Think of this as a door with a lock. If you have a key, you can unlock the door, get in and use the contents. If you don't have a key, then you can't.

Some of our content is only delivered in Windows Media Audio format. This means that you must have Windows Media Player and the necessary DRM components to allow the key to fit the lock.

The player is pretty much available on all PCs running Windows, but at present the DRM components are not available on Apple computers. That means we currently can't get our technology to work on Apples, but we are looking at alternatives.

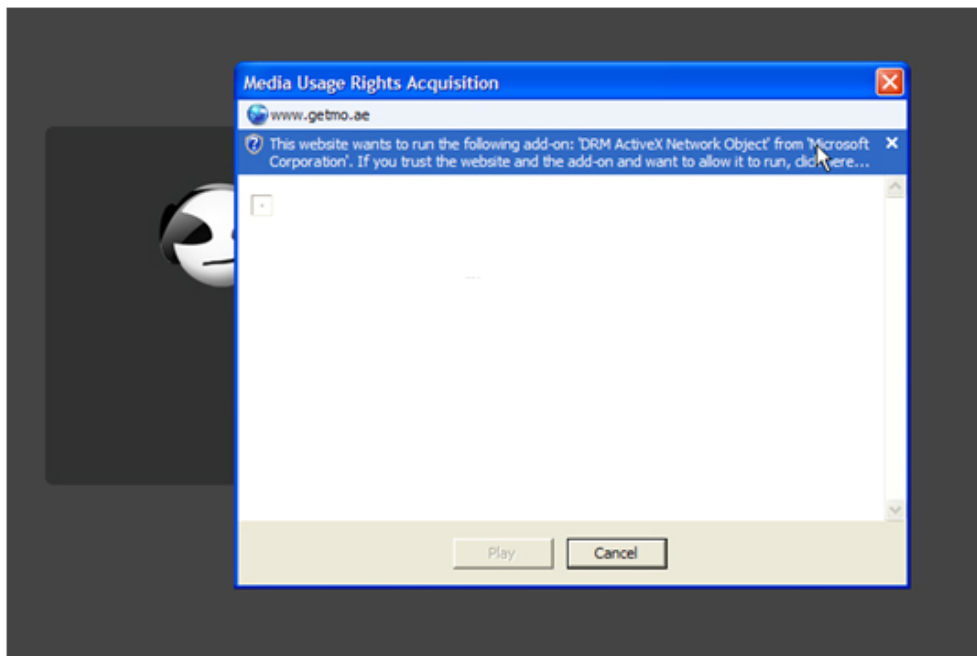
When Windows Media Player is installed on your PC, it has a shared version of the DRM components (the same on all PCs from your supplier's manufacturer) and therefore Microsoft insists that you create a personal version of the DRM components, just for your PC. This is known as "[individualisation](#)". To do this we need to replace the shared file on your PC with a new version just for you.

So, when you first come to Getmo(TM), we check what version of Internet Explorer you have. But you have to use our Getmo Pre-checker to see if you have other necessary components to successfully install the Getmo Media Suite and to "individualize" your PC.

If you do not have the DRM components enabled in your web browser (and most people won't have unless they have already bought some music or listen to other DRM-protected content from elsewhere) we will switch it on for you automatically. The technology to enable automation in Internet Explorer is called ActiveX. Before an ActiveX component can run, you need to accept a couple of messages from Microsoft.

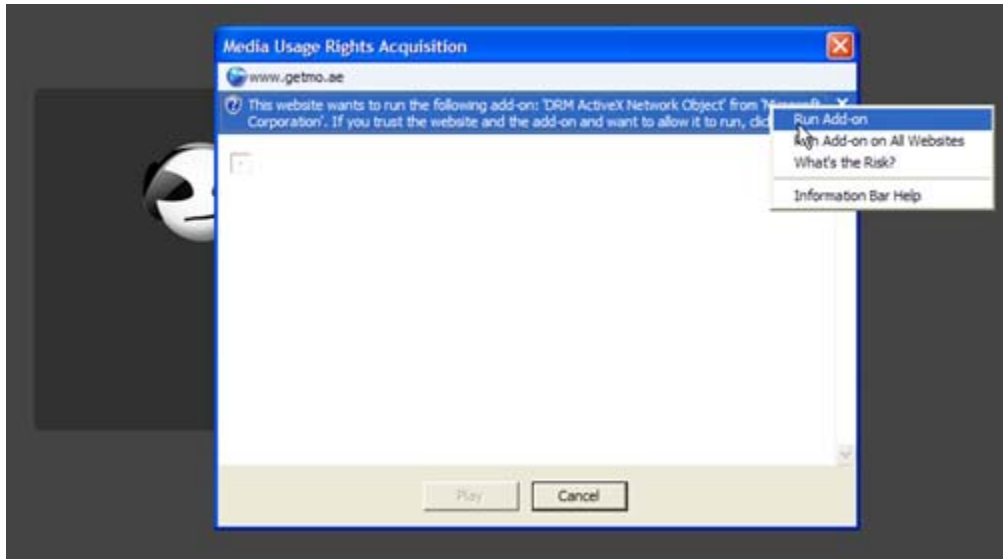
The following is for users who have Windows XP on their PC:

When you click on GET IT, the first thing you should notice is a new window will pop-up and a yellow information bar should appear in the top of the window:



If you have already done the DRM thing, perhaps by buying some music or listen to music on another website, then you won't see this (as you have already done this before), but if you haven't, then what you need to do is this:

1. Click Close on the big grey box called "**Information Bar**, Did you notice the information bar?"
2. Click on the yellow information bar at the top of the browser that says "This website wants to run the following add-on: **DRM ActiveX component**"
3. When you click on the yellow information bar, it will pop up and present you with a grey menu. Select "**Run ActiveX Control or Run Add-on**".



4. This will then pop up another window:

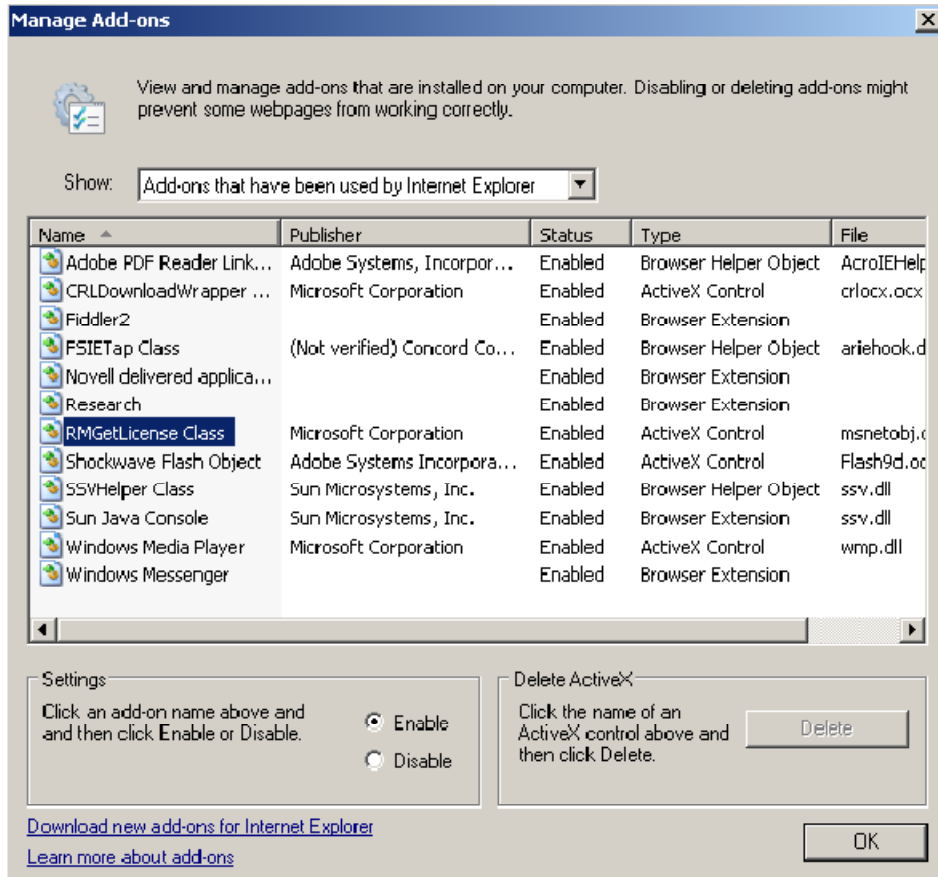
5. Select **“Run”**



If you think something is wrong at this point, you can check in Internet Explorer that the DRM ActiveX installed properly.

Select Tools, from the menu and then click on Manage Add-ons, Enable or Disable Add-ons. Then click on the drop-down box and select **“Add-ons that have been used by Internet Explorer”**.

You should see this:



If you see **“RMGetLicense Class”** listed, you have the software you need.

Ensure it is enabled by checking in the “settings” box and ensuring that the correct button is clicked – Enable.

If you don't see the RMGetLicense Class listed at all, then something happened that blocked the Activex being installed.

Our recommendation is to go to the menu again, this time select **“Internet Options”** and click on the **“security”** tab. Press the grey button called **“Default Level”** then select OK, exit from Internet Explorer totally. Restart your browser and visit [Getmo\(TM\)](#) again. This time you should see the ActiveX installation start as in the picture shown on page two.

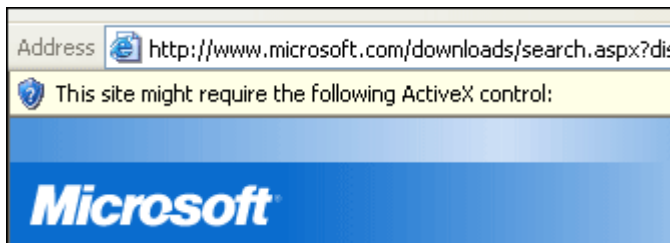
Individualisation

For Windows XP:

This screen is where we start the [Individualisation](#) process. We talked about this at the beginning of this document, if you didn't read about it, start reading again from page 1.

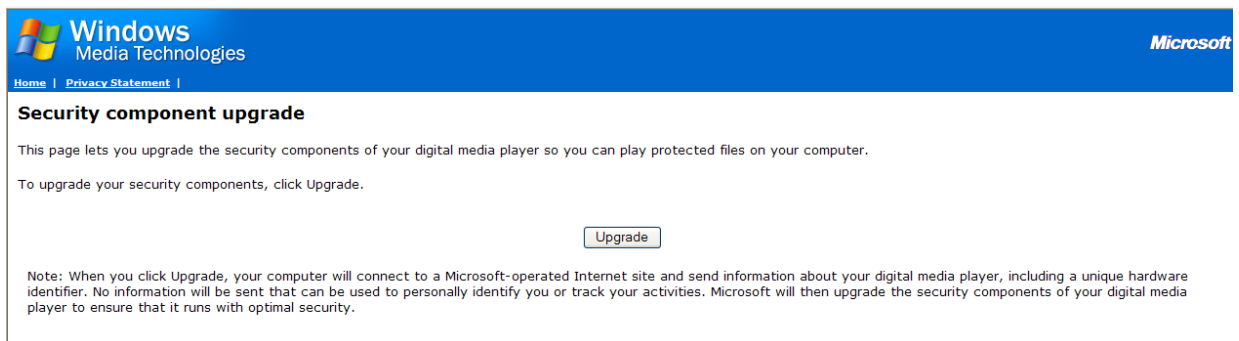
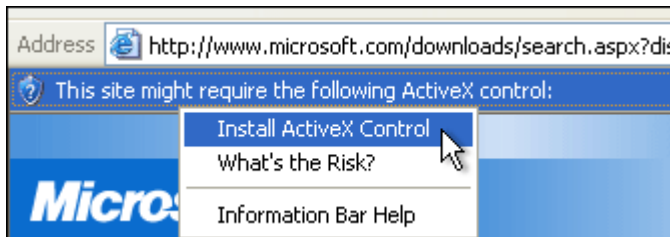
Direct Link: <http://drmlicense.one.microsoft.com/crlupdate/en/crlupdate.html>

In order to use perform this upgrade, you must be logged in as an Administrator. Internet Explorer is recommended because this site depends on ActiveX technology. Do you see the Internet Explorer Info Bar as displayed in this picture?



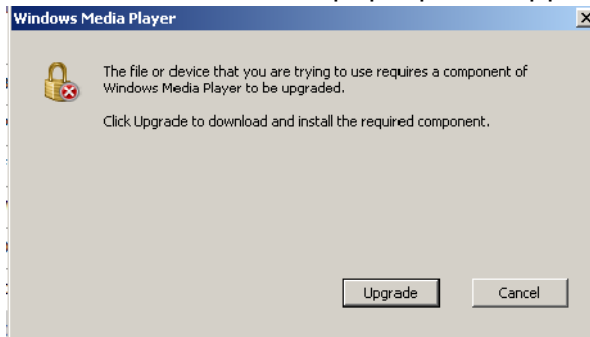
If the **Info Bar** is displayed, follow the steps below to install the Genuine Windows Validation Component.

1. Right click the **Info Bar** and select **Install the ActiveX Control** (shown below).



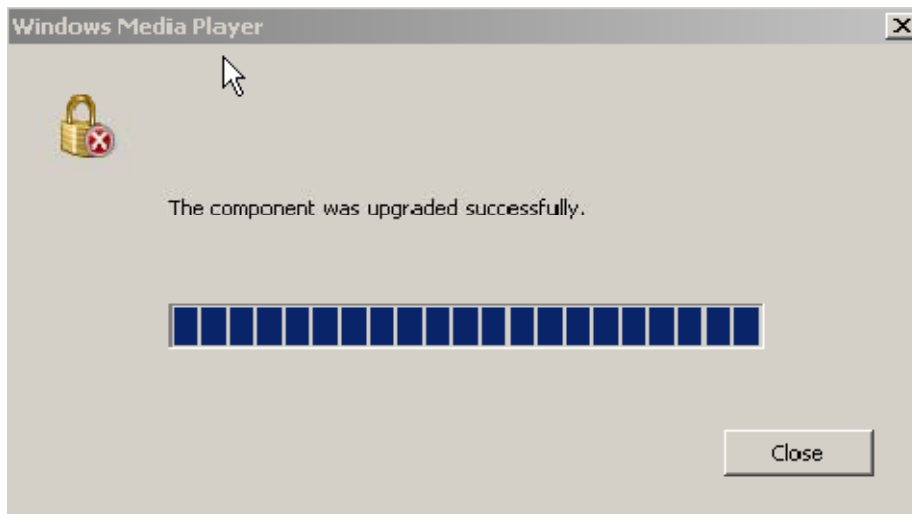
2. Click the blue button saying **“Upgrade”**.

You should see a new pop-up box appear in your browser like this:



Click on the Upgrade button to start the process.

You will see a quick download happen and then you will see the screen change to this:

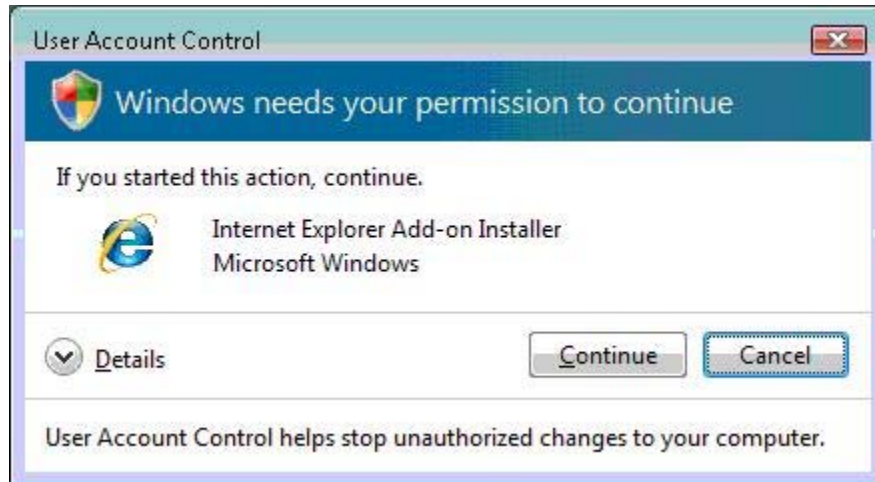


Press the Close button.

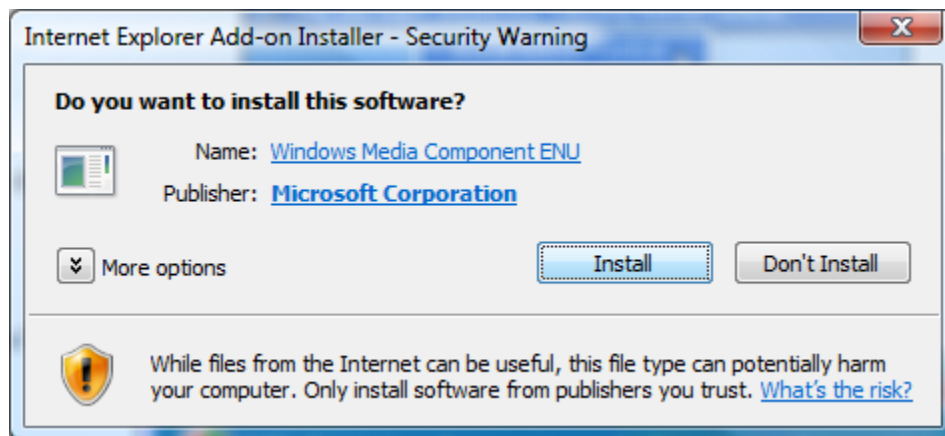
For Windows Vista:

Internet Explorer is recommended because this site depends on ActiveX technology. This site will only work for Windows Vista x86, if you are experiencing this problem on Windows Vista x64, please contact Microsoft Product Support. <http://support.microsoft.com>

Do you see the dialog as displayed in this picture? If you already closed this dialog, press "F5" on your keyboard to refresh and the dialog will reappear.



1. If the dialog is displayed, choose **Continue**. You may need to type the Administrator password.



2. When this dialog appears you will need to choose **Install**.

3. Click the **Upgrade** button near the top of this page.

If your individualization completed successfully, then you are good to go. Enjoy your music.