Instructions to Download, Install and Activate

Stitch Era Universal version 17, Express & Standard Editions

This document contains the sequence of steps to correctly download, install and activate **Stitch Era Universal**. You can only download this software from an authorized dealer's website. Do not download this software from any other non-authorized source.

Note: In case you experiment a problem on any step, take note of the step number. This step number will help us to identify the problem. First, try to search for the answer in this document. If you cannot find it, then check the articles on the Troubleshooting section of the pages where you are downloading the software.

DOWNLOAD

Step 1: Start Download

On the Stitch Era Universal Subscription Page:

Read articles:

> SYSTEM REQUIREMENTS

> SOFTWARE LICENSE OF USE

Then press on:

Ask A Software Demo

Step 2: Complete Your Data

Complete all the fields in the Try a Demo form:

Press on the Create a Demo button.

You will receive an email with instructions, the link to download and install the program and the passwords-file. Save the attached file (.zip), it contains the passwords-file that you will need to install the product, to a safe place in your disk. Follow the steps from the email

✉ Message | 7z 10635.zip (794 B)

Dear User:

Thank you for using Design Era.

The following information describes the demo system:
Licenses: 950466, 950467
Subscription Product: Stitch Era Universal Express Subscription Period: 7 days demo

Steps to follow:

1. Get the Installer

The installer can be downloaded from this link: http://www.sierra-software.com/Downloads/ERAv17/ERA17DownloaderSUS_1234575.exe

2. Run the Installer, using the Password-File

The password-file necessary to install the product is attached to this email (.sus extension)

3. After the Instalation, follow the instructions to activate the software

Notes:

Please, keep these instructions and make a backup copy of the attached and downloaded files.
If you need further information about this process, please send an e-mail to sales@sierra-software.com including your license serial number in the subject.

Thank you again.
Design Era Live Service Center
DESC-65-EN-R12082016

Step 3: Downloader Program

When you click on the downloader link the download process has started. Your internet browser will show a window for confirmation.

Press on SAVE, and then choose the destination folder.

The downloader program "ERA17DownloaderSUS" will be saved in that folder.

Step 4: Run the Downloader Program

After download ends, go to the destination folder where you have saved the file.

Run (double click) on the file

ERA17DownloaderSUS
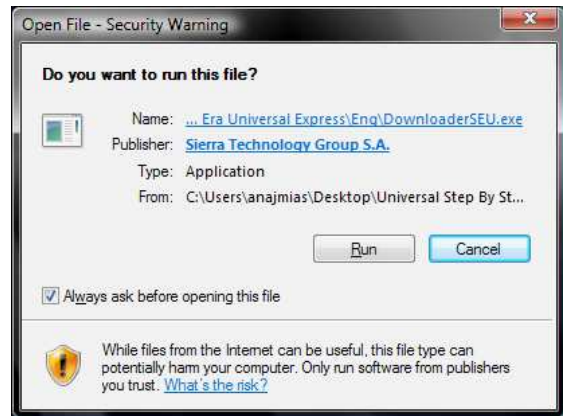
Step 5: Check your Download Code

The downloader program will show the following window.

The DOWNLOAD CODE will be completed automatically whern you run it.

Press on CONTINUE.

Step 6: Temporary Folder for the Installation Program

Select a folder for the Installation Program of **Stitch Era Universal software.**

Press on START.

Step 7: Downloading

Download will begin.

Please wait until it has finished.

Step 8: Start Software Installation

Once the download has finished, click on INSTALL to run the Installation Assistant.
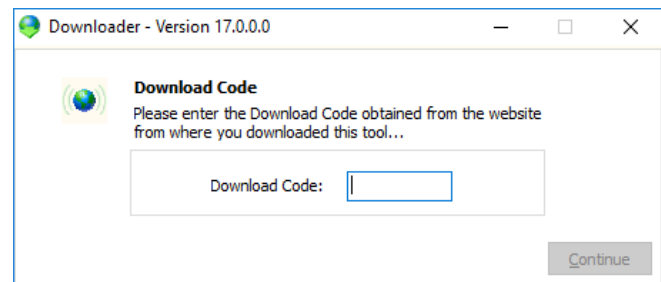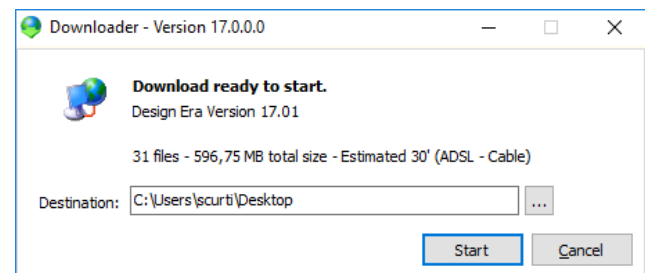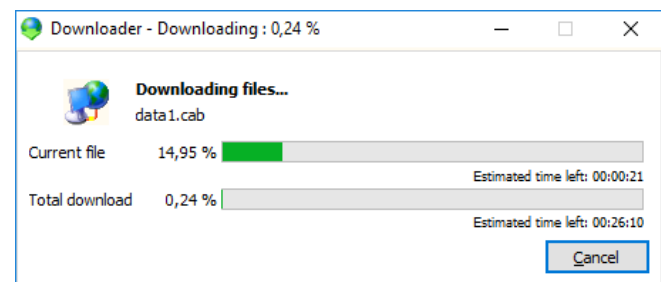
Downloader - Downloading : 100,00 %

Download Completed.
Please, click Install to start installation now.
You can run the installation later running Setup.exe in destination folder.

Install   Close
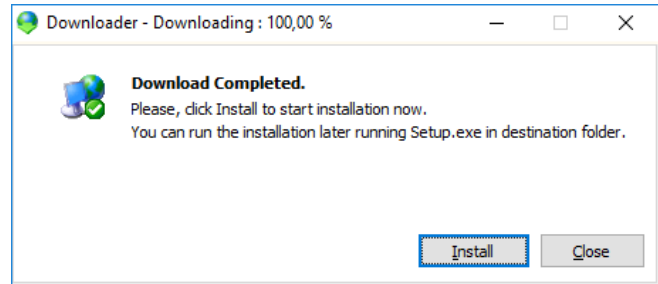
INSTALL

Step 1: Preparing for Installation

The installation wizard will check your system before installing the software.

Attention!

If the installation wizard shows a compatibility warning window (conflict with other software from the same developer), read the article "compatibility message warnings".

Design Era - InstallShield Wizard

Preparing Setup
Please wait while the InstallShield Wizard prepares the setup.

Design Era Setup is preparing the InstallShield Wizard, which will guide you through the rest of the setup process. Please wait.

InstallShield

Cancel
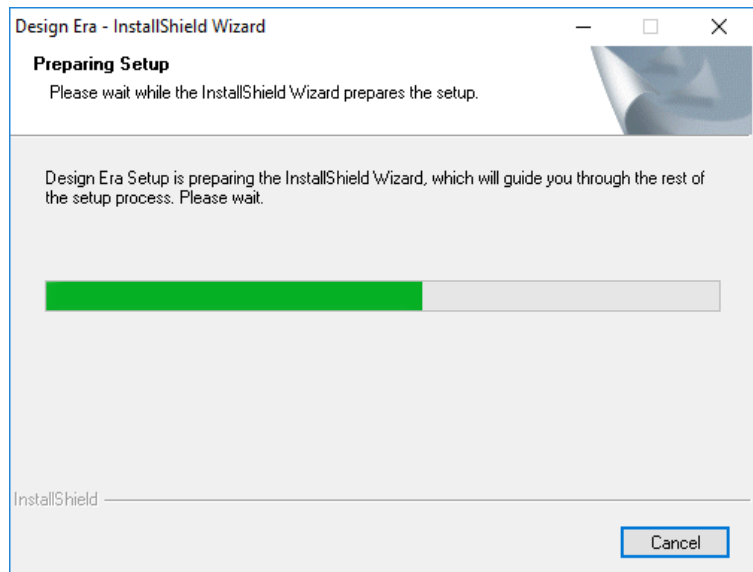
Step 2: Installing the Software

Once the installation wizard is ready, a welcome window will open.

Click on NEXT.

Design Era Setup

Welcome to the InstallShield Wizard for Design Era

The InstallShield Wizard will install Design Era on your computer. To continue, click Next.

< Back   Next >   Cancel
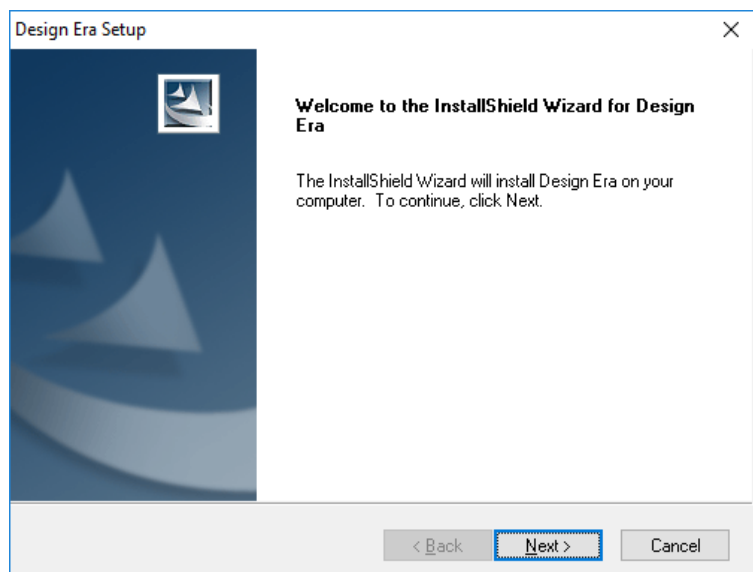
Step 3: Installation Notes

Please read the Installation notes.

Disable antivirus and firewall before continuing with the installation.

Click on NEXT.

Design Era Setup   ×

Installation notice.
   THIS WARNING IS VERY IMPORTANT

¡YOUR INSTALLATION PROCESS MAY FAIL
YOUR SOFTWARE PROGRAM MAY FAIL

This application uses several advanced technologies to protect the software against piracy.
Sometimes, some Antivirus Programs detect false positives (mark a file as a virus when it is not)
and the installation process (or part of it) fails.

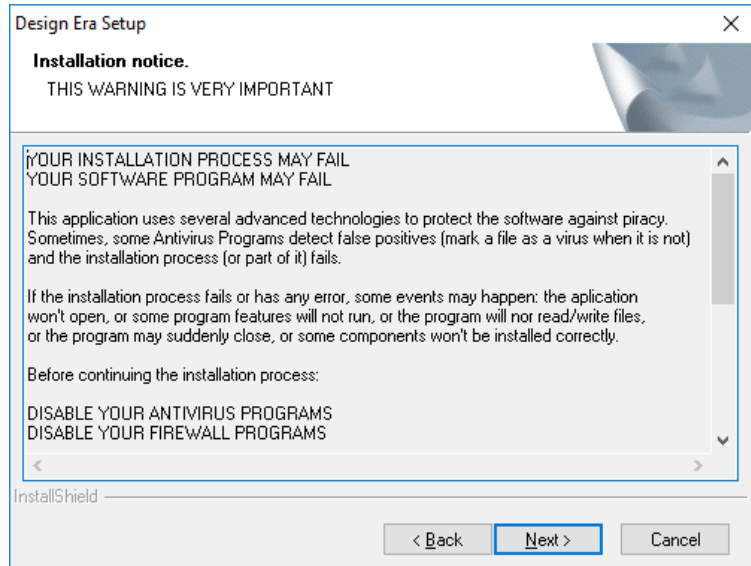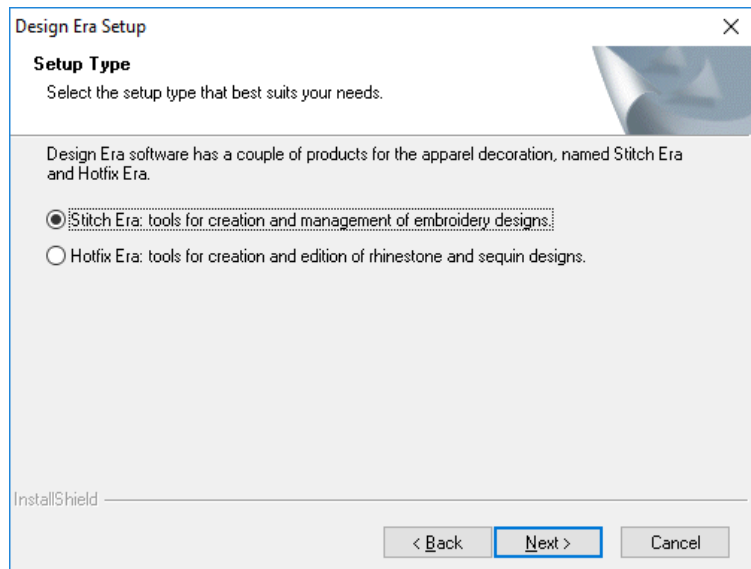If the installation process fails or has any error, some events may happen: the aplication
won't open, or some program features will not run, or the program will nor read/write files,
or the program may suddenly close, or some components won't be installed correctly.

Before continuing the installation process:

DISABLE YOUR ANTIVIRUS PROGRAMS
DISABLE YOUR FIREWALL PROGRAMS

InstallShield

< Back   Next >   Cancel

Step 4: Select Stitch Era

Please select the option Stitch Era in the window to continue with the installation.

Click on NEXT.

Design Era Setup   ×

Setup Type
   Select the setup type that best suits your needs.

Design Era software has a couple of products for the apparel decoration, named Stitch Era
and Hotfix Era.

⦿ Stitch Era: tools for creation and management of embroidery designs.

◯ Hotfix Era: tools for creation and edition of rhinestone and sequin designs.

InstallShield

< Back   Next >   Cancel
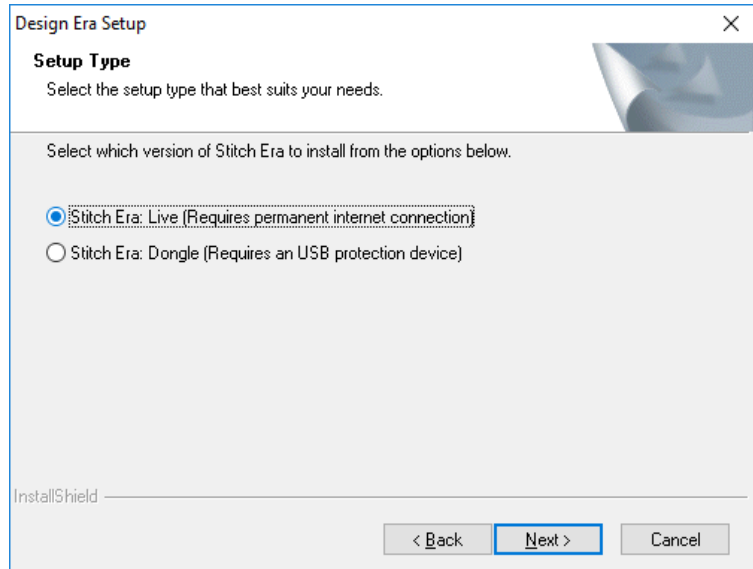
Step 5: Select Stitch Era Live

Please select the option Stitch Era Live in the window and continue with the installation.

Click on NEXT.

Design Era Setup   ✕

Setup Type
Select the setup type that best suits your needs.

Select which version of Stitch Era to install from the options below.

◉ Stitch Era: Live (Requires permanent internet connection)

○ Stitch Era: Dongle (Requires an USB protection device)

InstallShield

< Back   Next >   Cancel

Step 6: Select the installation password file

Design Era Setup

Setup Type
Select the setup type that best suits your needs.

Select which version of Stitch Era to install from the options below.

◉ Stitch Era: Live (Requires permanent internet connection)

○ Stitch Era: Dongle (Requires an USB protection device)

Attached in the instructions email you have the passwords files that must be selected here to continue with the installation process.

If you have not saved it previously when you received the email, you can do it now.
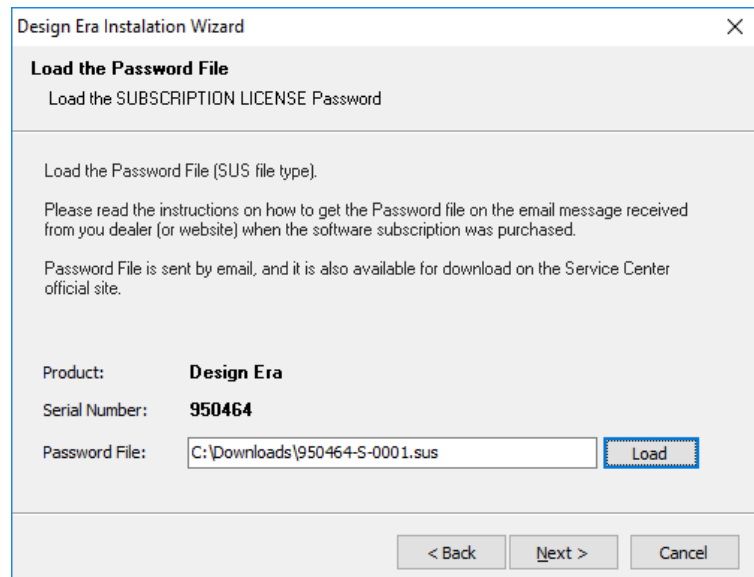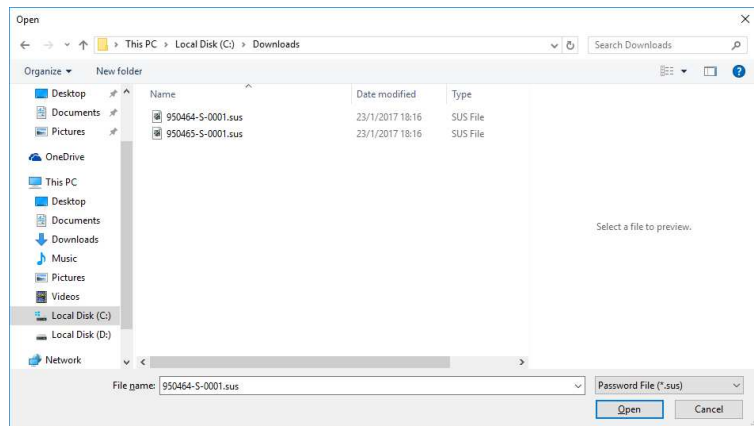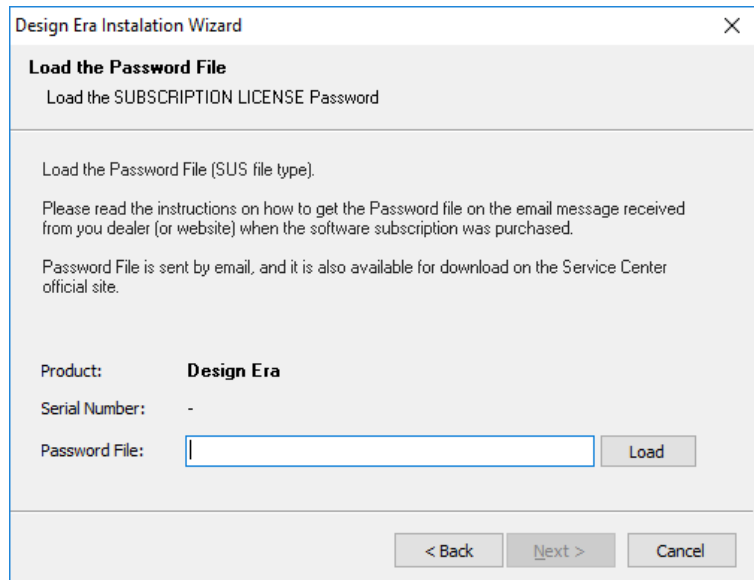
Open the zip file and you will find two licenses, extract them.

You can use them in two installations at the same time

Click the Load button and find them in your disk and select one of them.

Check the sequence in the following windows.

Click on NEXT.
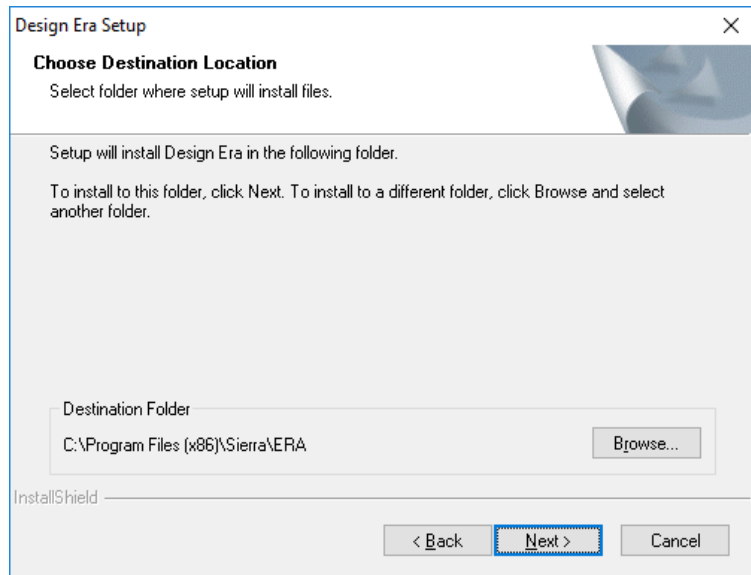
Step 7: Folder for the Software

Select the destination of the **Stitch Era Universal** files.

By default, the destination folder is *C:\Program Files (x86)\Sierra\ERA*.

If you want to change it, click on Browse.

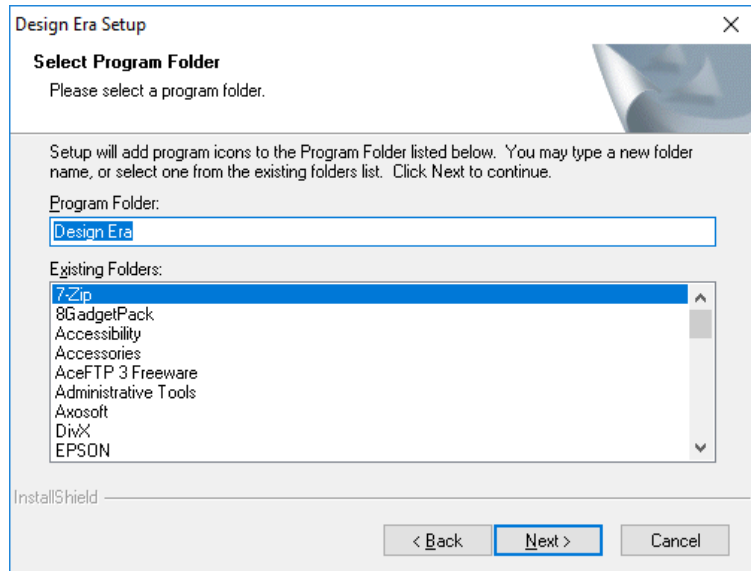We recommend to use the default folder.

Afterwards, click on NEXT.

Step 8: Name of the Software Group

On the following window, you can modify the name of the Program Folder.

We recommend using the default name, "Design Era".
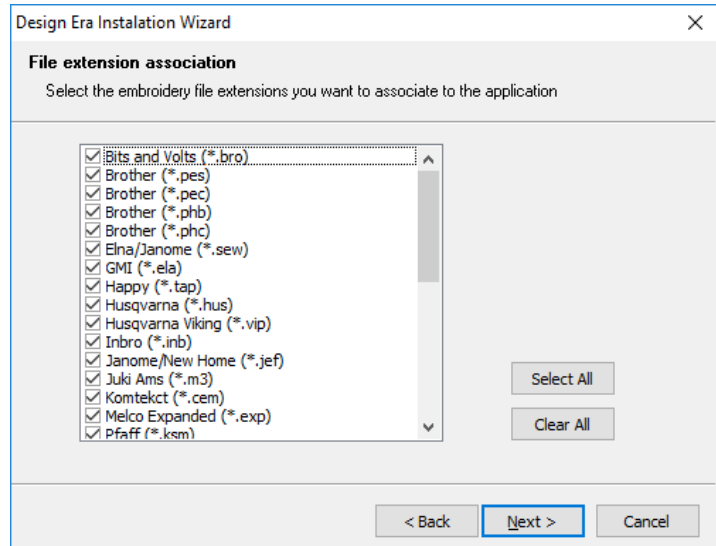
Afterwards, click on NEXT.

Step 9: File Extensions associated

Select the embroidery file extensions you want to associate with this application.

Once finished, click on NEXT.
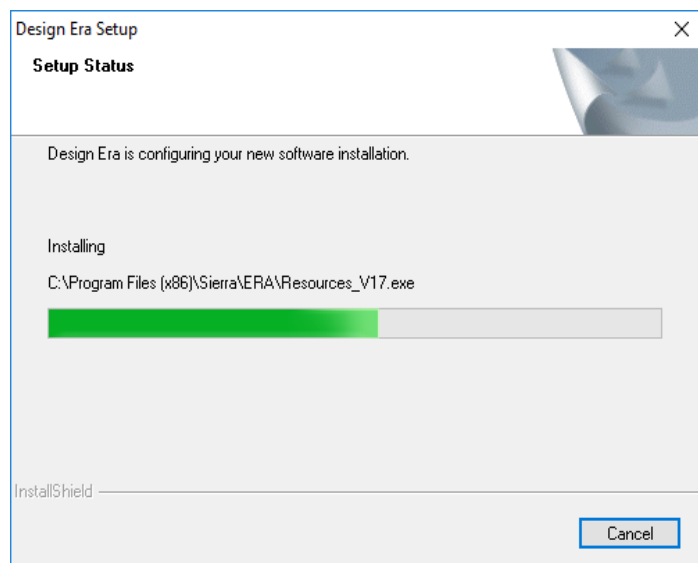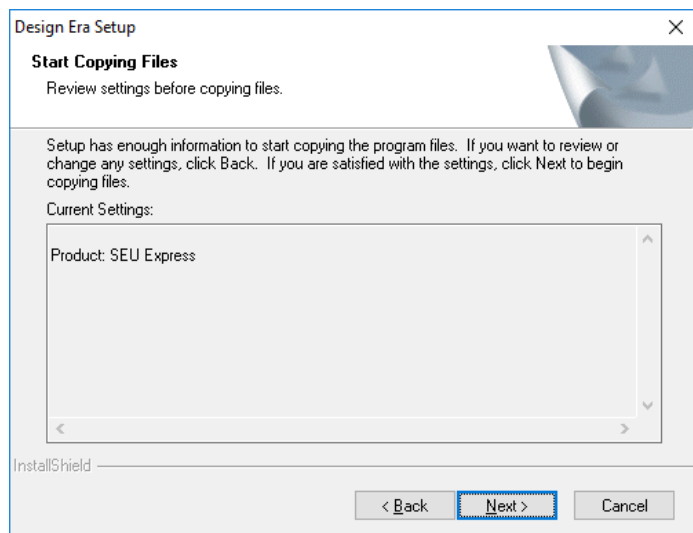
Step 10: Confirmation before installation

Before starting the installation a last confirmation page.

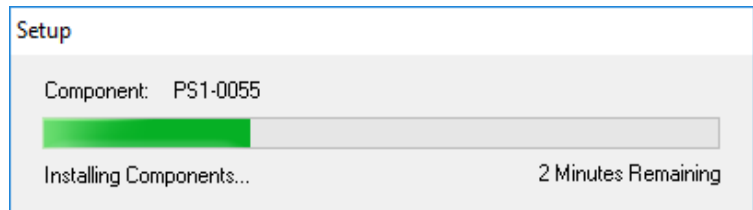Then the installation will start.

Click on NEXT.

Please wait until the progress bar has completed and the installation has finished.

Step 11: Registering Components

As part of the installation, **Stitch Era** will register components.
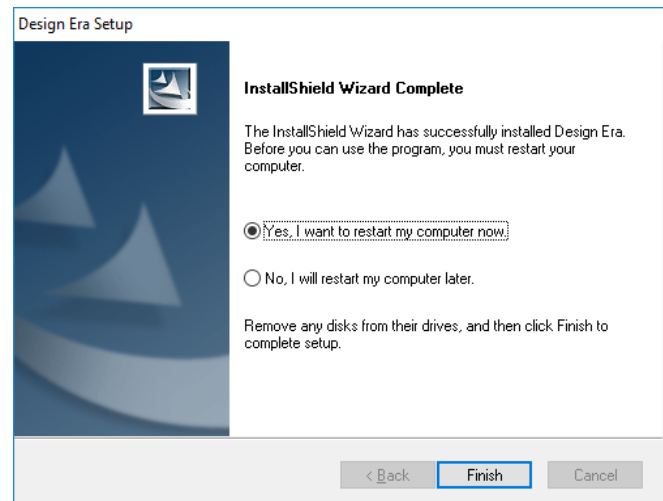
Wait until it has finished.

Copying components...

Setup

Component: PS1-0055

Installing Components...   2 Minutes Remaining

Step 12: Restart Computer

After completing the installation, the wizard will ask you to reboot the computer.

Select YES.

Then, click on FINISH.

Design Era Setup

InstallShield Wizard Complete

The InstallShield Wizard has successfully installed Design Era. Before you can use the program, you must restart your computer.

⦿ Yes, I want to restart my computer now.

○ No, I will restart my computer later.

Remove any disks from their drives, and then click Finish to complete setup.

< Back   Finish   Cancel

After rebooting, the installation will complete the components registration.

Registering components...

ACTIVATE

Step 1: Run the Software (first time)

Run the program from
Start*Programs\Design Era\Design* or
from the Shortcut on the desktop *Design Era*.

You will see the welcome window of
Stitch Era Universal.

Read the License Agreement

Click on YES to accept the license terms
and start the program.

Step 2: Product Registration 1

The activation wizard will open the
Product Registration Form.

Please complete all the fields.

Make sure to write your email address
correctly.

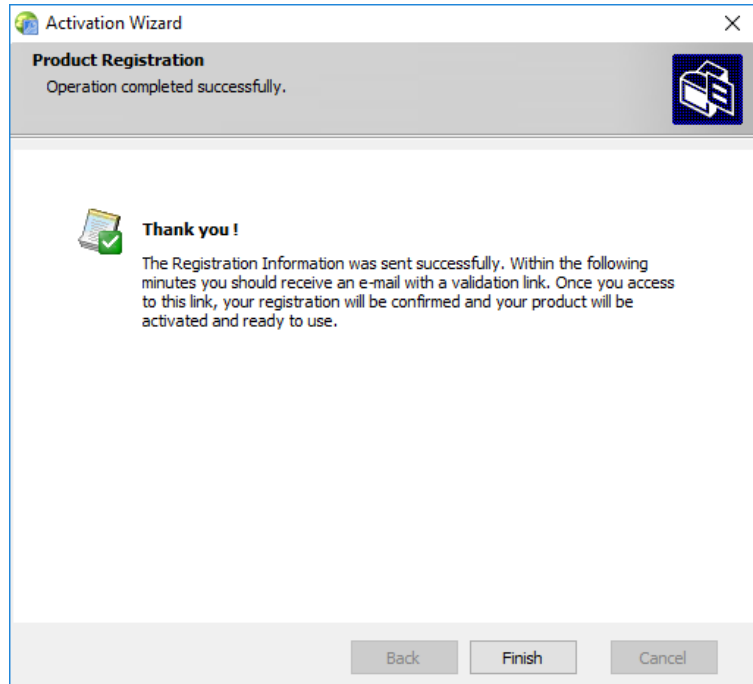Then, click on NEXT.

Step 3: Activation is Done!

If the information was sent correctly, you will get a "*Thank you*" window.

The registration server will send you an email with the confirmation link.

Click on *Finish* to complete the registration.

Activation Wizard

Product Registration
Operation completed successfully.

Thank you !
The Registration Information was sent successfully. Within the following minutes you should receive an e-mail with a validation link. Once you access to this link, your registration will be confirmed and your product will be activated and ready to use.

Back | Finish | Cancel

Step 4: Check your email box

Go to the Inbox of your registered email. Verify that you have received and email from **Design Era Live**. (If you cannot find it in your Inbox, try your SPAM folder).

Design Era Live - s/n # 950466 - Activation (SEBASTIAN) | Sierra Software Autosender <system@sierra-software.com>
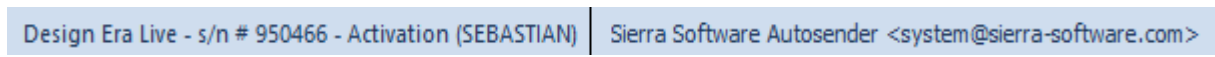
The email received will contain a confirmation link.

Click on the link or copy it in your Internet Browser

Dear User:

Thank you for installing Design Era Live!

Now is time to activate your system.

Computer Name: SEBASTIAN
Serial Number: 950466

Steps to follow to activate your system:

To validate your registration and activate the product installation in the computer SEBASTIAN, please click the link below (or copy and paste it within the address bar of your web browser):

"http://www.sierra-software.com/Act/activate.aspx?ID=RYXSVDFJ-1"

Important: This confirmation link will be valid until 1/31/2017.

If you have not yet activate the software after that date, you must send the registration again: Run the software and follow the Activation Wizard. We will send you a new link to activate the software.

We sincerely hope you enjoy Design Era Live.

Thank you again.
Design Era Live Service Center
DESC-53-EN-R04102011

Step 5: Activation is Confirmed!

As soon as you click on the registration link, a confirmation window will appear on your browser. It will show you that the Stitch Era Universal registration was successful and that the product is activated.

Afterwards, close the browser window.

design **era** Software suite for the apparel decoration   *Sierra*

Thank you !

Your registration was successfully confirmed and your product is now activated and ready to use.

We hope you enjoy your product.
Thank you again.

Sierra Technology Group
Design ERA Team

RUN THE SOFTWARE

Step 1: Execute the Software

Run the program from the
direct access Design Era on
your desktop.

Click on YES to continue.

Step 2: Start Working

The **Stitch Era Universal** start
window will appear. Now start
having fun!