

## Downloading your product, password and installation guide

### What do you need to complete this step ?

- The "Product download instructions" e-mail. It contains your Serial Number, User Id and User Password
- A computer with internet access
- If you are planning to install the product in a different computer, with no internet access, you will also need a removable storage device (such as a pendrive or an external disk with a minimum of 850 Mb free)

### How to download?

1. Using your internet browser, point to <https://www.sierra-software.com/users> ,locate the title "Download software & Installation password" and click on the download link

#### Download Software & Installation Password

If you have already received instructions and codes to install the product, press the below link to download the corresponding installation password and the last software release available for that password.

[Download Installation Software & Password](#)

2. Enter your product serial number and click Next

Download Installation Software & Password

Welcome!  
This section will guide you to download your software, installation documents, passwords, etc.

Please, enter your product serial number and click Next [Where is my product serial number?](#)

**Next** Cancel

3. Then, enter your Username and Password, review and check the Terms & Conditions and click Next

Download Installation Software & Password

Welcome!  
This section will guide you to download your software, installation documents, passwords, etc.

Please, enter your product serial number and click Next [Where is my product serial number?](#)

User ID / E-mail:

Password:

**Next** Cancel

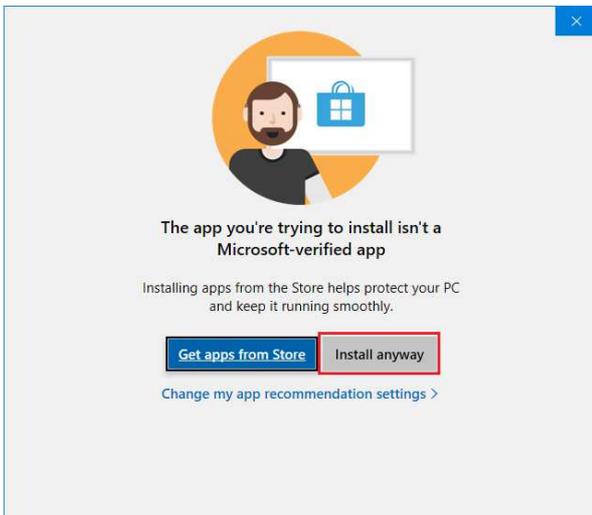
4. A box with several links will popup. Use the links to get the product downloader tool, password and installation guide. You will be prompted to select a folder where the files will be saved. We recommend that you create a folder for this purpose.



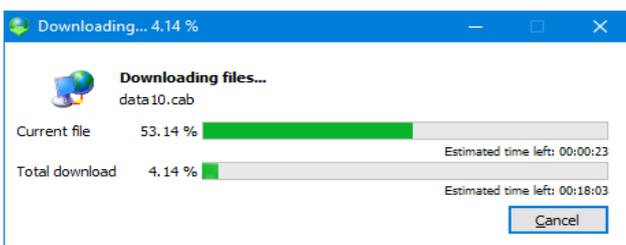
5. One by one, use the three links and save the files into your disk. Please, do not change the names of the files during the process; save them with their original names.

6. Use your Windows Explorer to navigate to the folder you selected in step 4 and double click on the file whose name begins with DownloaderMTX.

As you will be executing a file that was not downloaded from the Microsoft Store, Windows could show a security warning message. Press the Install Anyway button to continue; the file is completely safe and it is digitally signed by our software development company, AR Robots SA.



7. The tool will start and connect to our server, then, it will prompt you to select a folder to save the product setup files. Again, we recommend to use a folder created specially for this purpose. Depending on your connection speed, the tool may require several minutes to complete its job. The total size of the product setup files is around 700 Mb. You may interrupt the process any time you need. Upon resume, it will continue from the point it was interrupted.



8. Once the download is completed, you got all you need to install the product. If you are planning to install the product in a computer with no internet access, close the downloader tool, use your Windows Explorer to point to the folder you selected in step 7 and copy all its content to a removable storage device. Also copy the password-file and the installation guide. Once you do it, the removable storage device will contain all you need to install the product in the target computer.

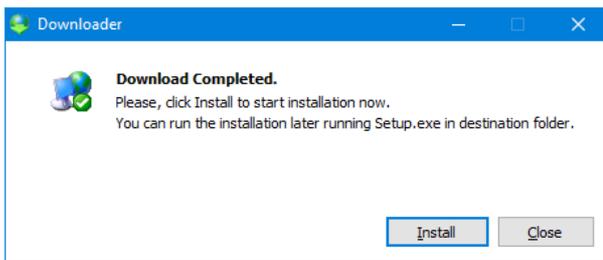
## Installing the product

### What do you need to complete this step ?

- You will need the product setup files and password file you have downloaded from internet

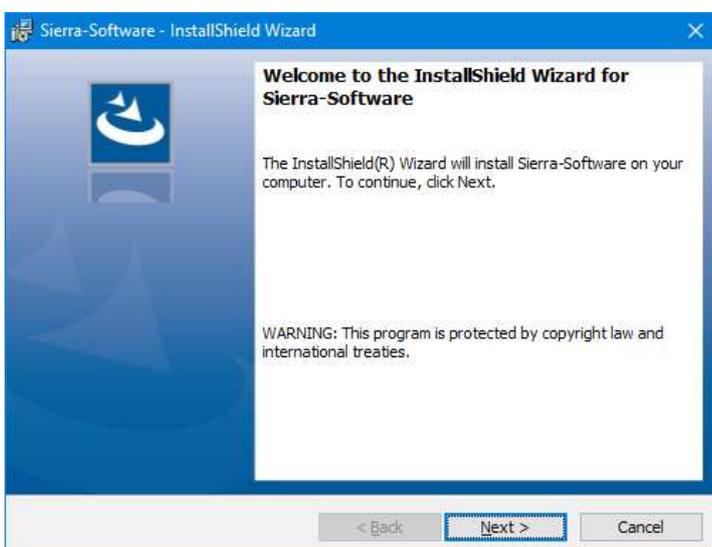
### How to install the software product?

If you are going to install the product in the same computer that you used to download the files, and the downloader tool is still running, just press the Install button to start the product setup wizard. This will execute the step 1 of the installation process for you and you may continue with step 2.

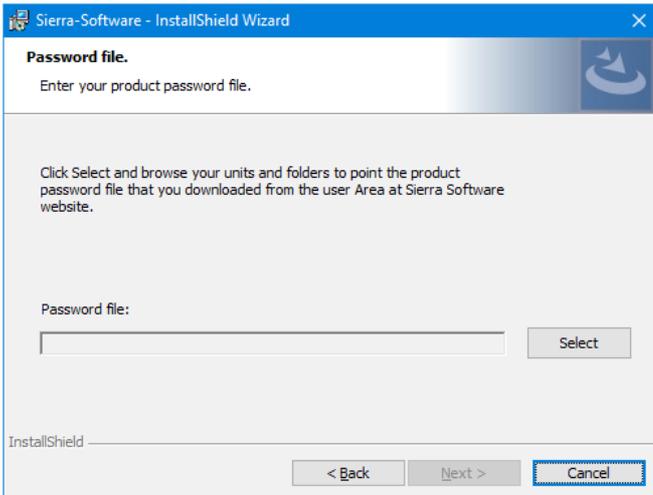


If you are planning to install the product in a different computer or the downloader tool is not running, use your Windows Explorer to point to the folder where you saved the product setup files and locate the file named setup.exe. Then, please follow the steps listed below:

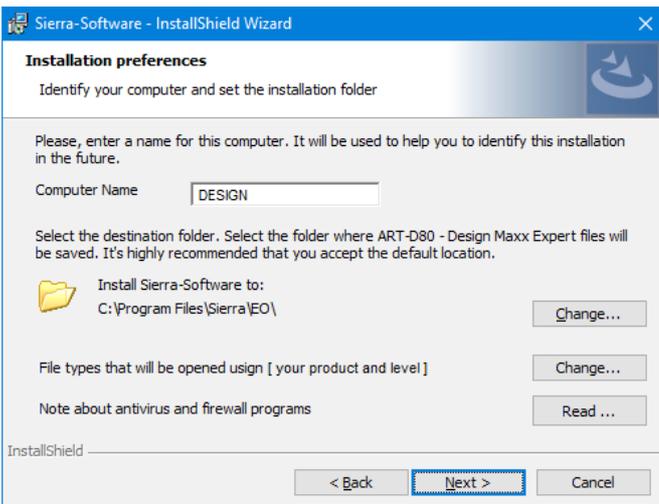
1. Launch the installation wizard with a double click on setup.exe file.
2. Windows may show the User Account Control message, requesting your authorization to run the file. Click Yes; the file is safe and you can verify in the message that it is digitally signed by our company, AR Robots S.A. The installation wizard will scan your computer and it could show a message if it found any previous version of Sierra Software products installed. We strongly recommend to unistall any previoys version before proceeding.
3. After some seconds, the wizard will show the Welcome screen and it will be ready. Click Next



4. Enter the password file by clicking the Select button and pointing to the file you downloaded from internet. The wizard will process the file and will show information about your product and serial number. Click Next



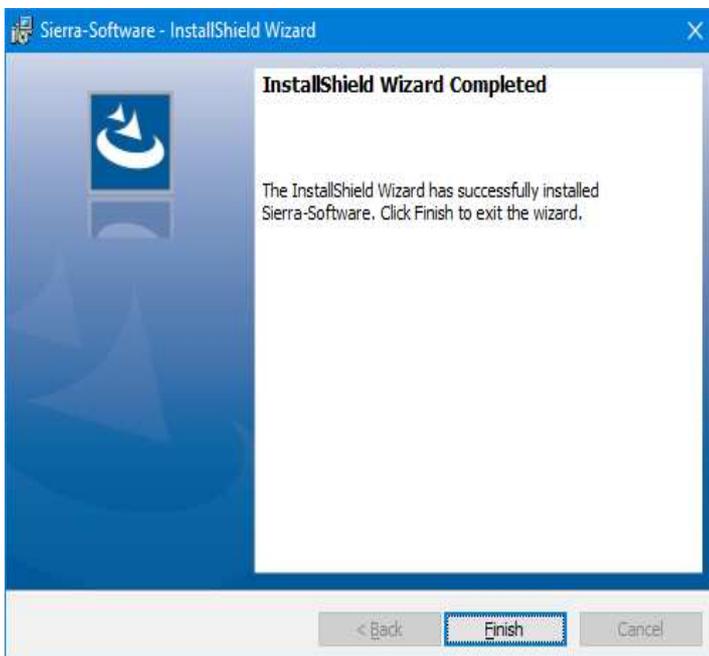
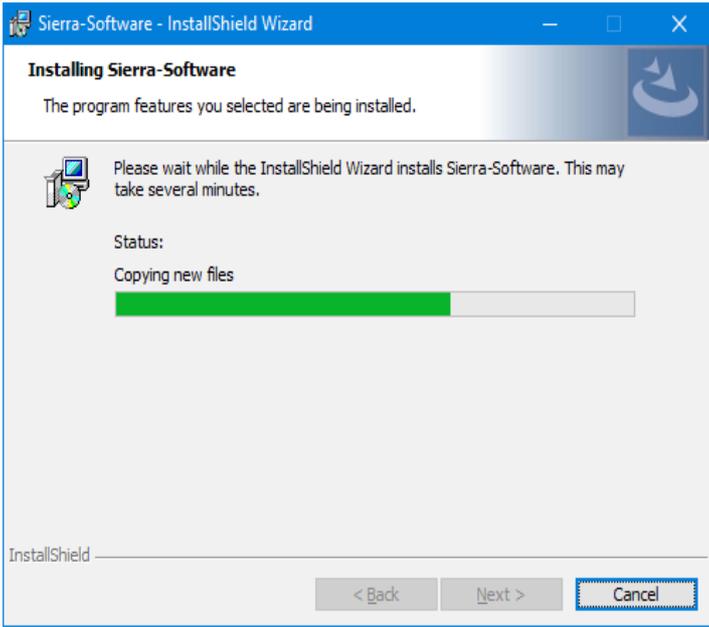
5. Assign a name to your computer. When necessary, we will use this name to identify this equipment. In this step you may also select the folder where the product will be installed. It's recommended to accept the default value.



A link located at the bottom of the window let you select what file types will be associated to the product. This means what file types will be opened with this product when you select them and press enter or when you double click on them. You will also find a link to a note about Antivirus and firewall programs troubleshooting during the installation. Click Next to continue.

6. At this point the wizard has collected all the information required to install the product. Just click Install to

start the process. The wizard will copy the files and configure you system. Then, it will prepare your design components (patterns, fonts, etc.) to be used by your product. The whole process make take several minutes to complete. Finally, it will display a screen with a Finish button.



Eventually, the wizard could display a message requesting you to restart your computer to properly finishing the installation.

During the installation, the wizard will connect to the license servers to validate and activate your product. If the computer is not connected to internet or if the connection fails for any reason, the installation will finish normally but the Activation Wizard will appear when you run the product. See License Activation for more information. Please note that it is required to complete the activation process to use the product.

## License Activation

**It is required that you activate your product to start using it.**

Normally, license activation is automatic and takes place during the installation, so, once installed, your product is ready to use.

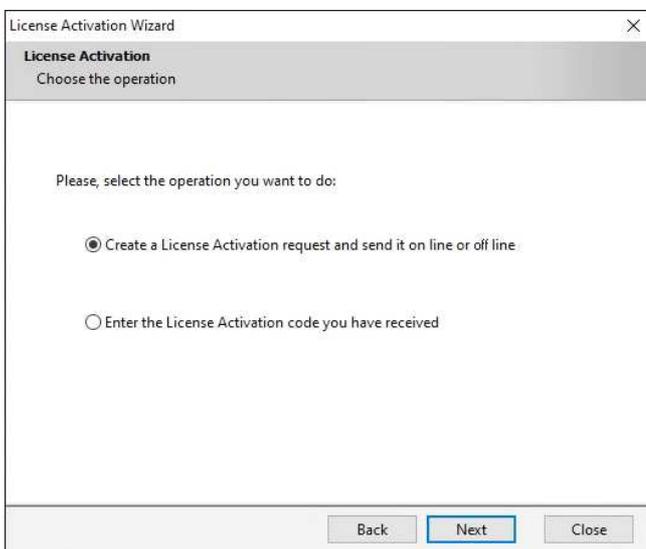
However, if a connection to internet is not available when the installation finishes, the License Activation Wizard will appear when you run the product for the first time.

If the computer where you use the product is currently connected to internet, you may proceed with the On line License Activation. If you installed the product in a computer with no internet access, you should proceed with the Off line License Activation procedure.

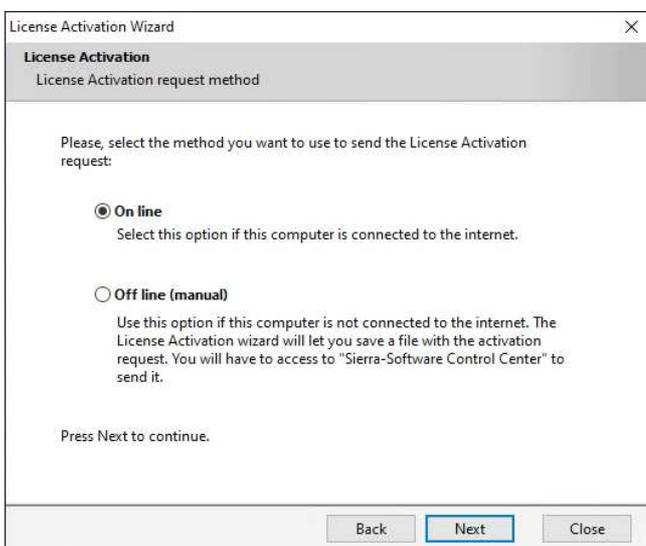
### **On line License Activation**

License Activation is performed through the License Activation Wizard. It will appear when you run the product for the first time. Please, follow the steps listed below:

1. In the Welcome screen, click Next. Then accept the default option "Create a License Activation Request and send it on line or off line" and click Next



2. Accept the default option "On line" and click Next



3. The wizard will connect to the Activation Servers. On succeed, it will send your request, wait for confirmation and complete the product setup. Then the product will be ready to use.

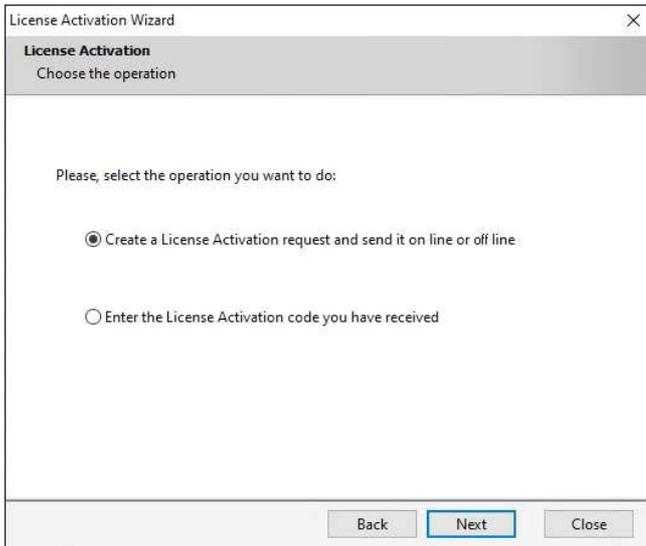
## Off line License Activation

This procedure was designed to activate products installed in computers with no internet access. Basically, you need to create an Activation Request, send it to the activation servers and then load the Activation Code that you will get from the servers. Please see the details for each step below:

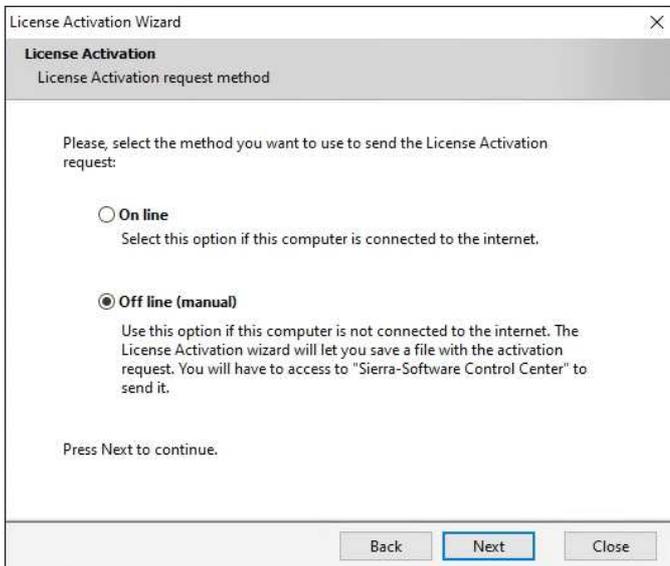
Step 1: Create an Activation Request.

Please, follow the procedure listed below, in the computer where you have installed the product:

1. Run the product. The License Activation Wizard will appear. In the Welcome screen, click Next. Then accept the default option "Prepare a License Activation Request and send it on line or off line" and click Next



2. Select the option "Off line" and click Next



3. The wizard will prompt you to select a folder where it will save the file containing the activation request. Once completed, click Finish.

At this point, you have created a file with an Activation Request. The file type should be .klsnd

Step 2: Send the request to the Activation servers.

Transport the file you created in Step 1 to a computer with internet access. You will also need your serial number, UserId and Password that you received in the "Ready to Install" e-mail

1. Use your browser and point to <https://www.sierra-software.com/users>
2. Look for the title Activate your Software, at the right side of the page and click on the link Send us your Activation Request file.

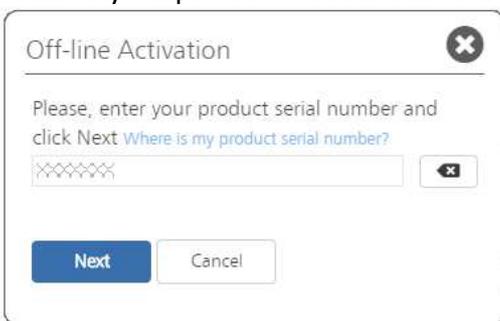
### Activate the Software ( off-line activation process )

Note: This process is intended only for users of standard software products ( products including a protection device / dongle ) that cannot follow the on-line activation process because the computer where the software is installed is not connected to internet.

Follow the steps described in the installation guide ( for the off-line activation process ) while trying to activate the software.

Activate Off-Line

3. Enter your product serial number and click Next.



4. Enter your UserId and Password and click the button Choose File. Then point to the file that you have created in Step 1, and click Open. Finally, press Next

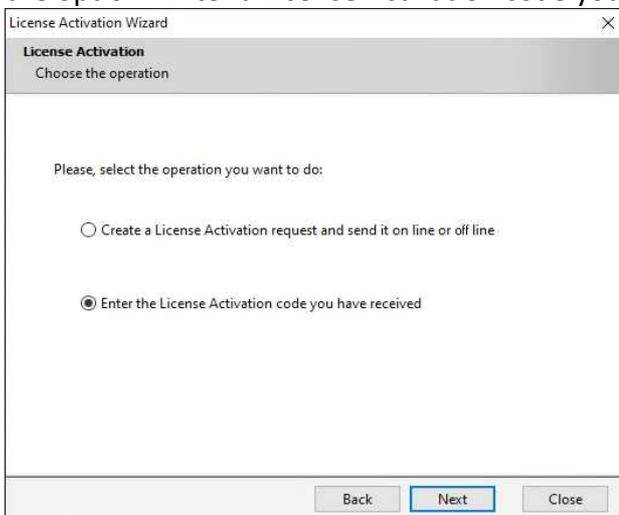
The file will be processed and the website will prompt you to download a file with your activation code. Save the file to your disk. The file type you will receive is .klrcv

At this point, you will have submitted your License Activation request and obtained your Activation Code.

Step 3: Load the activation code into your product

Transport the file you got in Step 2 to the computer where you have installed the product.

1. Run the product; the License Activation Wizard will appear. In the Welcome screen, click Next. Then select the option "Enter a License Activation code you have received" and click Next



2. Use the list of units and folders to point to the location where you saved the received file. Then click Next. The wizard will complete the product setup and it will be ready to use.

## **About antivirus programs and firewall**

The product uses several advanced technologies to protect the software against piracy. This may lead some antivirus programs to consider a given file or files as potentially dangerous when they are not; an issue known as false positive detection. In this condition, the antivirus prevents the file from being processed normally and the installation process (or part of it) fails.

At each product version launch, we perform a thorough scan of the product installation files using over 75 popular antivirus engines to avoid false positive detections. However, due to permanent updates released by antivirus companies, a file that was previously considered safe may be considered potentially dangerous after an antivirus update.

When you are installing a Subscription or Perpetual License with virtual protection device product, the installation wizard will connect to our license servers over internet. Depending on the configuration of your computer, the firewall may stop or even block these connections.

If during the product installation process, your antivirus and/or your firewall program shows virus detection, blocking connections or warning messages, we recommend to follow the steps below:

1. Cancel the product installation
2. Temporarily turn off your antivirus program but keep Windows Security antivirus feature enabled (or enable it, if it was disabled). Your system will stay protected and Windows built-in antivirus has an excellent record when it comes to avoiding false positives.
3. Allow the installation wizard (setup.exe) to pass through the firewall
4. Start the product installation again
5. When the product installation finishes, include the product within your antivirus exception list. This will prevent the antivirus from quarantining product files, potentially causing the product to malfunction or not work at all.
6. Finally, restore your antivirus configuration as it was.

If even following the indicated procedure, you cannot install the product successfully, please send a message to [support@sierra-software.com](mailto:support@sierra-software.com) writing in the subject: Problem on first installation (S/N), where S/N is your product serial number, and tell us your Windows version and antivirus program you are using.