

## Downloading your product, password and installation guide

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

- The "Ready to Install" e-mail. It contains your Product Serial Number, User Id and User Password
- The computer where you will install the product

### How to download?

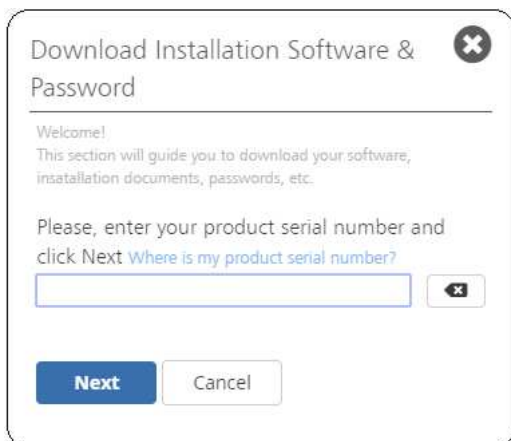
1. Using your internet browser, point to <https://www.sierra-software.com/users> , locate the title "Download software & Installation password" and click on the download link.

#### 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



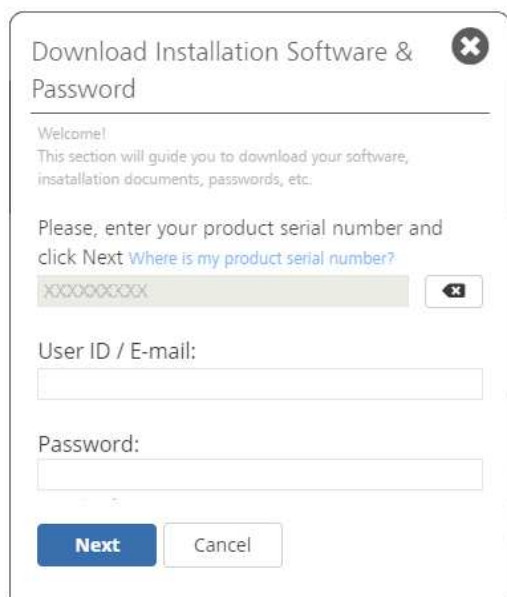
Download Installation Software & Password

Welcome!  
This section will guide you to download your software,  
insatallation 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,  
insatallation 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

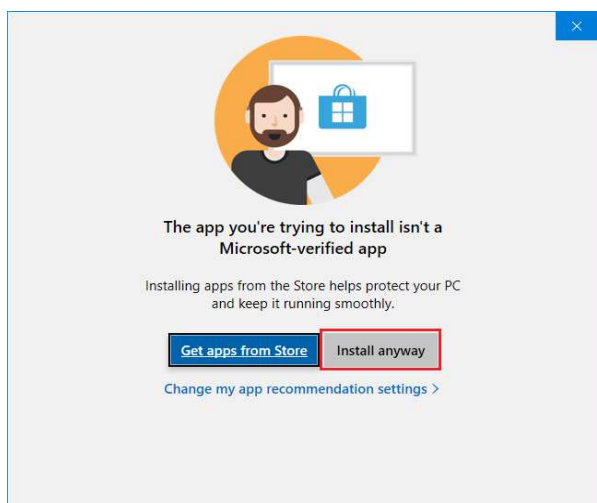
4. A box with several links will popup. Use the links to get the product downloader tool, password and installation guide. You will be prompted to select a folder where the files will be saved. We recommend that you create a folder for this purpose.



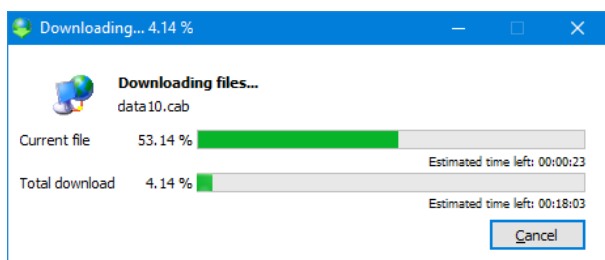
5. One by one, use the three links and save the files into your disk. Please, do not change the names of the files during the process; save them with their original names.

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. Do not close the downloader tool, it's easier to start the installation from it.

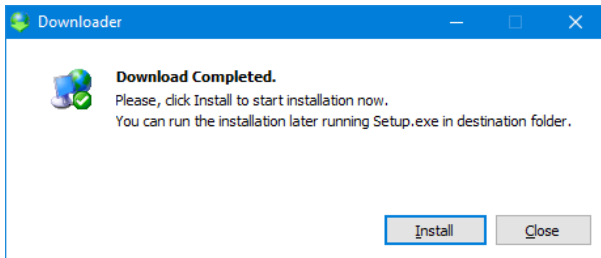
## Installing the product

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

- You will need just 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.

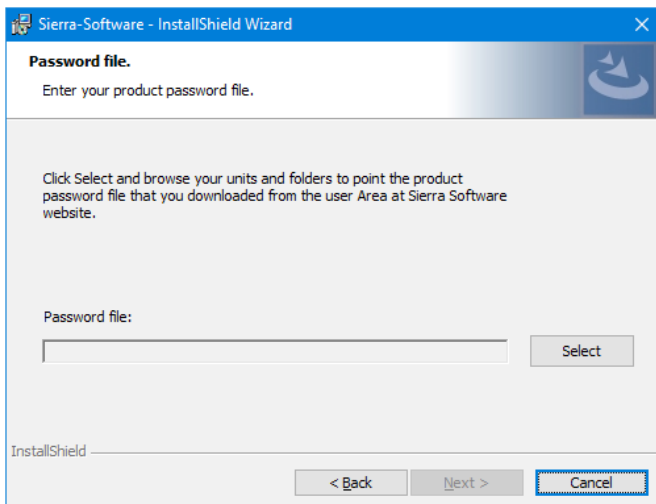


If you are planning to install the product in a different computer or the downloader tool is not running, use your Windows Explorer to point to the folder where you saved the product setup files and locate the file named setup.exe. Then, please follow the steps listed below:

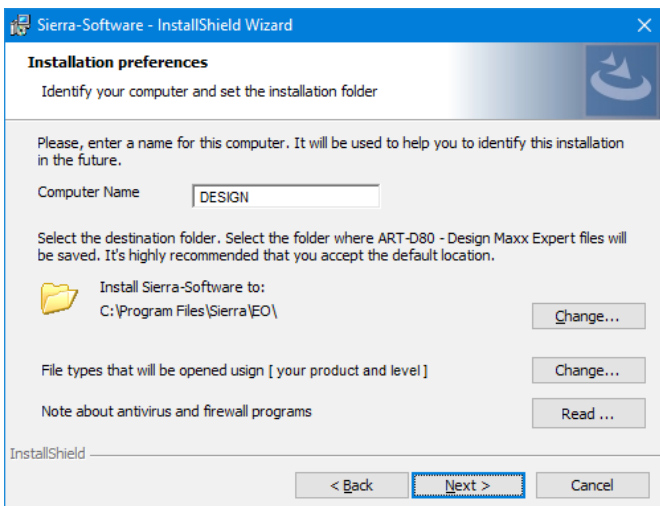
1. Launch the installation wizard with a double click on setup.exe file.
2. Windows may show the User Account Control message, requesting your authorization to run the file. Click Yes; the file is safe and you can verify in the message that it is digitally signed by our company, AR Robots S.A. The installation 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

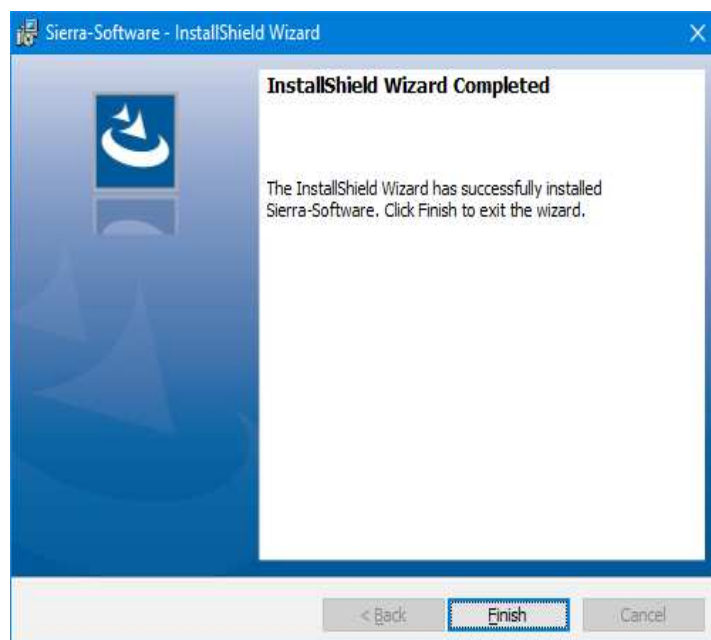
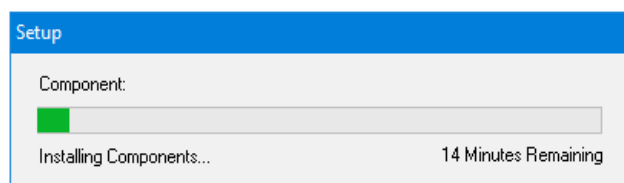
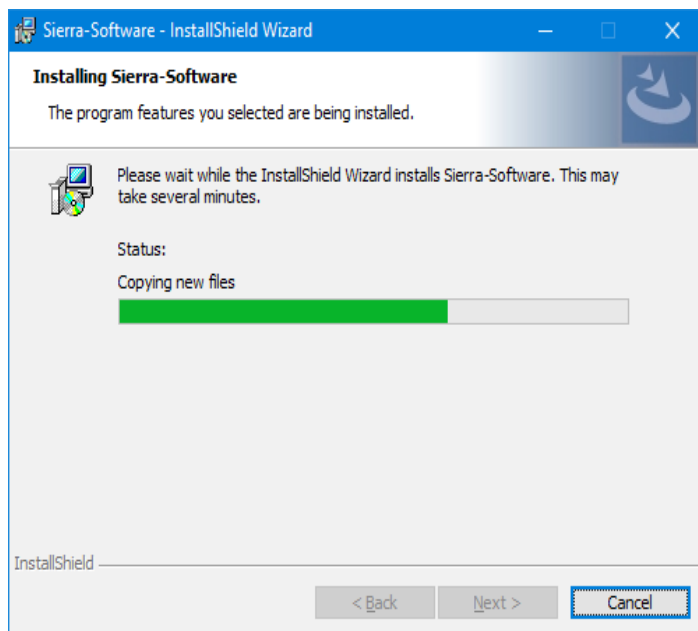


5. Assign a name to your computer. When necessary, we will use this name to identify this equipment. In this step you may also select the folder where the product will be installed. It's recommended to accept the default value.



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 o 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.



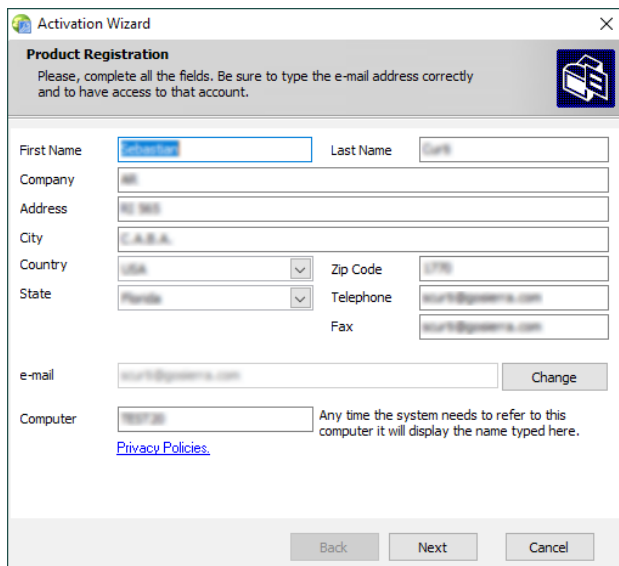
Eventually, the wizard could display a message requesting you to restart your computer to properly finishing the installation.

When you run the product for the first time, it will show the Activation Wizard. See License Activation for further details. It is required to complete the activation process to use the product.

## License Activation

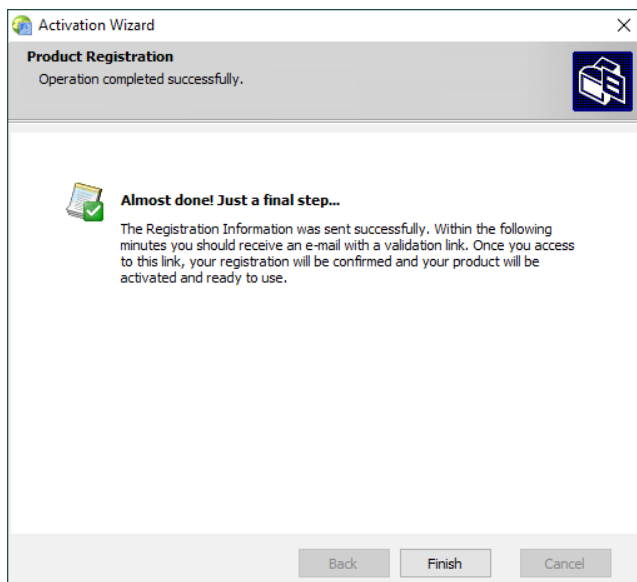
It is required that you register and activate your product subscription to start using it. A License Activation Wizard will appear when you run the product for the first time. Please, follow the steps listed below:

1. The registration form will appear pre-filled with the information you set when you purchased the subscription. You may change it if required. The Computer field is pre-filled with the name of your computer defined by Windows. The value you enter in this field will be used anytime we need to make reference to this installation. Click Next to continue



The screenshot shows the 'Activation Wizard' window with the 'Product Registration' tab selected. The window title is 'Activation Wizard'. Below the title bar, there's a header area with the text 'Please, complete all the fields. Be sure to type the e-mail address correctly and to have access to that account.' and a small icon of a computer monitor. The form contains several input fields: 'First Name' (pre-filled with 'John'), 'Last Name' (pre-filled with 'Doe'), 'Company' (pre-filled with 'ABC'), 'Address' (pre-filled with '12345'), 'City' (pre-filled with 'LA JOLLA'), 'Country' (pre-filled with 'USA'), 'Zip Code' (pre-filled with '92037'), 'State' (pre-filled with 'Florida'), 'Telephone' (pre-filled with '555-555-5555'), 'Fax' (pre-filled with '555-555-5555'), 'e-mail' (pre-filled with 'john@systems.com'), and 'Computer' (pre-filled with 'DESKTOP-123456'). There is a 'Change' button next to the e-mail field. Below the 'Computer' field, there is a note: 'Any time the system needs to refer to this computer it will display the name typed here.' and a link to 'Privacy Policies'. At the bottom of the window, there are three buttons: 'Back', 'Next', and 'Cancel'.

2. The wizard will connect to License Servers and send the registration information. A message with a validation link will be sent to the e-mail address you registered



The screenshot shows the 'Activation Wizard' window with the 'Product Registration' tab selected. The window title is 'Activation Wizard'. Below the title bar, there's a header area with the text 'Operation completed successfully.' and a small icon of a computer monitor. The main area of the window contains a green checkmark icon and the text 'Almost done! Just a final step...'. Below this, there is a message: '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.' At the bottom of the window, there are three buttons: 'Back', 'Finish', and 'Cancel'.

3. Check your e-mail and look for a message with the words "Subscription License Activation" in the subject and follow the instructions within it.

Once your activation has been confirmed, your product subscription 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:

- Cancel the product installation
- 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.
- Allow the installation wizard (setup.exe) to pass through the firewall
- Start the product installation again
- 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.
- 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.