2025/12/03 18:38 1/4 Downloading Software

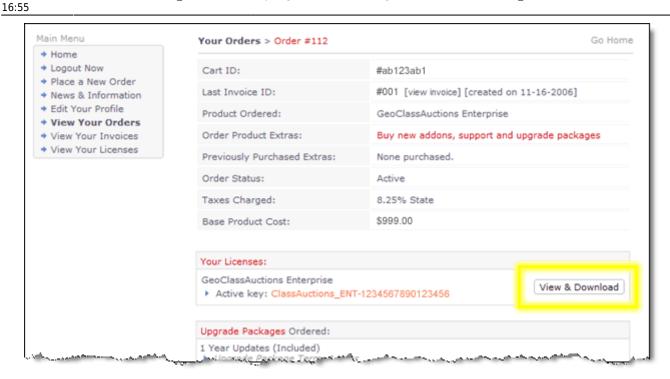
## **Downloading Software**

As a customer of Geodesic Solutions, you will have access to your own personal **client area** on our site that allows you to access and download your software and available updates any time, day or night. Once your order is placed, you will receive an email with instructions on how to access the "client area" (different from the Support Center login).

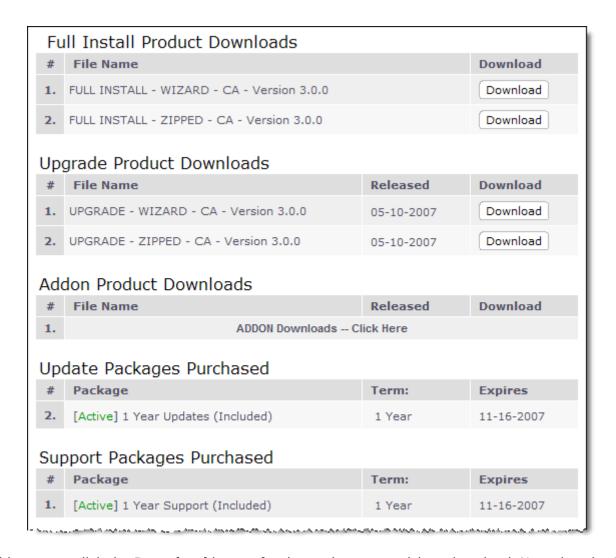
Once you access your client area you will see a screen similar to the image displayed below. Click on the **View** button for the particular order that you want to download.



Next, click on the **View & Download** button associated with your software license.



You will now see a screen similar to the one below.



On this screen, click the **Download** button for the package you wish to download. Note that the *Fresh* 

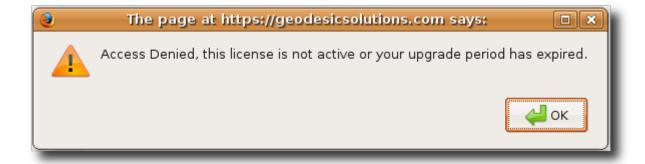
2025/12/03 18:38 3/4 Downloading Software

*Install* package downloads will be near the top of the page, and the *Update* packages will be near the bottom.

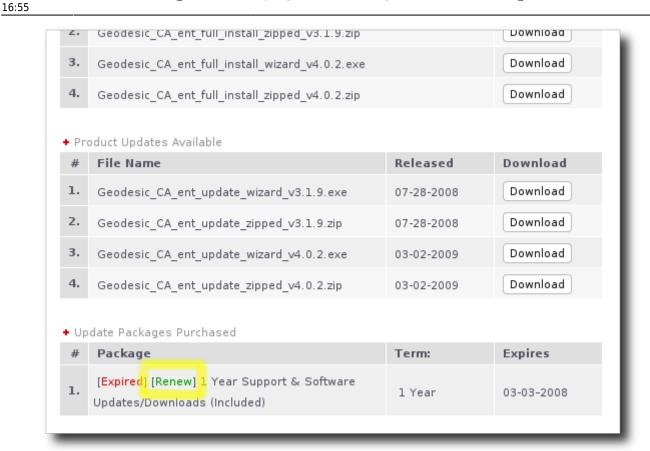
<tip n c>NOTE: As we make new releases of the software available in the "client area", you may see additional downloads for your edition. These may have an RC1 or similar postfix added to the end of the version number. RC stands for Release Candidate, which means that the download is being proposed for release. So, although the RC release is available to you, it is still undergoing some internal testing. Typically, if we post an RC to the client area it is safe to download. For example, you may see Version 4.5.0RC1 available for download.

## **Access Denied Error**

When you click the **Download** button as described in the instructions above, are you getting an error message similar to the one displayed below?



This means that your *Support & Software Updates/Downloads* package has expired. You receive a full year of *Support & Software Updates/Downloads* included in every new product license purchased. After the year is up you can extend the service for another year by clicking on **[Renew]** link on that same page under the **Update Packages Purchased**. See screen shot below.



Once you have finished the renewal process and the order has been activated, you will be able to download the latest packages from the client area.

For more information on the year of support & updates, see the Support & Updates Product Page.



https://geodesicsolutions.org/wiki/ - Geodesic Solutions Community Wiki

Permanent link:

https://geodesicsolutions.org/wiki/installation/download\_software/start?rev=1236142068

Last update: 2014/09/25 16:55

