

# Downloading Software

**Note:** These instructions are for the old client area, we will be updating the instructions to match the new client area within the next few days. **TODO:** Update instructions for new client area

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.

**Main Menu**

- Home
- Logout Now
- Place a New Order
- News & Information
- Edit Your Profile
- **View Your Orders**
- View Your Invoices
- View Your Licenses

[Go Home](#)

**Your Orders > Order #112**

|                              |   |
|------------------------------|---|
| Cart ID:                     | #ab123ab1   |
| Last Invoice ID:             | #001 [view invoice] [created on 11-16-2006]         |
| Product Ordered:             | GeoClassAuctions Enterprise                         |
| Order Product Extras:        | <b>Buy new addons, support and upgrade packages</b> |
| Previously Purchased Extras: | None purchased.                                     |
| Order Status:                | Active  |
| Taxes Charged:               | 8.25% State   |
| Base Product Cost:           | \$999.00  |

**Your Licenses:**

GeoClassAuctions Enterprise

▶ Active key: **ClassAuctions\_ENT-1234567890123456**

**View & Download**

**Upgrade Packages Ordered:**

1 Year Updates (Included)

[Upgrade Package Terms](#)

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

### Full Install Product Downloads

| #  | File Name                                  | Download                 |
|----|--|--------------------------|
| 1. | FULL INSTALL - WIZARD - CA - Version 3.0.0 | <a href="#">Download</a> |
| 2. | FULL INSTALL - ZIPPED - CA - Version 3.0.0 | <a href="#">Download</a> |

### Upgrade Product Downloads

| #  | File Name                             | Released   | Download                 |
|----|---------------------------------------|------------|--------------------------|
| 1. | UPGRADE - WIZARD - CA - Version 3.0.0 | 05-10-2007 | <a href="#">Download</a> |
| 2. | UPGRADE - ZIPPED - CA - Version 3.0.0 | 05-10-2007 | <a href="#">Download</a> |

### Addon Product Downloads

| #  | File Name                     | Released | Download |
|----|-------------------------------|----------|----------|
| 1. | ADDON Downloads -- Click Here |          |          |

### Update Packages Purchased

| #  | Package                            | Term:  | Expires    |
|----|------------------------------------|--------|------------|
| 2. | [Active] 1 Year Updates (Included) | 1 Year | 11-16-2007 |

### Support Packages Purchased

| #  | Package                            | Term:  | Expires    |
|----|------------------------------------|--------|------------|
| 1. | [Active] 1 Year Support (Included) | 1 Year | 11-16-2007 |

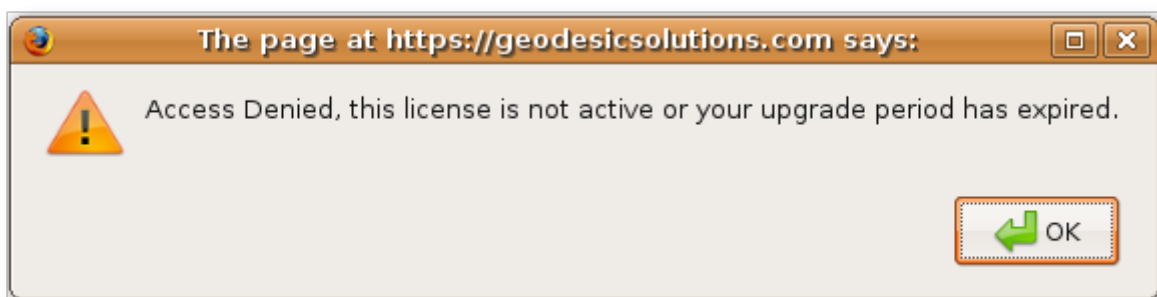
On this screen, click the **Download** button for the package you wish to download. Note that the *Fresh*

*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.</tip>

## 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.

|    |  |          |
|----|--|----------|
| 2. | Geodesic_CA_ent_full_install_zipped_v3.1.9.zip | Download |
| 3. | Geodesic_CA_ent_full_install_wizard_v4.0.2.exe | Download |
| 4. | Geodesic_CA_ent_full_install_zipped_v4.0.2.zip | Download |

+ Product Updates Available

| #  | File Name                                | Released   | Download |
|----|--|------------|----------|
| 1. | Geodesic_CA_ent_update_wizard_v3.1.9.exe | 07-28-2008 | Download |
| 2. | Geodesic_CA_ent_update_zipped_v3.1.9.zip | 07-28-2008 | Download |
| 3. | Geodesic_CA_ent_update_wizard_v4.0.2.exe | 03-02-2009 | Download |
| 4. | Geodesic_CA_ent_update_zipped_v4.0.2.zip | 03-02-2009 | Download |

+ Update Packages Purchased

| #  | Package  | Term:  | Expires    |
|----|--|--------|------------|
| 1. | [Expired] [Renew] 1 Year Support & Software Updates/Downloads (Included) | 1 Year | 03-03-2008 |

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

For more information on the year of support & updates, see the [Support & Updates Product Page](#).

From: <https://geodesicsolutions.org/wiki/> - **Geodesic Solutions Community Wiki**

Permanent link: [https://geodesicsolutions.org/wiki/installation/download\\_software/start?rev=1411664133](https://geodesicsolutions.org/wiki/installation/download_software/start?rev=1411664133)

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