

## Welcome to ArcGIS

# How to download your Esri software



This example walks you through the download of ArcGIS for Desktop 10.1 but applies to all Desktop and Server installs. If this is the first time you are downloading software, steps 7 to 11 are required to install the download manager. These are not required if you already have the download manager installed.

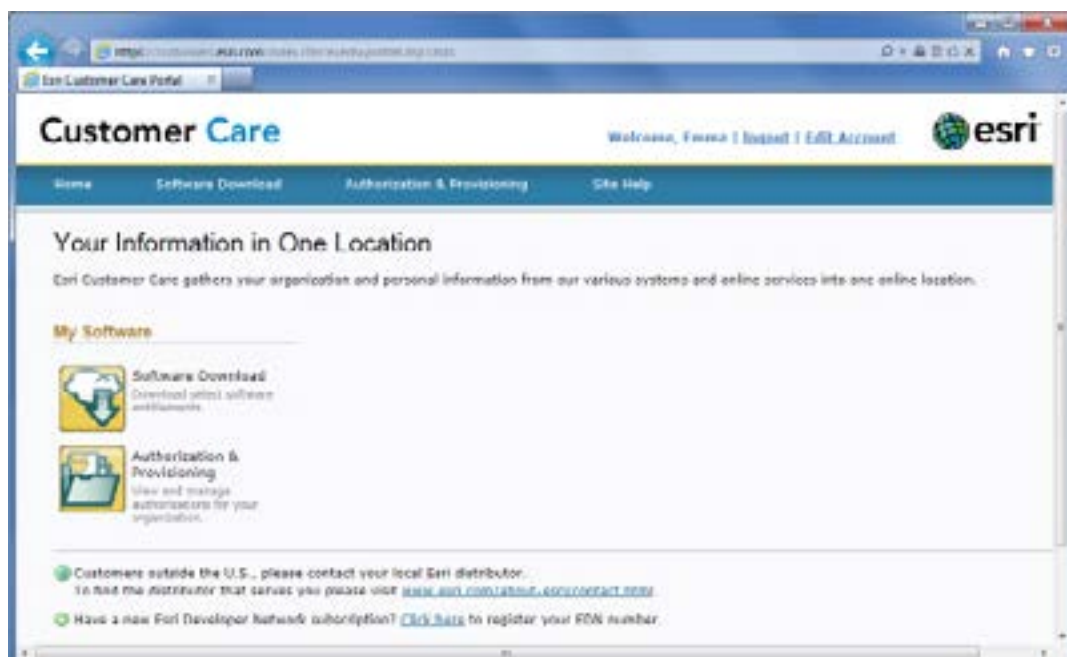
### Prerequisites before downloading

- 1. Valid licence** - you must have a valid licence for the software you want to download from the Customer Care portal. Only those products you are eligible to download will be displayed.
- 2. Broadband internet connection** - some of the files are large so a broadband connection is required. The Customer Care site uses Adobe Flash Player to display its portlets so please ensure that it is installed before proceeding. You can install the latest version of Adobe Flash Player from <http://www.adobe.com/support/flashplayer/downloads.html>

### Downloading

- 1.** Open the Customer Care portal by clicking on this link: <https://customers.esri.com/>
- 2.** If you are not already logged in with your global account, you will be taken to the login page. Enter your username and password on the right hand side as shown below.
- 3.** Once you are logged in with your global account this page will open inviting you to download your software.

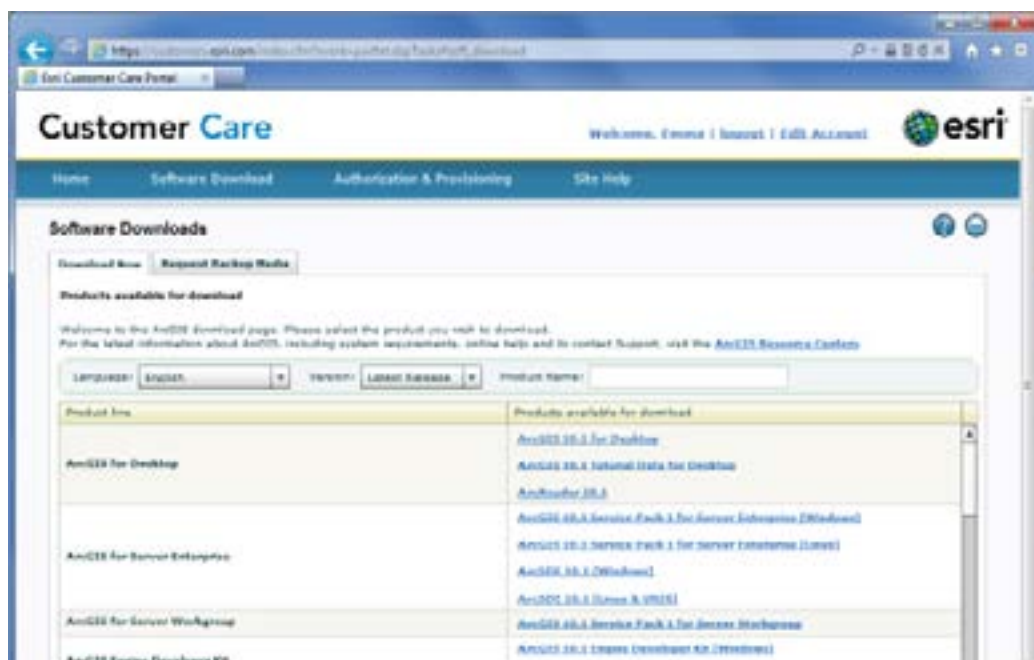




4. Click on the **Software Download** button.



This will display all the products available for you to download. Use the scroll bar to see those not immediately visible.



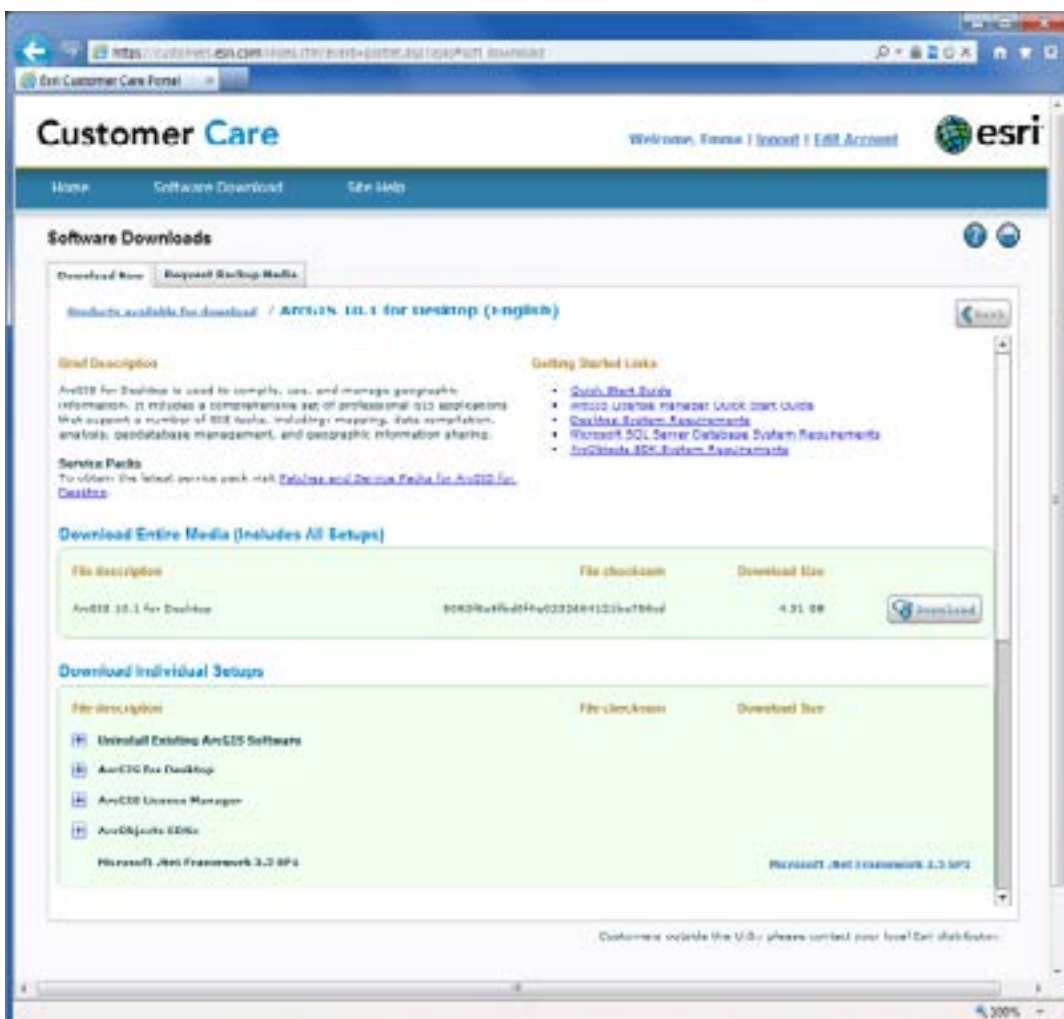
If you have many products available for download and it's difficult to find the one you want, you can filter the list by language, version or search for a specific product name as shown here.



5. Click on the product you want to download e.g. ArcGIS for Desktop



6. The **Download Now** page is displayed.



You can download the entire media which contains all the extensions. This is the simplest option.

#### Download Entire Media (Includes All Setups)

File description	File checksum	Download Size	
ArcGIS 10.1 for Desktop	3092f8a6fbd0f4e0232664121be735cd	4.31 GB	

Alternatively, you can download individual setups by expanding the plus '+' sign for each download required.

#### Download Individual Setups

File description		File checksum	Download Size	
 <b>Uninstall Existing ArcGIS Software</b>				
ArcGIS Uninstall Utility	<a href="#">Read Me</a>	1a57e53d30e36d772cb46a1a1c1b4ee8	1.15 MB	
 <b>ArcGIS for Desktop</b>				
ArcGIS for Desktop	<a href="#">Install Guide</a>	50df3039f58b639a4b71d68105d59401	909.66 MB	
ArcSDE for Microsoft SQL Server 2008 R2 Express (Personal)	<a href="#">Install Guide</a>	cbe9a3286e90ee266daf2aeb05738938	1.50 GB	

Note that you can also open the **Readme** and **Install Guides** at this point by clicking on the hyperlinks.

File description	
 <b>Uninstall Existing ArcGIS Software</b>	
ArcGIS Uninstall Utility	<a href="#">Read Me</a>
 <b>ArcGIS for Desktop</b>	
ArcGIS for Desktop	<a href="#">Install Guide</a>
ArcSDE for Microsoft SQL Server 2008 R2 Express (Personal)	<a href="#">Install Guide</a>

If this is the first time you have downloaded Esri software on your machine, please follow steps 7-11 below to install the Esri Download Manager. If you already have the Download Manager installed you can skip this and go directly to step 12.

#### Installing the Download Manager

- Click the Download button for the required setup.

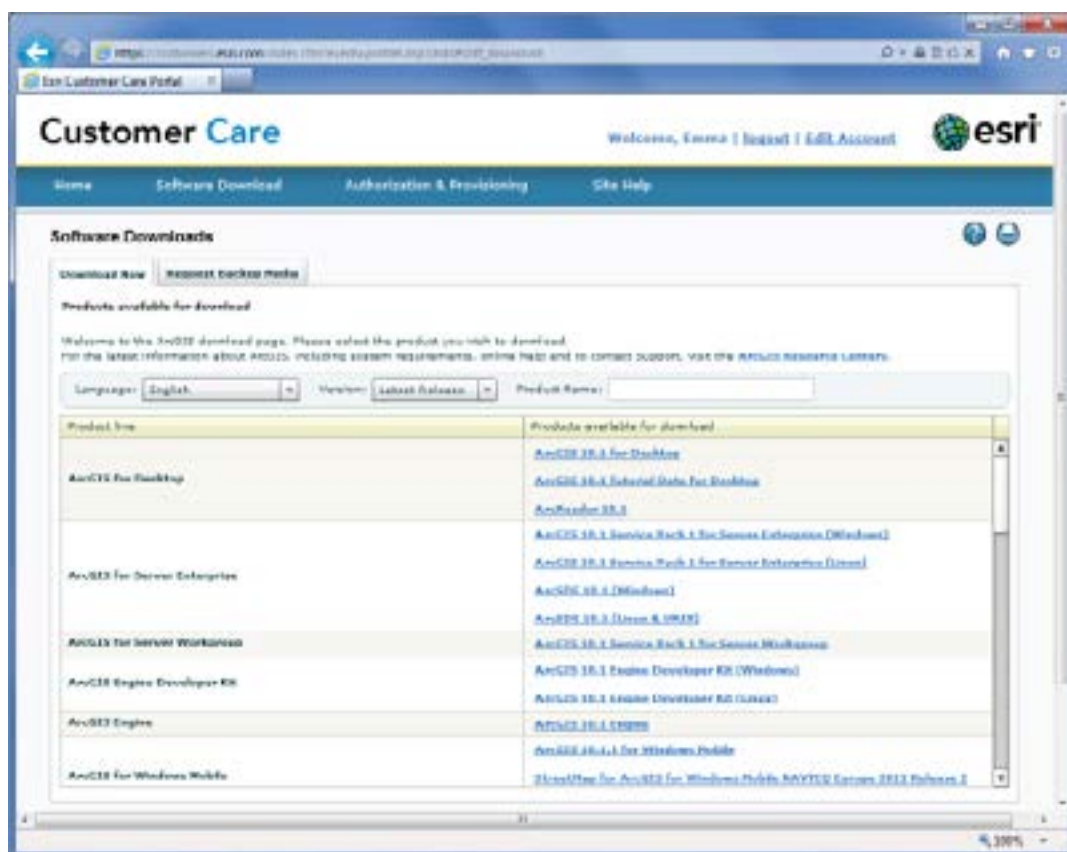


This will open the Download Manager setup page which is a popup, so if you get a message from your browser like the one below saying that it has blocked a popup from customers.esri.com, click Allow once to enable it to open.



**Important Note:** If you are using Internet Explorer, at this point you will be taken back to the screen below and you need to repeat the process again by clicking on the software product and then the download button again.



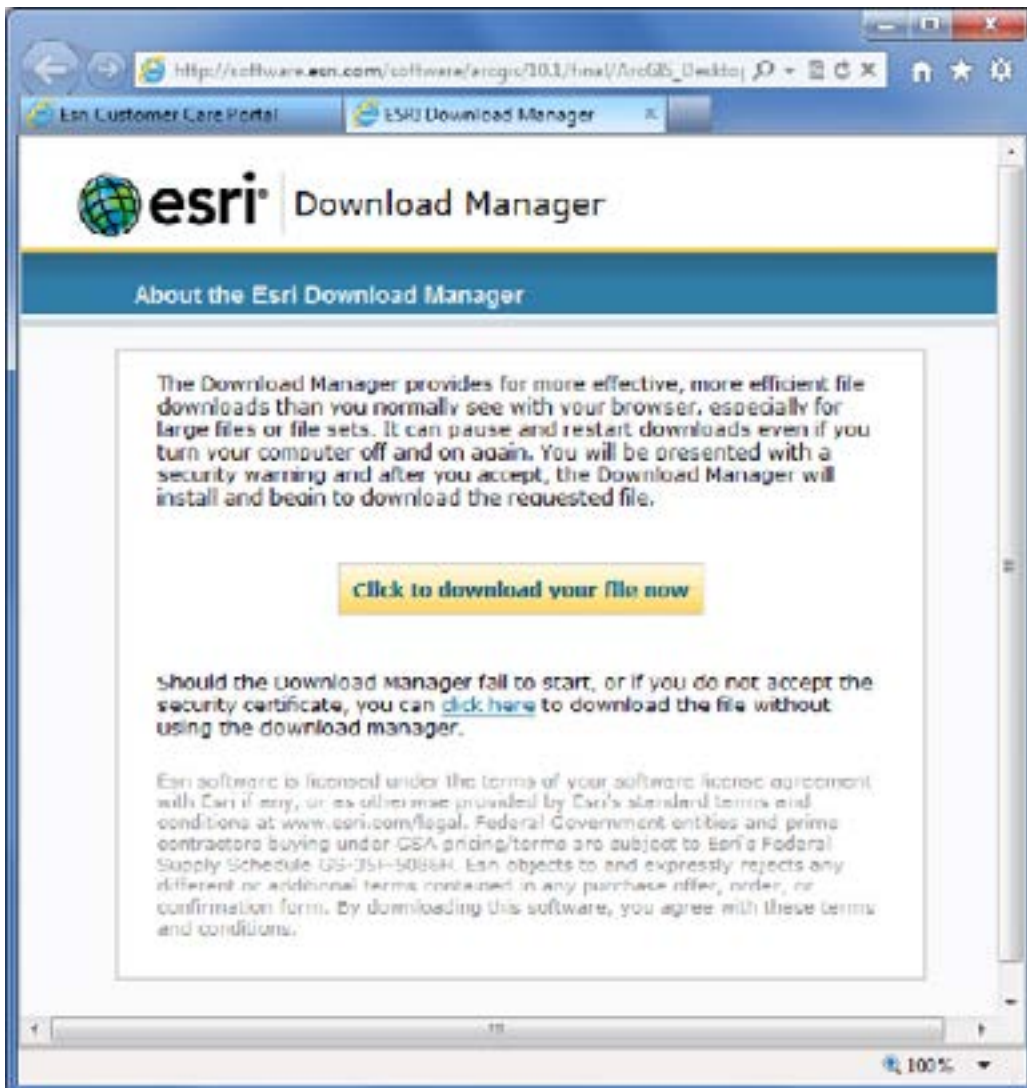


### Download Entire Media (Includes All Setups)

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ArcGIS 10.1 for Desktop	5092f8a6fbd0f4e0232664121be756cd	4.31 GB	

Other browsers such as Chrome and Firefox will not require this additional step.

8. A new tab will open on your browser called Esri Download Manager as shown below.



9. Downloads are provided as ISO images and you can use the Esri Download Manager (recommended) or your own download manager.

To use your own you click on the **click here** link.

**Should the Download Manager fail to start, or if you do not accept the security certificate, you can click here to download the file without using the download manager**

To use the Esri Download Manager, click on the yellow click to download your file now button.



You may get a message regarding the installation of the Download Manager as shown below.

Click **Install** to continue.



**10.** If the Download Manager install screen shown below does not display, click on the **click to download your file now** button again.



Click **Install**

11. If you get a message saying that the webpage is trying to close a tab, click **Yes**.

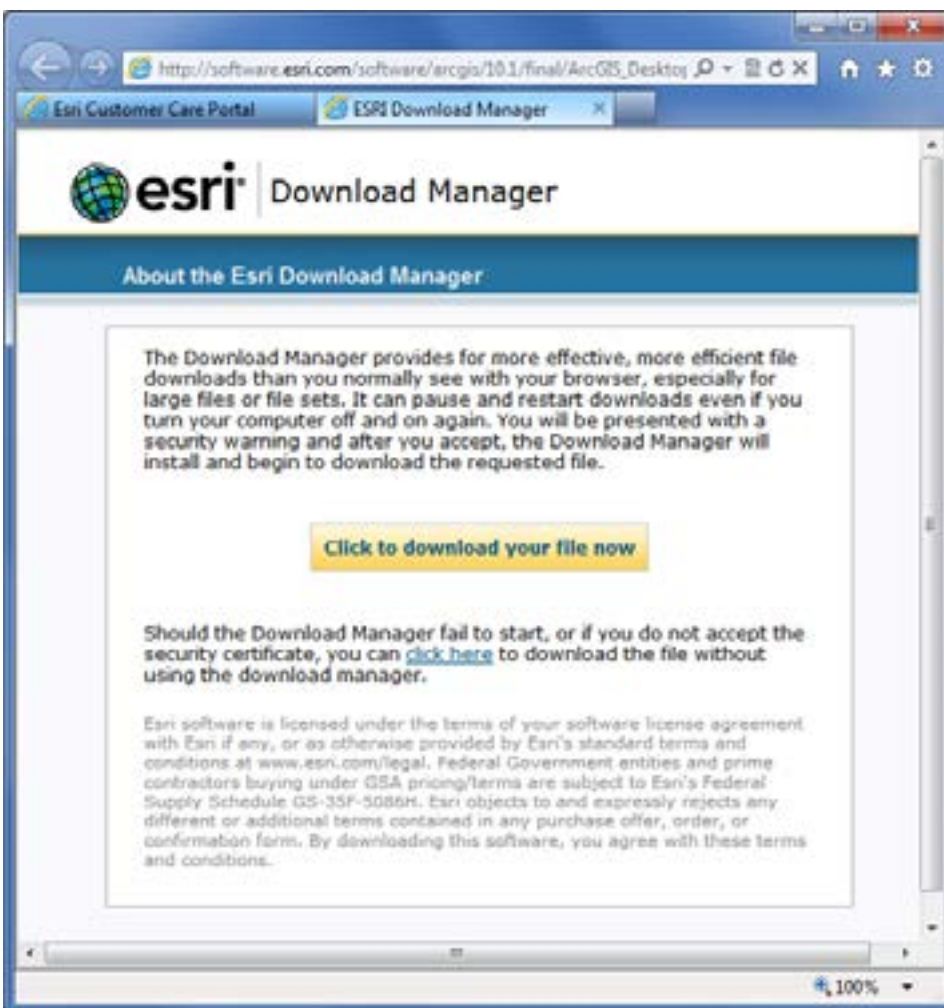


### Downloading your Software

12. With the **Esri Download Manager** installed, you are ready to download the software. Click on the **Download** button for the required setup.



This opens the Download Manager tab in your browser.

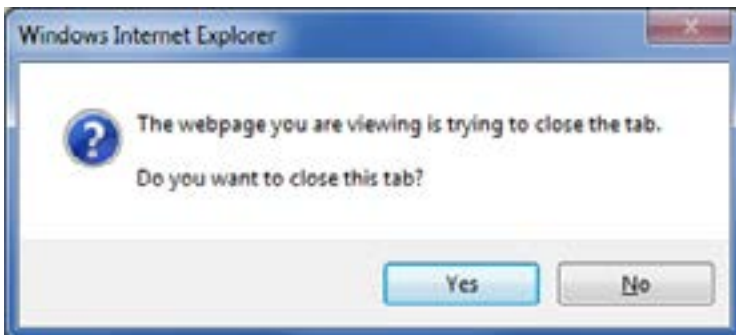




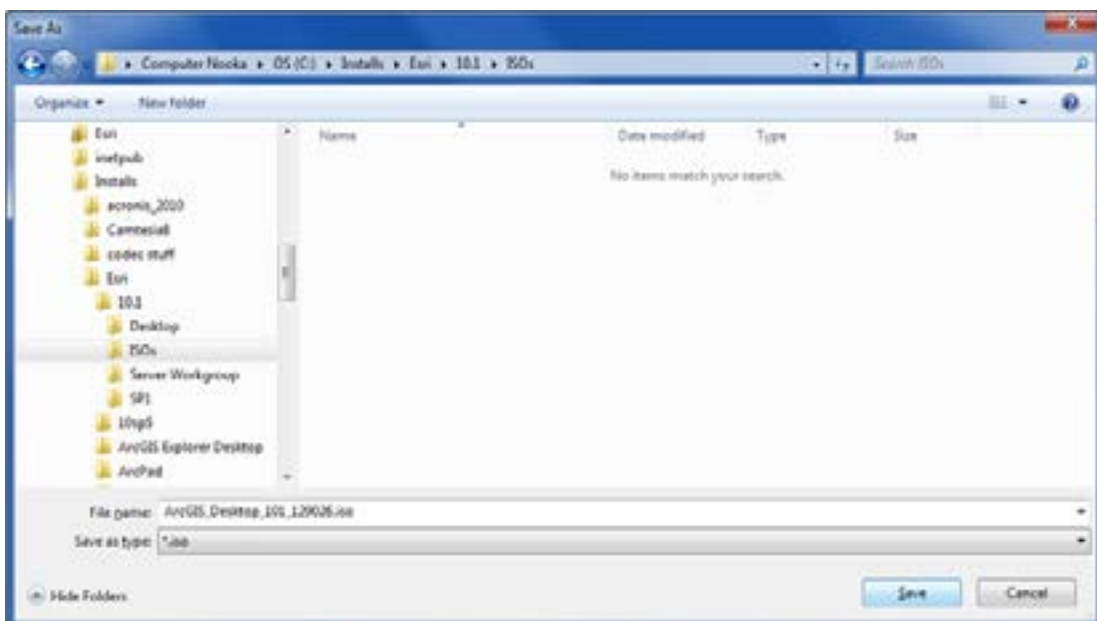
Click on the yellow button on the Download Manager page

Click to download your file now

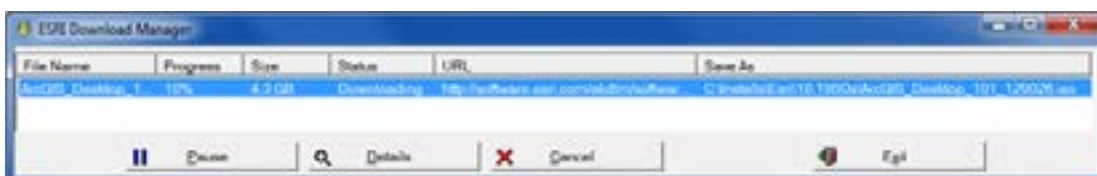
**13.** The download manager has started but may be hidden behind your other programs. If you get a popup message saying that the webpage is trying to close a tab, click **Yes**.



Once you have located the Save As window shown below, save your ISO file(s) to your selected folder.



The Download Manager will show the download progress. You can pause and resume download at any time, however, we recommend trying to download a file in one go since the download manager can only be opened from the customer care portal, not from your desktop (this is because the download is linked to your global account and needs to be verified using your password).



You can minimise the window and check progress at any time but don't close the Download Manager.



14. Once downloading finishes, click **Exit** on the Download Manager.