Download Center

Administration and Navigation Guide

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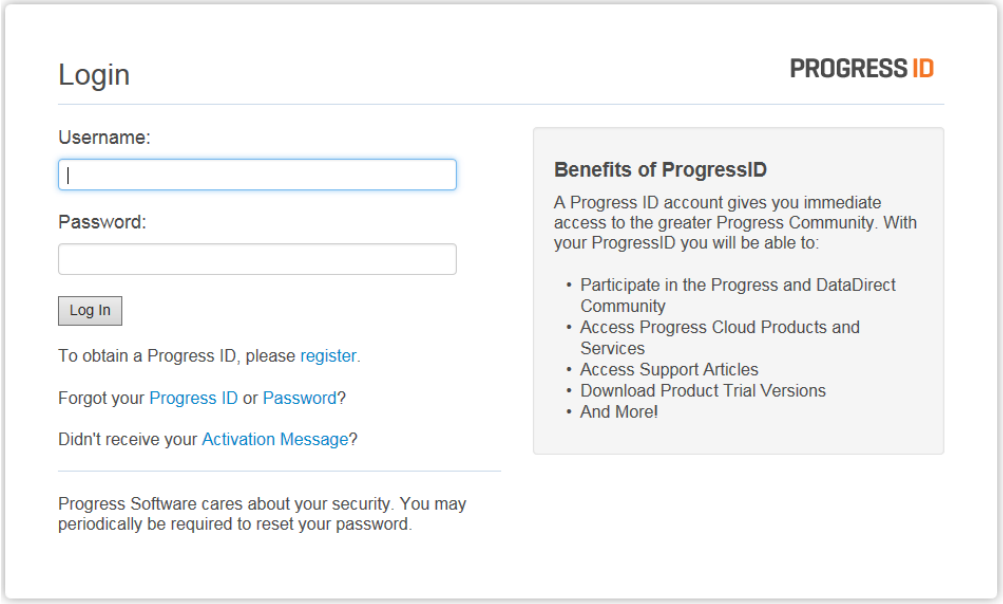
Electronic Download Process

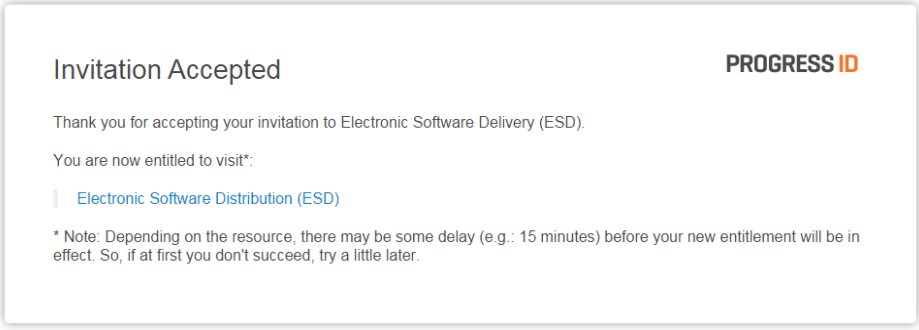
When you place an order to download electronic software, you will receive an **Order Notification email** informing you that your software is now available to be downloaded. This email contains a URL that links to a Progress login page, see below.

If you already have a Progress login, you may proceed to access the Electronic Software Distribution (ESD) site by typing your user name and password. If you do not yet have a Progress login, you may register by clicking on the Register link below. Note: You must register with the same email address that received the Order Notification email.



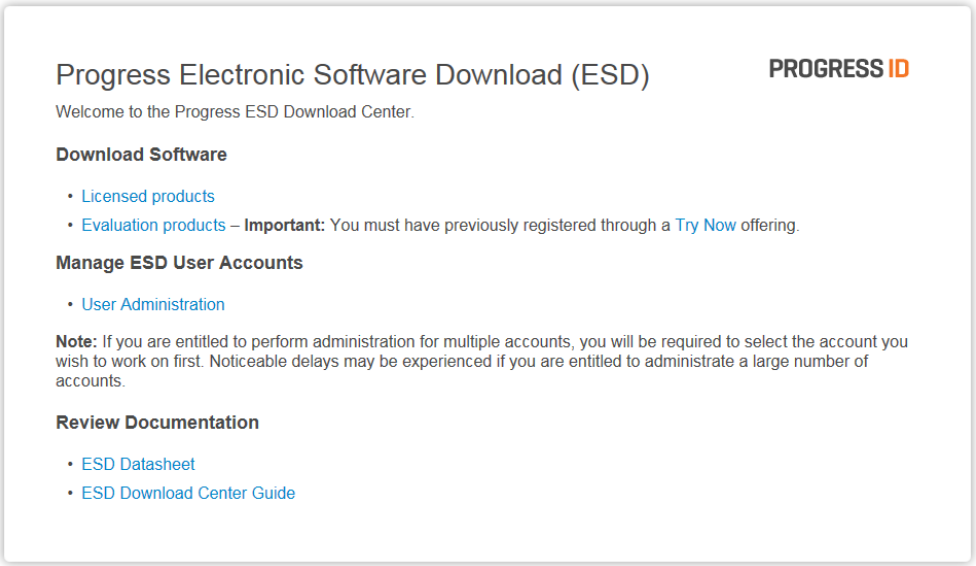
After a successful registration, an activation email will be sent to complete the registration process.

To confirm this new account is valid, you must click the "Activate your Progress ID" in the activation email. This link will bring you to a login page where you can complete the registration process by entering your new login and password.

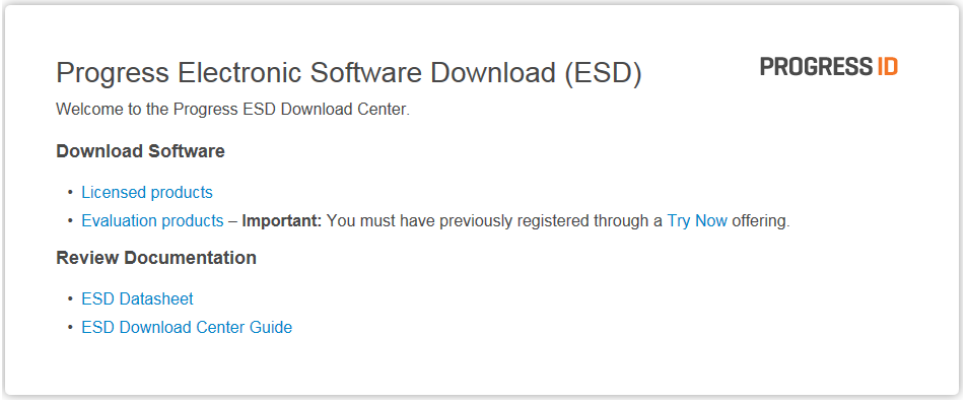


When clicking on the Electronic Software Distribution (ESD) site link, your view will depend on your role.

Customer administrators will see the screen below.

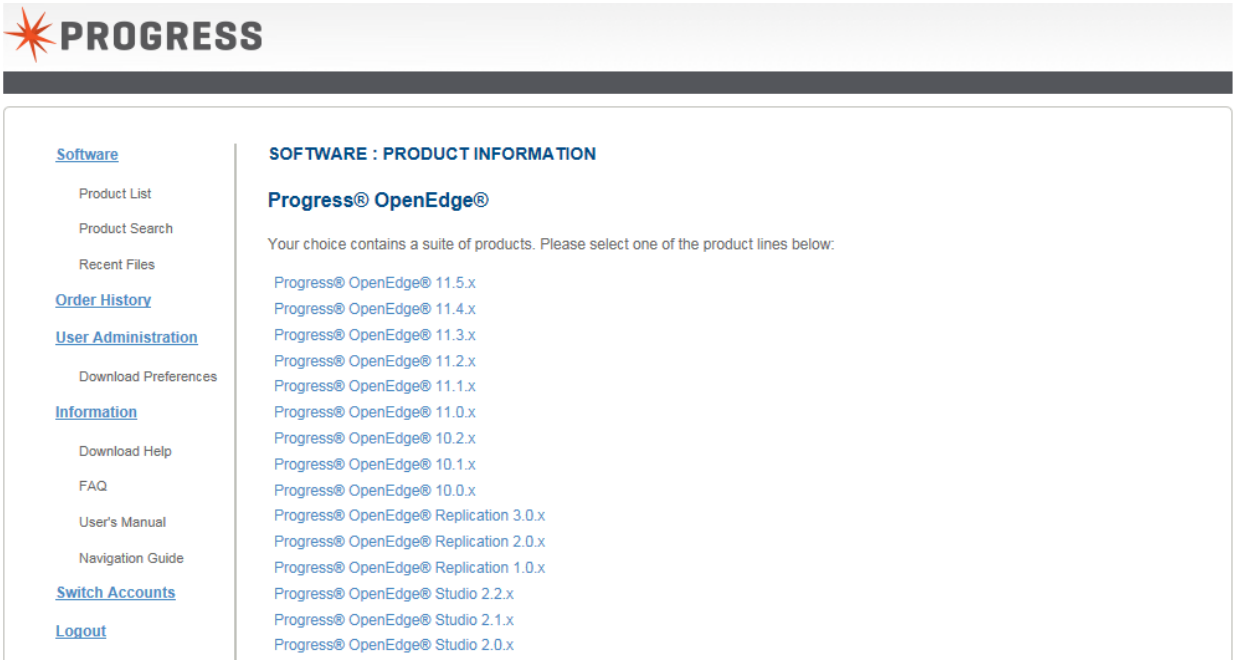


Download users will see the screen below.



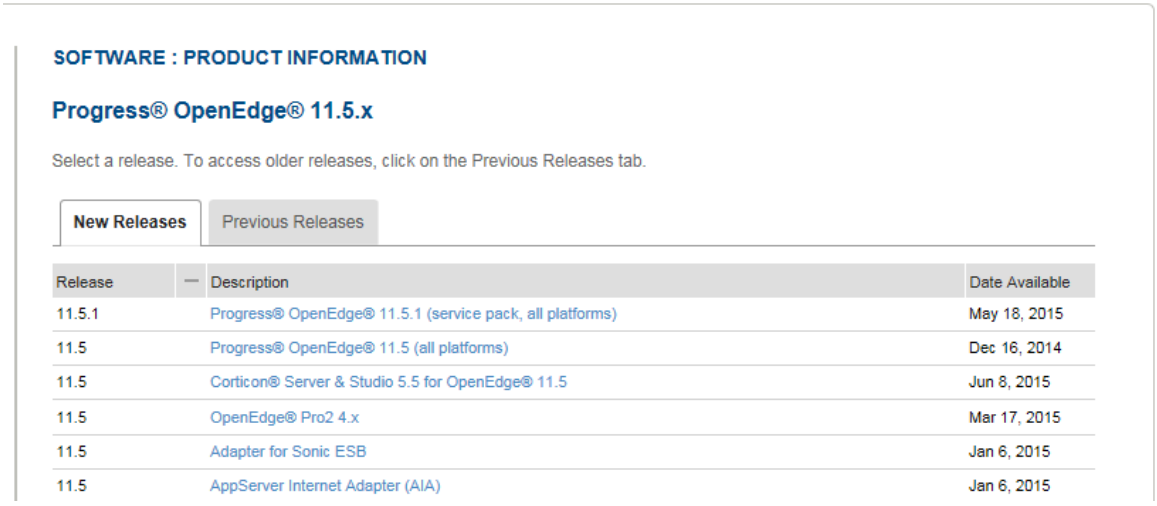
Software Page

The Software page provides links to download the products you ordered. Once you select a particular product, you will be able to find any of its respective Service Packs or Deployment Components. If you have Administrator access, this page also includes a User Administration link for management of your ESD account.

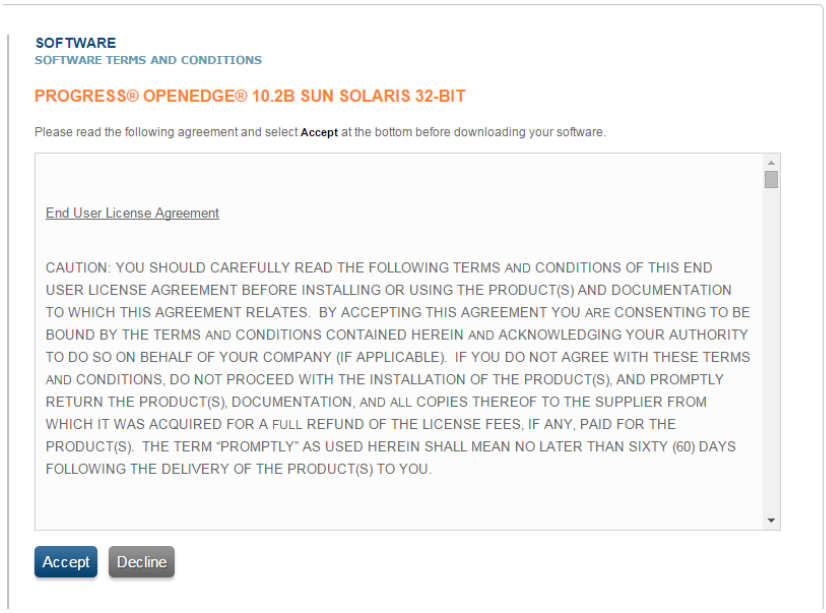


Product Information Page

From the Software page, click on the product you wish to download.
The Product Information page displays all your products available for download by product line, by platforms. The most recent product release versions are located on the New Releases tab, while older releases are located under the Previous Releases tab. To download a particular product, click the product description link.

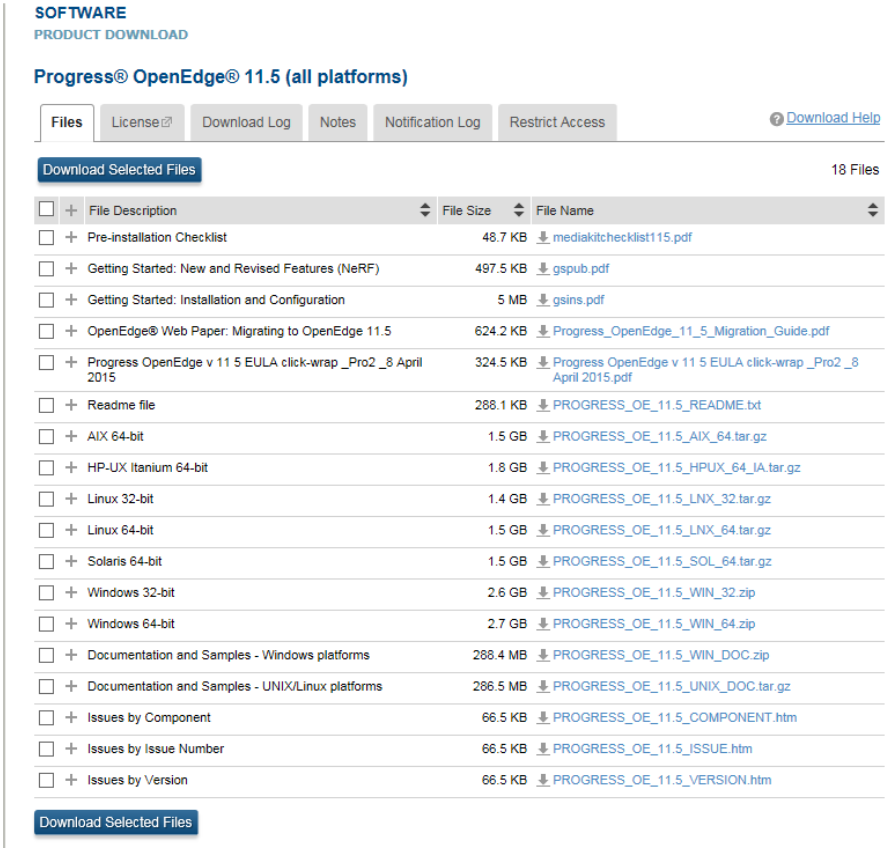


When you click on the Description link, you will see the Software Terms and Conditions page. You will need to click the Accept button at the bottom of the page before downloading the product.



Product Download Page

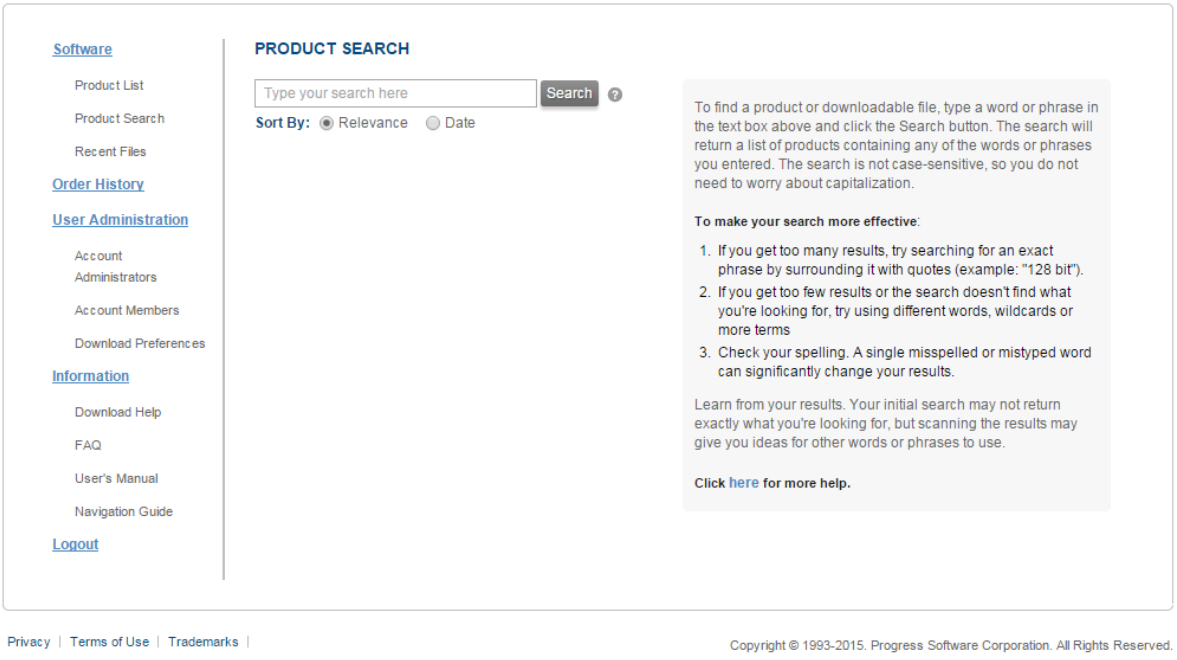
Upon accepting the End User License Agreement, you will be brought to the Product Download page. This page is where you can download your software, display your license addendum, as well as other log information. Note: If your right to use software expires (for example, in the case of Subscription software), Progress will remove your download access.



A product's serial number and control code (if applicable) will be visible on the License tab. Some products require license files instead of control codes. These license files are available for download on this Files tab, along with all product files. The Product Download page provides functionality to select multiple files by toggling the files in question. Once your selections are identified, click the Download Selected Files button.

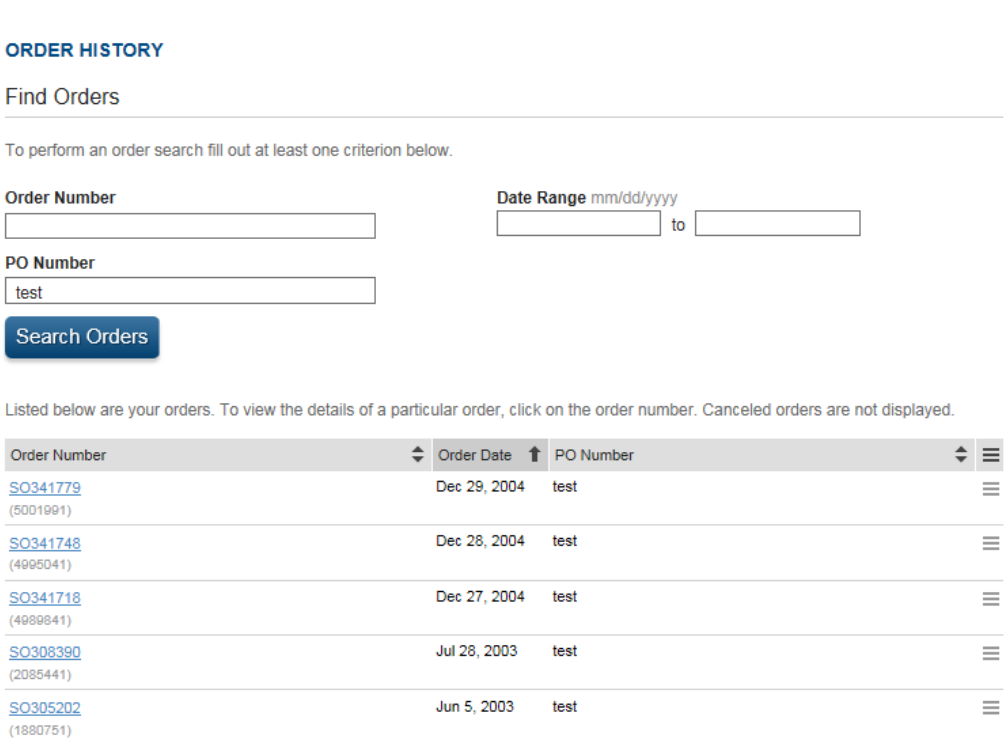
Product Search

This page allows you to search your available ESD products using particular search criteria. The results will display any available product that fits this description.

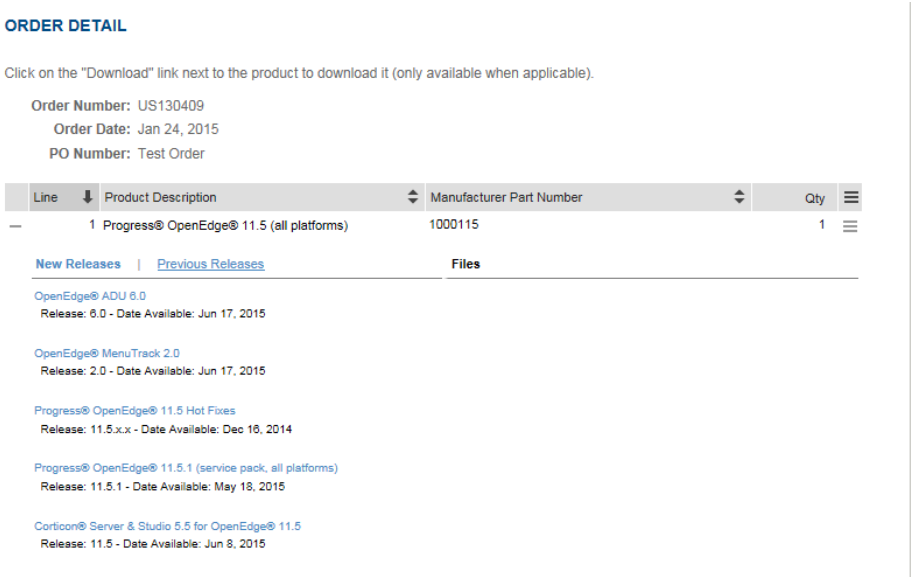


Order History

On the Order History page you can search by Order Number, PO number (if applicable) and by Order date.



On the Order detail page, you can choose to select any line item from the order to proceed on to the Product Information page.

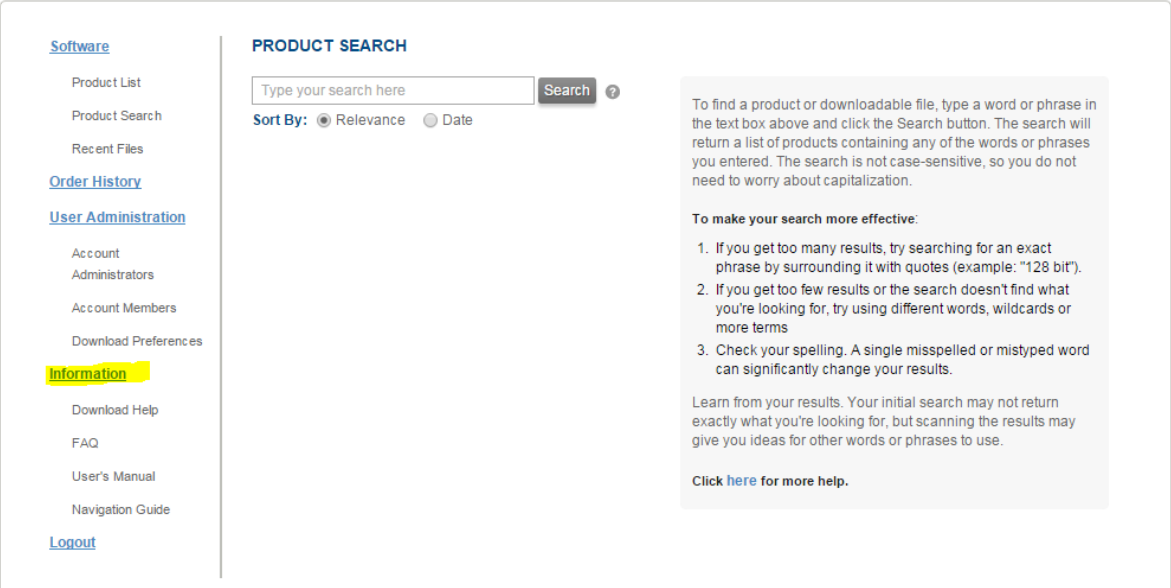


Additional Navigation Links

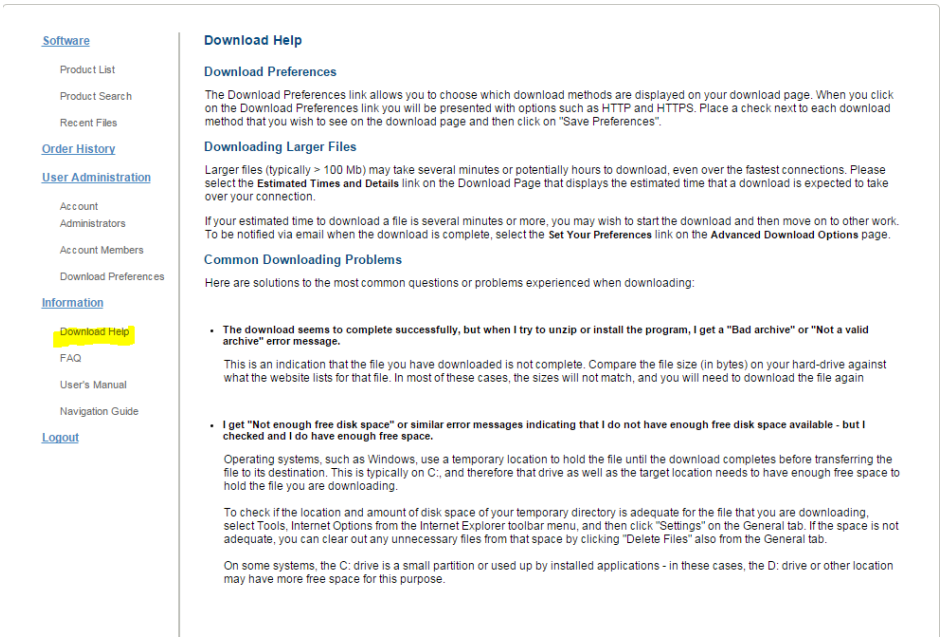
There are links on the left hand side of the page that can be used for additional navigation.

Information

The Information links provide quick help for navigation in the download site .

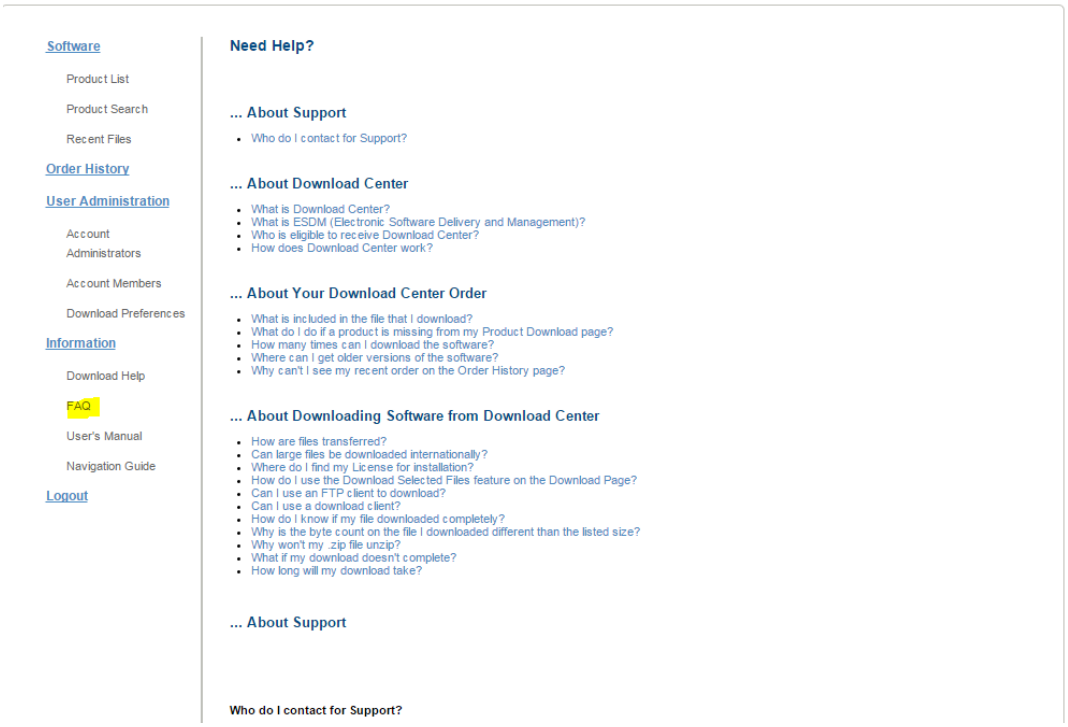


Download Help is a troubleshooting guide. The **FAQ** link addresses frequently asked questions. The **User's Manual** will provide a more in-depth review of functionality available on the Download Center. The **Navigation Guide** will assist users with general navigation throughout the Download Center, and assists Administrators with the management of their ESD accounts.



Frequently Asked Questions (FAQ)

You will find the answers to some of the most commonly asked questions.



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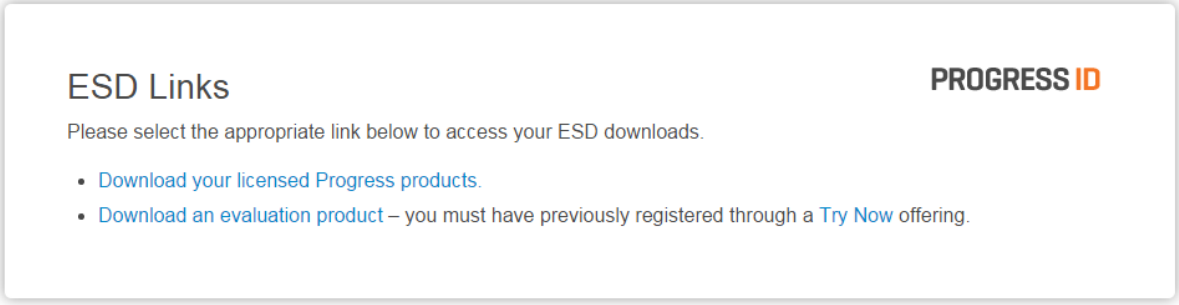
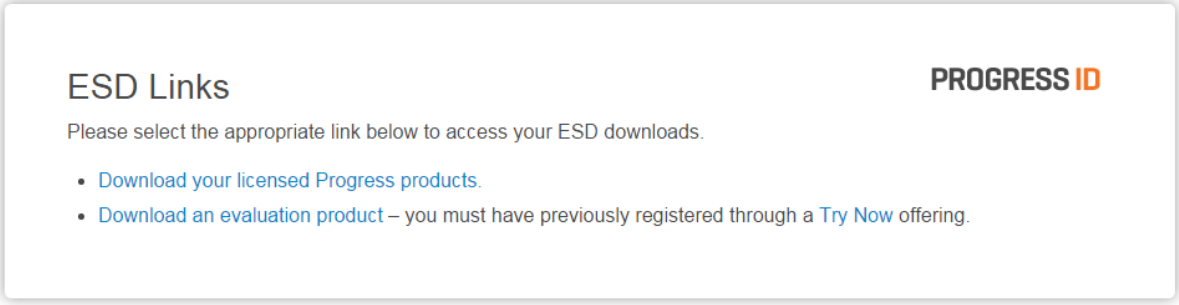
Administration

The **Administration** page is where the administrators can manage their Download Center account. The users can access this page by clicking the Administration link in the left navigation column on the Download Center pages. From the **Administration** page you can view and edit **Accounts**, **Members**, and manage your own user **Profile** depending on your privileges. The privileges are categorized into 4 roles for the administration purpose.

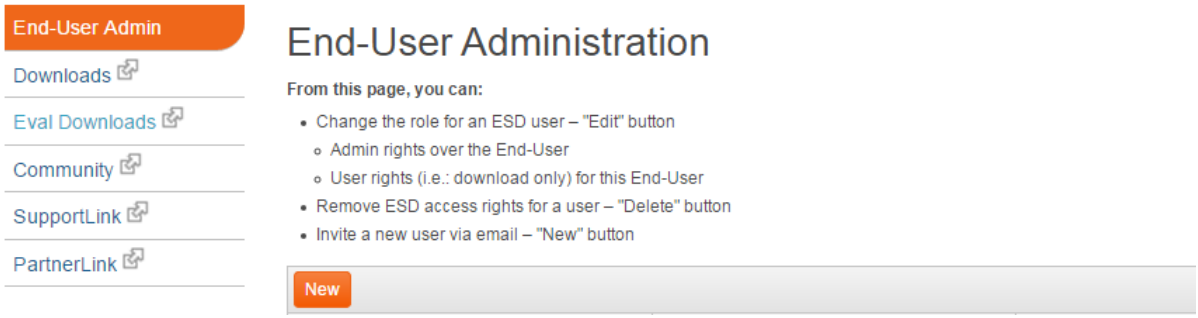
1) **End user Download user** – The "end user" download users will have access to download the products they are provisioned to download from their ESD account. When this user logs in, they will be directed to the download page.



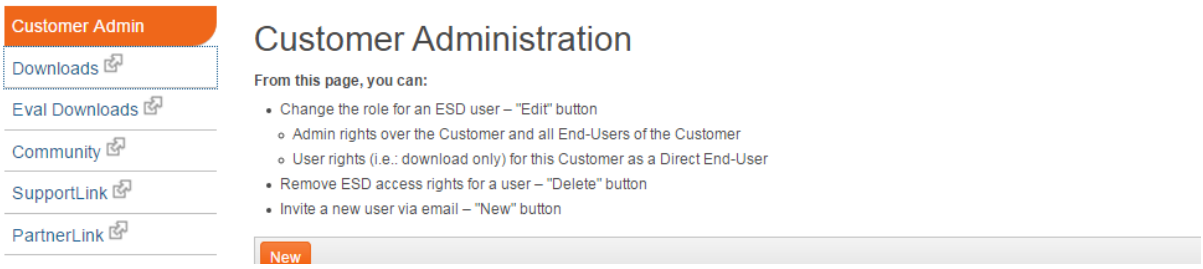
2) **Customer Download user** – The "customer" download users will have access to download the products they are provisioned to download from their ESD account. When this user logs in, they will be directed to the download page. If you have multiple end user accounts, this user would be prompted to choose which account they would like to download from.



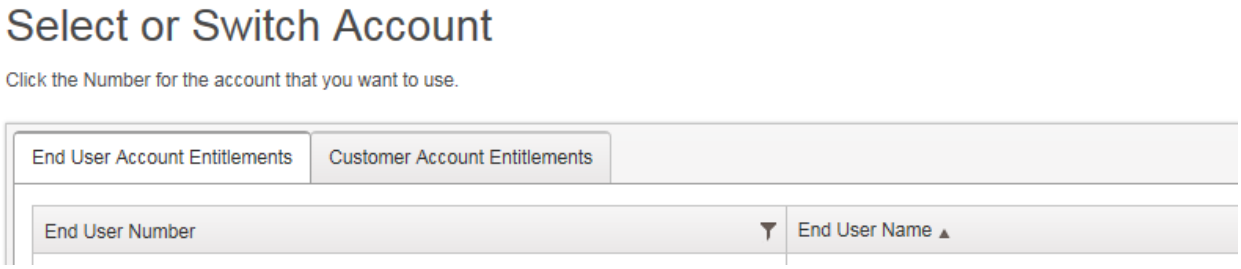
3) **End User Administrator** – The end user Administrator is able to administer only their account. They can invite new members to access their ESD account, and can change the role of members, or remove access to members of their end user account.



4) **Customer Administrator** - The customer is able to administer only their account. They can invite new members to access their ESD account, and can change the role of members, or remove access to members of their end user accounts. The customer administrator is able to administer their end user members in the same way they do for their own account.

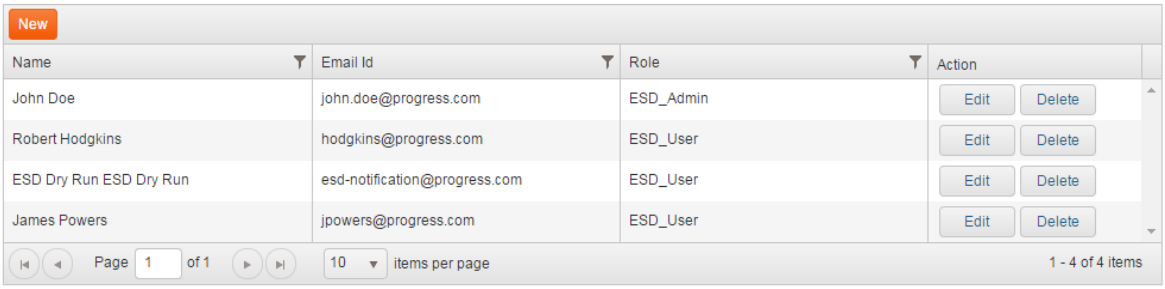


Managing Accounts - The Customer administrator will see two tabs, one for End User Accounts, and one for Customer Accounts. You can click on the account links to manage the users under each account.



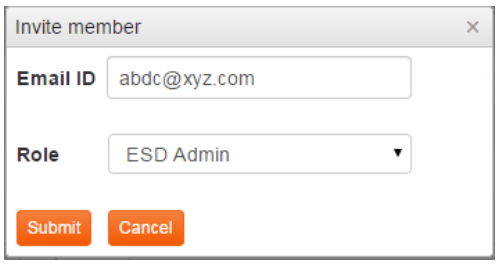
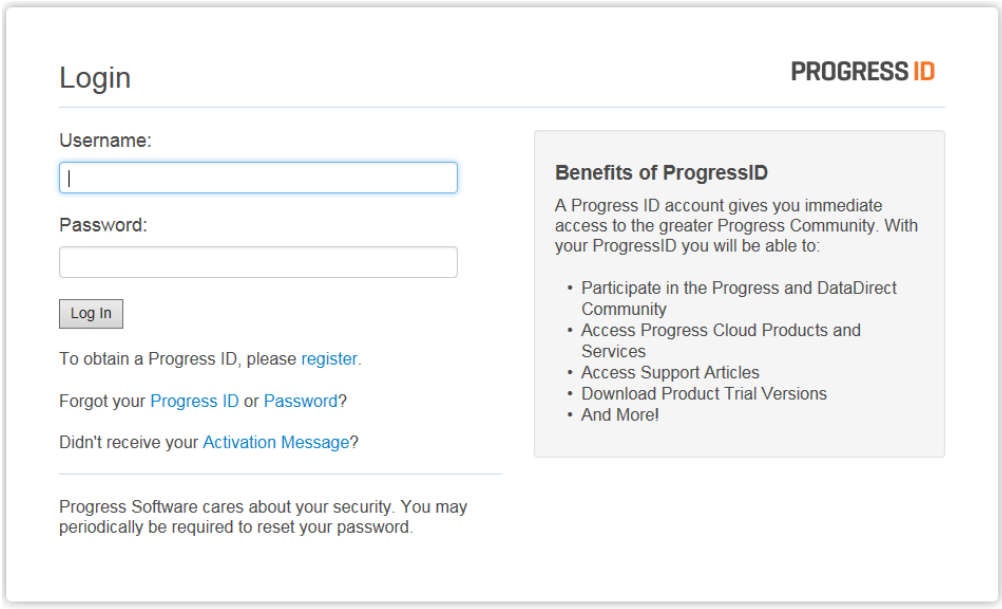
Manage Members

Once you have selected an account to maintain, you will see a list of the users who have access to that account. The "Edit" or "Delete" buttons update existing user's access to download, or administer. The New button will invite a new user to that account.



Inviting new members:

New members can be added to an account by sending an invitation to their email address. Once the administrator clicks on the “New” button, a popup will display, requiring the new user’s email address. After clicking the “Submit” button, the new user will receive an email invitation including a link to complete the process.



Note: If the user does not have a Progress ID, they will be required to register by clicking the Register link below the log in screen.