ArcGIS for Desktop 10.2.2

Guide to download, install and authorize the software

August 6, 2014

esri BeLux

The support team
02/461.37.32
02/461.37.33
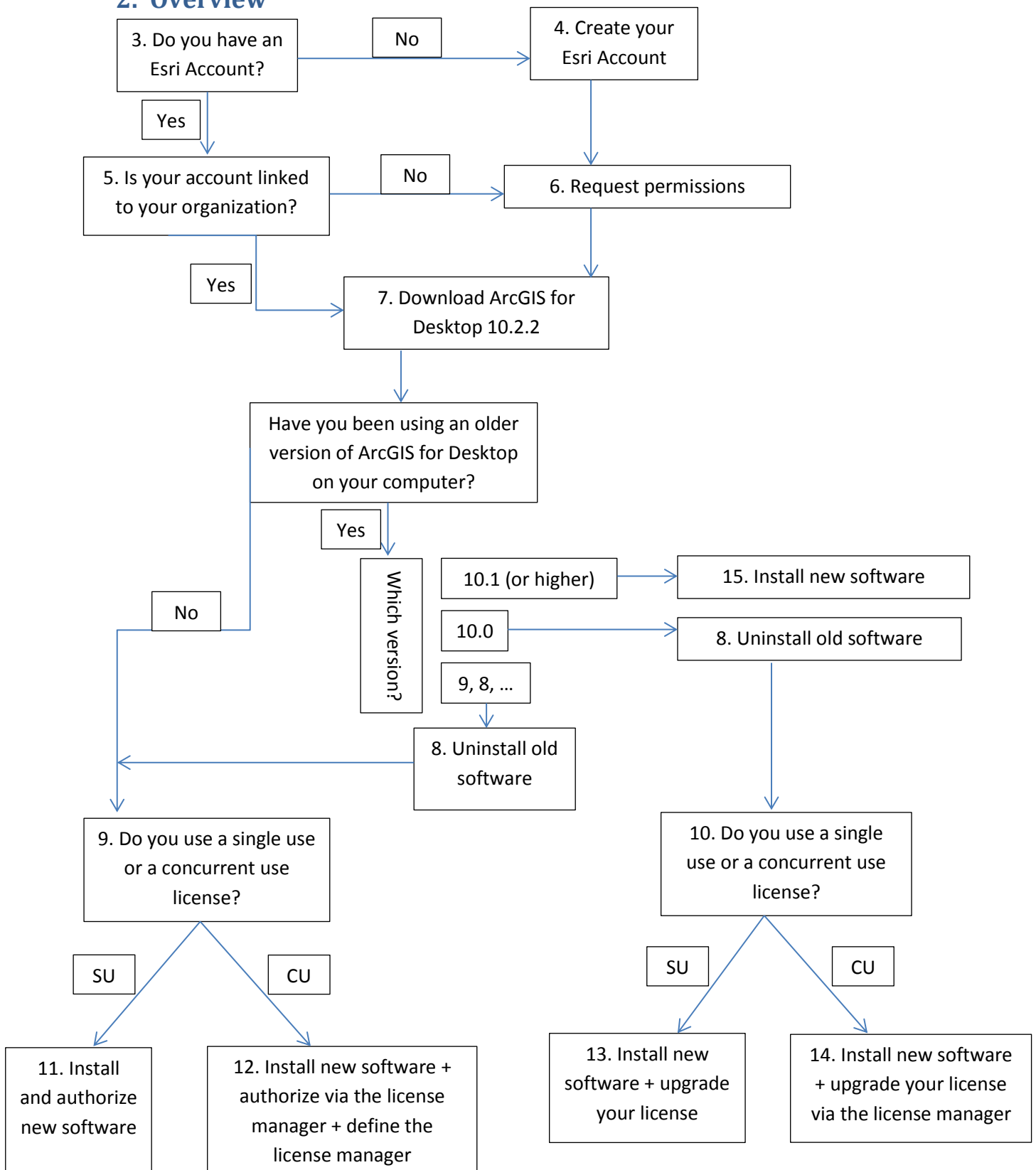support@esribelux.com

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1. Before you start

Please make sure your computer meets the system requirements for running ArcGIS for Desktop 10.2.2. See this link for more information: http://resources.arcgis.com/en/help/system-requirements/10.2/#/ArcGIS_10_2_for_Desktop/015100000002000000/

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2. Overview

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│  Esri Account?  │                            │  Esri Account   │
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- 5. Is your account linked to your organization?
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3. The Esri Account

You can access the new esri website (http://my.esri.com) with your Esri Account. This new platform replaces the Customer Care Portal and lets you manage all the aspects of your relation with esri.
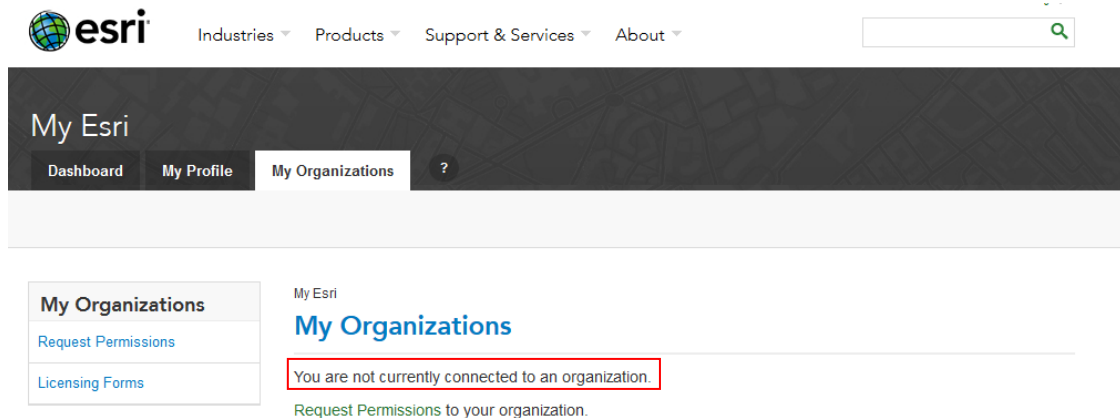
4. Create your Esri Account

Go to http://my.esri.com to create your Esri Account. Choose the option 'Create an account' and insert your name and e-mail address. Click the 'Create an account' button and fill out the form. You will receive a confirmation e-mail from service@esri.com. Please click the included link in order to complete the process and to activate your Esri Account.

5. Is your Esri Account already linked to your organization?

Go to http://my.esri.com and log in with your Esri Account.

Click 'My organizations' to check whether you are linked to your organization or not. The below image shows that you are currently not connected to your organization.

6. Link your Esri Account to your organization

Please click 'Request Permissions' to link your Esri Account to your organization. In the next screen, you only have to insert your organization's name and a message. Click 'Send request'. As soon as your request has been processed and approved, you will receive an e-mail to inform you that your

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permissions have been changed. You now have access to the My Esri environment of your organization.
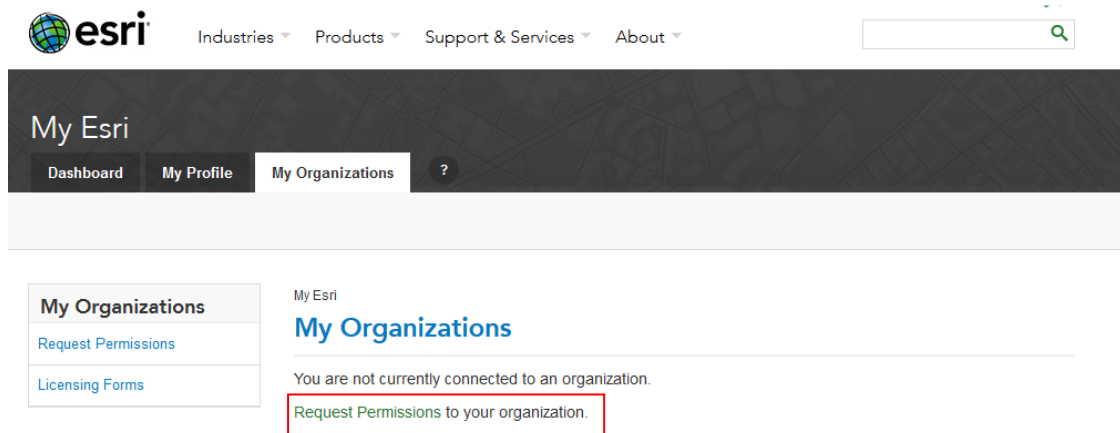
7. Download the software

To download the software, please visit the following site: http://my.esri.com. Log in with your Esri Account and click 'My organizations'. Click the 'Products' tab and choose 'Manage downloads'. You will see a list with all the downloads that are available for your organization.

Choose the product that you would like to download and click 'View downloads'. The result is a list of all the separate software components. Now you can start downloading the product of your choice.

8. Uninstall previous software

If ArcGIS for Desktop 10.0 or older is installed on your computer, you'll first have to uninstall this software.

Attention: uninstall but don't deactivate.

Go to the control panel of your computer:

For Windows 7: Control Panel\Programs\Uninstall a program

For Windows XP: Control Panel\Add or Remove Programs

Identify the ArcGIS product that needs to be uninstalled and double click it. Choose 'Remove' and click 'Next'.
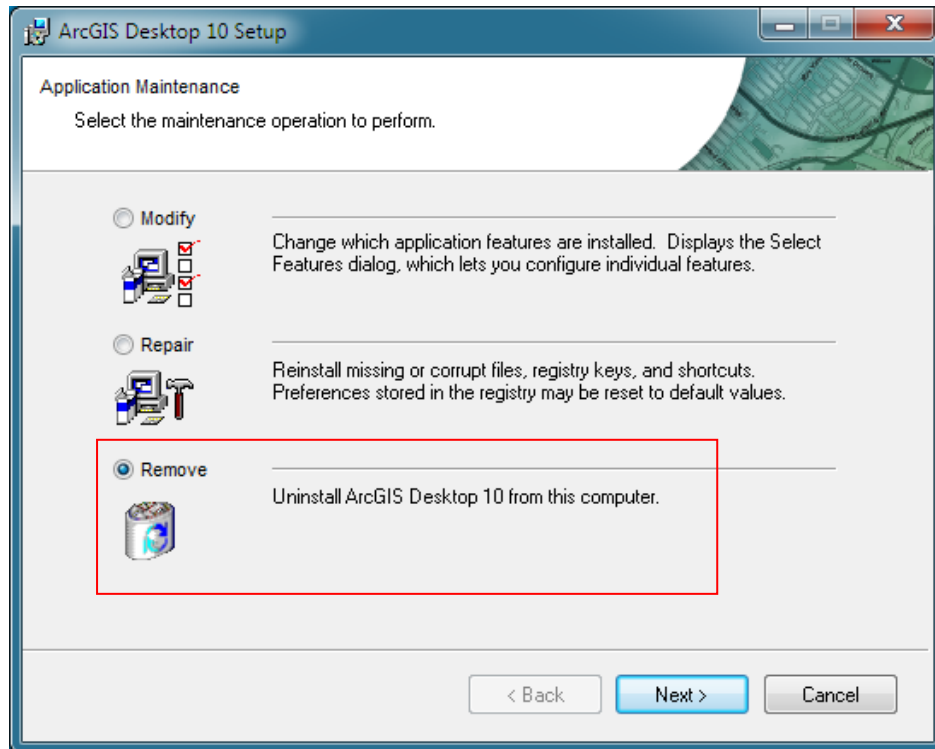
Afterwards, a message will appear that the operation has finished. Click 'Finish'.

You will receive a warning in case you did not uninstall all the ArcGIS products. Uninstall the remaining software by following the previous steps.
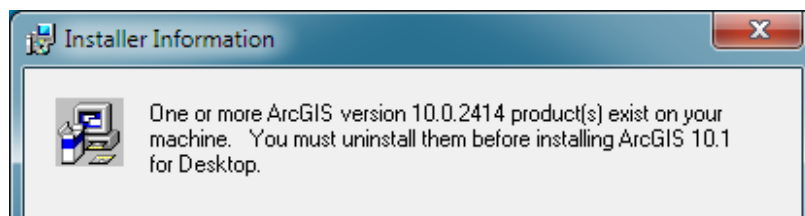
9. Single Use or Concurrent use license: what is the difference?

In case your code can only be used to authorize the software on 1 specific computer, please follow the procedure for Single Use licenses (SU).

In case several users on different computers can use the software at the same time, and the licenses are managed by one central license manager, please consult the procedure for Concurrent Use licenses (CU).

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10.   Single Use or Concurrent use license: which procedure should I follow?

In order to authorize ArcGIS for Desktop, you need an authorization code. This code is sent to you by the back office, and is an alphanumeric string like 'ABC123456789'.

In case your code starts with ESU, please follow the procedure for Single Use licenses (SU).

In case your code starts with EFL, please follow the procedure for Concurrent Use licenses (CU).

11.   Install and Authorize ArcGIS for Desktop 10.2.2 for Single Use Licenses (SU)

11.1 Installation

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2.2 for Desktop and extensions.

To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

Close all programs on your computer.

After you have downloaded the software, you will have an << iso >> file. This is a software duplicate for DVD. You can use this file in several ways:

- Write the content of the file on a DVD (the software is burned on the DVD);
- Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);
- Extract the files by using 7-zip or IsoBuster (also available for free on the internet).

Once you have access to the files (on DVD or unwrapped on to your computer), please start the 'esri.exe' application. The below window will appear.
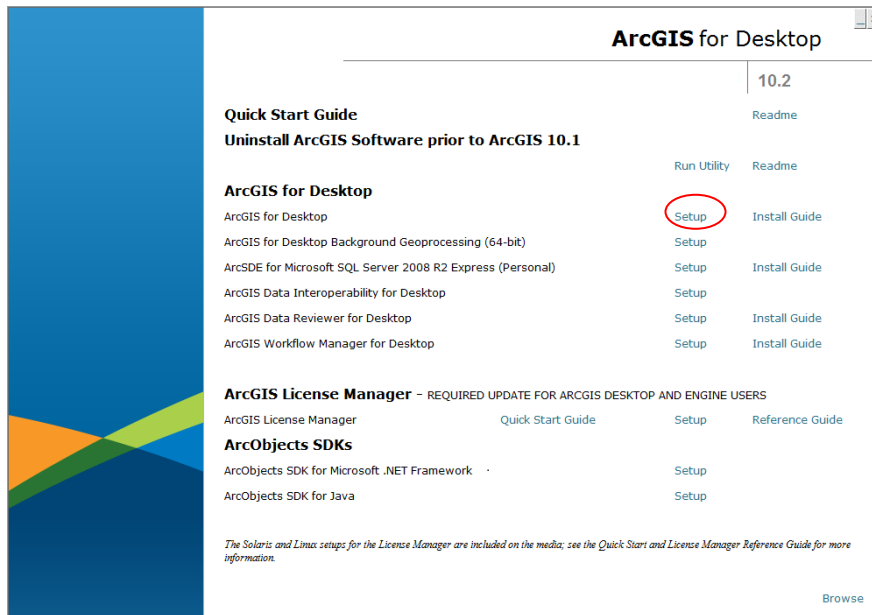
You can start the installation of ArcGIS for Desktop by clicking 'Setup'. It is sufficient to follow the default installation instructions. At the end of the installation a message will appear that the installation has been completed. Then you will be asked to continue the authorization of the software with the 'Software Authorization Wizard (SAW)'. Click 'Yes'.

It's possible to complete the activation later on, by opening the ArcGIS Administrator. You can find this by following these steps: *Start > All programs > ArcGIS > ArcGIS Administrator.* In the ArcGIS Administrator, click 'Desktop' in the frame on the left, then click 'Authorize Now…'.

11.2 Authorization

Choose the product according to the license you bought and click "Authorize Now…".
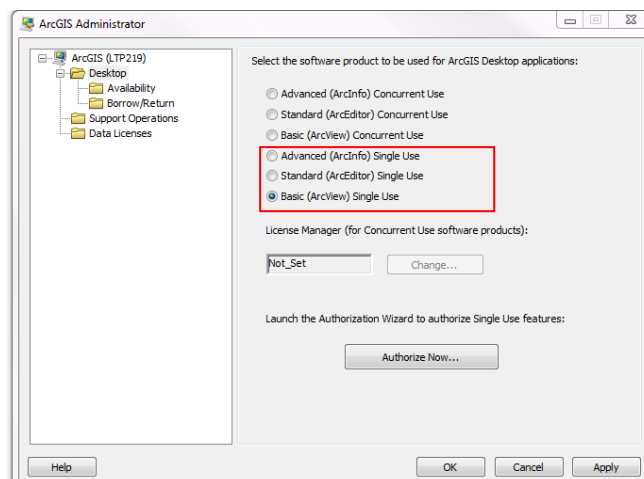
Then choose the first option: 'I have installed my software and need to authorize it' and click 'Next'.

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Attention: if you have received a prvc file from Esri Belux, choose the third option 'I have received an authorization file from Esri and am now ready to finish the authorization process'. The prvc can be useful in case there are a lot of licenses to be activated. That way, you don't have to copy the activation code in the SAW each time.
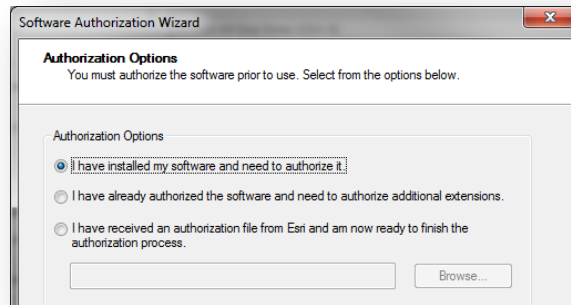
The authorization of the software requires a connection to the internet. If your computer is connected to the internet, please choose the first option. This is the quickest and easiest way to authorize.

If there is no connection available, choose the second option. This procedure is the same as the online authorization, but ends with an 'authorize.txt' file on your computer. Do not forget to complete the last step of the procedure on another computer **with** access to the internet.

11.2.1 Option 1: you choose the online authorization
The online authorization is the easiest way to authorize, and thus the standard method.
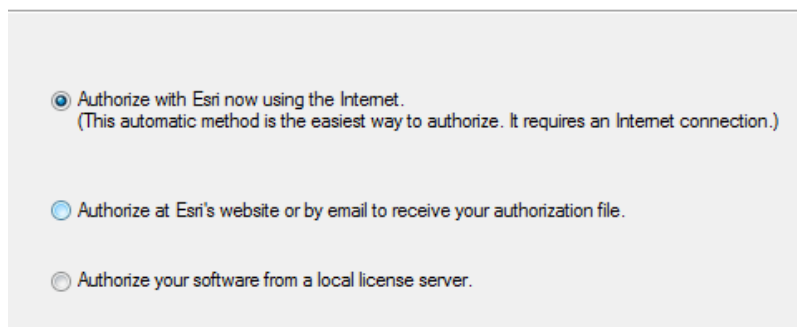
The SAW will provide input screens where you can enter your personal information.

If you use accents or other special characters, the authorization procedure could be blocked during the last phase without sending a documented error message.
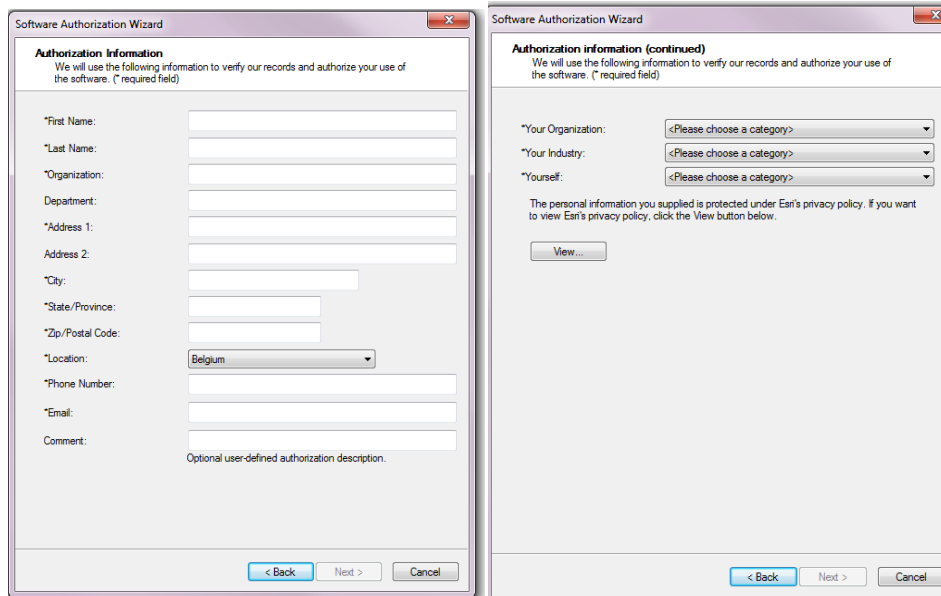
After you have entered your personal information, the system will ask you to enter the authorization code.

You can also activate ArcGIS for Desktop extensions – in case you bought licenses for those. There are separate authorization codes for each extension. You can also activate your extensions later (see first SAW screen). Furthermore, it's also possible to request demo versions for the extensions that you didn't authorize.

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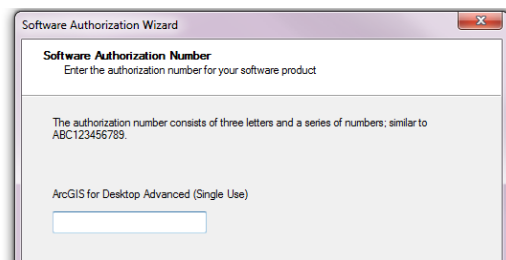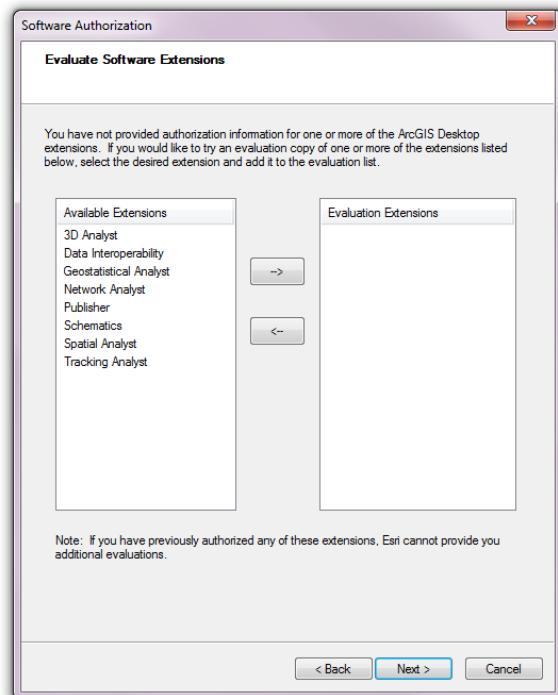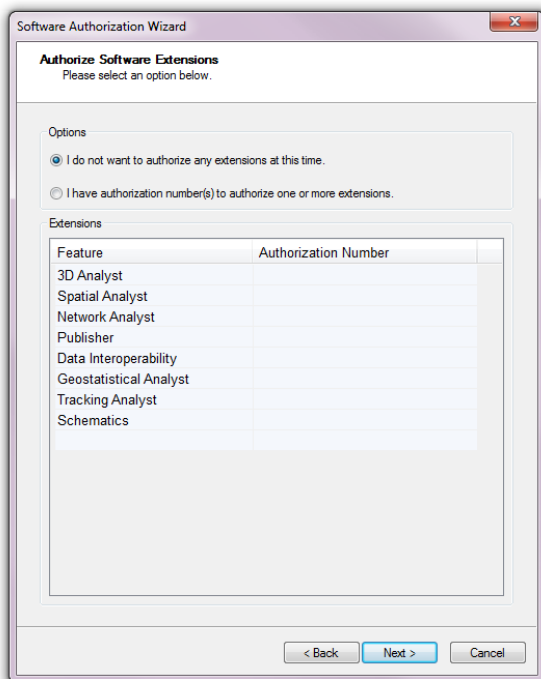
The information you inserted will be send to esri, and your software will be authorized. The ArcGIS for Desktop software is now ready to use.

11.2.2 Option 2: you choose the offline authorization
The procedure is not yet finished if you chose for the offline authorization.

Click 'Save' to register the authorization information in an information file 'authorize.txt'. Copy this file to a computer that has access to the internet (by using a USB-stick or any other way to move files).

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Next, you choose one of the two following methods (the first one is recommended):

1. Upload the information file (authorize.txt) to https://my.esri.com/#/activations/secure-site. Click 'upload' and save the resulting 'Authorization.respc' file.

2. Send the information file (authorize.txt) to the following e-mail address: authorize@esri.com. Esri will send you a response file: 'Authorization.respc'.

In both cases, save the 'Authorization.respc' file and copy it to the computer where you installed ArcGIS for Desktop. Restart the SAW and click 'Finish'. Return to the ArcGIS Administrator, click 'Desktop' in the frame on the left and click 'Authorize now…'.

Choose the option 'I have received an authorization file from ESRI and am now ready to finish the authorization process'. Browse to the location where you earlier stored the Authorization.respc file. Click 'open', then 'Next'.

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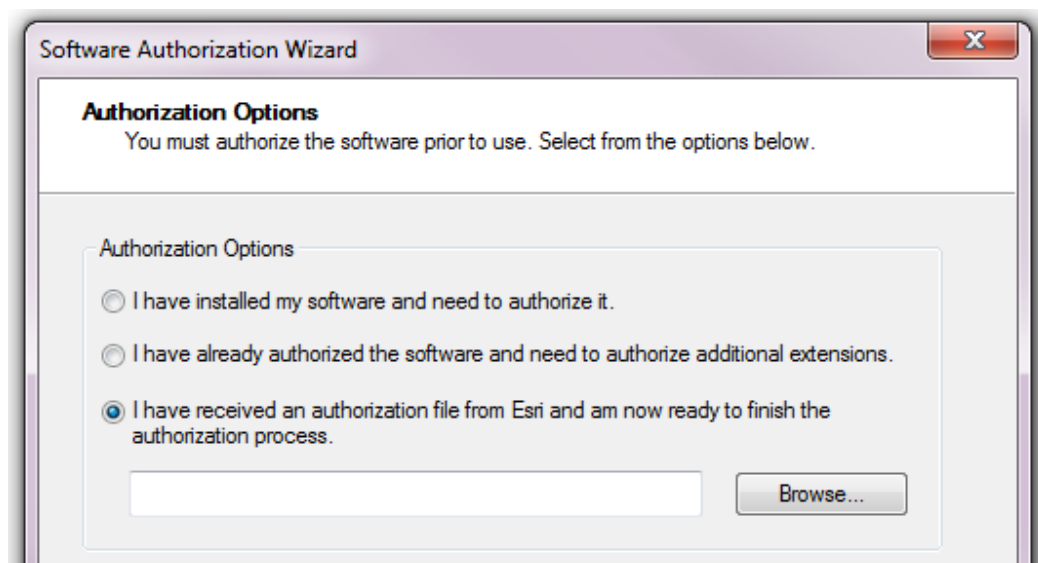
Click 'Next'. The process is finished now, and a message will appear to confirm the activation of your license.

Congratulations! You can start working with ArcGIS 10.2.2!

12. Install and authorize ArcGIS for Desktop 10.2.2 for Concurrent Use licenses (CU)

12.1 Installation

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2.2 for Desktop and extensions.
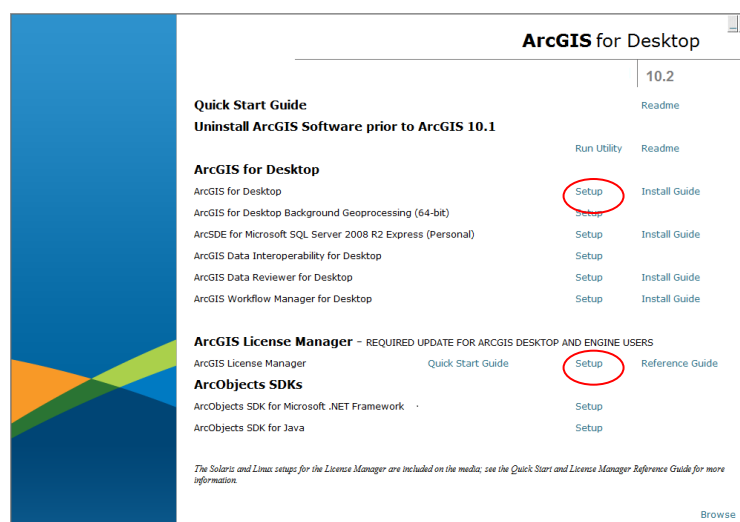
To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

Close all programs on your computer.

After you have downloaded the software, you will have an << iso >> file. This is a software duplicate for DVD. You can use this file in several ways:

- Write the content of the file on a DVD (the software is burned on the DVD);
- Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);
- Extract the files by using 7-zip or IsoBuster (also available for free on the internet).

Once you have access to the files (on DVD or unwrapped on to your computer), start the 'esri.exe' application. The below window will appear.

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Install the ArcGIS License Manager on the license server by clicking 'Setup'. Install ArcGIS for Desktop on the user's computer (which will be using the floating license provided by the License Manager). It is sufficient to follow the default installation instructions.

12.2 Authorization

At the end of the installation of the license manager on the license server, you will be asked to continue the authorization of the software with the 'Software Authorization Wizard (SAW)'. Click 'Yes'.

It's possible to continue the activation later on, by opening the ArcGIS License Server Administrator. You can find this by following these steps: *Start > All programs > ArcGIS > License Manager > License Server Administrator.* In the ArcGIS License Server Administrator, click 'Authorization' in the frame on the left, next you choose 10.2 in the dropdown list and finally you click 'Authorize Now...'.
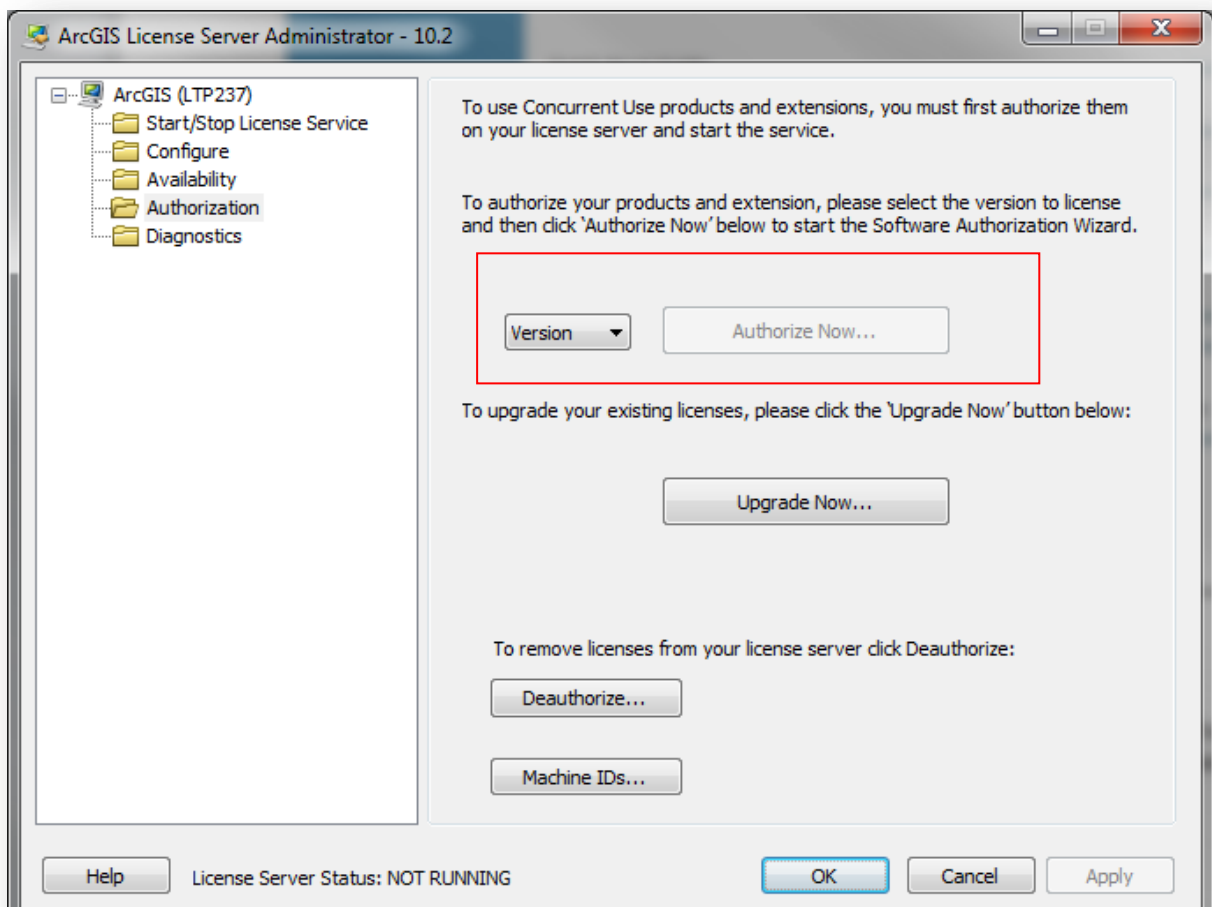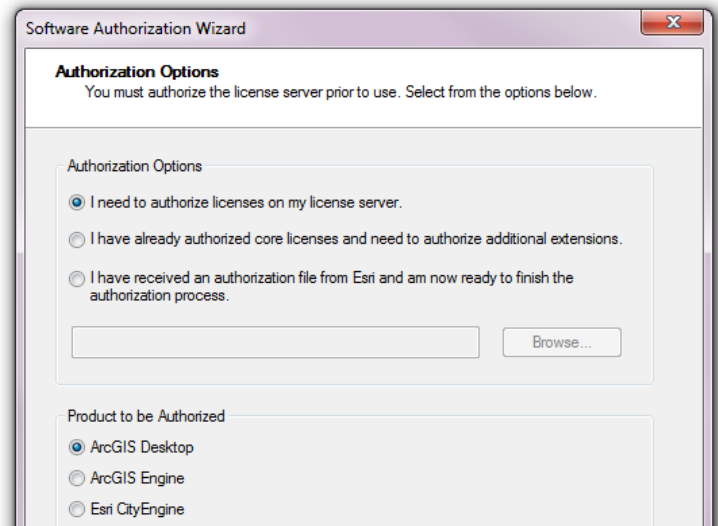

Then choose the first option: 'I need to authorize licenses on my license server'.

Attention: if you have received a prvs file from Esri Belux, choose the third option 'I have

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received an authorization file from Esri and am now ready to finish the authorization process'. The prvs can be useful in case there are a lot of licenses to be activated. That way, you do not have to copy the activation code in the SAW each time.


The authorization of the software requires a connection to the internet. If the license manager is connected to the internet, please choose the first option. This is the quickest and easiest way to authorize.

If there is no connection available, choose option two. This procedure is the same as the online authorization, but ends with an 'authorize.txt' file on your computer. Do not forget to complete the last step of the procedure on another computer **with** access to the internet.

12.2.1 Option 1: you choose the online authorization
The online authorization is the easiest way to authorize, and thus the standard method.
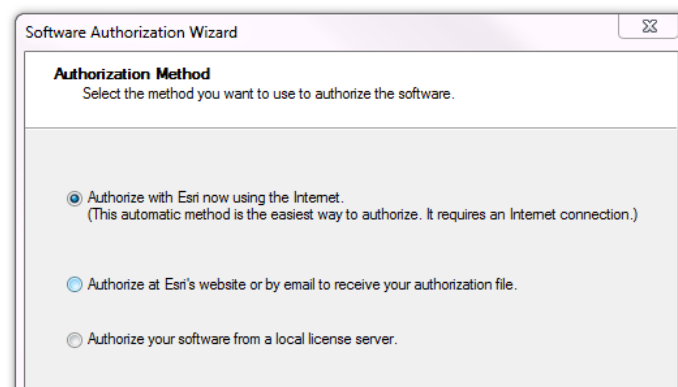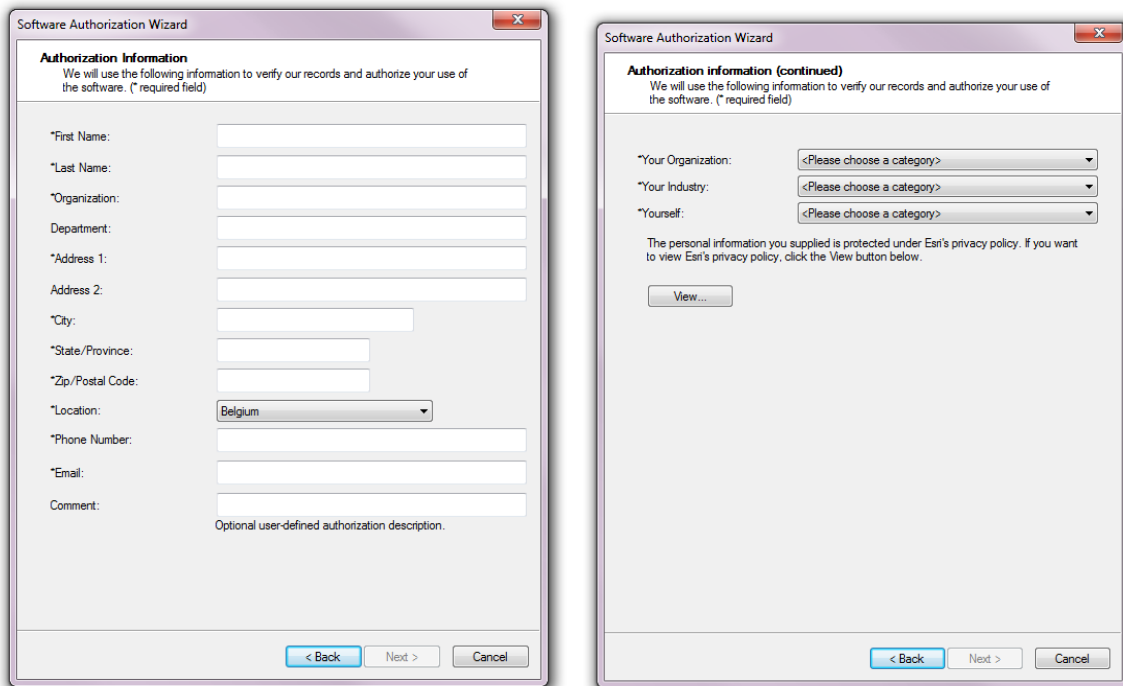

The SAW will provide input screens where you can enter your personal information.

If you use any accents or other special characters, the authorization procedure could be blocked during the last phase without sending a documented error message.


After you have entered your personal information, the system will ask you to enter the authorization code and the amount of licenses for each level.
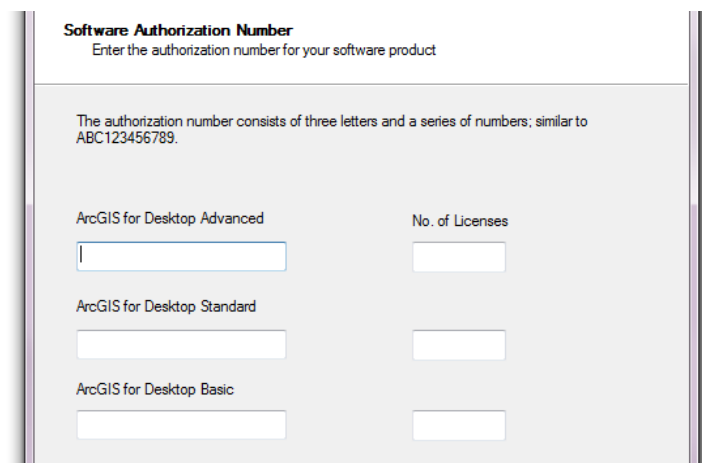
You can also activate ArcGIS for Desktop extensions – in case you bought licenses for those. There are separate authorization codes for each extension. You can also activate your extensions later (see first SAW screen). Furthermore, it's also possible to request demo versions for the extensions that you didn't authorize.
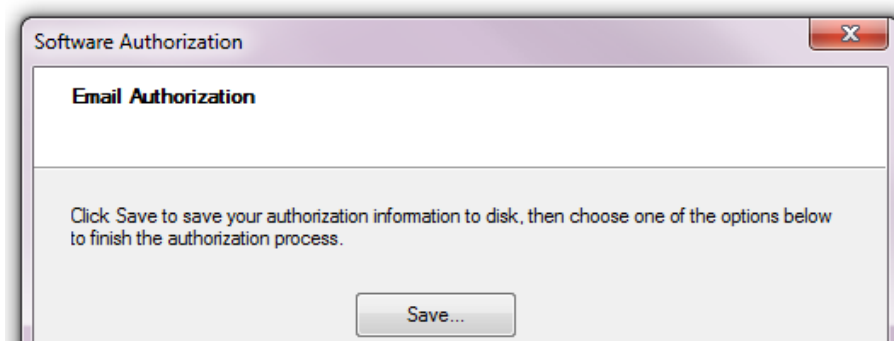
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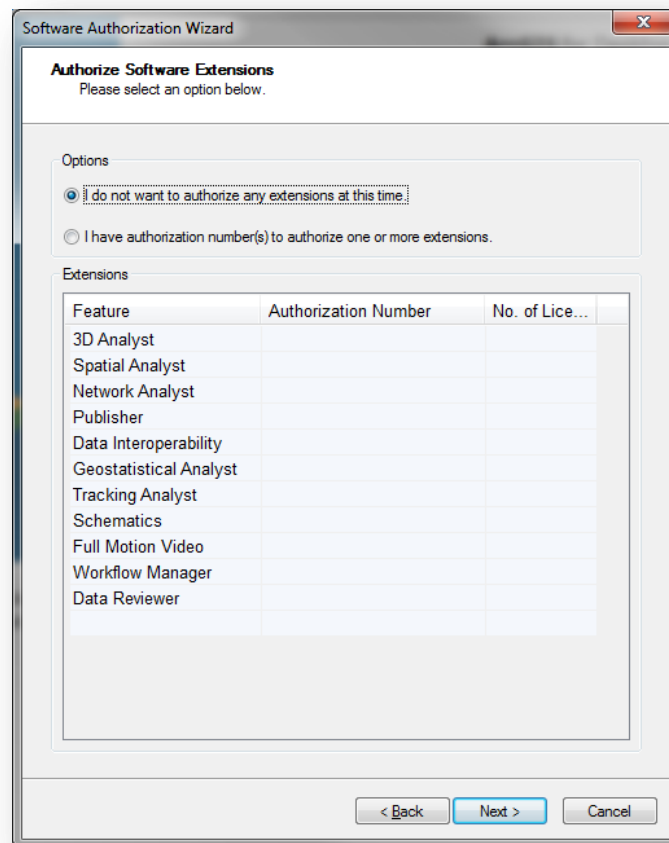
Click 'Next'. The information will be send to Esri and afterwards your licenses will be activated on the license server.

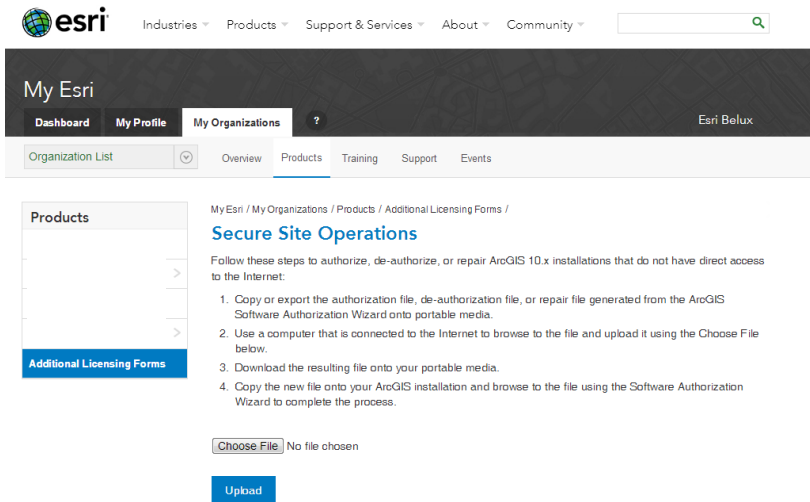### 12.2.2 Option 2: you choose the offline authorization

The procedure is not yet finished if you chose for the offline authorization.

Click 'Save' to register the authorization information in an information file 'authorize.txt'. Copy this file to a computer that has access to the internet (by using a USB-stick or any other way to move files).

Next, you choose one of the two following methods (the first one is recommended):

1. Upload the information file (authorize.txt) to https://my.esri.com/#/activations/secure-site. Click 'upload' and save the resulting 'Authorization.resps' file.

2. Send the information file (authorize.txt) to the following e-mail address: authorize@esri.com. Esri will send you a response file: 'Authorization.resps'.

In both cases, save the 'Authorization.resps' file and copy it to the license server. Restart the SAW and click 'Finish'. Return to the screen of the License Server Administrator, click 'Authorization' in the frame on the left and click 'Authorize now…'.

Choose the option 'I have received an authorization file from ESRI and am now ready to finish the authorization process'. Click 'Browse' and go to the destination folder where you stored the 'Authorization.resps' file earlier. Click 'open', then 'Next'.
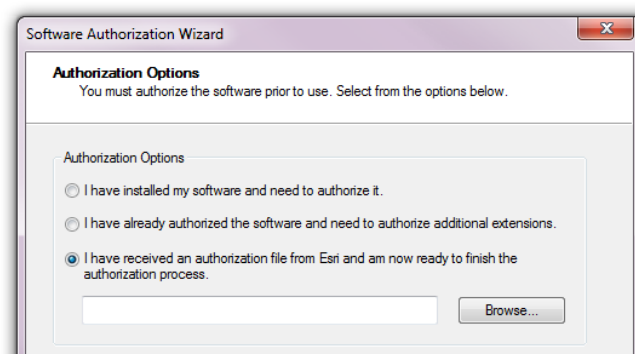

Click 'Next'. The process is now finished and a message will appear to confirm the activation of your licenses on the license server.

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12.3 Define the License Manager

The activation of the licenses on the license server is finished. The users won't be able to use their software as long as they haven't defined the license manager on their computer. The system must know where it can find the available licenses.

The following steps must thus be completed on the user's computer. Open the ArcGIS Administrator screen (*Start > All program's > ArcGIS > ArcGIS Administrator*), click 'Desktop' in the frame on the left and choose the available license level you wish to use. Then click 'Change…'. Enter the hostname of the license manager and click 'Apply' and 'OK'.
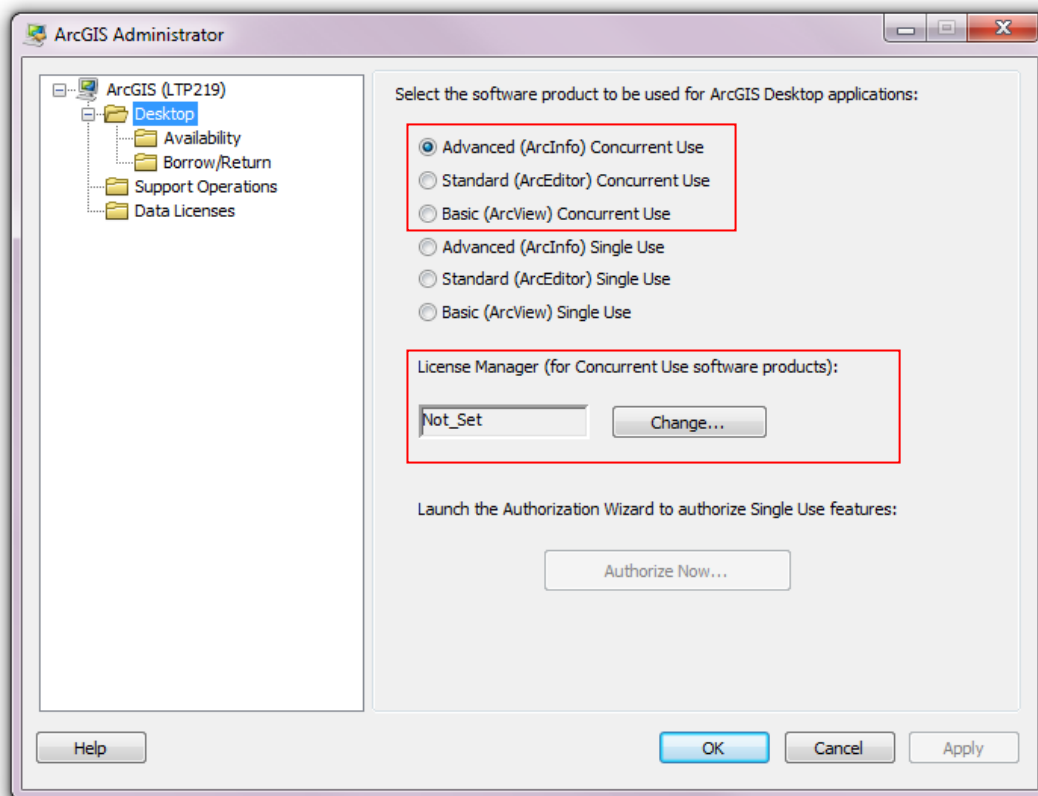
Congratulations! You can start working with ArcGIS 10.2.2!

13.   Install and upgrade ArcGIS for Desktop 10.2.2 for Single Use Licenses (SU)

13.1 Installation

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2.2 for Desktop and extensions.

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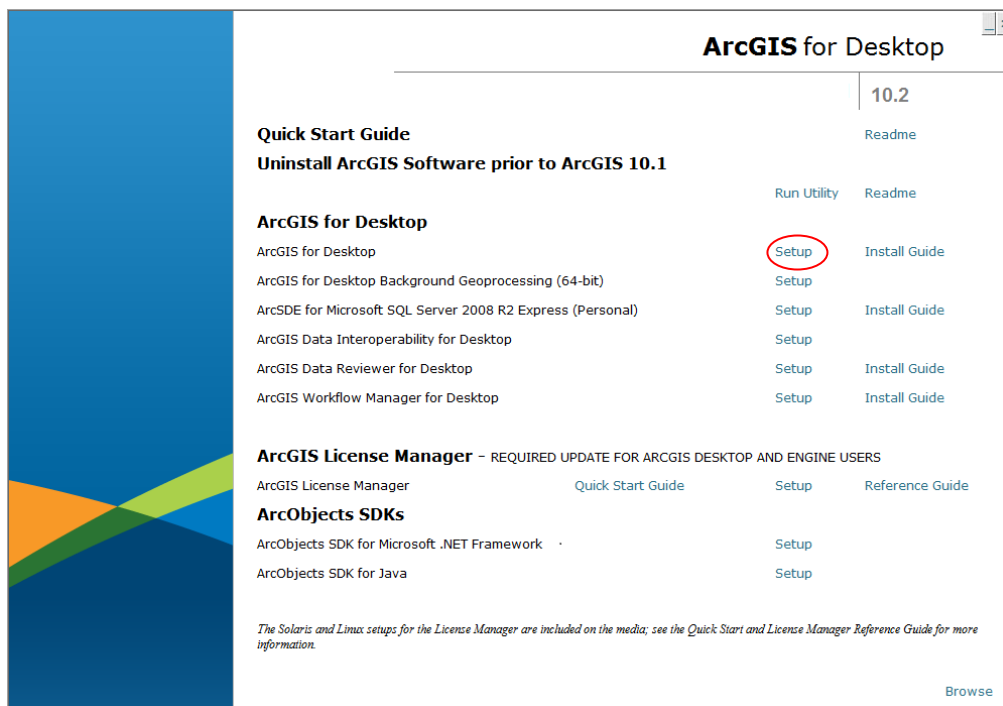02/461.37.32 (NL/EN)

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To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

Close all programs on your computer.

After you have downloaded the software, you will have an << iso >> file. This is a software duplicate for DVD. You can use this file in several ways:

- Write the content of the file on a DVD (the software is burned on the DVD);
- Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);
- Extract the files by using 7-zip or IsoBuster (also available for free on the internet).

Once you have access to the files (on DVD or unwrapped on to your computer), start the 'esri.exe' application. The below window will appear.


You can install ArcGIS for Desktop by clicking 'Setup'. It is sufficient to follow the default installation instructions. At the end of the installation a message will appear that the installation has been completed.

13.2 Upgrade your license

At the end of the installation, you will be asked to upgrade. Click 'Yes'.

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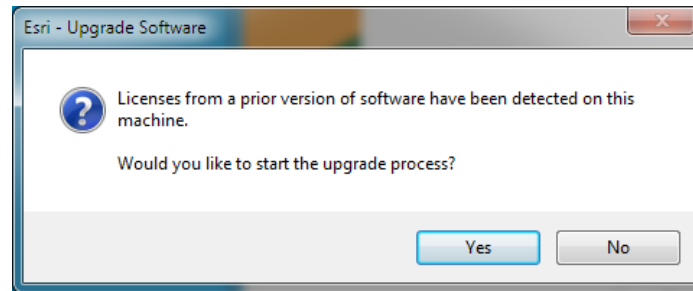
If you don't want to upgrade immediately after the installation, you can do it later by opening the ArcGIS Administrator by following this path: *Start > All Programs > ArcGIS > ArcGIS Administrator*. In the ArcGIS Administrator screen, click 'Support Operations' in the screen on the left en then click 'Upgrade now…'.
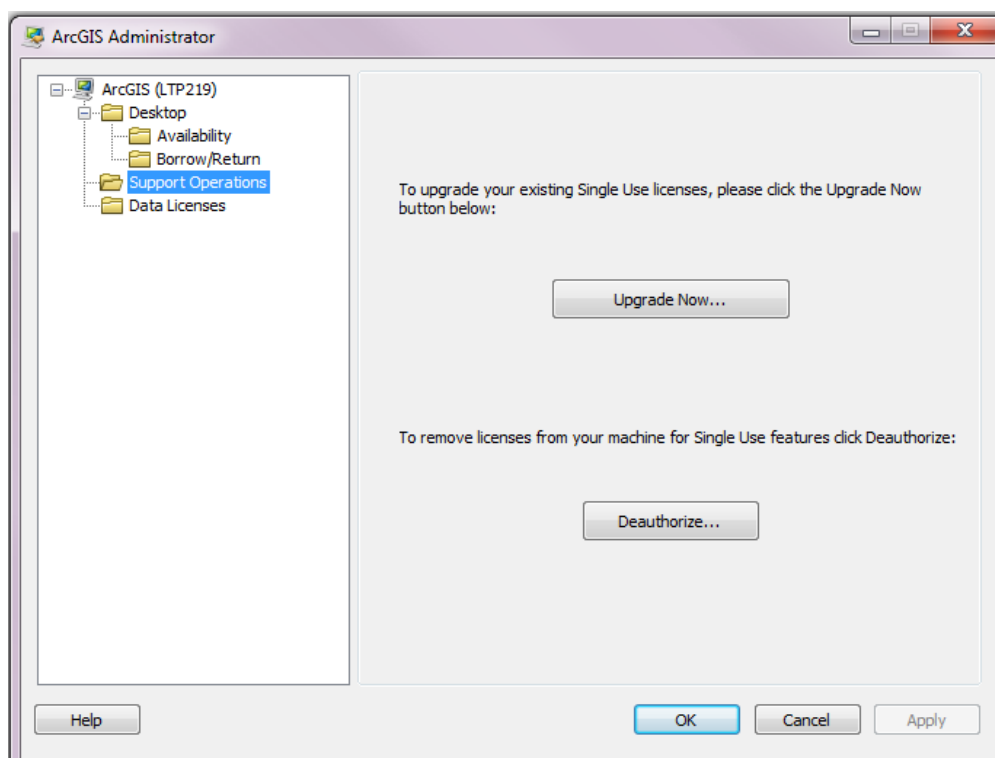
To complete the upgrade, an internet connection is required either on the computer on which you are working, or on another computer.
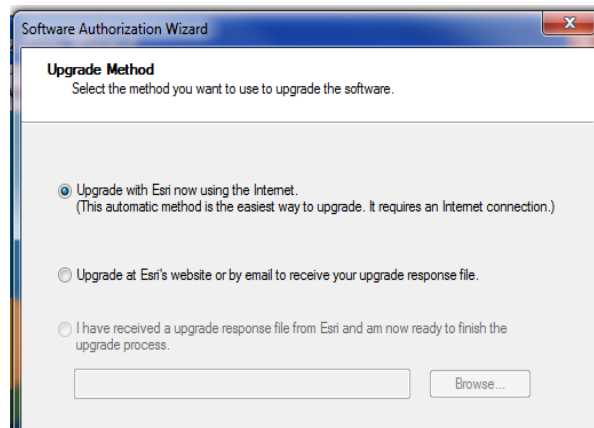
13.2.1 Option 1: you choose the online authorization

If your computer has access to the internet, choose the first option: 'Upgrade with Esri now using the internet'. This is the quickest and easiest way to authorize.

If no connection is available, choose option two: 'Upgrade at Esri's website or by e-mail to receive your upgrade response file'.

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The procedure is identical, but ends with an 'authorize.txt' file saved on your computer. Do not forget to complete the last step of the procedure on another computer **with** internet access.

In the next screen you will see the licenses that can be upgraded. Check the files you want to upgrade.
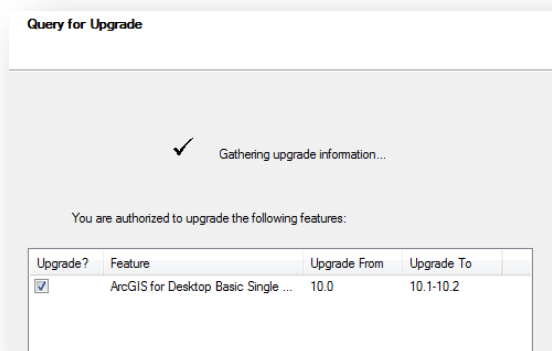
Click 'Next'. Since you chose for the online authorization, the process will automatically be completed.

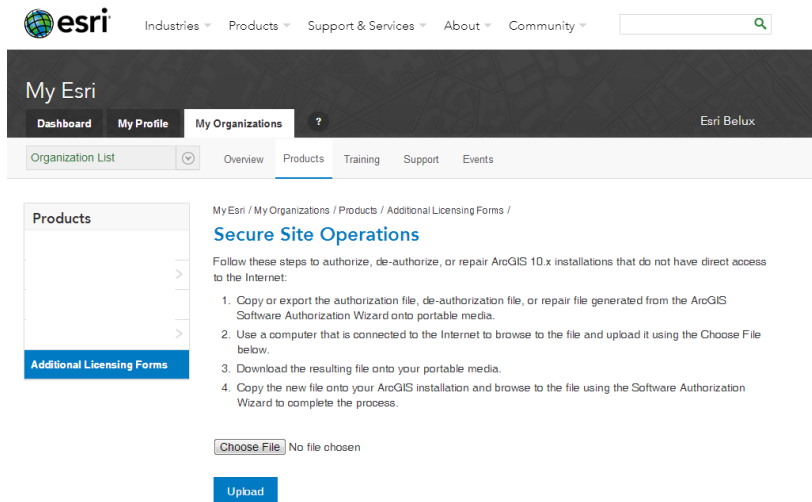### 13.2.2 Option 2: you choose the offline authorization
The procedure is not yet finished if you chose for the offline authorization.

Click 'Save' to register the authorization information in an information file 'authorize.txt'. Copy this file to a computer that has access to the internet (by using a USB-stick or any other way to move files).

Next, you choose one of the following two methods (the first one is recommended):

1. Upload the information file (authorize.txt) to https://my.esri.com/#/activations/secure-site. Click 'upload' and save the resulting 'Authorization.respc' file.

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2. Send the information file (authorize.txt) to the following e-mail address: authorize@esri.com.
   Esri will send you a reponse file: 'Authorization.respc'.

In both cases save the file on a portable storage device and return to the computer that needs to be authorized. Start the ArcGIS Administrator by following this path: *Start > All Program's > ArcGIS > ArcGIS Administrator*. In the ArcGIS Administrator screen, click 'Support Operations' in the left screen, and then 'Upgrade Now…'.

Choose the option 'I have received an update response file from ESRI and am now ready to finish the authorization process'. Click 'Browse' and go to the destination folder where you stored the 'Authorization.respc' file earlier. Click 'open', then 'Next'.

Click 'Next'. The process is now finished and a message will appear to confirm the activation of your license.

Congratulations! You can start using ArcGIS 10.2.2!

14. Install and upgrade ArcGIS for Desktop 10.2.2 for Concurrent Use licenses (CU)

14.1 Installation

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2.2 for Desktop and extensions.

To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.
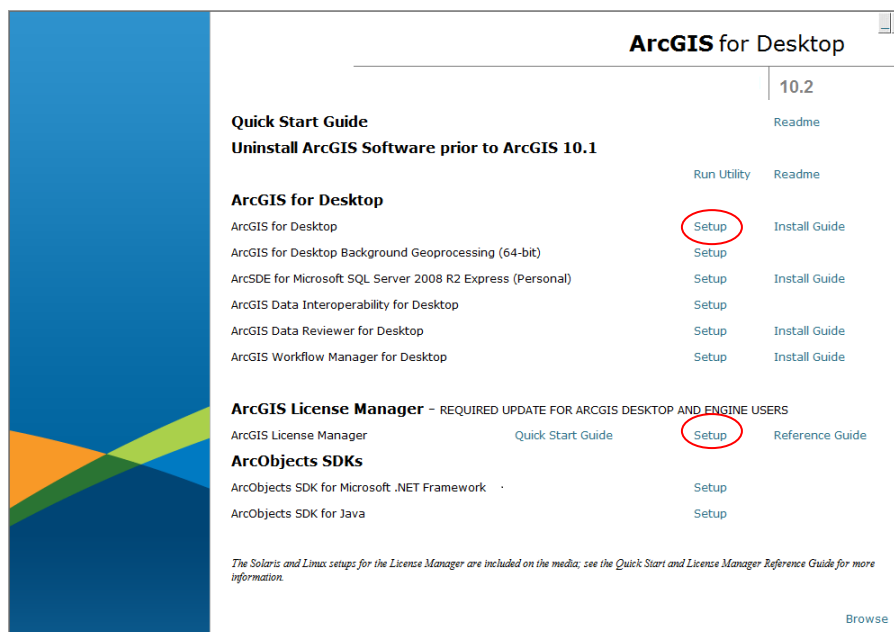
Close all programs on your computer.

After you have downloaded the software, you will have an << iso >> file. This is a software duplicate for DVD. You can use this file in several ways:

- Write the content of the file on a DVD (the software is burned on the DVD);
- Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);
- Extract the files by using 7-zip or IsoBuster (also available for free on the internet).

Once you have access to the files (on DVD or unwrapped on to your computer), start the 'esri.exe' application. The below window will appear.
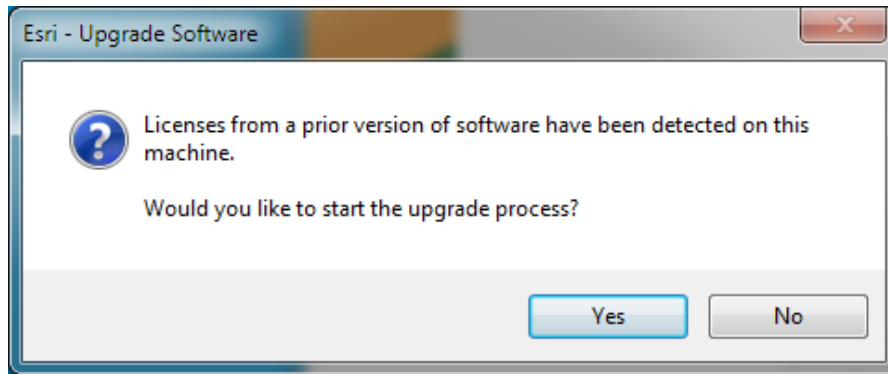

Install the ArcGIS License Manager on the license server by clicking 'Setup'.

Install ArcGIS for Desktop on the ArcGIS user's computer (is using the floating license provided by the License Manager). It is sufficient to follow the default installation instructions.

14.2 Upgrade your license using the license manager

At the end of the installation of the License Manager, you will be asked to upgrade your software. Click 'Yes'.

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If you don't want to upgrade immediately after the installation, you can do it later by starting the ArcGIS License Server Administrator. You can find this by following this path: *Start > All Programs > ArcGIS > License Manager > License Server Administrator*. In the ArcGIS License Server Administrator, click 'Authorization' on the left folder tree and then 'Upgrade now…'.
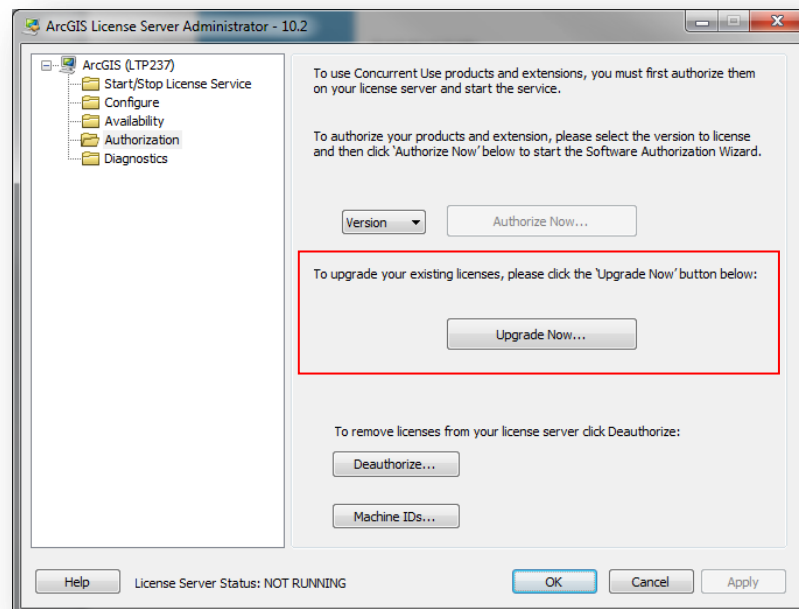

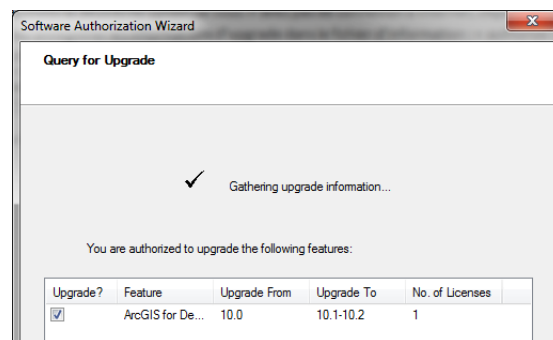### 14.2.1 Option 1: you choose the online authorization

To complete the upgrade, an internet connection is required either on the license server, or on another computer. If the license manager has access to the internet, choose the first option: 'Upgrade with Esri now using the internet'. This is the quickest and easiest way to authorize.

If no connection is available, choose option two: 'Upgrade at Esri's website or by e-mail to receive your upgrade response file'. The procedure is identical, but ends with an 'authorize.txt' file saved on your computer. Do not forget to complete the last step of the procedure on another computer **with** internet access.

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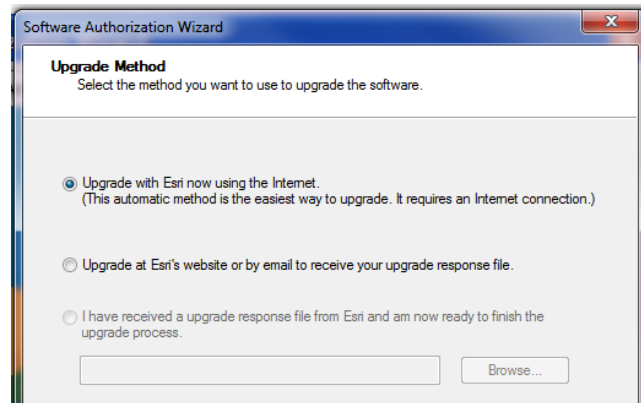
In the next screen you will see the licenses that can be upgraded. Check the files you want to upgrade. Apart from the 10.2.2 licenses, the License Manager (latest version) also manages the 10.1, 10.0 and 9.3 licenses.

Click 'Next'. The information will be send to Esri and afterwards the licenses on the license server will be upgraded to the latest version.

### 14.2.2 Option 2: you choose the offline authorization

The procedure is not yet finished if you chose for the offline authorization.

Click 'Save' to register the authorization information in an information file 'authorize.txt'. Copy this file to a computer that has access to the internet (by using a USB-stick or any other way to move files).

Next, you choose one of the following two methods (the first one is recommended):

1. Upload the information file (authorize.txt) to https://my.esri.com/#/activations/secure-site. Choose 'upload' and save the resulting 'Authorization.resps' file.
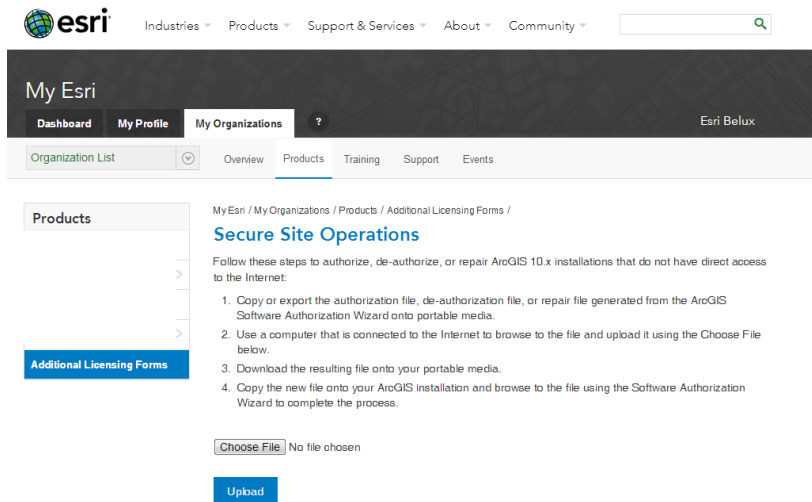
2. Send the information file to the following e-mail address: authorize@esri.com. Esri will send you a response file: 'authorization.resps'.

In both cases save the file on a portable storage device and return to the license manager. Start the ArcGIS license server administrator by following this path: *Start > All Program's > ArcGIS > License Manager > License Server Administrator*. In the ArcGIS License Server Administrator click 'Support Operations' in the left screen, and then 'Upgrade Now…'.

Choose the option 'I have received an update response file from ESRI and am now ready to finish the authorization process'. Click 'Browse' and go to the destination folder where you stored the 'Authorization.resps' file earlier. Click 'open', then 'next'.

Since the ArcGIS user has already defined the license manager during the first installation, nothing has to be changed on the user's computer.

Congratulations! You can start using ArcGIS 10.2.2!

15. Upgrade your ArcGIS for Desktop from 10.1 to 10.2.2

To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

Close all programs on your computer.

After you have downloaded the software, you will have an << iso >> file. This is a software duplicate for DVD. You can use this file in several ways:

 Write the content of the file on a DVD (the software is burned on the DVD);

 Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);

 Extract the files by using 7-zip or IsoBuster (also available for free on the internet).

Once you have access to the files (on DVD or unwrapped on to your computer), start the 'esri.exe' application. The window below will appear.
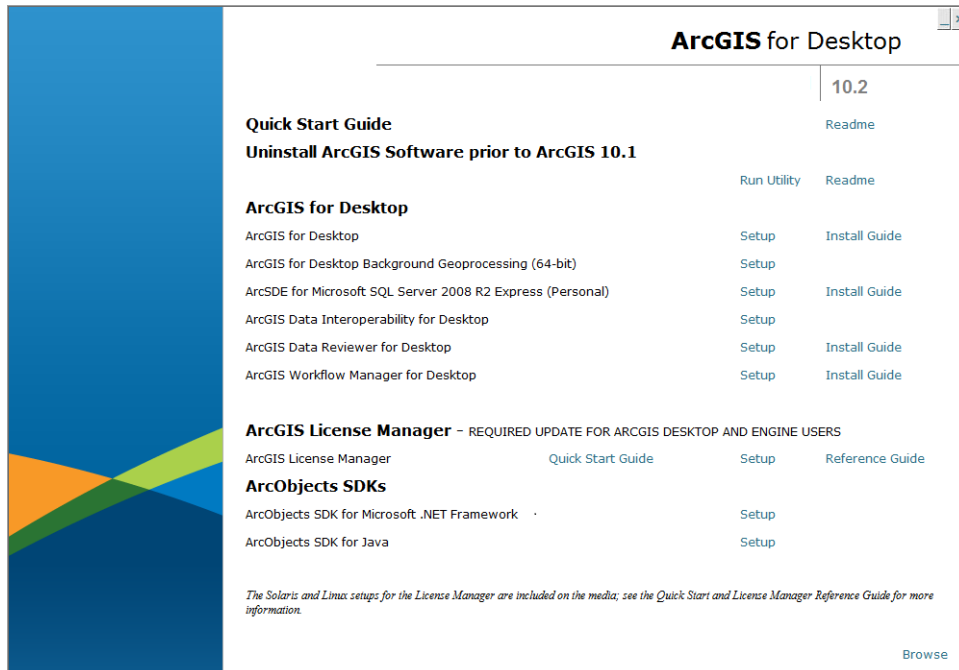
If you're working with a Concurrent Use License, please install the ArcGIS License manager on your license server by clicking 'Setup'. Install ArcGIS for Desktop on the ArcGIS user's computer (is using the floating license provided by the License Manager). It is sufficient to follow the default installation instructions.

If you're working with a Single Use License, you only have to install the latest version of ArcGIS for Desktop on the ArcGIS user's computer.

The 10.1 release will automatically be replaced by the 10.2.2 release. Click 'Next'.

Follow the default instructions to install your software. At the end of the installation you'll be notified that the installation has been completed.

Congratulations! You can start working with ArcGIS 10.2.2!

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