



Download Center

Navigation &
Administration Guide

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Downloading Process

When you place an ESD order, Customer Service will first need to enter your request into our order entry system. You will then receive an email **Order Notification** informing you that your software is now available to be downloaded. The email contains a URL that links to the Progress Download Center login page.

The **first time** you click on the link provided in the **Order Notification** email, the following **Registration** page appears. The fields will be populated with the name and email address you provided when you placed your order. This registration page requests some additional information, as well as allows you to create your personal login and password.

PROGRESS SOFTWARE

Registration

To activate your profile, fill in the form below and click on the submit button.

Contact Information

*First Name:

*Last Name:

Email:

Business Card Title:

*Job Responsibility:

*Industry:

Phone:

Fax:

Cell/Mobile Phone:

Login Information

Use existing Progress username

*Username:

*Password:

*Confirm Password:

Fill in all the (*) fields, then click the **Submit** button.

Note:

If you already have a username and password for other Progress Web sites, you can re-use this login and password for the Download Center by checking off **Use existing Progress username**.

A thank you page will be presented.

The screenshot shows a registration confirmation page for Progress Software. At the top left is the Progress Software logo. Below it is a decorative grid pattern. The main content area is titled "Registration" and "Thank You". It states: "You will be logged in under the following account which was granted access to the Download Center." Below this, the username "johndoe_esd" is displayed. A blue "CONTINUE" button is positioned below the username. At the bottom of the page, there are links for "PRIVACY", "TERMS OF USE", "TRADEMARKS", "SITE MAP", and "CONTACT US".

Click Continue to view your Products.

The screenshot shows the main page of the Progress Software Electronic Software Distribution Center (ESD). The header features the Progress Software logo and the tagline "BUSINESS MAKING PROGRESS™". The page is divided into a left sidebar and a main content area. The sidebar contains several menu items: "Software" (with sub-items: Product List, Product Search, Recent Files), "Order History", "User Administration" (with sub-item: Download Preferences), "Information" (with sub-items: Download Help, FAQ, User's Manual, Navigation Guide), and "Logout". The main content area is titled "SOFTWARE Product List" and contains a welcome message: "Welcome to Progress Software's Electronic Software Distribution Center. We've reorganized our site and you'll now find your deployment components, service packs, and hot fixes with your product software. For example, if you have OpenEdge 10.2A and are looking for a deployment component for that version, you'll now find that on the OpenEdge 10.2A catalog page. If you're looking for a service pack for that same version, you'll find that on the same OpenEdge 10.2A catalog page. We've restructured the site so all of our products have the same page set up so you can quickly and easily access your software. Previously, we had all service packs and deployment components in separate folders. With this new restructuring, we'll be removing those folders shortly. If in the past you received your products on CD or DVD and only used the Electronic Software Distribution Center for service packs, please contact your Progress Software Sales Support team to update your ESD entitlements so you'll continue to have access to your service packs." Below the welcome message are three links: "Progress® Apama®", "Progress® OpenEdge®", and "Progress® Sonic®".

Accessing the Download Center

ESD customers have multiple options to access the Download Center. The encrypted URL delivered to a customer with every product order will present a login page post-registration. In addition, access to the Download Center now resides under the Support Menu of Progress.com in the Downloads area of the page.

SUPPORT

Industry Leading Global Support

Welcome to Progress Software Worldwide Support. Progress support services are designed to provide customers and partners with world-class technical support. In order to accurately serve your needs and provide the right technical resources and a timely solution, please select the appropriate product family link from the list below:





Winner of the Omega NorthFace Award for 9 Years in a Row



This award is presented annually to organizations who exceed expectations in customer service.

Support Info/Contact Us

- > Contact Support by email/phone
- > Support Services
- > Escalation Process
- > Savvion Support

Knowledgebase	Log/Update a Support Request															
 <p>Search product knowledgebases for FAQs and product help.</p> <table><tr><td>Actional</td><td>DataXtend</td></tr><tr><td>Apama</td><td>FUSE</td></tr><tr><td>Artix</td><td>OpenEdge</td></tr><tr><td>Artix Data Services</td><td>ObjectStore</td></tr><tr><td>DataDirect Connect</td><td>Orbacus</td></tr><tr><td>DataDirect Data Integration Suite</td><td>Orbitx</td></tr><tr><td>DataDirect Shadow</td><td>Sonic</td></tr></table>	Actional	DataXtend	Apama	FUSE	Artix	OpenEdge	Artix Data Services	ObjectStore	DataDirect Connect	Orbacus	DataDirect Data Integration Suite	Orbitx	DataDirect Shadow	Sonic	 <p>TechSupport Direct is the web interface into your regional Technical Support case tracking system. Via this service, you can log, monitor, update, and close cases over the web.</p> <p><input type="text" value="- Select Product -"/> <input type="text" value="- Select Region -"/> <input type="button" value="Go"/></p>	
Actional	DataXtend															
Apama	FUSE															
Artix	OpenEdge															
Artix Data Services	ObjectStore															
DataDirect Connect	Orbacus															
DataDirect Data Integration Suite	Orbitx															
DataDirect Shadow	Sonic															
Resources	Downloads															
 <table><tr><td>PANS (Alerts & Notifications)</td><td>Product Life Cycle</td></tr><tr><td>User Forums</td><td>Product Release/Availability</td></tr><tr><td>Documentation</td><td>Code Share</td></tr><tr><td>Supported Platforms</td><td></td></tr><tr><td>Enhancement Request (OpenEdge only)</td><td></td></tr></table>	PANS (Alerts & Notifications)	Product Life Cycle	User Forums	Product Release/Availability	Documentation	Code Share	Supported Platforms		Enhancement Request (OpenEdge only)		 <table><tr><td>Progress Download Center</td></tr><tr><td>DataDirect Download Center</td></tr><tr><td>FUSE Open Source Downloads</td></tr><tr><td>Savvion Download Center</td></tr><tr><td>Product Evaluations</td></tr></table>	Progress Download Center	DataDirect Download Center	FUSE Open Source Downloads	Savvion Download Center	Product Evaluations
PANS (Alerts & Notifications)	Product Life Cycle															
User Forums	Product Release/Availability															
Documentation	Code Share															
Supported Platforms																
Enhancement Request (OpenEdge only)																
Progress Download Center																
DataDirect Download Center																
FUSE Open Source Downloads																
Savvion Download Center																
Product Evaluations																

Click the Progress Download Center or DataDirect Download Center link.

A login page will be presented to you. Helpful ESD resources are also provided on the login page.

To login, enter your username and password, and then click the **Login** button.

Download Center Login

If you already have a Download Center Account, please log in below.

Username:

[Did you forget your Username?](#)

Password:

[Did you forget your Password?](#)

[LOGIN](#)



Progress Software cares about your security. You may be required to periodically reset your password.

Need access to your company's existing ESD account? [Click here](#) to register for a login.

If you have questions, please direct your inquiry to CustomerService@progress.com.

If your company already has an ESD account, and you need access to it, there is a registration link on the login page. You will need to provide a serial number and sales order from one of your company's licensed products on maintenance to secure a login. This information is referenced on the license addendum as shown below.

License Key:

Progress Software Corporation ('PSC') License Addendum


License Notice:
 Entering the control codes listed on this license addendum into the computer system indicates your understanding and acceptance of the terms and conditions contained in the End User Product License Agreement ("the Agreement") located in this package, in the software download program, on the inside cover of the media box, in the "Read this First" book, or in the "Welcome to Progress" book. Please carefully read these terms and conditions before entering in the control codes. If you do not agree with them, promptly return the media (all copies thereof) to Progress Software Corporation or the supplier from whom it was acquired for a full refund. The Agreement is the entire agreement between the parties. No modifications or additions to the Agreement will be binding, whether proposed via a purchase order or otherwise, unless agreed to in a writing executed by authorized representatives of the parties. The information below reflects Progress' current records. Please verify and report any discrepancies to your supplier.

Progress Licensed Products as of July 25, 2007 for PC - Win32 Intel:

Bill To: 10011021	Registered To: 10157947
Progress Software	Progress Software ESD
14 Oak Park	Internal Use
BEDFORD, MA 01731	BEDFORD, MA 01730
USA	USA
USA	USA
Phone # 781-275-4000	Phone #
Fax #	Fax #

Product	Ship	Units	Release	MediaID	Title	Maint	Exp
PSC Order #	Ord. Date						
OE Advanced UI Controls	07/25/07	5	10.2ATP1	0146	10.2ATP1 Media	Eval	Exp
SO406728	07/25/07 PO: 10.2ATP1		Dry R				12/31/07
OE Advanced UI Con	Serial #: 123456		Rel: 10.2ATP1		Control#:		
Unit Type:			Maint.:		OpenEdge Basic Support		

If you already have an existing Progress Software login to other resources, you may register for ESD access using your existing login.



PROGRESS SOFTWARE

Registration

Please fill in the registration form below.

Contact Information

***First Name:**

***Last Name:**

***Email:**

Business Card Title:

***Job Responsibility:**

***Industry:**

Phone:

Fax:

Cell/Mobile Phone:

Login Information

Use existing Progress username

***Username:**

***Password:**

***Confirm Password:**

Get more information on Product Downloads, also referred to as Electronic Software Distribution (ESD)
[> Read Data Sheet](#)

Share your feedback by responding to the Product Downloads Customer Survey
[> Take Survey](#)

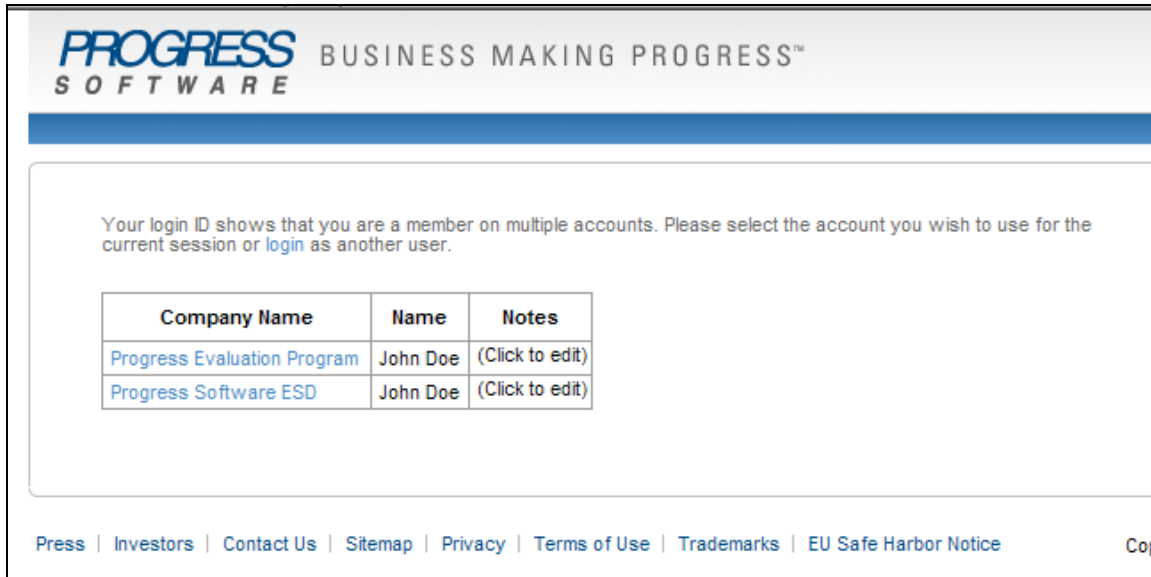
User Guide
Learn more about using *Progress Download Center Navigation & Administration*
[> Download Guide](#)

Having trouble logging into your Download Center account? Contact ishelp@progress.com.

Need more information?
[> Contact Us](#)

Software Page

If your login has multiple accounts associated with it, you will see a page similar to this. Click on the respective account to locate the products your organization is entitled to. You may use the Notes column to annotate these accounts for your use.



PROGRESS BUSINESS MAKING PROGRESS™
SOFTWARE

Your login ID shows that you are a member on multiple accounts. Please select the account you wish to use for the current session or [login](#) as another user.

Company Name	Name	Notes
Progress Evaluation Program	John Doe	(Click to edit)
Progress Software ESD	John Doe	(Click to edit)

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If there is only one account assigned to your login, the system will automatically display your Software page.

<p><u>Software</u></p> <ul style="list-style-type: none">Product ListProduct SearchRecent Files <p><u>Order History</u></p> <p><u>User Administration</u></p> <ul style="list-style-type: none">Download Preferences <p><u>Information</u></p> <ul style="list-style-type: none">Download HelpFAQUser's ManualNavigation Guide <p><u>Switch Accounts</u></p> <p><u>Logout</u></p>	<p>SOFTWARE</p> <p>Product List</p> <ul style="list-style-type: none">Progress RPM™Progress Software Developers Network®Progress® Actional®Progress® DataXtend® Semantic IntegratorProgress® OpenEdge®Progress® Orbix®Progress® Sawion™Progress® Sonic®
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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. This page also includes a User Administration link for management of your ESD account. Contact information can be updated, and designated administrators will have permissions to manage additional users who require access to your organization's product entitlements.

Product Information Page

From the Software page, click on the product line you wish to download.

The Product Information page displays all the product line's products, by platforms, which are available for download. The most recent product release versions under your account are located in the front New Releases tab, and older releases are located under the Previous Releases tab. Any service packs for the product are located at the bottom of the page, as well as any hot fixes you have requested. To download a particular product, click the product description link.

PROGRESS SOFTWARE BUSINESS MAKING PROGRESS™

Software

- Product List
- Product Search
- Recent Files

Order History

User Administration

- Download Preferences

Information

- Download Help
- FAQ
- User's Manual
- Navigation Guide

Logout

SOFTWARE
Product Information

Progress® Apama® 4.2.x

Select a release. To access older releases, click on the Previous Releases tab.

Release	Description	Date Available
4.2.0	Progress® Apama® 4.2	Sep 8, 2009
4.2.0	Progress® Apama® 4.2 Additional Users	Sep 8, 2009
4.2.1	Progress® Apama® Capital Markets Framework 1.1.6	Dec 2, 2009
4.2.0-7	Progress® Apama® Autobahn Adapter for Apama 4.2	Mar 8, 2010
4.2.0-1	Progress® Apama® Barclays FX FIX Adapter for Apama 4.2	Nov 19, 2009
4.2.0-3	Progress® Apama® Citigroup SpotESP FIX Adapter for Apama 4.2	Mar 8, 2010
4.2.0-16	Progress® Apama® EBS/ATI Adapter for Apama 4.2	Mar 8, 2010
4.2.0-40	Progress® Apama® FIX Adapter for Apama 4.2	Mar 8, 2010
4.2.0-1	Progress® Apama® FXall Accelor FIX Adapter for Apama 4.2	Nov 19, 2009
4.2.0-1	Progress® Apama® Lava FX FIX Adapter for Apama 4.2	Nov 19, 2009
4.2.0-40	Progress® Apama® QFIX Adapter for Apama 4.2	Mar 8, 2010
4.2.0-12	Progress® Apama® Reuters AQ Adapter for Apama 4.2	Jan 15, 2010
4.2.1.0	Progress Apama 4.2 Service Pack 1	Dec 15, 2009
4.2.x.x	Apama Hot Fix	Jan 20, 2010

When you click on the product 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 being able to download the product.

SOFTWARE
Software Terms and Conditions

Progress® Apama® 4.2

Please read the following agreement and select [Accept](#) at the bottom before downloading your software.

Progress Software Corporation

Apama® End User Internal Use License Agreement

CAUTION: YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS OF THIS AGREEMENT BEFORE INSTALLING OR USING THE SOFTWARE PRODUCTS AND DOCUMENTATION THIS AGREEMENT RELATES TO. BY ACCEPTING THIS AGREEMENT YOU ARE CONSENTING TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED HEREIN AND ACKNOWLEDGING YOUR AUTHORITY TO DO SO ON BEHALF OF YOUR COMPANY (IF APPLICABLE). IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, DO NOT PROCEED WITH THE INSTALLATION OF THE SOFTWARE. YOU SHOULD PROMPTLY RETURN THE SOFTWARE, DOCUMENTATION, AND ALL COPIES THEREOF TO THE SUPPLIER FROM WHICH IT WAS ACQUIRED.

Product Download Page

Upon accepting the End User Product License Agreement, you will see the Product Download page. This page allows you to display your license addendum as well as download your software. Even if the product has been discontinued by Progress, you will always have the ability to download previously purchased software that was delivered via Electronic Software Distribution (ESD). Note that if your right to use software expires (for example, in the case of preview or prerelease software), Progress will remove the software from the Download Center and you will not have access to it.

PROGRESS SOFTWARE BUSINESS MAKING PROGRESS™

SOFTWARE
Product Download

Progress® Apama® 4.2

Product | **License** | Download Log | Notes | Notification Log | Restrict Access

Download Selected Files Select All

AUS27774_Line_1_licence_exp_2010-05-031	<input type="checkbox"/>
Download File Size: 1,150 bytes	Download Advanced Download Options
Estimated Times and Details	
Progress Apama Documentation 4.2	<input type="checkbox"/>
Download File Size: 29,804,454 bytes (28.4 MB)	Download Advanced Download Options
Estimated Times and Details	
Windows x86, 32-bit	<input type="checkbox"/>
Download File Size: 429,102,296 bytes (409.2 MB)	Download Advanced Download Options
Estimated Times and Details	
Windows x86, 64-bit	<input type="checkbox"/>
Download File Size: 475,702,584 bytes (453.7 MB)	Download Advanced Download Options
Estimated Times and Details	
Solaris SPARC, 64-bit	<input type="checkbox"/>
Download File Size: 350,459,833 bytes (334.2 MB)	Download Advanced Download Options
Estimated Times and Details	

A product's serial number and control code (if applicable) will be visible on the License tab (an example is shown later). Some products require license files instead of control codes. These license files, shown as an example above, are available for download on this product tab, along with all product files. The Product Download page provides functionality to select multiple files or all files for download at once. To download all files, locate the Select All toggle box in the upper right corner and toggle it. If you only want to download a subset of files, toggle the files in question. Once your selections are identified, click the Download Selected Files box in the right corner.

Order History

Order History

To perform an order search fill out at least one criterion below.

Order Number **PO Number** **Order Date (mm/dd/yyyy)**
 to

Listed below are your orders. To view the details of a particular order, click on the order number. Canceled orders are not displayed.

Order Number	Order Date	PO Number
(62096341)	Aug 11, 2011	Download
(62096261)	Aug 11, 2011	Download

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

All line items on the order can be downloaded at once by selecting the Download link on the Order History page and accepting the EULA. Order details can be accessed by selecting the order number. This is an example of the Download link behavior.

Order Download Detail

To download files, select the files then click on the "Download" button (only available when applicable). In some cases you may need to accept the Agreement before being able to download.

Order Number: S0466719
 Order Date: Apr 15, 2010
 PO Number: OStore Dry Run

Order Line	Download	Agreement
1. Progress@ObjectStore@Inspector 7.2 for Win 32-bit		
7.2 ObjectStore Inspector 7.2 for Win 32-bit ObjectStore End User License Agreement Download and Unpacking Instructions Product Readme ObjectStore Inspector 7.2 for VC 8.0 ObjectStore Inspector 7.2 for VC 9.0		<input type="checkbox"/> View EULA
		<input type="button" value="Accept Agreement"/>

Order Download Detail

To download files, select the files then click on the "Download" button (only available when applicable). In some cases you may need to accept the Agreement before being able to download.

Order Number: S0466719
 Order Date: Apr 15, 2010
 PO Number: OStore Dry Run

Order Line	Download	Agreement
1. Progress@ObjectStore@Inspector 7.2 for Win 32-bit	<input checked="" type="checkbox"/> Deselect All	
7.2 ObjectStore Inspector 7.2 for Win 32-bit ObjectStore End User License Agreement Download and Unpacking Instructions Product Readme ObjectStore Inspector 7.2 for VC 8.0 ObjectStore Inspector 7.2 for VC 9.0	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	View EULA
	<input type="button" value="Download"/>	

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

Order Detail

Click on the "Download" link next to the product to download it (only available when applicable).

Order Number: RPM - Sawion 7.6
Order Date: Nov 15, 2010
PO Number:

Line Number	Product Description	Manufacturer Part Number	Qty	
1	Progress® Sawion™ Alfresco Adapter 7.6	132170	1	Download
2	Progress® Sawion™ Alfresco Adapter 7.6	132171	1	Download
3	Progress® Sawion™ Alfresco Adapter 7.6	132172	1	Download

Select a release. To access older releases, click on the Previous Releases tab.

New Releases **Previous Releases**

Release	Description	Date Available
7.6.2	<input type="checkbox"/> Progress® Sawion™ BusinessManager	Jun 17, 2011
7.6.1	<input type="checkbox"/> Progress® Sawion™ BusinessManager	Mar 25, 2011
7.6.x.x	Progress® Sawion™ 7.6 Hot Fixes	Nov 30, 2010

License Tab

Here is an example of the contents behind the License tab. This particular product requires a control code to install. The location of the Order #, Serial #, and Control # are displayed for reference.

Product
License
Download Log
Notes
Notification Log
Restrict Access

N
Print Friendly

Progress Software Corporation ('PSC') License Addendum

License Notice:

Entering the control codes listed on this license addendum into the computer system indicates your understanding and acceptance of the terms and conditions contained in the End User Product License Agreement ("the Agreement") located in this package, in the software download program, on the inside cover of the media box, in the "Read this First" book, or in the "Welcome to Progress" book. Please carefully read these terms and conditions before entering in the control codes. If you do not agree with them, promptly return the media (all copies thereof) to Progress Software Corporation or the supplier from whom it was acquired for a full refund. The Agreement is the entire agreement between the parties. No modifications or additions to the Agreement will be binding, whether proposed via a purchase order or otherwise, unless agreed to in a writing executed by authorized representatives of the parties. The information below reflects Progress' current records. Please verify and report any discrepancies to your supplier.


Progress Licensed Products as of July 25, 2007 for PC - Win32 Intel:

Bill To: 10011021 Progress Software 14 Oak Park BEDFORD, MA 01731 USA USA Phone # 781-275-4000 Fax #	Registered To: 10157947 Progress Software ESD Internal Use BEDFORD, MA 01730 USA USA Phone # Fax #
---	---


Product	Ship	Units	Release	MediaID	Title	Maint	Exp
PSC	Order #						

OE Advanced UI Controls	07/25/07	5	10.2ATP1	0146	10.2ATP1 Media	Eval	Exp
	80123456		07/25/07 PO: 10.2ATP1	Dry R			12/31/07
OE Advanced UI Con	Serial #: 123456		Rel: 10.2ATP1		Control#: ABC 123 DEF		
Unit Type:			Maint.:	OpenEdge Basic Support			

Additional Navigation Links



PROGRESS
software



BUSINESS MAKING PROGRESS™

Software

- Product List
- Product Search
- Recent Files

Order History

User Administration

- Download Preferences

Information

- Download Help
- FAQ
- User's Manual
- Navigation Guide

Switch Accounts

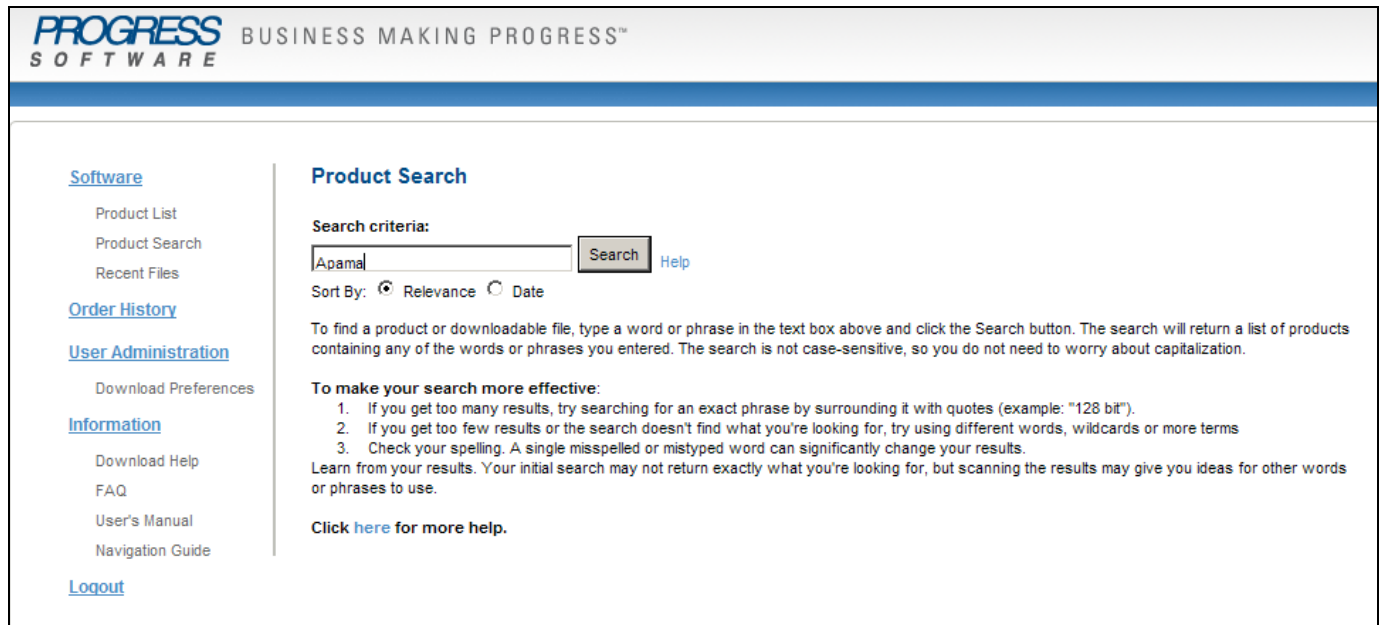
Logout

SOFTWARE
Product List

- Progress RPM™
- Progress Software Developers Network®
- Progress® Actional®
- Progress® DataXtend® Semantic Integrator
- Progress® OpenEdge®
- Progress® Orbix®
- Progress® Sawion™
- Progress® Sonic®

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.



The screenshot shows the Progress Software Business Making Progress™ interface. On the left is a navigation menu with links for Software, Order History, User Administration, Information, and Logout. The main content area is titled "Product Search" and features a search criteria input field with the text "Apama", a "Search" button, and a "Help" link. Below the search field are radio buttons for "Relevance" (selected) and "Date". A paragraph explains the search process, and a section titled "To make your search more effective:" provides three numbered tips. At the bottom, it says "Click here for more help."

Information

The Information links provide quick click-through help.

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.

[Software](#)

- Product List
- Product Search
- Recent Files

[Order History](#)

[User Administration](#)

- Download Preferences

[Information](#)

- Download Help
- FAQ
- User's Manual
- Navigation Guide

[Switch Accounts](#)

[Logout](#)

Download Help

Download Preferences

The Download Preferences link allows you to choose which download methods are displayed on your download page. When you click on the Download Preferences link you will be presented with options such as HTTP and HTTPS. Place a check next to each download method that you wish to see on the download page and then click on "Save Preferences".

Downloading Larger Files

Larger files (typically > 100 Mb) may take several minutes or potentially hours to download, even over the fastest connections. Please select the **Estimated Times and Details** link on the Download Page that displays the estimated time that a download is expected to take over your connection.

If your estimated time to download a file is several minutes or more, you may wish to start the download and then move on to other work. To be notified via email when the download is complete, select the **Set Your Preferences** link on the **Advanced Download Options** page.

Common Downloading Problems

Here are solutions to the most common questions or problems experienced when downloading:

- **The download seems to complete successfully, but when I try to unzip or install the program, I get a "Bad archive" or "Not a valid archive" error message.**

This is an indication that the file you have downloaded is not complete. Compare the file size (in bytes) on your hard-drive against what the website lists for that file. In most of these cases, the sizes will not match, and you will need to download the file again

- **I get "Not enough free disk space" or similar error messages indicating that I do not have enough free disk space available - but I checked and I do have enough free space.**



Software

- Product List
- Product Search
- Recent Files

Order History

User Administration

- Download Preferences

Information

- Download Help
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Switch Accounts

Logout

Need Help?

... About Support

- Who do I contact for Support?

... About Download Center

- What is Download Center?
- What is ESDM (Electronic Software Delivery and Management)?
- Who is eligible to receive Download Center?
- How does Download Center work?

... About Your Download Center Order

- What is included in the file that I download?
- What do I do if a product is missing from my Product Download page?
- How many times can I download the software?
- Where can I get older versions of the software?
- Why can't I see my recent order on the Order History page?

... About Downloading Software from Download Center

- How are files transferred?
- Can large files be downloaded internationally?
- Where do I find my License for installation?
- How do I use the Download Selected Files feature on the Download Page?
- Can I use an FTP client to download?
- Can I use a download client?
- How do I know if my file downloaded completely?
- Why is the byte count on the file I downloaded different than the listed size?
- Why won't my .zip file unzip?

Administration

The **Administration** page is where you can manage your Download Center account. You can access this page by clicking the User 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**.

The screenshot shows the Progress Software website interface. At the top, the logo reads "PROGRESS SOFTWARE BUSINESS MAKING PROGRESS™". The page is divided into a left navigation column and a main content area. The left column contains links for "Software", "Order History", "User Administration" (highlighted with a mouse cursor), "Information", "Switch Accounts", and "Logout". The main content area is titled "SOFTWARE Product List" and contains a welcome message and a list of product categories.

SOFTWARE
Product List

Welcome to Progress Software's Electronic Software Distribution Center. We've reorganized our site and you'll now find your deployment components, service packs, and hot fixes with your product software. For example, if you have OpenEdge 10.2A and are looking for a deployment component for that version, you'll now find that on the OpenEdge 10.2A catalog page. If you're looking for a service pack for that same version, you'll find that on the same OpenEdge 10.2A catalog page. We've restructured the site so all of our products have the same page set up so you can quickly and easily access your software. Previously, we had all service packs and deployment components in separate folders. With this new restructuring, we'll be removing those folders shortly. If in the past you received your products on CD or DVD and only used the Electronic Software Distribution Center for service packs, please contact your Progress Software Sales Support team to update your ESD entitlements so you'll continue to have access to your service packs.

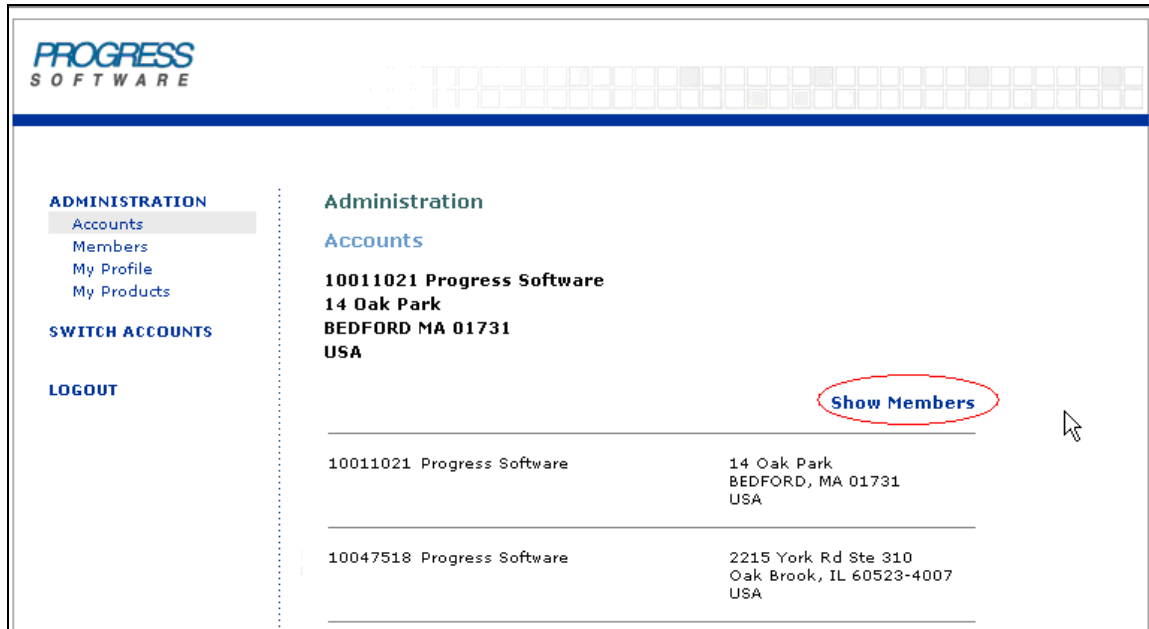
Adapters for Progress® Sonic® ESB
BusinessObjects™/Crystal Reports®/Crystal Xcelsius™
Connecterra® RFTagAware™
Extended 24x7 Support
IOWA ARCHIVE
Mission Critical
Progress Software Developers Network®
Progress® Actional®
Progress® Apama®
Progress® Artix®
Progress® Artix® Data Services
Progress® Data Virtualization Server
Progress® DataDirect Connect®
Progress® DataDirect® Data Integration Suite
Progress® DataDirect® Shadow®
Progress® DataXtend® CE
Progress® DataXtend® RE
Progress® DataXtend® Semantic Integrator
Progress® EasyAsk®
Progress® ObjectStore®
Progress® OpenEdge®
Progress® Orbacus®
Progress® Orbix®
Progress® Savvion™
Progress® Sonic®
Roundtable®

☑ Important:

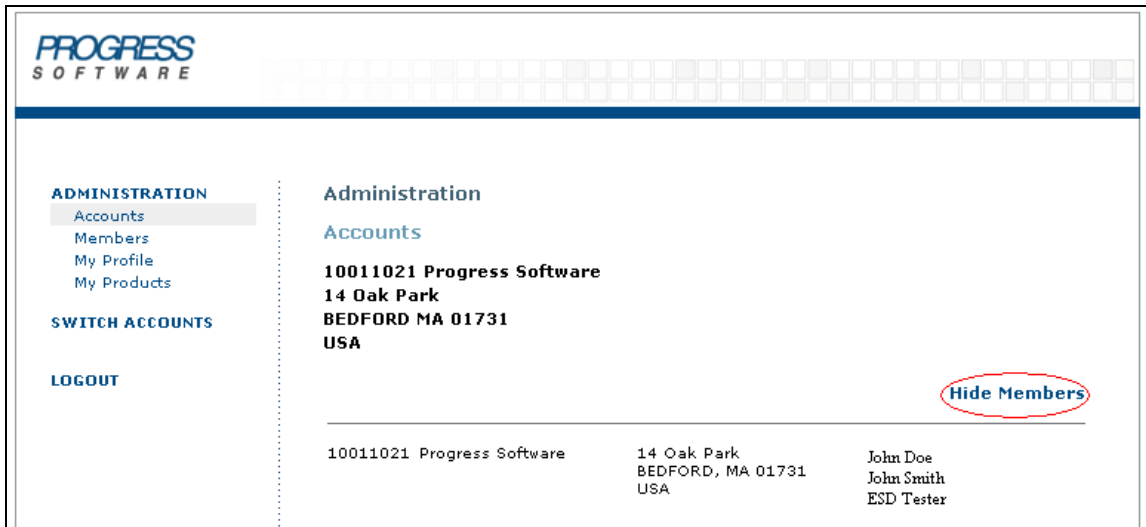
Some of the functionality mentioned next is only available to your Download Center account Administrator.

Accounts Page

Click the **Accounts** link to see your end-user accounts that have access to ESD. By clicking the **Show Members** link, you will see the users with access rights to download software.



Simply click the **Hide Members** link to hide the members display.



Members Page

The **Members** page (which you can access from the **User Administration** page or from the left navigation bar) allows you to add or delete members, entitle members to download software, or grant the member administrative rights. You can also add a member to your account by clicking the **Add New Member** link.

PROGRESS SOFTWARE

ADMINISTRATION
Accounts
Members
My Profile
My Products

SWITCH ACCOUNTS

LOGOUT

Administration
Members
10011021 Progress Software Corp.
14 Oak Park Drive
Bedford, MA 01730

Add New Member

Name/Email	Username	Download	Admin	
ESD Tester esdtester1@progress.com	esdtest1	Yes	No	Add Download Access Add Admin Access* Delete Member Update Email Address
ESD Tester2 esdtester2@progress.com	esdtest2	Yes	Yes	Add Download Access Remove Admin Access* Delete Member Update Email Address

* Note: Only grant Admin access to users that maintain member accounts within your company.

PRIVACY TERMS OF USE TRADEMARKS SITE MAP CONTACT US
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Adding a Member

Click on the **Add New Member** link on the **Members** page.

Be sure to fill in all the (*) fields, then click the **Submit** button at the bottom of the page.

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LOGOUT

Administration

Add Member

Please fill in the form below and click on the submit button.

Contact Information

*First Name:

*Last Name:

*Email:

Business Card Title:

*Job Responsibility:

*Industry:

Phone:

Fax:

Cell/Mobile Phone:

Note:
 If this person already has a username and password for other Progress Web sites, you can re-use this login and password for the Download Center by checking off **Use existing Progress username**.

Login Information

Use existing Progress username

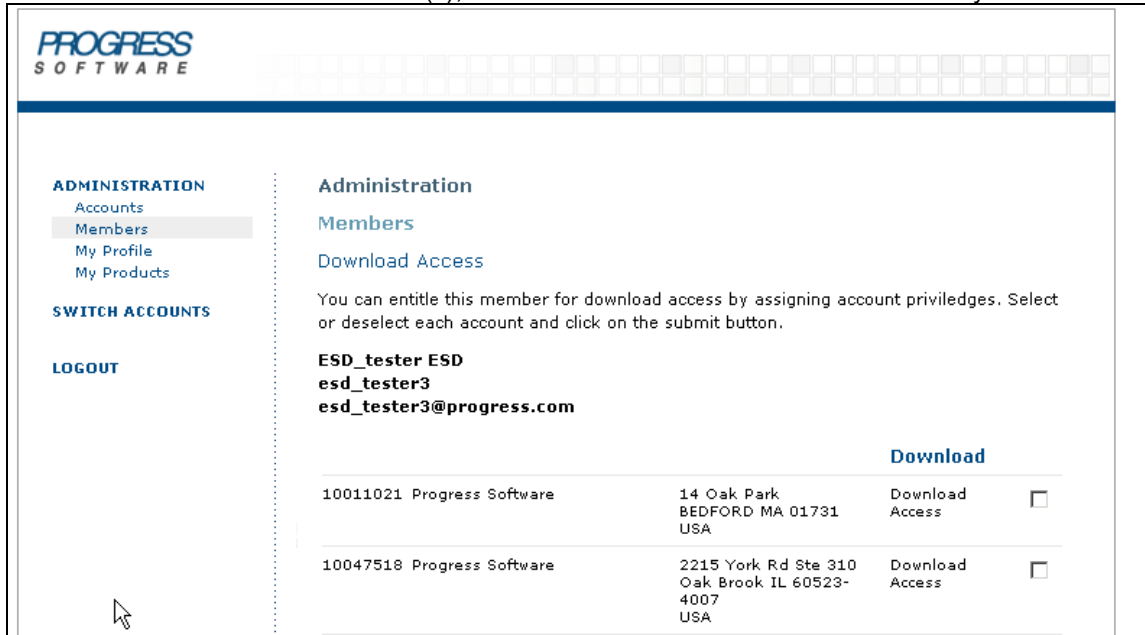
*Username:

*Password:

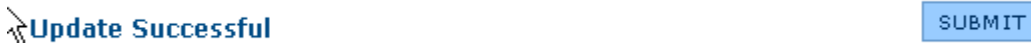
*Confirm Password:

SUBMIT

After clicking the **Submit** button on the **Add Member** page, you will see the **Download Access** page. This page allows you to designate which account(s) this new member will be granted download access to. Click the box relative to the account(s), and then click the **Submit** button to entitle your new member.

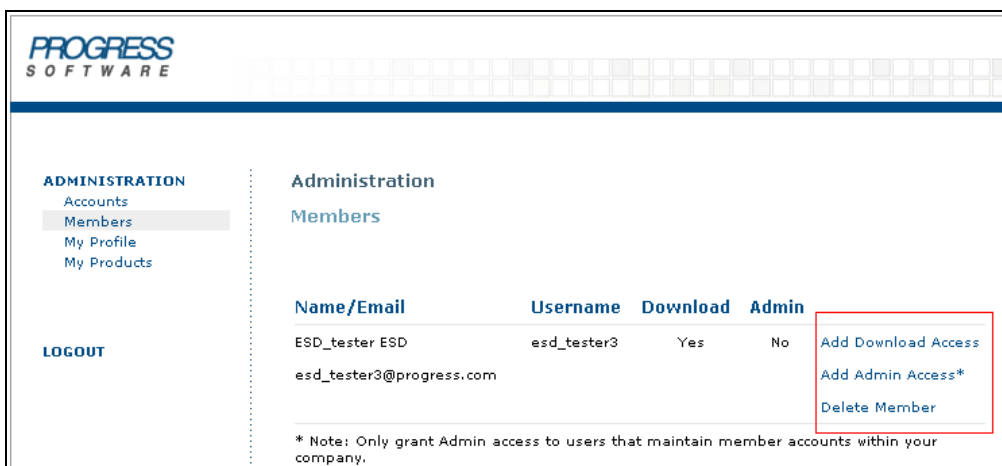


The following message will appear at the bottom of the screen to confirm the member has been entitled to the accounts:




Member Management

Additional functionality is available at the member level to manage account permissions. Download or Administrative access to the ESD account can be toggled on/off as needed. If need be, members can also be deleted from the ESD account.



My Profile Page

The **My Profile** page allows you to maintain your own user login information as well as change your password. Be sure to click the **Submit** button when you have finished saving any changes.



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LOGOUT

My Profile

To make changes to your profile, fill in the form below and click on the submit button.

Contact Information

*First Name:
*Last Name:
Email: johndoe@esduser.com
Business Card Title:
*Job Responsibility:
*Industry:
Phone:
Fax:
Cell/Mobile Phone:

Address

Company: John Doe Designs
Street Address:

City:
Postal:
Country:
State/Prov:

Change My Password

Old Password:
New Password:
Confirm Password:

What impact will Electronic Software Distribution have on how I do business with Progress Software?

Progress products and documentation are now available to our customers through Electronic Software Distribution (ESD). This means that when you place an order for new products, upgrades, or service packs, you can access your new software minutes later at the Progress Download Center, instead of the days or weeks it can take for software delivery through conventional shipping.

Why is Progress offering its software through ESD?

From a bottom-line perspective, we have found that the costs associated with hosting the Download Center outweigh the production and distribution costs involved in delivering physical product. The applications that drive the Download Center have provided us additional opportunities to streamline our own business processes and have a clearer insight into our operations.

Equally important is the fact that our success depends on our customers' success and their ability to reduce costs and gain efficiencies where possible. We view ESD as promoting these practices. Our customers save time and money by quickly receiving the software they need to keep their applications absolutely current and speeding up installations and deployments.

How do I start using the Progress Download Center?

The next time you place an order, just request ESD as the method of delivery for your software. Your Progress Customer Service representative will create your Download Center account. When your software is available for download, you will receive an email with all the information you need to customize your account's profile and begin downloading your software.

One of the advantages of the Progress Download Center is that you can grant download privileges for the software you have licensed to all the authorized members of your development organization. The Progress Download Center keeps track of the download activity on your account and archives all previous ESD orders to provide you access to software for as long as you need it. In addition, the Download Center allows you to add download notes to facilitate collaboration with other users in your organization.

I am an Application Partner. Can my customers use the Download Center to get their Progress licenses?

Yes. And setting up your customers' access is simple. Just as they do now, your customers place an order with you for Progress licenses. You call us and place orders for your customer (note that the customer must be a properly registered End User). Request ESD as the delivery method and provide us your email address. Once we have processed the order, you will receive an email notification that the software is ready for download. You go to the Download Center and use the Administration pages to entitle your customers to download software. Each customer company will have their own Download Center account. Once you have entitled your customers, they will receive an email notifying them that their software is available for downloading.

As an Application Partner, you save shipping costs on new products. You save time and money by streamlining interstate and international transactions. And, when you are ready to deploy, you and your customers have convenient access to the right software. No more waiting for CDs to clear customs or delaying an installation because of a missing CD.

Are there additional fees for using the ESD service?

No. The Progress Download Center and its services are available to our customers and our Application Partners' customers at no additional charge. For businesses that rely on conventional shipments of media and documentation, we continue to deliver rapid fulfillment of orders. Standard shipping charges apply. Note that there is a \$100 U.S. fee for delivering product updates outside of ESD. This fee is in addition to the standard shipping charges. This fee applies to updates only—not to new products, upgrades to larger user counts, platform changes, or service packs. There are currently media fees in place for PSDN if it is delivered outside of ESD. A fee of \$400 (USD) is charged for media ordered throughout a subscription year. A media starter kit has a \$200 fee, and an Update kit has a \$100 fee.

Note that PSC prices and policies governing software delivery vary regionally. Your local Progress sales office will have current information for your region.

PSC recently raised some maintenance fees and in some cases eliminated media fees. Isn't charging \$100 for updates just another media fee?

Under our Customer Support maintenance programs, you continue to be entitled to free updates of the software products you licensed. The standard method for delivering these updates is now through the Progress Download Center. If you prefer to receive updates through conventional delivery (physical shipments), the \$100 fee applies in addition to shipping charges.

What do I do if bandwidth issues make downloading software difficult?

One of the advantages of downloading software from the Progress Download Center is that the application detects when a download is interrupted and recalls the point at which the transmission stopped. When the connection is re-established, the download can continue where it left off. Some of our most frequent users of the Download Center are in countries that typically have bandwidth problems (Israel, Estonia, and Lithuania). These users have found that through the Progress Download Center, they can schedule downloads to occur overnight or on weekends when system loads are lighter.

WORLDWIDE HEADQUARTERS

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Tel: +1 781 280-4000 Fax: +1 781 280-4095 On the Web at: www.progress.com

Find us on  facebook.com/progresssw  twitter.com/progresssw  youtube.com/progresssw

For regional international office locations and contact information, please refer to the Web page below:
www.progress.com/worldwide

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