

Upgrade to ArcGIS 10.2

First Installation and Installation and authorization of ArcGIS 10.2 from earlier versions

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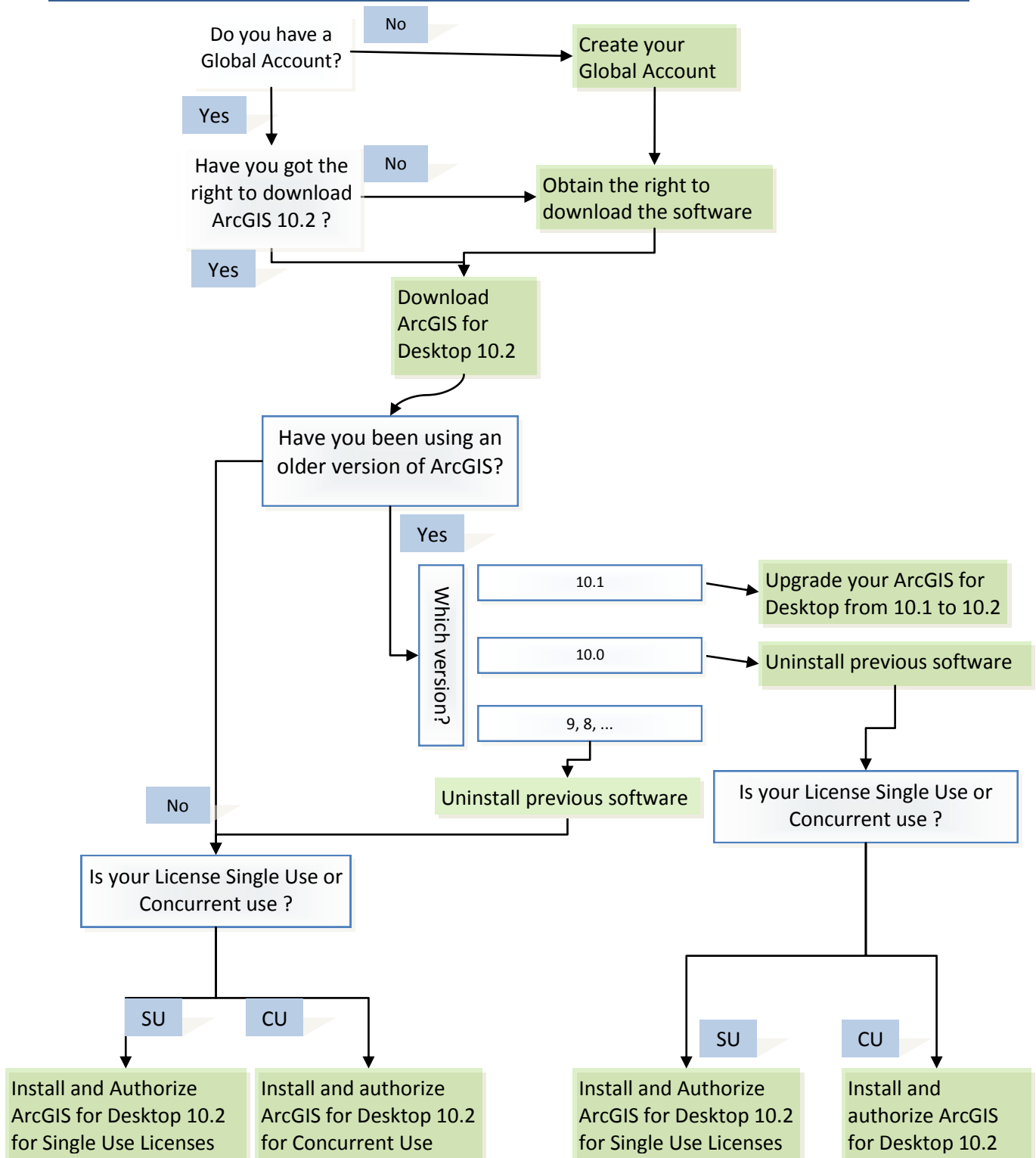
Before printing this document, consider the environment

1 Before you start: system requirements

Please make sure your environment and computer architecture meet the system requirements for running ArcGIS 10.2 for Desktop. See this link: http://resources.arcgis.com/en/help/system-requirements/10.2/#/ArcGIS_10_2_for_Desktop/01510000002000000/for information.



2 Identification Tool



3 The Global Account

The Global Account of esri will allow access to all parts of the site that require a login, like ArcGIS Online (<https://www.arcgis.com/home/signin.html>), Customer Care Portal (<https://service.esri.com/>)...

4 Create your Global Account

To create a Global Account, click here: <https://webaccounts.esri.com/cas/index.cfm>. Go to the 'Create an Account' tab. Fill in the form and create an account. A confirmation e-mail will be sent to you by account@esri.com. Click the attached link in order to complete the process.



Only 1 Global account per organization will obtain the right to download. We advise you to create a specific Global Account for downloading the software. This can be used by several persons within your organization.

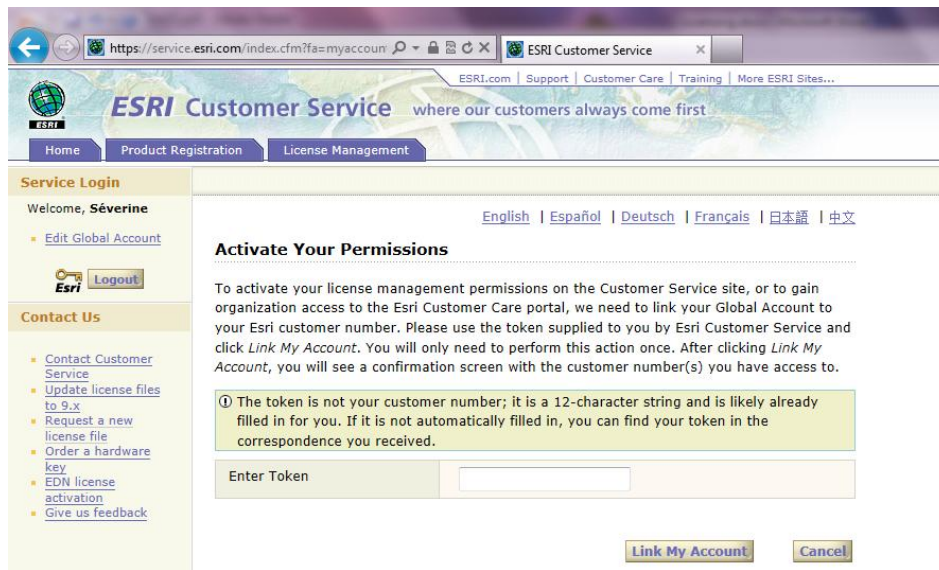
5 Obtain the right to download the software

If your Global Account hasn't been set up to download the software, verify if someone in your organization has. If so, you can use their login and password instead. If this isn't the case, you will have to obtain permission yourself by following the next two steps.

A Token is a number of 12 digits (p.e. ABCDEFGHIJKL). It will provide you download rights for the esri software purchased by your organization. Request your token by following this link: <http://www.esribelux.com/application/controllers/productsController.php?category=displayProduct&idProduct=67>. esri Belux will send you the token with the activation codes for your licenses.

When you've received the token, log in on <http://service.esri.com/validate> with your Global Account and validate your token.





6 Download ArcGIS for Desktop 10.2

To download the software, please visit the following site: <http://customers.esri.com>. Log in with the Global Account that you used to validate the token, click the icon “software download” and follow the instructions.



7 Uninstall previous software

If version 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:



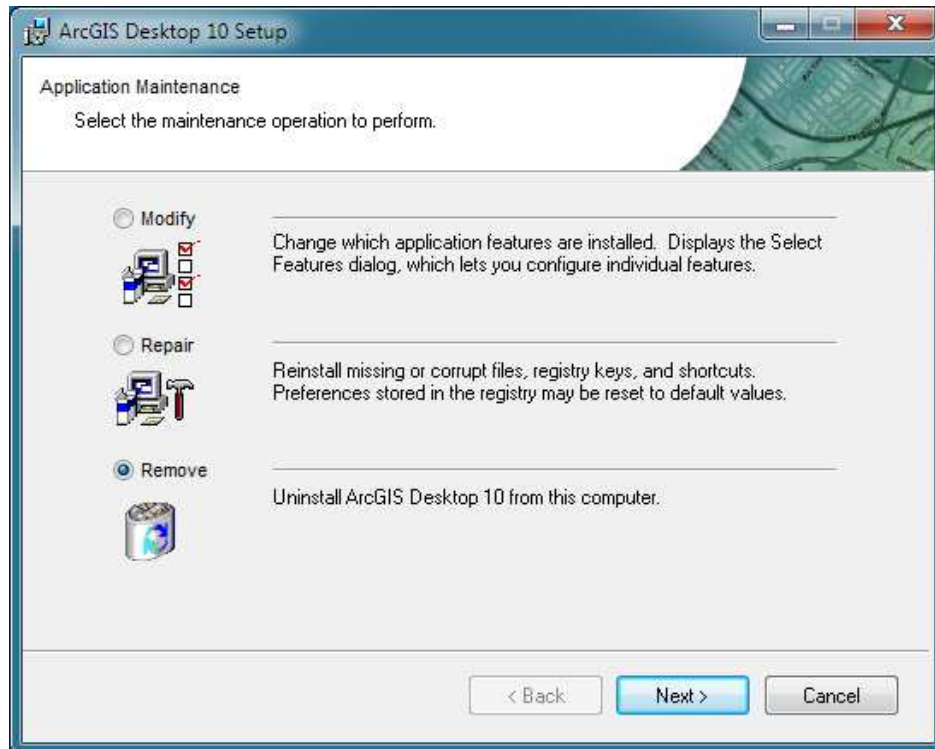
For Windows 7: Control Panel\Programs\Uninstall a program



For Windows XP: Control Panel\Add or Remove Programs

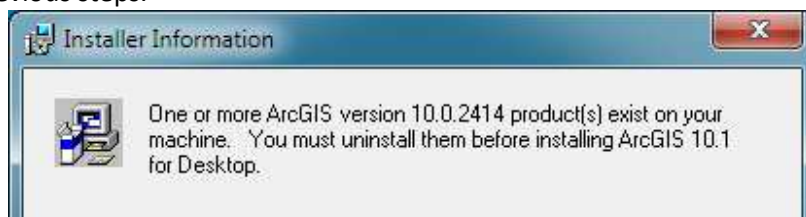
Identify the ArcGIS product and double click it. In the following screen, choose “Uninstall ArcGIS Desktop 10” and click “Next”.





Afterwards, a message will appear that the operation has finished. Click “Finish”.

If there is any other ArcGIS software left, a message will appear. Uninstall the remaining software by following the previous steps.



8 License Single Use or Concurrent use ?

In ArcGIS for Desktop, the authorization code for your license and the token are sent to you by our back office. This authorization code is an alphanumeric string like “EFL123456789” for licenses for Concurrent Use and “ESU123456789” for Single Use.

When you have an Authorization code starting with EFL, consult the procedure for Concurrent Use. Several computers can share the licenses managed by the ArcGIS License Manager.

When you have an Authorization code starting with ESU, consult the procedure for Single Use. Remember that you can use this code only on one computer.

9 License Single Use or Concurrent use ?

When Several computers can share the licenses managed by the ArcGIS License Manager, consult the procedure for Concurrent Use..

When you can use your code only on one computer. consult the procedure for Single Use

10 Install and Authorize ArcGIS for Desktop 10.2 for Single Use Licenses




10.1 Install ArcGIS for Desktop 10.2 for Single Use Licenses

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2 for Desktop + extensions for Single Use licenses.

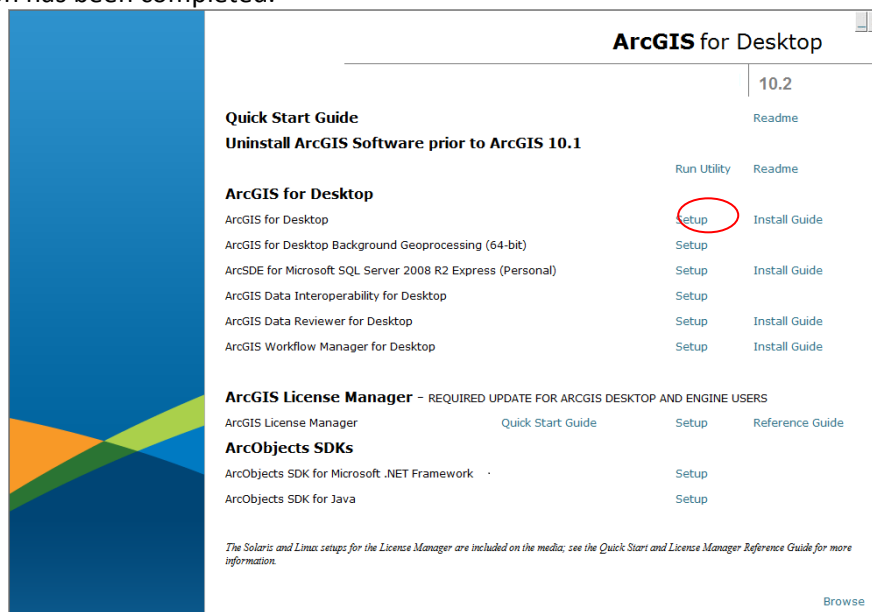
To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

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).

When you have access to the files (on DVD or unwrapped on to your computer), click ESRI.exe. The window below will appear. You will install ArcGIS for Desktop by clicking “Setup”. It is sufficient to follow the standard installation instructions. At the end of the installation a message will appear that the installation has been completed.

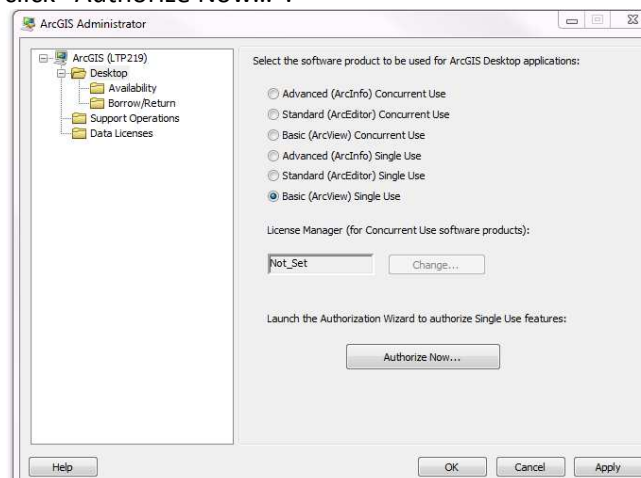


10.2 Authorize the ArcGIS for Desktop 10.2 software (SU licenses)

The activation of ArcGIS for Desktop is done by using a license authorization code that you receive by e-mail. The authorization code is an alphanumeric string like “ESU123456789”.

Beware that if the code starts with EFL, the procedure for Concurrent Use (CU) Licenses must be used.

At the end of the installation procedure, you will be asked to continue the authorization of the software with the “Software Authorization Wizard (SAW)”. Click “Yes”. It’s possible to proceed 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...”.



Then choose the first option: “I have installed my software and need to authorize it” and click “Next”. Attention: if you have received a prvc file from Esri Belux, you will 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 when 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 the computer, on which you want to authorize, is connected to the internet, you choose the first option. This is the quickest and easiest way to authorize.

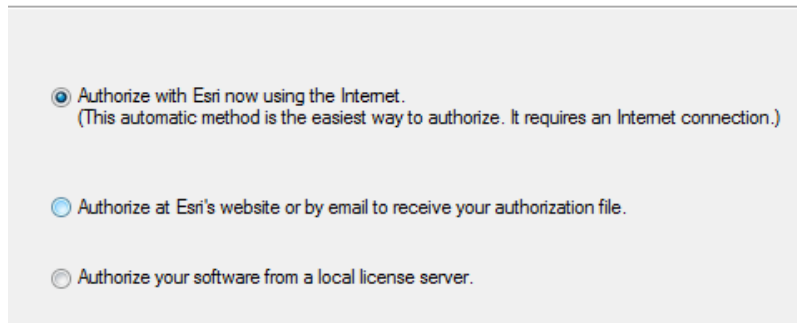
If there is no connection available, choose option two. The procedure is the same as the direct upgrade, but ends with an “authorize.txt” file on your computer. Do not forget to complete the last step of the procedure on another computer **with** access to the internet.

10.2.1 Online Authorization

For the classical procedure, the activation is done by using an internet connection. Click “Next”.

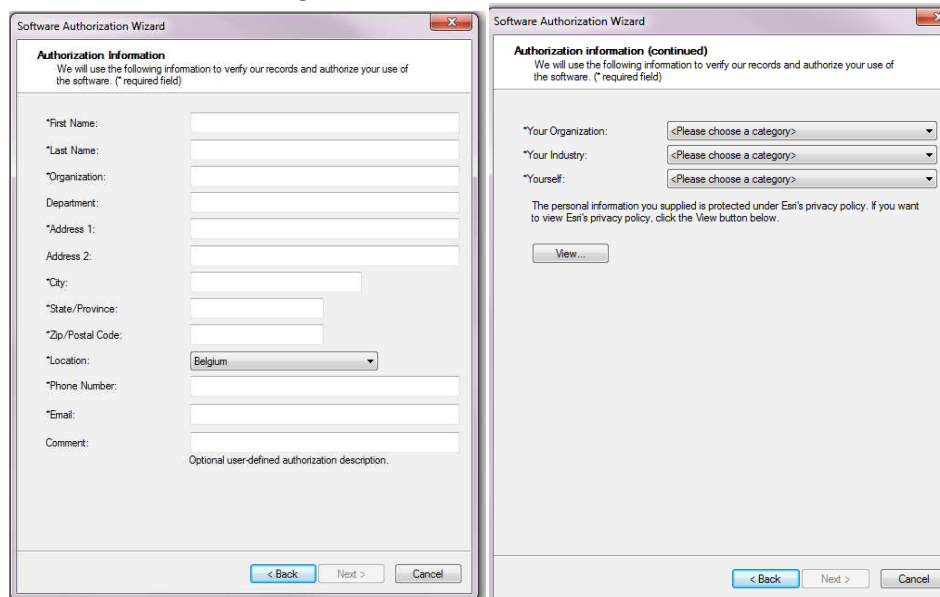
Authorization Method

Select the method you want to use to authorize the software.

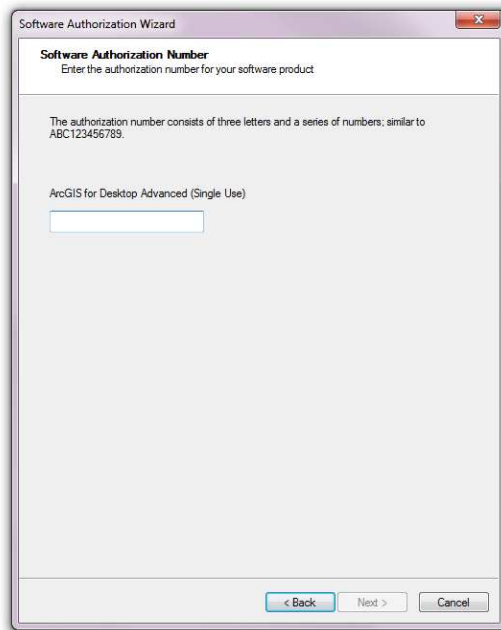


The SAW (Software Authorization Wizard) will provide input screens where you can enter your personal data.

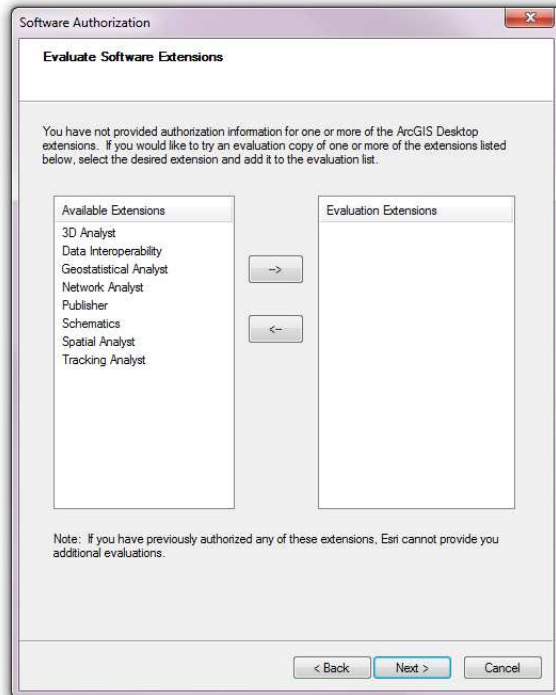
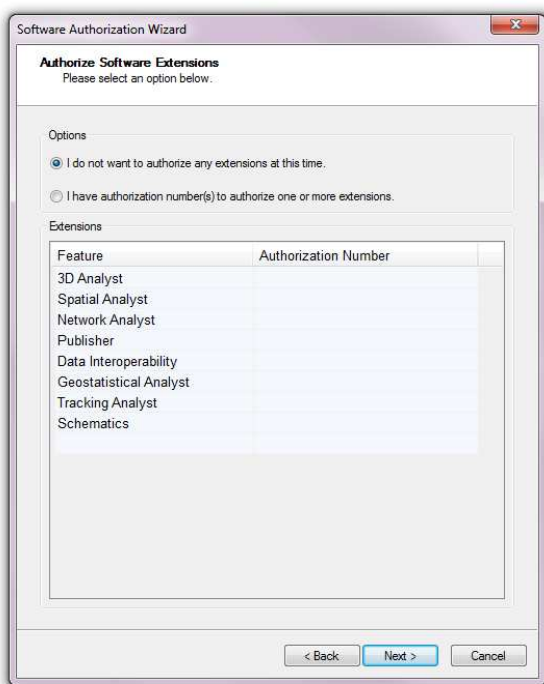
If you use any accents, the authorization procedure can be blocked during the last phase without sending a documented error message.



After you have entered your personal data, the system will ask you to enter the authorization code and the number of licenses for each level.



You can also activate your extensions. There are special authorization codes for each extension. You can eventually activate your extensions later (see first SAW screen).



10.2.2 Offline Authorization

If, at the beginning, you have chosen to authorize your software without an internet connection, the procedure is not yet finished.

Click “Save” to register the information of the activation 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).

Email Authorization

Click Save to save your authorization information to disk, then choose one of the options below to finish the authorization process.

1. Upload authorization information file to the Esri Customer Service website (recommended): Browse to <https://service.esri.com/drm> and follow the instructions on the screen.
2. Email authorization information file to: authorize@esri.com

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

1. Upload the information file (authorize.txt) to <https://service.esri.com/drm>



Customer Care 

Secure Site Operations

For ArcGIS 10.x installations that do not have direct access to the Internet, follow these steps to authorize, deauthorize, or repair the software:

1. Copy/export the Authorization file, Deauthorization file, or Repair file generated from the ArcGIS Software Authorization Wizard onto portable media.
2. Use a computer that is connected to the Internet to browse to the file and upload it using the Path to File box below.
3. Download the resulting file onto your portable media.
4. Copy the new file onto your ArcGIS Installation and browse to the file using the Software Authorization Wizard to complete the process.

Internet Explorer users: version 7+ is required for using secure site activation.

Path to File:

[English](#) | [Español](#) | [Deutsch](#) | [Français](#) | [中文](#) | [日本語](#)

[Contact Us](#) | [Privacy](#) | [Copyright © Esri](#)

Click “upload” and save the resulting file “Authorization.respc”.

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

In both cases, save the “Authorization.respc” file and copy it to the computer where the software needs to be activated. 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 update response file from ESRI and am now ready to finish the authorization process”.

Browse to the location where you stored the file “Authorization.respc” earlier on. Click “open”, then “Next”.



Click “Next”. The process is finished now. A message will appear to confirm the activation of your license.

Congratulations! You can start working with ArcGIS 10.2!



11 Install and authorize ArcGIS for Desktop 10.2 for Concurrent Use licenses




11.1 Install ArcGIS for Desktop 10.2 for Concurrent Use licenses

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2 for Desktop + extensions for Concurrent Use licenses.

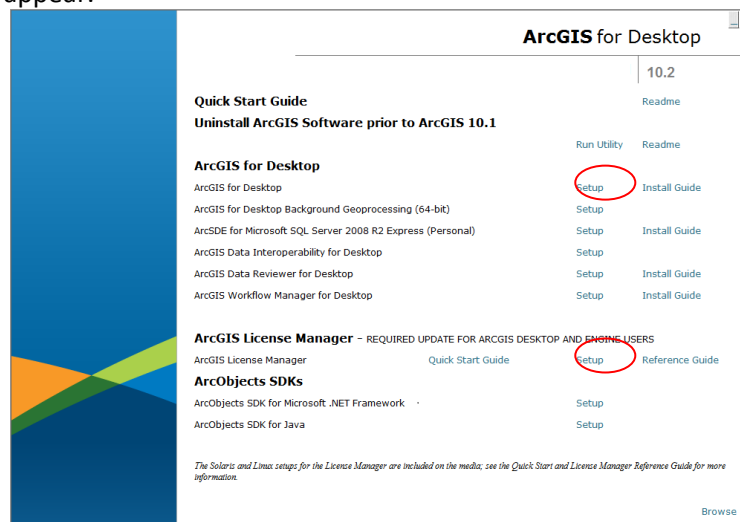
To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

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).

When you have access to the files (on DVD or unwrapped on to your computer), click ESRI.exe. The window below will appear.



Install the ArcGIS License Manager on the server by clicking “Setup”.

Install ArcGIS for Desktop on the computer that’s using the floating license of the License Manager. It is sufficient to follow the standard installation instructions.

11.2 Authorize your ArcGIS for Desktop 10.2 software (CU licenses)

The activation of ArcGIS for Desktop is done by using a license authorization code that you receive by e-mail. The authorization code is an alphanumeric string like “EFL123456789”.

Beware that if the code starts with ESU, the procedure for Single Use (SU) must be followed.

At the end of the installation procedure, you will be asked to continue the authorization of the software with the “Software Authorization Wizard (SAW)”. Click “Yes”.



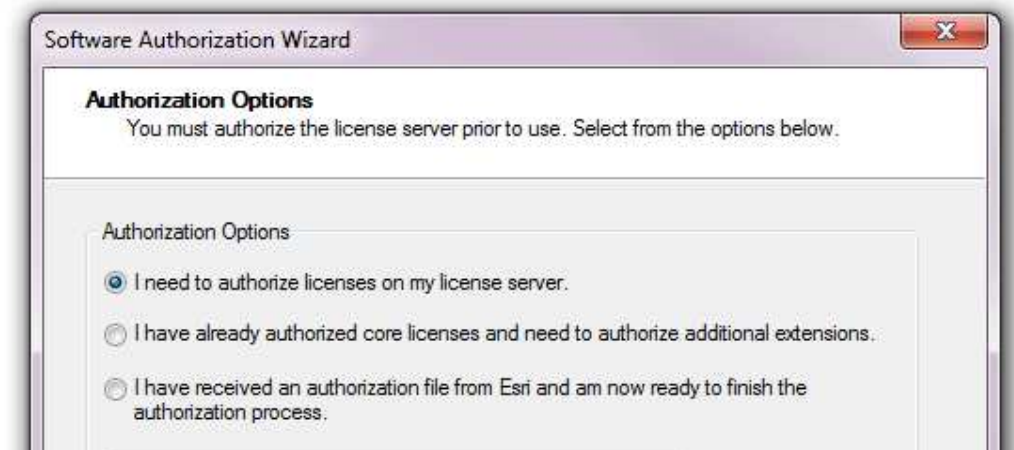
It's possible to proceed the activation later on, by opening the ArcGIS License Server Administrator. You can find this by following these steps: *Start>All programs>ArcGIS>License Manager>License Server Administrator*. In the ArcGIS License Server Administrator, click "Authorization" in the frame on the left, next you choose 10.2 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, you will choose the third option "I have received an authorization file from Esri and am now ready to finish the authorization process". The prvs can be useful when 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.



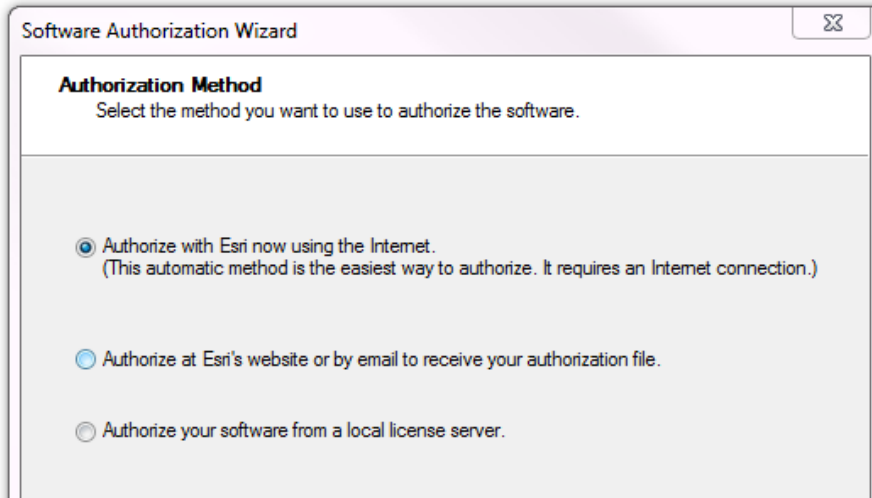
The authorization of the software requires a connection to the internet. If the computer, on which you want to authorize, is connected to the internet, you choose the first option. This is the quickest and easiest way to authorize.

If there is no connection available, choose option two. The procedure is the same as the direct upgrade, 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 Online Authorization

For the classical procedure, the activation is done by using an internet connection. Click “Next”.

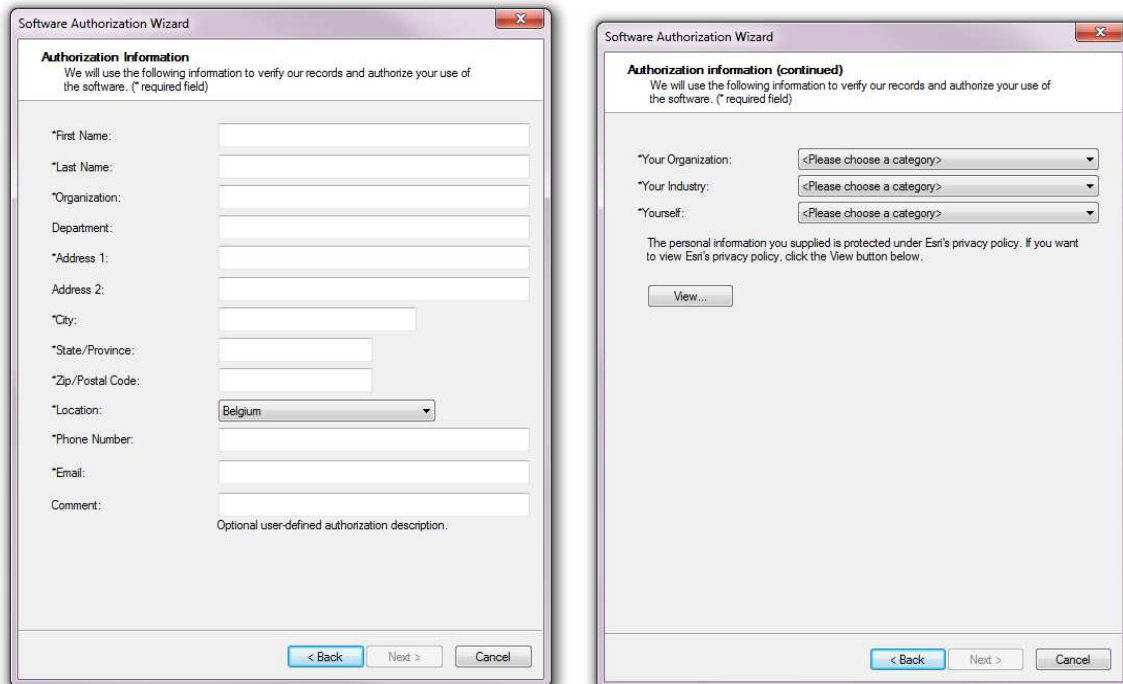


Software Authorization Wizard

Authorization Method
Select the method you want to use to authorize the software.

- ☒ Authorize with Esri now using the Internet.
(This automatic method is the easiest way to authorize. It requires an Internet connection.)
- ☐ Authorize at Esri's website or by email to receive your authorization file.
- ☐ Authorize your software from a local license server.

The SAW (Software Authorization Wizard) will provide input screens where you can enter your personal data. If you use any accents, the authorization procedure can be blocked during the last phase without sending a documented error message.



Software Authorization Wizard

Authorization Information
We will use the following information to verify our records and authorize your use of the software. (* required field)

*First Name:
 *Last Name:
 *Organization:
 Department:
 *Address 1:
 Address 2:
 *City:
 *State/Province:
 *Zip/Postal Code:
 *Location:
 *Phone Number:
 *Email:
 Comment:
 Optional user-defined authorization description.

< Back Next > Cancel

Software Authorization Wizard

Authorization information (continued)
We will use the following information to verify our records and authorize your use of the software. (* required field)

*Your Organization:
 *Your Industry:
 *Yourself:
 The personal information you supplied is protected under Esri's privacy policy. If you want to view Esri's privacy policy, click the View button below.
 View...

< Back Next > Cancel

After you have entered your personal data, the system will ask you to enter the authorization code and the number of licenses for each level.

Software Authorization Number
Enter the authorization number for your software product

The authorization number consists of three letters and a series of numbers; similar to ABC123456789.

| ArcGIS for Desktop Advanced | No. of Licenses |
|-----------------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| ArcGIS for Desktop Standard | |
| <input type="text"/> | <input type="text"/> |
| ArcGIS for Desktop Basic | |
| <input type="text"/> | <input type="text"/> |

You can also activate your extensions. There are special authorization codes for each extension. When preferred, you can activate your extensions later (see first SAW screen).

Software Authorization Wizard

Authorize Software Extensions
Please select an option below.

Options

☒ I do not want to authorize any extensions at this time.

☐ I have authorization number(s) to authorize one or more extensions.

Extensions

| Feature | Authorization Number | No. of Lice... |
|------------------------|----------------------|----------------|
| 3D Analyst | | |
| Spatial Analyst | | |
| Network Analyst | | |
| Publisher | | |
| Data Interoperability | | |
| Geostatistical Analyst | | |
| Tracking Analyst | | |
| Schematics | | |
| Full Motion Video | | |
| Workflow Manager | | |
| Data Reviewer | | |

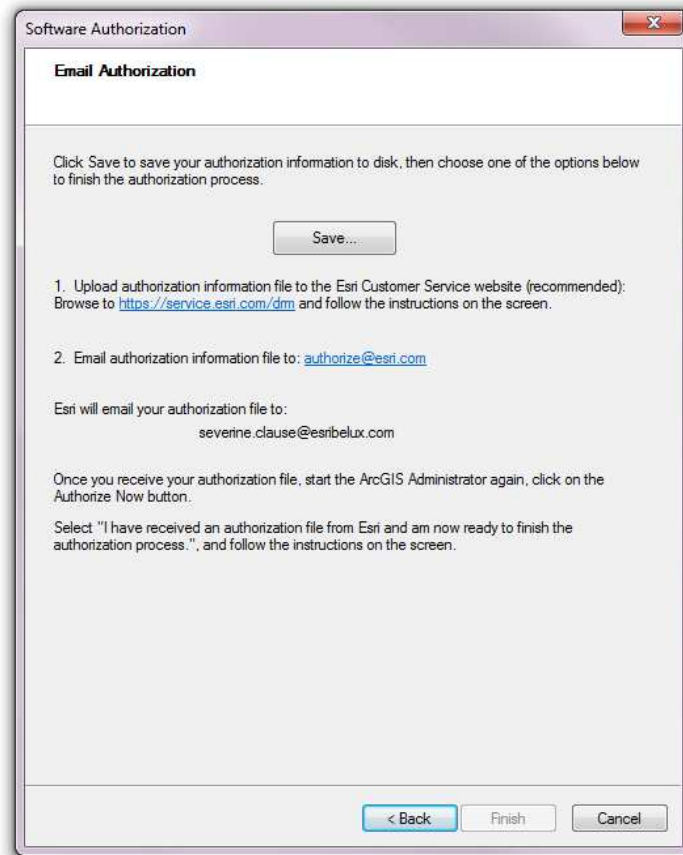
< Back Next > Cancel

Click "Next". The information will be send to Esri and afterwards the software will be authorized. This is now ready to be used.

11.2.2 Offline Authorization

If, at the beginning, you have chosen to authorize your software without an internet connection, the procedure is not yet finished.

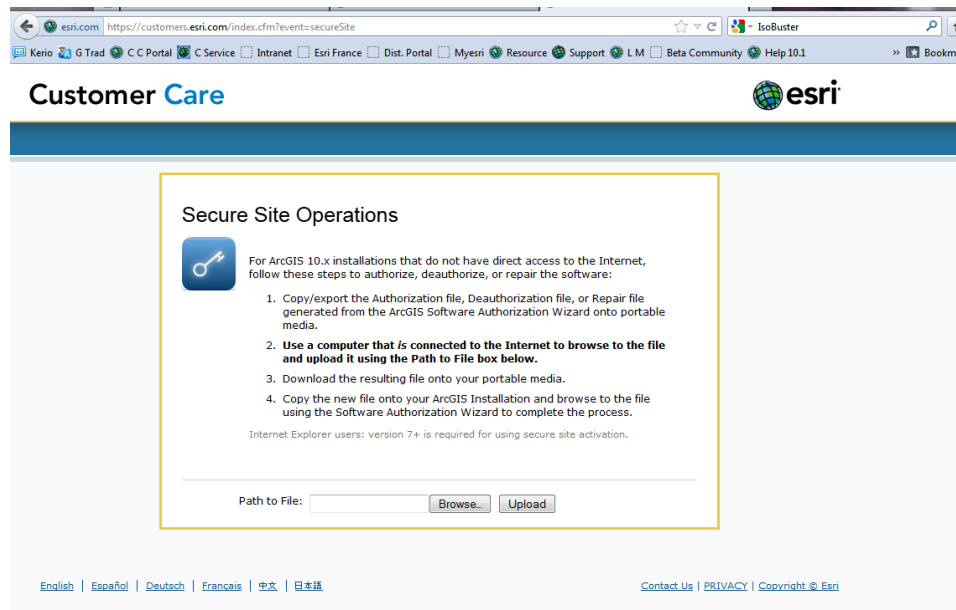
Click “Save” so the information of the activation will be registered in an information file “authorize.txt”. Copy this file to a computer that has access to the internet (by using a USB-stick or any other way to move files).



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



1. Upload the information file (authorize.txt) to <https://service.esri.com/drm>



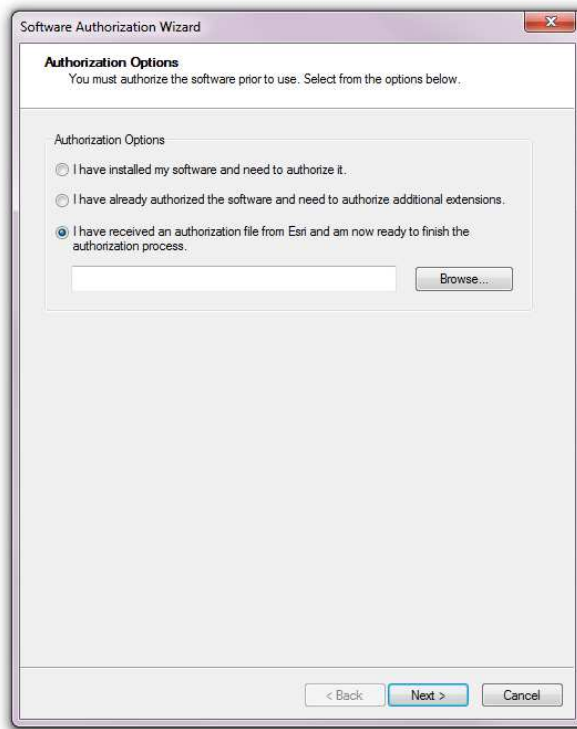
Click "upload" and save the resulting file "Authorization.respc".

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

In both cases, save the "Authorization.respc" file and copy it on the computer where the software needs [to be activated](#). Restart 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 update response file from ESRI and am now ready to finish the [authorization process](#)".

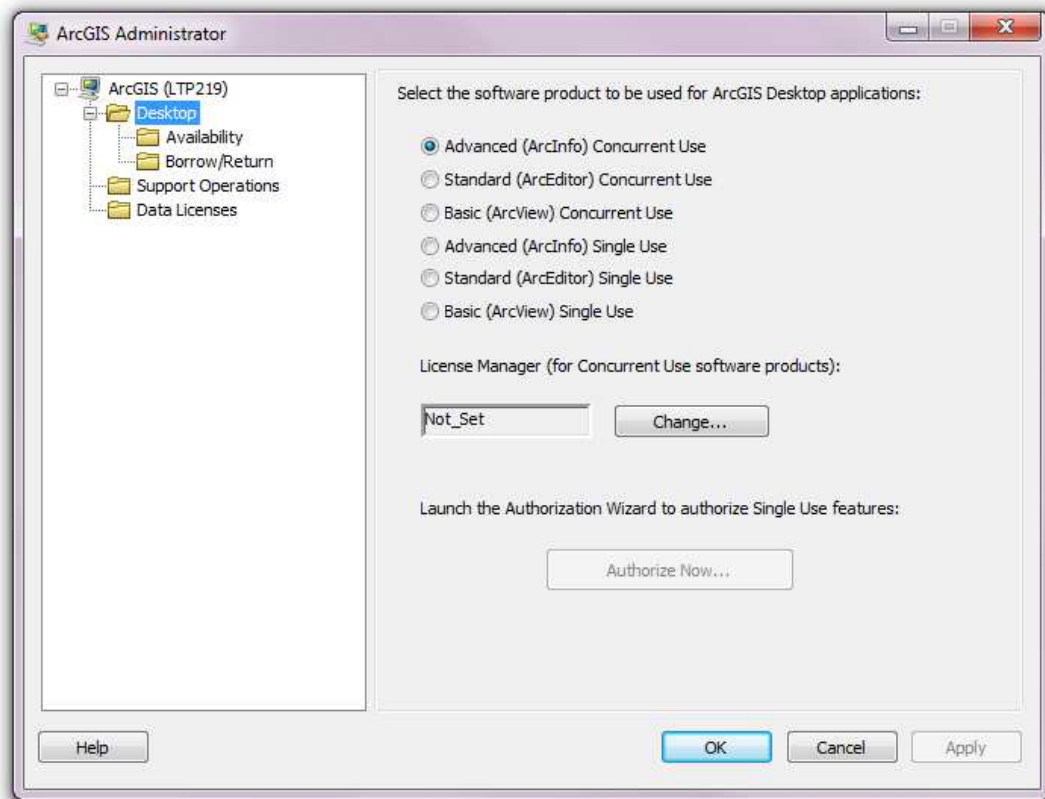
Click "Browse" and go to the destination folder where you stored the file "Authorization.respc" earlier. Click "open", then "Next".



Click “Next”. The process is finished now. A message will appear to confirm the activation of your license.

11.3 Define the License Manager

The activation of the license server is finished. It is recommended to define the License [Manager on](#) the computer where ArcGIS for Desktop is installed. In the ArcGIS Administrator screen (Start > All program’s > ArcGIS > ArcGIS Administrator), click Desktop (in the left frame) and choose the available license level you wish to use. Then click “Change...”. Choose the hostname of the computer where you have installed the License Manager and click “Ok”.



Congratulations! You can start working with ArcGIS 10.2!

12 Install and Authorize ArcGIS for Desktop 10.2 for Single Use Licenses




12.1 Install ArcGIS for Desktop 10.2 for Single Use Licenses

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2 for Desktop + extensions for Single Use licenses.

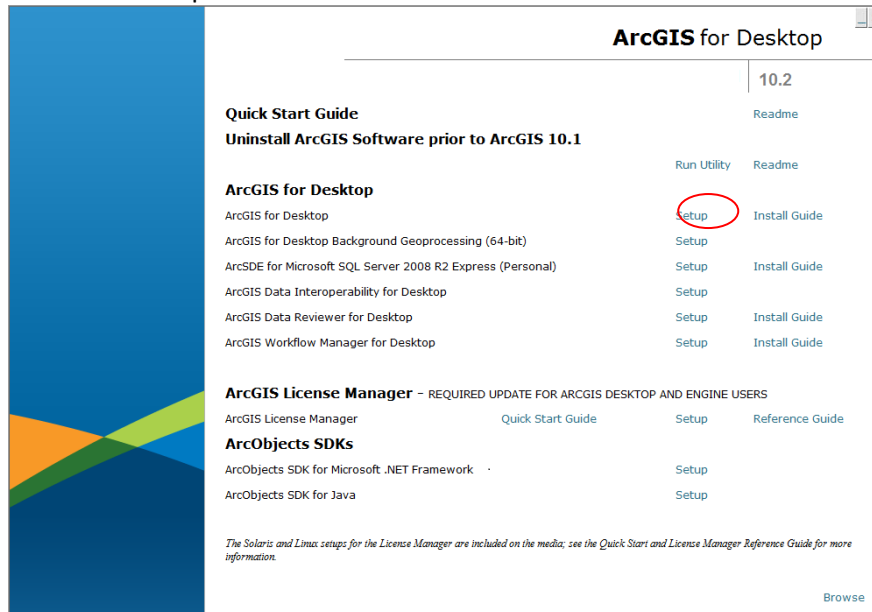
To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

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:

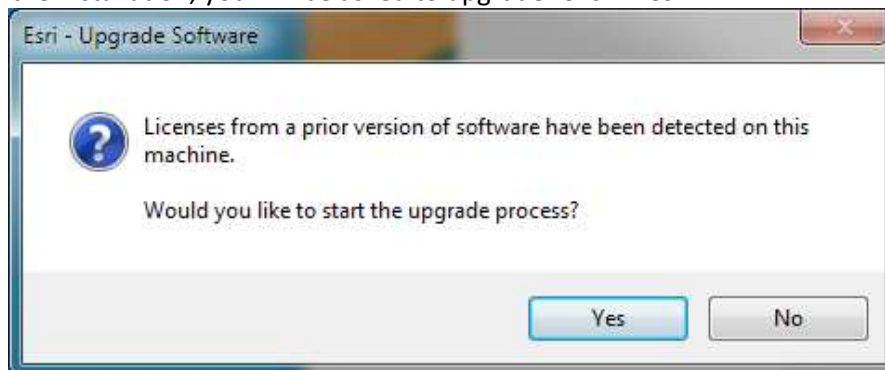
-  Write the content of the file on a DVD (the software is burned on the DVD);
-  Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);
-  Extract the files by using 7-zip or IsoBuster (also available for free on the internet).

When you have access to the files (on DVD or unwrapped on to your computer), click ESRI.exe. The window below will appear. You will install ArcGIS for Desktop by clicking “Setup”. It is sufficient to follow the standard installation instructions. At the end of the installation a message will appear that the installation has been completed.

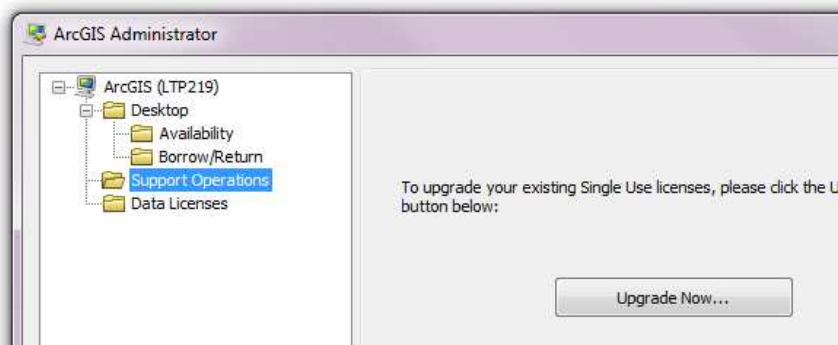


12.2 Upgrade your license (SU)

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



If you don’t want to upgrade immediately after the installation, you can do it later by opening 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 and then click “Upgrade now...”.

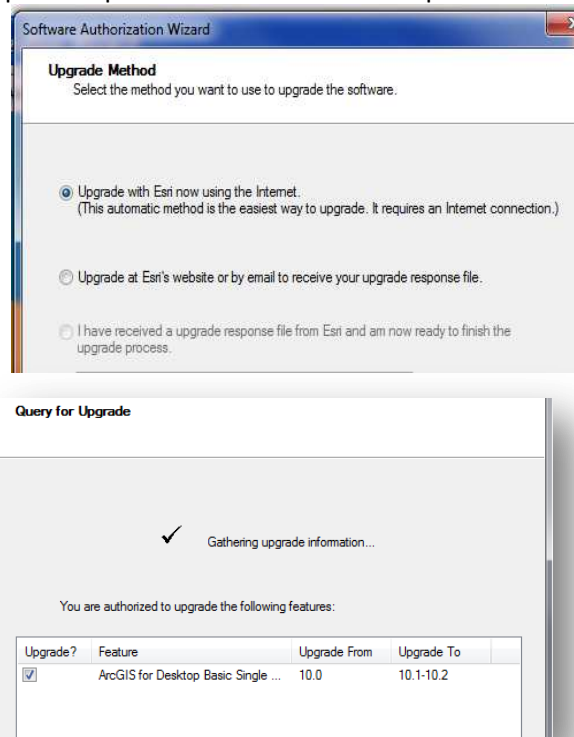


To complete the upgrade, an internet connection is required either on the computer on which you are working, or on another computer.

12.2.1 Online Authorization

If you have an internet connection on the computer on which you are working, 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 finish 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. Mark the files you want to upgrade. Click “Next” if you have chosen to authorize using the internet, the process will automatically be completed.

12.2.2 Offline Authorization

If you have chosen the second option (no connection to the internet), click “Save”, so the information of the upgrade is registered in an information file “authorize.txt”. Please save this file. Copy this file to a computer that has access to the internet (using a USB-stick or any other portable data storage device).

Next you need to choose one of the following two methods:

1. (recommended) Upload the information file (authorize.txt) using the website <https://service.esri.com/drm>.



Click “upload” and save the file “Authorization.respc”.

2. Send the information file to the following e-mail address: authorize@esri.com. Esri will send you a “authorization.respc” file.

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 Operation” in the left screen, and then “Upgrade Now...”. Choose “*I have received an update response file from ESRI and am now ready to finish the authorization process*” and upload the file “authorization.respc”.

By clicking “Next”, the process will be completed. Finally click “Finish”.

Congratulations! You [can start](#) using ArcGIS 10.2!

13 Install and authorize ArcGIS for Desktop 10.2 for Concurrent Use licenses

13.1 Install ArcGIS for Desktop 10.2 for Concurrent Use licenses

This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2 for Desktop + extensions for Concurrent Use licenses.

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);

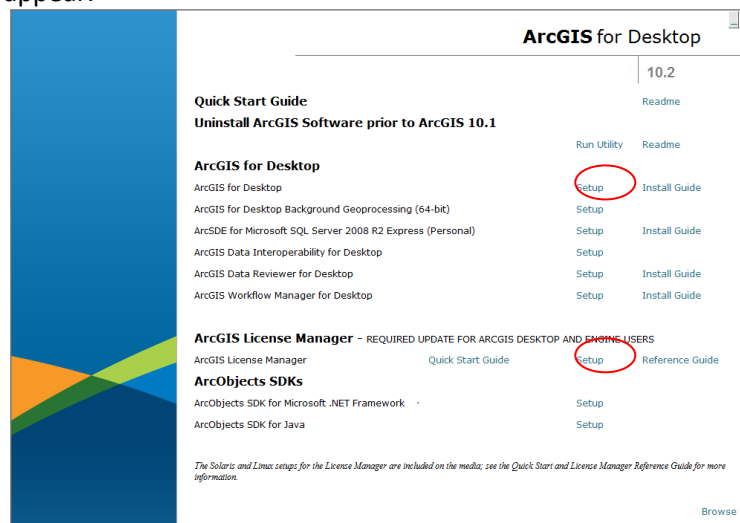


Open the file with emulation software to read a CD/DVD (there are several programs you can use for free on the internet);



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

When you have access to the files (on DVD or unwrapped on to your computer), click ESRI.exe. The window below will appear.



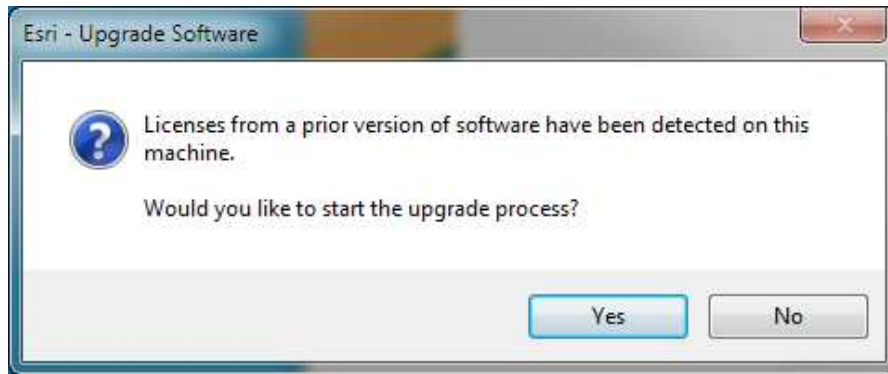
Install the ArcGIS License Manager on the server by clicking “Setup”.

Install ArcGis for Desktop on the computer that’s using the floating license of the License Manager. It is sufficient to follow the standard installation instructions.

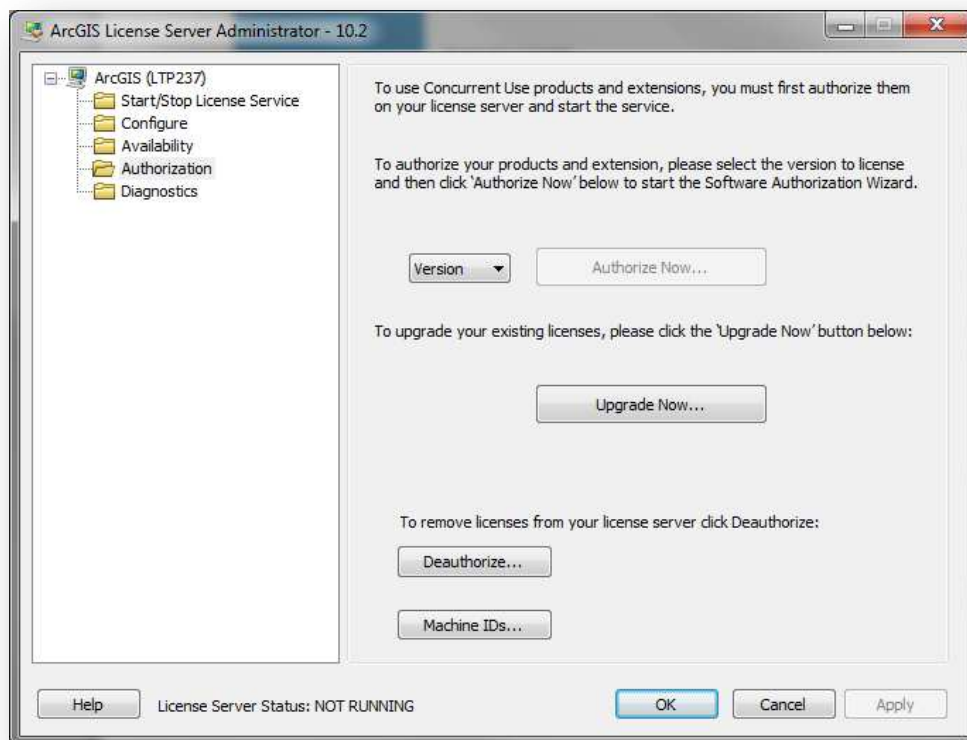
13.2 Upgrade your license (CU)

At the end of the installation of the License Manager, you will be asked to upgrade. Click “Yes”.





If you don't want to upgrade immediately after the installation, you can do it later by opening 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...".

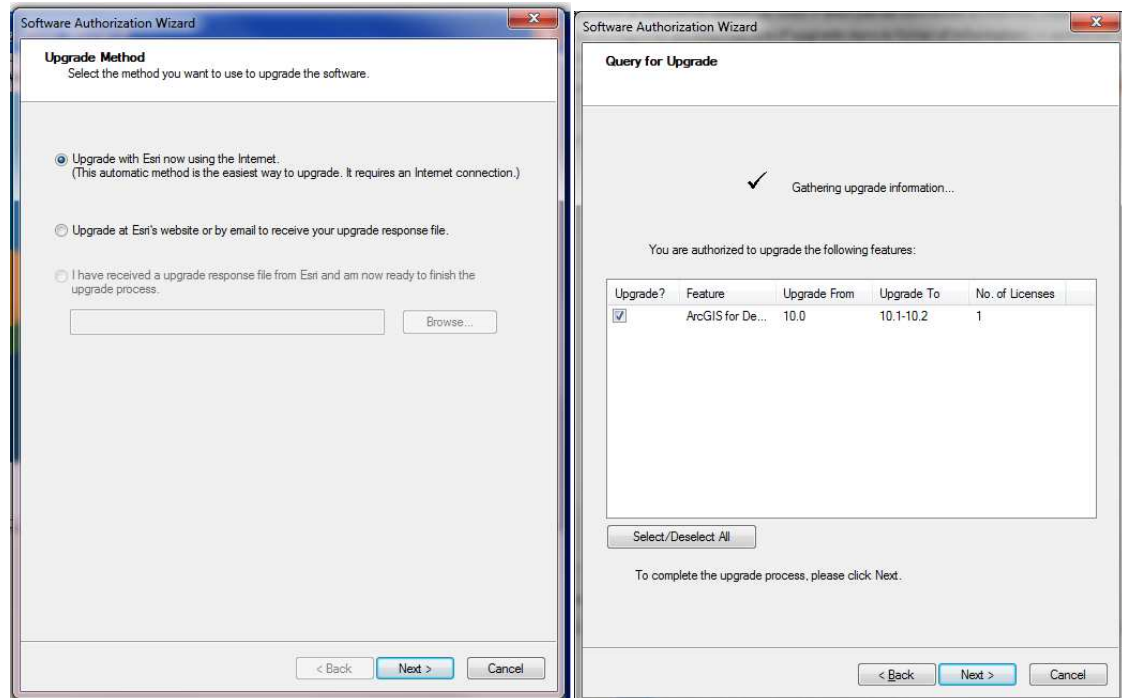


13.2.1 Online Authorization

To complete the upgrade, an internet connection is required either on the computer on which you are working, or on another computer. If you have an internet connection on the computer on which you are working, 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 finish the last step of the procedure on another computer **with** internet access.

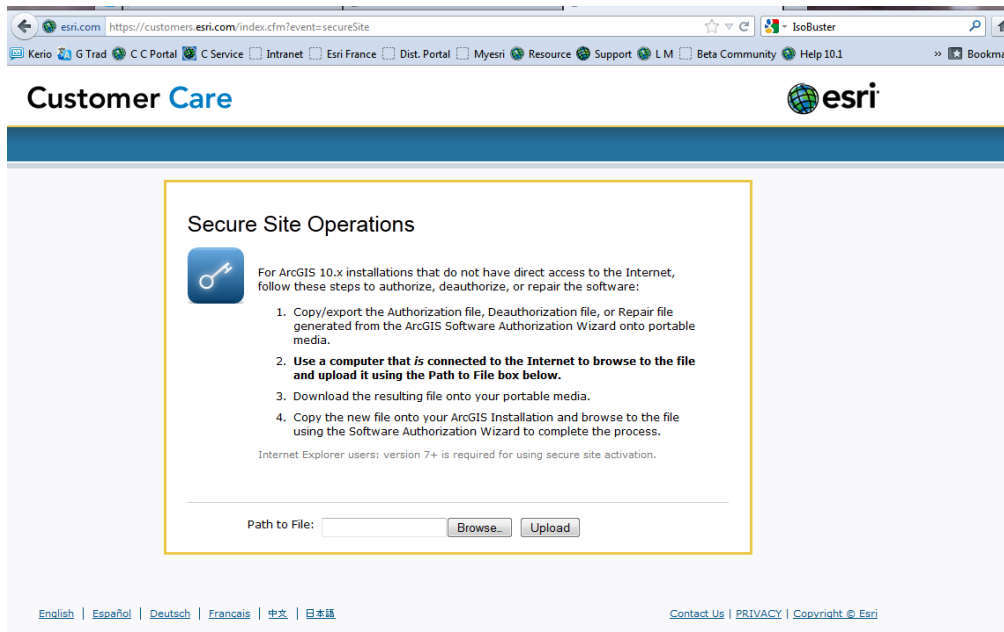


In the next screen you will see the licenses that can be upgraded. Mark the files you want to upgrade. Apart from license 10.2, the License Manager also controls licenses 10.1, 10.0 en 9.3. Click "Next" if you have chosen to authorize using the internet, the process will automatically be completed.

13.2.2 Offline Authorization

If you have chosen the second option (no connection to the internet), click "Save", so the information of the upgrade is registered in an information file "authorize.txt". Please save this file. Copy this file to a computer that has access to the internet (using a USB stick or any other portable data storage device). Next you need to choose one of the following two methods.

1. (recommended) Upload the information file (authorize.txt) using the website <https://service.esri.com/drm>.



Choose “upload” and save the file “Authorization.respc”.

2. Send the information file to the following e-mail address: authorize@esri.com. Esri will send you a file named “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 > License Manager > License Server Administrator. In the ArcGIS License Server Administrator click “Support Operation” in the left screen, and then “Upgrade Now...”.

Choose “I have received an update response file from ESRI and am now ready to finish [the authorization process](#)” and upload the file “authorization.respc”. By clicking “Next”, the process will be completed.



14 Upgrade your ArcGIS for Desktop from 10.1 to 10.2


This procedure explains in detail the different steps to follow in order to install ArcGIS 10.2 for Desktop + extensions for Concurrent Use licenses.

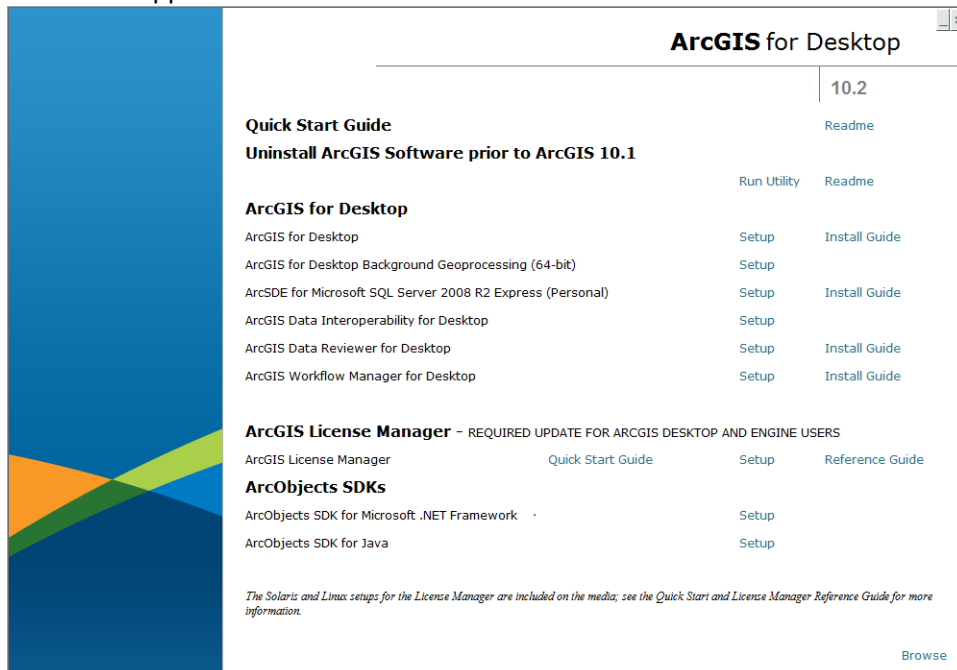
To be able to install ArcGIS for Desktop, you have to be logged in as an administrator or be authorized to manage the system.

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). When you have access to the files (on DVD or unwrapped on to your computer), click ESRI.exe. The window below will appear.



If you're working with a Concurrent Use License, please install the ArcGIS License manager on your server by clicking "Setup". Install ArcGIS for Desktop on the computer that's using the floating license of the License Manager. It is sufficient to follow the standard installation instructions.

If you're working with a Single Use License, you only have to install ArcGIS for Desktop. The 10.1 release will be automatically replaced by the 10.2 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!