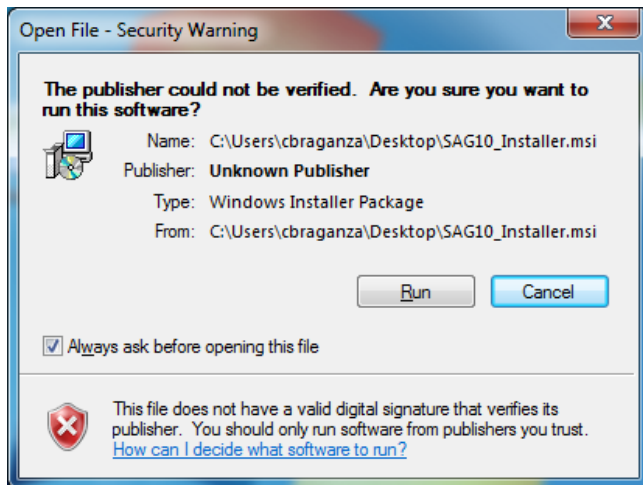# Installation Instructions for SAG10 Version 4.0
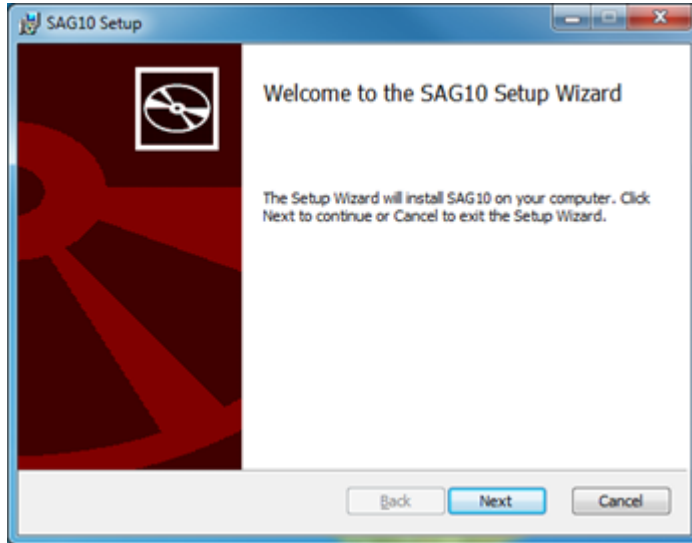
Installing the Application

1. After downloading the SAG10 installer, double click on the "SAG10_Installer.msi" file to begin installing the SAG10 software.

2. At the security prompt click **Run** or **Accept**.

3. Click **Next** on the "Welcome to the SAG10 Setup Wizard" window.

4. To continue the installation, read the License Agreement, check "I accept the terms in the License Agreement", and click on **Next.**
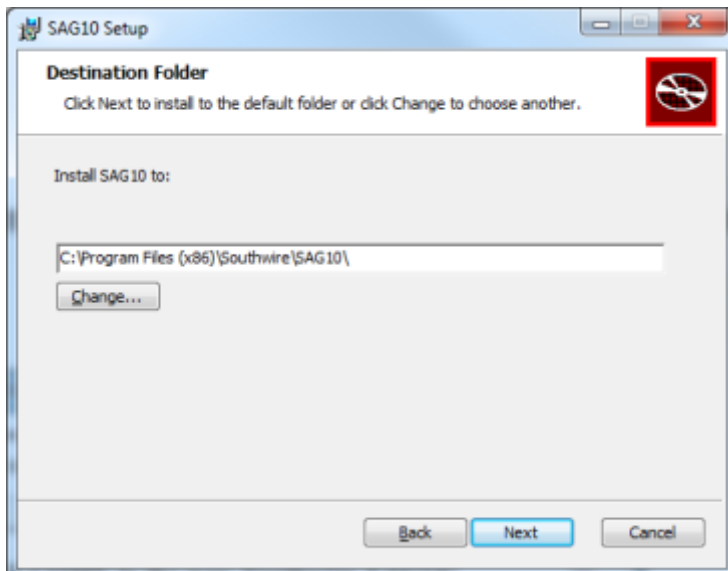

5. Information will be presented about this version of the SAG10 software. Read it and click **Next**.
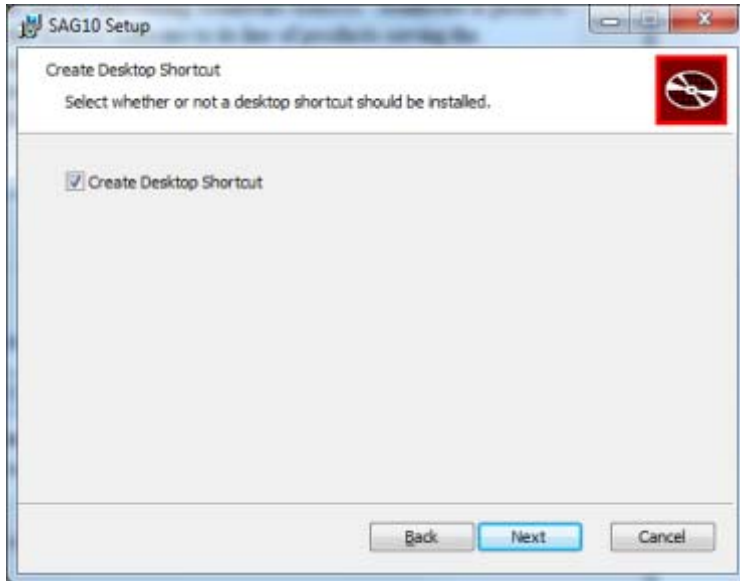
6. By default, the SAG10 program will be installed under the "*C:\Program Files (x86)\Southwire\SAG10*" folder. A different location may be chosen by clicking on the **Change** button and selecting the preferred folder.
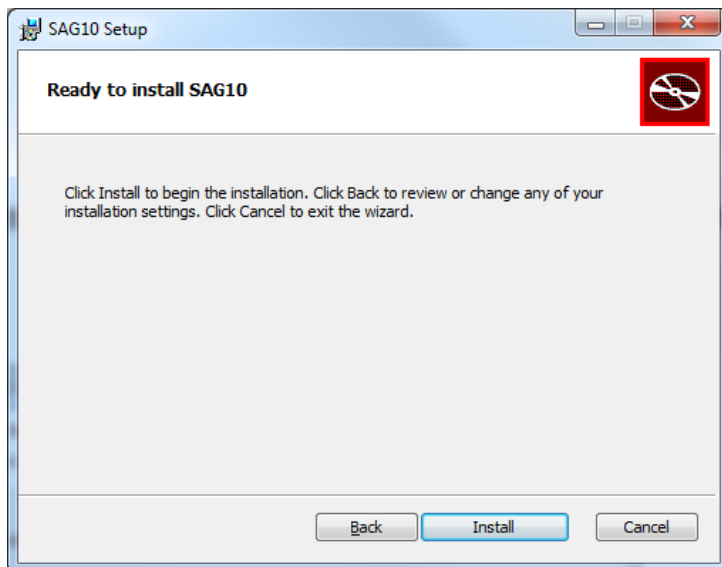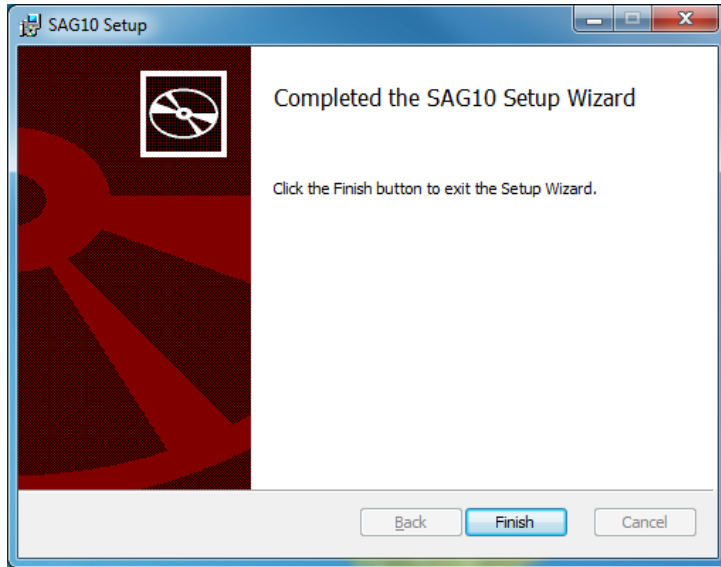
   Once completed, click **Next**.

7. A desktop shortcut will be added by default. Click **Next** to proceed.

8. To finalize the installation, click **Install.**

9. Click **Finish**.

10. To launch the SAG10 program, either double-click on the desktop shortcut OR navigate to the program by clicking on Start -> All Programs -> Southwire -> SAG10 -> SAG10.

Registering a License

The first time the SAG10 program is run, a valid Product Key will need to be entered to activate the software. Product Keys are sent with order delivery emails after approval of orders. If the key cannot be located, call 1-877-797-2410.

1. Enter the Product Key in the space provided.
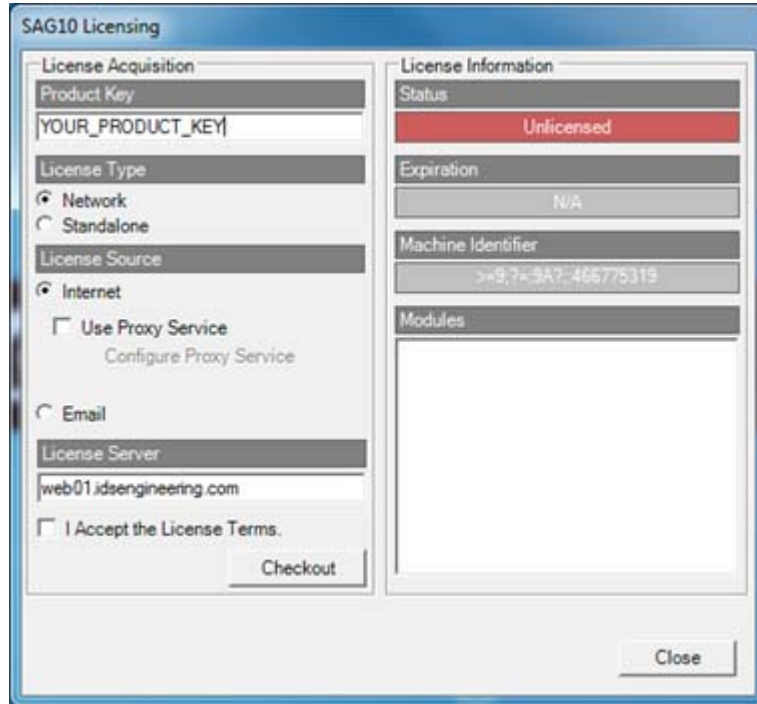
2. Choose the License Type as *Network* or *Standalone*. All standard orders will be *Network* licenses.
3. By default, the License Source will be set to *Internet*. If a valid internet connection is not available, choose the *Email* option (only for Standalone licenses).
   a) Internet is the standard option. If *Internet* is chosen and proxy service **IS NOT**, proceed to *Step 4* below.
   b) Proxy servers act as a intermediary for requests and are often used when firewalls block access to a server. If *Internet* and proxy service are chosen, check "Use Proxy Service" and click on Configure Proxy Service. Enter the proxy server address and click **Accept**. Proceed to *Step 4* below.
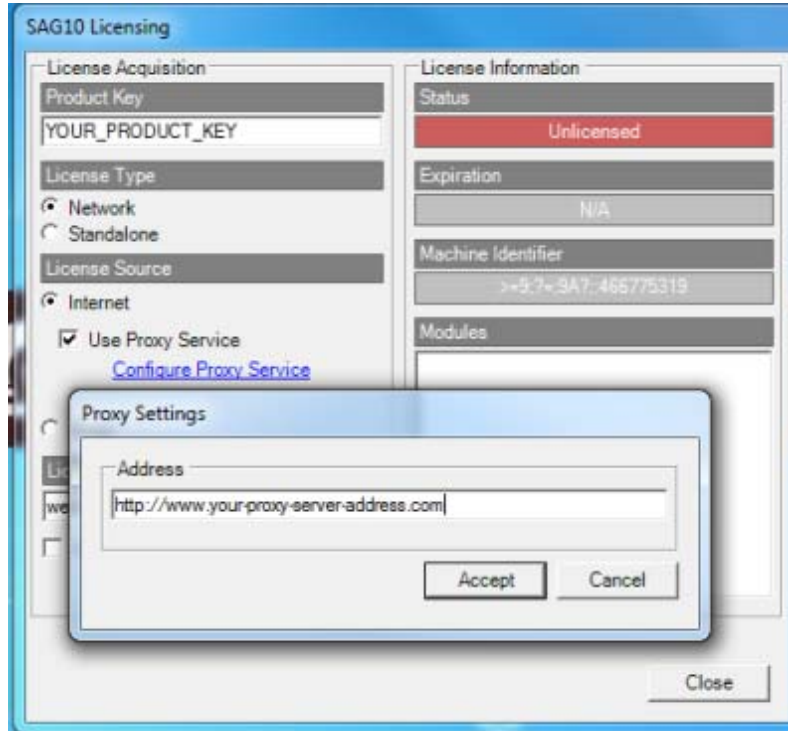
c) If *Email* is chosen, a license file will need to be requested (Standalone).
    i.   Begin by checking "I Accept the Licensing Terms".
    ii. Click **Agree** on the License Agreement window that appears.
    iii. Click on the **Request** button.
    iv. Select a folder to save the license request file (for example a file name LicenseRequest.YYYY-MM-DD.xml will be generated).
    v.   Click **OK**.
    vi. A window will appear with instructions on where to e-mail the previously generated license request file.
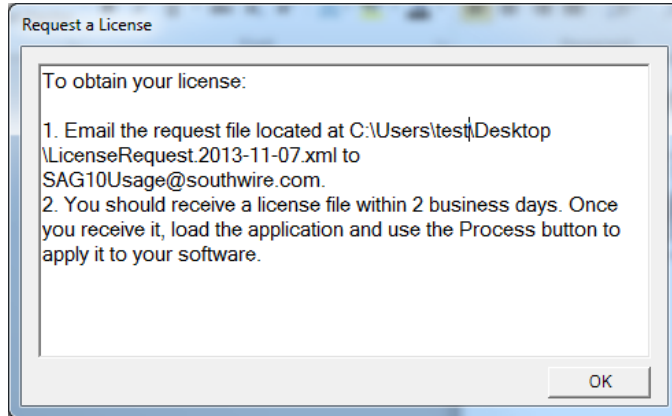
When the license file is received, load the application and use the **Process** button to apply it to the SAG10 software. Navigate to the folder where the license file is located (Ex: test_license.lic) and click **Open**. If successful, proceed to *Step 7*.
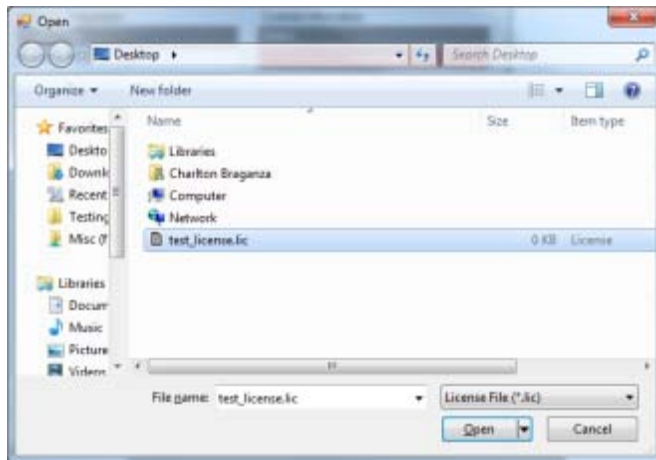
4. Check "I Accept the License Terms".
5. Click **Checkout**.
6. A prompt containing the License Agreement will appear. Choose **Agree** or **Do NOT Agree**.

7. Once a license is successfully checked out, the *Status* section of *License Information* will be updated to say "**Licensed**" with a GREEN background. This may take a few seconds.
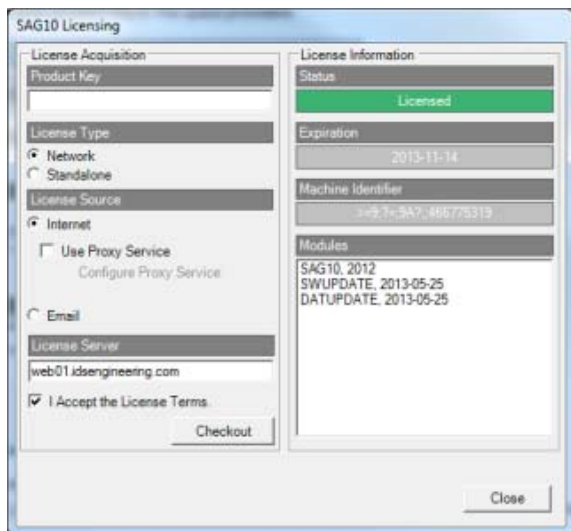
8. Click **Close** and the SAG10 software will appear as seen below.

Troubleshooting

ERROR: Could not acquire license. FAILED! NO [CONCURRENT] LICENSES AVAILABLE.

Possible issues:

(1) A Product Key was entered, but the License Type was selected as *Network* instead of *Standalone.*

1. Click the OK button on the error message
2. Change the License Type from *Network* to *Standalone*
3. Check "I Accept the License Terms"
4. Click the **Checkout** button

(2) There are no available seats. You must wait for a seat to become available, or call 1-877-797-2410.

ERROR: Could not acquire license. FAILED! NO [PERMANENT] LICENSES AVAILABLE

Possible issues:

(1) A Product Key was entered, but the License Type was selected as *Standalone* instead of *Network.*

1. Click the OK button on the error message
2. Change the License Type from *Standalone* to *Network*
3. Check the box beside "I Accept the License Terms"
4. Click the Checkout button

(2) This license has already been registered as *Standalone*. Call 1-877-797-2410 for support.

ERROR: Could not acquire license. FAILED! INVALID LICENSE HOLDER [license #].

An incorrect product key has been entered. Click the **OK** button and enter a valid Product Key.

ERROR: Could not acquire license. FAILED! MACHINE ALREADY HAS ANOTHER TYPE OF LICENSE ASSOCIATED WITH LICENSE CODE [license #]. CONTACT TECHNICAL SUPPORT.

A license has already been registered to this machine. Call 1-877-797-2410.

ERROR: Could not checkin license. FAILED! UNABLE TO CHECKIN LICENSE (NOT FOUND).

To resolve, check out the license by going to Help -> View License. Then the license may be checked back in.

ERROR: Could not checkin license. FAILED! ATTEMPTING TO CHECKIN LICENSE WITH PERMANENT ACTIVATION.

A permanent license may not be checked in. Doing so is not necessary, but if this is desired, the user will need to contact Technical Support at 1-877-797-2410 to have the account checked in manually.