ClearSight Analyzer

Software Installation, Upgrading and Licensing

These instructions are provided so that you can do software installation, upgrading and licensing. This document covers the following topics:

- *Install/Upgrade ClearSight Analyzer*
  - *Installing/Upgrading the ClearSight Analyzer*
  - *Installing/Upgrading the Third Party Decode Engine*
  - *Activating Your New Software*
    - *Getting a New License Key*

- *Contacting Customer Service*

Install/Upgrade ClearSight Analyzer

Installing/Upgrading the ClearSight Analyzer

Note: Before upgrading, please close CSA program if it is running.

1. Download the provided install package and unzip to local folder.

2. Navigate to the location of the install program and run **Setup.exe** manually. Follow install instructions.

3. If another version of a ClearSight product was installed on your machine, you will see the following dialogs, otherwise go to step 4.

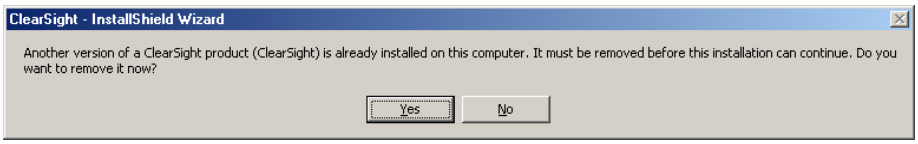


Figure 1: Confirm to remove the ClearSight product previously installed

Click **Yes**, you will see following dialog (if click **No**, the installation will be aborted)



Figure 2: Uninstalling the ClearSight product previously installed

When un-installation is finished, you'll see following dialog, click **OK**, system will be automatically rebooted, after reboot, please follow the installation steps.



Figure 3: Restart computer prompt

4. When you see the welcome screen shown below, click the **Next** button.

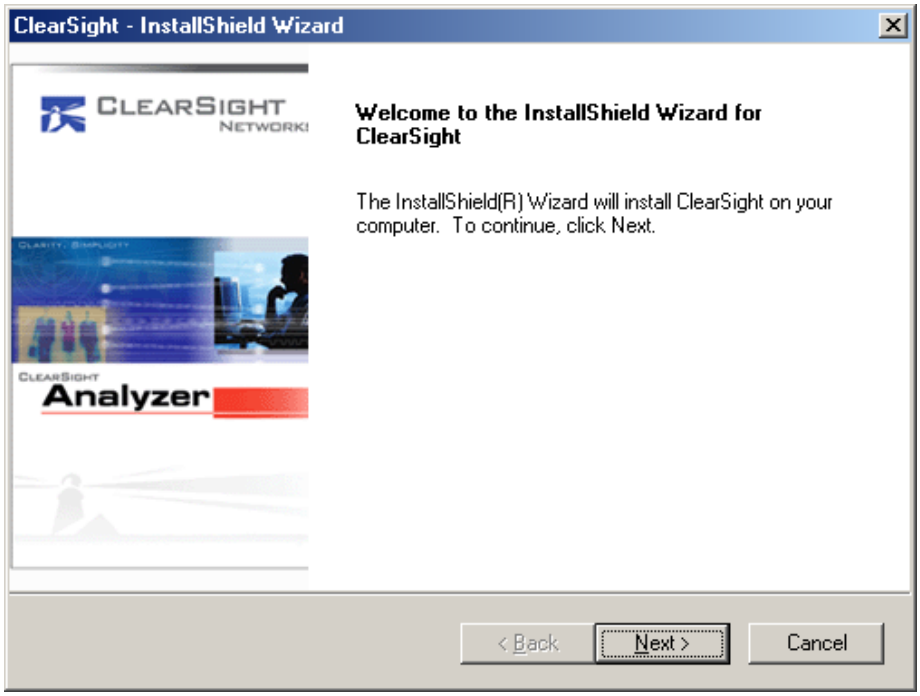


Figure 4: Welcome dialog

5. Two license agreement dialogs will be popped up, select "**I accept the terms of the license agreement**" and click the **Next** button.

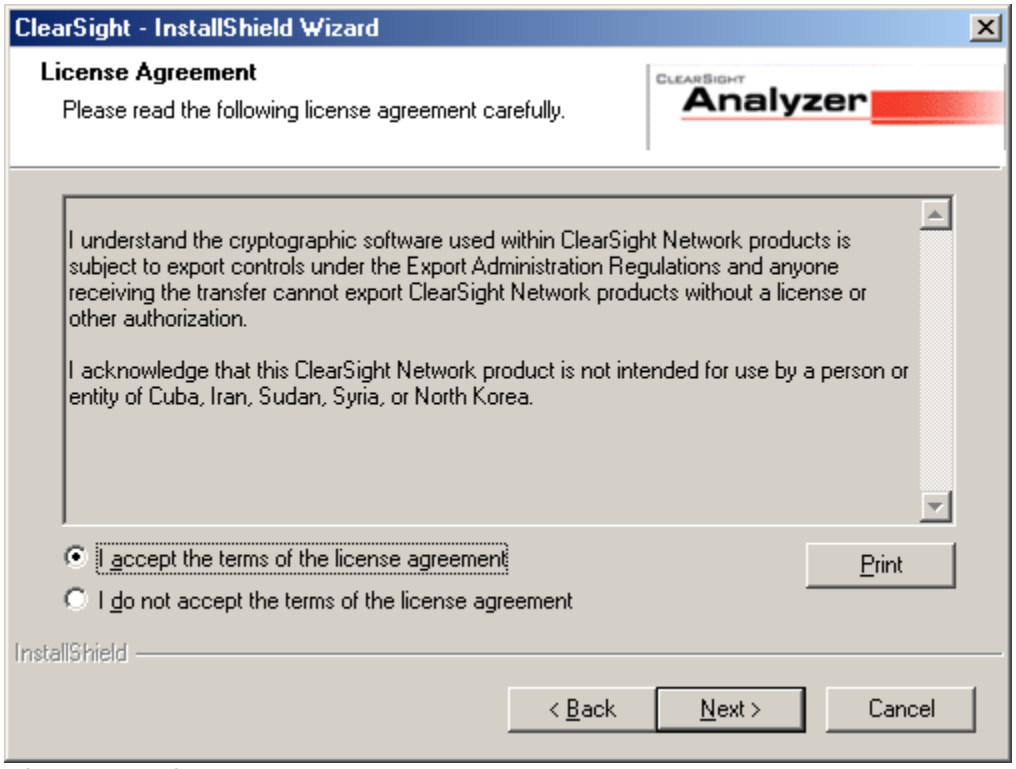


Figure 5-1: License agreement 1

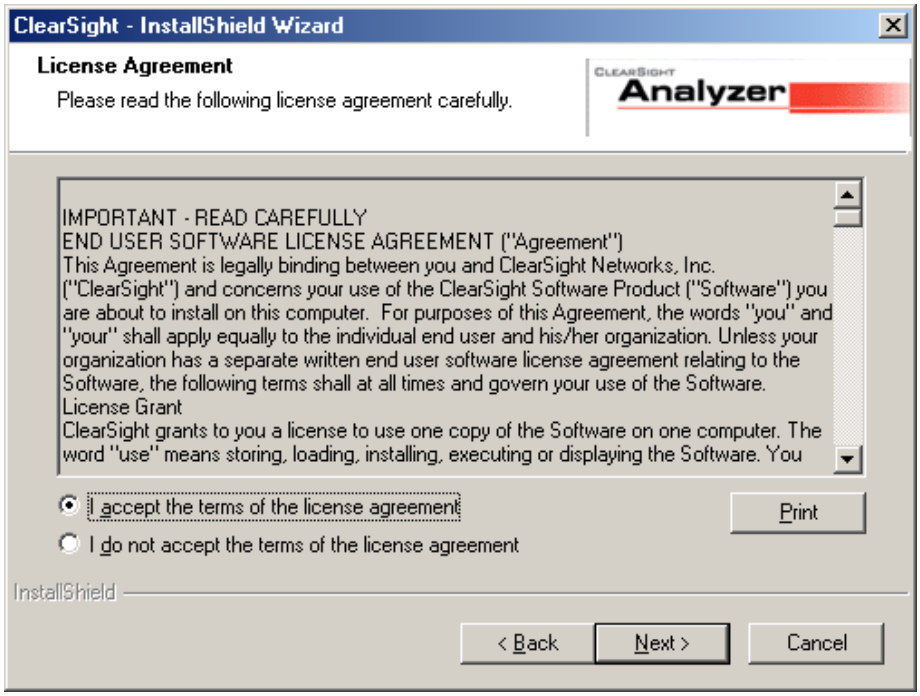


Figure 5-2: License agreement 2

6. Input User Name and Company Name and click the **Next** button.

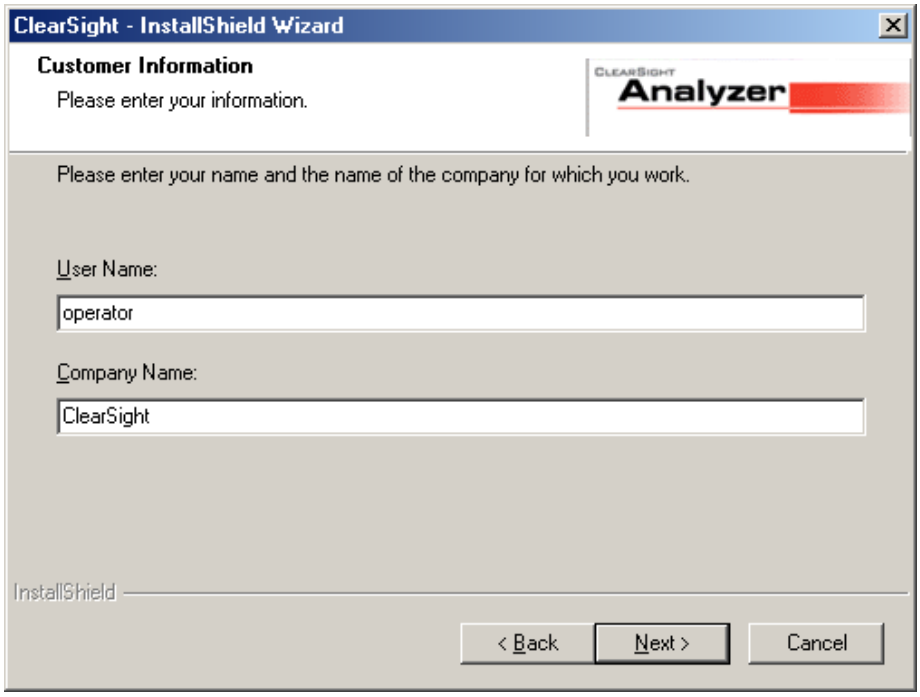


Figure 6: Input user information

7. Click the **Next** button.

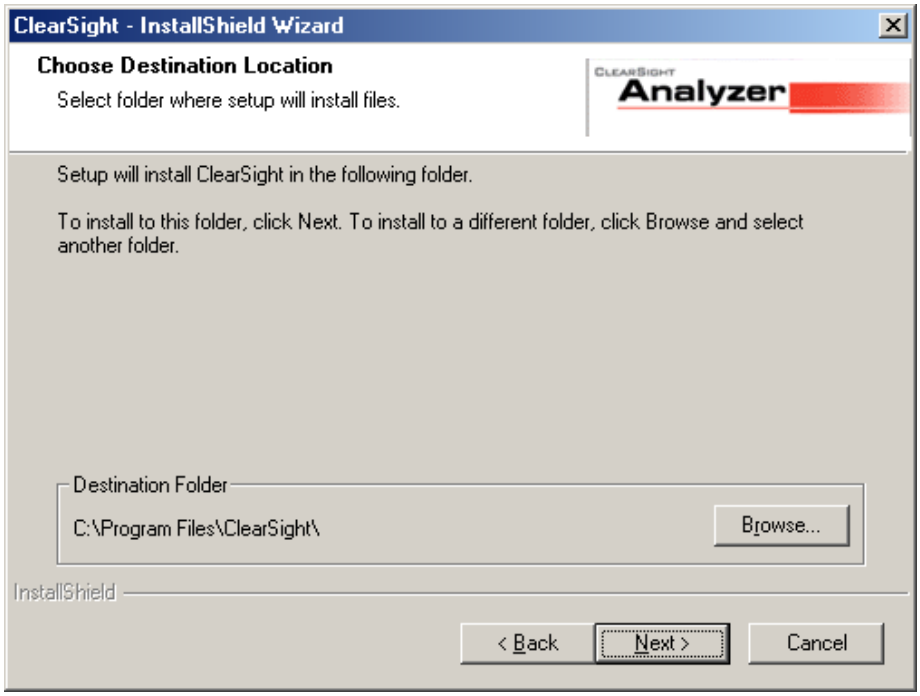


Figure 7: Choose destination folder

8. Click the **Install** button.

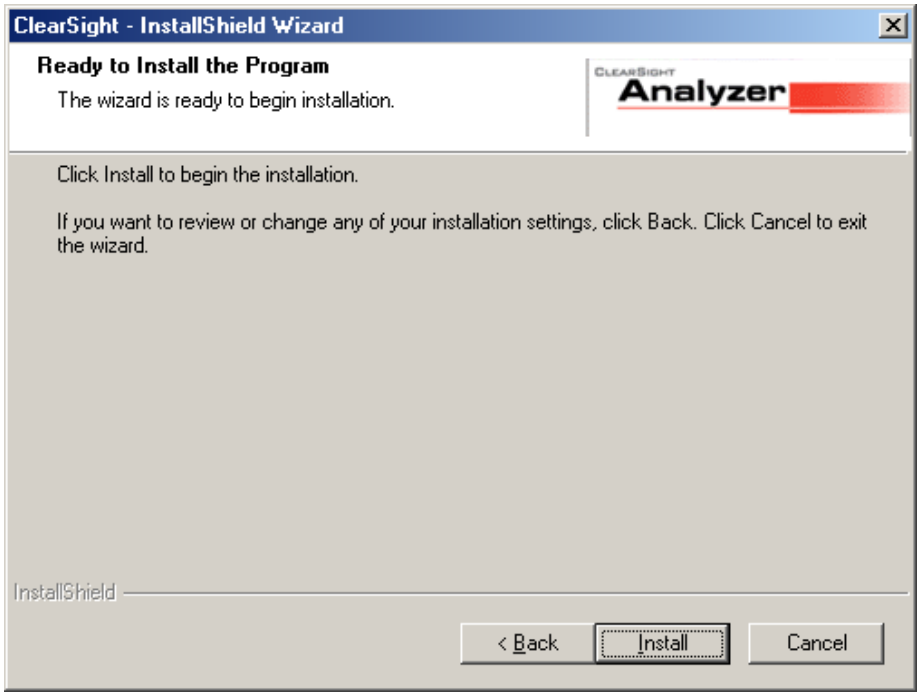


Figure 8: Ready to install program prompt

9. You will see the setup status dialog shown as below.

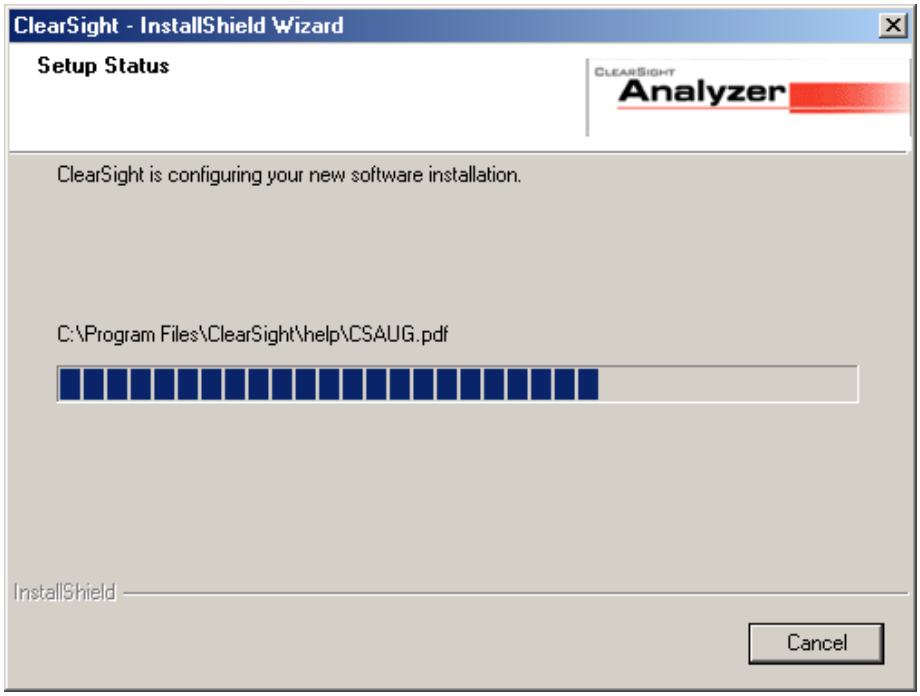


Figure 9: Setup status

10. When installation finished, click **Finish** button to complete it.

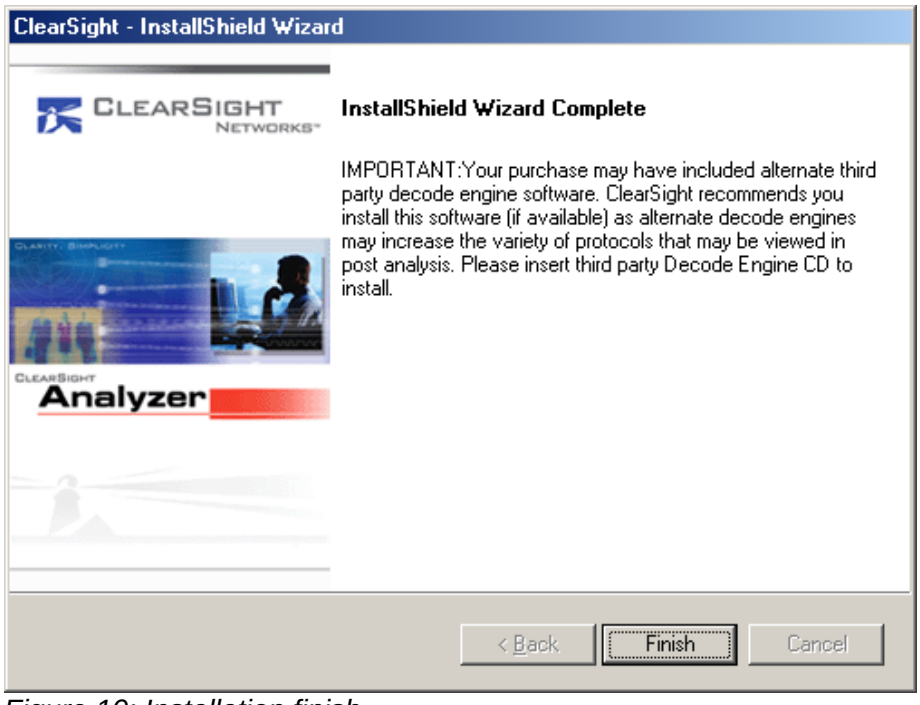


Figure 10: Installation finish

Installing/Upgrading the Third Party Decode Engine

1. Download the provided install package and unzip to local folder.

2. Navigate to the location of the Third Party Decode install program and run **SetupDecode.exe** manually.

3. If a previous version was installed on your machine, you will see the following dialogs, otherwise go to step 4.



Figure 11: Confirm to remove the old version

Click **Yes**, you will see following dialog (if click **No**, the installation will be aborted)

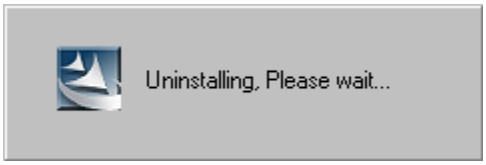


Figure 12: Uninstalling the old version

When un-installation is finished, you'll see following dialog, click **OK**, system will be automatically rebooted, after reboot, please follow the installation steps.

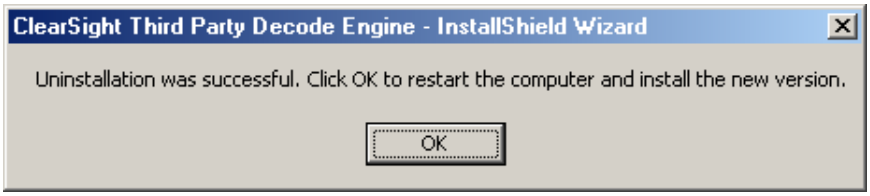


Figure 13: Restart computer prompt

4. When you see the welcome screen shown below, click the **Next** button.

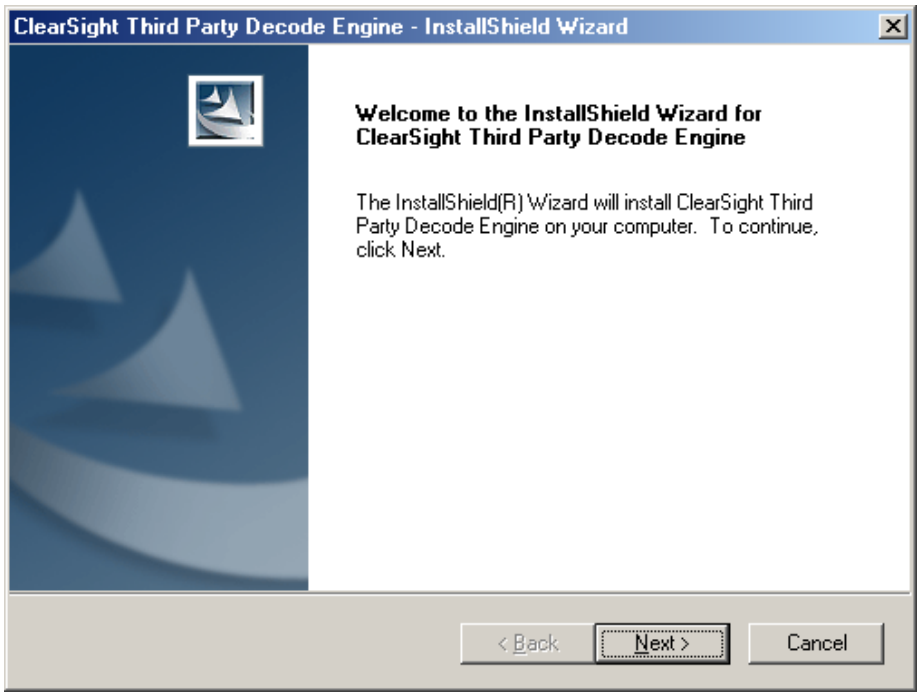


Figure 14: Welcome dialog

5. The license agreement dialog will be popped up, select "**I accept the terms of the license agreement**" and click the **Next** button.

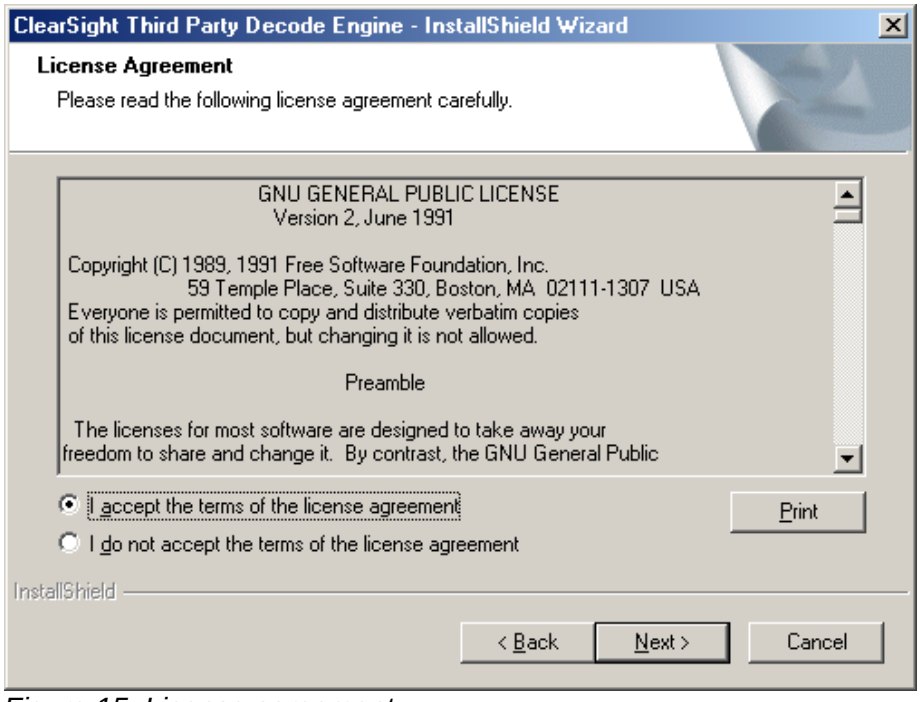


Figure 15: License agreement

6. Click the **Next** button.

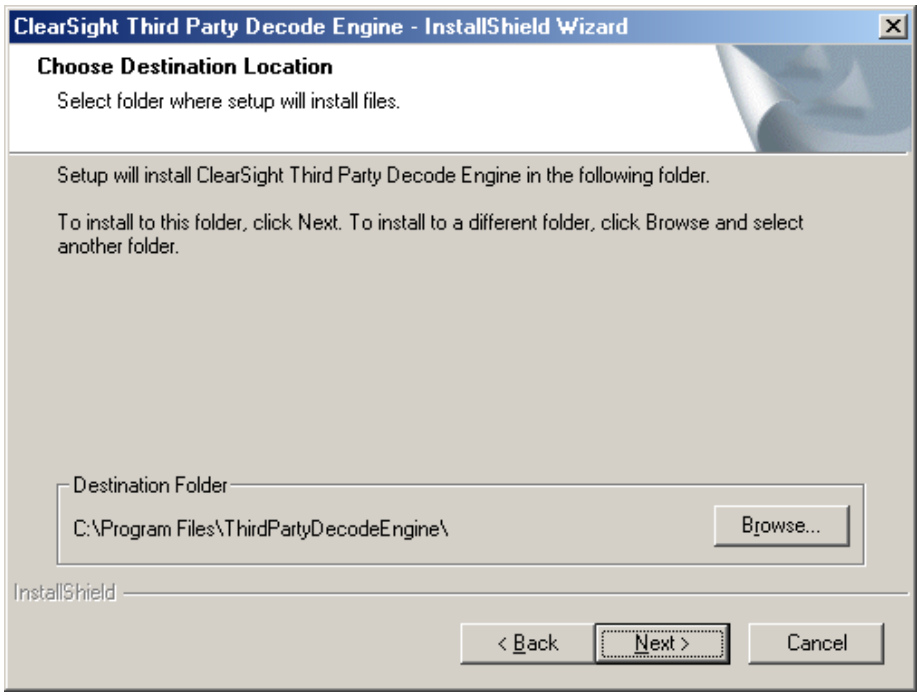


Figure 16: Choose destination folder

7. Click the **Install** button.

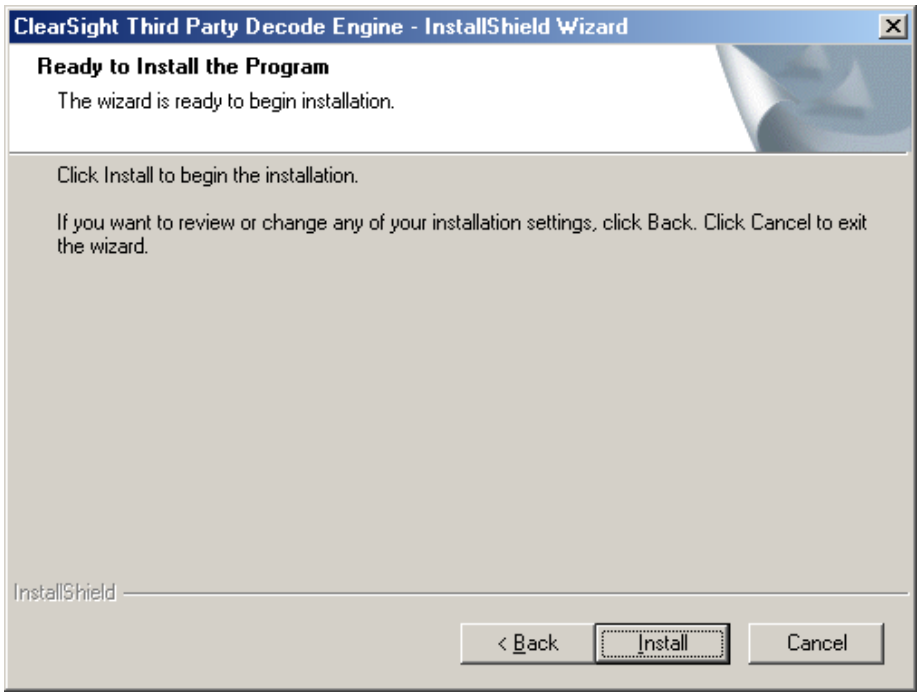


Figure 17: Ready to install program prompt

8. You will see the setup status dialog shown as below.

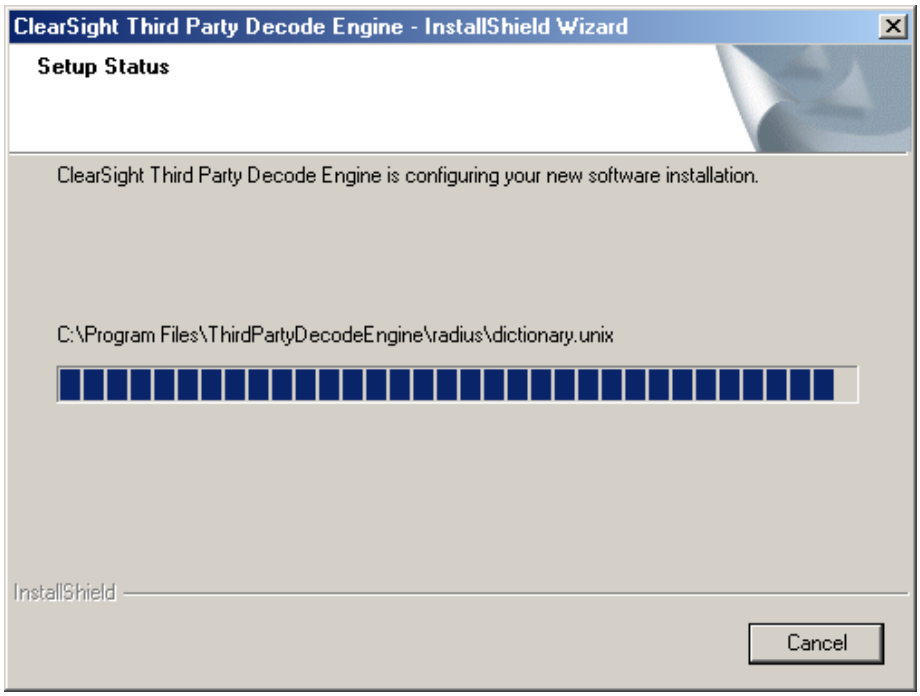


Figure 18: Setup status

11. When installation finished, select "**Yes, I want to restart my computer now"** and click **Finish** to restart the computer.

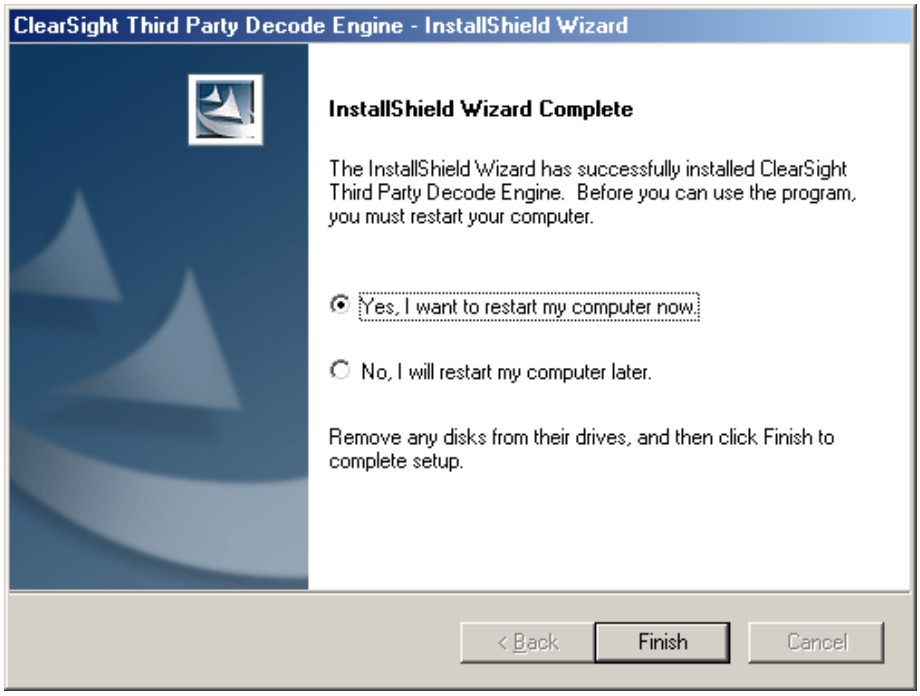


Figure 19: Restart computer prompt

NOTE: The install process is not complete until you have rebooted the computer at this point.

Activating Your New Software

If this is the first time install ClearSight Analyzer software on your machine, please follow the steps below, otherwise skip this section:

1. Start the **ClearSight Analyzer** program**.**

2. The ClearSight Network Activation dialog box will appear, as shown below.

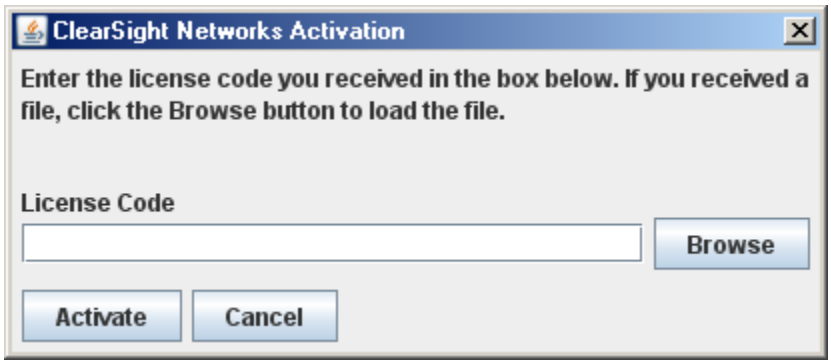


Figure 20: The ClearSight Networks Activation Dialog Box

3. Click **Browse** and select your license file. **See next steps for instructions if you cannot locate your current license.**

4. Click **Activate** to activate the license.

- **Special Note**: If you are unable to locate your current ClearSight license, follow these steps:

Getting a New License Key

a. When the **ClearSight Networks Activation** (see Figure 20 above) dialog box appears, click **Cancel**. This creates a **registration.xml** file in the **C:\Program Files\ClearSight** directory.

b. Send an email to the following address: licensing@clearsightnet.com

For an Asia license request, send an email to: support.asia@clearsightnet.com.cn

c. Put “License request” in the subject line, and include:

- The **registration.xml** file.
- Your **serial number**. The serial number can be found on a sticker located on the back cover of your ClearSight installation CD. *If you do not have your serial number, ask your sales representative to obtain your license.*
- The following information:
    - Principal user's name
    - Company name
    - Street address
    - City, State, and Mail Code
    - Country
    - Business email address
    - Phone number with area code
    - Fax number

d. ClearSight will email your license file to you within one business day from receipt of your email.

(Recommendation: save a backup in a folder on the desktop for safekeeping, and for easy access. Your license is required to activate future updates.)

If you have any problems or questions:

In the US:

- Send email to support@clearsightnet.com

or

- Call (510) 824-6000 or your local representative or distributor for assistance.

In Asia:

- Send email to support.asia@clearsightnet.com.cn