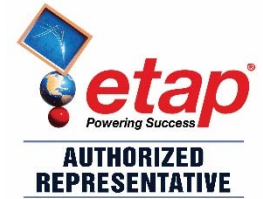


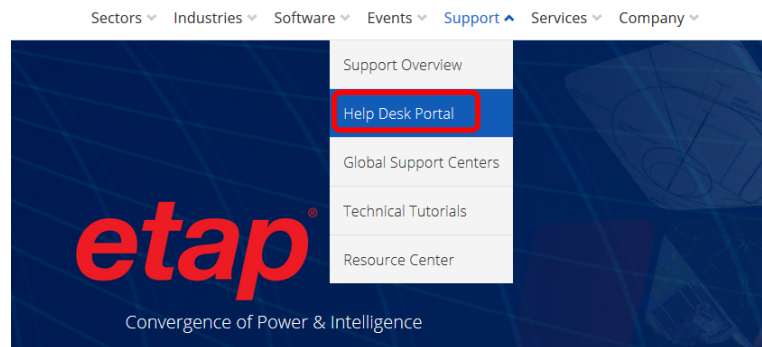
ETAP 18.0.0 DOWNLOAD



ETAP 18.0.0, the current version must be downloaded from the website of Operation Technology, Inc. [OTI, developer of ETAP software] with the following procedures:

How to download ETAP 18.0.0

- 1) Open an “internet browser” [i.e. Internet Explorer].
- 2) Specify “**etap.com**” in the “address bar” of the internet browser and press “**Enter**” key. The official website of OTI will be displayed.
- 3) From the “drop-down menu” of OTI’s website, select “**Support → Help Desk Portal**”. The user will be directed to the “Help Desk Portal”.



- 4) On the “Help Desk Portal” login page, specify “**Username**” and “**Password**”. Then click “**Log In**” button.
[Note: For first time users, click “Sign Up” button to register for an account. If the user has some problem with signing in, please email “etap2@eltechs.co.jp”]



ETAP 18 is Released and Available for Download from the FAQ Page of this Help Desk!
Allow for up to an hour during working hours for your initial account verification and access to downloads.

[What's New in ETAP 18?](#)

[ETAP Installation: Quick Guide](#)

[Video Tutorials & Webinars](#)

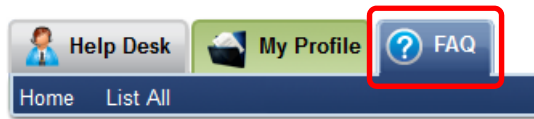


Welcome to the ETAP Help Desk
Existing users may log in below.
First time users can [sign up here](#).

Remember Login:

Forgot your Pa\$\$w0rd? [Click here](#)

- 5) Logging in will direct the user to the “Help Desk” tab of the “Help Desk Portal”. On the same view, select “FAQ” tab.



- 6) Under the “FAQ” tab, click “**Download ETAP 18**” button. ETAP 18 download page will be shown under the “FAQ” tab.

Notes:

- i. There are two (2) reasons why the “Download ETAP 18” button is not available.

- (i) The user signed up on the “Help Desk Portal” for the first time.

After signing in for the first time, OTI will verify the user’s “ETAP Serial Number” with their records before allowing the user to download. OTI will update the user’s “Support Exp.” status within 24 - 48 working hours.

- (ii) The user’s UUC (Upgrade and User-Support Contract) was already expired.

When it is not the first time for the user to access the “Help Desk Portal” and the “Download ETAP 18” button is not available the reason is may be the user’s UUC (Upgrade and User-Support Contract) was already expired.

- ii. If the “Download ETAP 18” button is not available due to either of the two reasons above, the user must email his/her queries at “etap2@eltechs.co.jp”.



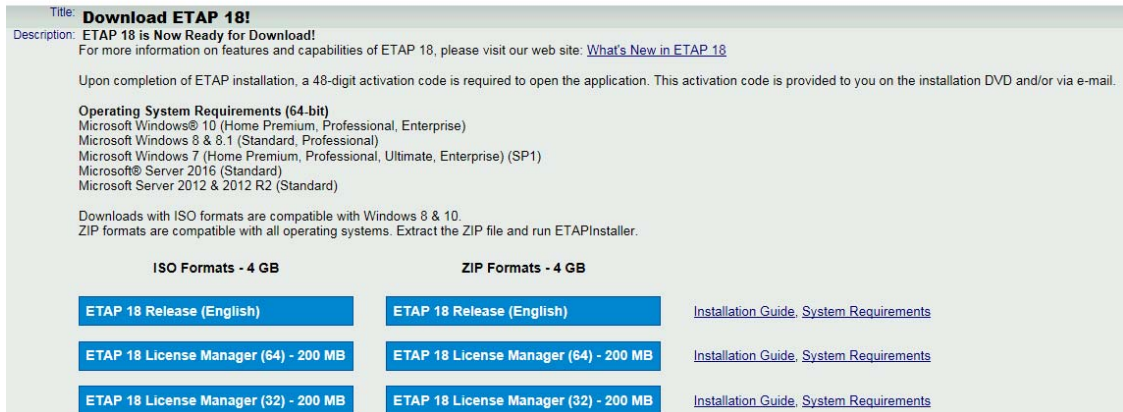
- 7) The ETAP 18 download page under the “FAQ” tab contains download and installation details. “Buttons” and “links” of ETAP installers and documents will be provided for download purposes. Available download buttons (in ISO and ZIP formats) will be based from the existing versions that the user purchased. On the same page, select an appropriate button/link for download [i.e. “ETAP 18 Release (English)” under “ZIP Formats – 4GB”, if desired to download an English version of ETAP 18 in a ZIP format.].

Notes:

- i. User who purchase English version of the software may see only download buttons and links for English version installers and documents. On the other hand, users who purchase both English and Japanese versions will be provided with English and Japanese download buttons and links for both English and Japanese also.
- ii. ETAP 18 Release [in all available language versions] itself includes license managers. If the user needs the license manager only, an “ETAP 18 License Manager – 700MB” [in both “ISO” and “ZIP” formats] links are available also.

- iii. An ISO format [* .ISO] file is an archive file of an optical disc, a type of disk image composed of the data contents from every written sector on an optical disc, including the optical disc file system. Software distributed on bootable discs [like ETAP 18] is often available for download in ISO format. The ISO format file of ETAP 18 installer may be written to an optical disc such as CD or DVD before the user can use it for installation or the user may use disc image software to administer with the installation.
- iv. A ZIP format [* .ZIP] file is an archive file format that supports lossless data compression. The ZIP format of ETAP 18 installer must be decompressed prior to the installation.

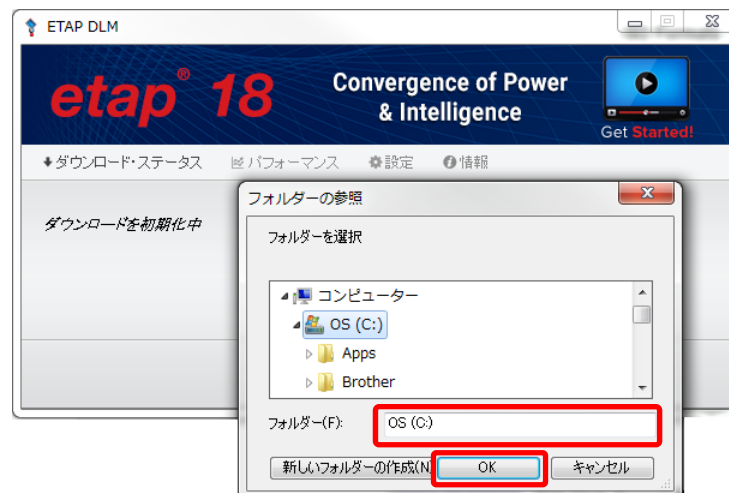
 **Frequently Asked Questions and Tutorials**



- 8) After clicking the desired item for download [ETAP 18 or License Manager], a confirmation dialog box will be shown. Click “Run” button to proceed.
[For example: Clicking the “ETAP 18 Release (English)” button under the “ZIP Formats – 4GB” column shows the dialog box below.]



- 9) Clicking the “Run” button shows the following dialog boxes. The user must select a “folder/location” [i.e. “C:¥”] to save the ISO or ZIP file from “Browse For Folder” dialog box. Then click “OK” button.
[Note: The file to be downloaded is 4GB. The selected folder/location must have an enough space which can accommodate the capacity of the file to be downloaded.]



10) The download process will now start.

[Note: An “ETAP Downloads” folder will be automatically created inside the folder/location specified on the previous item. The ETAP Downloads folder will contain the downloaded file ISO or ZIP file.]



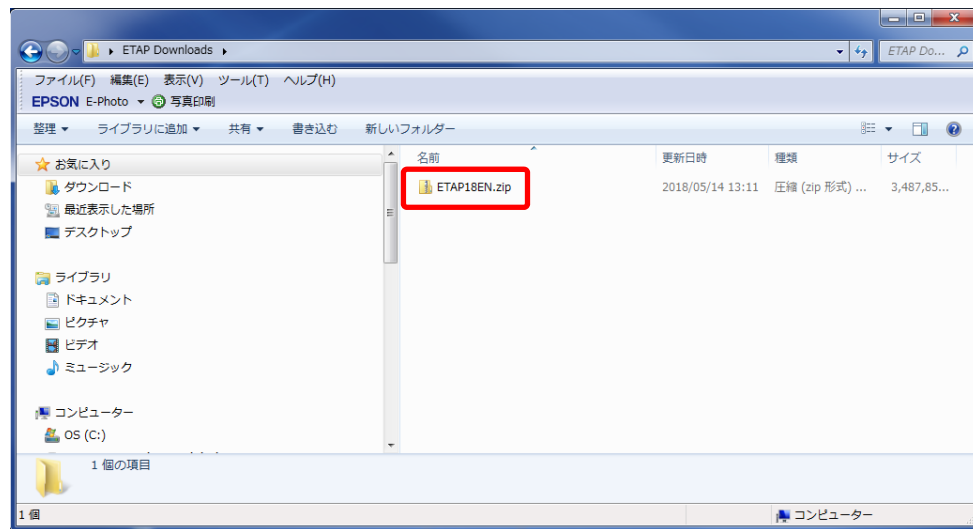
11) After the ISO or ZIP has completely downloaded, click the “起動” button from the ETAP DLM dialog box.



12) The “ETAP Download” folder will be automatically opened after clicking the “起動” button showing the downloaded ISO or ZIP file. The user may use downloaded file in preparation for the installation.

Notes:

- i. See the following image for reference.
- ii. The ISO format file of ETAP 18 installer may be written to an optical disc such as CD or DVD before the user can use it for installation or the user may use disc image software to continue with the installation.
- iii. The ZIP format of ETAP 18 installer must be decompressed prior to the installation.
- iv. The user may or may not delete the ISO or ZIP file after a successful installation of ETAP 18 software or license manager.



13) The user can log off the “Help Desk Portal” as necessary by clicking the “Log Off” link on the upper right side of the page.

