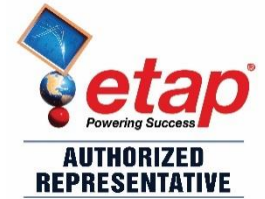


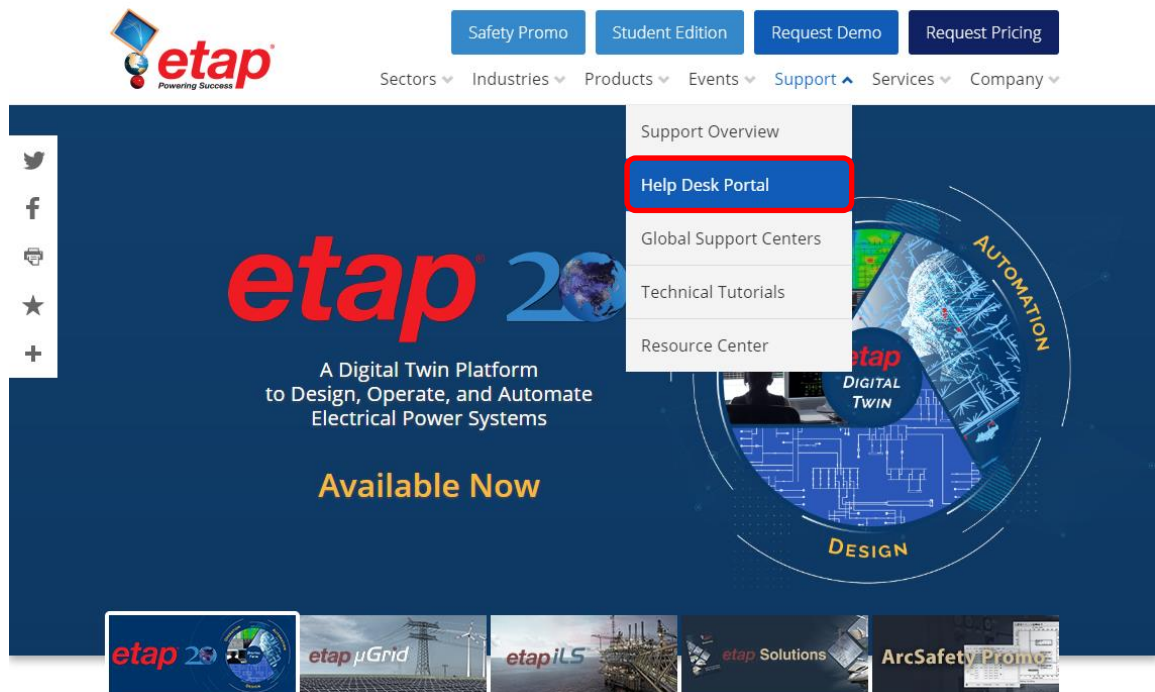
## ETAP 20 DOWNLOAD



ETAP 20, 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 20

- 1) Open an “internet browser” [i.e. Microsoft Edge].
- 2) Specify “<https://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](mailto:etap2@eltechs.co.jp)”]



**etap 20**  
Now Available for Download!

Log in and download from the **FAQ** page

What's New in ETAP 20  
ETAP Installation: Quick Guide  
Video Tutorials & Webinars

Sign in

Username

Password

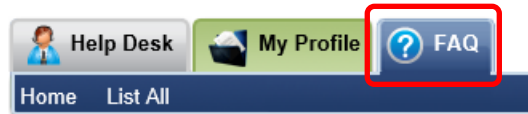
Remember Login

Login Sign up

[Forgot your password?](#)

Allow for up to an hour during working hours for your initial account verification and access to ETAP downloads.

- 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 20**” button. ETAP 20 download page will be shown under the “FAQ” tab.

Notes:

- i. There are two (2) reasons why the “Download ETAP 20” 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 20” 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 20” button is not available due to either of the two reasons above, the user must email his/her queries at “[etap2@eltechs.co.jp](mailto:etap2@eltechs.co.jp)”.

Help Desk My Profile FAQ Powered by WonderDesk®

Home List All Log Off

 **Frequently Asked Questions and Tutorials**

[Download ETAP 20](#)

- 7) The ETAP 20 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 20 Release - English” under “ZIP Formats – 4GB”, if desired to download an ETAP 20 in a ZIP format.].

**Notes:**

- i. ETAP 20 Release itself includes license managers. If the user needs the license manager only, an “ETAP 20 License Manager both (64)” as well as “ETAP 20 License Manager both (32)” [in both “ISO” and “ZIP” formats] links are available as necessary.
- ii. 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 20] is often available for download in ISO format. The ISO format file of ETAP 20 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.
- iii. A ZIP format [\* .ZIP] file is an archive file format that supports lossless data compression. The ZIP format of ETAP 20 installer must be decompressed prior to the installation.

 **Frequently Asked Questions and Tutorials**

**Title: ETAP 20 is Now Ready for Download!**  
Description: For more information on features and capabilities of ETAP 20, please visit our website: [What's New in ETAP 20](#)

Upon completion of ETAP installation, a 48-digit activation code is required to open the application. This activation code is provided to your main ETAP contact/user in an e-mail from ETAP sales.

**Operating System Requirements (64-bit)**

- Microsoft Windows® 10 (Home Premium, Professional, Enterprise)
- Microsoft Windows 8 & 8.1 (Standard, Professional)
- Microsoft Windows 7 (SP1) (Home Premium, Professional, Ultimate, Enterprise)
- Microsoft® Server 2016 (Standard), Server 2019 (Standard)
- Microsoft Server 2012 & 2012 R2 (Standard)

Downloads with ISO formats are compatible with Windows 8 & 10.  
ZIP formats are compatible with all operating systems. Extract the ZIP file and run ETAPInstaller.

ISO Formats - 4 GB	ZIP Formats - 4 GB	
<a href="#">ETAP 20 Release - English</a>	<a href="#">ETAP 20 Release - English</a>	<a href="#">Installation Guide</a> , <a href="#">System Requirements</a>
<a href="#">ETAP 20 License Manager (64)-83 MB</a>	<a href="#">ETAP 20 License Manager (64)-100 MB</a>	<a href="#">Installation Guide</a> , <a href="#">System Requirements</a>
<a href="#">ETAP 20 NetPM Server (DXM)-173 MB</a>	<a href="#">ETAP 20 NetPM Server (DXM)-168 MB</a>	<a href="#">Getting Started -NetPM</a> , <a href="#">-etapAPP</a>

**Installation Notes:**

- The latest ETAP License Manager is compatible with earlier ETAP releases.
- ETAP installation requires administrative access rights.
- Make sure your operating system is not updating at the time of ETAP installation.
- Multiple ETAP releases can coexist on the same PC.
- Converted projects cannot be opened in earlier releases.
- For network licenses, firewall must allow for the applicable port of communication.
- Google Chrome is the preferred browser for ETAP downloads.
- The latest License Manager is compatible with virtual machines (VM). Make sure that the VM has control of the USB port.

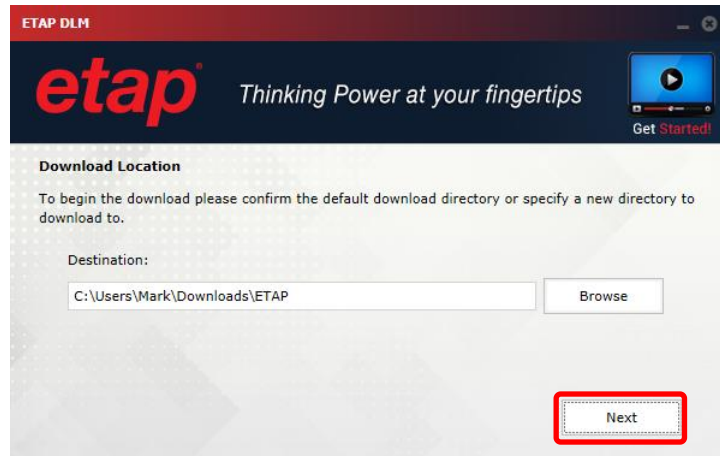
ID: 833  
Category: \_Download\_ETAP  
Viewing Permissions: Help Desk Account Required

- 8) After clicking the desired item for download [ETAP 20 or License Manager], a confirmation dialog box will be shown. Click “**Open File**” link to proceed.  
[For example: Clicking the “ETAP 20 Release - English” button under the “ZIP Formats – 4GB” column shows the dialog box below.]



9) Clicking the “Run” button shows the following window (ETAP DLM - Download Location). click “Next” 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. By default, the folder/location is pointing on “C:\Users\<windows username>\Downloads\ETAP”. If the space of the default folder/location is not enough, click the “Browse” button and select a “folder/location” to save the ISO or ZIP file.]

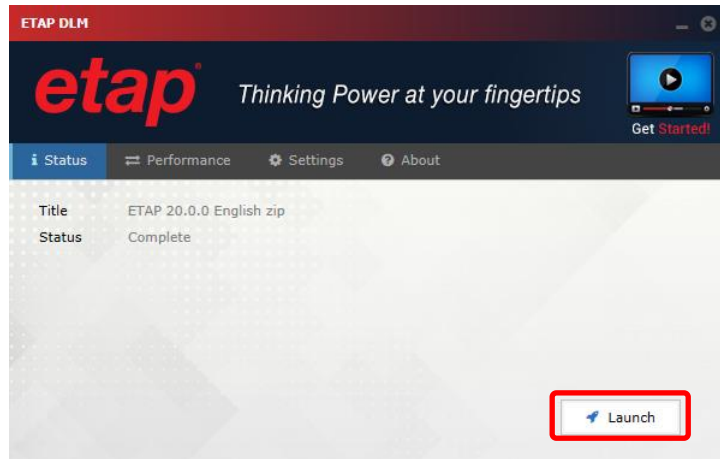


10) The download process will now start.

[Note: An “ETAP2000EN.zip” will be automatically created inside the folder/location specified on the previous item.]



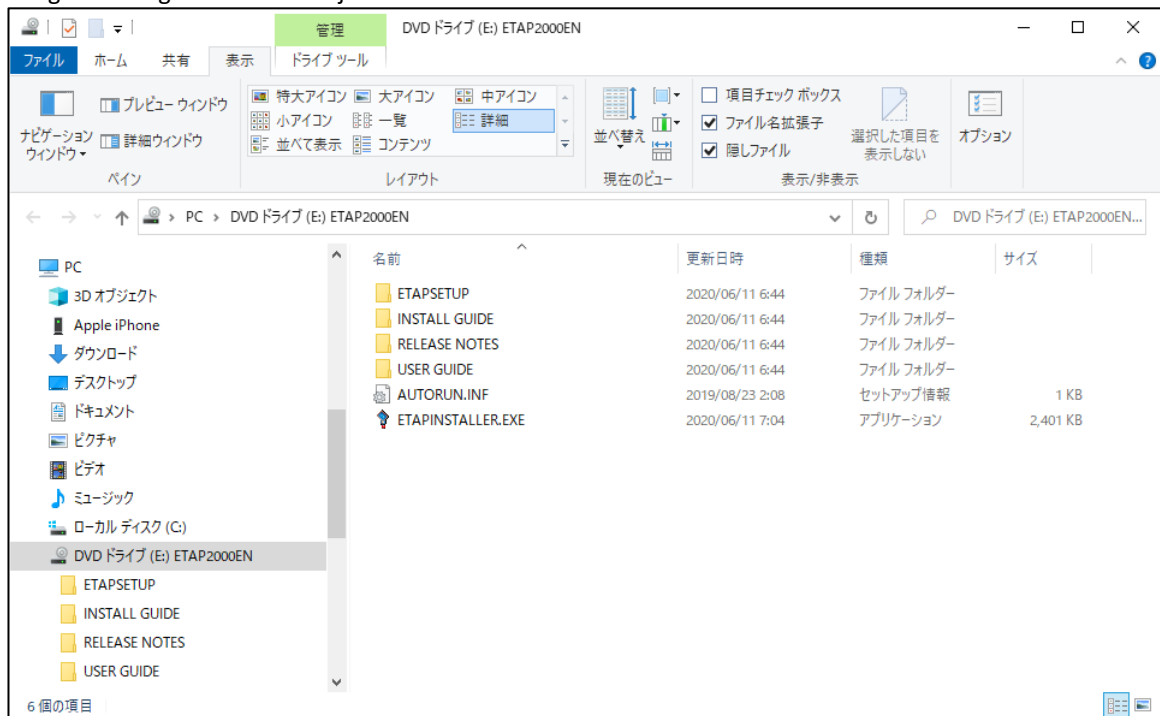
11) After the ISO or ZIP has completely downloaded, click the “Launch” button from the ETAP DLM window.



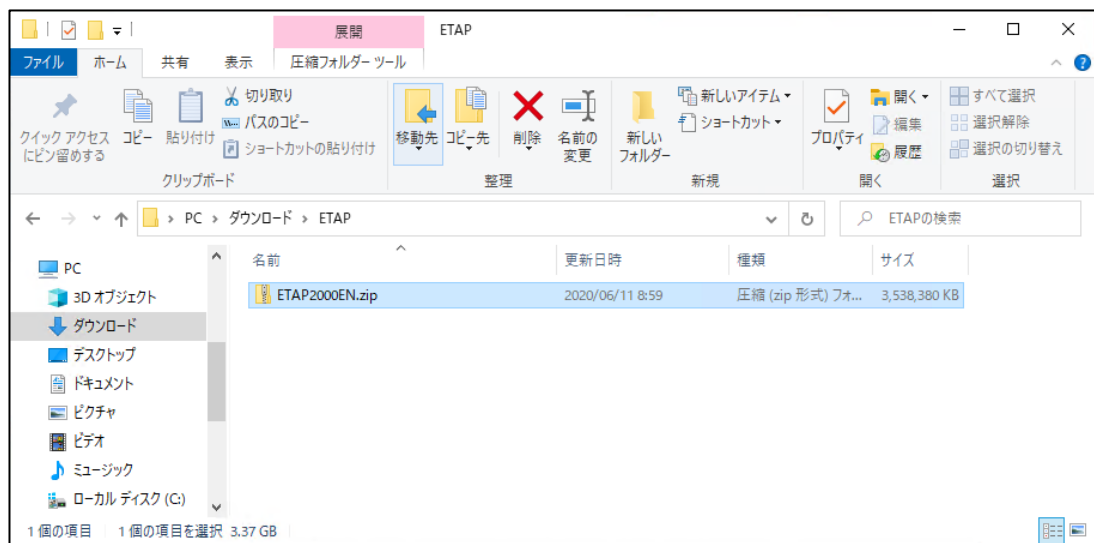
12) The contents of the downloaded file [i.e. “ETAP2000EN.zip” or “ETAP2000EN.iso”] will be automatically shown after clicking the “Launch”.

Notes:

- i. See the following image for reference.
- ii. The ISO format file of ETAP 20 installer [i.e. “ETAP2000EN.iso”], after clicking the “Launch” button automatically mounts the iso file as a virtual file [i.e. “DVD Drive (D:)” on the following image]. Installation of ETAP 20 can be done by clicking “ETAPINSTALLER.exe”. The created imaginary drive can be closed by right-clicking it and select “Eject”.



- iii. The ZIP format of ETAP 20 installer [i.e. “ETAP2000EN.zip”] must be decompressed prior to the installation.



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.

