

# FactSage 8.2

## Download and Installation Instructions

We are pleased to provide you with the FactSage 8.2 Update, the latest version of our FactSage software. **FactSage 8.2** will be primarily distributed online. This means that you will be able to download the update via the internet; all the information you need to perform this update is contained in this PDF document.

We suggest that you print this text document for future reference; it contains important information about downloading and then subsequently installing **FactSage 8.2** or updating an existing installation of FactSage.

This email and the instructions it contains are for you personally and for the person who will perform the download and update at your site, and may not be shared with anyone who is not a user according to your signed FactSage license agreement.

Please kindly note that all downloads and download attempts of the 'FactSage 8.2 Update' will be logged. We are committed to ensure that the information you provide us via the FactSage Update Download submission form is protected in line with the requirements of the General Data Protection Regulation (GDPR - EU 2016/679). Our download servers are located in Germany and collect no personal data other than full name, email and IP address. We are dedicated to safeguarding these data and have therefore implemented a consistent level of information security as well as technical and organisational measures to comply with the provisions of the GDPR directive. By submitting a download request, you give us permission to collect and process your data accordingly.

Please note in particular the following differences to older FactSage updates (prior to 6.2):

- This download can also be used to install a completely new version of *FactSage 8.2* on a new computer. The instructions below contain information on how to do this. Please read especially the instructions on how to copy the file **Config.dat** from your current installation or a previous original FactSage installation CD (refer to point # 10 below).
- The "Server Files Only" option for new server installations is not supported any longer. If you intend to update an existing FactSage server that was originally installed with the "Server Files Only" option, please consult the corresponding notes in the section "Update/Refresh to FactSage 8.2" of the file **ShowMe.htm** (refer to point # 11 below).
- If you plan to install a *network client version* of FactSage during the course of your installation, please make sure you read the corresponding notes in the file **ShowMe.htm**, as the process for a client installation has slightly changed compared to FactSage versions prior to 6.4.
- Please note that the online version of the file ShowMe.htm [http://factsage.com/Images\\_ShowMe82/ShowMe82.htm](http://factsage.com/Images_ShowMe82/ShowMe82.htm) always contains the latest version of the installation notes and is updated whenever necessary. It is updated to reflect the latest version of FactSage shortly after a new version is released. Until then, please refer to the **ShowMe.htm** that is part of the update package.

- Additionally, please also refer to the files **ReadMe.htm** and **ShowMe.htm** in the **unzipped installation files**, as they contain important information regarding the FactSage 8.2 Update and its installation especially concerning client – server installations and managing databases.

If you experience problems and require assistance, please contact GTT-Technologies by creating a ticket in our GTT Support Center system via <https://support.gtt-technologies.de/>. Please don't forget to include your name, the name of your company or affiliation, and your customer ID.

## Downloading FactSage 8.2

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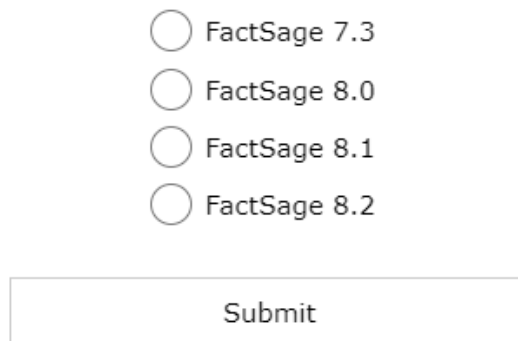
1. Open the URL - <https://gtt-technologies.de/software/factsage/downloads/> in your favorite browser, which takes you to a page on our FactSage update download webpage.

**Note:** *If your version of the PDF reader doesn't open a web browser automatically when you click on this link, then you may have to either type the above address, or copy and paste it to your web browser.*

2. As shown in *Figure 1* You will be presented with a list of FactSage versions that can be downloaded. Select the radio-button option "**FactSage 8.2**" and click the button: **Submit**

### FactSage Update Download Service

Which version of FactSage Update would you like to download?



☐ FactSage 7.3

☐ FactSage 8.0

☐ FactSage 8.1

☒ FactSage 8.2

Submit

Figure 1

3. Your browser should now display the FactSage 8.2 download form as shown in *Figure 2*. Fill in the FactSage Download form before the download can begin. Enter the following information into the appropriate fields:

- Name: Your **Name**
- E-mail: Your **Email address**
- Customer ID: Your **4-digit FactSage Customer id\*** (between 5001 to 9999)
- Password: **Ferritic82**

**Note:**

- *\*Your FactSage Customer ID is printed on your FactSage CD, on your FactSage dongle as a sticker and also can be identified from a currently installed version of FactSage by selecting "About" from the menu bar under the FactSage main window.*
- *If your FactSage Customer ID is a number between 0001 to 5000 please download the update from our partners at CRCT: [https://www.factsage.com/fsdl\\_service\\_CRCT.htm](https://www.factsage.com/fsdl_service_CRCT.htm)*
- *This password is case sensitive.*

## FactSage Update Download Service

Please fill out all fields in the form below.

If your FactSage customer ID is a number between 0001 and 5000 please download the update from our partners at CRCT [here](#).

Name:	<input type="text"/>
E-Mail:	<input type="text"/>
Customer ID:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Submit"/>	

Figure 2

4. Once you are sure that you have entered the correct data, click on **“Submit”**.
5. You might see a pop-up window or a prompt depending on your browser prompting you to save the FactSage 8.2 setup installer, **“FactSage82.exe”**
6. Select the option **“Save File”** and then click **“OK”**.
7. This will download a self-extracting archive (**factsage82.exe**) and save it to your hard disk. Please save the file in a **temporary** or **downloads** folder or directory - do **NOT** save it in C:\FactSage, C:\FactSage82, etc.
8. **‘Firewalls’**: For certain installations it may not be possible to download the file - for example after entering your ID and password you may get an error message such as *"webpage cannot be found or displayed"*. This could be because the security settings on your computer or your institution's 'firewall' are blocking the transfer of a '.exe' file, or the file is too large to download. In such a case, please consult your IT group.

One simple way to resolve this problem is to download the file from outside the corporate network and the firewalls. For instance, download FactSage from our site via your private (home) account and then copy the downloaded file to a flash memory stick and use it to install or upgrade FactSage in your organization.

## Installing FactSage 8.2

9. After the download has finished as per the steps described in the previous section, locate the file **factsage82.exe** which you just downloaded on your hard disk and execute it.

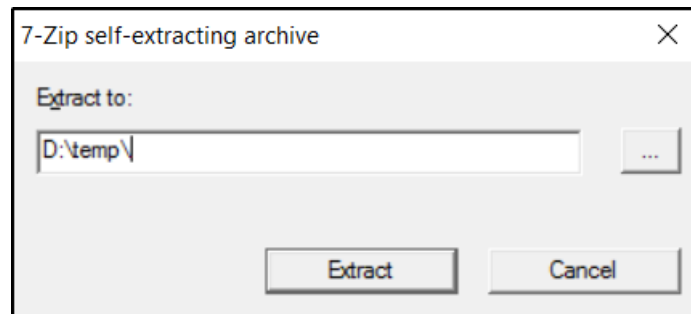


Figure 3

The downloaded factsage82.exe is a self-extracting zip file, which when run will unzip the FactSage setup files to a temporary folder called “factsage82”. The path to this folder can be defined in the “Extract to:” option of the self-extracting archive (see *Figure 3*).

**Note:**

- Pick a temporary directory such as C:\Temp or D:\Temp as a target directory for the self-extracting archive.
- The path “\factsage82” will be automatically appended.
- Do **NOT** extract into C:\FactSage, C:\FactSage82, etc.
- After clicking “**Extract**” please wait until the self-extraction process has completely finished and the window closes itself.

### Important notes concerning the file “Config.dat”

10. In the newly created directory (in the example above it would be “D:\temp\factsage82”) after you have performed the above step, there should be already the 2 Config-type files **Configs.dll** and **Configs.txt**.

A third file, **Config.dat**, is required before the installation can begin. This file **Config.dat** is unique for each customer and is not a part of the setup-files-archive hosted on our server and must be copied from the original FactSage CD or a from a PC with FactSage already installed (regardless of the FactSage version you already have).

It can be located in the FactSage installation path (typically “C:\FactSage\Config.dat”). Once the file **Config.dat** has been located, copy it to the same temporary directory where **Configs.dll** and **Configs.txt** are located.

**Note:**

- Without **Config.dat**, updating an existing, previous FactSage installation is possible, but creating a new, full installation of FactSage 8.2 is not possible.
- The file **Config.dat** contains the name and FactSage Customer ID of your company or institution. If this file is missing and you are trying to perform a full installation, then you will be requested to enter your FactSage Customer ID and Registration Key during the installation.
- To obtain your Registration Key, or in case you can’t locate your **Config.dat**, please contact GTT-Technologies by creating a ticket in our GTT Support Center via <https://support.gtt-technologies.de/>.

11. After the self-extraction process has finished, you should find a file called "**Setup-FactSage82.exe**" in the subdirectory \FactSage82\ of the directory you specified for the self-extraction process (in the example above it would be "D:\temp\FactSage82"). Execute it while being logged in under an account with **Administrator rights** to run the setup program (Figure 4).

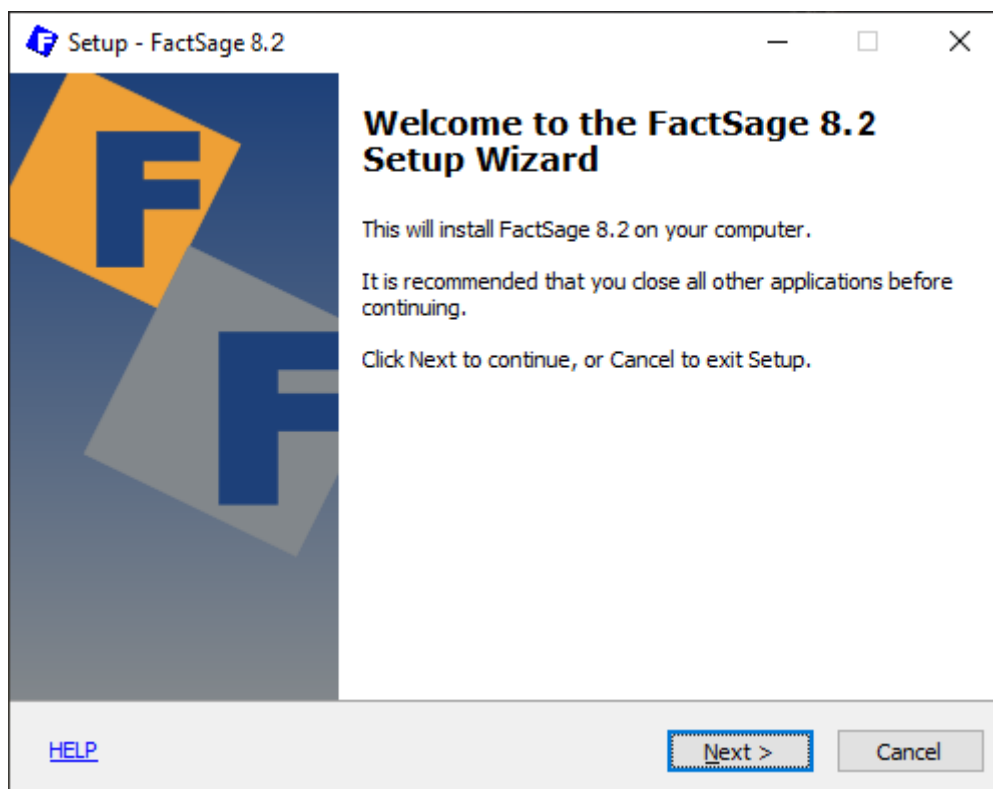


Figure 4

**Note:**

- Please make sure you run the installation program while you are logged in under an account with **Administrator rights**. Right-clicking with the mouse on "**Setup-FactSage82.exe**" and then selecting "Run as administrator" is **NOT** enough.
- If you intend to update a FactSage server that was originally installed with the "**Server Files Only**" option, please consult the corresponding notes in the section "**Update/Refresh to FactSage 8.2**" of the file **ShowMe.htm**.

12. Click "**Next >**" to perform the update, or install FactSage on a new computer.

**Note:** Only update the standalone and network server installations of FactSage, but not the network client installations.

13. We strongly recommend writing all contents from directory \factsage82\ (including the file **Config.dat** as described above) to a CD, and storing this CD for the purpose of creating new FactSage installations on further computers.

To burn a FactSage 8.2 Installation CD, use your CD writing program to burn the entire contents of the directory \FactSage82\ to CD so that the file "**Setup-FactSage82.exe**" will be placed in the root directory of the CD. Label the CD "**FactSage 8.2 Update/Installation CD, July 2022**".

**Remember it is essential to make backups of all your FactSage CDs.**

**NOTE:**

- *When you install FactSage by updating a previous version, the former software and databases will be overwritten. Several databases have been updated. Therefore, after updating you might obtain slightly different output for calculations with any of the FactSage modules for the same input in certain cases.*
- *Furthermore, previously saved input files (\*.equi/equi\*.dat and \*.phas/phas\*.dat) may no longer function in the same way. However, most users will not notice any changes. For a list of all the changes to the databases please refer to the text “**What's New in FactSage 8.2?**” accessible via the option “Info – General” from the FactSage main menu.*
- *Please note that your antivirus program may falsely detect some of the files associated with the FactSage update installation as potential threat. In such cases you may add the corresponding files or the path of your FactSage installation to the exclusion list of your antivirus program.*

For more information on FactSage, including a comprehensive list of what's new in version 8.2, up-to-date installation instructions, etc., visit

- <http://factsage.com/> and
- [http://factsage.com/fs82\\_news.htm](http://factsage.com/fs82_news.htm)

We hope you'll enjoy the new FactSage version. Feel free to contact us any time in case you have questions or encounter problems with the above procedure.

Best regards,  
Your GTT Team

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