

Secure Download Manager

Reference Guide



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SECURE DOWNLOAD MANAGER

Over the past ten years, e-academy Inc. has worked to perfect its technology for securing the delivery of software to users via electronic download. The **Secure Download Manager (SDM)** marks a major technology milestone in Electronic Software Delivery.

The SDM is e-academy's proprietary software program for managing the secure download of files from WebStores or hosting locations powered by e-academy Inc. The SDM provides for secure, effective and efficient file downloads, especially for files that are too large for some browsers to download.

The user begins the download process with a four step instructional page; each step is accompanied with FAQs for greater support. A step-by-step video of the process is also available for users to view. A review of the download process is provided below.

The user only needs to install the SDM once. This differs from the previous version greatly, where one download client was needed per software title. As users only need to install the SDM on their computer once, all subsequent downloads automatically launch the SDM. There is no need to re-download or re-install the SDM unless it has been removed from the computer. Users with access to previous versions of the delivery client will see no changes or suffer service disruptions.

KEY FEATURES INCLUDED IN THE SDM

- Simple, easy-to-use installation wizard
- Pop-up notifications for new SDM updates, when applicable, to ensure users have the latest version
- Support for Windows and Mac platforms
- Ability to download multiple files concurrently for the same order, saving time and resources (asynchronous downloads)
 - Includes Start/Pause/Resume controls
 - User can resume unfinished or interrupted downloads from the place where they left off
- Once users have reached their download limit, the SDM allows them to request additional downloads from their WebStore administrator within the SDM interface
- Authenticated application
 - Application is installed in the operating system and has a digital 'e-academy' signature to prove validity
- Improved messaging
- Saved file location is displayed; error messages are more descriptive
- Backwards compatibility with files previously wrapped by older Secure Wrapper (SDC)
- Native file lifecycle support : the SDM checks the version of the ordered file upon start up and if there is a newer version of the file, the SDM automatically directs the user to re-download the newest file
- Supports large files (greater than 2 GB in size)

OPERATING SYSTEMS SUPPORTED

- Windows XP
- Windows Vista
- Windows 7
- Mac OSX 10.5
- Mac OSX 10.6

WEB BROWSERS SUPPORTED

- IE 7, 8, 9
- Firefox 4.0
- Chrome
- Safari 5


DOWNLOADING PROCESS

Note that the process outlined below will vary slightly depending on the browser used.

ORDER RECEIPT

On the order receipt, the user clicks the **Start Download** button. This launches the four step instruction page.

Items All prices are in US Dollars **Start Download**

	Quantity	Unit Price	Amount
 Microsoft Windows 7 Professional 32-bit (English) - DreamSpark - Download	1	\$0.00	\$0.00

Extended Access Guarantee (24 months) - Included
24 months of access to your download and/or key
Expires 2014-01-13
(no vouchers on test orders)

Messages:

- [Windows 7 Upgrade Considerations](#)
- [DreamSpark EULA](#)


Subtotal: \$0.00
Taxes: \$0.00
Total: \$0.00

FOUR STEP INSTRUCTION PAGE

In step 1, click the **Download SDM** button. The SDM Setup Wizard launches.

Get Your Software in 4 Easy Steps

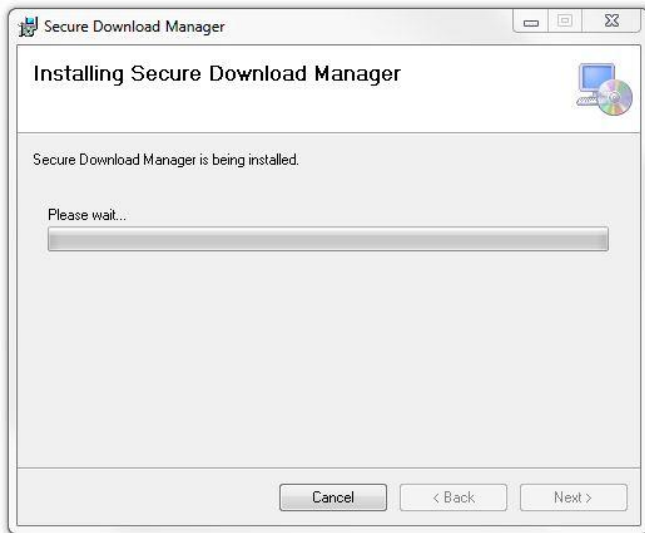
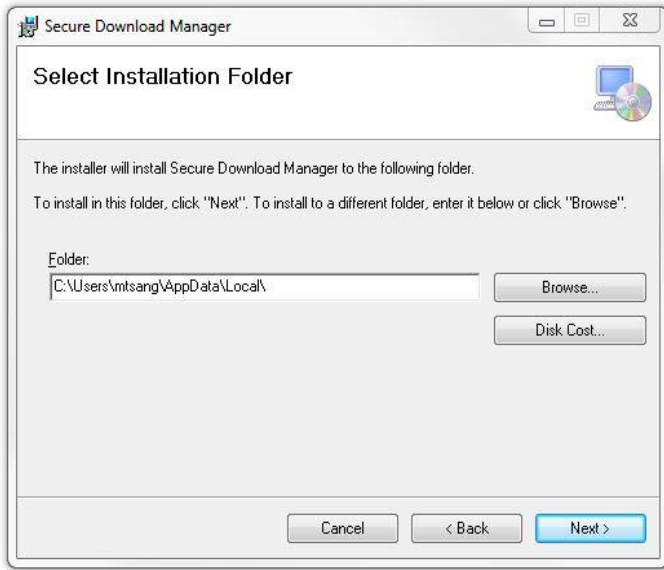
1. Download the Secure Download Manager (SDM) installation file [?]
(If you have completed this step previously, go to step 3) **Download SDM**
2. Locate the file from step 1 and run it to install the SDM [?]
3. Download the .SDX file for your order [?] **Download SDX**
4. Locate the file from step 3 and open it to download your software order [?]

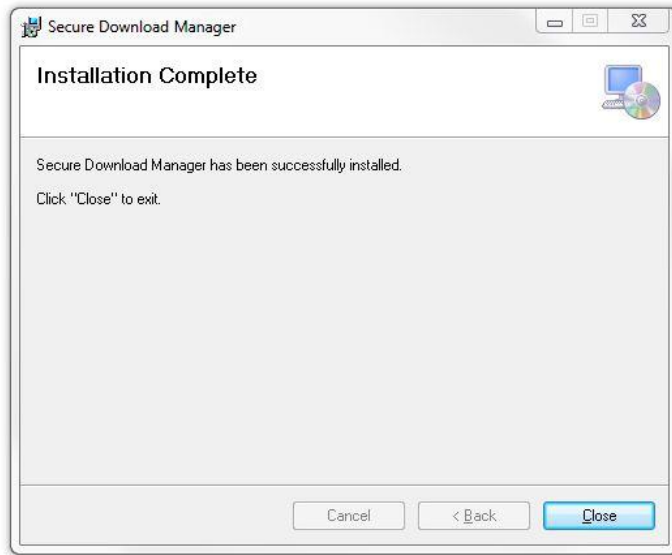


DOWNLOADING THE SDM – SDM SETUP WIZARD

The setup wizard guides the user through the steps to install the SDM on the user's computer. Once the user accepts the license agreement, the location of the SDM must be chosen and the user can begin installing the SDM. The following figures outline the process.







Once the SDM is downloaded, the user locates the file from step 1 and runs it to install the SDM. The user can now proceed to step 3.

USING THE SDM AND DOWNLOADING THE .SDX FILE

1. Once the SDM is installed, the user clicks the **Download SDX** button in step 3 to retrieve the .SDX file.
2. The user saves the .SDX file to the user's computer.
3. Depending on the browser, the SDM window may open when the .SDX has completed downloading or the user may need to locate the .SDX file to download the software (step 4).


A screenshot of a web interface for downloading software. At the top, three grey callout boxes point to specific features: "Order Details Displayed" points to the order information section; "Start/Pause/Resume Controls" points to the download progress bar; and "FAQs built in" points to the "FAQs" link in the top right corner. The main content area has a blue header "Download Your Software" and "Carleton College - Information and Technology - DreamSpark". Below this, it shows "Order Number: 100048627403", "Order Date: 2012-01-13", and "Download Location: C:\Users\khulan\Downloads" with a "Change Location" link. The software being downloaded is "Microsoft Windows 7 Professional 32-bit (English)", which includes a "24 Extended Access Guarantee (24 months) - Included" that expires on 2014-01-13. The size is 2 GB, and the progress bar shows 0% with a "Downloading..." status and a pause icon.

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4. Upon download completion, the file decryption process starts. No action is required by the user. As soon as the SDM has finished the decryption process (should take 10-15 seconds), the Launch button is displayed. The user can click the **Launch** button.

Download Your Software FAQs

Carleton College - Information and Technology - DreamSpark

Order Number: 100048627457
Order Date: 2012-01-13
Download Location: C:\Users\khulan\Downloads [Change Location](#)

 **Microsoft Windows 7 Professional 32-bit (English)**
24 Extended Access Guarantee (24 months) - Included
Expires 2014-01-13
Size: 2 GB

Done Launch

C:\Users\khulan\Downloads

CONTACT US

If you have any questions about the new Secure Download Manager contact us at DreamSpark@e-academy.com.