

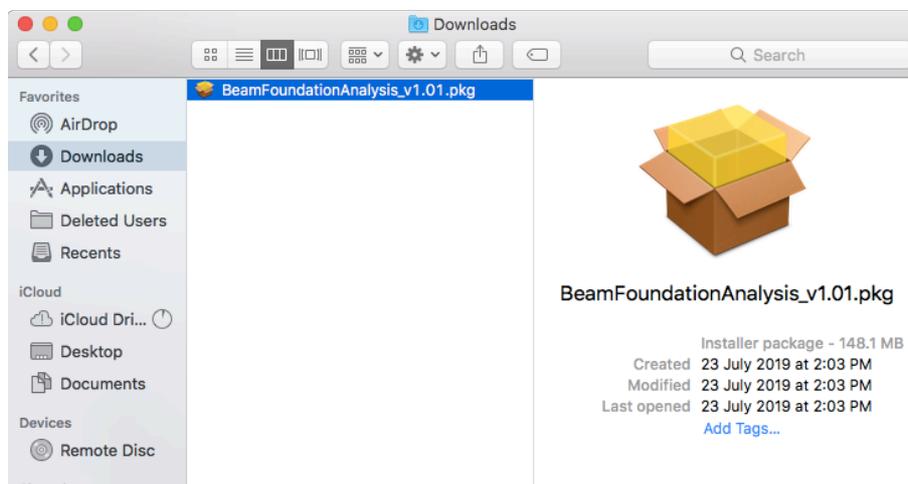
macOS Installation Guide

Download the latest installer from www.gemsoftware.org. After filling your contact information, you will receive an email with a link for downloading the installer from. This link is a unique link and will be valid for 72hrs.

Before getting started: In **System Preferences**, in the **Security & Privacy** menu – Ensure that Apps downloaded from App Store and identified developers are allowed.



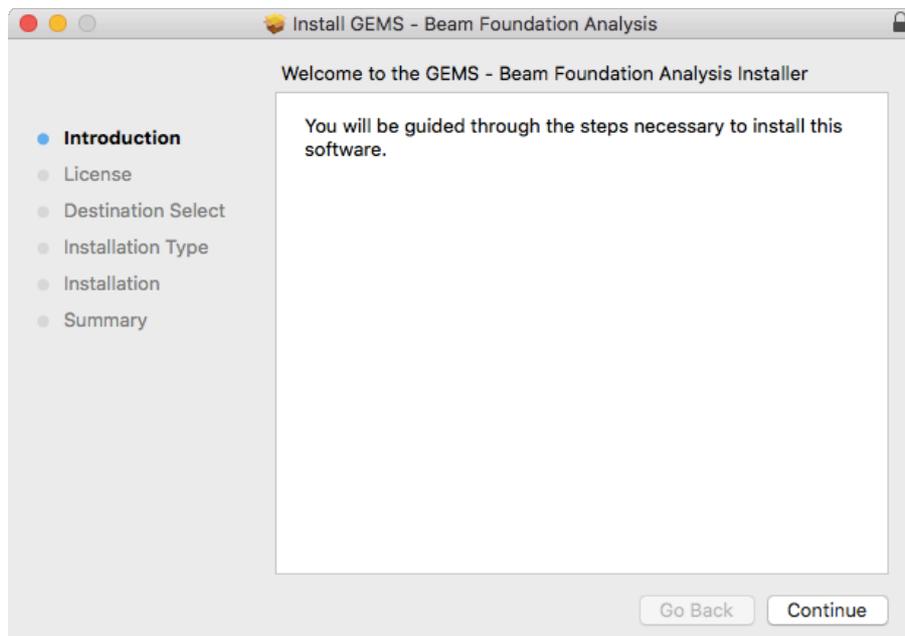
Step 1: Open the folder where the installer has been downloaded to and open the .pkg file



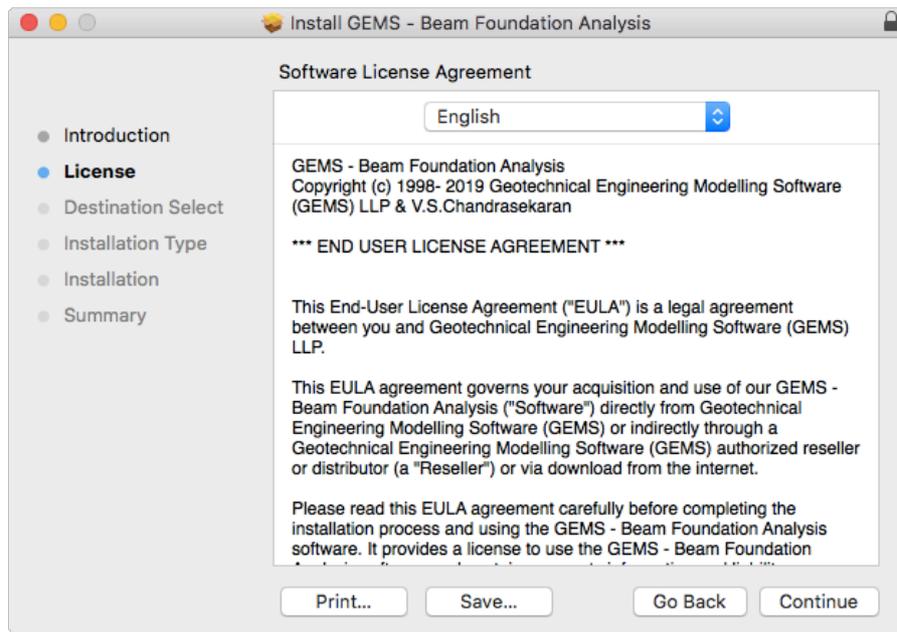
If you see a warning message like below, click on Open. (gemsoftware.org is a trusted Apple identified developer. Since the software was downloaded from the www.gemsoftware.org website and not from the Apple Store, you see this message).



Step 2: On the Introduction page, Click continue to proceed with the installation.

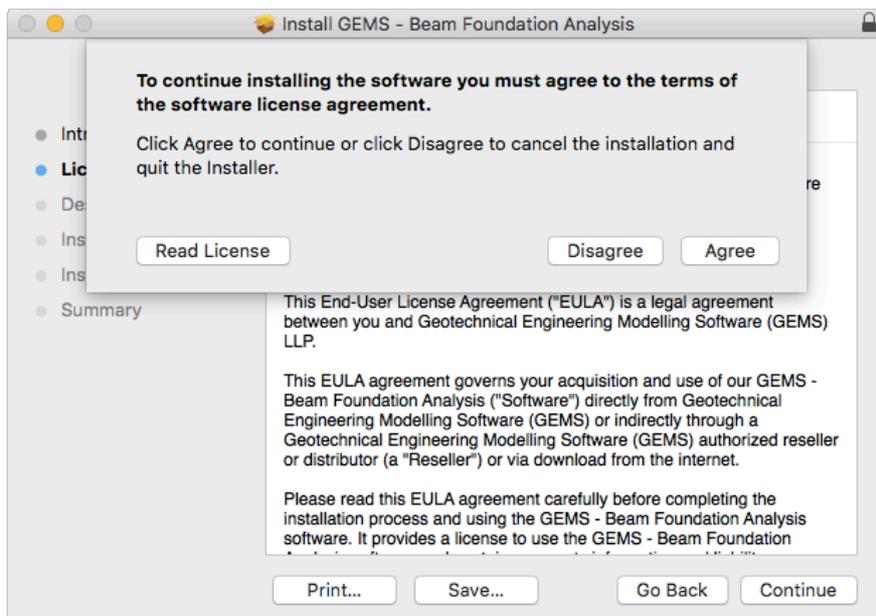


Step 3: Read the license agreement and if you accept it, click on continue. You can also save or print the licence agreement for your records.



Step 4: If you accept the license agreement, click on 'Agree'.

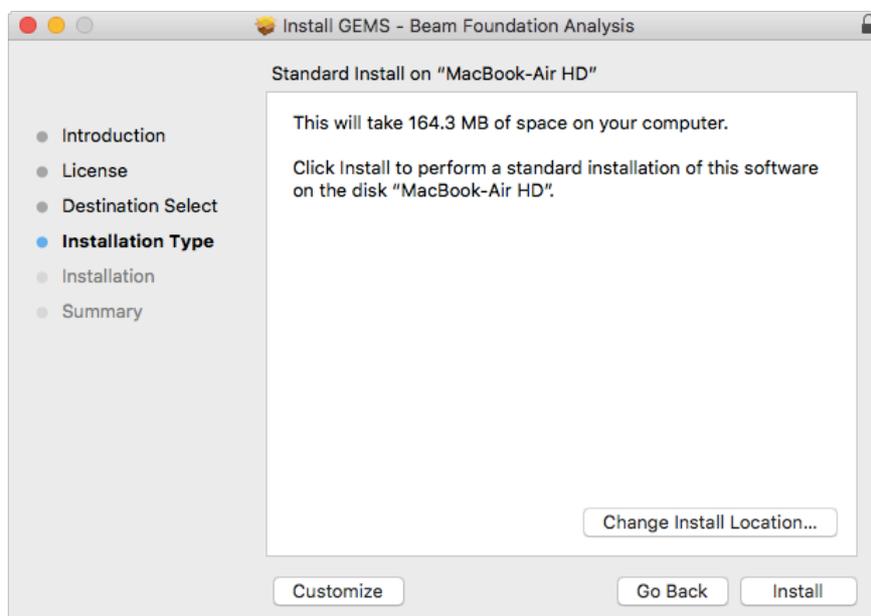
If you don't accept the license agreement, click on 'Disagree'. The installer will abort the installation and close. Please delete the installer file from your computer.



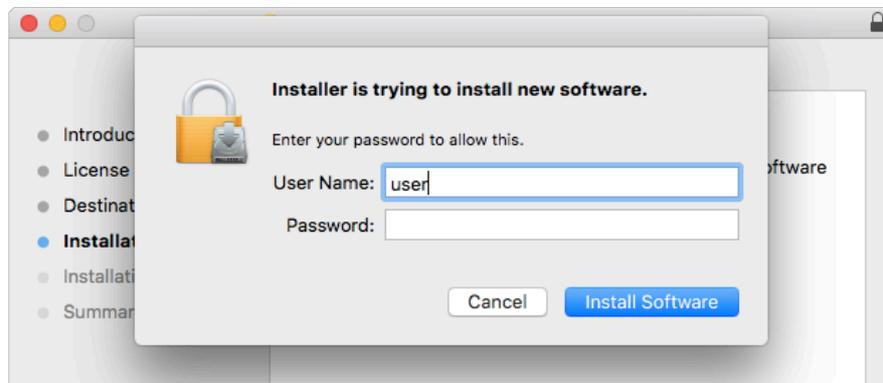
Step 5: Click on 'continue' on Destination Select page.



Step 6: Click on 'Install' and by default, it will install in '/Applications' folder.

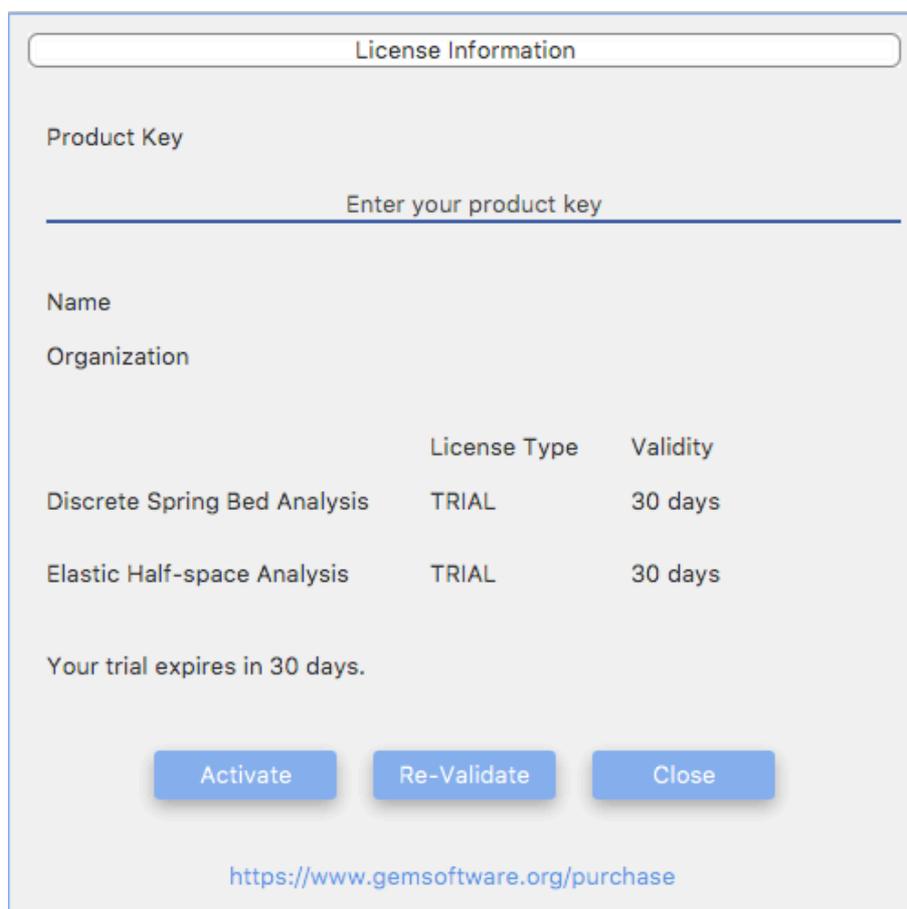


Step 7: Enter your User Name and Password and click on 'Install Software'. You should have admin rights to install this software.



You will see a progress bar indicating the installation progress.

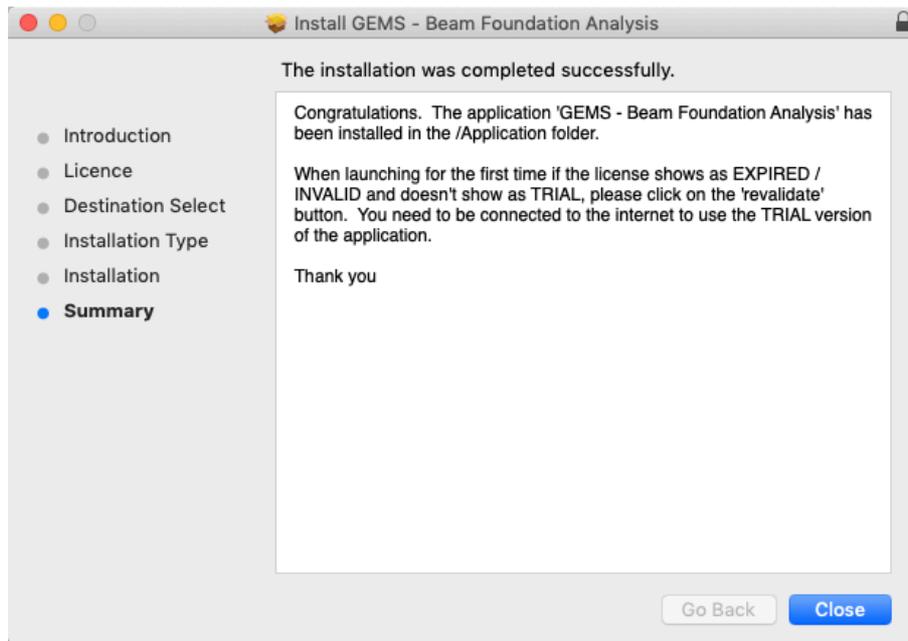
Step 8: If you are installing this application for the first time, you will see the license information window pop-up on your screen. This will activate the trial license on your computer.



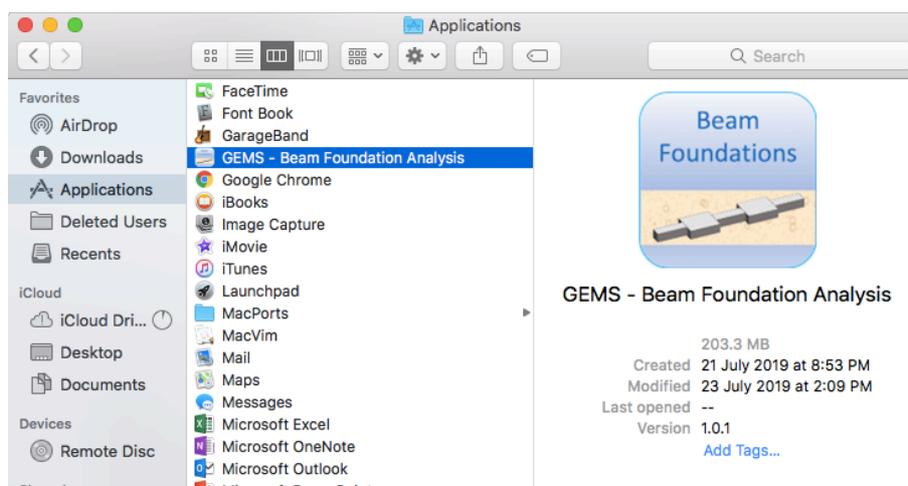
The license type should normally show up as **‘TRIAL’**. If the license type shows **‘INVALID’** or **‘EXPIRED’**, click on the re-validate button on the license window. Your computer needs to be connected to the internet for the activation to complete.

Once this is complete, you can close this window.

Step 9: The application has been installed in the /Application folder.



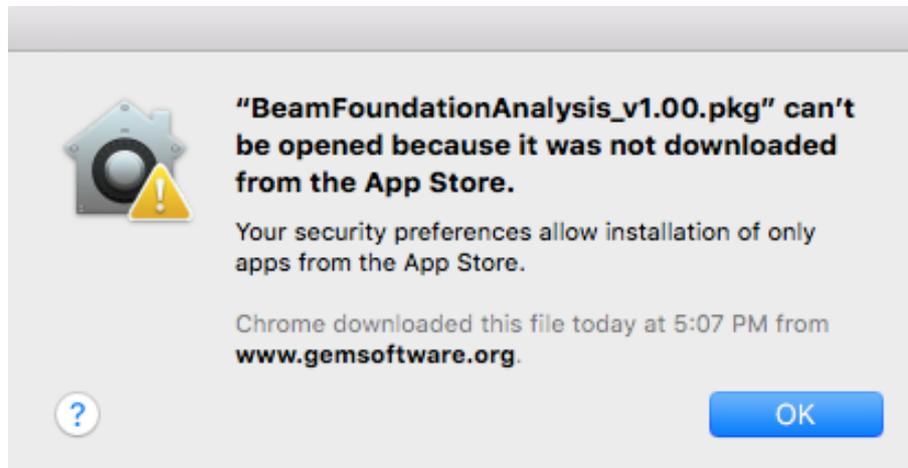
Step 10: You can launch the application going forward directly from the finder window by double clicking the icon.



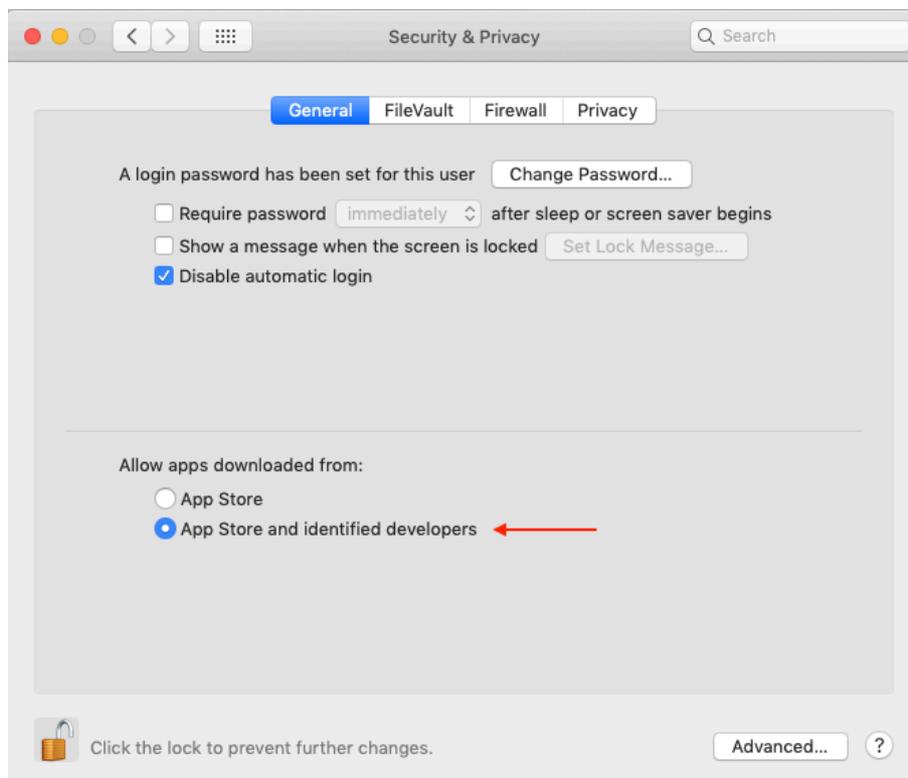
For support, please send email to support@gemsoftware.org

TROUBLESHOOTING INSTALLATION ISSUES

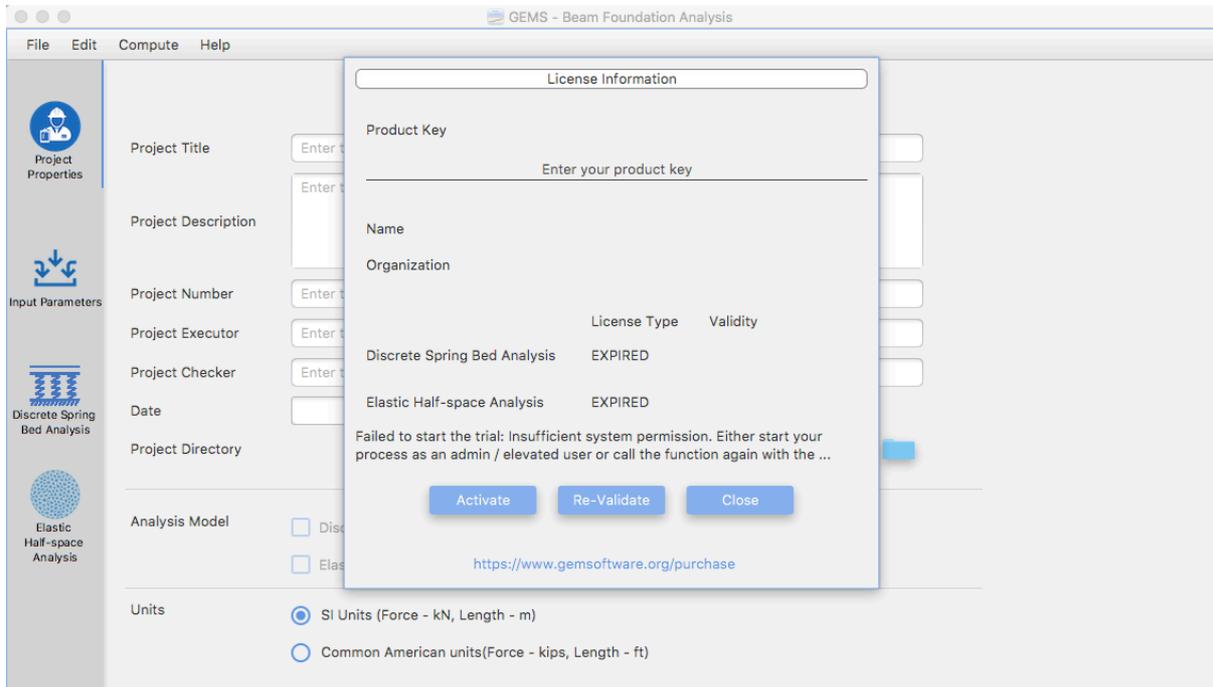
- 1) When I launch the installer, it gives the below message & I am unable to install further:



Under **Settings**, in the **Security & Privacy** menu – Ensure that Apps downloaded from App Store and identified developers are allowed.



- 2) When I launch the application, it opens the license information window and gives an error “Failed to start the trial: Insufficient system permission. Either start your process as an admin / elevated user.... “



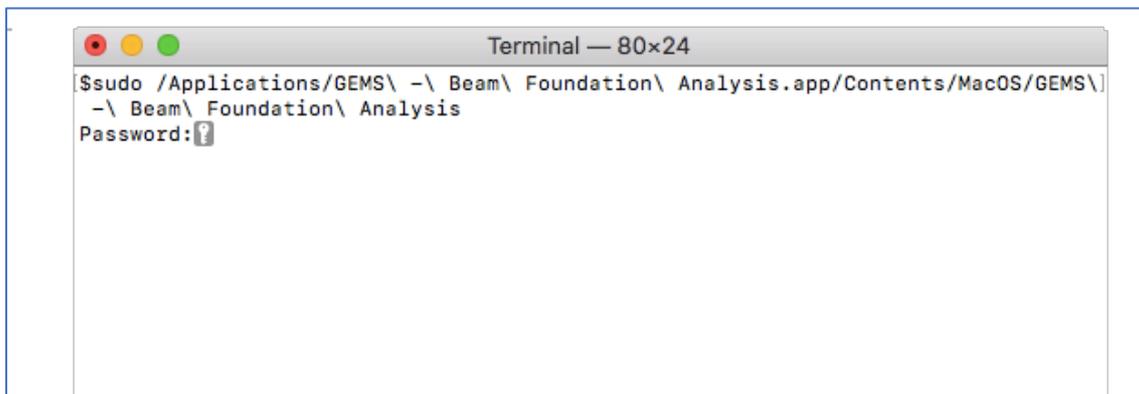
The application didn't bind the license with your computer successfully. To rectify this, follow the below steps

Open the Terminal App (in Finder, click on Applications -> Utilities -> Terminal)

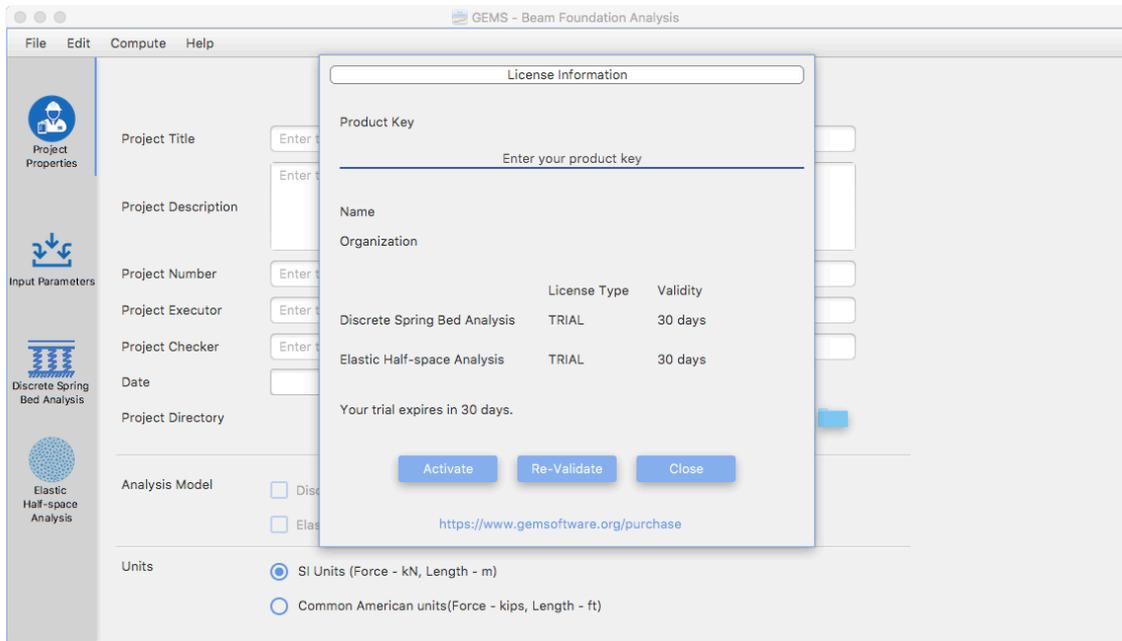
In the terminal window, at the command prompt, type the below command and your password when prompted for it.

```
sudo /Applications/GEMS\ -\ Beam\ Foundation\ Analysis.app/Contents/MacOS/GEMS\ -\ Beam\ Foundation\ Analysis
```

Password:



The application should open and display the license information



If the license type shows 'INVALID' or 'EXPIRED', click on the re-validate button on the license window. Your computer needs to be connected to the internet for the activation to complete.

Once this is complete, you should close this window and the application.