



Frequently Asked Questions

Product Download Site (PDS)

Date October 2018

File Product Download Site FAQs

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What is the Web address (URL) for the Product Download Site?

<https://compliance.download.wolterskluwer.com>

Why am I not seeing the product I want to download?

There can be a few reasons that you are not seeing a product in your Download Page.

1. Product buttons are available on the left side of the page. Make sure the proper product is selected.
2. Displayed at the top of the page is the name of the account you are logged in to. If there is a dropdown next to the account name, you have access to multiple accounts and may have the wrong account selected. Click the account name and select a different account to update the product list.
3. If you receive an error that is related to your product license. Contact Customer Service at (800) 552-9410 to review your product licensing.

How do I download files?

1. After logging in, select the applicable product from the left side menu.
2. Click the download button to the right of the desired file to begin the download.



File not yet downloaded



File previously downloaded

Depending on the Internet browser you are using, the file will either download automatically to the Downloads folder on your computer (Google Chrome), or prompt you to **Open**, **Save**, or **Cancel** (Internet Explorer).

If you are prompted, you can click **Save** to save the file to the Downloads folder. Or, you can click the down arrow next to Save and select **Save as** to browse to a different location to save the file.

How do I install from the downloaded file?

Depending on the version of Windows installed on the computer, there are a few options available.

Windows 8 / Windows Server 2012 or newer:

1. Right-click the downloaded file and click **MOUNT** to create a virtual CD-ROM drive. You can run the installation directly from within this virtual drive.
2. Open the ISO file and then save the files into a folder of your choosing. You can then run the installation from that folder.

Windows 7 / Windows Server 2008 R2 or older:

These versions of windows do not directly support opening of ISO files. There are other options available:

1. Download and extract the installation files from a Windows 8 / Windows Server 2012 or newer computer.
2. Utilize a 3rd party compression software program (such as 7-Zip, WinZip, or WinRAR) to open and extract the contents of the ISO file.
3. Contact SupportLine at (800) 274-2711 to obtain instructions to download the file, in a ZIP format, from our Secure FTP site.

Why am I being prompted to save or burn the ISO file to a CD?

Wolters Kluwer has chosen to utilize .ISO file type for all our products on the Product Download Site to stay consistent. If you are getting this message it is likely you are on an older operating system that doesn't directly support opening of .ISO files. Refer to [How do I install from the downloaded file?](#) section of this guide for alternate options.

Why are the download files in an ISO file format?

Some of the Wolters Kluwer products have multiple installation files plus other supporting files on the CD. To be consistent across products, we chose to utilize the ISO file format that creates the CDs as the one file download.

On newer operating systems, customers can mount the ISO using the built-in virtual CD-ROM drive provided by the operating system. If you have an older operating system, such as Windows 7 or Server 2008 R2, refer to [How do I install from the downloaded file?](#) section of this guide for alternate options.

How do I get product Release Notes from the Product Download Site?

Product Release Notes are located on our Solutions Support Website at: www.wolterskluwerfs.com/support/.

Login to the Solutions Support Website and from the **Products** menu, select the applicable product. Then select **User Documentation** from the right-side menu to locate the desired documentation.

Why can't I use the Search Bar?

To utilize the Search bar, you first need to select what to Search By. Click the **Search By** button and select either Title, Version, Description, or Post Date. You will then be able to enter text in the Search bar.

What does "First User Downloads" mean?

This means that after a user from your organization has downloaded the new product, you will no longer receive reminder messages for the release. You will get reminders for the next release in the same process.

What does "Enabled/Disabled for Current User" mean?

This means, that for the product highlighted on the left, you will receive reminder messages of the new release, or if it says disabled, you will not receive the reminders. You will receive the initial release either way.

Who are my Product Download Site Administrators?

The list of Product Download Site Administrators is located at the bottom right corner of the page, within the Reminder Summary box. If you click the email address it will generate a new email addressed to them.

How can I receive more training on the Product Download Site?

Training videos for the Product Download Site can be found by clicking the Help link at the top of the Product Download Site page. This will take you to the Solutions Support Website where you can login and view the videos.