

ArcGIS 10 Software Download Frequently Asked Questions

1. How big are the download files and how long does it take to download?

The following table provides information regarding the size of the download files. Download times will vary depending on your specific internet connection download capability.

Product Line	Products Available for Download	File Size (approximate)
ArcGIS Desktop	ArcGIS Desktop 10	3.2 GB
	ArcReader 10	1.6 GB
	ArcGIS Desktop Tutorial Data 10	2.0 GB
	Esri Data & Maps for ArcGIS 10	8.0 GB
ArcGIS Server Enterprise	ArcGIS Server Enterprise 10 for Windows	3.0 GB
	ArcGIS Server Enterprise 10 for Red Hat Linux Enterprise and SUSE Linux Enterprise	3.2 GB
	ArcGIS Server Enterprise 10 for Sun Solaris on SPARC	3.2 GB
	ArcSDE 10 for Windows	1.0 GB
	ArcSDE 10 for UNIX	2.5 GB
	Esri Data & Maps for ArcGIS 10	8.0 GB
	Esri Data & Maps for ArcGIS Server 10	8.0 GB
ArcGIS Server Workgroup	ArcGIS Server Workgroup 10	3.5 GB
ArcGIS Engine Developer Kit	ArcGIS Engine Developer Kit 10 for Windows	2.6 GB
	ArcGIS Engine Developer Kit 10 for Red Hat Linux Enterprise and SUSE Linux Enterprise and Sun Solaris on SPARC	2.75 GB
	ArcGIS Engine Runtime 10	2.6 GB
ArcGIS Engine Runtime	ArcGIS Engine Runtime 10	2.6 GB
ArcIMS	ArcIMS 10	3.4 GB
	ArcIMS Gazetteer	0.65 GB
ArcInfo Workstation	ArcInfo Workstation 10 for Windows & Sun Solaris on SPARC	1.9 GB

Product Line	Products Available for Download	File Size (approximate)
ArcGIS Image Server	ArcGIS Image Server 10	0.50 GB
ArcGIS Workflow Manager	ArcGIS Workflow Manager 10	0.07 GB
ArcGIS Server Workflow Manager	ArcGIS Server Workflow Manager 10	0.08 GB
Esri Mapping and Charting Solutions	Esri Production Mapping 10	0.25 GB
	Esri Aeronautical Solution 10	0.35 GB
	Esri Defense Mapping 10	0.40 GB
	Esri Nautical Solution 10	0.35 GB
ArcGIS Data Reviewer	ArcGIS Data Reviewer 10	0.10 GB
Tracking Server	Tracking Server 10	0.50 GB
ArcPad	ArcPad 10	0.20 GB
	Esri StreetMap Premium Tele Atlas North America (USA and Canada)	2.0 GB
	Esri StreetMap Premium Tele Atlas Europe	3.0 GB

2. Can I burn my own DVDs for backup or internal distribution?

Yes – you can burn your own DVDs for backup and distribution within your organization.

3. Is there a limit to the number of times I can download the media?

No – Esri will not limit the number of times you can download media.

4. Can I download more than one file at a time?

Yes – it is possible to download multiple products simultaneously as well as manage/pause existing downloads.

5. Can I request physical media later on if needed?

Yes - Although there are many benefits to using the download method to obtain your ArcGIS 10 updates, we realize this is not always possible. If you would like to receive physical media, please complete the [order form](#).

6. What do I do if I am unable to install the download file?

If you cannot install a downloaded file, the file may have been corrupted during download. Please try downloading the file again. If you are still unable to install the file, you can order the physical media using our [order form](#). If you have other issues with the installation of your product, please contact [Esri Canada Technical Support](#) for assistance.