

Getting the Software and Installing ArcGIS Pro 2.9

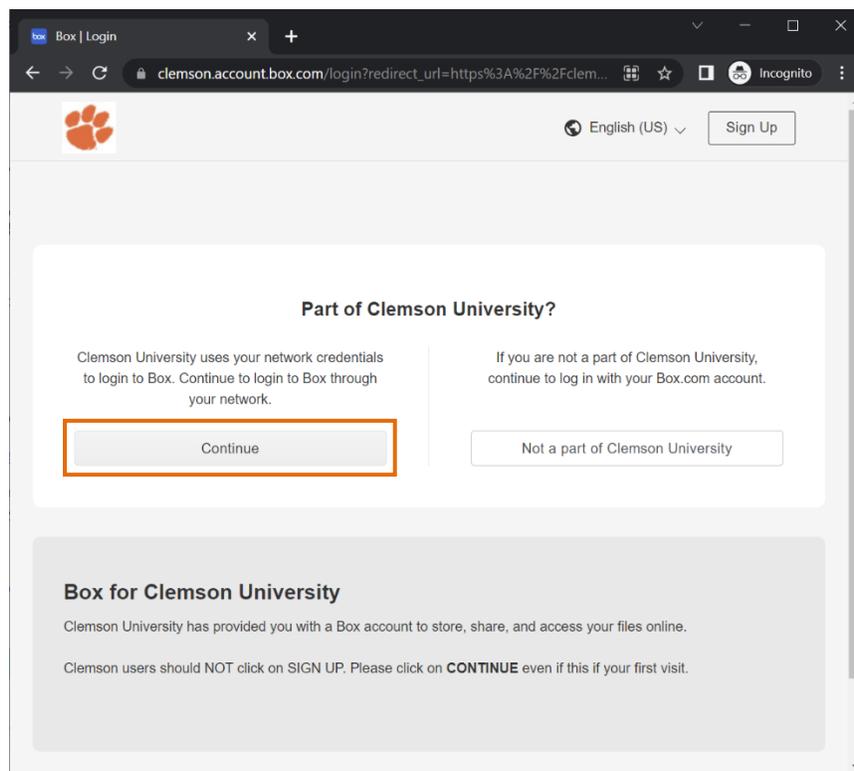
Clemson students, staff, and faculty can download installers of ArcGIS Pro 2.9 from Clemson Box and install it on their own machines. See below for instructions:

1. Downloading the software

1.1. Installers of ArcGIS Pro 2.9 are saved in Clemson Box. You can obtain them from the following link.

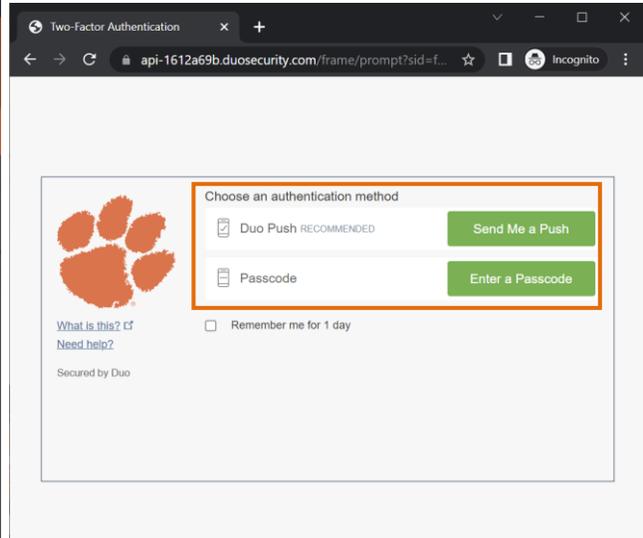
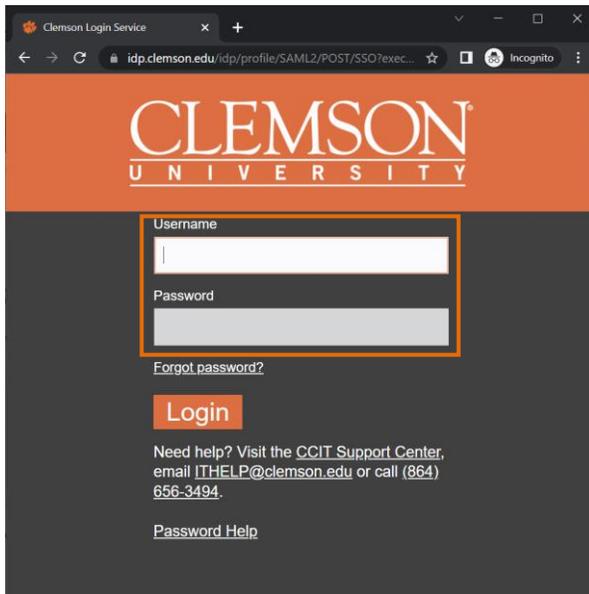
<https://clemson.app.box.com/folder/169793449339?s=yeu6glrvs5fm2bc2xorrwzbuiv51653a>

Click on **Continue**.



Note: For those of you who are not familiar with Clemson Box, please visit the following Knowledge Base page: <https://ccit.clemson.edu/support/kb/?id=546>

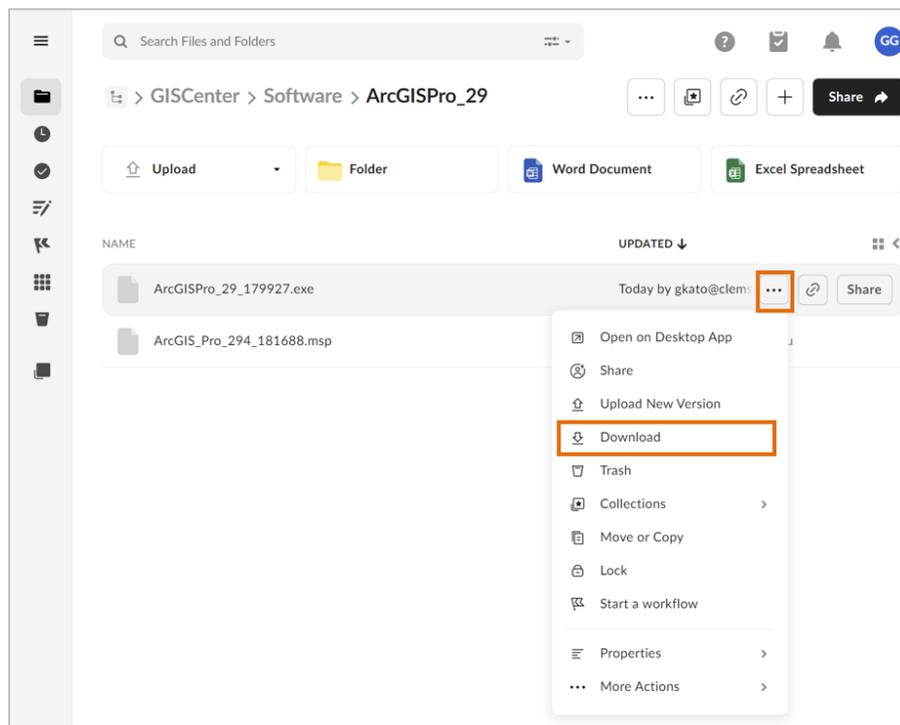
1.2. You will be prompted to the following window. Enter your Clemson username and password. Then, complete Duo, Two Factor Authentication.



Note: For those of you who do not know how to use Duo, please visit Knowledge Base page Duo - Enrollment: <https://ccit.clemson.edu/support/kb/?id=546>

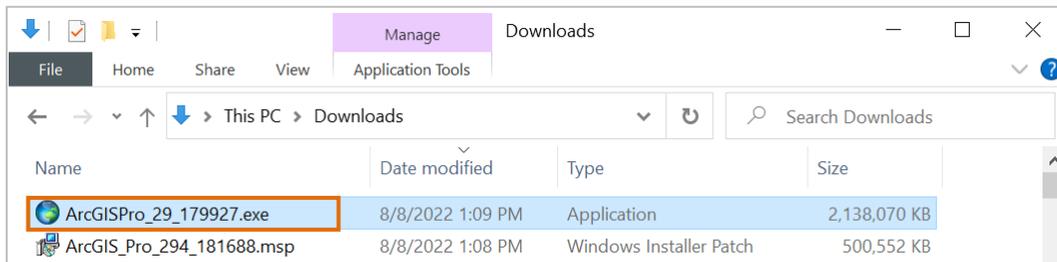
1.3. You will find the following two installers. For each, select **More Option**  , and click **Download** to save them on your local machines.

- ✓ ArcGISPro_29_179927.exe
- ✓ ArcGIS_Pro_294_181688.msp



2. Installing the software

2.1. Once the download is complete, go to your downloads folder and find the installers. First, you need to install ArcGIS Pro 2.9 (.exe extension). Double click on [ArcGISPro_29_xxxx.exe](#).



Warning: ArcGIS Pro 2.9 must be installed prior to installing any ArcGIS Pro 2.9 patches.

2.2. The destination should already be set for you. If you wish to change the destination folder click Browse. Otherwise click [Next](#) (Figure 2.1). After the files have been extracted, you will see the Windows Installer. Let it run (Figure 2.2).

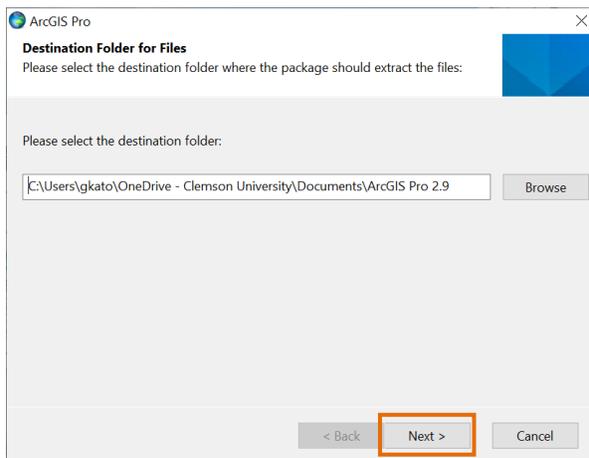


Figure 2.1

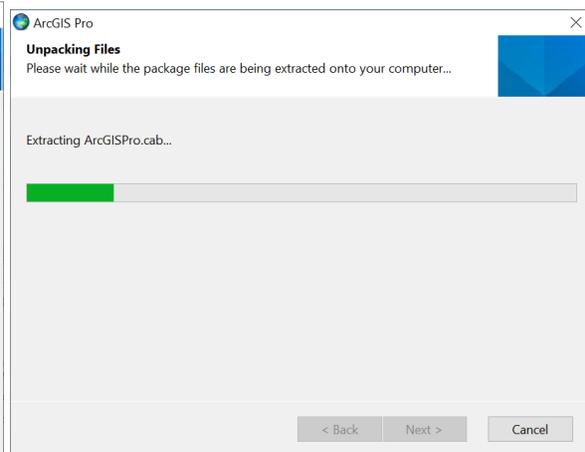
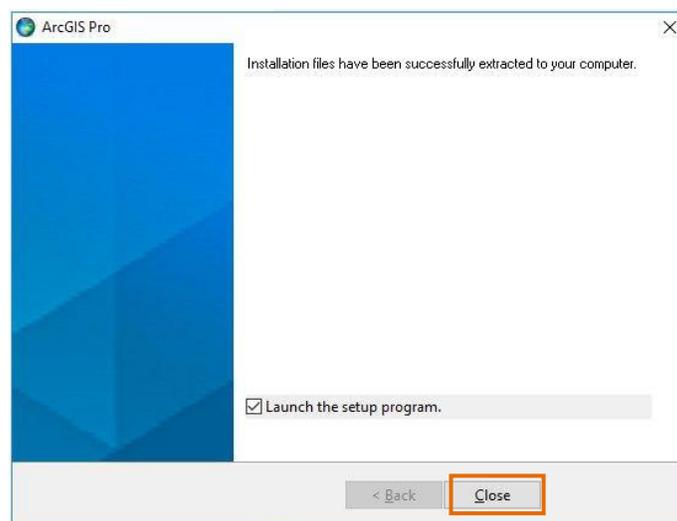
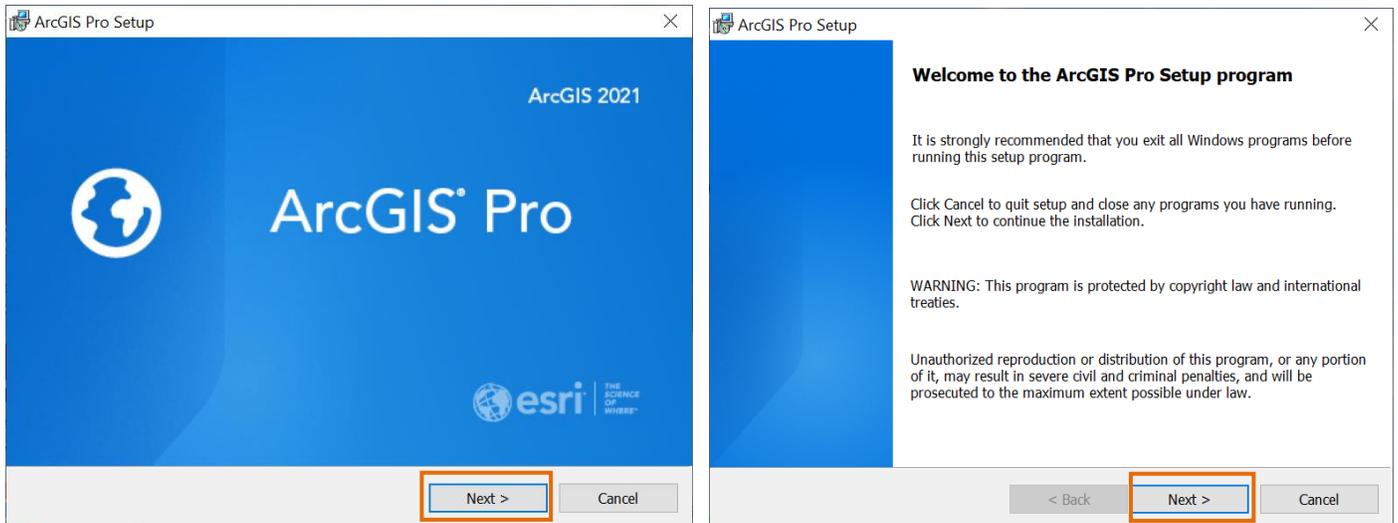


Figure 2.2

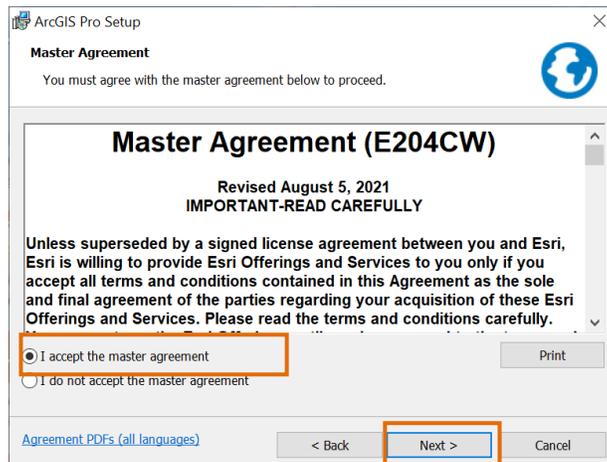
2.3. After the installation files have been extracted successfully, click [Close](#).



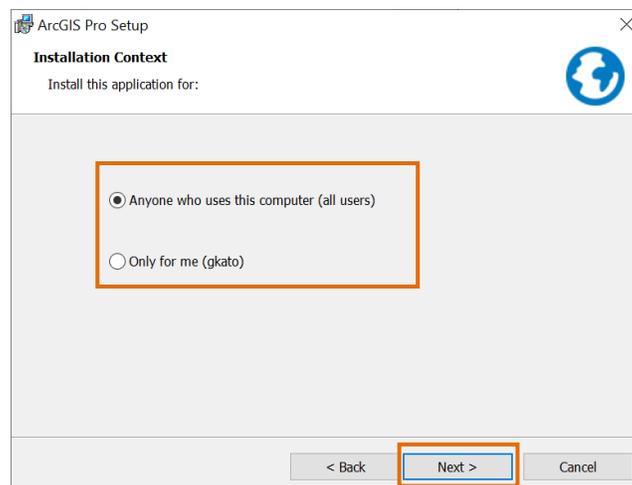
2.4. The ArcGIS Pro setup program should open automatically. Then click **Next** two times.



2.5. Now, click on **I accept the master agreement**, and click **Next** again.

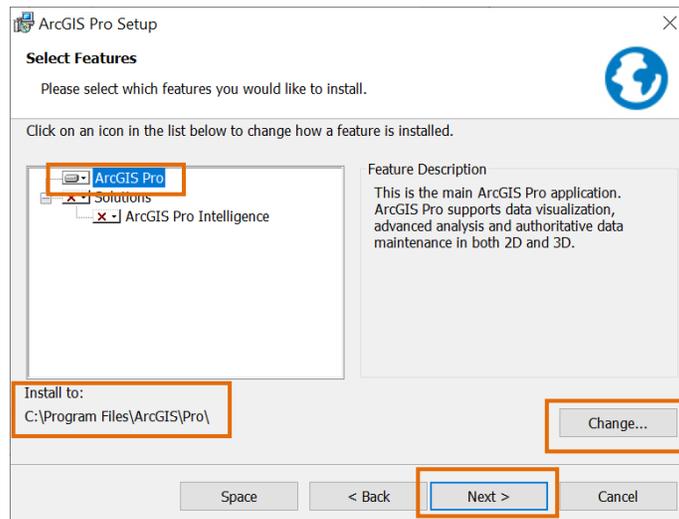


2.6. When asked to choose Installation Context, choose the type you need and click **Next**.

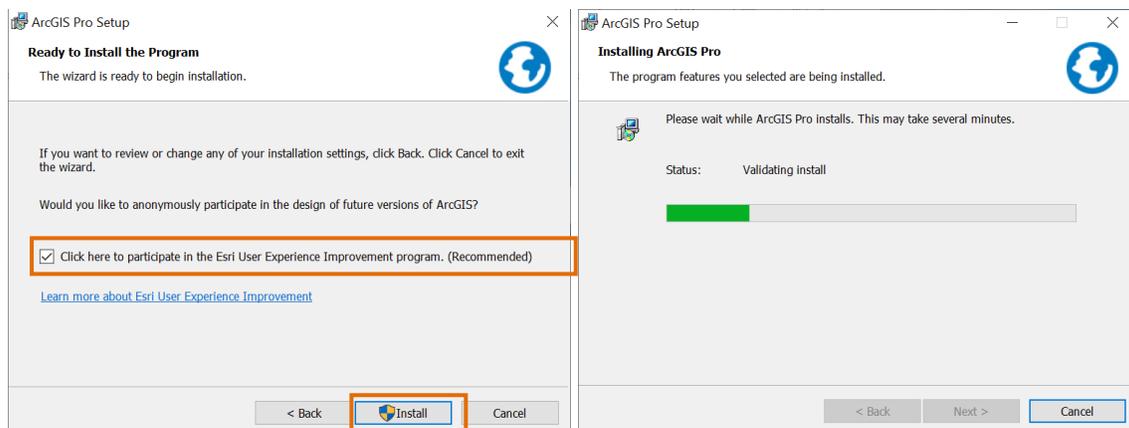


2.7. Select Features you need. Unless you need a specific solution, ArcGIS Pro should suffice. If you

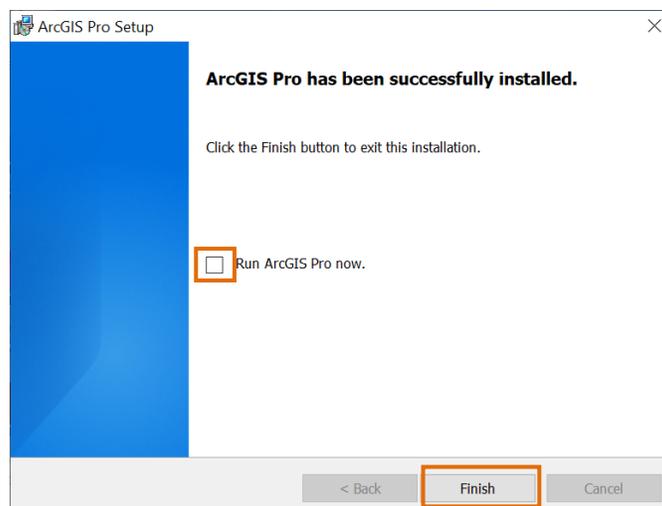
want to change installation folder, click [change](#). For most cases, default installation directory should be good. Click [Next](#).



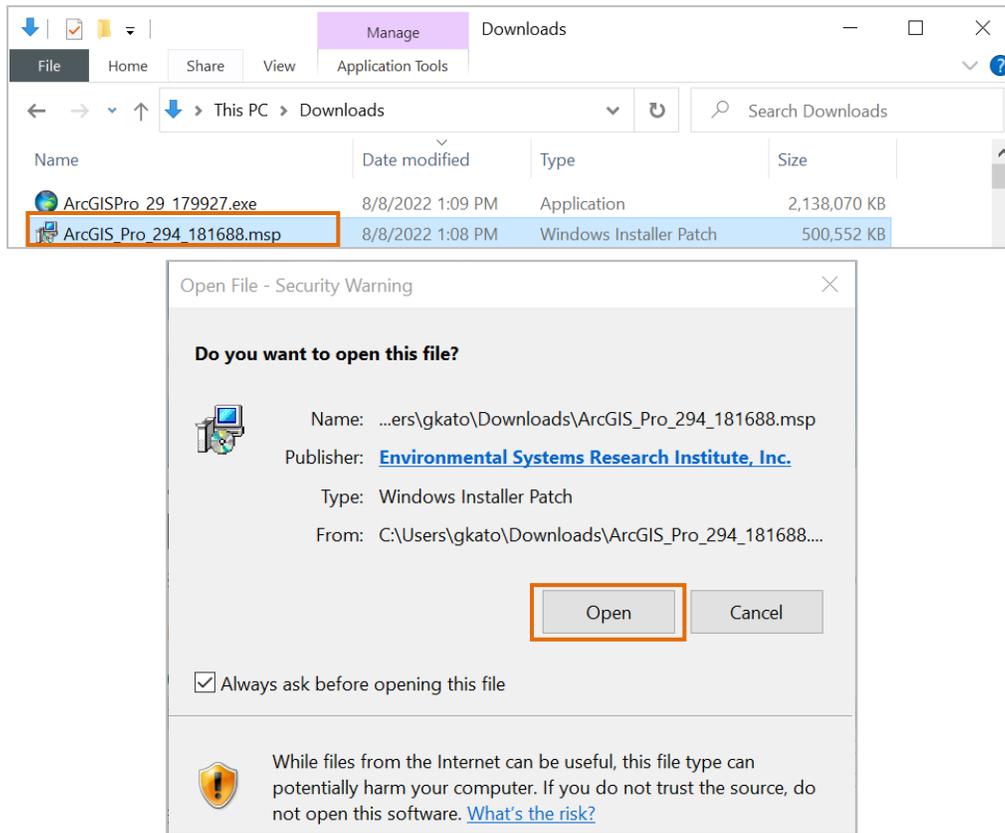
2.8. If you would like to participate in the ESRI User Experience Improvement program, check [Click here to participate in the Esri User Experience Improvement Program](#). Click [Install](#) to start installation.



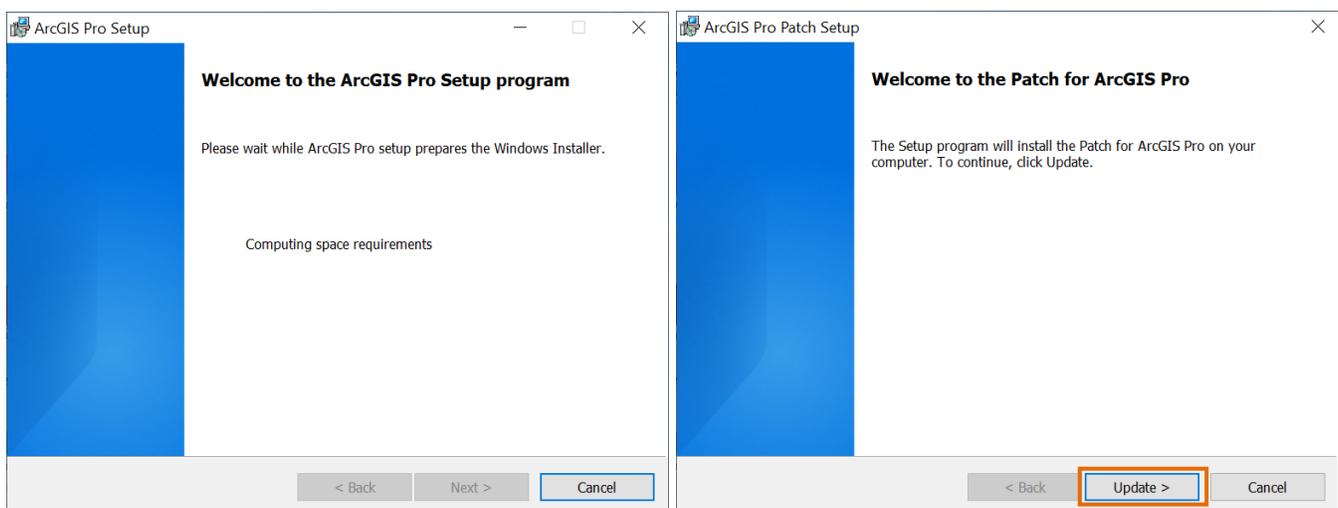
2.9. Let the installer run. You will be prompted to the window below. For now, [unselect Run ArcGIS Pro now](#), as we will install ArcGIS Pro Patch. Click [Finish](#).



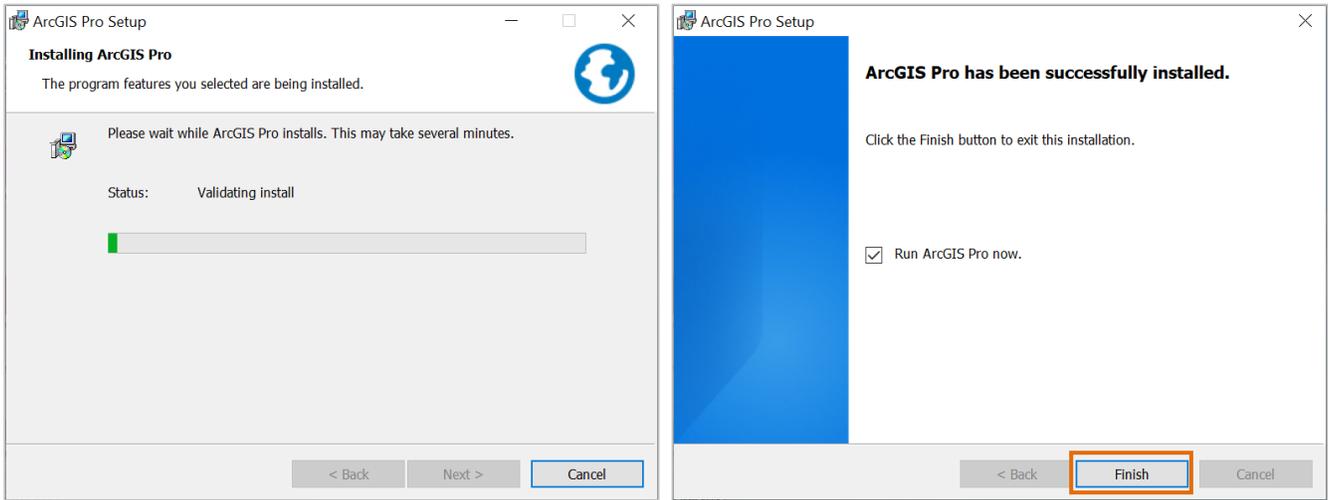
2.10. Next install [ArcGIS Pro 2.9 Patch \(2.9.4\)](#). Double click on [ArcGISPro_294_xxxx.msp](#) and select [Open](#) for a prompt message below to run the installer.



2.11. Installer will calculate computing space requirements. After completion, click [Update](#) to proceed.



2.12. Let the installer run. You will be prompted to the window below. Click [Finish](#) to start ArcGIS Pro.

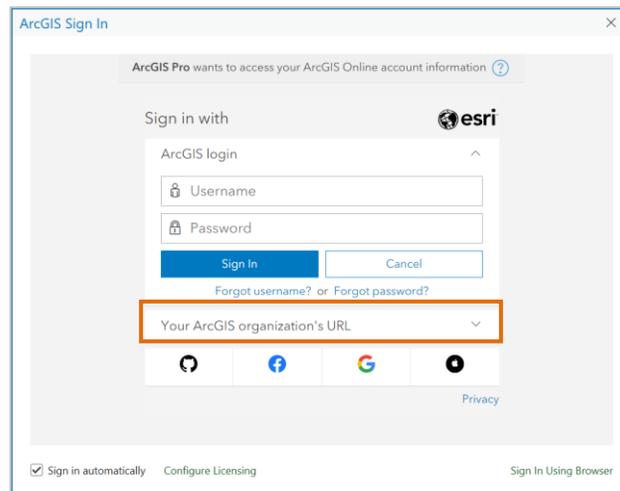


3. Authorizing your software

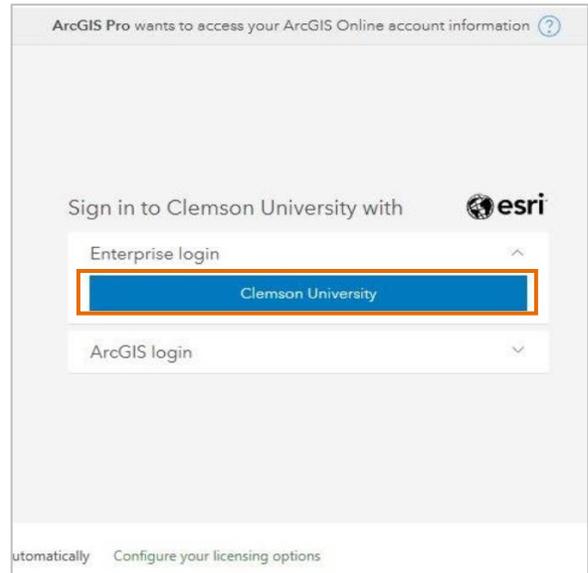
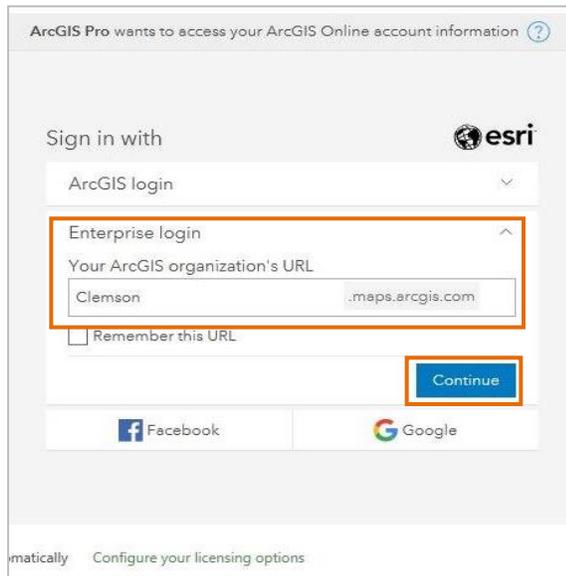
You have several options to [authorize](#) your ArcGIS Pro software. In this tutorial, we will only use the [Named User license](#), which uses your ArcGIS Online account.

With the Named User license type, ArcGIS Pro core and extension licenses are automatically assigned to members of Clemson University's ArcGIS Online organization by CCGT staff.

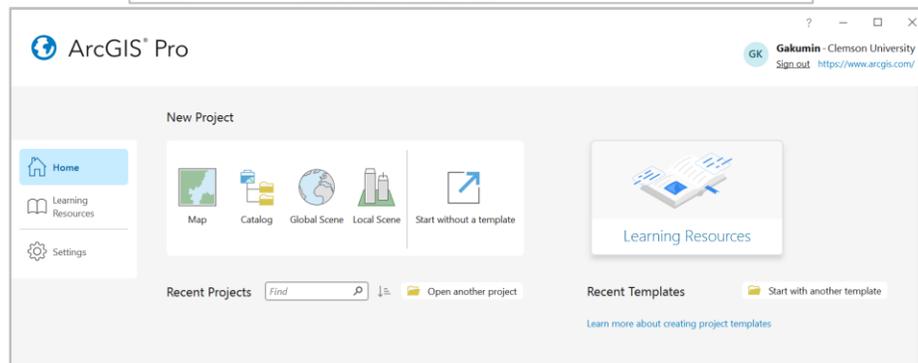
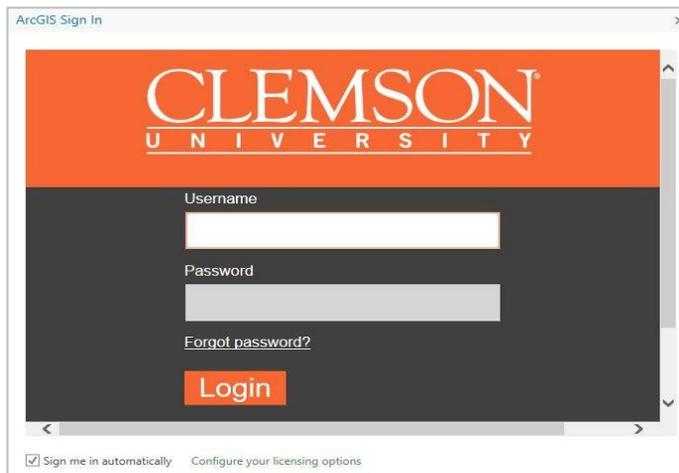
3.1. Once the installation is finished, launch your software (go to Start menu and open ArcGIS Pro). You will be prompted to the window below. Click [Your ArcGIS organization's URL](#).



3.2. Enter *Clemson* in the **Your ArcGIS organization's URL** box and then click on **Continue**. In the following screen, click on **Clemson University**:



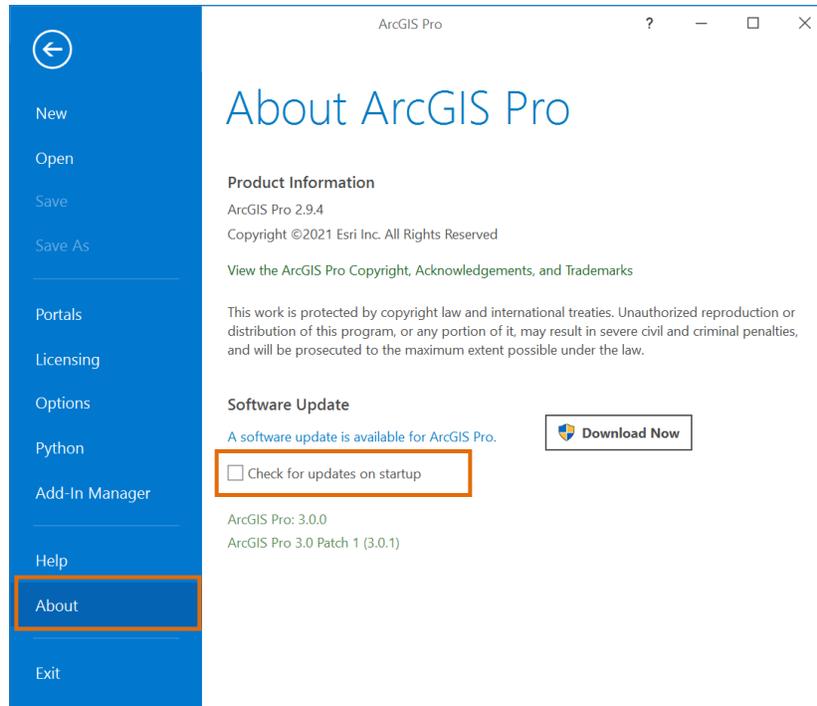
Enter your Clemson username and password. Your software should be licensed now. Your start screen should look similar to the one below.



Warning: Note that if you disconnect from the Internet or if you sign out from your account, you have 60 minutes to save your work before the software automatically closes.

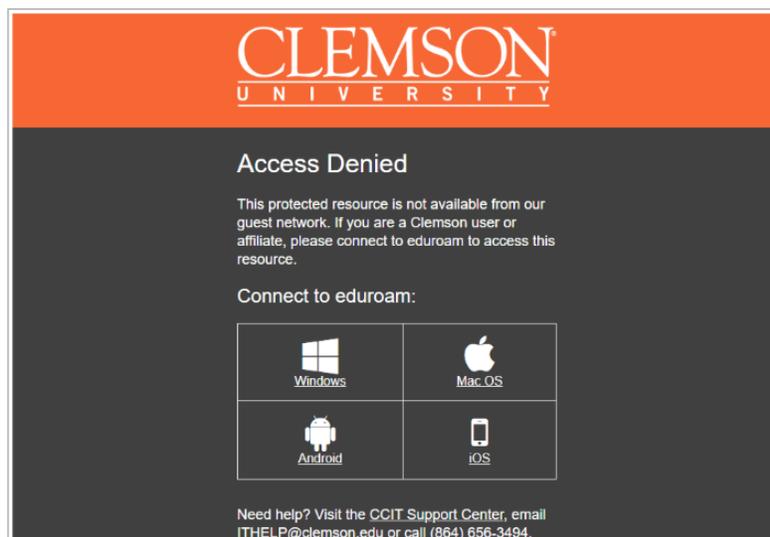
4. Setting

- As of August 2022, CCGT recommends using ArcGIS Pro 2.9. Therefore, let us disable “Check for updates on startup” to avoid unexpected upgrade to ArcGIS Pro 3.0.x. To do that, start [ArcGIS Pro](#) and select [About](#) tab on the left. Uncheck “[Check for updates on startup](#)”.



Troubleshoot: Access Denied at Clemson University login

If you use **clemsonguest** Wi-Fi at Clemson University campus, you will see the following warning in signing in. To fix this issue, connect to **eduroam** Wi-Fi on the campus.



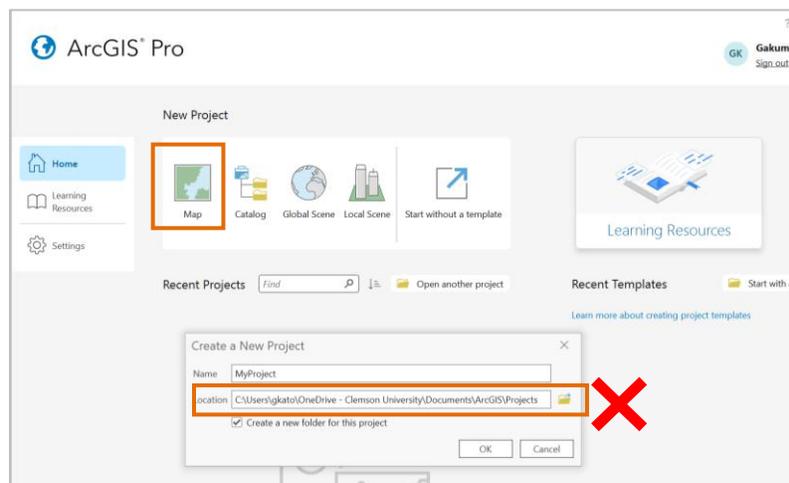
Troubleshoot: Default Project Location is set to Cloud Storage Services, such as OneDrive and Google Drive.

As of July 19, 2022, ArcGIS Pro does not support the use of **Cloud Storage Services**, such as OneDrive and Google Drive, unless otherwise stated in the ArcGIS Pro user interface or documentation about specific tools and functionality. For more information, visit [Technical Support of ESRI](#).

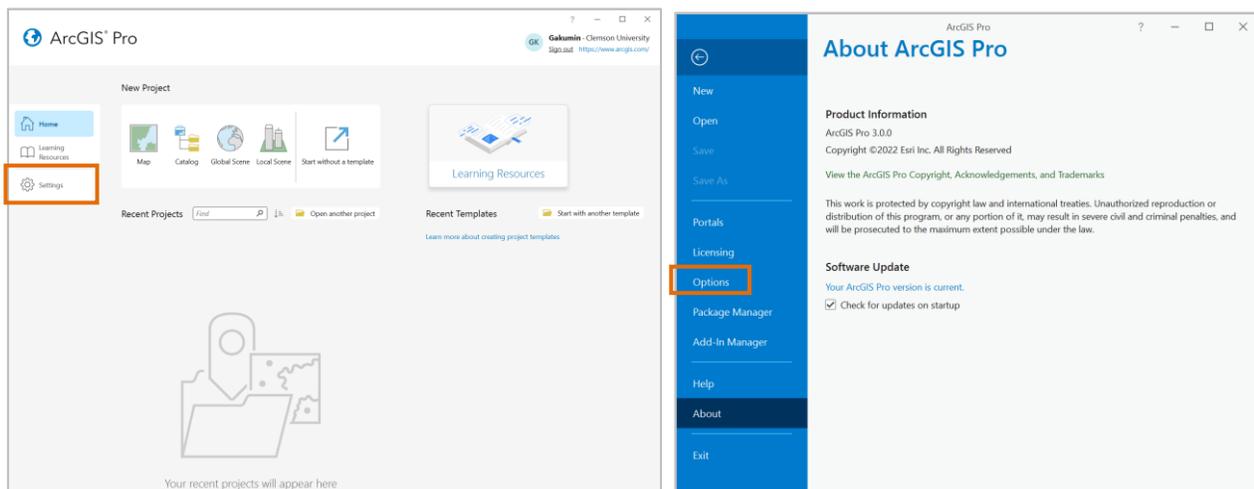
By default, projects are saved to your user profile directory at Documents\ArcGIS\Projects. Depending on each workstation's configuration, some user profile directories use Cloud Storage Services.

To confirm, start ArcGIS Pro, click **Map** icon, and see Location of **Create a New Project** window pops up. See [Location](#) to confirm if default Project Location uses Cloud Storage Services. This example below shows that OneDrive is used for a default location. In this case, it is highly recommended to change its default Project [Location](#) to local folder on your PC or U drive (\\home.clemson.edu\homes), your personal home directory of Clemson network drives, that do not use Cloud Storage Services.

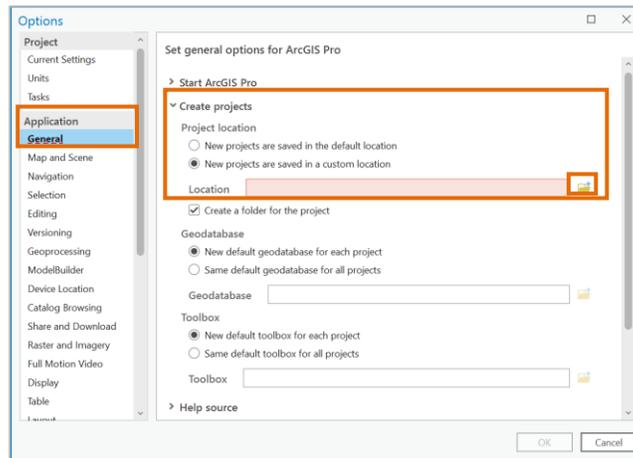
For more information on Clemson Network Drive, please visit [here](#).



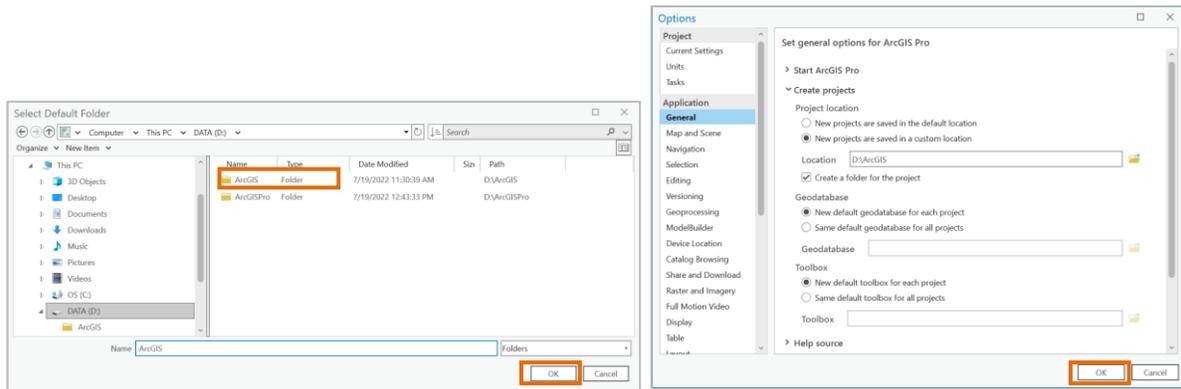
To change default Project Location, go to [Setting](#), click [Options](#) to open Options window.



Under **Application** tab, click **General**, and open “**Create projects**”. Select **New projects are saved in a custom location** and click **folder icon** to specify location.



Select an arbitrary folder on your PC or U drive (\\home.clemson.edu\homes). In this example, select **ArcGIS** folder in local D drive and click **OK** twice.



From the next time, ArcGIS Pro will create a new project under the specified folder.

