

GEMSai macOS Installation Guide

Getting the installer

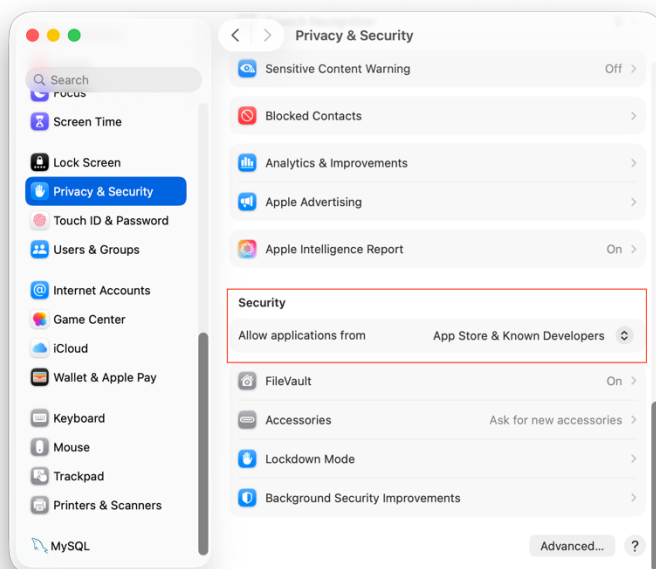
Download the latest installer from www.gemsoftware.ai After filling your contact information, you will receive an email with a link for downloading the installer. This link is a unique link and will be valid for 30 days.

System Requirement:

- MacOS 10.13+ (High Sierra and above)
- Apple M Series
- Intel based macs (Available for v2.0.0 software and earlier)
- 4GB+ RAM
- 400 MB HD Free Space
- Display - 1024*800 or higher

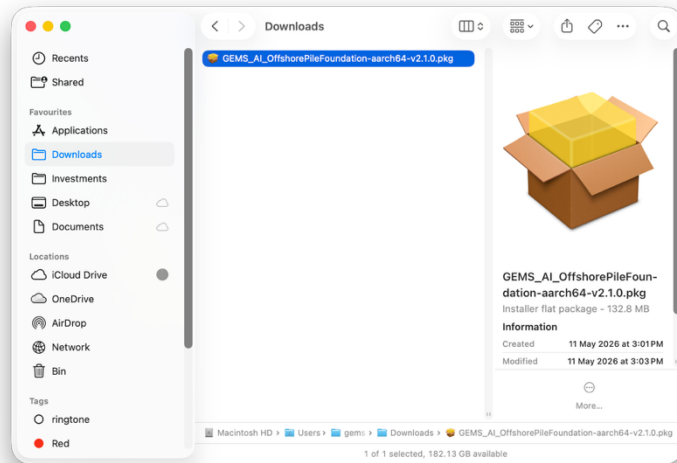
Before getting started:

In **System Preferences**, in the **Privacy & Security** menu – Ensure that Allow Applications from App Store & Known Developers are allowed.

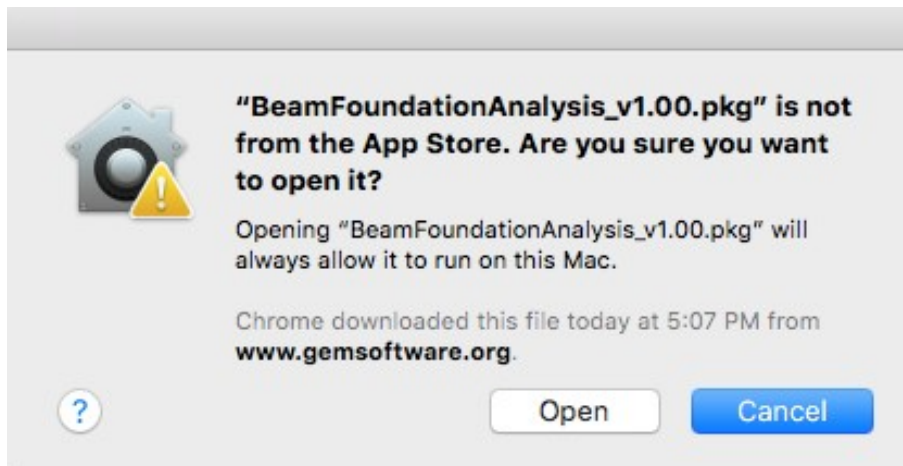


Installation

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

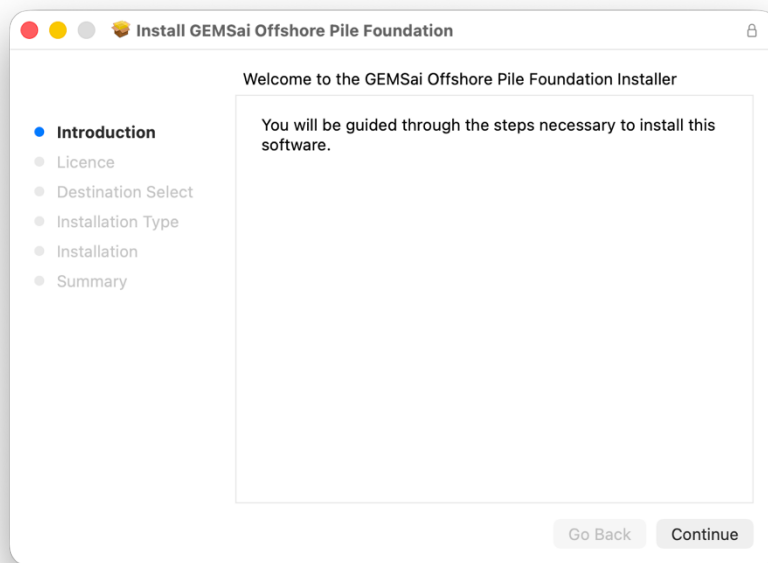


If you see a warning message like below, click on Open. (gemsoftware.ai is a trusted Apple-identified developer. Since the software was downloaded from the www.gemsoftware.ai website and not from the Apple Store, you see this message).



Step 1: Introduction

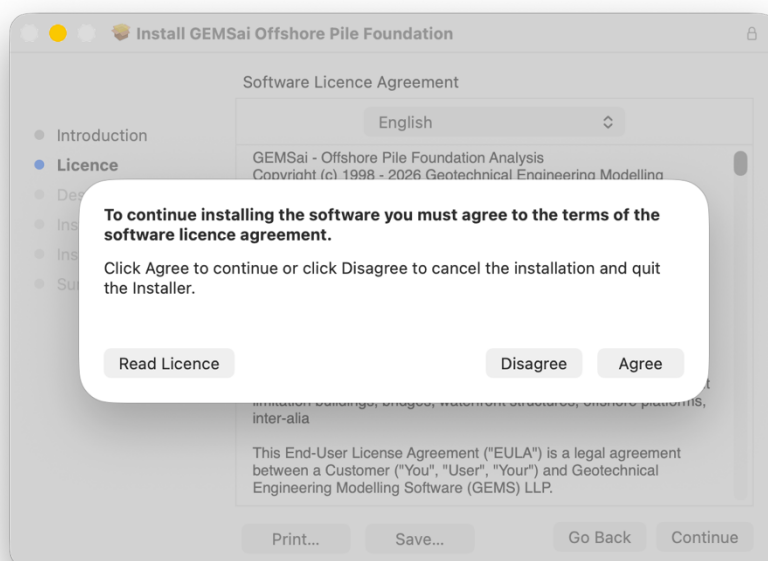
Click [Continue](#) to proceed with the installation.



Step 2: Licence

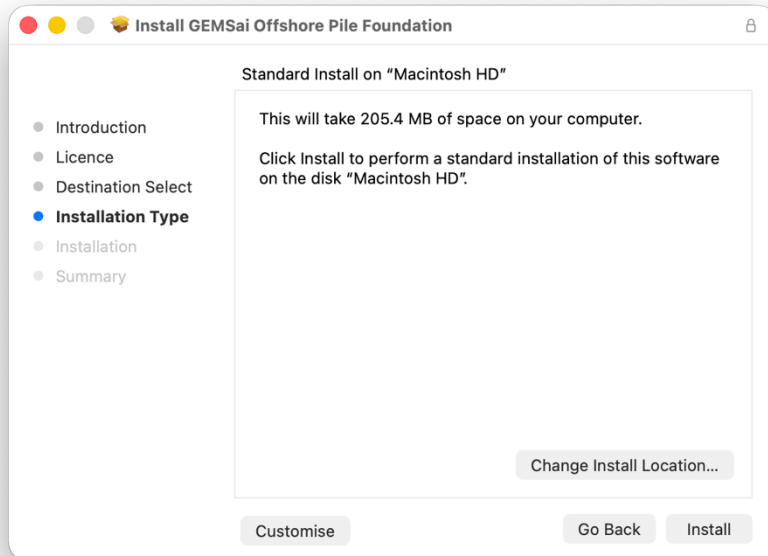
Read the licence agreement and click Continue. You can also save or print the licence agreement for your records.

You will be prompted to accept the software licence agreement. If you accept the licence agreement, click on '[Agree](#)'. If you don't accept the licence agreement, click on '[Disagree](#)'. The installer will abort the installation and close. Please delete the installer file from your computer.



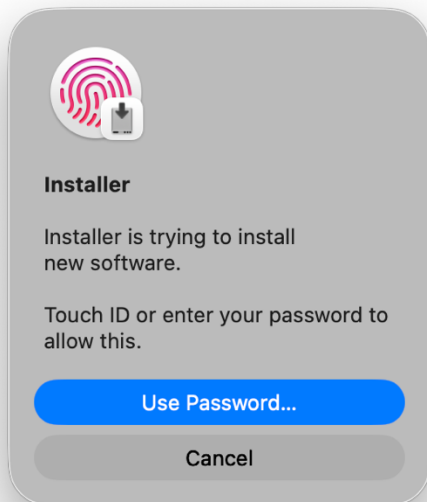
Step 3: Installation Type

Click 'Install'. By default, it will install in the '/Applications' folder. It is not recommended to change this location.

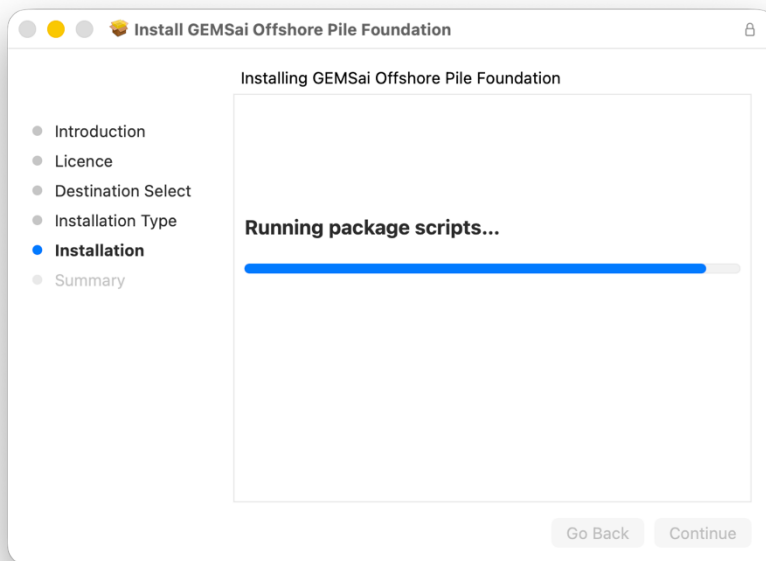


Step 4: Authentication

Enter your user name and password, or use Touch ID, and click 'Install Software'. You must have admin rights to install this software.

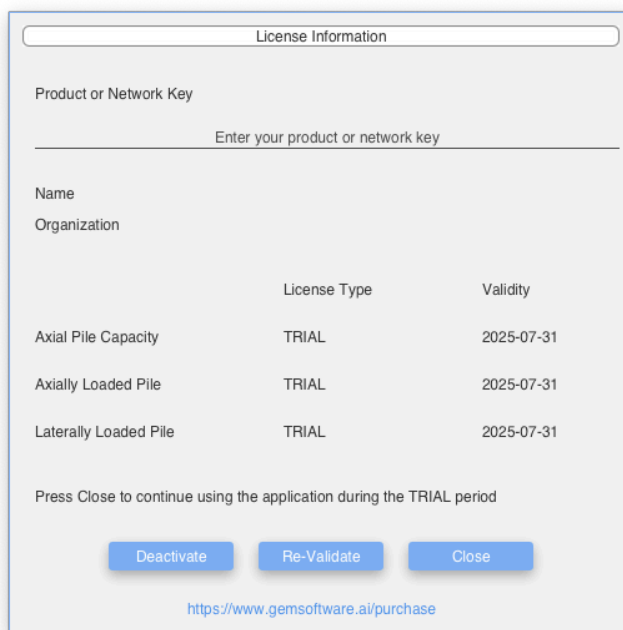


You will see a progress bar indicating the installation progress.



Step 5: Trial License Activation

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

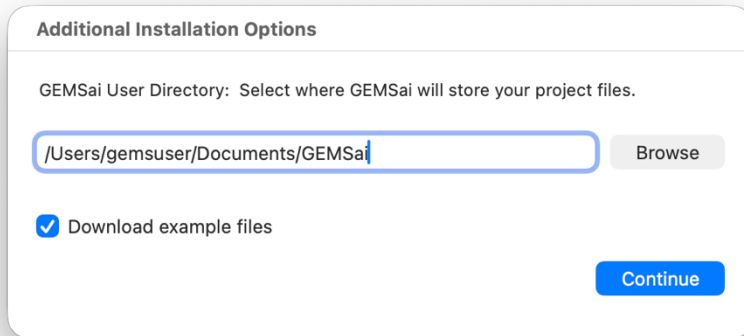


The licence type should normally show up as 'TRIAL'. If the licence type shows 'INVALID' or 'EXPIRED', click on the 'Re-Validate' button on the licence window. Your computer needs to be connected to the internet for the activation to complete.

Once this is complete, you can close this window.

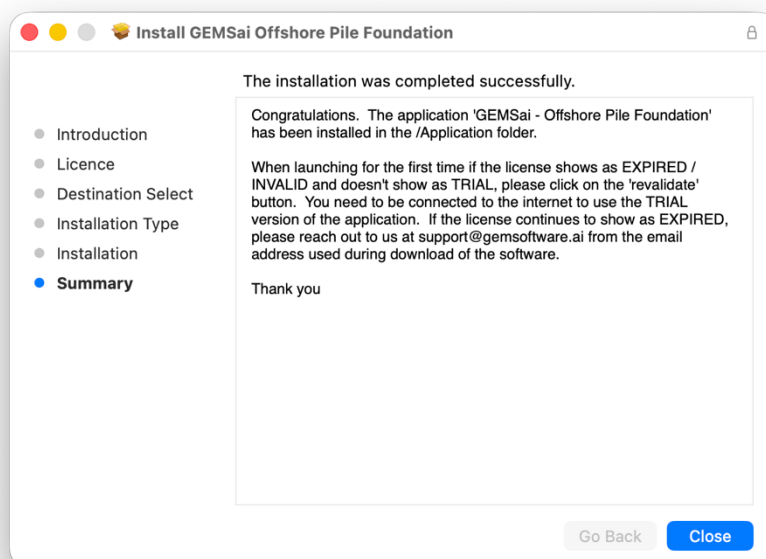
Step 6: Additional Options

- a) Select the GEMSai User directory where GEMSai will store your project files. It will default to the existing GEMSai user directory or to Documents/GEMSai. You can browse to select this. You can change it in future in the preferences menu.
- b) Download the example files to help you get started quickly. It will download it to the GEMSai user directory selected above.



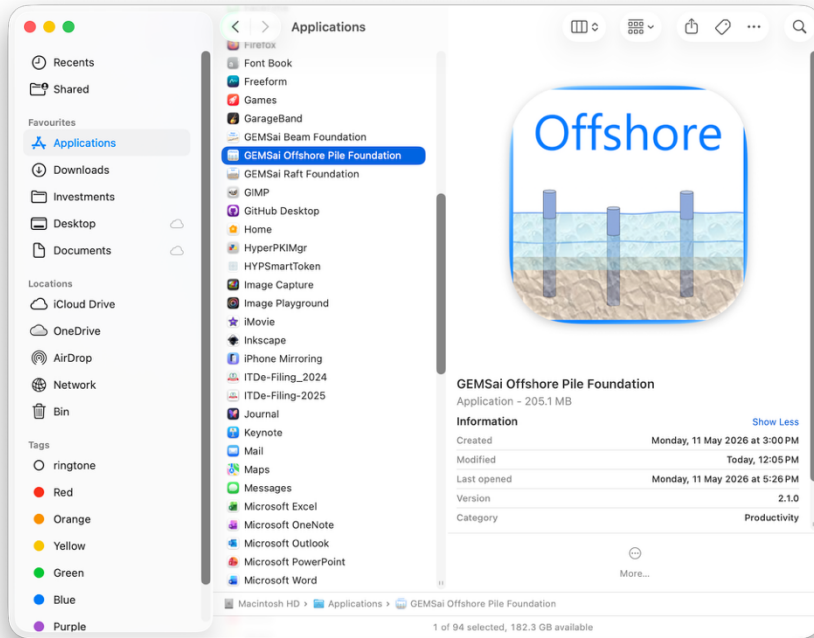
Step 7: Installation Complete

The application has been installed in the `/Applications` folder.



Step 8: Launching the Application

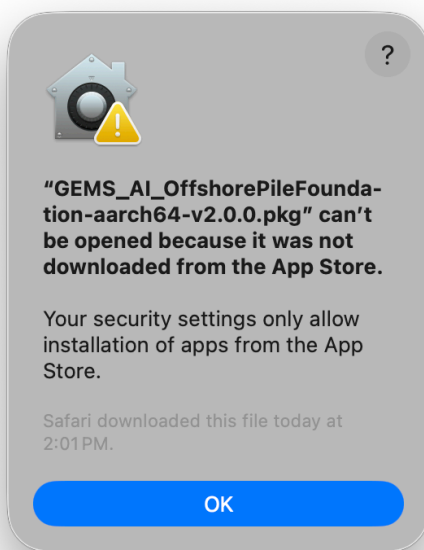
You can launch the application going forward directly from the Finder window by double-clicking the icon.



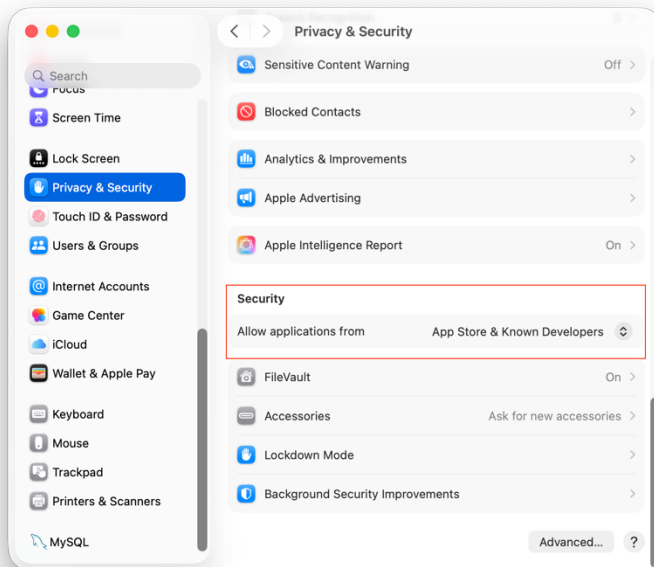
For support, please send email to support@gemsoftware.ai

TROUBLESHOOTING INSTALLATION ISSUES

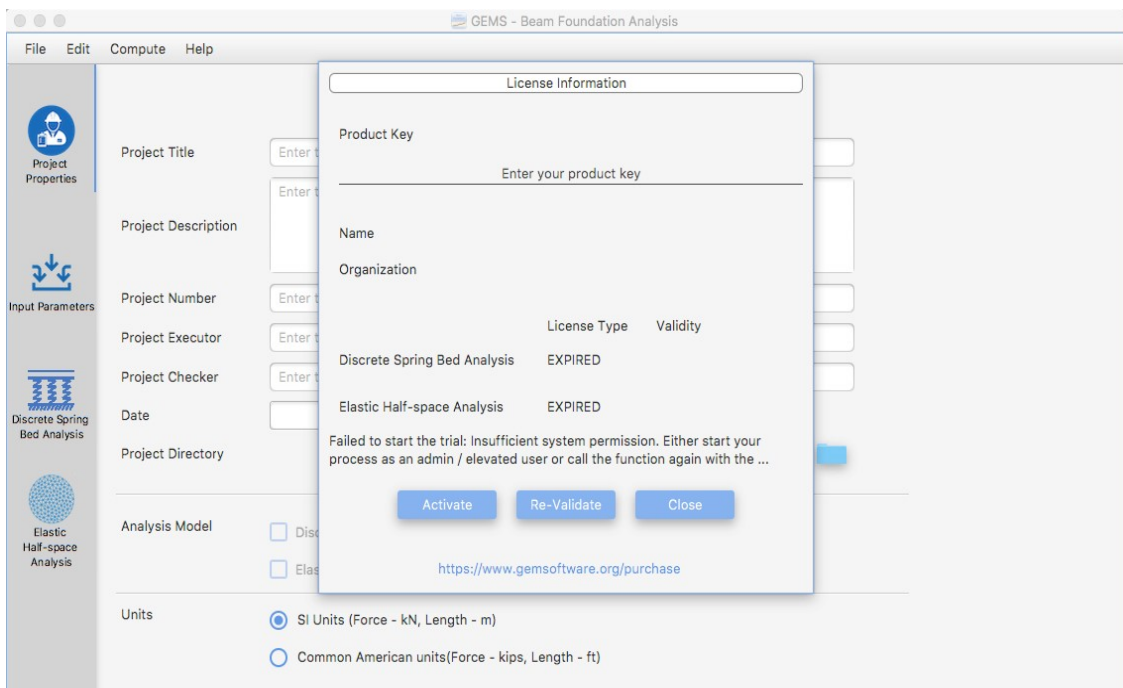
1) When I launch the installer, it gives the message below & I am unable to install further:



In **System Preferences**, in the **Privacy & Security** menu – Ensure that Allow Applications from App Store & Known Developers are allowed.



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



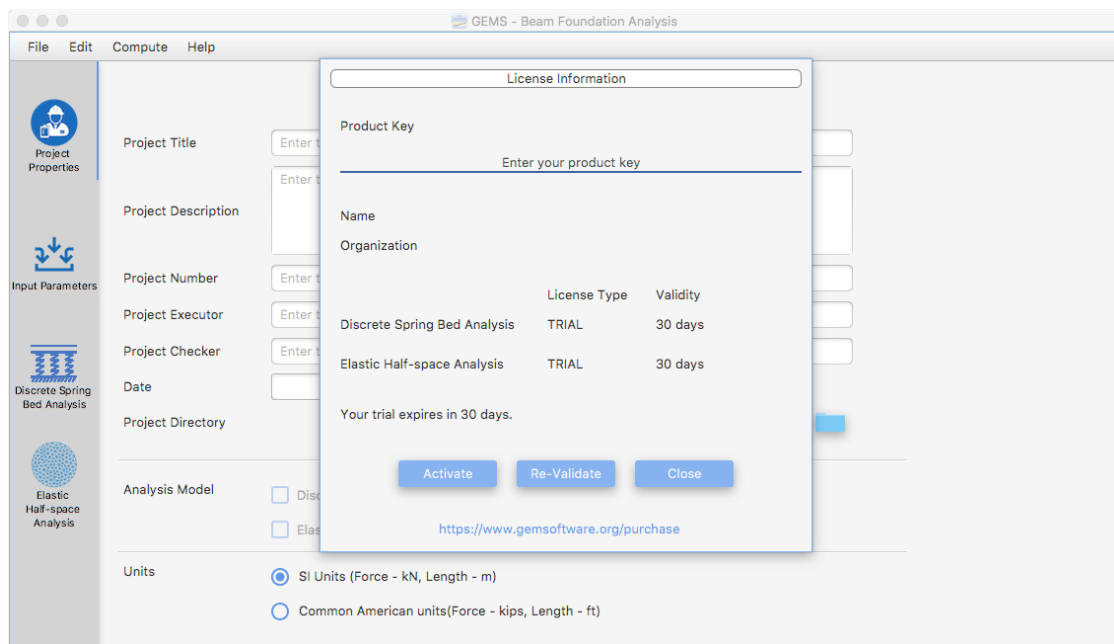
The application didn't bind the licence with your computer successfully. To rectify this, follow the steps below:

Open the Terminal app (in Finder, click Applications → Utilities → Terminal). In the Terminal window, at the command prompt, type the command below and enter your password when prompted.

```
sudo /Applications/GEMSai\ Beam\ Foundation.app/Contents/MacOS/GEMSai\ Beam\ Foundation
```



The application should open and display the licence information



If the licence type shows 'INVALID' or 'EXPIRED', click on the re-validate button on the licence 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.