# Download and Install RouteBuddy Maps

Downloading Maps

Note: Where there is a / between words below this denotes the different terminology used for Windows / Mac OS X commands.

1. After receiving confirmation of purchase from Worldpay, within an hour you will receive an email containing your map download link (the file name ends in .iso) together with your licence code for the map.

Thank you for purchasing from RouteBuddy Ltd.

Please keep this email for future reference, as it includes a summary of your order including your license information.
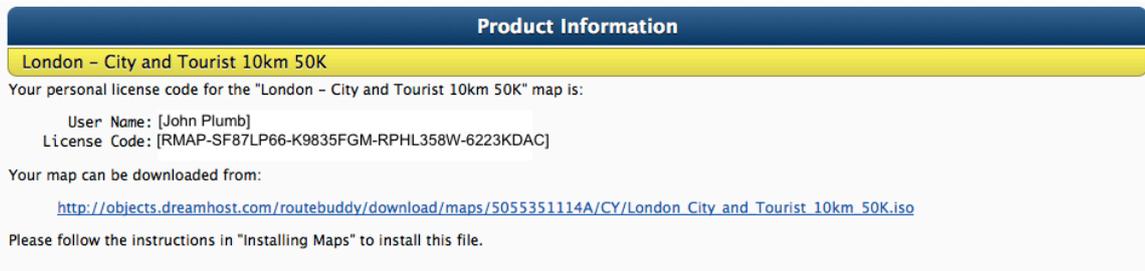
Product Information
London – City and Tourist 10km 50K

Your personal license code for the "London – City and Tourist 10km 50K" map is:

> User Name: [John Plumb]
> License Code: [RMAP-SF87LP66-K9835FGM-RPHL358W-6223KDAC]

Your map can be downloaded from:

> http://objects.dreamhost.com/routebuddy/download/maps/5055351114A/CY/London_City_and_Tourist_10km_50K.iso

Please follow the instructions in "Installing Maps" to install this file.

2. Click on the map URL in the email to download the .iso file.

IMPORTANT NOTE FOR WINDOWS USERS:

Do not allow Windows to open the downloaded .iso file or try to burn to disk, just save the file to your Downloads Folder or Desktop.

3. **Copy the complete contents of your email** to the clipboard by using the following keyboard commands

    (This will help with the licensing process in step 6 below).

    Ctrl+A / Cmd+A to highlight the whole email.

    Ctrl+C / Cmd+C to copy the whole email to clipboard.

Now that you've downloaded the map the next stage is to install the map into RouteBuddy for Windows or Mac OS X. Completing this will safely open the .iso file and place the map folder contained within the .iso file into the correct folder on your computer for use with the RouteBuddy desktop software as well as for subsequent installation onto your iOS device.

Benefits of installation of the maps on your computer before installing in Atlas for iOS:

*   Use your maps on your computer too! - Your topo maps can also be used in RouteBuddy for Windows or Mac OS X and, once you start using the desktop application, you will see the extra benefits.

*   Safe storage of Maps - Downloading of your maps to your computer (plus your computer backup) means that if your iOS device has problems, is lost, stolen or broken then you never lose your maps.

IMPORTANT! Backup your downloaded files and licence codes.

It is important that you back-up your downloaded software and map files. We only guarantee to store the files on our server for a maximum of one-year. If, after that period of time, you need us to send you your maps and/or software because you have lost them there will be a charge for recovering the files from archive plus administration and any production of media (disk or USB), postage and packing costs. We suggest you copy your email containing download links and licence codes to a text document and store this somewhere safely on your computer and on your back-ups. We will only recover these for you if you have paid the Licence look-up fee upon purchase. Please note that as from September 2016 the beginning of the download URL will change from:

http://objects.dreamhost.com/routebuddy/   to: http://objects-us-west-1.dream.io/routebuddy/

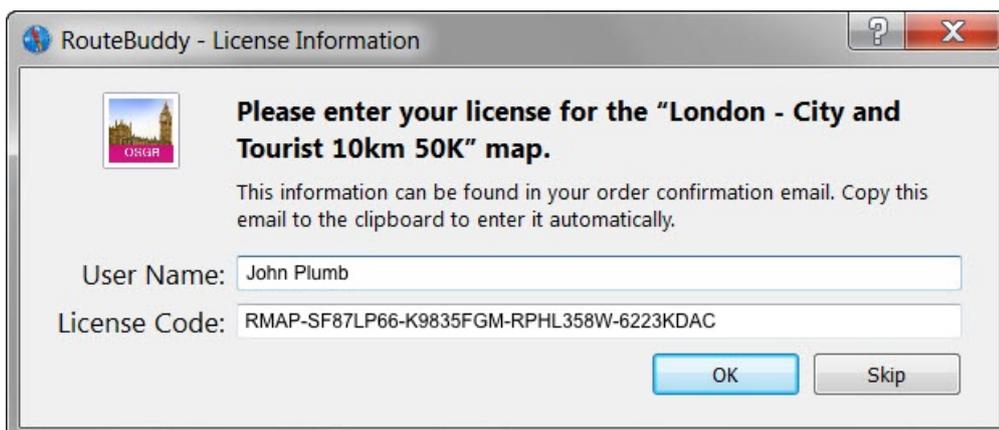# Installing your map into RouteBuddy for Windows and Mac OS X

1. Download the **free Demo** of RouteBuddy Software for [Windows](#) or [Mac OS X](#).

2. Install the .exe / .dmg file depending on your Operating System and, after the installation process, keep the RouteBuddy software open.

3. On the RouteBuddy menu choose File>Install Maps
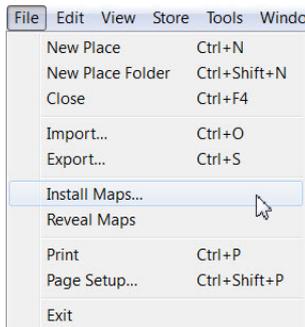
4. RouteBuddy will open a Computer / Finder window for you to find the .iso file you have downloaded.
   By default, on most computers, this will be in your Downloads folder.
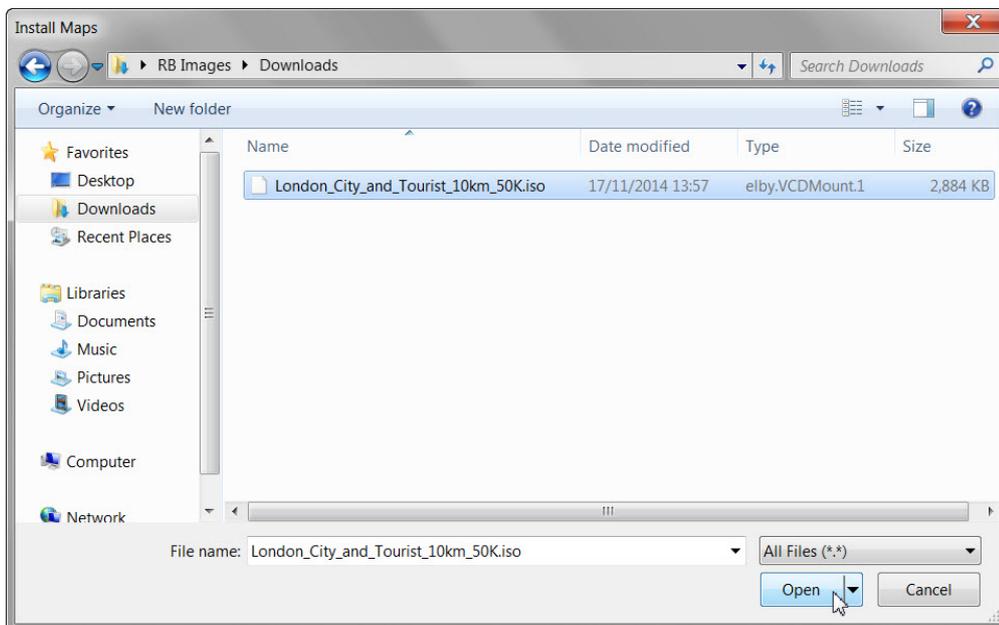
5. Click on the downloaded .iso file to highlight and click on **"Open"**.

6. Follow the instructions on screen. For smaller files the installation will take seconds. A drop down licence box will appear and, **if you've copied your email to the clipboard**, this will be pre-filled by RouteBuddy. Click on **OK**.

The map is now installed in RouteBuddy for Windows and Mac OS X and ready for use on your computer.

Problems with Map Installation

"This install could not be complete Error type -13"

Your computer cannot handle the opening of the .iso file using the RouteBuddy Install Maps feature. Please take the following steps:

Windows:

- Install 7-zip for windows
- Right Click and highlight the downloaded .iso file
- Choose 7-zip / Extract files and choose the folder you want to extract the mapname.rbmap file to.
- When the process has finished move this .rbmap file into: c:\Library\Documents\RouteBuddy\Maps
- Re-open the RouteBuddy Software and you should find that the Map icon will be in Purchases with a lock on it.
- Click on the Map icon and the licence window will appear, copy and paste the whole of the licence (User and Licence code) from your purchase email.

Mac OS X

- Find the downloaded .iso file on your Mac and double-click to open
- Open a Finder window and go to: User/Library/Application Support/RouteBuddy/Maps
- Drag the .rbmap folder from the opened .iso file into User/Library/Application Support/RouteBudy/Maps
- Eject the .iso file
- Start up RouteBuddy, go to the Maps window and you should find an icon for the map with a lock on it.
- Click on the Map icon and the licence window will appear, copy and paste the whole of the licence (User and Licence code) from your purchase email.

"The map could not be opened This map may be corrupt, or may require a more recent version of RouteBuddy"

- Make sure you have chosen the actual .iso file and not an 'alias'.
- Check that you have the most recent version of RouteBuddy (download the up-to-date version from our website).
- Check that you haven't got two copies of RouteBuddy open.
- If you are not sure, close all programs, close the computer down, re-start, then re-start RouteBuddy and try Map Install again.

"The map could not be opened because it is being used by another program or application"

- Check that you haven't got two copies of RouteBuddy open.
- If you aren't sure, close all programs, close the computer down, re-start, then re-start RouteBuddy and try Map Install again

Map Install doesn't work for me?!

Make sure you have not tried to open the .iso file other than by following the instructions at the beginning, most problems occur when people have not followed the instruction that says:
IMPORTANT!! Do not Open or Run the downloaded map .iso file. Do not allow Windows to open it with any default program for .iso files.
SAVE the .iso file to the desktop and follow the instructions below.
If you can see the map icon in RouteBuddy and have licensed the map but cannot see the map, it means that the .rbmap folder (which has been extracted from the .iso file) has been loaded into an incorrect folder because the Install Maps procedure has not been followed.
If this is the case then find out where the .rbmap file has been placed by doing a search for .rbmap and move it to the correct folder according to your operating system (see RouteBuddy Files).

The "Manual" method for extracting an .rbmap file from the downloaded .iso file and installing in RouteBuddy

IMPORTANT!! Do not Open or Run the downloaded map .iso file. Do not allow Windows to open it with any default program for .iso files.
SAVE the .iso file to the desktop and follow the instructions below.

- If the RouteBuddy software application is open then close it before following this procedure.
- Download and install 7-zip for windows: http://downloads.sourceforge.net/sevenzip/7z920.exe
- Save it rather than run.
- When it has downloaded (only a few seconds).
- Click on the downloaded .iso file to highlight it
- Right click
- Choose 7-zip
- Choose Extract file
- In the the pop up window choose a path that Extracts the files to your Desktop
- Once the Extraction is complete then you will find a folder with an extension of .rbmap on your desktop
- Drag this folder into the maps folder found here: C:\Users\<<username>>\My Documents\RouteBuddy\Maps
- Open RouteBuddy
- Go to the Purchases panel
- Licence your map by copying and pasting your User name and Licence code (copy both lines together).

Mac Users

- If the RouteBuddy software application is open then close it before following this procedure.
- Double-click the .iso file and this will open a Finder window containing 4 files/folders. The map folder has an extension of .rbmap
- Open another finder window and find the following folder: ~/Library/Application Support/RouteBuddy/Maps (where ~ is your User Directory name)
- Drag the .rbmap folder into the ~/Library/Application Support/RouteBuddy/Maps folder
- Open up RouteBuddy
- Go to the Purchases panel
- Licence your map by copying and pasting your User name and Licence code (copy both lines together).

"The download link doesn't work"

We perform regular checks to ensure the files are still downloadable.
The main files people can have problems with are those over 5Gb for example the OS GB 25K map which is over 9GB.
If you are having trouble downloading a large file contact support@routebuddy.com and request delivery of these larger files on a re-usable 8GB or 16GB USB stick.
If the download fails after you have made your purchase without shipping you can choose to have the map shipped subsequently on suitable media for the size of the map. The map size can be found on the product page for the map on the store.
RouteBuddy shipping options can be found here: DVD and USB shipping.

Failure of the download to complete, or the file being corrupt at the end of the download can be due to the following:

- ISP services or bandwidth not being sufficient to handle the large download.
- ISPs suffering 'interruptions' on their lines.
- The ISP cutting off a download if they deem it to be too large for the service (check your contract).
- Computers entering power save / sleep mode whilst the download is in progress.
- Users clicking on the .iso file whilst the download is in progress.
- Not enough hard disk space to accommodate the file download and installation.

It is always worth trying another web browser to see if that helps e.g. Safari, Firefox, Camino, Google Chrome etc and it is advisable to do an overnight download when there is less internet traffic.

If you still have problems we will be unable to help any further and advise you to purchase a DVD or USB stick for the product.

"I can't install the map"

If you have downloaded a file but the downloaded was interrupted in any way, then the file may have become corrupted.
To check if this is the case you can perform a checksum on the file.

A checksum is a "fingerprint" of a file, that can be used to detect corruption within the file.
A good checksum algorithm ensures that even when a single bit within the file is changed, the final checksum is substantially different (making the error obvious).

Checksums are useful for confirming that data has been transferred correctly.

Performing a Checksum - Mac

To generate a checksum on the Mac, open the /Application/Utilities/Terminal application and wait for it to create a new window. You should then type "md5 " (with a trailing space, and without the enclosing quotes), drag the file you want to checksum into the window, and hit return. This will examine the file, and output a long string of digits – this string is the "checksum" for the file.

For example:
Last login: Tue Aug 16 16:01:52 on console
darwin-powerbook-g4:~darwin md5 British_Isles.iso
md5 (British_Isles.iso) = ef6ab02fd1f69d9c9458612355d6c91b

Performing a Checksum - Windows

To generate a checksum on Windows, install the WinMD5 utility.

- Download the utility and run the .exe file
- Enter the name of the file upon which you want to perform the checksum by using the Browse function to find it on your computer

If you are checking the integrity of a map iso, send the number received after performing the checksum to support@routebuddy.com and we will confirm whether it is correct.

"I wish I'd ordered the DVD or USB"

No problem, just go to the Shipping section of the store and choose the appropriate option for the map you have already purchased.

Upgraded your maps?

If you are upgrading your maps to new ones, remember to remove the old ones from the Maps folder.
Also we strongly suggest you delete the tile cache file and let RouteBuddy rebuild it again.

Back up!

Please back up the map .iso files you have downloaded. RouteBuddy will only guarantee to keep these on-line for download up to one-year after you have purchased.

Licensing

When you purchase any of the RouteBuddy products (Application and/or Maps) you will be sent a licence email from RouteBuddy support. This contains the download link(s) for the RouteBuddyProduct(s) you have purchased together with your unique license codes.

If you have decided not to download and have paid for a DVD or USB stick, the same license codes sent to you in the email will apply to the map files contained on the DVD/USB.

Copy all of the Licence Code email to your clipboard

When you are ready to install RouteBuddy and/or your maps, copy all of your licence code email to your clipboard.

We strongly recommend you use the Copy and Paste functions to enter your licence codes rather than trying to type them in following the instructions below.

License RouteBuddy

1. Open up RouteBuddy
2. In Windows choose the menu item Help and click on Enter Licence

On the Mac choose the menu item RouteBuddy and click on Enter Licence
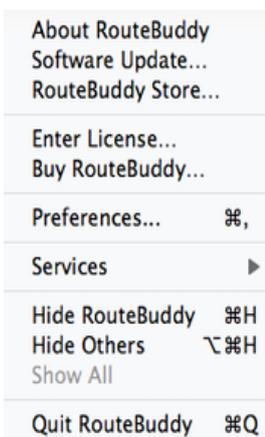
A pop-up window will appear and if you already have the licence copied to your clipboard, RouteBuddy will have prefilled it for you so just click OK and RouteBuddy will be licensed.

Highlight and Copy (Cmd+C or Ctrl+C) **BOTH** lines of licence in one go from your purchase email and paste.

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Licensing Maps

Once you have downloaded your maps and before you start installing them, copy all of your licence code email to your clipboard. Whilst your maps are installing you will be presented with the map licensing window and it will be pre-filled with the appropriate licence code that it has found on your clipboard. Just click OK and your map will be licenced.

If you did not licence the maps when you were installing them and chose to skip the licencing, you can licence them as follows:

- Choose Maps from the source list. Click on the icon of the Map you want to unlock
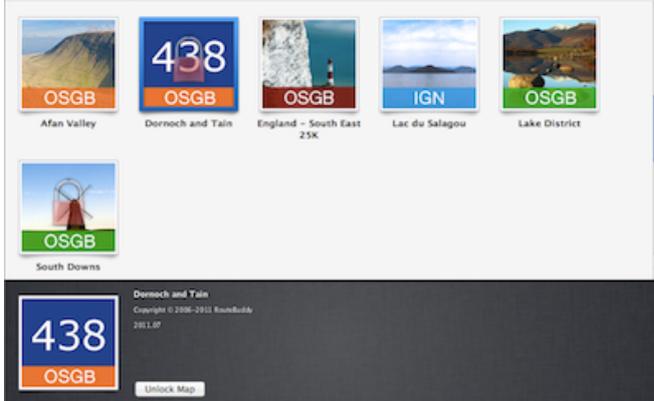
- The Licence pop-up window will appear for you to Paste your licence - if you already have this copied to your clipboard then the licence detail will already be populated.

License code doesn't work?

This is generally down to the license code being entered incorrectly.

Typing the code in leads to errors. Due to the complexity of the code, if you choose to type in your User Name and License it is prone to human error. It is much better to use the instructions to copy and paste.

Copy **both** user name and licence code all in one copy action, and then the paste button lights up

Also! Please note that the map must be installed before you can license it. If the download of the map file has not completed successfully (i.e. partial map file) you will not be able to licence the map

Another reason is - you failed to enter a User Name in the details when you made your purchase this will also cause the licence to fail as will entering your email address as the User Name!

If either of these are the case then you need to contact Support.

Licence failures are due to:

- Map file being corrupted on download
- Licence code being entered incorrectly - use copy and paste
- Incorrect licence code being used for example you are trying to use the RouteBuddy software licence to licence a map!

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