Mastro Installation

Hardware requirements and recommendations:

1. Mastro only runs on Windows 7 (SP1) and higher (8.1, 10, 11) operating systems. Please note that Windows 7 and 8.1 are no longer supported by Microsoft and our support is limited on these operating systems.

   Mastro runs on x86 processors. ARM processors use emulation to run Mastro under x86 architecture. For the Microsoft Surface model (with ARM processor), make sure to set the Mastro application properties to “safe emulation” rather than “default emulation”.

   For macOS users, it is possible to run Mastro using Windows virtualization software, such as Parallels Desktop: https://www.parallels.com/fr/products/desktop/. If your processor is ARM make sure to set the Mastro application properties to “safe emulation” rather than “default emulation”.

   On macOS, you can also download VMware Fusion 13 Pro and use it to create a virtual machine to install Windows 11 on your Mac. (https://blogs.vmware.com/teamfusion/2024/05/fusion-pro-now-available-free-for-personal-use.html) .

   Note: We do not offer support for installation on a virtual machine.

2. Mastro is designed for "1366 x 768" or "1920 x 1080" screen resolutions. At higher resolutions, objects may appear smaller. The "1920 x 1080" resolution allows you to increase the size of the wheels in the preferences. The minimum resolution is "1366 x 768".

   (Note: The text size in the Windows display settings is normally 100%. It is likely that a larger size will affect the display of Mastro's graphic components. To check your screen resolution, right click on the Windows desktop and select the "Display settings" item.).

3. It is suggested to have 4 GB of RAM or more, on Intel i3 processor or higher. A computer with an SSD (Solid State Drive) is also recommended.

4. An internet connection is required for installation and license registration.

Installation:

1. Disable your antivirus software. Some antivirus software such as Avast may prevent installation and block some updates on first start. In this case, allow the Mastro installer and Mastro itself in the antivirus settings or disable your antivirus for the duration of the installation and first boot. The Microsoft Defender antivirus does not require any special action. It is therefore not necessary to disable it.

2. Mastro requires the .NET Framework 3.5 SP1, a component of Windows. This framework may already be installed on your computer, if not you must install it first:

   https://dotnet.microsoft.com/download/dotnet-framework/net35-sp1.

3. Following your "Download Mastro Standard" or "Buy Mastro Expert" request at https://mastroapp.com, you should receive a download link by email. Depending on the version:

   - **Mastro Standard**: Click on the installer download link (in the email). Once the download is complete, run the installer and follow the steps until the installation is complete.

     You can always find the installer for the latest version of Mastro Standard at the following address:

     https://mastroapp.com/download/mastro_installer_standard.exe

- **Mastro Expert**: Click on the installer download link (in the email). Once the download is complete, run the installer and follow the steps until the installation is complete.

  The first time you start Mastro Expert, you will be asked to enter the license information that was sent to you in the email (email address and license number). We recommend that you copy and paste the license number rather than retype it, to avoid errors. Please keep this information in a safe place.

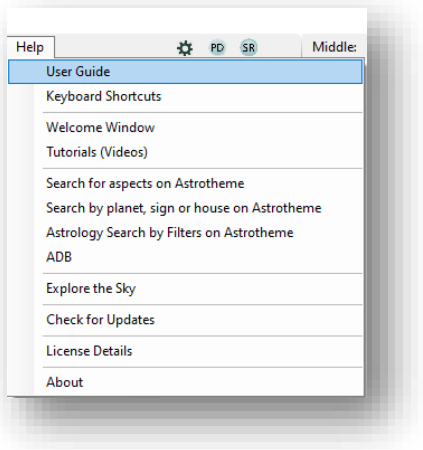
  You can always find the installer for the latest version of Mastro Expert at the following address:

  https://mastroapp.com/download/mastro_installer_expert.exe

Note that at start up, Mastro will do some local updates and will take some time to initialize the application's default values.

Documentation:

You will find all Mastro documentation in the "Help" menu under the "User guide" item. You can also watch training videos under the item "Tutorials (videos)".



The most recent documentation can also be found on the Help page of our site, under **Documentation**: https://mastroapp.com/en/help

Notes:

- **Windows 7**: For Windows 7 users, be sure to upgrade your operating system to Windows 7 SP1. For more information: https://www.techhit.com/how-to/install-.net-3.5.1/windows7/. On the following site, you can find the Windows 7 SP1 installer: https://www.catalog.update.microsoft.com/Search.aspx?q=KB976932.

  Note that Windows 7 is no longer supported by Microsoft and our support is limited on this operating system.

- **Duration of licenses**

  - **Mastro Standard** is free and cannot be sold.

  - **Mastro Expert:** Currently, the purchase of Mastro Expert gives you a lifetime license. As long as the Mastro team can update Mastro you will be eligible for all available updates. We may eventually sell licenses limited in time or to a certain major version, but this would have no impact on previously sold unlimited licenses.