

Not able to download the software

I am not able to download checkmk. What should I do?

- Make sure you can log in to the customer portal. If not, see [Not able to login to the customer portal](#)
- Make sure you are logged in with the right user. You cannot download with an application account, for more information see [User management in the customer portal](#)
- Make sure you are equipped with the access right "Download checkmk". For more information, see [User management in the customer portal](#)
- Make sure you selected the correct product for the download. You can find the product information under "Subscriptions" in the customer portal