PleaseReview
an **ideagen** product

Offline Client (OLC) Install Guide

Version 6.6

Contents

1 Overview

This document contains installation instructions for the PleaseReview Offline Client ("OLC").

2 Supported Platforms

The OLC is supported on Windows 7, 8, 8.1, and 10.

3 Prerequisites

PleaseReview 6.6 now requires Microsoft .NET Framework 4.7.2 or higher. The latest version is recommended and, at time of writing, can be downloaded from the Microsoft website at:

https://support.microsoft.com/en-gb/help/4054530/microsoft-net-framework-4-7-2-offline-installer-for-windows

This is an offline installer suitable for all supported Windows Operating Systems. Note that if you already have 4.x of .NET installed, this will upgrade it. The install will also require a reboot.

Once the installer has downloaded, execute it and take all the default install options. Note that the install will also require a reboot.

We also recommend you install all available .NET updates using Windows Update.

In order to perform the OLC installation you must be logged onto the PC as a user with local administrative privileges. If this is not possible due to local security policy, please contact your system administrator for more information and help.

In addition, if you are using Windows Vista and experiencing difficulty with the installation you may find that you need to disable User Account Control (UAC). NOTE: this only applies to Windows Vista.

If you need to disable UAC follow these steps:

- Go into control panel
- Type UAC into the search box
- Select "Turn User Account Control (UAC) on or off"
- Clear the UAC flag
- Click OK

Then simply run the installation program and follow the prompts. After installation, you can turn on the UAC again using the same steps as above.

4 Installation procedure

The installation package is a standard Windows installation package and will guide you through the installation and configuration of the OLC.

4.1 Success

To verify the installation has been successful locate the OLC under 'Start Programs' or on the Windows start screen search for 'PleaseReview Offline Client' and open the program.

Note the OLC shares the server list and settings with other PleaseTech client installed programs. Unless you have other PleaseTech client programs installed, you will be prompted for server details and your log-in details, when you open the Offline Client. In which case, follow the wizard instructions to set up the connection to the server.

Section 6.26 of the 'PleaseReview Installation and Administration Guide' covers deploying the OLC with a partially pre-configured serverlist.xml using SMS.

4.2 Uninstall

To remove the OLC use the 'Programs and Features' link on the Windows Control Panel, and select to uninstall 'PleaseReview Offline Client'.

4.3 Upgrading

To upgrade the OLC first uninstall the old version and the install the new version.

It is strongly suggested that all downloaded reviews be either uploaded and then deleted or just deleted from the old version of the OLC before it is uninstalled. Once this is done the new version of the OLC can be installed. The list of PleaseReview servers that the OLC knows about will not be affected by the upgrade process and will be available in the new version of the OLC.

This version of the OLC is compatible with server v5.1 and later. However, if you are authenticating using SAML2, it is only compatible with PleaseReview server 6.0.11 or later.

This compatibility is summarized in the following table:

	OLC 5.2 and before (no SAML2)	OLC 5.2.20 (SAML2)	OLC 6.0 (no SAML2)	OLC 6.0 (SAML2)	OLC 6.4 and onwards (no SAML2)	OLC 6.4 and onwards (SAML2)
Server 5.0 and older	✓	✓	✓	✗	✗	✗
Server 5.1 and 5.2	✓	✓	✓	✗	✓	✗
Server 6.0.1 to 6.0.10	✓	✗	✓	✗	✓	✗
Server 6.0.11 to later	✓	✗	✓	✓	✓	✓

5 Notices

All trade names, trademarks, and service marks are the rightful property of their respective Owners.