Viewer 6.5

Installation Guide

Air Force Departmental Publishing Office

April 2006

1. Viewer 6.5 Installation

1.1 System Requirements.

Before installing the Viewer, ensure that your computer meets the following system requirements:

- Operating Systems supported:
  - Windows 98/ME
  - Windows NT 4.0 sp6a
  - Windows 2000 sp2, sp3, sp4
  - Windows XP sp1, sp2
- Hardware Requirements:
  - Processor: 500 MHz
  - RAM: 128 MB
  - Disk space: 40 MB
  - Resolution: 800 x 600 in 16-bit color
- Web Browsers supported:
  - Internet Explorer 5.0 sp3, 5.5 sp2, 6 sp1
  - Netscape Communicator 4.5 - 4.8
  - Netscape 6.1, 6.2, 7, 7.1, 7.2
- 3rd Party Products supported (optional):
  - MSAA compliant screen readers, such as JAWS, Window-Eyes, or Narrator.
  - Entrust Desktop Solutions 6.0
  - Silanis ApproveIt Desktop 5.7.1
  - Interlink ePad Signature Pad with version 6.22 drivers
  - Topaz electronic signature hardware with version 3.61 drivers
  - Any signature capture device compliant with WinTab version 1.1
- Terminal Services supported (optional):
  - Windows Server 2003 Terminal Services (must be set to more than 8-bit color)

1.2 Client-Side Installation.

1.2.1 Installing Viewer Under Windows 98/ME/NT 4.0/2000/XP

Before you can install the Viewer, you must log on to Windows using the correct user profile:

- **Windows 98/ME** — You can install the Viewer under any user profile.
- **Windows NT 4.0/2000/XP** — You must install the Viewer as an administrator. In either case, the installer will create a copy of the Viewer that is available to all users on that computer, regardless of which profile they use to log on.

NOTE: In some cases the auto-uninstaller did not completely uninstall previous versions from the registry and therefore resulting in an error when opening an IMT/Form. We recommend uninstalling any previous versions of Viewer manually via the Control Panel before installing Viewer 6.5.

To install the Viewer:
1. Using Windows Explorer, double-click the Viewer's install package.
 ■ The Viewer Installer starts.
2. Follow the prompts to install the Viewer.
 ■ You must agree to the terms of the end-user license agreement or the Viewer installation will be cancelled.
 ■ Unless you have a specific reason to do otherwise, *we suggest you accept the default directory*; doing so simplifies file management.
3. When the installation is complete, select **Launch the Application** in the final dialog box and click **Finish**.
 ■ The Viewer launches and opens the PureEdge Viewer Help form.

1.2.2 Licensing Viewer 6. 5

Once you have installed the Viewer, you will have to license it for each user profile. To do this, you first need a serial number and license key for each user.

NOTE: If you are working exclusively with licensed forms, you do not need to license the Viewer.

To license the Viewer:
1. Log on to Windows under the appropriate user profile.
2. Launch the Viewer.
 ■ A blank form opens.
3. Click the **About** button in the toolbar, and then click **License**.
 ■ The PureEdge License Agreement appears.
4. Click **Accept** to agree to the terms of the license agreement.
5. Click **OK** to apply your choice.
 ■ A confirmation message appears.
6. Click **OK** to complete the licensing and return to the Viewer.

Note: Once you have licensed the Viewer for a user profile, that profile will be able to open and work with forms freely. However, other user profiles on the computer will not be able to access forms until they are also licensed.

1.2.3 Using the Viewer Under Different User Profiles

Once the Viewer is installed, it will be available to all user profiles on that computer. When the Viewer is first launched under a new profile, the Viewer's preferences and dictionaries are copied to that profile. The preferences and dictionaries are then maintained separately for that profile, which means that each profile will have custom preferences and dictionary settings.

Note: If you install IE or upgrade to version 5.0 or later after installing the Viewer, we recommend that you uninstall and re-install the Viewer. This will minimize installation and setup problems.

1.2.4 Using the Viewer with a Browser

Viewing forms in Microsoft and Netscape browsers requires an extension to be installed in those browsers. Normally, the Viewer's install package automatically installs this file. However, if the installer is unable to locate your browser, the extension file may not be installed correctly. In these cases, you will have to copy the extension file yourself. Refer to the readme.txt file included in the Viewer's installation for more information.

If you install a new browser after installing the Viewer, we recommend that you uninstall and re-install the Viewer. This will ensure that the correct software is installed for the browser version you are using, and will eliminate conflicts with the original installation.

1.2.5 Using the Viewer with Netscape and Mozilla

The Viewer works with Netscape Communicator 4.5 and 4.8, Netscape 6.1, 6.2, 7, 7.1, and 7.2, and Mozilla 1.7. When used with Netscape and Mozilla, the Viewer operates as a plugin. This requires that the file npmfv.dll be installed in the correct browser directory:

- For Netscape versions before 6.0, this is the Plugins directory:

  - \Program Files\Netscape\Communicator\Program\Plugins\

- For Netscape version 6.x, this is the Components directory:

  - \Program Files\Netscape\Netscape 6\Components\

- For Netscape version 7.x, the plugin directory is different depending on whether you upgraded from Netscape 6 or installed a new copy of Netscape 7.x.

If you upgraded from Netscape 6, the directory is:

  \Program Files\Netscape\Netscape 6\Plugins\

If you installed a new copy of Netscape 7.x, the directory is:

\Program Files\Netscape\Netscape\Plugins\

For Mozilla version 1.7, this is the plugins directory:

\Program Files\mozilla.org\Mozilla\plugins

The installer will install this file automatically; however, if the installer cannot locate your browser you will have to copy the file manually.

The plugin file is always installed with the Viewer in the following location:

<Viewer Install Directory>\Plugin\npmfv.dll

You can copy it from this folder to the correct Netscape folder.

If you are using Netscape version 6.x, you must also register the plugin with Windows. To do this:

1. From the Start menu, select Run.

2. In the Open field, type command and press Enter.

3. At the command prompt, type:

   c:\<Netscape installation folder>\regxpcom
   "c:\<Netscape installation folder>\Components\npmfv.dll"

4. Press Enter.

Note: If you upgrade from an earlier version of Netscape to version 6.1 or later, we recommend that you uninstall and re-install the Viewer. This will minimize installation and setup problems.

1.2.6 Using the Viewer with JAWS 5.0

If you are using a release of JAWS 5.0 prior to build 813, JAWS will not work properly when the Viewer is embedded in a browser. To correct this problem, we recommend upgrading to a later build of JAWS. If that is not an option, you can install a special JAWS script that has been provided.

The JAWS script is installed with the Viewer in the following location:

<Installation Directory>/Viewer x.x/JAWS/

To enable JAWS through the script, copy all of the files to:

  <JAWS Installation Directory>/JAWSxx/Settings/ENU/

1.2.7 Using Signature Pads

The Viewer will validate Signature Pad signatures without any additional hardware or software. However, to capture signatures using Signature Pads, you require the signature pad hardware and drivers, as well as the following .ifx files that are distributed as a separate add-on to the Viewer:

  - tablet_wintab.ifx   (for generic WinTab signing)
  - tablet_interlink.ifx (for Interlink signing)
  - tablet_topaz.ifx   (for Topaz signing)

These .ifx files must be located in the following folder on your computer:

  <Viewer installation directory>\API\<version>\System\

1.2.8 Using Silanis Signatures

To use Silanis signatures, you must install the Silanis ApproveIt Desktop software.

1.2.9 Rolling Back To Previous Versions

If you install a newer version of the Viewer on your computer, then decide that you want to roll back to an older version; you must first uninstall all versions of the Viewer from your computer. You can then install the version you want to use.

If you do not uninstall all versions first, you will encounter problems using the Viewer.

Furthermore, if you install Viewer 6.5 on a computer with multiple users, roll back to an earlier version of the Viewer, and then reinstall Viewer 6.5, you may encounter problems running the Viewer. In this case, the Viewer will not run under any profiles that have previously run the version 6.5 Viewer (with the exception of the account that installed Viewer). If this has happened, you must locate and delete the "RunOnce" file for each user, as follows:

1. Locate the user's application data for the Viewer.   For example under Windows XP this is located at:

   C:\Documents and Settings\<user>\Application Data\
    PureEdge\Viewer x.x\prefs

2. Delete the RunOnce file in that folder.

The next time that user logs in; the Viewer will run properly.

1.2.10 Uninstalling Older Viewers

The Installer will attempt to uninstall older Viewers. This is intended to ensure that users do not run older Viewers, because they will reset the registry keys and prevent the current of the Viewer from working properly.

1.2.11 Server-Side Installation (If Applicable)

1.2.11.1   Mapping XFDL Form File Extension

When you set up your server, make sure you map the XFDL form file extensions (.xfdl and .xfd) to the MIME type for XFDL forms (application/vnd.xfdl). You need to enter this map in the same file you enter all other MIME type maps. This file is different for each kind of web server. (For example, some products place this information in a configuration file, others place it in a MIME types file, and still others place it elsewhere.)

1.2.12 Proxy Servers

If your system uses a proxy server for Internet access, make sure you also set up the proxy server to allow the transmission of XFDL forms. The file extension for XFDL forms is .xfdl and .xfd, and the MIME type is application/vnd.xfdl.

2. What's New And Known Issues

Be sure to read the 'ReleaseNotes_en_US.txt' file for complete information about new features, changes, and known issues.

2.1 XFDL Non-Conformities

PureEdge Viewer does **NOT** support the following:

1. Using the next option to direct the focus to a new page.

2. Justify for images in buttons and labels (images are centered).

3. A printpages option with a border width setting greater than 1. If integers greater than 1 are used then the border width around pages will remain at 1 pixel.

4. Bounding Box Around Items

In the Viewer, the size option in check and radio items changes the size of the bounding box around the checkbox and radio button, not the item's actual drawn size. To change the drawn size of a check or radio item, change the font size.

2.2 Uninstalling Viewer

To uninstall Viewer, use the Add/Remove Programs option under Windows Control Panel.

2.3 Troubleshooting

If you experience problems with the Viewer or an XFDL form, refer to this section for help.

I get a 'working offline' error when I click buttons while in "Offline" mode

Sometimes when buttons are added to a form, the action the button performs is not set properly (the type defaults to *link*, but in many cases should be changed to *select*). This is often true of buttons that trigger an action in the form, such as the creation of a new row of items. This can result in error messages while working in offline mode, since the Viewer cannot perform a link action when in "Offline" mode. As this is a mistake in form design, you should notify the appropriate personnel in your organization. You can work around this problem in two ways:

1. Ignore the error messages and continue working. The error messages will not affect the performance of the form.

2. Switch to "Offline with Archiving" mode. In this mode, the Viewer will allow link actions.

However, remember that if you submit the form the Viewer will automatically archive it.

My browser is not displaying the correct version of the form

If you fill in a form using your browser and then close the browser window or use the **Back** button to exit the Viewer, your browser's cache still only contains the original version of the form. When you try to view the modified form, the browser gets the form from the cache and does not display the correct version of the form. To prevent this problem, you need to clear your browser's cache.

Netscape Navigator (version 4.x or higher)
In Netscape Navigator, you must clear both the memory cache and disk cache. To do this:
1. Open Netscape Navigator.
2. From the **Edit** menu, select **Preferences**.
   ■ The **Preferences** window opens.
3. From the **Category** list on the left side of the window, open the **Advanced** directory and select **Cache**.
   ■ The right side of the window displays the Cache settings option.
4. To clear the Cache, click both **Clear Cache** (or **Clear Memory Cache** and **Clear Disk Cache** for earlier versions of Netscape).
5. Click **OK** to save the settings.

Internet Explorer (version 5.0 or higher)
To clear the temporary cache:
1. Open Internet Explorer.
2. From the **Tools** menu, select **Internet Options**.
   ■ The **Internet Options** dialog box opens.
3. On the **General** tab, click **Delete Files** and click **OK**.

To change Internet Explorer's cache settings:
1. Open Internet Explorer.
2. From the **Tools** menu, select **Internet Options**.
   ■ The **Internet Options** dialog box opens.
3. Click **Settings** and select **Every visit to the page**.

For additional assistance with Viewer installation, contact the AFDPO Help Desk at DSN 754-2438 (Commercial 202-404-2438) or email e-publishing@pentagon.af.mil.