



Create™ V8

Installation Guide

July 2011

Microsoft
GOLD CERTIFIED
Partner

ISV/Software Solutions

Table of Contents

- 1. Introduction3
 - Software Pre-requisites.....3
- 2. Create™ V8 - Installation.....4
 - Installation process4
- 3. Create™ V8 Registration6
 - Additional Information for IT professionals8
- 4. Create™ V8 Upgrading an Installation9
- 5. Create™ V8 Un-installation 10
- 6. Using Create™ in Virtual Systems 11
 - Overview 11
 - PSL Prototype Add-in for MS Office 11
- 7. Possible issues and their causes..... 13
 - Installation issues..... 13
 - First time opening Create™ after installation..... 13
 - Language compatibility issues 13
 - Disabled or Inactive add-ins 13
 - Background Office Processes 17
 - Other software add-ins – known issues..... 17
 - Meridio..... 17
 - Capital IQ 17
 - WebEx..... 17
 - Facset..... 17
 - BeamYourScreen 18
 - Mikigo..... 18

1. Introduction

This document describes the installation of Create™ V8 Add-in for Microsoft Office 2007 and 2010.

Create™ V8 uses Microsoft's ClickOnce deployment system.

In this system Create™ V8 is installed in a user folder instead of the Program Files folder so Admin permissions are not required.

The following link gives more information about ClickOnce:

<http://msdn.microsoft.com/en-us/library/t71a733d.aspx>

Software Pre-requisites

Pre-requisites of the system	Office 2007 and Office 2010
.Net Client Profile	4.0
Visual Studio 2010 Tools for Office Runtime	4.0
Language Packs	Required if language settings are different from Windows Operating System settings

Create™ V8 will run on XP, Vista and Windows 7 (32 bit and 64 bit).

Installation is managed using Microsoft ClickOnce.

If the Add-in is installed on a user account with administrator privileges then the pre-requisites will be downloaded automatically before Create™ V8.

For other user accounts the pre-requisites will need to be installed from the following links:

Microsoft .Net 4 Client Profile

<http://www.microsoft.com/downloads/en/details.aspx?displaylang=en&FamilyID=e5ad0459-cbcc-4b4f-97b6-fb17111cf544>

Microsoft Visual Studio 2010 Tools for Office Runtime

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=06c32242-2289-4471-93aa-ce96aa5cbc36>

Microsoft .Net 4 Client Profile **MUST** be installed **BEFORE** Microsoft Visual Studio 2010 Tools for Office Runtime.

2. Create™ V8 - Installation

IMPORTANT: Before you begin the installation process, please ensure the following:

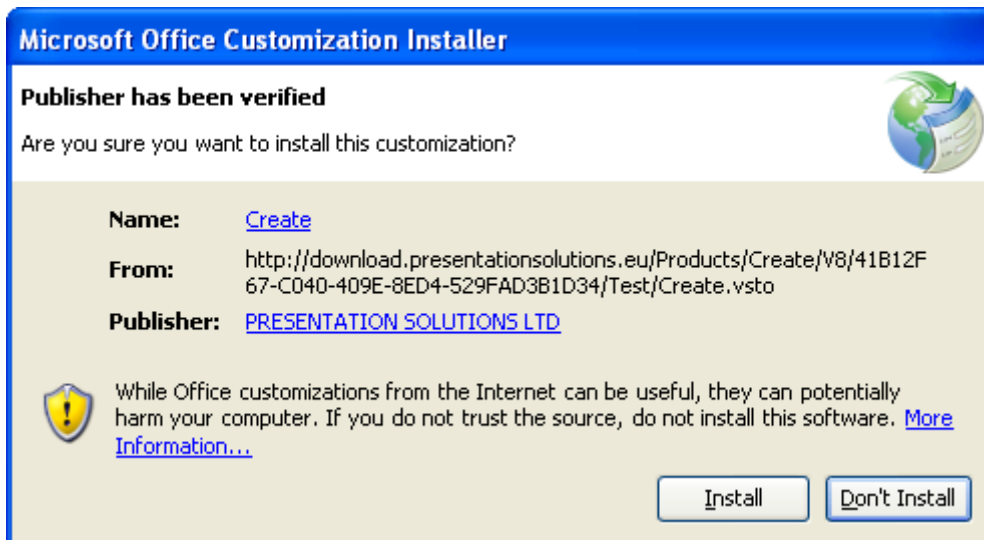
- Close down PowerPoint, Word, Excel and Outlook.
- Ensure you have a fully functional internet connection or the product cannot be downloaded or registered.

Installation process

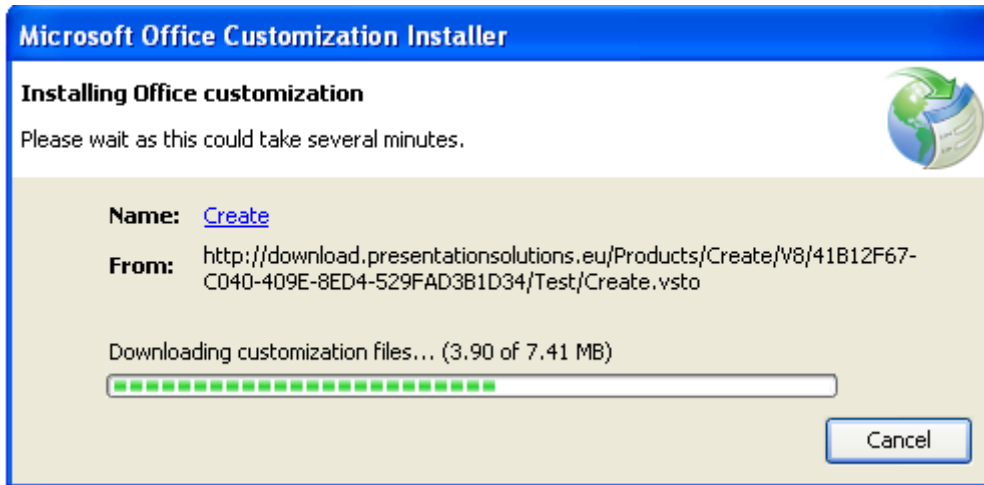
1. You will receive an electronic link to a Setup.exe in Presentation Solutions Client Downloads. Save the file to your desktop.
2. Double click on the Setup icon to start installation.



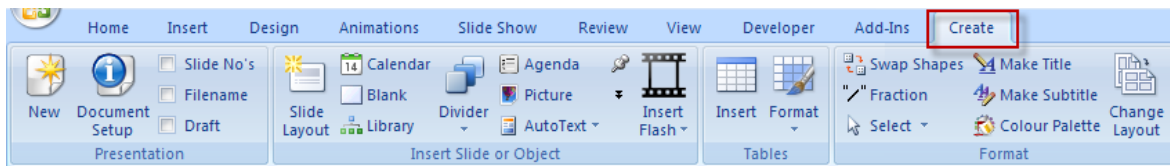
3. First the Digital Certificate is checked to verify the download. Click the Install button.



- A dialog is displayed which shows the progress of the installation.

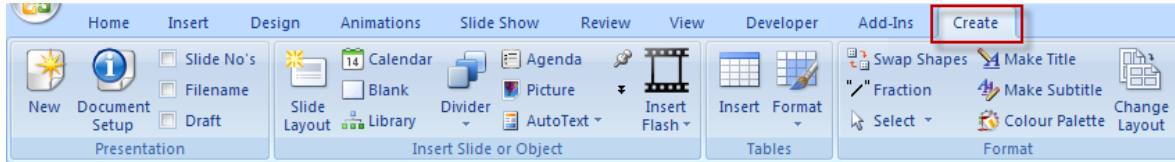


- When the installation has finished open PowerPoint and check that the Create™ tab has been added to the Office Ribbon.

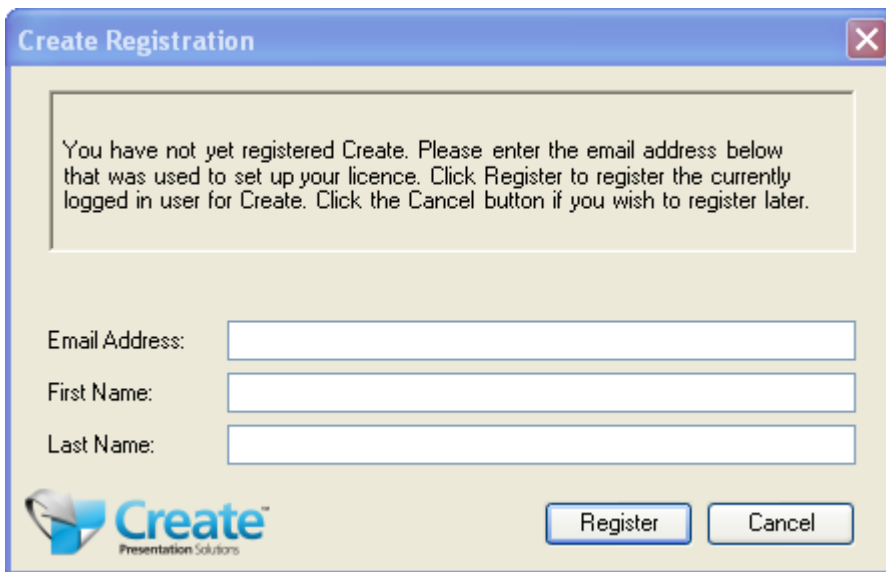


3. Create™ V8 Registration

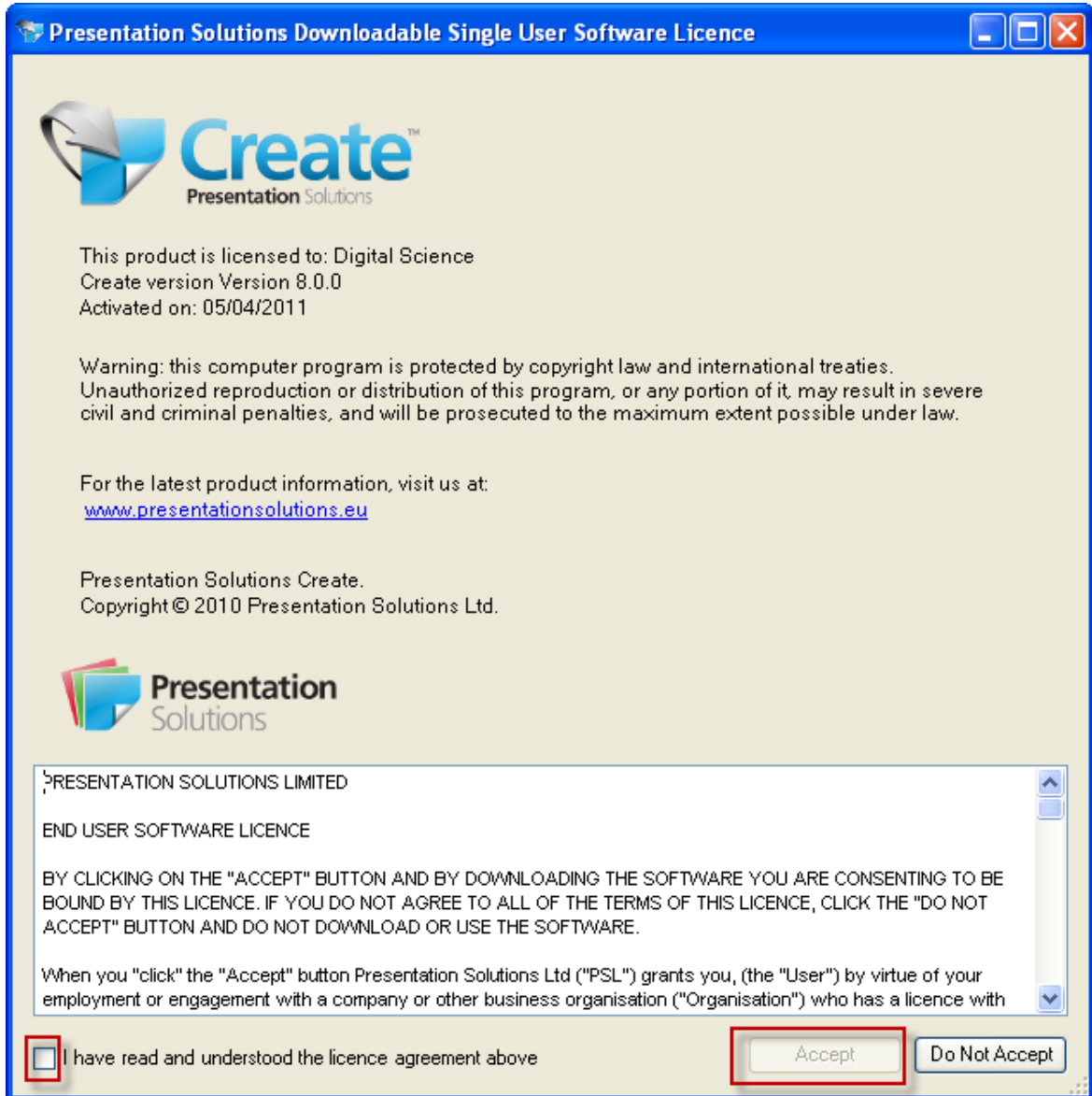
1. Once Create™ V8 is installed, open PowerPoint. There will be a new tab on the ribbon called “**Create**”. To activate Create™ V8, select **New** on this tab.



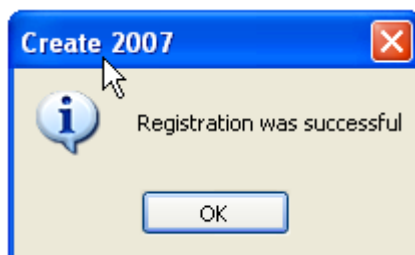
2. The following dialogue box will appear – enter your details and press **Register** button.



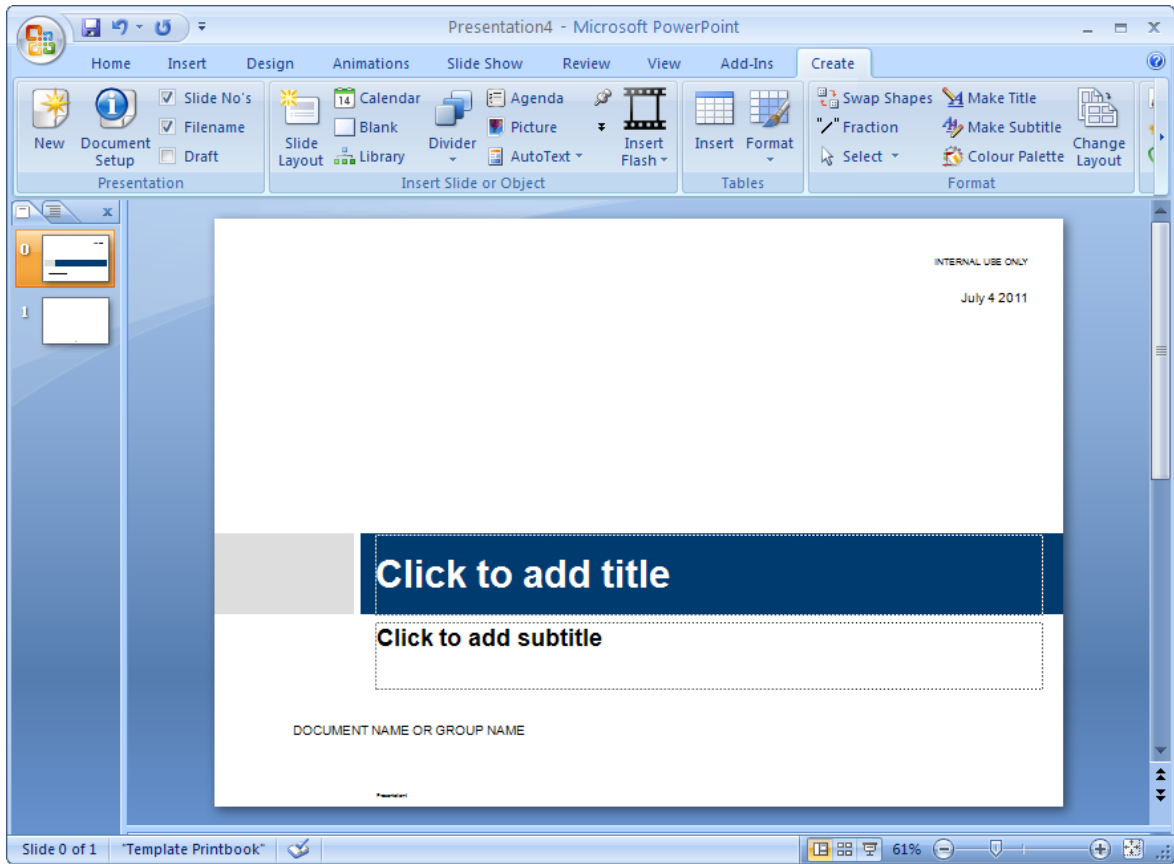
3. After selecting **Register**, the licence agreement will appear. Please read the licence terms before you check the box adjacent to **“I have read and understood the licence agreement above”** (please note that terms & conditions already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.



4. Once the previous steps have been completed, the dialogue box below will appear:



- Once you select the OK button, Create™ will be activated. In the case of PowerPoint, the Document Setup dialogue box will appear, and once you click OK your default presentation should appear (customised to your corporate branding).



Additional Information for IT professionals

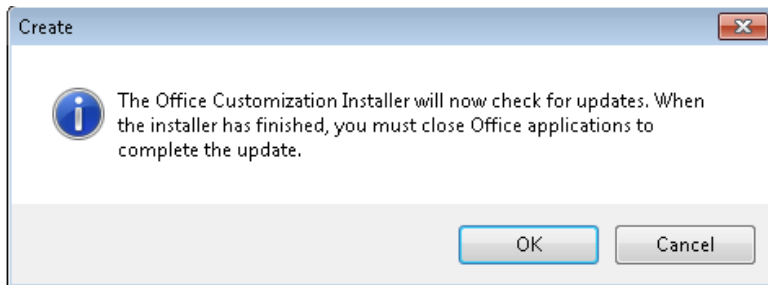
- The registration process accesses the Presentation Solutions Website (www.presentationssolutions.eu) and grants a license to a user, sending back the license key which is stored in the registry editor HK Current User/Software/PresentationSolutions.
- Errors are recorded in the folder /Create Error Logs/CreateLog.xml which can be found in My Documents (XP) or Documents (Windows 7)

4. Create™ V8 Upgrading an Installation

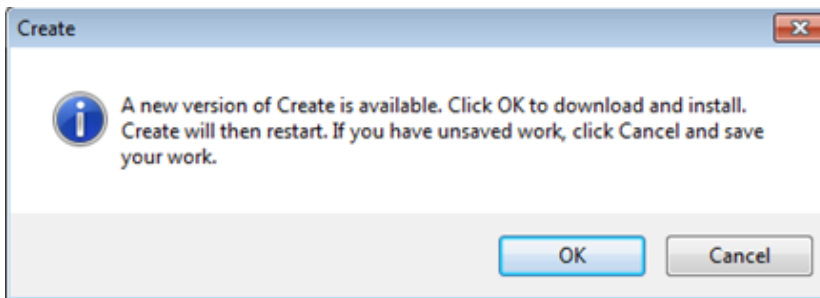
Create™ V8 can be upgraded by either double clicking the Setup Icon, right clicking the Create entry in Add/Remove Programs or by selecting the Check for Updates function on the About dropdown menu of Create tab:



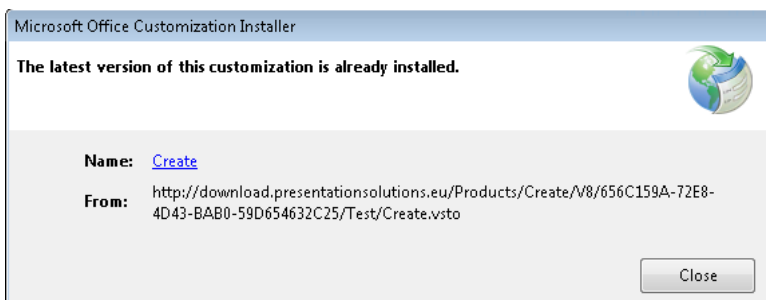
The next dialog warns that Office applications must be closed to complete the installation.



The following dialog will be displayed if an update is available.

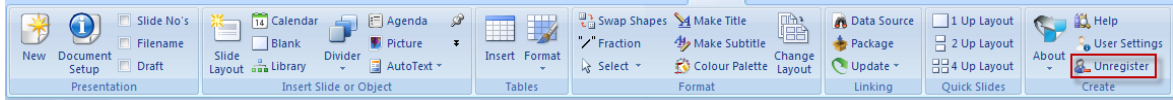


If the latest version is installed then this dialog is shown.

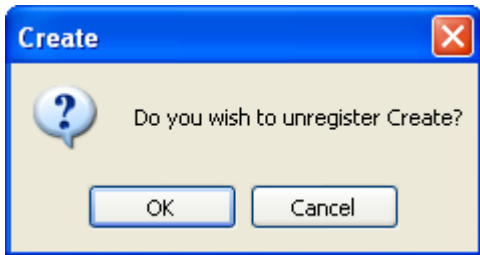


5. Create™ V8 Un-installation

1. First un-register Create™ V8 to free the licence so it can be re-used. This is done by choosing Unregister on the Create tab.

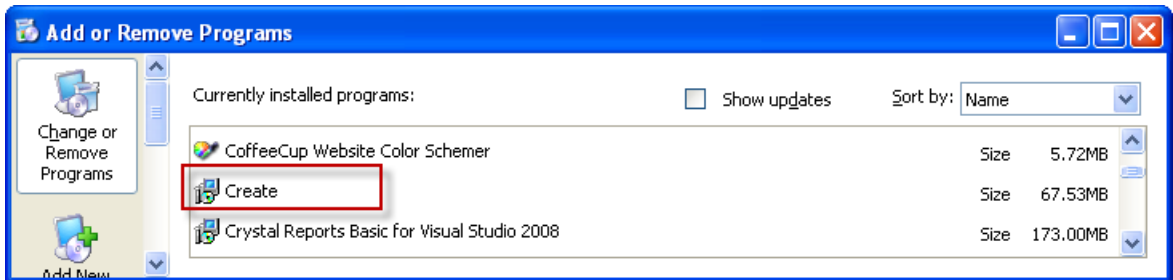


Press the OK button on the next dialog if you want to proceed.



This needs to be done for each user account on the PC that is using Create™ V8.

2. Use Add/Remove programs to remove the entry associated with Create™ V8:



6. Using Create™ in Virtual Systems

Overview

In virtual systems such as Citrix and Microsoft SMS traditional applications and add-ins are run in the server and shared by the users remotely.

ClickOnce applications are installed into the users own folder (instead of the **Program Files** folder) so each user will have their own copy of the application on their PC, it will not reside in the server.

This will be the case for Create™ V8.

When we issue the first version of V8 you will be sent a link to the Setup.exe bootstrapper which can be downloaded onto your server.

The Setup.exe will need to be run once for each user that logs on to the PC and not run again for subsequent logins of that user.

This can be done using a startup script appropriate for the target environment.

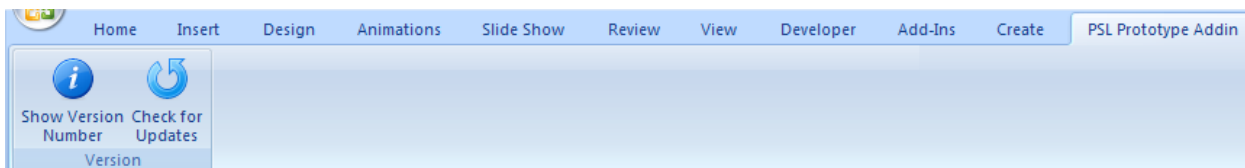
Once installed further updates (either automatic or requested by the user) will be done by Create™ V8 directly via the Internet to the users PC.

PSL Prototype Add-in for MS Office

To allow scripts to be written and tested for you environment before you receive Create™ V8 you can download our test add-in using this link:

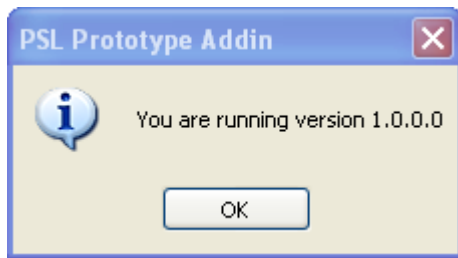
http://www.presentation solutions.eu/Downloads/Utilities/PSL_PrototypeAddIn_setup.exe

The add-in displays a new tab on the office ribbon:

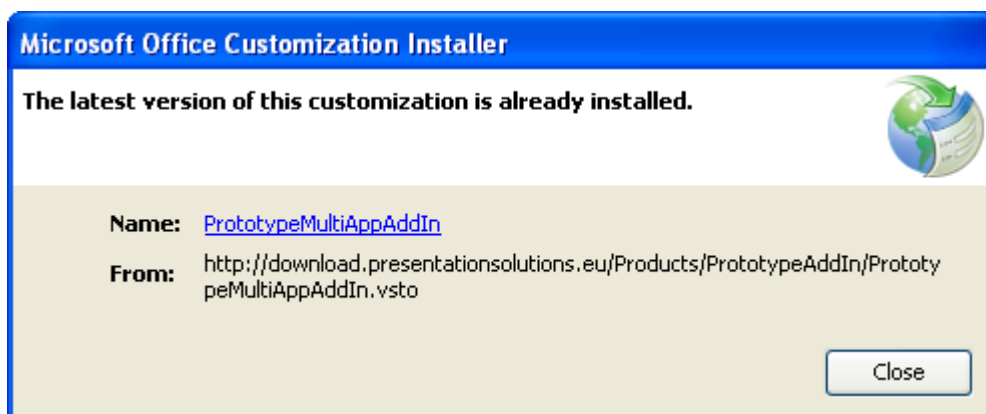


Functions **Show Version** and **Check for Updates** are provided so that correct installation can be verified.

Show Version Number displays the software version.



Check for updates reports whether a new update is available or not.



7. Possible issues and their causes

Installation issues

- Installing over an older version of the product, especially Presentation Tools, may give a message the product / location already exists on this machine

First time opening Create™ after installation

- Office customisation messages will appear for each of the three programs the first time you open them after installing Create™.
- Viewing items in Add / Remove programs:
 - XP = Start, Control Panel, Add and Remove Programs
 - Vista and Windows 7 = Start, Control Panel, Programs & Features, View Installed Programs

Language compatibility issues

If the Office version is English and the regional settings for Windows (XP) are for another language then a Multilingual User Interface Pack (MUI) has to be installed for that language.

Create™ will give errors such as “Return argument has invalid type” when formatting tables or sending tables to PowerPoint or Word without the MUI installed.

A more detailed explanation is given in the Microsoft link:

<http://office.microsoft.com/en-us/office-xp-resource-kit/q-a-using-office-xp-with-the-multilingual-user-interface-pack-HA001136510.aspx>

To determine which version of MUI is installed view this link:

<http://support.microsoft.com/kb/329838>

Disabled or Inactive add-ins

The Create™ Add-in may become disabled or inactive because of a conflict with another 3rd party Add-in.

The Add-in can be enabled and activated through the Add-Ins pane of the Options dialog using the following steps in Excel (on an XP system). The same steps are used for PowerPoint and Word.

1. Press the Office Button on the top left-hand corner of Excel

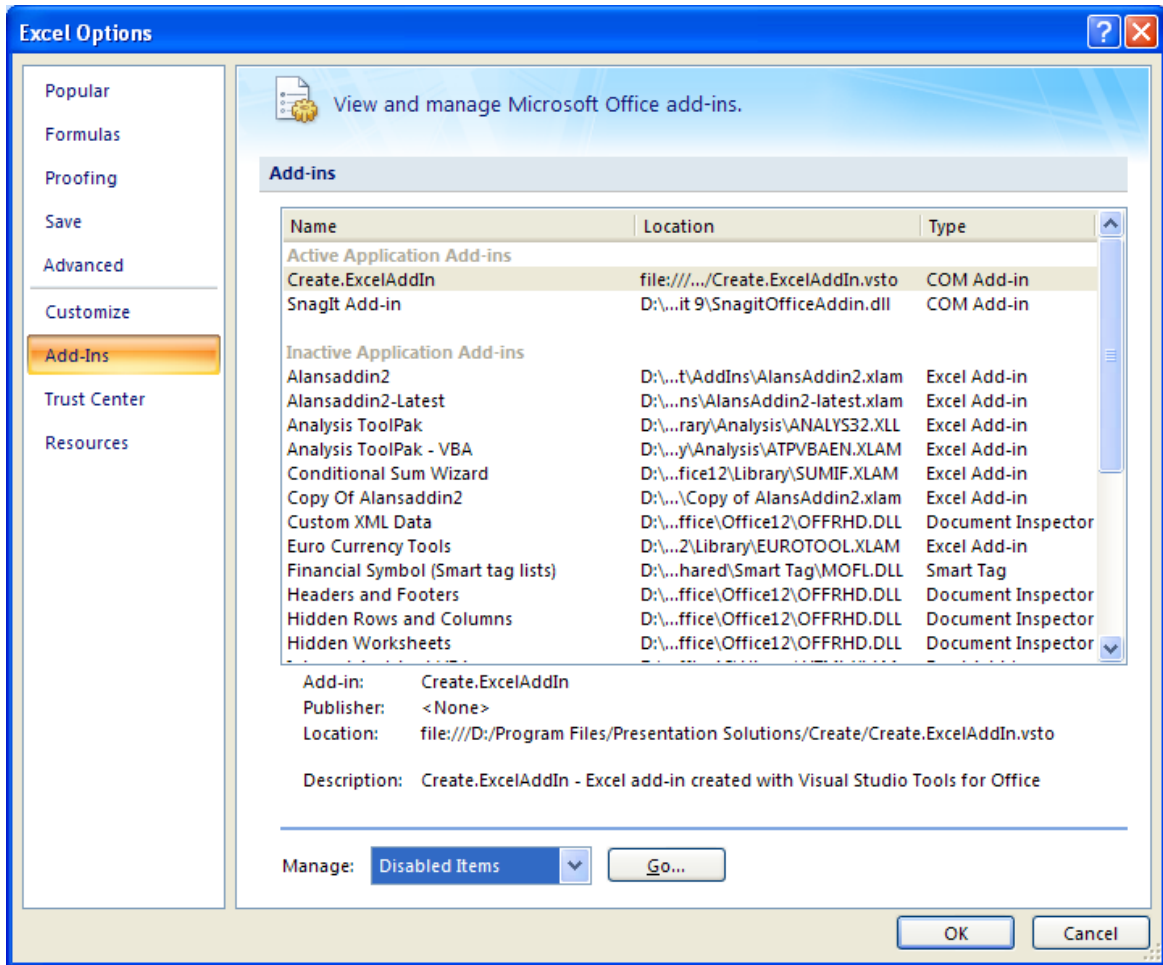


2. Press the Excel Options button to show the Options dialog

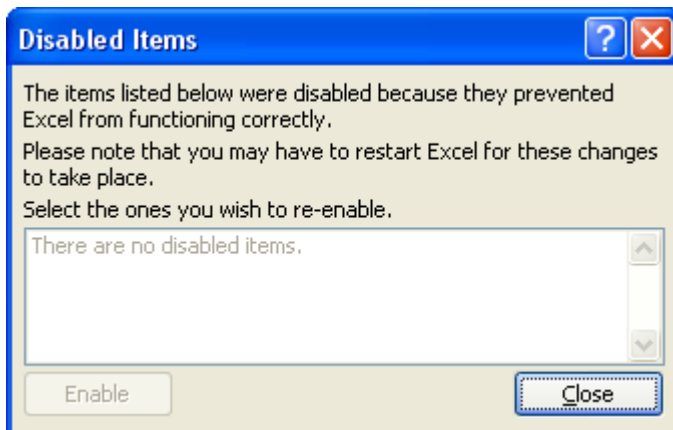


For Disabled Add-ins:

3. Select the **Add-Ins** view and then select **Disabled Items** from the Manage list and press Go



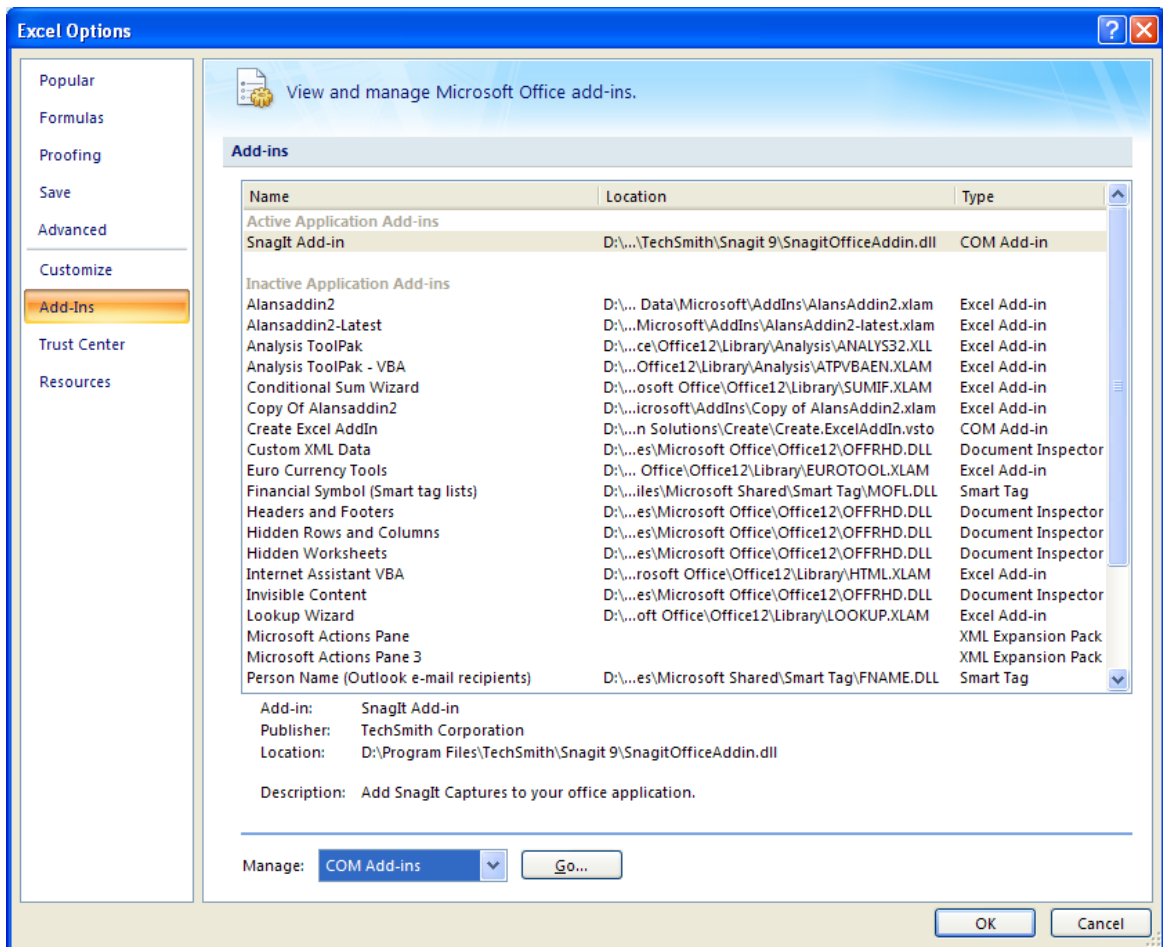
4. If the list of disabled items shows the Create.ExcelAddin then select and press the Enable button.



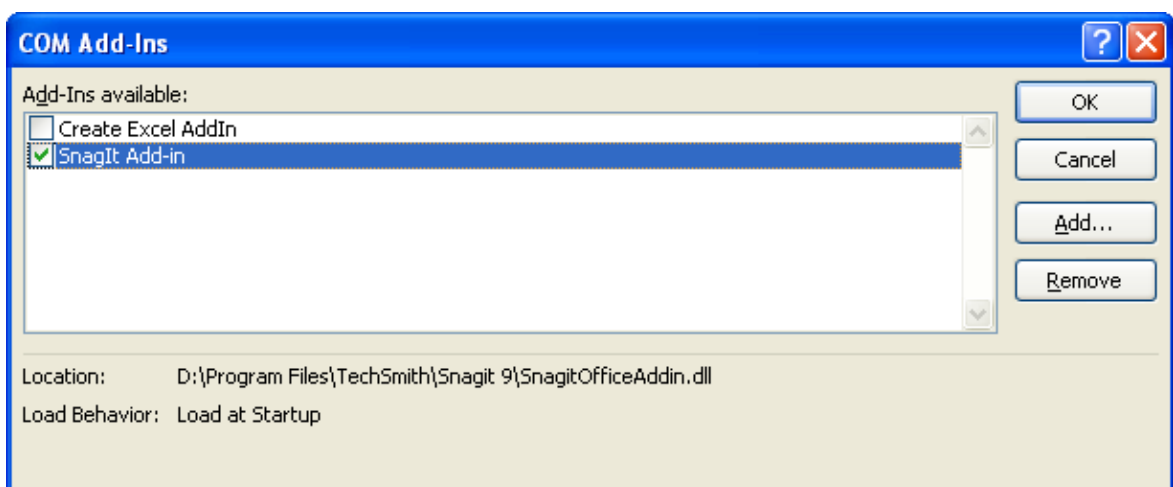
This should then enable the Add-in, but it will be Inactive so it will have to be activated (see below).

For Inactive Add-ins:

5. Select the **Add-Ins** view and then select **COM Add-ins** from the Manage list and press Go



6. If the Create.ExcelAddin check box is not ticked it has been disabled so check(tick) and press OK.



If the Create Tab does not appear on the Ribbon try closing and re-opening Excel

Background Office Processes

There can be PowerPoint, Excel or Word processes running in the background which are not visible on the screen. For example Outlook will run Word in the background for editing e-mail.

Background processes can prevent the Send Table and Send Chart to PowerPoint and Word as the Excel Add-in is unable to determine the process with which to communicate.

The background processes can be terminated using Task Manager after first closing all office applications.

Other software add-ins – known issues

Meridio

If you have this installed you cannot use the Browse button for logos / pictures because Meridio does not use native Office explorer windows. This is not a version specific issue, this will happen whichever version of Meridio you use.

We have had a client who had two versions of Meridio installed (2003 and 2007). They reported compatibility issues with our software and Meridio, but when Meridio 2003 was uninstalled, the compatibility issues went away and the two products work happily alongside each other.

Capital IQ

Version 5 is not compatible with Create™, version 6 is compatible and is a free and fast to download upgrade. Capital IQ have made some specific changes to their software in V6 which have fixed the bugs causing this.

We had a client who reported opening and working in Excel was slow when both Capital IQ and our software was installed. In tests, we established that the performance of Excel opening and running was not affected by the presence of our software, but was when Capital IQ is installed. There are some further changes in cache and update settings – which are defaulting as checked within Capital IQ - that make it faster to load pages (source data coming from internet) and stop Excel from running slowly.

WebEx

Meeting Centre “Productivity Tools” (which add in Webex meeting bookings into Outlook or Word) disable Create™ software. If these options are unchecked, Webex and Create™ work alongside each other.

Facset

Facset version 2009.4C resolves errors when saving presentations that have been experienced with earlier versions.

BeamYourScreen

In Office 2010, if BeamYourScreen is loaded and running in the background (inactively) it introduces errors when using Create™. Memory access violations, losing clipboard content – on which our software relies.

Mikigo

Although this has not yet been proven, there are reports on the internet that this has an identical behavior to BeamYourScreen in Office 2010, because of the same behavior with the clipboard produces errors when using Create™. Memory access violations, losing clipboard content – on which our software relies. A post from the company on February 29, 2011 advises that they are aware of this issue and have it on their development list to fix.