



Installation & Program Startup

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Preparing the Installation

For the installation and subsequent problem-free operation of the program, the following conditions are absolutely essential. These are explained below.

Step 1: Remove/delete previously installed program versions

If they exist, remove all previously installed program versions before the installation (see section Uninstalling or deleting the program). In every case, delete existing installations of a **Free Edition** if you have purchased a license for a **full version**. A **Free Edition** can not be unlocked with a license key for a **full version**! You should always empty the **Trash**, as some operating systems (e.g. Mac OS X) start programs that have already been deleted to the **Trash**.

Step 2: The correct installation program for your operating system

For the software installation, appropriate installation programs for different operating systems (**Windows**, **Mac** and **Linux**) were developed. Please ensure when downloading the installer program that you choose the correct one for your operating system.

The programs are delivered as 64-bit version for all operating systems. If you do not have a 64-bit operating system, you will not be able to install/use the software.

Step 3: Unpacking the installation program

The installation program may be packed in an archive (e.g. **.zip** or **.rar** file). A ZIP/RAR file may be recognized by its suffix when these are displayed as default. In this case you must unpack the installation program so as to be able to start it. Programs for unpacking archives (e.g. ZIP files) are a part of the operating system.

When using Windows, it may be that the operating system's own unpacking program displays an empty archive. In this case please use a free of charge additional program (e.g. 7-Zip), to unpack the ZIP.

Step 4: Installation rights

The installation may under certain circumstances only be possible with local administrator rights. If you do not possess appropriate rights, please contact your administrator.

Step 5: Licensing the software (chargeable versions only)

1. Free Edition

Some programs are available as a free version. Free of charge versions (**Free Edition**) do not need a license file. A suitable license file is included in the installation package.

*A free of charge **Free Edition** cannot be updated with a license file for chargeable program versions. In this case you must use another installation program.*

2. Demo Version

Some programs are available as a free demo version. Free of charge time-limited demo versions also do not need a license file. A demo license file is included in the installation package. When the time limit for using the demo version has expired, the demo version will automatically be converted to a **Free Edition** so that you can continue to edit your documents.

3. Licensed full version

You must unlock the full version either with a **License file** or a **License code** that you will have received with the program. The license file or the license code can be used for licensing a program on all platforms.

Some programs are already delivered with a temporary, time-limited licence file. To exchange a time limited license file for a final license file for licensed program versions (i.e **Personal Edition** or **Commercial Edition**), please see the section **Update License**.

*Do **NOT** try to open the license file with another program (Text Editor, etc.) or in a browser.*

Store the license file on your computer and note its location so that you have the license file for a later installation.

Step 6: Hardware protection

Some special Desktop and Server applications are supplied by VIVA with a hardware protection key (Dongle) as well as the license file. If you have received software with hardware protection (e.g. with the purchase of server software), attach the hardware key to your computer's USB connection before you install the software. The VIVA application should recognize the hardware key automatically after installation, or at least after the computer is rebooted.

Licensing additional options and add-on modules

Various additional options or add-on modules are available for the application. When you order these additional options or add-on modules, you will receive a **License code**. To activate these additional options or modules, please see the section **Update License**.

Installation on Windows

Program installation

Step 1: Unpack the installation program

The installation program may be packed in an archive (e.g. ZIP file). A ZIP file may be recognized by the suffix **.zip** (see Step 2 Preparing the installation).

Step 2: Start the installation program

Click the installation program (**Setup.exe**) and choose **Run as Administrator** in the context menu. If you are sure that you have administrator rights, you can also start the installation program (**Setup.exe**) with a double click on the program icon.

Step 3: Follow the installation instructions

Follow the instructions of the installation program.

By default, all the options are defined so that in most cases you only need to confirm the settings.

*Use the option **Standard** or **Complete**.*

In most cases you can go back a step if you think that you may have made a mistake.

You can cancel the installation at any time and if necessary restart from the beginning.

Step 4: Start the program

Start the program with a double click on the program icon.

If you have problems installing the program or starting the program after installation, please check your user rights. It may be that you do not possess the right to install any software on your computer. In this case please refer to your administrator.

If you have problems starting the program although you have already used it, you can probably start the program in emergency mode. Please refer to the notes in the section Starting the program (Emergency mode).

Step 5: Choose License (initial installation)

Choose one of the following options:

- Choose **Full version** if you have purchased a paid version of the program and follow the instructions.
 - If you have received a license file, choose the corresponding license file with the file extension **.vlk** (see section Preparing for installation).
 - If you have received a license code, enter the license code in the dialog (see section Preparing for installation).
- Choose **Free Edition Plus** if you would like to test the full version for a limited time, which will then automatically become the lifetime **Free Edition**.
- Choose **Free Edition** if you want to use the lifetime **Free Edition** directly. Please note the information in the sections **Update license** and **Delete license** if you have subsequently purchased a paid version of the program.

*For Windows users, it may be that the installation program refuses the license file, although the installation was carried out as an administrator. In this case it sometimes helps to reboot the program several times. Alternatively, you can rename the license file as **viva.vlk** and replace the existing file »viva.vlk« in the **Resources** subfolder of your program folder. With server versions you must always follow this procedure.*

To exchange a time limited license file for an unlimited license file for licensed program versions (Personal Edition or Commercial Edition), please see the section Update License.

*A free of charge Free Edition can **NOT** be updated with a license file for chargeable program versions. In this case you must use a different installer.*

Uninstalling or deleting the program

On Windows you can uninstall with the operating system.

Uninstall with the operating system

- In the Windows Start menu, choose the **Control Panel** for **Software or Programs**.
- Select the program to be removed and follow the instructions.

Installation on Mac

Program Installation

Step 1: Unpack the installation program

Double-click the file icon with the suffix **.dmg**. The operating system will unpack the file and display it as a disk drive on the Desktop.

Step 2: Copy the program

Double-click the disk drive icon. You can start the program directly with a double click on the icon. We do however recommend that you move the program icon to the **Applications** folder. You can also use a folder of your choice (e.g. **Desktop**).

Step 3: Start the program

Start the program with a double click on the program icon.

If you have problems installing the program or starting the program after installation, please check your user rights. It may be that you do not possess the right to install software on your computer. In this case please refer to your administrator.

If you have problems starting the program although you have already used it, you can probably start the program in emergency mode. Please refer to the notes in the section Starting the program (Emergency mode).

*If the operating system gives a hint that only applications from the **Apple App Store** can be launched, choose the option “System Preferences > Security & Privacy > Allow Apps downloaded from > App Store and identified developers”.*

Step 4: Choose License (initial installation)

Choose one of the following options:

- Choose **Full version** if you have purchased a paid version of the program and follow the instructions.
 - If you have received a license file, choose the corresponding license file with the file extension **.vlk** (see section **Preparing for installation**).
 - If you have received a license code, enter the license code in the dialog (see section **Preparing for installation**).
- Choose **Free Edition Plus** if you would like to test the full version for a limited time, which will then automatically become the lifetime **Free Edition**.
- Choose **Free Edition** if you want to use the lifetime **Free Edition** directly. Please note the information in the sections **Update license** and **Delete license** if you have subsequently purchased a paid version of the program.

Update an installed program version

To update an existing program version, you should always replace the complete program folder.

If you are using a licensed version, you may need to select or update your license file or enter a license code. If so, please refer to the section **Update License**.

Uninstalling/Deleting the program

You can remove the program by simply deleting the program folder. Afterwards you must always empty the **Trash**.

Alternatively, as a program administrator you can also remove the program using the “Terminal”:

Deleting with the Terminal (10.6 or newer)

- Start the program Terminal, which is in the Dock or in Utilities.
- Open the folder `/private/var/db/receipts` (`cd /private/var/db/receipts`).
- Delete the files `viva...bom` and `viva...plist` with the command `sudo rm`.
(e.g. `sudo rm com.viva.designer.bom` and `sudo rm com.viva.designer.plist`)
Your user password will be required to delete these files.

Delete license

In some cases, it may make sense to delete the installed license, for example because you want to restore the factory settings.

Step 1: Delete license file

1. In the Finder, choose: Go to > Go to folder.
2. Enter the following: `~/Library/Preferences/Viva/`
or alternatively `/Users/{Benutzername}/Library/Preferences/Viva/`
3. Open the program folder and then the Resources folder in the folder with the build number
(e.g. “9150”).
4. Delete the file “viva.vlk”.
5. Delete all files and folders in this folder.

Step 2: Start the program

1. Open the “Applications” folder.
2. Start the program by double-clicking on the program icon.
3. The program will now ask for the license type as during the initial installation. Alternatively, choose Help > Update license.

Installation on Linux

Program Installation

The program is available under Linux as a so-called “ApplImage” version. ApplImage is an Add-on module for Linux, which simplifies the use of programs on Linux operating systems. It can be downloaded free of charge from <https://appimage.org>. With the help of ApplImage the program runs on almost all Linux distributions, because there are no dependencies on libraries of the operating system. ApplImage is installed by default on many Linux distributions, but is not a mandatory requirement to use the program. Nevertheless we recommend the installation of the additional module, so that you can, for example, also start the program by double-clicking on the document icon. If the additional module “ApplImage” is installed on your computer you can skip Step 1.

Step 1: Preparation

1. Click on the ApplImage file and choose **Properties** from the context menu.
2. -In the **Access Rights** tab, choose **Run the file as a program** (Ubuntu) or **Allow the file to run as a program** (Mint) and close the dialog.

The names of the options listed here correspond to those in the “Ubuntu” or “Mint” operating system. In other operating systems, these options may have different names or be in different dialogs. When using other distributions and/or versions, make sure that a file with the extension “.Appimage” can be executed as a program.

Step 2: Start the program

Start the program by double-clicking on the ApplImage file.

If an error message appears, go back to Step 1.

If you have problems starting the program although you have already used it, you can probably start the program in emergency mode. Please refer to the notes in the section Starting the program (Emergency mode).

Step 3: Choose License (initial installation)

Choose one of the following options:

- Choose **Full version** if you have purchased a paid version of the program and follow the instructions.
 - If you have received a license file, choose the corresponding license file with the file extension .vlk (see section Preparing for installation).
 - If you have received a license code, enter the license code in the dialog (see section Preparing for installation).
- Choose **Free Edition Plus** if you would like to test the full version for a limited time, which will then automatically become the lifetime **Free Edition**.
- Choose **Free Edition** if you want to use the lifetime **Free Edition** directly. Please note the information in the sections **Update license** and **Delete license** if you have subsequently purchased a paid version of the program.

Uninstalling or deleting the program

Simply delete the "ApplImage" file. As ApplImages are not installed in the classic sense, deleting the file is sufficient to remove the application.

If present, remove the associated ".desktop" file. This is typically located in one of the following directories:

- `~/.local/share/applications/` (for the current user)
- `/usr/share/applications/` (system-wide)

Program start (emergency mode)

When the program is started, the program loads a number of additional files. If these additional files are defective or incompatible, the program may crash when started. In such cases, you can start the program in **Emergency Mode** to solve the problem. To do this, proceed as follows:

1. Hold down the **Shift** key.
2. Start the program by double-clicking on the program icon.
3. Instead of the program, the **Emergency Mode** dialog opens. As the program language is not yet known when the program is started, the options appear in English. Choose one of the following options:
 - **Reset Preferences** — This option skips loading the Preferences file. Choose this option if you think that a defective preferences file could be the cause of the program crash. For example, the Preferences file stores all the settings from the options in the **Preferences**. If you choose this option and the program is subsequently started without errors, a new Preferences file is created after you quit the program. All settings of the old defective file cannot be taken over.
 - **Reset Font Cache** — This option skips loading the font cache that the program has created based on the available fonts. Choose this option if you think that a defective font cache could be the cause of the program crash or if not all fonts are displayed despite a correct program start. In this case, all available fonts are reloaded after the program start and a new font cache is created.
 - **Ignore AddIns** — This option skips the loading of AddIns. Choose this option if you think that a defective or incompatible AddIn module could be the cause of the program crash. If you choose this option and the program subsequently starts without errors, you must remove the modules in the AddIns folder step by step if you do not know directly which AddIn module is responsible.
 - **Reset Dialog Geometries** — This option deletes all information about the position of the dialogues on the screen. Choose this option if you have been working with several screens that are now no longer available. For example, if you have always opened the **Open** dialog on a second monitor that is now unavailable, the dialog may no longer be displayed. This is because the program is trying to display the dialog on this second monitor.
 - **Unlock Access Rights** — This option allows you to directly unlock access rights for opened documents. This option is useful if the document has the program menu disabled. To do this, after starting the program, drag the document to the program window or program icon and enter the password to unlock the access rights. Please refer to the section **Access Rights** for more information.
4. Confirm your entry. If you do not choose any option or click **Cancel**, all defaults are retained.

Emergency mode is only available in the desktop version.

Update License

A license update is necessary when

- after placing your order you have received an email with the download links for the program and also a license file or license code, or
- you want to exchange a temporary license with a final one after paying the invoice, or
- the license file supplied with the program has expired, or
- you have installed additional options or modules and/or want to activate existing modules.
- you want to add VIVA® Points to your account.

For the update, you need a license file or a license code (see the section [Preparing the Installation](#)).

Step 1: Start the program

Start the program. If the program cannot be started due to the expiry of the license file, the dialog for updating the license will open automatically. Continue with Step 3.

Step 2: Update License

Choose **Help > Update License**.

Step 3: Follow the instructions

Follow the instructions in the program.

It may be that the installation program refuses the license file, although the installation was carried out as an administrator. In this case it sometimes helps to reboot the program several times. Alternatively, you can rename the license file as viva.vlk and place it in the folder Resources of your program folder and replace the existing file viva.vlk.

Installing an ICC color profile

ICC color profiles can be stored in the “Color Profiles” folder of the program (Windows and Mac only) or in the user folder (recommended).

1. Quit the program.
2. Open one of the following user folders (recommended) or the program folder and copy the ICC color profile there. Folders such as “AppData” or folders beginning with a dot “.” are usually hidden. You must make these folders visible or open them via the console.

Windows — */Users/{Username}/AppData/Roaming/Viva/Color Profiles/*

Mac — *~/home/{USER}/Library/Preferences/Viva/Color Profiles*

Linux — */home/{USER}/.Viva/Color Profiles*

3. Start the application.

Automated Installation (for System Administrators only)

As an administrator you can carry out an automated installation, or share the program. Particularly on Windows, there are many programs for an automated installation. As an administrator there are a few aspects to which particular attention should be paid.

Preferences file

In this Preferences file are contained all of the settings that can be entered in the program **Preferences**. Please refer to the Preferences section. If users need certain predefined settings, you will need this file for the automated installation. This is particularly true if you need special program settings. The Preferences file is not part of the installation, but is saved when the program quits for the first time, and is updated when further changes are made. The Preferences file contains both preferences for the program and preferences for documents.

To create a Preferences file for automatic installation, please proceed with the following steps:

Create Preferences file:

1. Install the program on a reference computer according to the installation instructions.
2. Start the program.
3. Choose **Edit > Preferences** (Windows/Linux) or **{Application} > Preferences** (Mac).
4. Set all the program and document preferences you require.
5. Quit the program.
6. Open the folder in which the program has saved the Preferences file. The paths are as follows:

Windows 7/8/10:

C:\User\[User Name]\AppData\Roaming\Viva\[Programname]\Build Number\Application.prefs

Mac:

Users/[User Name]/Library/Preferences/Viva/[Programname]/Build Number/Application.prefs

Linux:

/home/[User Name]/.Viva/[Programname]/Build Number/Application.prefs

Please note that some folders may be hidden and are displayed gray in the example.

Dictionaries

Depending on the program version, the software comes with a module for spell checking and hyphenation for different languages. You can always install additional dictionaries for other languages in the presets using the **Preferences > Dictionaries** option. These dictionaries are automatically saved in the **Dictionaries** folder. If users need specific dictionaries, you must include this folder with all its subfolders in the automatic installation. Please refer to the Preferences section for more information.

Windows Registry

For technical reasons, NOT all program preferences are saved in the Preferences file. The **Proxy Settings** for example are saved in the **Windows Registry**, so that the **VivaFileSender** can also access this information. In this case you must extend the **Windows Registry**.

You must enter the **Proxy Settings** in KEY_LOCAL_MACHINE/Software/Viva/VivaApp/Proxy. The software will then register the fact that at the time of the installation there is, as yet, no user in the system. The deciding factor here is the value in SystemScopeStamp as well as the pure **Proxy Settings**. The value format is a free choice (date, number or text) but must be UNIQUE.

The software checks the entry in KEY_LOCAL_MACHINE when it is started and enters these settings automatically in KEY_CURRENT_USER. If the user changes the **Proxy Settings**, then the new settings will take effect, as long as the value in the field SystemScopeStamp has not changed. If the value in the field SystemScopeStamp changes, the **Proxy Settings** from KEY_CURRENT_USER will be overwritten automatically with the **Proxy Settings** in KEY_LOCAL_MACHINE.

License file

If you carry out an automatic installation, you must ensure that there are individual serial numbers for each computer, which are generally only allowed to be used on one computer. A general license file for a corporation is only available on request.

In a manual installation the license file is saved to the user folder. The program automatically names the file **viva.vlk**.

Paths for the License file in the user folder:

Windows 7/10:

c:\Users\[User Name]\AppData\Roaming\Viva\[Programname]\Build Number\viva.vlk

MacOS:

Users/[User Name]/Library/Preferences/Viva/[Programname]/Build Number/viva.vlk

Linux:

/home/[User Name]/.Viva/[Programname]/Build Number\viva.vlk

Please note that some folders may be hidden and are displayed gray in the example. You can, however, also place the license file directly into the program folder if no user has yet been created on the computer, or if the computer is operated by several users. In this case the license file is just named **viva.vlk**, independently of the version number.

Paths for the License file in the program folder:

Windows (32 Bit):

c:\Program Files (x86)\[Programname]\Resources\viva.vlk

Windows (64 Bit):

c:\Program Files\[Programname]\Resources\viva.vlk

Mac:

Applications/[Programname]/Resources/viva.vlk

Linux:

`opt\viva\Resources\viva.vlk`

Communication Profile

If you work with service providers who supply you with a communication profile, this communication profile should also be taken into account with an automated installation. With the help of the communication profile, you can send documents with all fonts and images used to third parties fully automatically. Please refer to the chapter in the manual entitled **Package & Send**.

To enable customers in need of support to transfer test files to VIVA, the default communication profile **Viva Support** with the file **VIVA_Support.vcp** is supplied with the program. You can decide for yourself whether you will remove this communication profile for an automated installation and/or install other communication profiles supplied by your service provider. The communication profiles always have the suffix **.vcp** and must be placed in the folder **Resources/Services** of the program folder.

