Installation

Installation

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

> For all operating systems since Version 9 a 64 Bit version is supplied. For some older Windows systems both a 32 bit and a 64 Bit version may be supplied. If you have a 64 Bit operating system, you should also always install the 64 Bit version. If you don't possess a 64 Bit system, please use the 32 Bit version. Please note that the function ranges of the 32 Bit and 64 Bit versions may differ.

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 programmes 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 programmes 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 from either VIVA or your product dealer. The license file or the license code can be used for licensing a program on all platforms.

Some programmes 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 Key**.

- 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 recognise 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 VivaDesigner. 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 Key**.

Installation on Microsoft 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 (**Set-up.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.

Step 5: Choose License File/Enter license code

With chargeable licensed versions or after expiry of a time limited program version, the program will ask for a license file or a license code at the start.

1. If you have received a license file, choose the appropriate license file with the suffix **.vlk** (see the section **Preparing the Installation**).

2. If you have received a license code, enter the license code in the dialog (see the section **Preparing the Installation**).

- 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** sub-folder of your program folder. With server versions you should 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 Key**.

- 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 OS X

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.

Step 4: Choose License File/Enter license code
With chargeable licensed versions or after expiry of a time limited program version, the program asks for a license file or a license code at the start.

1. If you have received a license file, select the appropriate license file with the suffix **.vlk** (see the section **Preparing the Installation**).

2. If you have received a license code, enter the license code in the dialog (see the section **Preparing the Installation**).

Update an installed program version
To update an existing program version on Mac OS X, 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 Key**.

Uninstalling/Deleting the program
On Mac OS X you can remove the program by simply deleting the program folder. Afterwards you must always empty the **Trash**.

Please also delete the following additional files (if available):

Deleting on Mac OS X (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.

Installation on Linux

The program is available under Linux as a so-called "AppImage" version. AppImage 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 AppImage the program runs on almost all Linux distributions, because there are no dependencies on libraries of the operating system. AppImage 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 "AppImage" is installed on your computer you can skip Step 1.

Step 1: Preparation

1. Click on the AppImage file and choose Properties from the context menu.

2. -In the Access Rights tab, select 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 AppImage file.

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

Step 3: Choose License File/Enter license code
With chargeable licensed versions or after expiry of a time limited program version, the program asks for a license file or a license code at the start.

1. If you have received a license file, choose the appropriate license file with the suffix **.vlk** (see the section **Preparing the Installation**).

2. If you have received a license code, enter the license code in the dialog (see the section **Preparing the Installation**).

Programme start (emergency mode)

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

1. Hold down the Shift key.

2. Start the programme by double-clicking on the programme icon.

3. Instead of the programme, the Emergency Mode dialog opens. As the programme language is not yet known when the programme 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 programme crash. For example, the Preferences file stores all the settings from the options in the Preferences. If you choose this option and the programme is subsequently started without errors, a new Preferences file is created after you quit the programme. All settings of the old defective file cannot be taken over.

   - Reset Font Cache — This option skips loading the font cache that the programme has created based on the available fonts. Choose this option if you think that a defective font cache could be the cause of the programme crash or if not all fonts are displayed despite a correct programme start. In this case, all available fonts are reloaded after the programme 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 programme crash. If you choose this option and the programme 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 Open dialog may no longer be displayed. This is because the programme is trying to display the dialog on this second monitor.

4. Confirm your entry. If you do not choose any option or click Cancel, all defaults are retained.

Update License Key

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.

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 Key.

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**.

Install third-party dictionaries

Depending on the program version, the software comes with a module for spell checking and hyphenation for different languages. If you have installed modules of other manufacturers for hyphenation, they can be selected for each individual language in the preferences.

For example, you can use the Hunspell spell checker and hyphenation used in programs like LibreOffice, Mozilla Firefox or Mozilla Thunderbird (http://hunspell.github.io/).

Under Linux (AppImage) it is currently not possible to install third-party dictionaries.

Install Hunspell spell checker

1. Quit the program.

2. Look for Hunspell dictionaries Internet.
   (e.g. https://cgit.freedesktop.org/libreoffice/dictionaries/tree/)

3. Download the spell checker file. The file name starts with a country code and ends with ".dic" (e.g. "cs_CZ.dic").

4. Download the appropriate additional file with the extension **.aff** (e.g. "cs_CZ.aff").

5. Copy the files to the folder Dictionaries/hunspell in the program folder.

6. Start the program.

7. Choose Edit › Preferences › Language › Spelling & Hyphenation (Windows/Linux) or [Application Name] › Preferences › Language › Spelling & Hyphenation (Mac) to let the module choose the appropriate language. If there is only one module for the language, it is automatically displayed. If the module is not displayed, the module was not loaded. In this case, please check all previous steps.

Install Hunspell Hyphenation

1. Quit the program.

2. Look for Hunspell dictionaries Internet
   (e.g. https://cgit.freedesktop.org/libreoffice/dictionaries/tree/)

3. Download the hyphenation file. The file name starts with **hyph** and ends with **.dic** (e.g. "hyph_cs_CZ.dic").

4. Copy the files to the folder Dictionaries/libhnj in the program folder.

5. Start the program.

6. Choose Edit › Preferences › Language › Spelling & Hyphenation (Windows/Linux) or [Application Name] › Preferences › Language › Spelling & Hyphenation (Mac) to let the module choose the appropriate language. If there is only one module for the language, it is automatically displayed. If the module is not displayed, the module was not loaded. In this case, please check all previous steps.

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's Preferences dialog. 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 VivaDesigner › 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\[VIVA Programname]\Build Number\Application.prefs

Mac OS X:

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

Linux:

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

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

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 7/8/10:

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

Mac OS X:

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

Linux:

/home/[User Name]/.Viva/[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 7/8/10: C:\Program Files(x86)\[VIVA Programname]\Resources\viva.vlk

Mac OS X: Applications/[VIVA Programname]/Resources/viva.vlk

Linux: opt\viva\Resources\viva.vlk