



Client Installation Guide

Version 2.9
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Purpose of this document

This document is designed to assist you in installing the RMS client onto your workstations. The RMS client needs to be installed on each PC that you want to use the system from.

Minimum PC Specifications

The following shows minimum / recommended PC specification for using the RMS system which should result in acceptable performance (although systems may vary).

Item	Minimum Specification	Recommended Specification
Processor	Intel Core™ 2 @ 1.8GHz	Intel Core™ I3
Memory	2GB	4GB
Disk	500MB Free Space	
Peripherals	Sound Card + Speakers (Required for notifications)	Sound Card + Speakers
Screen Resolution	1280 x 1024	1920 x 1080
Operating System	Windows 7	Windows 7, 8 or 10
Other software	Adobe Reader Version 10 or later Microsoft Excel 2010 or later	

What it won't run on

The Apex RMS client will not run correctly on a touchscreen-only device as the ability to right click is not normally available on these devices. It will not run on any device with Windows 8 RT operating system installed.

The Apex RMS client is Microsoft® windows-only, it will not operate on Mac or Linux-derived systems.

Windows XP® support expires on 8th April 2016, the client may run correctly on devices with this operating system but we will not support it.

Proxy Servers / Internet Filtering

If a proxy server or internet filtering is applied on your network you will need to add the following URL as an exception to allow the client to update itself from the internet:

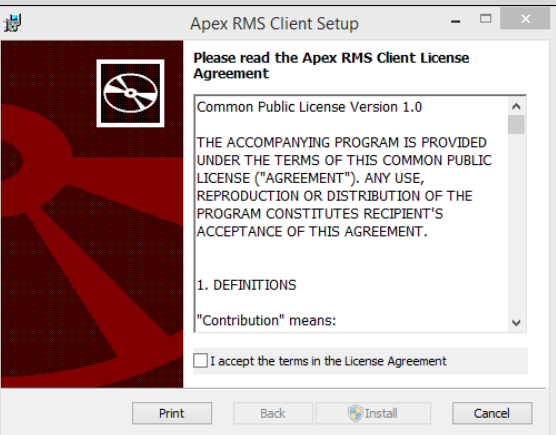
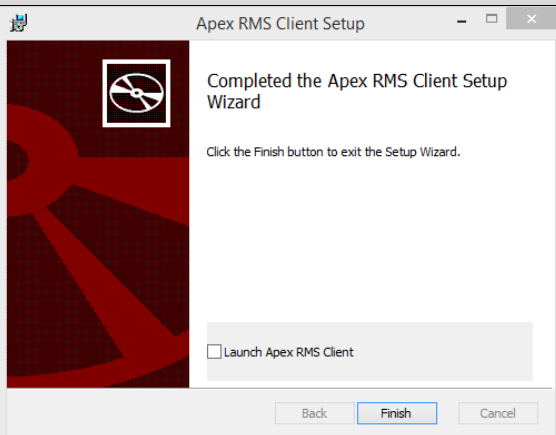
- <http://clientupdate.apex-rms.com/ClientUpdateWebService.asmx>

Installing the Apex RMS Client

Note : Before installing the RMS client you must make sure the user that is completing the installation is a member of the Administrators Group on the local PC.

To Install the Apex RMS Browser copy & paste the link below into a web browser (or click the link) and follow the instructions below.

<http://download.apex-rms.com/Resources/RmsClientInstaller.msi>

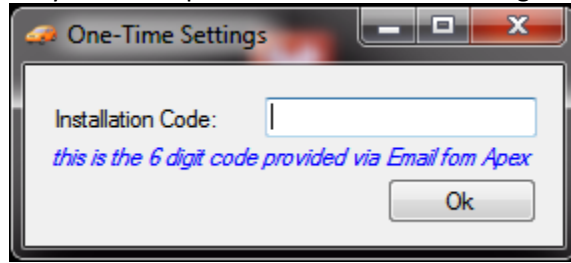
<p>1. At the File Download - Security Warning select Run</p> 	<p>2. At the Internet Security Warning click Run</p> 
<p>3. On the Welcome screen tick 'accept' and click Next</p> 	<p>4. Install complete – tick 'launch' if required and then the finish button</p> 

Running the Apex RMS Client

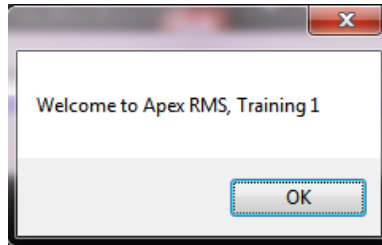
The first time the RMS Browser is used it needs to be configured to connect to your RMS Server. A new desktop shortcut will have appeared as part of the browser install above:



Double-click on this shortcut and you will be presented with the following One-Time Settings window



In the Installation Code box enter the code supplied by Apex & click the 'OK' button. You should receive a message welcoming you to RMS:



Click 'OK' and the RMS client will connect to the system, note if your server has not been set up yet you may get the following error which is perfectly normal until your server is ready for use:

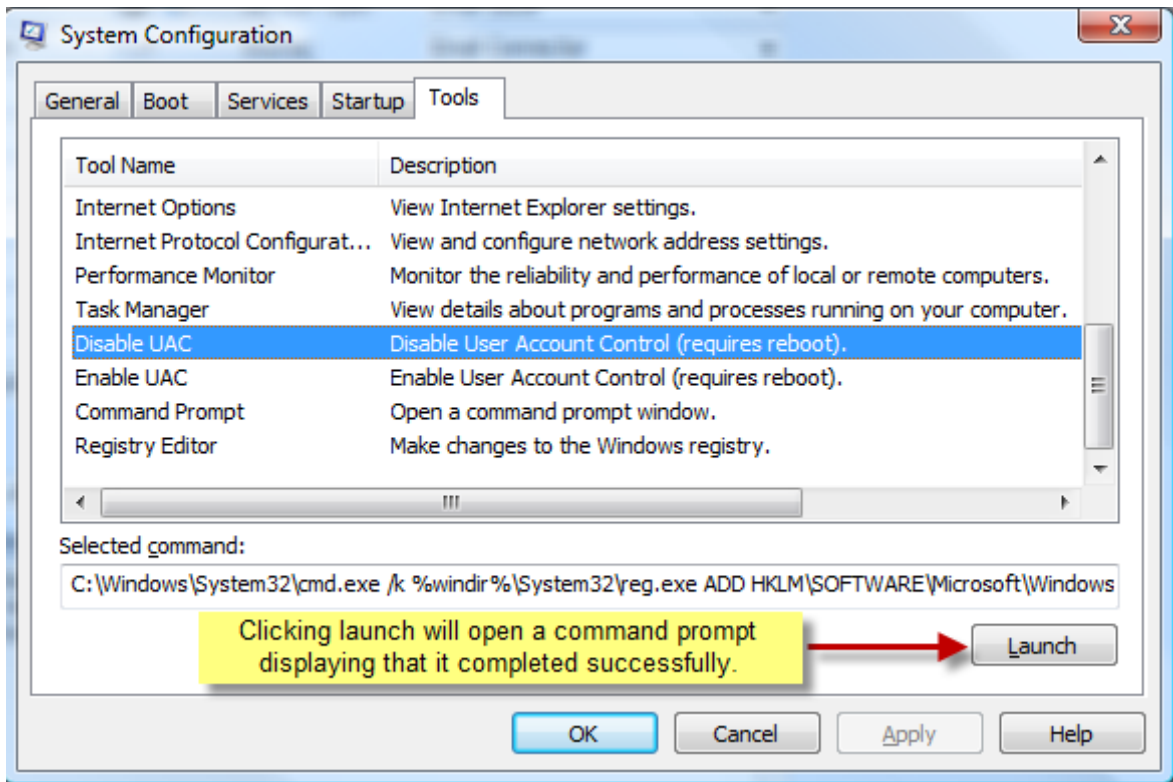


Troubleshooting Windows 7 / 8 installations

User Account Control

If you are having problems installing / running the client on Vista / Windows 7 you may wish to turn off User Account Control (UAC) whilst installing the software:

1. Open the System Configuration (Click Start and type MSCONFIG in the search bar).
2. Go to the Tools tab, highlight 'Disable UAC', and click launch (see below)



3. Reboot the computer and install Apex RMS Browser.
4. You can then enable UAC if required by choosing 'Enable UAC' from the System Configuration.

Note : If you have not been supplied your Apex RMS URL please contact Apex on 0871 522 3141