

Add-in Install Guide

To install any **CLW** add-in for a user, that user will need **Windows Administrator Rights** on their **Windows** user account.

- If the user **DOES NOT** have administrator rights, go to [Step 5](#).
- If the user **DOES** have administrator rights, go to [Step 6](#).
- If you don't know if the user has administrator rights, go to [Step 1](#).

Step 1.

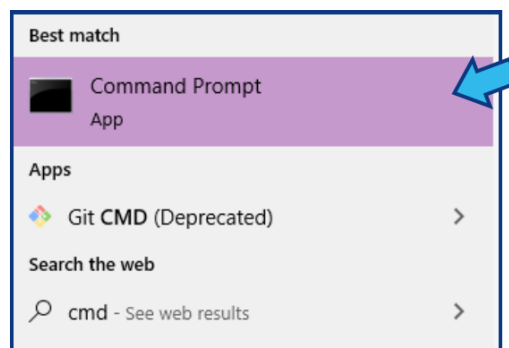
- On the user's device, press the **Windows** key or select the **Windows** icon from the **Taskbar**.



Step 2.

- Type **cmd**. The **Command Prompt** app should appear under **Best match**. If highlighted, press the **Enter** key, or use the mouse to select it from the list. (Note: There may be no visible place to type at first, but it will appear when you begin typing with the window menu open).

cmd

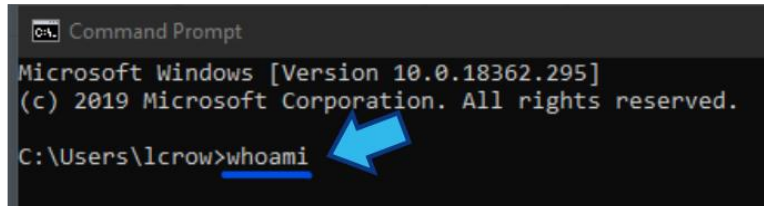


If you already know the user's net user account name, go to [Step 4](#).

Step 3.

- At the prompt type **whoami** and press the **Enter** key to display the user's net user account name.

whoami

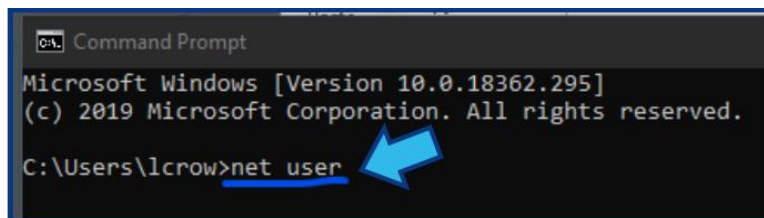


```
Command Prompt
Microsoft Windows [Version 10.0.18362.295]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\lcrow>whoami
cycdesktop-lcro\jules
```

- If there are multiple users on the device you can also type **net user** to see a list of all available user accounts.

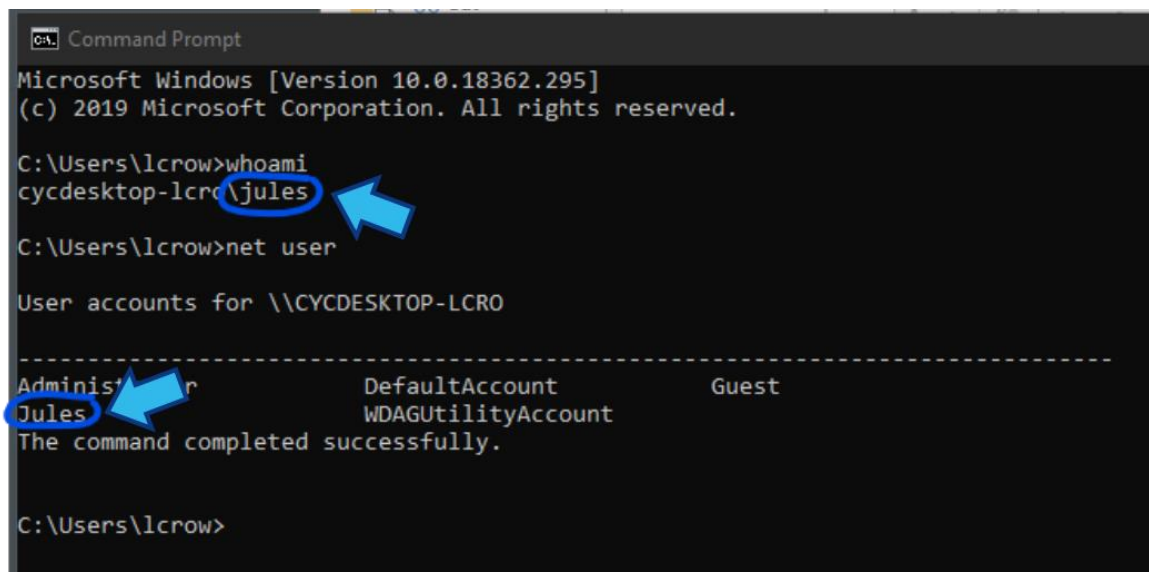
net user



```
Command Prompt
Microsoft Windows [Version 10.0.18362.295]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\lcrow>net user
```

- In the example pictured below, the net user account names when using these options are circled.



```
Command Prompt
Microsoft Windows [Version 10.0.18362.295]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\lcrow>whoami
cycdesktop-lcro\jules

C:\Users\lcrow>net user

User accounts for \\CYCDESKTOP-LCRO

-----
Administ r      DefaultAccount      Guest
jules           WDAGUtilityAccount

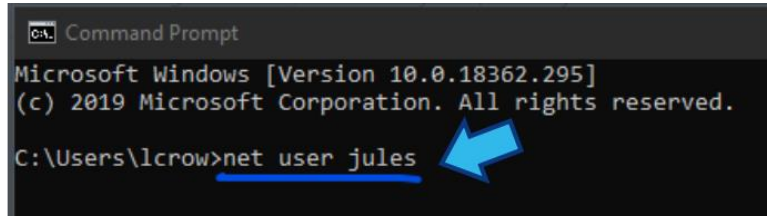
The command completed successfully.

C:\Users\lcrow>
```

Step 4.

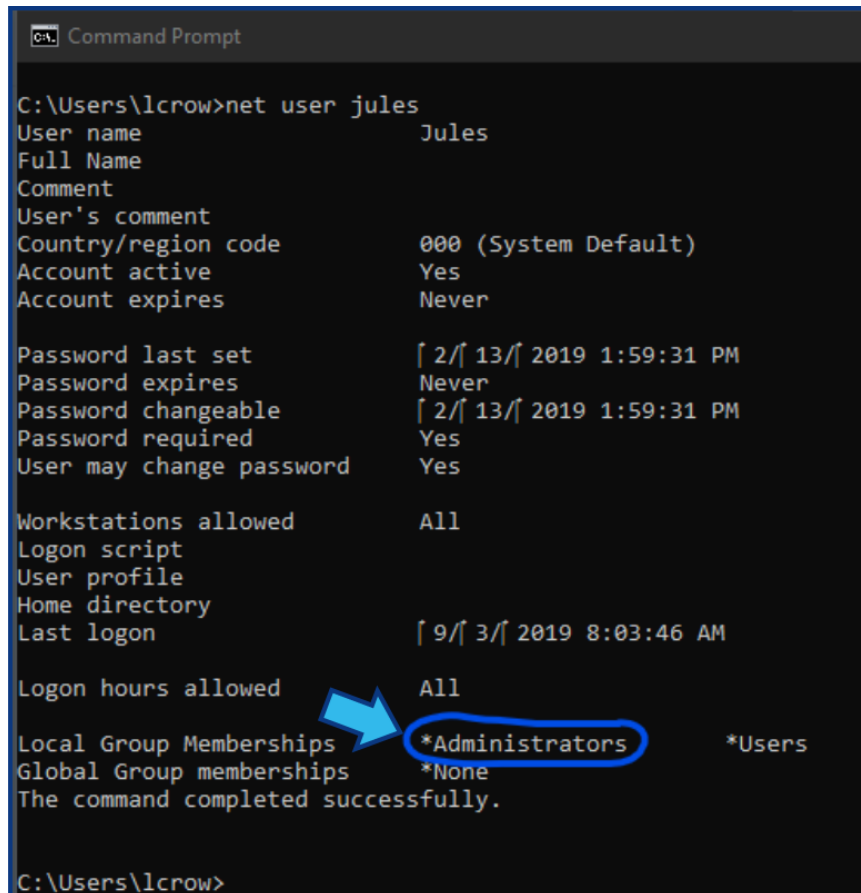
- At the prompt, type **net user USER_NAME** and press the **Enter** key. (Replace **USER_NAME** with the user's net user account name from **Step 3**.)

```
net user USER_NAME
```



```
Command Prompt
Microsoft Windows [Version 10.0.18362.295]
(c) 2019 Microsoft Corporation. All rights reserved.
C:\Users\lcrow>net user jules
```

- If the user has administrator rights, ***Administrators** will be listed in **Local Group Memberships**.

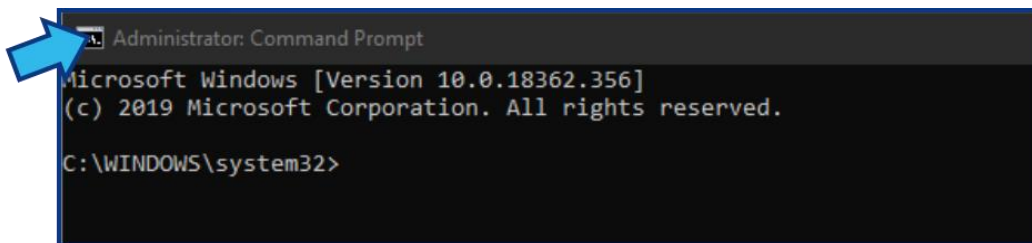


```
Command Prompt
C:\Users\lcrow>net user jules
User name                Jules
Full Name
Comment
User's comment
Country/region code      000 (System Default)
Account active           Yes
Account expires          Never
Password last set        [ 2/13/2019 1:59:31 PM
Password expires         Never
Password changeable      [ 2/13/2019 1:59:31 PM
Password required        Yes
User may change password Yes
Workstations allowed     All
Logon script
User profile
Home directory
Last logon               [ 9/3/2019 8:03:46 AM
Logon hours allowed      All
Local Group Memberships  *Administrators *Users
Global Group memberships *None
The command completed successfully.
C:\Users\lcrow>
```

If you do not see *Administrators in the list, you will need to grant the user Administrator rights to perform the installation. These rights can be revoked once the installation is complete.

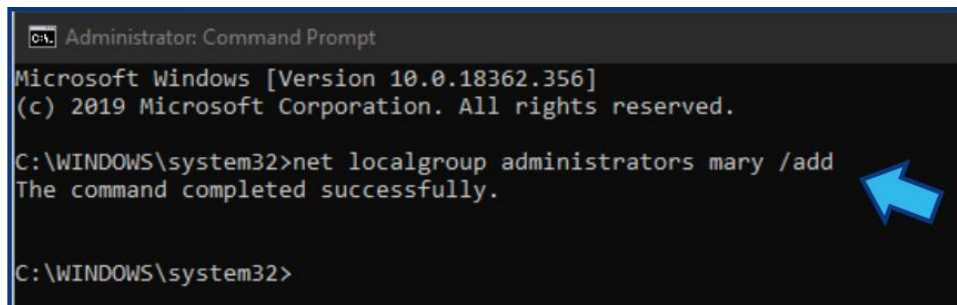
Step 5.

- Open **Command Prompt** as **Administrator** by pressing the **Window** key, typing **cmd**, and pressing **Ctrl + Shift + Enter**. When prompted to allow the app to make changes to your system, select **Yes**. You should see **Administrator: Command Prompt** in the title of the app that opens.



- At the prompt, type **net localgroup administrators USER_NAME /add** and press **Enter**. (Replace **USER_NAME** with the user's net user account name. If you don't know the user's net user account name, go to [Step 1.](#))

```
net localgroup administrators USER_NAME /add
```

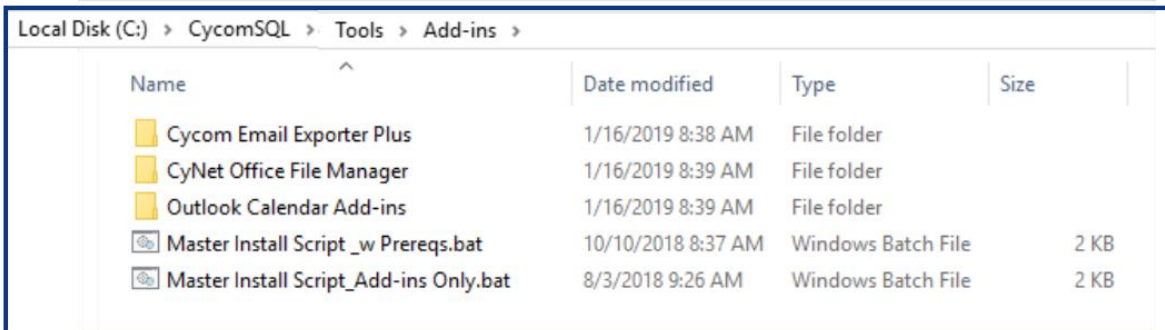







Step 6.

- To begin installing an add-in, first close all instances of **Word**, **Excel**, **Outlook**, and **CLW** on your device.

Step 7.

- Locate the add-in you wish to install. The location of the add-ins varies but is typically located in **C:\CycomSQL\Tools\Add-ins** or on a network shared drive. The add-in is usually located in a folder named for the add-in.
 - The **Office File Manager** add-in is usually in a folder labeled **CyNetOfficeFileMgr**.
 - The **Email Exporter** add-in is usually in a folder labeled **Cycom Email Exporter Plus**.
 - The **Outlook Calendar** add-in is usually in a folder labeled **Outlook Calendar Add-ins**.



Local Disk (C:) > CycomSQL > Tools > Add-ins >				
Name	Date modified	Type	Size	
 Cycom Email Exporter Plus	1/16/2019 8:38 AM	File folder		
 CyNet Office File Manager	1/16/2019 8:39 AM	File folder		
 Outlook Calendar Add-ins	1/16/2019 8:39 AM	File folder		
 Master Install Script_w Prereqs.bat	10/10/2018 8:37 AM	Windows Batch File	2 KB	
 Master Install Script_Add-ins Only.bat	8/3/2018 9:26 AM	Windows Batch File	2 KB	

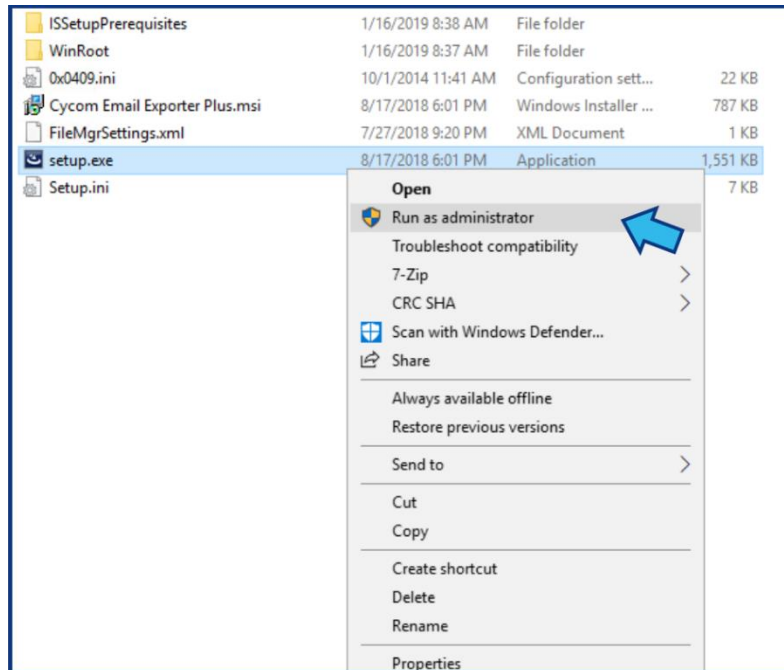
- If you can't find the add-in you are looking for, contact [Cycom Support](#).

Step 8.

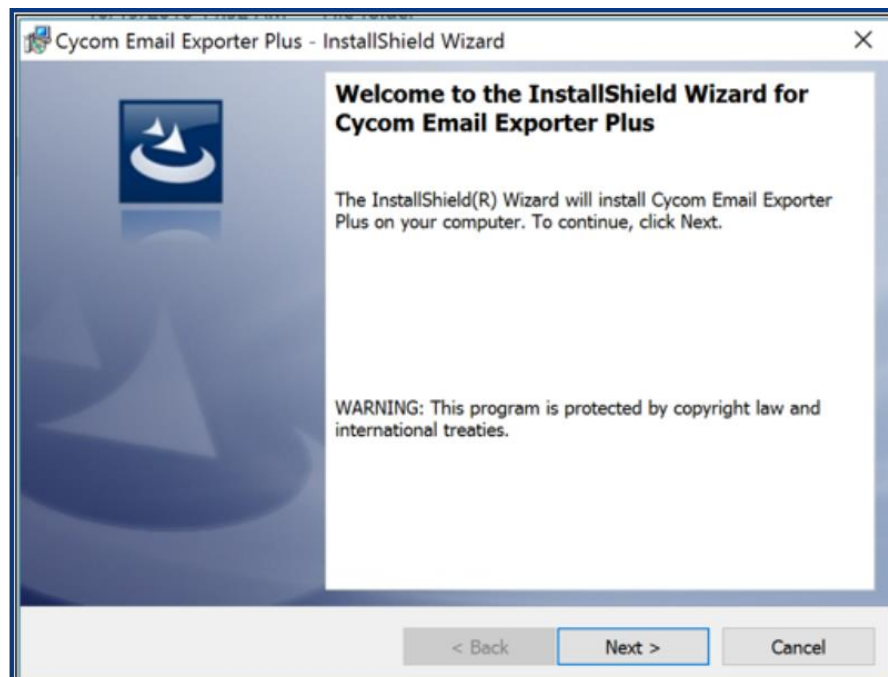
- Open the add-in folder, right-click the **setup.exe** application, and select **Run as administrator**.

Please note you need to right-click and select **Run as administrator** even if the user has admin rights on the device.

- In the example pictured below, we have opened the **Cycom Email Exporter Plus** folder. The files you see may differ, but there should always be a **setup.exe** application.




- If there are no prerequisites needed, you will see the **InstallShield Wizard**. Follow the prompts to install the add-in.



- If the installer detects you need prerequisites, it will appear in a wizard similar to the one shown above. Install the prerequisites suggested. (Note: You may have to restart the device after some prerequisite installations. Be sure to save any vital work prior to restarting.)

If you have to restart, you will need to repeat **Step 8** from the beginning.

- If you are prompted to enter an IP address, enter the following information:
 - IP Address: 0.0.0.0
 - Service: Leave blank
 - Port: 6655
 - Secure http: Uncheck
 - Install for All Users: Check
 - Use Upload Service: Uncheck

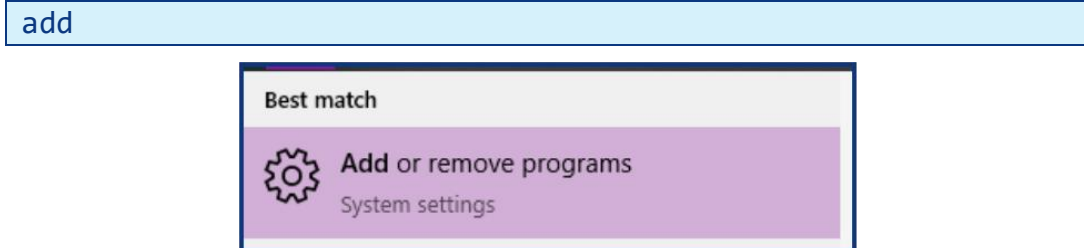


Step 9.

- Install all needed add-ins (repeat **Step 7** and **Step 8** for each add-in).

Step 10.

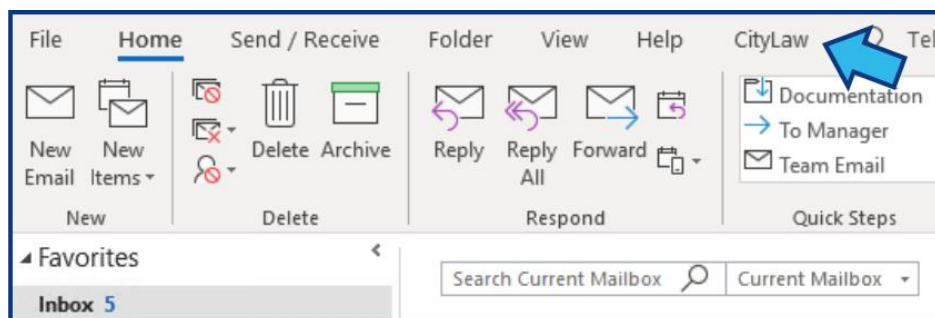
- Once installation of all add-ins is complete, check that the add-ins are showing as installed in the user's programs list. Press the **Window** key and type **add**. Select **Add or remove programs**.



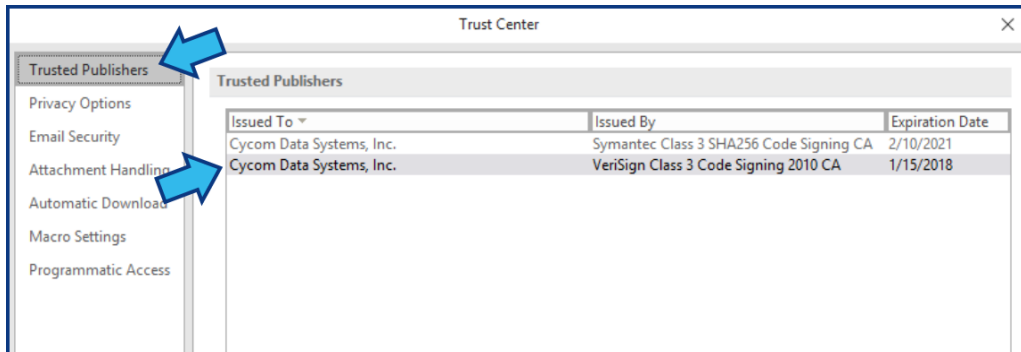
- Find the add-in in the list. If an expected add-in is missing from the programs list, try the installation again, starting at [Step 7](#). If the add-in fails to appear in the programs list, please contact [Cycom Support](#).

Step 11.

- Check that the add-ins have been configured correctly.
- For **Cycom Email Exporter Plus**:
 - Open **Outlook**
 - Confirm that **CLW** has been added to the tabs at the top.

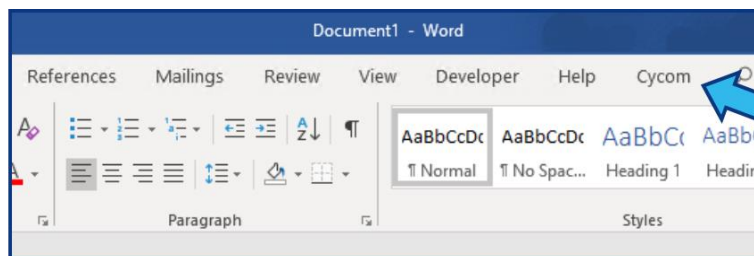


- Confirm **Cycom** is a **Trusted Publisher**. Select the **File** tab. Select **Options**. Select **Trust Center**. Press **Trust Center Settings...** and in the **Trust Center** window select **Trusted Publishers**. You should see **Cycom** listed.

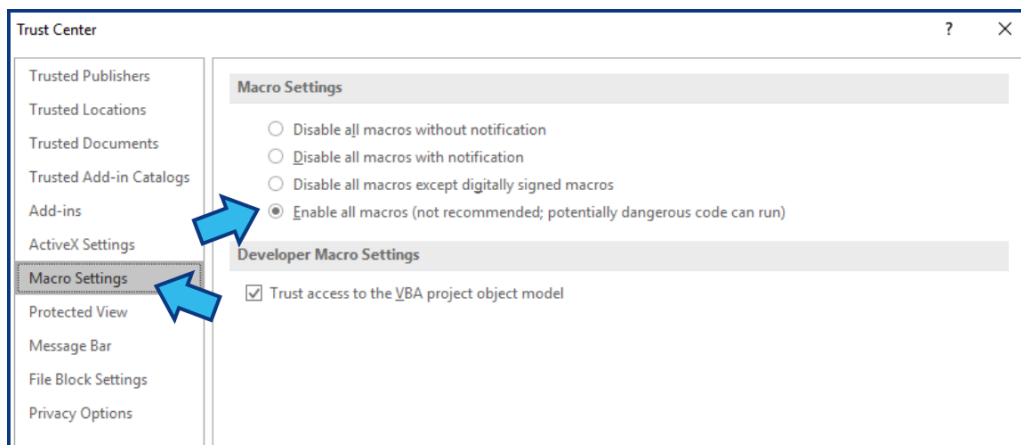


- For **CyNetOfficeFileMgr**:

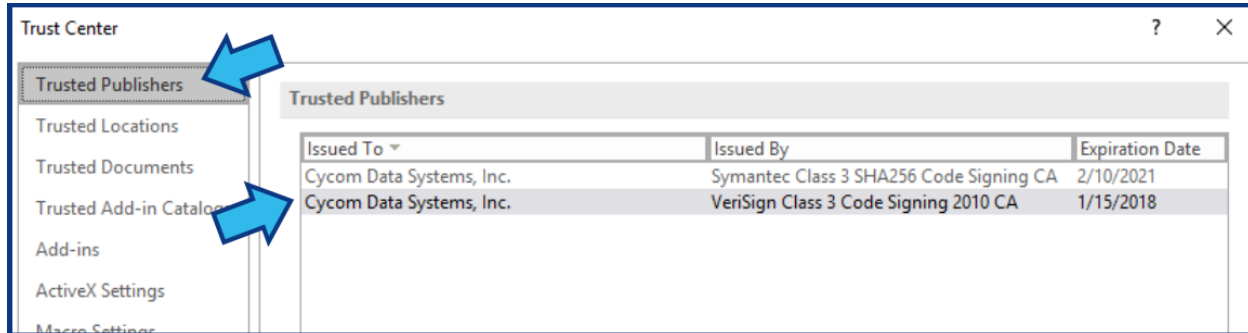
- Open **Word**
- Confirm that **Cycom** has been added to the tabs at the top.



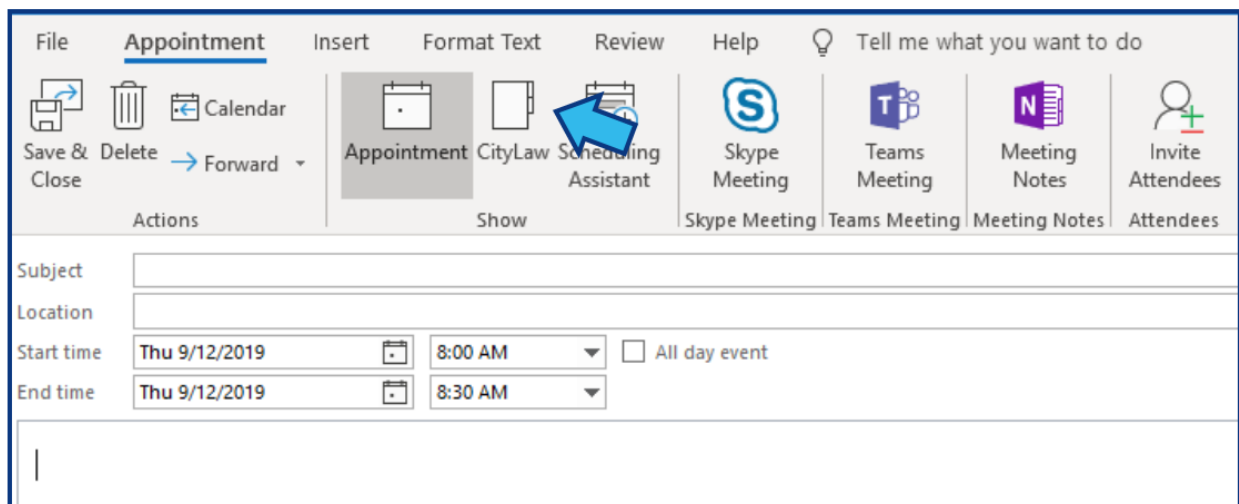
- Confirm macros are enabled. Select the **File** tab. Select **Options**. Select **Trust Center**. Press **Trust Center Settings...** and in the **Trust Center** window select **Macro Settings**. Confirm **Enable all macros** is selected.



- Confirm **Cycom** is a **Trusted Publisher**. Select the **File** tab. Select **Options**. Select **Trust Center**. Press **Trust Center Settings...** and in the **Trust Center** window select **Trusted Publishers**. You should see **Cycom** listed.



- If **Excel** is used by the user, repeat these steps for **Excel**
- For **Outlook Calendar Add-ins**:
 - Open **Outlook Calendar**
 - Confirm there is a **CLW** button available when creating a new appointment.





Step 12.

- Check that the add-ins function as expected. Open **CLW**.

- For **Cycom Email Exporter Plus**:
 - Confirm you are able to **Save an Email** from **Outlook** to **CLW**.

- For **CyNetOfficeFileMgr**:
 - Open a matter in **CLW** and select the **Attachments** icon from the **Module Toolbar**.
 - Create a **New** document from the template folder and confirm it saves to **CLW**.
 - Confirm you are able to preview and open **DOC** and **PDF** documents and emails from within **CLW**.

- For **Outlook Calendar Add-ins**:
 - Open **Outlook Calendar**
 - Confirm you are able to enter an appointment in **Outlook** and it saves in **CLW**.
 - Confirm the appointment shows correctly in **CLW** and is associated with the correct user and matter.

If you encounter any errors in the installation process, please contact [Cycom Support](#).