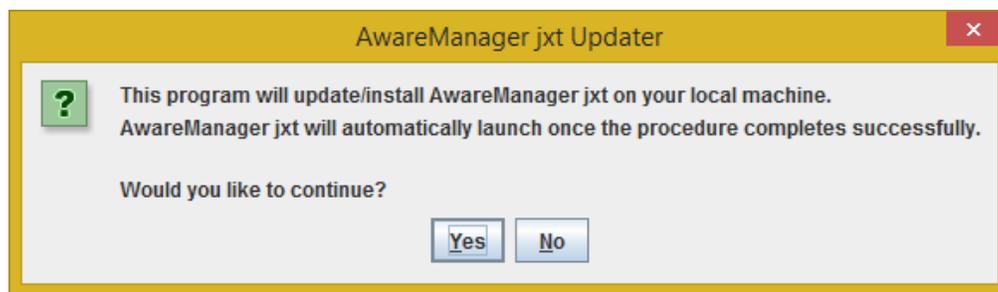


The AwareManager desktop application gives our clients the best overall experience. We recommend that all PC users access AwareManager through the desktop application, rather than through a browser. It dramatically improves the speed and overall performance of AwareManager.

It is offered free of charge to all clients, and can be downloaded instantly from the launch page where you log onto the website. Simply click “perform local installation.” The desktop application can be installed and up-and-running in less than five minutes. Step-by-step directions are below. Contact your client manager for more information on the installation process, if needed.

Installing an Icon on Your Desktop

1. Go to your launch page (<http://mycompany.amjxt.com>).
2. Click on the “Perform Local Installation” link. You should see the following dialogue box:



3. Choose Yes. This will open the updater and begin the installation.

Once the installation completes, the program will launch and take you to the login screen.

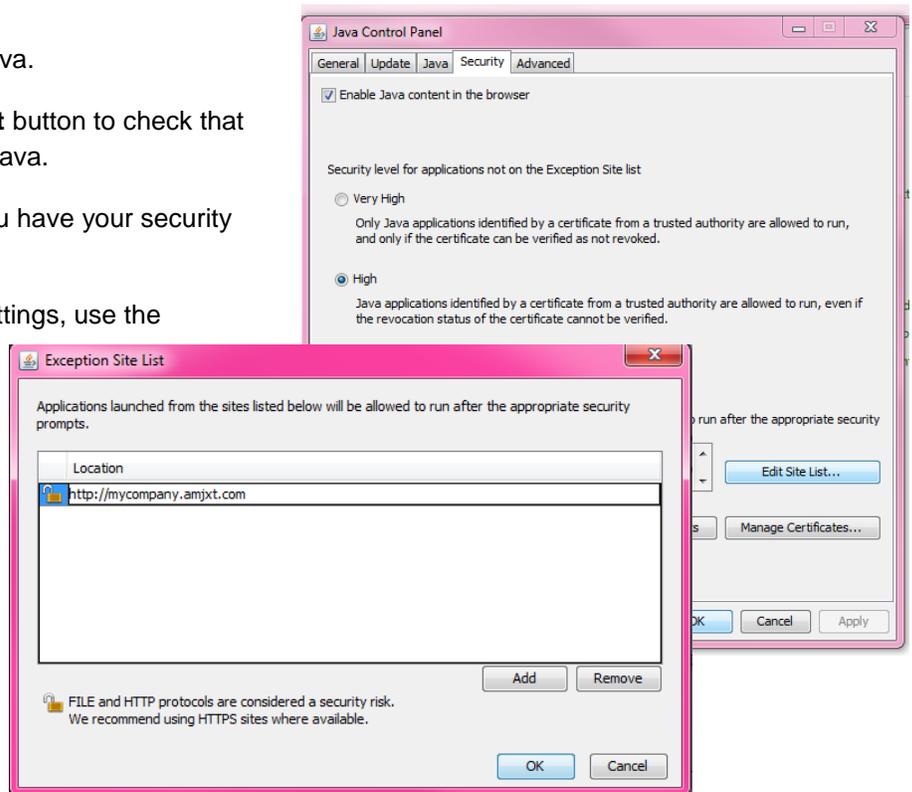
Problems Installing the Desktop Icon

Several common issues may present themselves when installing the desktop icon:

- Java security settings may block the application from running.
- The updater runs and opens the program, but doesn't install an icon.
- The updater does not run at all.
- The updater runs and the icon installs correctly, but does not open the program or generate any action when tested.

If the Java security settings are blocking the program, or if the updater fails to run:

1. Go to the **Control Panel** and open Java.
2. Under the General tab, use the **About** button to check that you are running the latest version of Java.
3. Under the Security tab, make sure you have your security settings on **Medium** or **High**.
4. If you cannot change your security settings, use the **Edit Site List** button to open a list of approved URLs to run Java.
5. Add your launch page URL to this list.



If the icon installs but then does nothing when clicked, do the following:

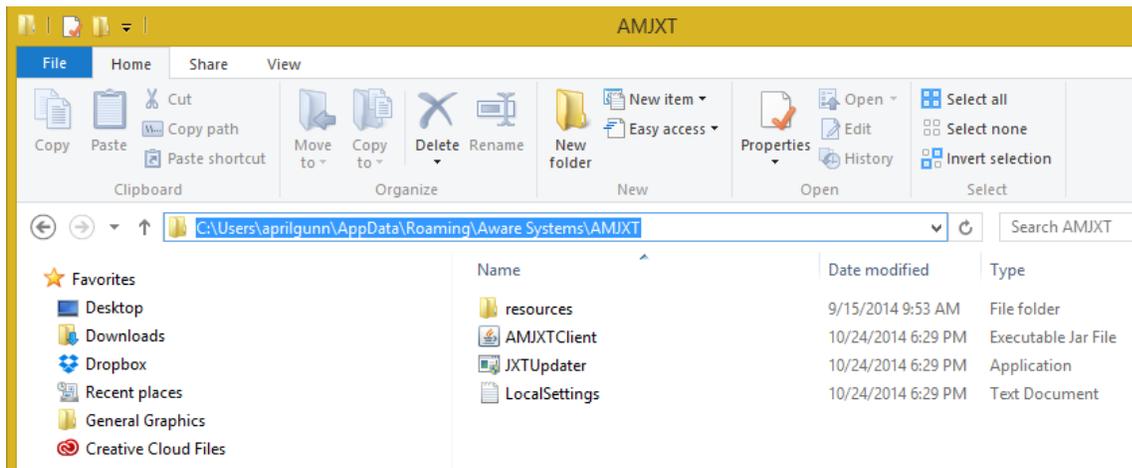
1. Right-click on the desktop icon and choose **Properties**.
2. Navigate to the **Shortcut** tab.
3. Remove the quotation marks from the beginning and end of the text in the "Target" field and click Apply.
4. Try the icon again. If it still doesn't run, remove the quotation marks from the beginning and end of the text in the "Start in" field, and then click Apply.

The icon should now work.

If the updater runs but does not install the icon, try the following steps:

1. Have the user open the File Explorer on their computer and navigate to **C:\Users\username\AppData\Roaming\Aware Systems\AMJXT**.

Note: The easiest way to do this is to have them simply type the entire filepath into the address bar in the File Explorer window, replacing username with their login username:



- Right-click on the executable JAR file labeled AMJXTClient and choose Send To→Desktop (Create Shortcut). This will add the file to the desktop.
- Have the user rename the Desktop shortcut something easy for them to remember (such as “AwareManager” or “AMJXT Launch”).
- If the file location cannot be found, or if the JAR file is not in the folder, the updater did not run. Check that Java is up-to-date.

An Important Note about Google Chrome

As of September 2013, Google Chrome announced that it would be phasing out support for Netscape Plugin Application Interface (NPAPI), which is required for using Java with Google Chrome. Starting with Chrome 42 in April 2015, the NPAPI plugin required to run Java in Chrome has been disabled by default. By September 2015, Chrome plans to fully disable all support for NPAPI.

This means that AwareManager JXT, which requires Java, will no longer be able to be launched or installed using Google Chrome. Instead, users will need to launch/install via supported versions of Internet Explorer or Firefox. At this time, neither browser has revealed any plans to discontinue NPAPI support.

Until Google Chrome fully removes support, the NPAPI plugin can be re-enabled by going to **chrome://flags/#enable-npapi** in Google Chrome and clicking on Enable under the Enable NPAPI Mac, Windows heading at the top of the page. However, this will only work until support is removed from Google Chrome in September 2015.

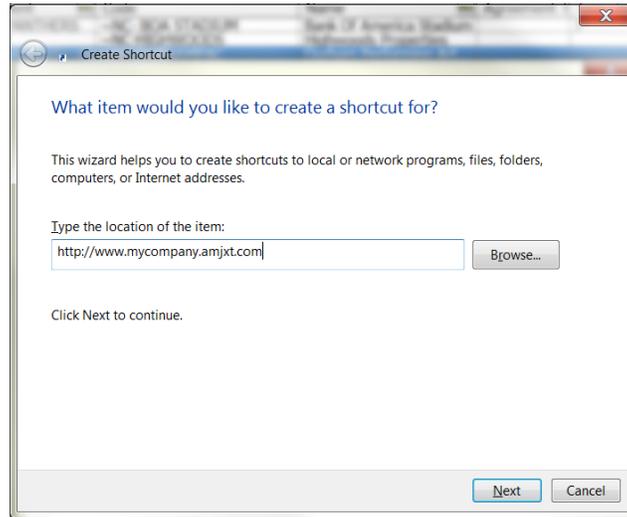
If you have further questions, please contact your client manager.

Setting up an AwareManager Shortcut

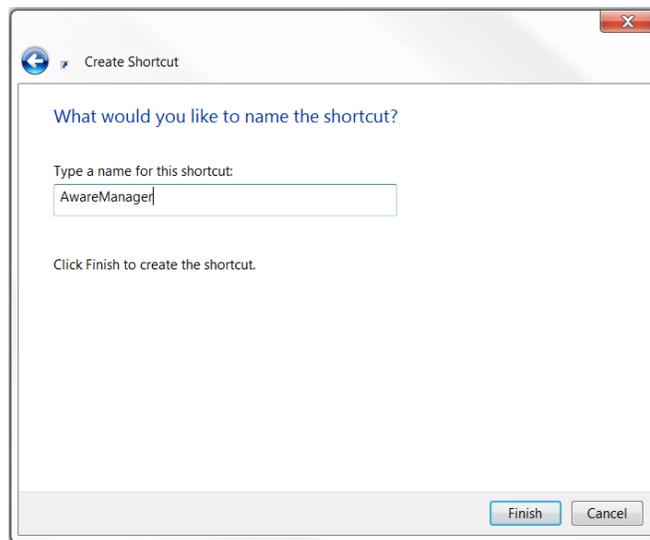


- Right-click on your desktop and select **New→Shortcut**. When asked to enter the location of the item, type your

AwareManager launch page address and click **Next**.

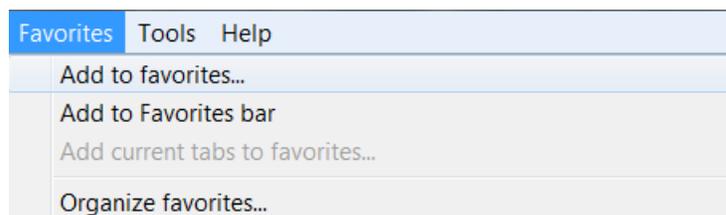


- When you are asked to enter a name for the shortcut, type **AwareManager** and click **Finish**.

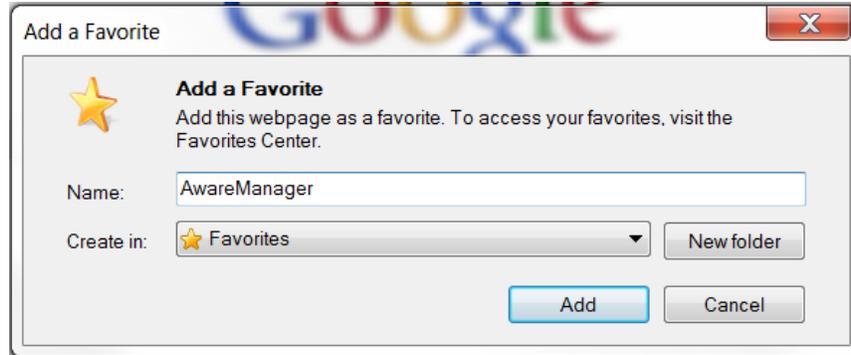


Creating a Favorites Link in Internet Explorer

- Open up a browser window and go to your AwareManager launch page address.
- With the page loaded, go to **Favorites** → **Add to Favorites**.



3. In the **Add a Favorite** window, enter a name for the page (“AwareManager”) and store it under the folder of your choosing.



4. Press **Add** to save your changes.