

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:

	AwareManager jxt Updater	×
?	This program will update/install AwareManager jxt on your local machine. AwareManager jxt will automatically launch once the procedure completes successfu	ılly.

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:



🛃 Java Control Panel 1. Go to the Control Panel and open Java. General Update Java Security Advanced Enable Java content in the browser 2. Under the General tab, use the About button to check that you are running the latest version of Java. Security level for applications not on the Exception Site list O Very High 3. Under the Security tab, make sure you have your security Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked. settings on Medium or High. O High Java applications identified by a certificate from a trusted authority are allowed to run, even if 4. If you cannot change your security settings, use the the revocation status of the certificate cannot be verified Edit Site List button to open a list 🚣 Exception Site List X of approved URLs to run Java. Applications launched from the sites listed below will be allowed to run after the appropriate security run after the appropriate security prompts. 5. Add your launch page URL to this Location Edit Site List... list. http://mycompany.amjxt.com Manage Certificates... Cancel Apply Add Remove 🖕 FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available ОК Cancel

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:



11 1 🖸 11 🗸 1	AMJXT	
File Home Share View		
Copy Paste Paste shortcut	ppy Delete Rename New folder Property	♀ Open → ♀ Select all ↓ Edit ↔ Select none ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓
Clipboard	Organize New	Open Select
	Data\Roaming\Aware Systems\AMJXT	Search AMJXT
🔆 Favorites	Name	Date modified Type
🛄 Desktop	resources	9/15/2014 9:53 AM File folder
🐌 Downloads	🕌 AMJXTClient	10/24/2014 6:29 PM Executable Jar File
💱 Dropbox	IXTUpdater	10/24/2014 6:29 PM Application
🖳 Recent places	LocalSettings	10/24/2014 6:29 PM Text Document
🎉 General Graphics		
Creative Cloud Files		

- 2. Right-click on the executable JAR file labeled AMJXTClient and choose Send To→Desktop (Create Shortcut). This will add the file to the desktop.
- 3. Have the user rename the Desktop shortcut something easy for them to remember (such as "AwareManager" or "AMJXT Launch").
- 4. 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.



Setting up an AwareManager Shortcut

	New		Folder
2	Screen resolution	7	Shortcut

5. 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.



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

		X
🚱 🔐 Create Shortcut		
What would you like to name the shortcut?		
Type a name for this shortcut:		
AwareManager		
Click Finish to create the shortcut.		
	Finish	Cancel

Creating a Favorites Link in Internet Explorer

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





3. In the Add a

store it under the folder of your choosing.

Add a Favorite	
	Add a Favorite Add this webpage as a favorite. To access your favorites, visit the Favorites Center.
Name:	AwareManager
Create in:	🙀 Favorites 🔹 🗸 New folder
	Add Cancel

4. Press Add to save your changes.