

Guide for: **Configuration & Troubleshooting Checklist: Intelle***** modules (Installation)**



In order to run the Intelle***** modules (IntelleFile, IntelleDraw, IntelleSign), the following conditions and dependencies must be met on the target computer.

Please verify:

- 1) The computer is running Windows (**8.1 or above**)
 - i. Nextech recommends the latest version of Windows, whenever possible, to maximize compatibility and to stay within the [boundaries of Microsoft's offered support](#).
 - ii. Legacy Windows (8, 7 and below) may have compatibility issues with Intelle***** modules. In the case of *device-specific* limitations, please contact Nextech support for workarounds/resolutions.

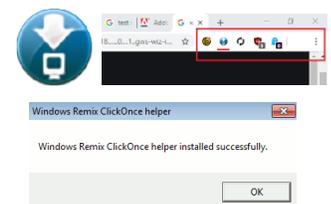


- 2) [Adobe Reader DC](#) program is installed on the computer.
 - i. [Set it as the default](#) PDF application in Windows.
[<https://get.adobe.com/reader/>]

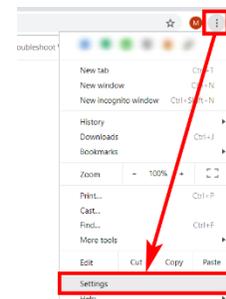


Adobe Acrobat DC
App

- 3) [Windows Remix Click Once Helper](#) browser extension added to **Google Chrome**
 - i. Ensure the [winmixClickOnceHelper-v1.X.Y.Z.exe](#) file (which downloads when first adding the plugin to Chrome) has been installed on Windows.
 - 1) In order to download this component again, click on the Windows Remix plugin icon in Chrome (top right), select 'Options' and the file will automatically redownload.



- 4) Pop-up blocker for IntellectChartPRO's domain is whitelisted in **Google Chrome**
 - i. This is accomplished through Google Chrome menus:
 - 1) Go to : \Settings\Site_Settings\Pop-ups_and_redirects
 - 2) Add <https://app1.intellechart.net/> to the "Allow" list, or globally allow all pop-ups.



- When running either of the modules for the first time, there is an "Install" dialogue, which no longer appears on subsequent launches.
- When installing the Intelle***** apps, [bypass the Windows Smart-Screen](#) by clicking "More Info" text, then "Run Anyways" button that appears.
- * When running Intellefile initially, use the default "...at the Front Desk" settings, if not connected to a specific diagnostic instrument.
- * Please contact Nextech for advice regarding enterprise deployments

