



Earnings

\$ 77,368,227
\$ 18,125,254
8,257,324

2011

Compare Installation Guide

February 2023

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1. Introduction

This software is designed to work on PCs or Laptops with Microsoft Office 2010, 2013, and 2016.

Compare uses Microsoft's ClickOnce deployment system.

What is a ClickOnce Application?

ClickOnce is a deployment technology that enables you to create self-updating Windows-based applications that can be installed and run with minimal user interaction. ClickOnce deployment overcomes three major issues in deployment:

1. **Difficulties in updating applications.** With Microsoft Windows Installer deployment, whenever an application is updated, the user can install an update, an msp file, and apply it to the installed product; with ClickOnce deployment, you can provide updates automatically. Only those parts of the application that have changed are downloaded, and then the full, updated application is reinstalled from a new side-by-side folder.
2. **Impact to the user's computer.** With Windows Installer deployment, applications often rely on shared components, with the potential for versioning conflicts; with ClickOnce deployment, each application is self-contained and cannot interfere with other applications.
3. **Security permissions.** Windows Installer deployment requires administrative permissions and allows only limited user installation; ClickOnce deployment enables non-administrative users to install and grants only those Code Access Security permissions necessary for the application.

In the past, these issues sometimes caused developers to decide to create Web applications instead of Windows-based applications, sacrificing a rich user interface for ease of installation. By using applications deployed using ClickOnce, you can have the best of both technologies.

Click here to learn more about ClickOnce.

<http://msdn.microsoft.com/en-us/library/t71a733d.aspx>

Deployment Options

The preferred method of deployment is from our Webserver using a ClickOnce Setup.exe we issue. This is described in **Section 3**.

Alternatively **Local Deployment** can be used to allow internal packaging of the Compare application files as described in **Section 8**.

For clients requiring an **MSI**, one can be supplied on request. For further information see **Section 9**.

2. System Requirements

Hardware

Ensure your computer meets the minimum requirements for the installed version of Office.

- Office 2013: [http://technet.microsoft.com/en-gb/library/ee624351\(v=office.15\).aspx](http://technet.microsoft.com/en-gb/library/ee624351(v=office.15).aspx)
- Office 2016: <https://products.office.com/en-gb/office-system-requirements>
- Office 2019: <https://products.office.com/en-gb/office-system-requirements>

Software

Compare has been designed to work with Office 2013, Office 2016 and Office 2019 – PowerPoint.

Office 365

The Compare ribbon tab only appears with the Desktop Installation of Office 365.

Service Pack

Please ensure you have the latest Service Packs for Office.

A service pack (SP) is a Windows update, often combining previously released updates, that helps make Windows more reliable. Service packs can include security and performance improvements and support for new types of hardware. Make sure you install the latest service pack to help keep Windows up to date. Service packs take about 30 minutes to install, and you'll need to restart your computer about halfway through the installation.

Operating system

Compare is supported for both 32-bit and 64-bit client applications and will run on the following operating systems:

- Windows 10

Software Pre-requisites

Compare will check for installed pre-requisites when run (via the setup.exe), and ask if you want to download and install any that are not present. Please note that users will need Administrator privileges to install these pre-requisites if not present and for the initial installation of Compare you will need an internet connection:

- to download and register the product and will need to connect to the internet periodically to validate the license; and
- to download updates to the software, customisations and help guides
- Compare will automatically check for Updates every 14 days.

Microsoft .NET must be installed before Microsoft Visual Studio 2010 Tools for Office Runtime, so please ensure that you install them in the following order (see link below):

1. Microsoft .NET Framework 4.6.2
2. Microsoft Visual Studio 2010 Tools for Office Runtime
3. Latest Microsoft Office Service Packs (SP) for relevant each version of Office and Windows in use
4. Language Packs (where applicable, see below)

Pre-requisites	Link to download (free from Microsoft)
Microsoft .NET Framework 4.7.2 (or higher)	https://www.microsoft.com/net/download/thank-you/net472
Microsoft Visual Studio 2010 Tools for Office Runtime	https://www.microsoft.com/en-us/download/details.aspx?id=56961
Microsoft Office Service Packs Relevant to your version of Office and Windows	http://www.microsoft.com/en-us/download/servicepack.aspx
Language Packs These are required if the Office version is English and the regional settings for Windows are for another language.	More detailed explanation given here https://support.office.com/en-IN/article/Do-I-need-a-language-pack-or-language-interface-pack-4548ec6b-6d0e-40aa-8780-7bbee9554e04

3. Installing Compare

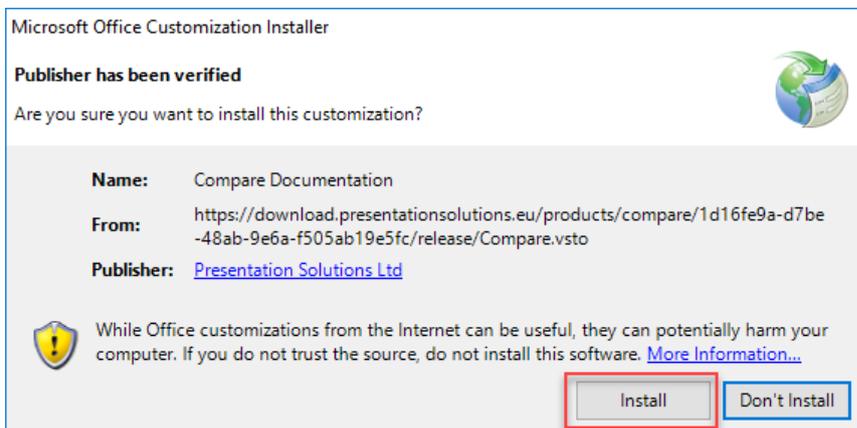
Before you begin

Please ensure the following before you begin:

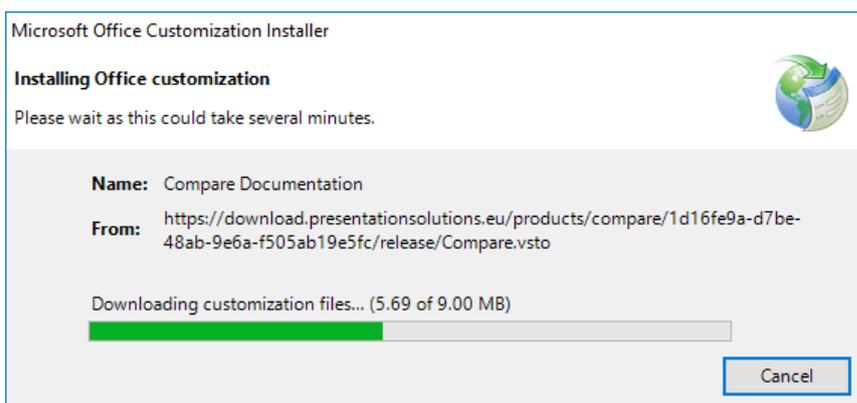
- You have installed the necessary pre-requisites
- PowerPoint, Word, Excel and Outlook are all closed
- You have an internet connection so that the software can be downloaded (Registration of each user will also require an internet connection – see **Section 5 Registering Compare – Azure AD Licensing** or see **Section 4 Registering Compare – Manual Licensing** for more information)

Installation process

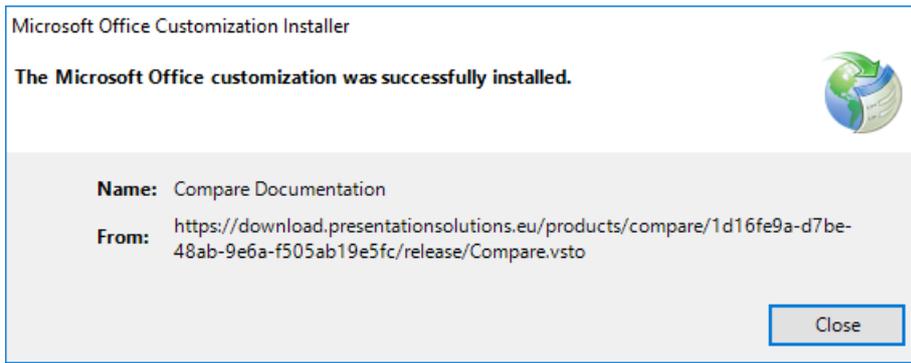
1. You will receive an email with an electronic link to the Presentation Solutions product download area. Click the link and choose **Run** (or **Save** to save the setup.exe file locally).
2. First the Digital Certificate is checked to verify the download. Click the **Install** button.



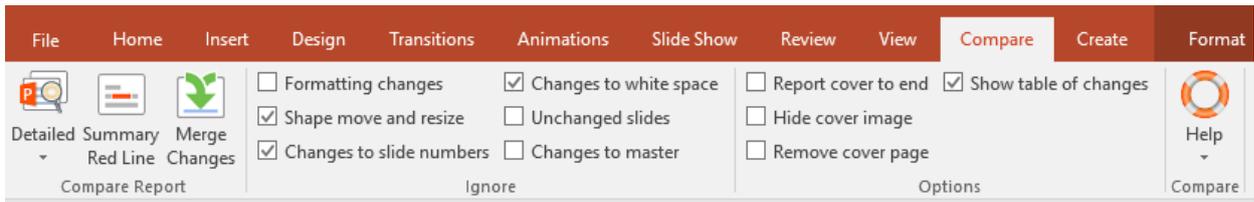
3. A dialog is displayed which shows the progress of the installation.



- Select **Close** when the installation has finished.



- Open PowerPoint and check that the **Compare** tab has been added to the Office Ribbon.



- You are now ready to **Register** your version of Compare. See the next section for these steps.

4. Registering Compare – Manual Licensing (Standard)

Setting up a user licence

Manual licensing requires a personalised licence record to be set up on the licensing database in advance of each user registering Compare. The purpose of manual licensing is to stop unauthorised users being able to register Compare.

Each client site will need to appoint an administrator, who will be able to control the licensed user database. The portal administrator will be required to create a licence record for all authorised users; before the registration stage can take place. The following details are required for each user: first name, surname and email address.

Validation

Compare software needs to validate via the internet but users do not need a browser or access to the internet via internet explorer or other, as this happens silently. If you add our domain to your internet trusted locations then users will be able to continue using Compare (see below).

At Registration

This process requires access to our web service at initial registration – where a user's name and email address has been approved for Compare – the registration checks and validates the license on first use and thereafter every 30 days.

- If our web service cannot be reached, Compare will continue to work for another 7 days.
- If our web service still cannot be reached, Compare will continue to work for another 10 days, however, users will see a warning informing them that they must connect to the internet soon to validate their licence. This message will show once a day.
- If after the 17 day grace period, the web service still cannot be reached, the user will be unable to use Compare until they have successfully validated their licence. The Compare tab is still shown but functions do not work.
- Once internet access is re-instated Compare will validate the registration for another 30 days.

This gives our clients the luxury of only paying for what they use – they can stop and start within a month. It also provides peace of mind that only users who have been approved for Compare can access it.

License Key Location

The registration process accesses the Presentation Solutions web service:

<https://webservices.presentation solutions.co.uk/licensing/LicenceValidation2.svc>

and grants a license to a user, sending back the license key which is stored in the registry in

HKEY_CURRENT_USER\Software\Presentation Solutions.

Web Services URL

Compare connects directly to a WCF (Windows Communication Foundation) web service to validate licenses at the following URL:

<https://webservices.presentation solutions.co.uk/licensing/licencevalidation2.svc>

It transmits the following data collected by Compare, in XML form, for initial licence registration:

- Email address, first name, last name (entered by user)
- Domain name, username, machine name, OS version, regional settings (provided by Windows)
- Compare and Office version numbers
- Compare product code

Then monthly for further licence validation and billing reports:

- Domain name, username, machine name, OS version, regional settings
- Compare and Office version numbers
- Compare product code

The data is compared to licence data held in the licensing system database. The server then replies with an XML response containing a licence token, assuming the request is valid. This token is stored in the user's Windows registry. Licence information stored in the registry is validated the first time Compare is used in each Office session. Initial registration is validated by email address and product codes. Ongoing, licenses are validated by user name, domain name and product codes.

The licensing web service and its database are hosted in **Windows Azure** in Microsoft's "West Europe" region. According to the Azure website, "West Europe" servers are located in the Netherlands. Data is not distributed across regions so will not be sent outside of Europe, to the best of our knowledge. Microsoft has a long-standing commitment to privacy. More information about The Azure Privacy Statement describes the specific privacy policy and practices that govern customers' use of Azure can be found on this link.

<http://azure.microsoft.com/en-gb/support/trust-center/privacy/>

Error Logging and Reporting

Within Compare there is an error log upload facility which users can nominate to send to us if they are experiencing problems in using Compare. The information captured in the log gives us an insight into the cause of the error (please note we do not see any confidential data or screenshots or details from other applications running).

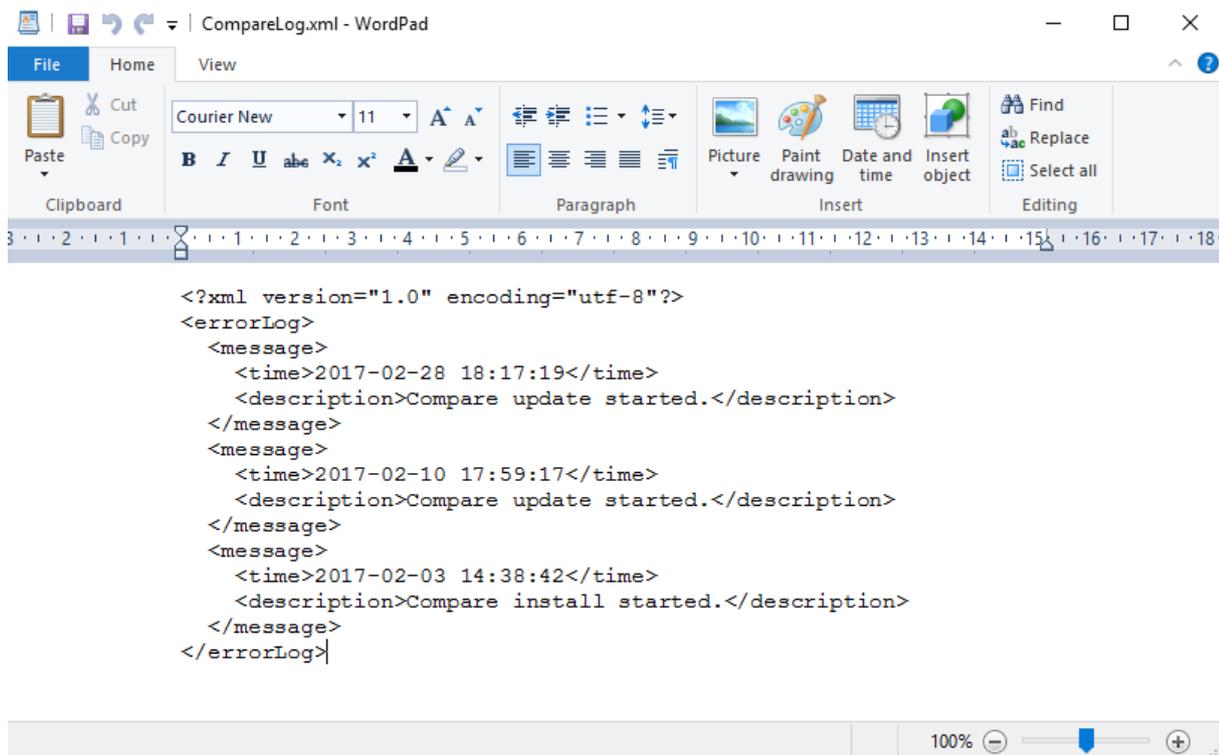
All errors are captured in the User profile. Errors are recorded in the folder which can be found in Documents (Windows 7):

/Compare Error Logs/CompareLog.xml

This also uses a web service at this URL:

<https://webservices.presentation solutions.co.uk/licensing/errorservice2.svc>

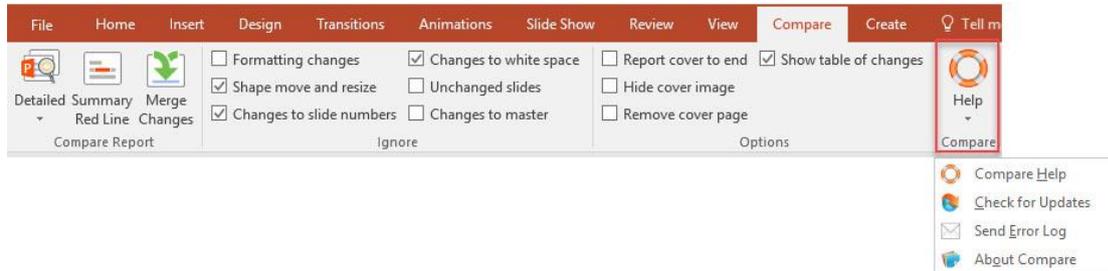
Example: Typical contents of an error log:



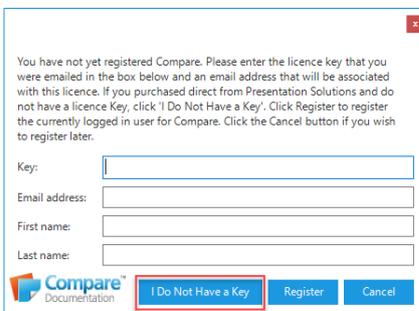
```
<?xml version="1.0" encoding="utf-8"?>
<errorLog>
  <message>
    <time>2017-02-28 18:17:19</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-10 17:59:17</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-03 14:38:42</time>
    <description>Compare install started.</description>
  </message>
</errorLog>
```

Registering Step-by-Step

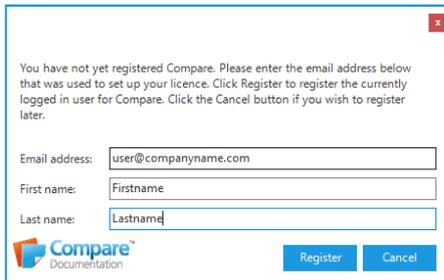
1. Confirm that a licence record has been authorised and set up for you by the Portal Administrator to use Compare and that you know the details which were used to setup the user record, i.e. the correct first name, surname, and email address.
2. Once Compare is installed, open PowerPoint. There will be a new tab on the ribbon called “**Compare**”. To activate Compare, select any function or go to the Compare Group and choose **Help/Register**.



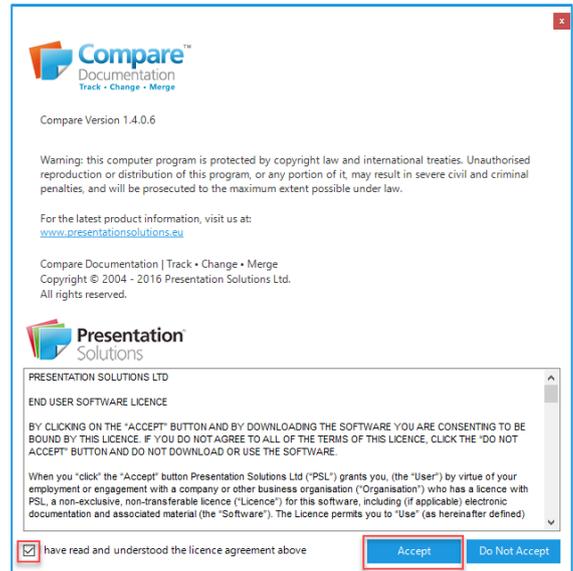
1. Select the option I Do Not Have a Key



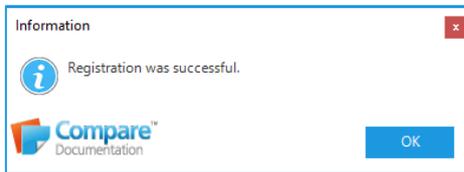
2. The following dialogue box will appear – enter your details and press Register button.



- After selecting **Register**, the licence agreement will appear. Please read the licence terms before you check the box adjacent to **"I have read and understood the licence agreement above"** (please note that terms & conditions already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.



- Once the previous steps have been completed, the dialogue box below will appear:



- Once you select the OK button, Compare will be activated.

5. Registering Compare – Azure AD Licensing for Enterprise Clients

Enterprise clients who have Office 365 with Azure Active Directory (Azure AD) can use an alternative licensing method to allow user registration for Create, Compare and Repair based on their Azure AD domain authentication. Please contact Support if you are interested in using this licensing method.

- The key benefit is that there is no requirement for a Client Portal nominated Administrator/s to manage users as with Manual Licensing.
 - Names removed from Azure AD will result in cancelled licence in the Portal.
 - Names added to the Azure AD will enable the user to use the software.

To enable this, the following needs to be in place:

- Users must have Office 365 with Azure AD.
- Azure AD Authentication consent must be provided by the client IT Administrator – which will be part of the onboarding process. A PS member of staff will initiate this with them.
- The client IT Administrator must also provide PS with the company domain/s in use.

Please note:

- Once consent is given and, on the agreed date for the implementation of Azure AD licensing, a member of PS will make the switch on the Client Portal.
- The licensing method must be the same for all users from the same member firm.
- Users will be occasionally prompted to authenticate by signing in using the Microsoft 365 login window.
- Existing users on manual licensing will be automatically moved over to the Azure AD licensing within 30 days.

Reviewing or Managing User Licences

- Azure AD licensing creates a new user record and enables a licence for any authenticated member of an allowed domain, within the Client Portal.
- Once a user is removed, their license is disabled, and they can no longer register or validate. Please note this can also be done directly in the Client Portal.

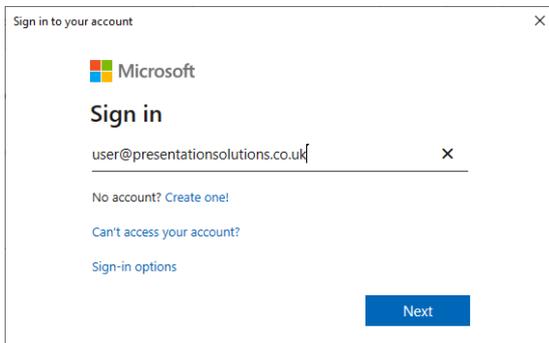
At Registration

This process requires access to our web service for the initial registration – where the user is a member of the customer's Active Directory. The registration checks and validates the license on first use and thereafter every 30 days.

Validation

After initial registration, Compare needs to validate its licence every 30 days via the internet. This occurs silently in the background and does not require a browser or any user interaction.

- Occasionally, users will be prompted to authenticate by signing in using the Microsoft login window.



- If our web service cannot be reached, Compare will continue to work for another 7 days.
- If our web service still cannot be reached, Compare will continue to work for another 10 days, however, users will see a warning informing them that they must connect to the internet soon, to validate their licence. This message will show once a day.
- If after the 17 day grace period, the web service still cannot be reached, the user will be unable to use Compare until they have successfully validated their licence. The Compare tab is still shown but functions do not work.
- Once internet access is re-instated Compare will validate the registration for another 30 days.

License Key Location

The registration process accesses the Presentation Solutions web service and grants a license to a user, <https://webservices.presentationsolutions.co.uk/licensing/LicenceValidation2.svc>

sending back the license key which is stored in the registry in:

`HKEY_CURRENT_USER\Software\Presentation Solutions.`

Web Services URL

Compare connects to a web service at the following URL to determine if Active Directory licensing has been enabled by Presentation Solutions: https://webservices.presentation solutions.co.uk/licensing/LicenceValidation2_svc. Compare then authenticates the user at the following URL: <https://login.microsoftonline.com> and connects to a licensing API at <https://cloudsync.presentation solutions.co.uk>.

It transmits the following data collected by Compare, in XML form, for initial licence registration:

- Email address, first name, last name (entered by user)
- Domain name, username, machine name, OS version, regional settings (provided by Windows)
- Compare and Office version numbers
- Compare product code

Then monthly for further licence validation and billing reports:

- Domain name, username, machine name, OS version, regional settings
- Compare and Office version numbers
- Compare product code

The data is compared to licence data held in the licensing system database. The server then replies with an XML response containing a licence token, assuming the request is valid. This token is stored in the user's Windows registry. Licence information stored in the registry is validated the first time Compare is used in each Office session. On initial registration and ongoing, licences are validated by email address and product codes.

The licensing web service and its database are hosted in **Windows Azure** in Microsoft's "West Europe" region. According to the Azure website, "West Europe" servers are located in the Netherlands. Data is not distributed across regions so will not be sent outside of Europe, to the best of our knowledge. Microsoft has a long-standing commitment to privacy. More information about The Azure Privacy Statement describes the specific privacy policy and practices that govern customers' use of Azure can be found on this link.

<http://azure.microsoft.com/en-gb/support/trust-center/privacy/>

Error Logging and Reporting

Within Compare there is an error log upload facility which users can nominate to send to us if they are experiencing problems in using Compare. The information captured in the log gives us an insight into the cause of the error (please note we do not see any confidential data or screenshots or details from other applications running).

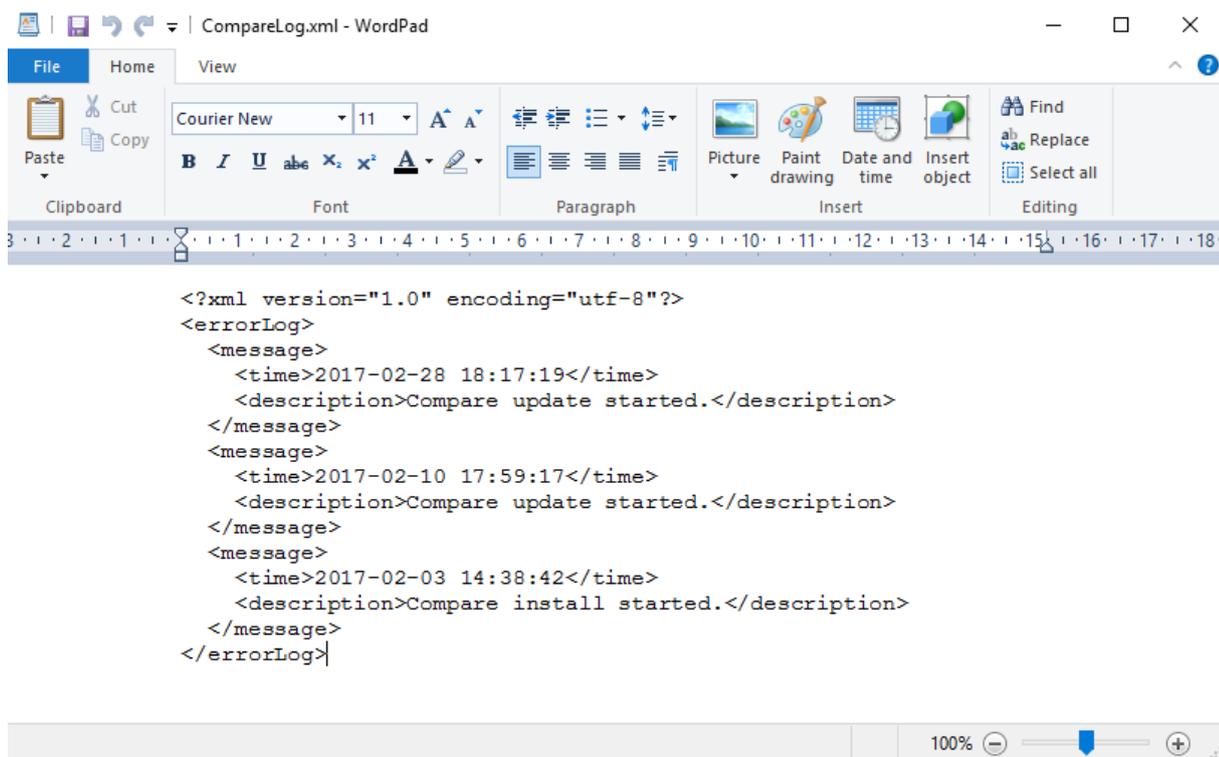
All errors are captured in the User profile. Errors are recorded in the folder which can be found in Documents (Windows 7):

/Compare Error Logs/CompareLog.xml

This also uses a web service at this URL:

<https://webservices.presentation solutions.co.uk/licensing/errorservice2.svc>

Example: Typical contents of an error log:

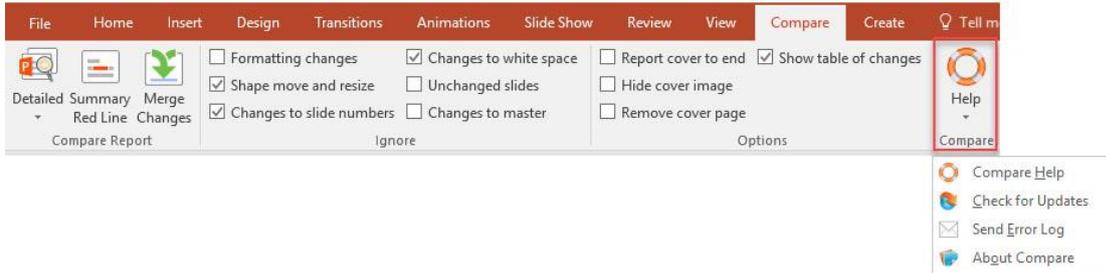
A screenshot of a Windows WordPad window titled 'CompareLog.xml - WordPad'. The window shows the XML content of the error log. The ribbon includes 'File', 'Home', and 'View'. The 'Home' ribbon is active, showing 'Clipboard', 'Font', 'Paragraph', 'Insert', and 'Editing' groups. The XML content is as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<errorLog>
  <message>
    <time>2017-02-28 18:17:19</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-10 17:59:17</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-03 14:38:42</time>
    <description>Compare install started.</description>
  </message>
</errorLog>
```

The status bar at the bottom right shows '100%' zoom and a blue selection bar.

Registering Step-by-Step

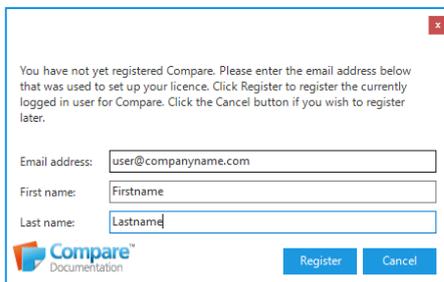
- Once Compare is installed, open PowerPoint. There will be a new tab on the ribbon called “**Compare**”. To activate Compare, select any function or go to the Compare Group and choose **Help/Register**.



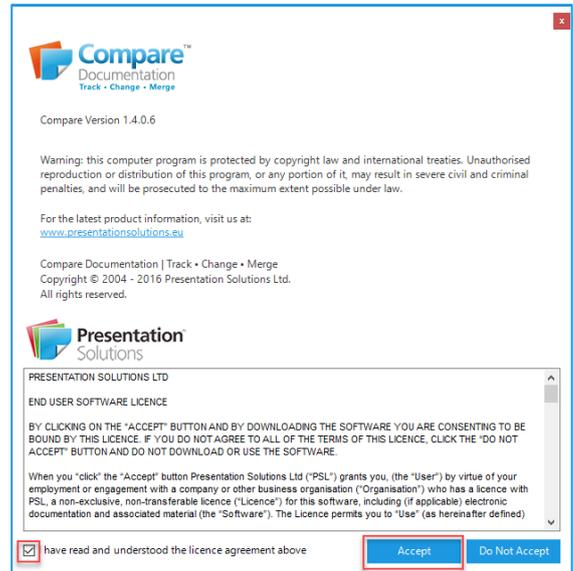
- Select the option I Do Not Have a Key



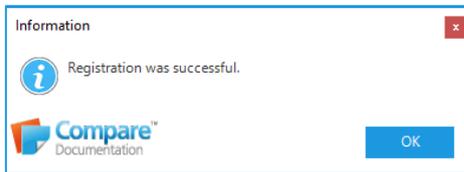
- The following dialogue box will appear – enter your details and press Register button.



9. After selecting **Register**, the licence agreement will appear. Please read the licence terms before you check the box adjacent to **“I have read and understood the licence agreement above”** (please note that terms & conditions already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.



10. Once the previous steps have been completed, the dialogue box below will appear:



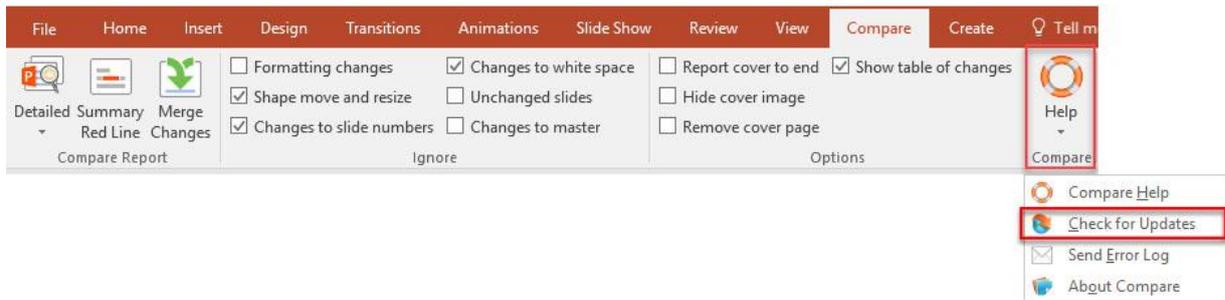
11. Once you select the OK button, Compare will be activated.

6. Updating Compare

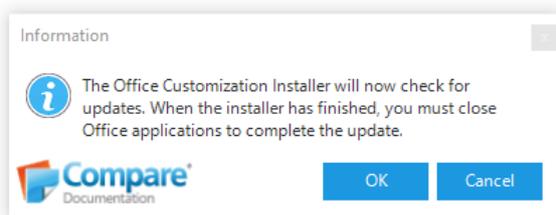
Note: these instructions refer to updating ClickOnce installations of Compare. If you are deploying Compare using an MSI you should refer to **Section 9 Installation via MSI**.

Updating Compare

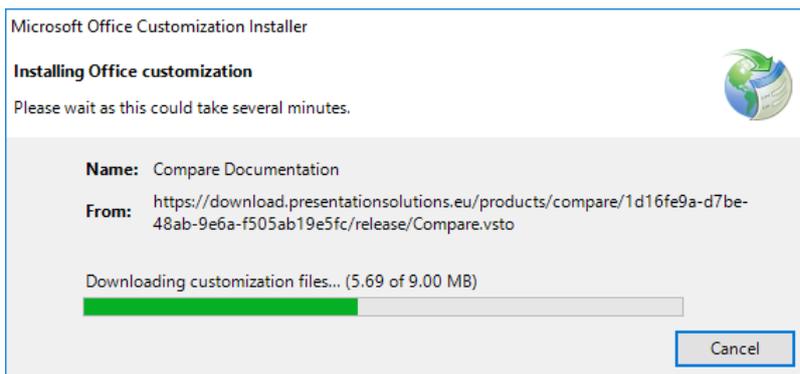
1. Compare can be upgraded by right clicking the Compare entry in Add/Remove Programs or from the Compare ribbon in PowerPoint, go to the Help dropdown and select the Check for Updates option:



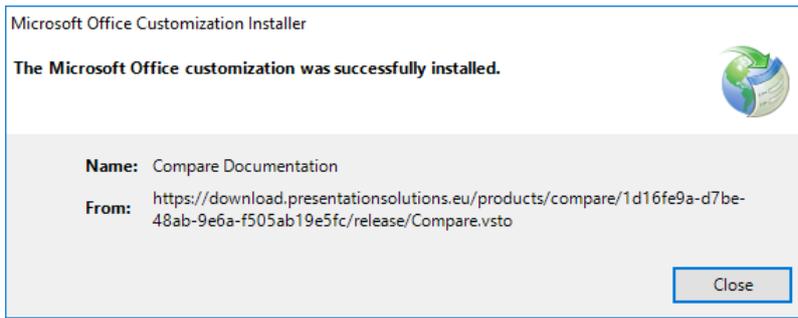
2. The next dialog warns that Office applications must be closed to complete the installation. Click OK to start the installation.



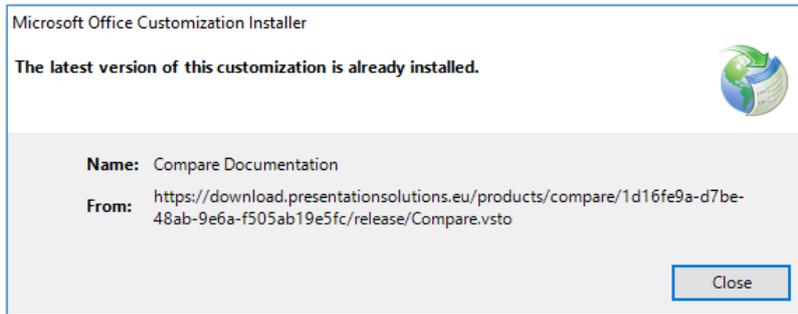
3. If a new version is available, a dialog is displayed which shows the progress of the installation.



4. Select **Close** when the installation has finished.



5. If the latest version is installed then this dialog is shown.



Note: If you do not check for updates Microsoft Installer will silently check if an update to the software or customisation is available every 14 days.

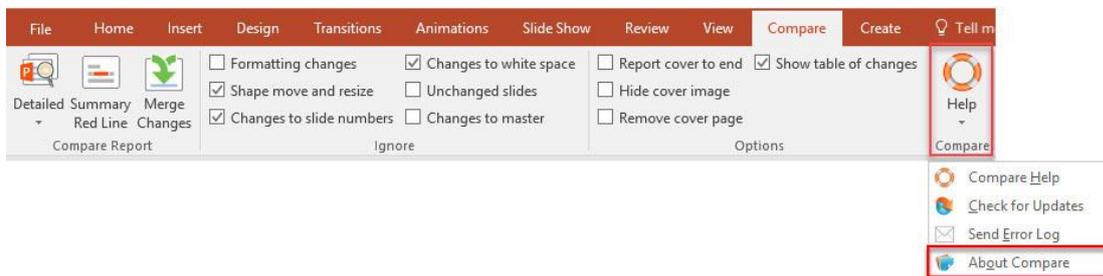
After Updating Compare I still see the same version

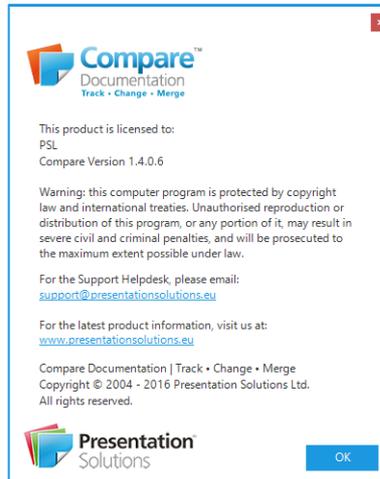
If a Background Office process (for more information, see **Background Office Processes** on page 50) remains active even though you followed the updating instructions above and closed all open Office applications before updating, Compare may not be able to correctly load the new version.

Use your task manager to ensure all Office applications are closed and if the problem persists, please restart/reboot your PC.

How do I find out the Version Number I have installed?

1. You can check the version number installed



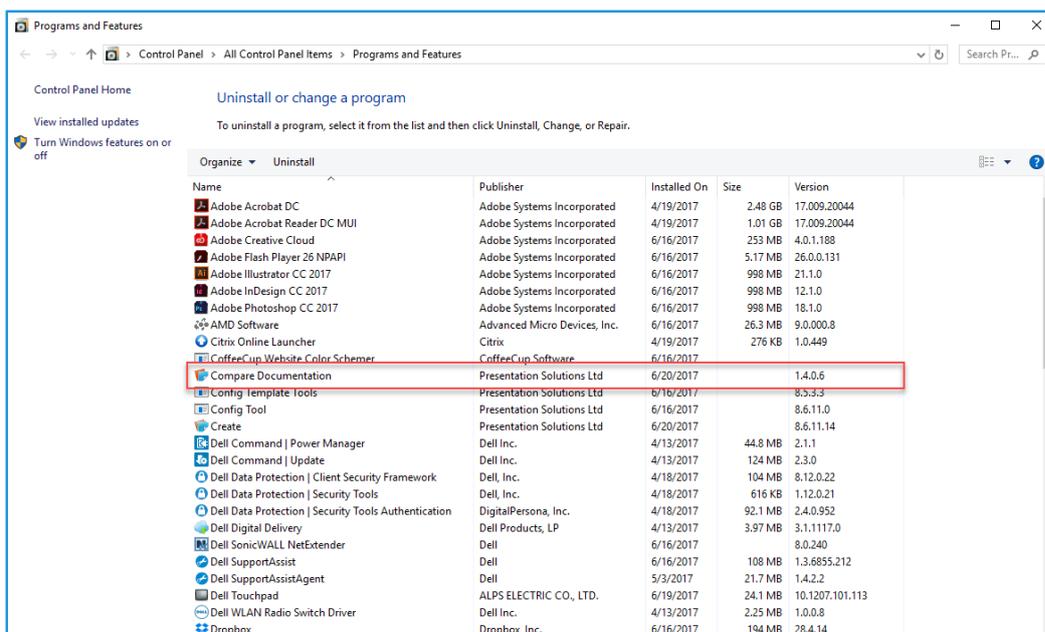


2. The Version number and License information is captured on the dialogue that appears.

7. Uninstalling Compare

Whatever its original method of installation Compare can be uninstalled via **Control Panel | Programs and Features**.

1. If the user no longer requires Compare then their licence should be deactivated on the portal. The Portal Administrator(s) enabled for your organisation will be able to deactivate the user. Otherwise, contact support@presentationsolutions.co.uk.
2. Select the entry associated with Compare in **Control Panel | Programs and Features** and select **Uninstall**:



Uninstallation via a Command Line

The following command line can be used to uninstall Compare:

```
[Program Files]\Common Files\Microsoft Shared\VSTO\10.0\VSTOInstaller.exe /Uninstall [Path to VSTO file]
```

For example:

```
C:\Program Files\Common Files\Microsoft Shared\VSTO\10.0\VSTOInstaller.exe /Uninstall  
file:///X:/Compare_Installation_Files/Compare.vsto
```

You can confirm the correct command line by looking in the registry within: `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall` and finding the key that corresponds to Compare. (This key should have "Compare" as the DisplayName value and "Presentation Solutions Ltd" as the Publisher value.) The uninstall command line should be contained in the UninstallString value.

You can also add a silent switch "S" like this:

```
[Program Files]\Common Files\Microsoft Shared\VSTO\10.0\VSTOInstaller.exe /S /Uninstall [Path to VSTO file]
```

8. Local Deployment

Introduction

Local deployment allows user installation to be done from a network location at the client site instead of from the Presentation Solutions website. This allows greater control of updates and avoids some potential security issues that can arise when using ClickOnce. The network location could be a folder or company intranet site. Any software or customisation updates will also look to this install location.

The ClickOnce deployment files are released to the client as a ZIP file. The files are copied into a network folder (the **Deployment Folder**) that can be accessed by all users who will install Repair.

The pre-requisites Microsoft .NET Framework 4.6.2 and Microsoft Visual Studio 2010 Tools for Office Runtime (VSTO 4.0) **must be installed** on the user's PC before installing Compare from the deployment folder.

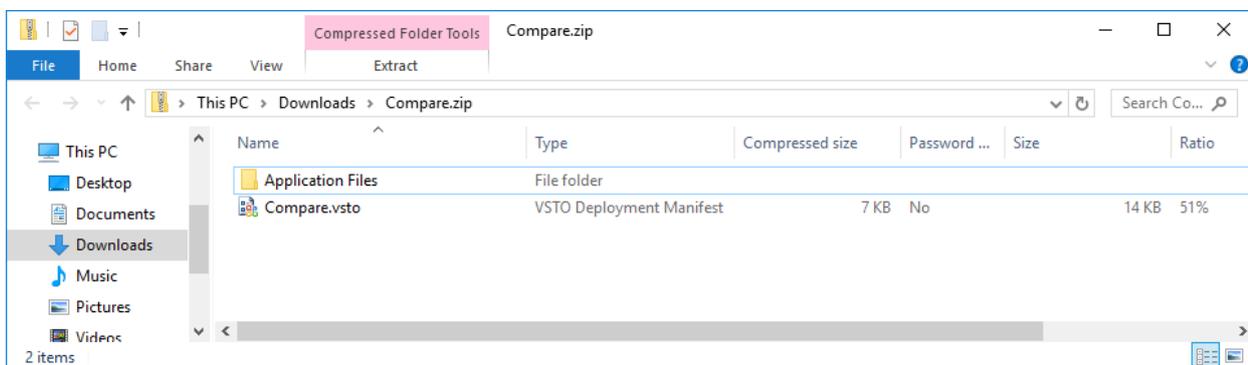
If you wish to deploy locally, please contact support@presentationsolutions.co.uk and they will prepare the files you require.

Local Deployment Files - First installation

The ZIP file you will receive contains the following items:

1. Compare.vsto – the main deployment file to install Compare
2. Application Files – a folder containing version sub-folder

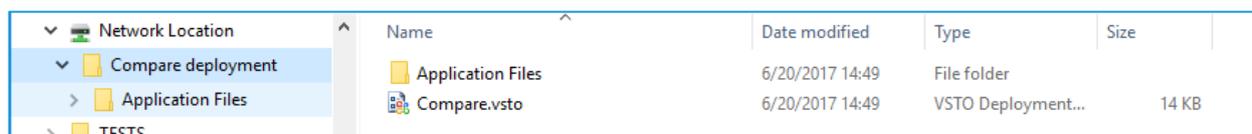
Below is a release ZIP file for Compare. It shows the folder which contains the software components and customisation.



Use the following steps to setup the **Deployment Folder**

1. Choose a network location accessible to all users, for example:
 - \\Fileserver9\Software\Compare Deployment\ - a network folder
 - http://CompanyWeb\Compare Deployment - an intranet site
2. Unzip the deployment files into the deployment folder.

Here is the deployment folder with Compare in place.



IMPORTANT

The path to the deployment folder must NOT be changed after user installation has been done as it is referenced from the User Profile. If a change has to be made then CompareV1 must be un-installed for all users and then re-installed using the new deployment location.

When using a network folder for deployment it is best practice to use a drive mapping - using a fixed drive letter. The drive mapping can then be made to a new deployment folder path so that existing CompareV1 installations are not be affected. For example:

Map drive I: to `\\Fileserver9\Software`,

What happens if the name changes?

If, for example, the server name is changed from Fileserver9 to Fileserver17, the mapping for drive I: is changed to `\\Fileserver17\Software`

Existing Compare installations can still access the deployment folder on `I:\Compare Deployment` and so are unaffected by the server name change.

Installing on User's PC

Install the pre-requisites (.NET 4.6 first and then VSTO 4.0) – see Section 2 System Requirements. (If Create or Repair are installed on the users' PC, these will already be in place).

1. Send a link to the Compare.vsto in the Deployment Folder to each user. When it is opened Compare will be installed. e.g.

`http:\\CompanyWeb\Compare Deployment\Compare.vsto` - for Intranet

`I:\Compare Deployment\Compare.vsto` – for network folder

2. Where the deployment folder is a network folder, users can also install Compare by navigating to the file in Windows Explorer and double-clicking it.

Installing Updates

A software update will be issued as a ZIP file which has the same structure as the initial release but with a new Compare.vsto file and a new version folder within the Application Files folder. The steps to install this update into the Deployment folder are

1. Click the link you have received to download the new files, e.g. www.presentation solutions.co.uk/downloads/client_name/update_name.zip
2. Copy both the files that are in the unzipped folder

Name	Date modified	Type	Size
Application Files	6/20/2017 14:43	File folder	
Compare.vsto	6/20/2017 13:38	VSTO Deployment...	14 KB

3. Go to the location of the current installation and select the folder (below the example shows a location of I:\Compare Deployment).

Network Location		Name	Date modified	Type	Size
Compare deployment		Application Files	6/20/2017 14:53	File folder	
Application Files		Compare.vsto	6/20/2017 14:49	VSTO Deployment...	14 KB

4. Paste into the existing deployment folder location...
 - 4.1 The Compare.vsto will **replace** the earlier version and
 - 4.2 The new version folder will sit alongside the earlier version (the example above shows the new Compare Version 1.4.0.6)

Network Location		Name	Date modified	Type	Size
Compare deployment		Application Files	6/20/2017 14:53	File folder	
Application Files		Compare.vsto	6/20/2017 14:49	VSTO Deployment...	14 KB
		Compare_1_3_0_4			
		Compare_1_4_0_6			

5. Inform the users that an update is available and to select Check for Updates on the Help menu on the CompareV1 tab.

Example 2: The example below shows a client who has had 3 software updates. Any new users will automatically get the latest version (1.1.0.8). Users who have installed either 1.4.0.6 or 1.3.0.4 will get the latest version available when they select Check for Updates (e.g. 1.1.0.8).

Compare Deployment

Application Files

Compare_1_4_0_6

Compare_1_3_0_4

Compare_1_1_0_8

Using a Package

Installation can be run via a simple registry key which points to the Compare.vsto file, for instance, under RunOnce, or group policy. You can create a silent installation using the office VSTOInstaller.exe which comes installed with Office. Use the /silent switch on the command line. This link gives further information:

<http://msdn.microsoft.com/en-us/library/bb772078.aspx>

If you wish to use a package, please contact support@presentationsolutions.co.uk and they will prepare the files you require.

Please note: The Authenticode certificate we will send you is valid until 21st January 2023 and the same file can be used for all users. The certificate is only required for installation so once Compare has been successfully installed it will continue to work even after the certificate expiry date. At some point towards the end of 2022 we will start building updates using a new certificate and we will send you a copy of that certificate file when you need to install updates.

Silent Installation Procedure

Summary

The steps below are written to assist Presentation Solutions Clients who wish to install CompareV1 silently, i.e. without user interaction.

If you wish to use a package, please contact support@presentationsolutions.co.uk and they will prepare the files you require.

ClickOnce Deployment Overview

Office add-ins built using VSTO require installation by the Office Customization Installer.

To ensure the target computer has the necessary **prerequisites** (see the section at the end of this paper) for installing an add-in, a bootstrapper file, usually called "**setup.exe**" or similar, is executed to start installation.

After installing the prerequisites, the bootstrapper will activate the Office Customization Installer.

Details of the files to be installed and details of the certificate used for signing the installation package are contained in a VSTO deployment manifest file; the file has the extension ".vsto".

This installation process is facilitated by ClickOnce Deployment which is the recommended and supported method for installing CompareV1.

If the target computer is known to have all the necessary prerequisites, the Office Customization Installer can be executed via a command line instruction without first executing the bootstrapper.

During installation, the user is shown details of the add-in's certificate (see below PS_Authenticode_2017.zip) and prompted to approve the installation via a dialogue box.

This prompt can be skipped using the silent switch in the Office Customization Installer command line. However, installation will fail at this point if the add-in's certificate is not already installed.

Silent Installation Procedure

First please contact support@presentationsolutions.co.uk to receive a link to download PS_Authenticode_2019.zip

To achieve a silent install, the following three steps are required:

1. Install all prerequisites as described in the Compare installation manual.
2. Install the Presentation Solutions Authenticode certificate to the Trusted Publishers certificate store.
3. Create a registry entry to force the Office Customization Installer to run. The registry entry will be similar to the one below:

```
[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\RunOnce]
"CompareV1"= "{PATH_TO_INSTALLER}" /I "{PATH_TO_VSTO_FILE}" /S"
```

Or

```
[HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunOnce]
"CompareV1"= "{PATH_TO_INSTALLER}" /I "{PATH_TO_VSTO_FILE}" /S"
```

In the above key, the text "{PATH_TO_INSTALLER}" represents the location of the Office Customization Installer executable. Typically this can be found here:

C:\Program Files\Common Files\microsoft shared\VSTO\10.0\VSTOInstaller.exe

"{PATH_TO_VSTO_FILE}" represents the location of the deployment manifest file. This may be a web location or a file location, for example the following formats are acceptable:

Web

https://download.presentationsolutions.co.uk/products/compare/1d16fe9a-d7be-48ab-9e6a-f505ab19e5fc/release/compare_setup.exe

File

\\FILESERVER1\Software Updates\Presentation Solutions\Compare\Compare.vsto

After completing the above steps, Compare will install silently when the user next logs on.

Silent Uninstallation

The following command line can be used to uninstall Compare:

```
[Program Files]\Common Files\Microsoft Shared\VSTO\10.0\VSTOInstaller.exe /Uninstall [Path to VSTO file]
```

For example:

```
C:\Program Files\Common Files\Microsoft Shared\VSTO\10.0\VSTOInstaller.exe /Uninstall
file:///X:/Compare_Installation_Files/Compare.vsto
```

You can confirm the correct command line by looking in the registry within HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall and finding the key that corresponds to Compare. (This key should have "Compare Documentation" as the DisplayName value and "Presentation Solutions Ltd" as the Publisher value.) The uninstall command line should be contained in the UninstallString value.

You can also add a silent switch "S" like this:

```
[Program Files]\Common Files\Microsoft Shared\VSTO\10.0\VSTOInstaller.exe /S /Uninstall [Path to VSTO file]
```

Local Deployment FAQs

Q. Why can Compare only be installed from a network location?

Using a network location allows updates to the Compare software and customisation to be distributed to all the users by updating just one location.

Q. Why can't the deployment location be changed (e.g. when we upgrade our servers).

The location is configured in the user profile to allow ClickOnce to check for updates to the Compare software. If the location has to be changed Compare will have to be un-installed for all users and re-installed from the new deployment location. **See Installing on a User's PC** on the previous page.

Q. Is it necessary for the user to press Check for Updates for a new version to be installed?

No. Compare will check for updates every 14 days automatically and install the new version, if found, from the deployment folder on your server.

Q. Can the initial installation and un-installation be done automatically without manual intervention?

Yes by using the Microsoft utility called **VSTOInstaller.exe** located in %CommonFiles%

9. Installation via MSI

Introduction

The recommended installation method for Office add-ins which is supported by Microsoft is ClickOnce. However, if you require an MSI to distribute by a computer management system such as SCCM and the recommended method is not possible, then please contact support@presentationsolutions.co.uk to request an MSI for Compare.

The MSI installs the application files in Program Files rather than within the user profile location used by ClickOnce. If you are installing the MSI on a pc that currently has Compare installed by ClickOnce then you must uninstall the ClickOnce version from Control Panel | Programs and Features first.

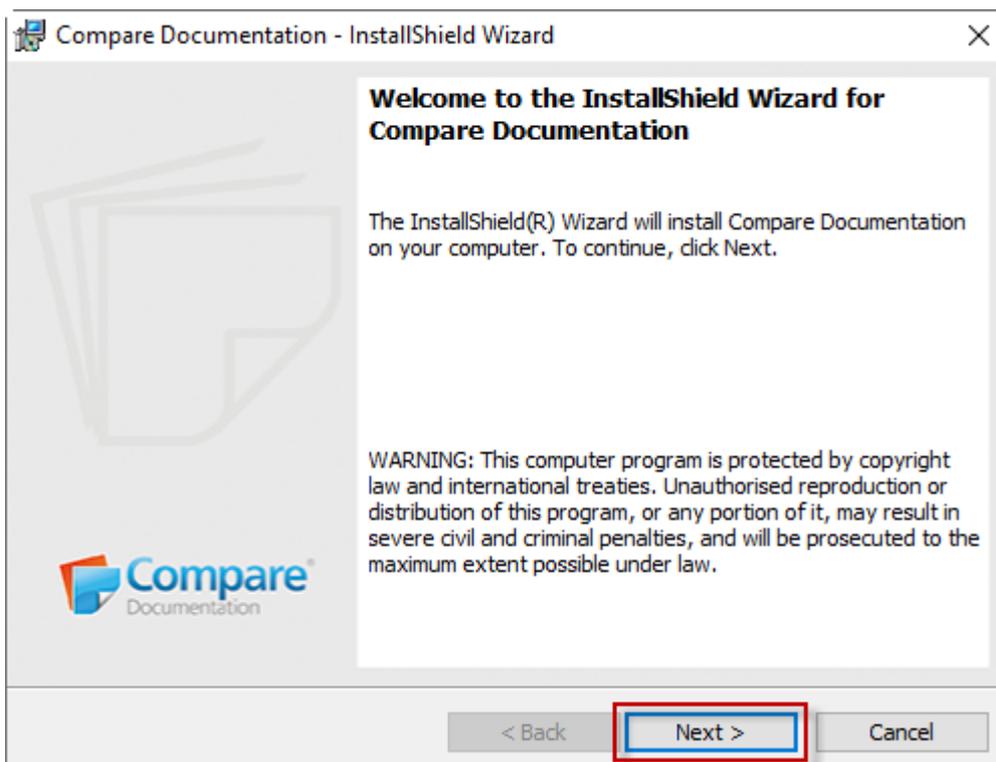
The MSI will require administration rights to install.

The pre-requisites Microsoft .NET Framework 4.6.2 (.NET 4.6.2) and Microsoft Visual Studio 2010 Tools for Office Runtime (VSTO 4.0) **must be installed** on the user's PC before installing Compare V10 from the MSI.

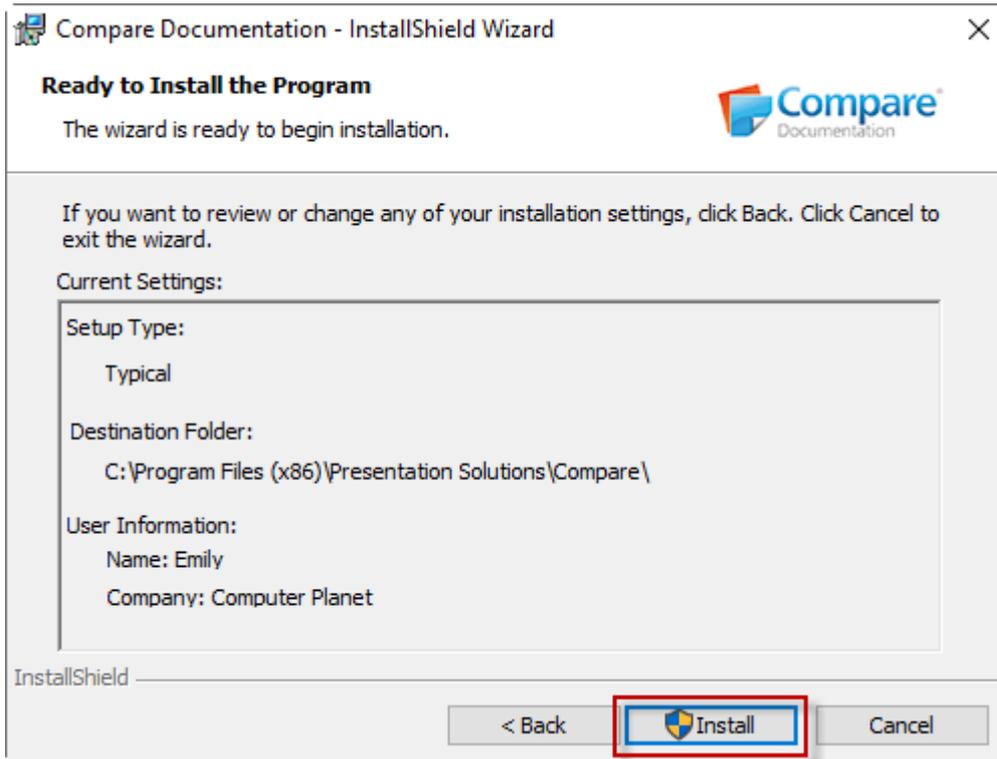
MSI – first installation step by step

You will be emailed a link to download the MSI file from our webserver.

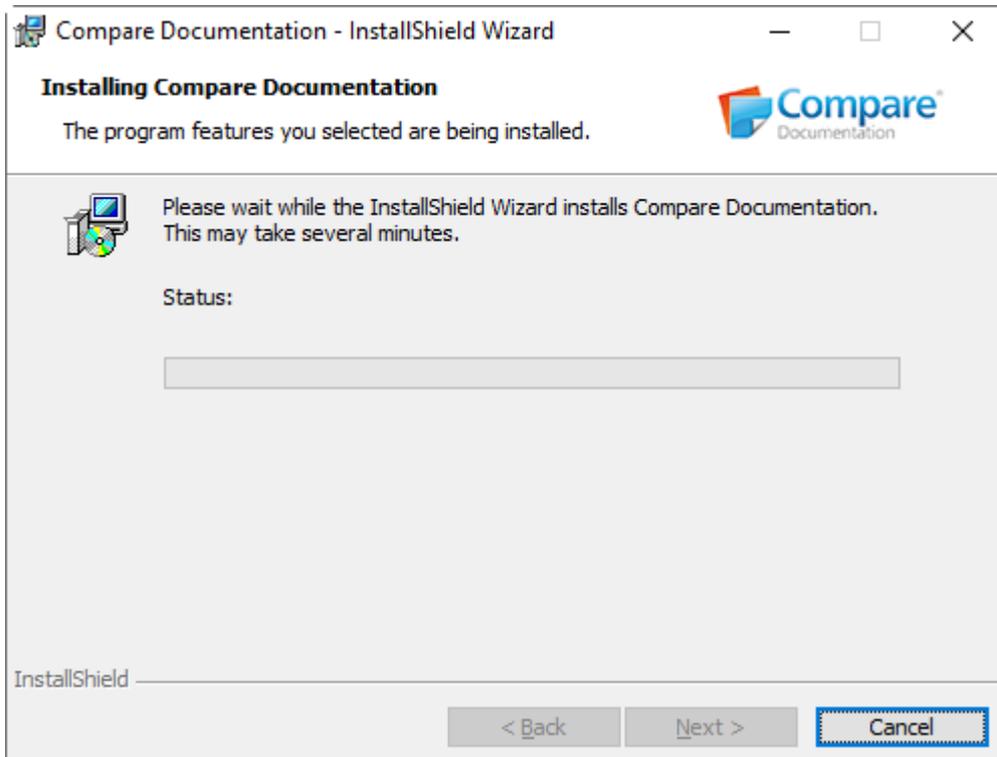
1. Install the pre-requisites (.NET 4.6.2 first and then VSTO 4.0) – see **Section 2 System Requirements**.
2. Run the MSI Installer and click **Next**



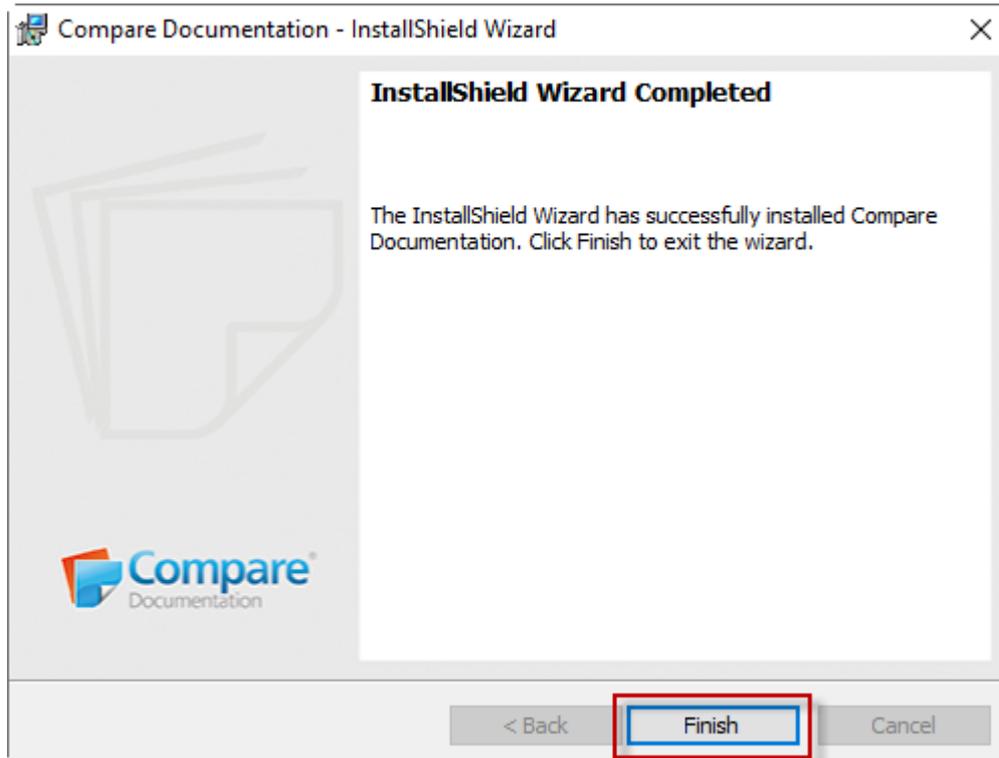
- Click **Install**. At this point you will be asked to supply admin credentials if the current login does not have administration rights.



- A progress bar will appear.



- When the installation has completed, click **Finish**.



MSI – installing an update

When a software update is available, we will send an updated MSI. It will be possible to install the new MSI over the top of the existing installation without the need to uninstall. However, if you are installing the MSI on a pc that currently has Compare installed by ClickOnce then you must uninstall the ClickOnce version from Control Panel | Programs and Features first.

Note: the **Check for Updates** option that is described in **Section 4 Registering Compare – Manual Licensing (Standard)**

Setting up a user licence

Manual licensing requires a personalised licence record to be set up on the licensing database in advance of each user registering Compare. The purpose of manual licensing is to stop unauthorised users being able to register Compare.

Each client site will need to appoint an administrator, who will be able to control the licensed user database. The portal administrator will be required to create a licence record for all authorised users; before the registration stage can take place. The following details are required for each user: first name, surname and email address.

Validation

Compare software needs to validate via the internet but users do not need a browser or access to the internet via internet explorer or other, as this happens silently. If you add our domain to your internet trusted locations then users will be able to continue using Compare (see below).

At Registration

This process requires access to our web service at initial registration – where a user's name and email address has been approved for Compare – the registration checks and validates the license on first use and thereafter every 30 days.

- If our web service cannot be reached, Compare will continue to work for another 7 days.

- If our web service still cannot be reached, Compare will continue to work for another 10 days, however, users will see a warning informing them that they must connect to the internet soon to validate their licence. This message will show once a day.
- If after the 17 day grace period, the web service still cannot be reached, the user will be unable to use Compare until they have successfully validated their licence. The Compare tab is still shown but functions do not work.
- Once internet access is re-instated Compare will validate the registration for another 30 days.

This gives our clients the luxury of only paying for what they use – they can stop and start within a month. It also provides peace of mind that only users who have been approved for Compare can access it.

License Key Location

The registration process accesses the Presentation Solutions web service:

<https://webservices.presentationssolutions.co.uk/licensing/LicenceValidation2.svc>

and grants a license to a user, sending back the license key which is stored in the registry in

[HKEY_CURRENT_USER\Software\Presentation Solutions](#).

Web Services URL

Compare connects directly to a WCF (Windows Communication Foundation) web service to validate licenses at the following URL:

<https://webservices.presentationssolutions.co.uk/licensing/licencevalidation2.svc>

It transmits the following data collected by Compare, in XML form, for initial licence registration:

- Email address, first name, last name (entered by user)
- Domain name, username, machine name, OS version, regional settings (provided by Windows)
- Compare and Office version numbers
- Compare product code

Then monthly for further licence validation and billing reports:

- Domain name, username, machine name, OS version, regional settings
- Compare and Office version numbers
- Compare product code

The data is compared to licence data held in the licensing system database. The server then replies with an XML response containing a licence token, assuming the request is valid. This token is stored in the user's Windows registry. Licence information stored in the registry is validated the first time Compare is used in each Office session. Initial registration is validated by email address and product codes. Ongoing, licenses are validated by user name, domain name and product codes.

The licensing web service and its database are hosted in **Windows Azure** in Microsoft's "West Europe" region. According to the Azure website, "West Europe" servers are located in the Netherlands. Data is not distributed across regions so will not be sent outside of Europe, to the best of our knowledge. Microsoft has a long-standing commitment to privacy. More information about The Azure Privacy Statement describes the specific privacy policy and practices that govern customers' use of Azure can be found on this link.

<http://azure.microsoft.com/en-gb/support/trust-center/privacy/>

Error Logging and Reporting

Within Compare there is an error log upload facility which users can nominate to send to us if they are experiencing problems in using Compare. The information captured in the log gives us an insight into the cause of the error (please note we do not see any confidential data or screenshots or details from other applications running).

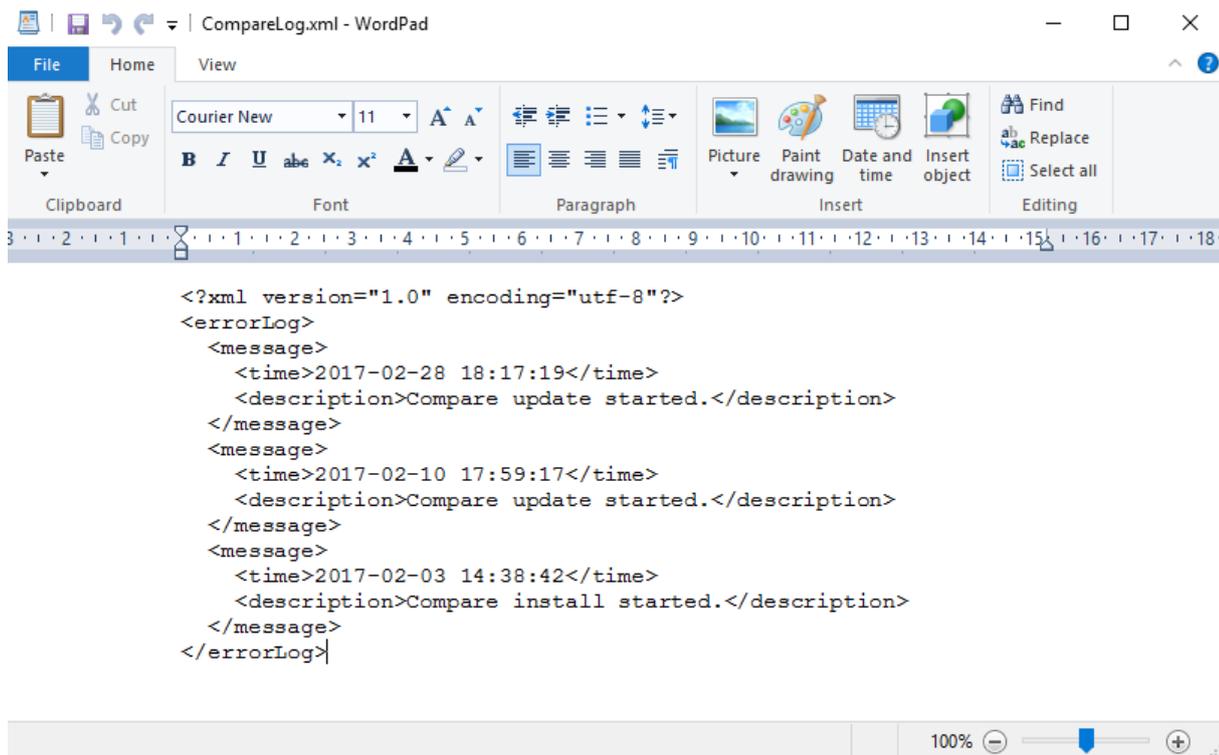
All errors are captured in the User profile. Errors are recorded in the folder which can be found in Documents (Windows 7):

/Compare Error Logs/CompareLog.xml

This also uses a web service at this URL:

<https://webservices.presentation solutions.co.uk/licensing/errorservice2.svc>

Example: Typical contents of an error log:

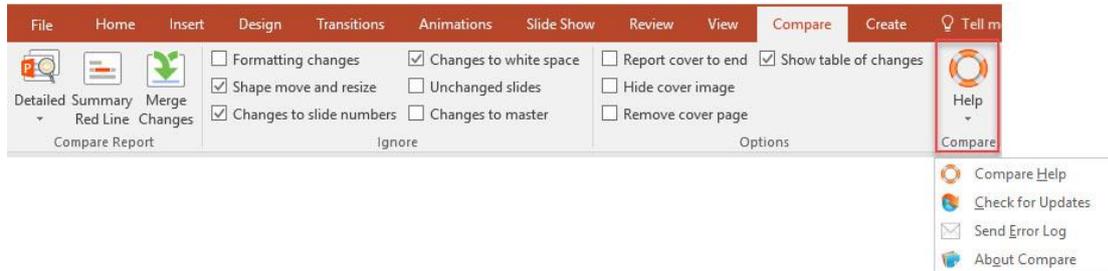
A screenshot of a Windows WordPad window titled 'CompareLog.xml - WordPad'. The window shows the XML content of the error log. The ribbon includes File, Home, and View. The Home ribbon is active, showing options for Clipboard, Font, Paragraph, Insert, and Editing. The text in the window is as follows:

```
<?xml version="1.0" encoding="utf-8"?>
<errorLog>
  <message>
    <time>2017-02-28 18:17:19</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-10 17:59:17</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-03 14:38:42</time>
    <description>Compare install started.</description>
  </message>
</errorLog>
```

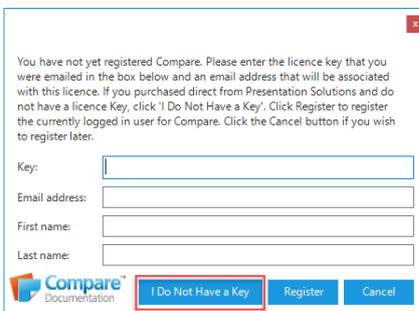
The status bar at the bottom right shows a zoom level of 100%.

Registering Step-by-Step

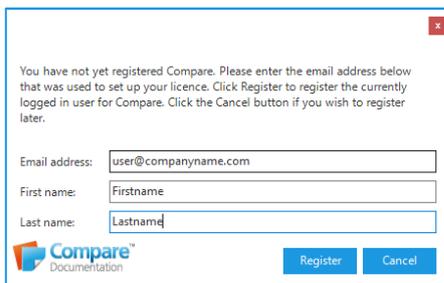
- Confirm that a licence record has been authorised and set up for you by the Portal Administrator to use Compare and that you know the details which were used to setup the user record, i.e. the correct first name, surname, and email address.
- Once Compare is installed, open PowerPoint. There will be a new tab on the ribbon called “**Compare**”. To activate Compare, select any function or go to the Compare Group and choose **Help/Register**.



- Select the option I Do Not Have a Key

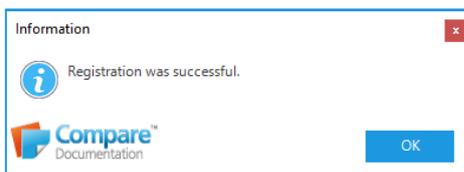


- The following dialogue box will appear – enter your details and press Register button.



- After selecting **Register**, the licence agreement will appear. Please read the licence terms before you check the box adjacent to **"I have read and understood the licence agreement above"** (please note that terms & conditions already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.

- Once the previous steps have been completed, the dialogue box below will appear:



- Once you select the OK button, Compare will be activated.

Registering Compare–Azure AD Licensing for Enterprise Clients

Enterprise clients **who have Office 365 with Azure Active Directory (Azure AD) can use an alternative licensing method to allow user registration for Create, Compare and Repair based on their Azure AD domain authentication. Please contact Support if you are interested in using this licensing method.**

- The key benefit is that there is no requirement for a Client Portal nominated Administrator/s to manage users as with Manual Licensing.
 - Names removed from Azure AD will result in cancelled licence in the Portal.
 - Names added to the Azure AD will enable the user to use the software.

To enable this, the following needs to be in place:

- Users must have Office 365 with Azure AD.
- Azure AD Authentication consent must be provided by the client IT Administrator – which will be part of the onboarding process. A PS member of staff will initiate this with them.
- The client IT Administrator must also provide PS with the company domain/s in use.

Please note:

- Once consent is given and, on the agreed date for the implementation of Azure AD licensing, a member of PS will make the switch on the Client Portal.
- The licensing method must be the same for all users from the same member firm.
- Users will be occasionally prompted to authenticate by signing in using the Microsoft 365 login window.

- Existing users on manual licensing will be automatically moved over to the Azure AD licensing within 30 days.

Reviewing or Managing User Licences

- Azure AD licensing creates a new user record and enables a licence for any authenticated member of an allowed domain, within the Client Portal.
- Once a user is removed, their license is disabled, and they can no longer register or validate. Please note this can also be done directly in the Client Portal.

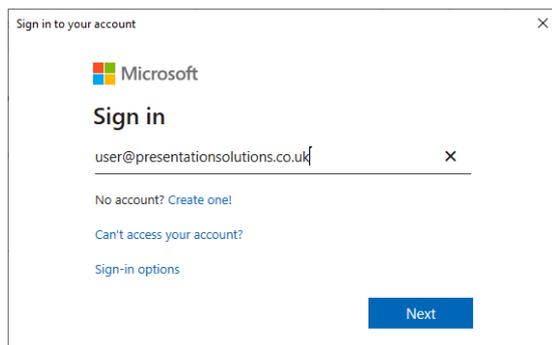
At Registration

This process requires access to our web service for the initial registration – where the user is a member of the customer's Active Directory. The registration checks and validates the license on first use and thereafter every 30 days.

Validation

After initial registration, Compare needs to validate its licence every 30 days via the internet. This occurs silently in the background and does not require a browser or any user interaction.

- Occasionally, users will be prompted to authenticate by signing in using the Microsoft login window.



- If our web service cannot be reached, Compare will continue to work for another 7 days.
- If our web service still cannot be reached, Compare will continue to work for another 10 days, however, users will see a warning informing them that they must connect to the internet soon, to validate their licence. This message will show once a day.
- If after the 17 day grace period, the web service still cannot be reached, the user will be unable to use Compare until they have successfully validated their licence. The Compare tab is still shown but functions do not work.
- Once internet access is re-instated Compare will validate the registration for another 30 days.

License Key Location

The registration process accesses the Presentation Solutions web service and grants a license to a user, <https://webservices.presentationsolutions.co.uk/licensing/LicenceValidation2.svc>

sending back the license key which is stored in the registry in:

[HKEY_CURRENT_USER\Software\Presentation Solutions.](#)

Web Services URL

Compare connects to a web service at the following URL to determine if Active Directory licensing has been enabled by Presentation Solutions: <https://webservices.presentation solutions.co.uk/licensing/LicenceValidation2.svc>. Compare then authenticates the user at the following URL: <https://login.microsoftonline.com> and connects to a licensing API at <https://cloudsync.presentation solutions.co.uk>.

It transmits the following data collected by Compare, in XML form, for initial licence registration:

- Email address, first name, last name (entered by user)
- Domain name, username, machine name, OS version, regional settings (provided by Windows)
- Compare and Office version numbers
- Compare product code

Then monthly for further licence validation and billing reports:

- Domain name, username, machine name, OS version, regional settings
- Compare and Office version numbers
- Compare product code

The data is compared to licence data held in the licensing system database. The server then replies with an XML response containing a licence token, assuming the request is valid. This token is stored in the user's Windows registry. Licence information stored in the registry is validated the first time Compare is used in each Office session. On initial registration and ongoing, licences are validated by email address and product codes.

The licensing web service and its database are hosted in **Windows Azure** in Microsoft's "West Europe" region. According to the Azure website, "West Europe" servers are located in the Netherlands. Data is not distributed across regions so will not be sent outside of Europe, to the best of our knowledge. Microsoft has a long-standing commitment to privacy. More information about The Azure Privacy Statement describes the specific privacy policy and practices that govern customers' use of Azure can be found on this link.

<http://azure.microsoft.com/en-gb/support/trust-center/privacy/>

Error Logging and Reporting

Within Compare there is an error log upload facility which users can nominate to send to us if they are experiencing problems in using Compare. The information captured in the log gives us an insight into the cause of the error (please note we do not see any confidential data or screenshots or details from other applications running).

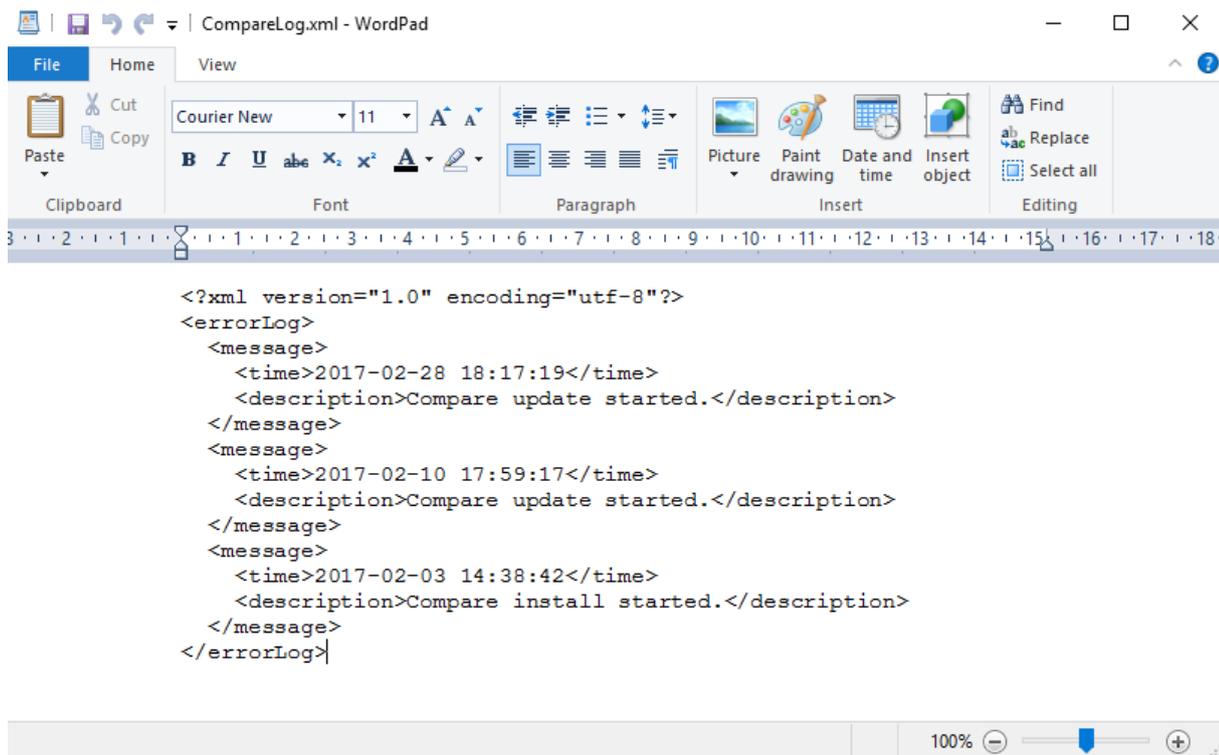
All errors are captured in the User profile. Errors are recorded in the folder which can be found in Documents (Windows 7):

/Compare Error Logs/CompareLog.xml

This also uses a web service at this URL:

<https://webservices.presentation solutions.co.uk/licensing/errorservice2.svc>

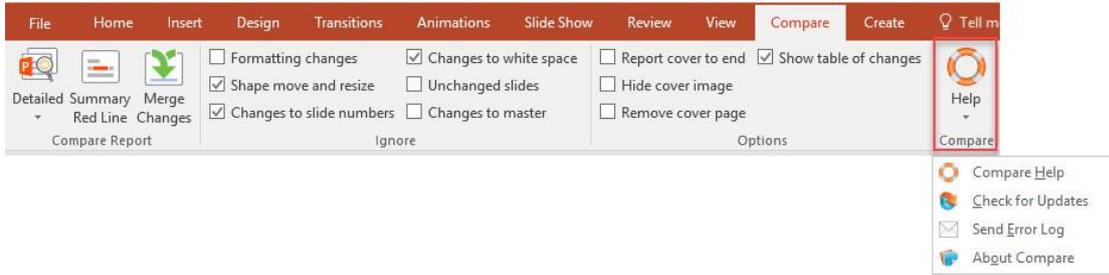
Example: Typical contents of an error log:



```
<?xml version="1.0" encoding="utf-8"?>
<errorLog>
  <message>
    <time>2017-02-28 18:17:19</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-10 17:59:17</time>
    <description>Compare update started.</description>
  </message>
  <message>
    <time>2017-02-03 14:38:42</time>
    <description>Compare install started.</description>
  </message>
</errorLog>
```

Registering Step-by-Step

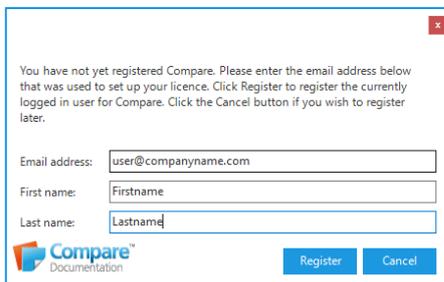
- Once Compare is installed, open PowerPoint. There will be a new tab on the ribbon called “**Compare**”. To activate Compare, select any function or go to the Compare Group and choose **Help/Register**.



- Select the option I Do Not Have a Key

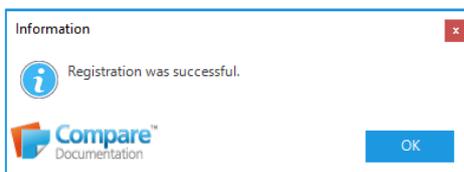


- The following dialogue box will appear – enter your details and press Register button.



16. After selecting **Register**, the licence agreement will appear. Please read the licence terms before you check the box adjacent to "***I have read and understood the licence agreement above***" (please note that terms & conditions already been agreed by your Legal team and Presentation Solutions Ltd) then select the **Accept** button.

17. Once the previous steps have been completed, the dialogue box below will appear:



18. Once you select the OK button, Compare will be activated.

Updating Compare and the **Compare Help** is a ClickOnce function and it will not appear on the **Help** menu for versions of Compare installed by MSI.

10. Additional Information

Registration

This process requires internet access at initial registration and then every 30 days to verify the user is still using the licence. If our website cannot be reached within the 30 day period, Compare will continue to work for another 7 days after which the user will be shown a warning, informing them that they must connect to the internet soon to validate their licence. For 17 days, if the user does not connect to the internet, they will be shown a daily warning.

At the end of this 24 day grace period, they will be unable to use Compare until they have successfully validated their licence. The Compare tab is still shown but functions do not work.

Once internet access is re-instated Compare will validate the registration for another 30 days.

External Product Testing

Compare is built using the latest tools provided by Microsoft specifically for building Office add-ins. The tools are used in accordance with Microsoft's recommended best practices and have robust exception handling to ensure errors occurring within the add-in code do not crash the host Office application.

A regression test is performed on every build of Compare to ensure there are no negative impacts on Office applications.

License Key Location

The registration process accesses the Presentation Solutions Website www.presentation solutions.co.uk and grants a license to a user, sending back the license key which is stored in the registry in HK Current User/Software/Presentation Solutions.

Using Compare with Roaming Profiles

Compare only has to be installed once when roaming profiles are used.

The Compare software is installed into the ClickOnce cache which is located in the user profile in the path %USERPROFILE%\AppData\Local\Apps\2.0. These files do NOT travel with the roaming profile.

When the user moves to another machine the ClickOnce installer detects that the software is not in place and will install them from the deployment location before initialising the Compare Add-in.

If a user logs into more than one PC without roaming profiles enabled Compare will need to be installed under the user login on each PC.

Using Compare in Virtual Systems (e.g. Citrix)

In virtual systems such as Citrix and Microsoft SMS traditional applications and add-ins are run in the server and shared by the users remotely.

ClickOnce applications are installed into the users own folder (instead of the **Program Files** folder) so each user will have their own copy of the application on their PC, it will not reside in the server.

This will be the case for Compare.

When we issue the first version of Compare you will be sent a link to the Setup.exe bootstrapper which can be downloaded onto your server.

The Setup.exe will need to be run once for each user that logs on to the PC and not run again for subsequent logins of that user.

This can be done using a startup script appropriate for the target environment.

Once installed further updates (either automatic or requested by the user) will be done by Compare directly via the Internet to the user's PC.

Note re Citrix:

In some cases, the client's Citrix setup may be set to delete the contents of the AppData/Local folder on log off. Compare is a VSTO add-in. VSTO add-ins are installed via Click Once Deployment which places application files in the "AppData\Local" folder. In clients where Citrix users have the contents of this folder deleted when they log off, this causes Compare to re-install every time a user logs on and starts Office.

However, there is a workaround for this scenario using "junction points". These work like shortcuts and allow you to create a virtual folder whose contents are actually in a different folder. At client site, their IT should create a virtual folder (junction point) inside the AppData\Local folder where Office expects to find the add-in files. The contents of this folder will actually be in a folder inside the AppData\Roaming folder, which doesn't get deleted, but they will appear to Office to be inside the AppData\Local folder.

More information:

More information about Citrix and Click-Once applications can be found here, including Citrix's workarounds for various installation scenarios. <https://support.citrix.com/article/CTX125453>

11. Possible issues and their causes

Compare tab not displaying on ribbon

It is quite normal for Microsoft Office to occasionally make an add-in in-active or disabled as a result of Office's extra security. The first step Microsoft Office products take when they encounter a problem or crash, is to disable all active add ins. Consequently, when the product is reopened an error message similar to the following will appear.

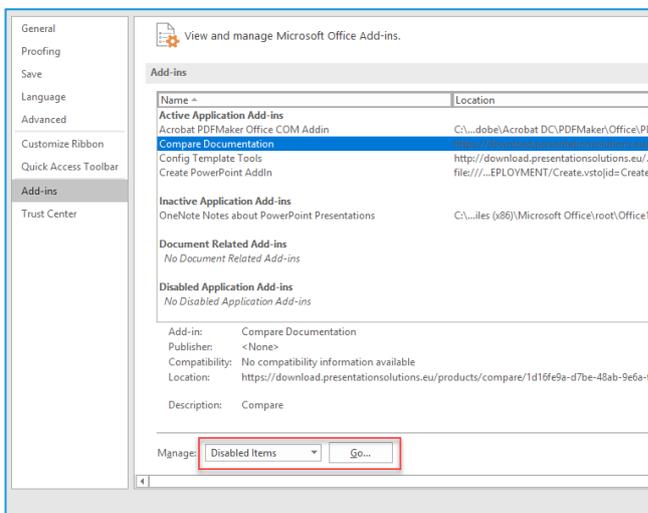
If Office displays a message suggesting that there is an issue with the Compare Add-in and asks whether you wish to disable it, always choose **No**. The Compare Add-in will not have caused any problems and you will be able to carry on working normally. If you click Yes, Compare will not load and the Compare tab will not display on the ribbon.

How to re-enable the Compare add-in

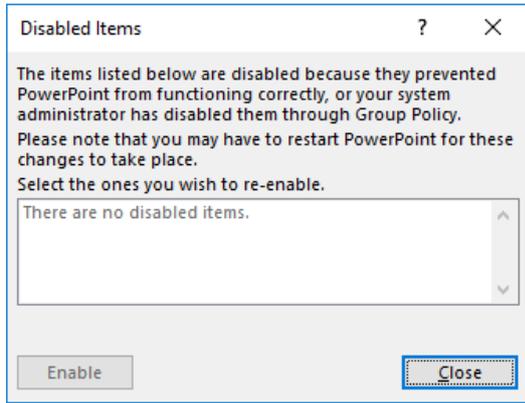
The Add-in can be re-enabled using one or both of the following methods. There are three scenarios – the add-in is inactive, disabled or (less common) not visible in the list in one application. Select the one of these options to rectify the issue.

For Disabled Add-ins:

1. Choose the **File** tab in top left-hand corner of PowerPoint and then press the Options button
2. Select the **Add-Ins** view and then select **Disabled Items** from the Manage list and press **Go**



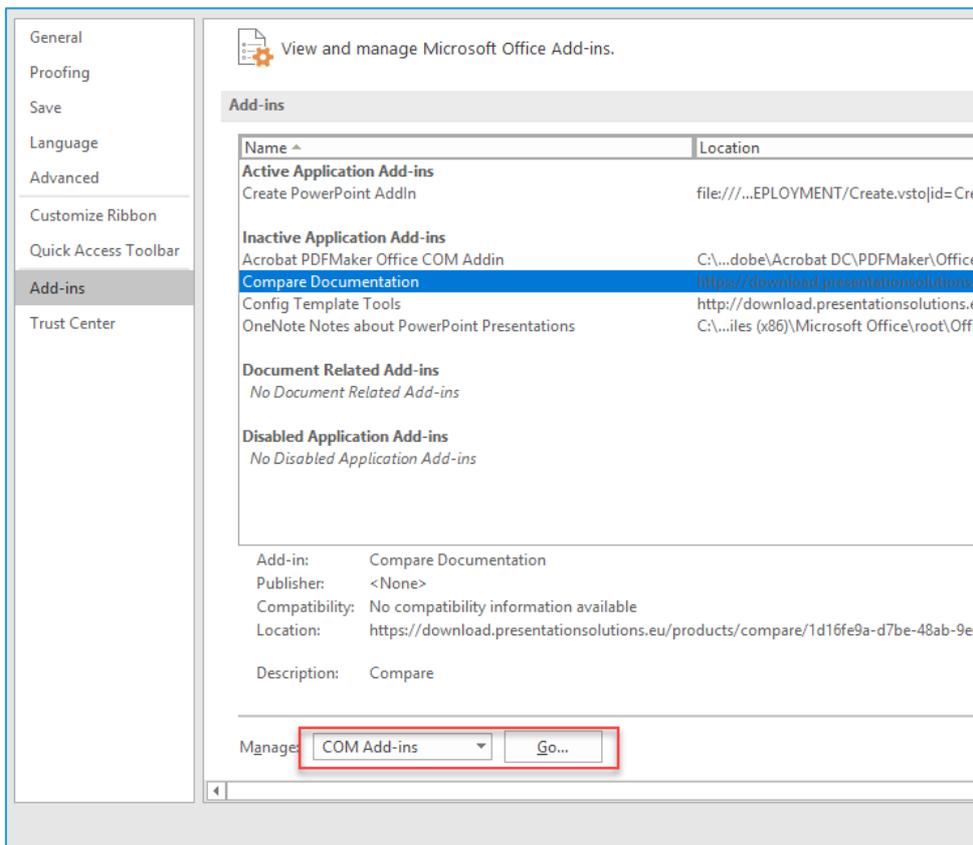
3. If the list of disabled items shows the Repair Add-In then select and press the Enable button.



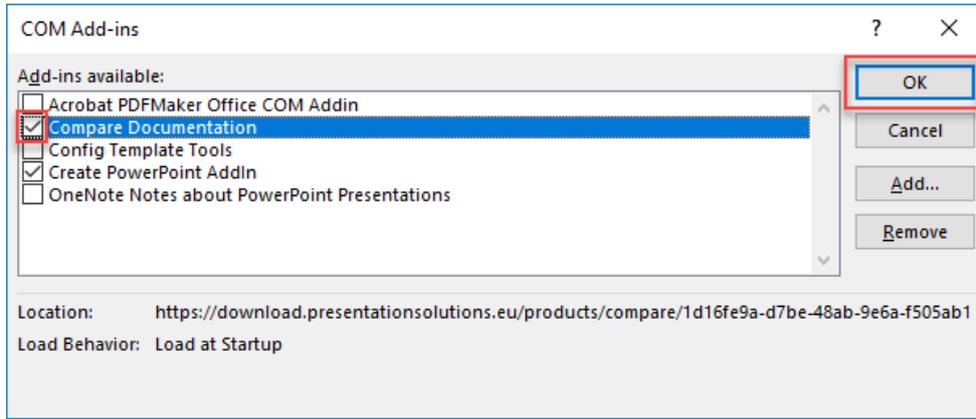
This should then enable the Add-in, but it will be Inactive so it will have to be activated (see next step below).

For Inactive Add-ins:

1. Select the **Add-Ins** view and then select **COM Add-ins** from the Manage list and press **Go**



2. Check (tick) the Compare Documentation Add-In check box and press **OK**.



If you don't see the Compare tab reappear within the Ribbon, it may be necessary to close and re-open Excel for the change to take effect.

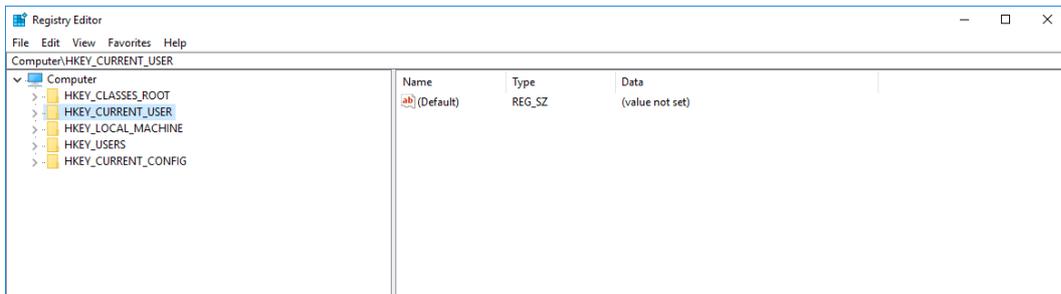
Compare Add-in Keeps Disabling or Disappearing

Sometimes the registry setting has been amended by Office and Compare continually disables on closing and re-opening the application you find it has been disabled again, which is very frustrating. You can edit the users' registry to change the behaviour.

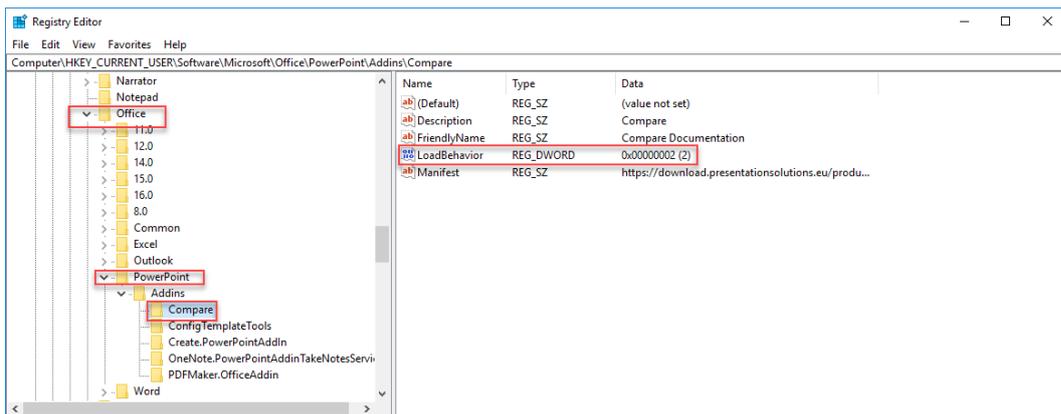
1. Open the Registry Editor
(in the search or command prompt, type re and then enter to show the dialog)
2. Select **HKEY_CURRENT_USER**



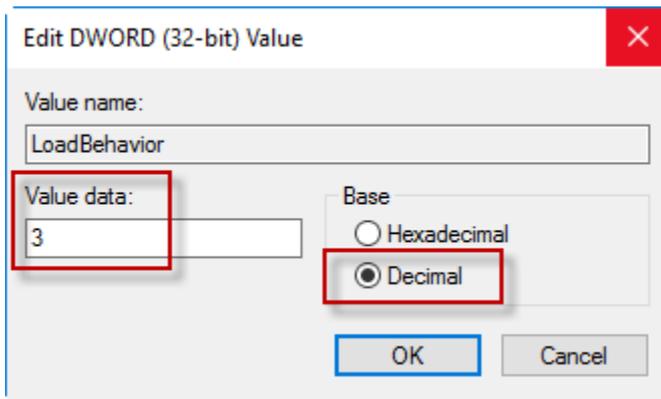
3. Then.... **SOFTWARE / Microsoft / Office**



4. Then select the application that is not loading (e.g. in this Example we show PowerPoint) and choose **PowerPoint/ Addins / Compare / LoadBehaviour**



- In the dialog that appears, the load behaviour has most likely been set to 0 which is preventing Compare add-in from loading. You need to change this to 3 and ensure that Decimal is checked



- Closing and reopening the application, check that Compare loads normally.

One of the Compare Add-ins is not visible

Sometimes you may encounter a scenario when the Compare PowerPoint addin is not in the Active Application Addin list and not showing in Excel and COM addins lists.

In this scenario we recommend uninstalling Compare and reinstalling, which resolves this issue.

Note:

If this does not rectify the problem for the user, please contact support@presentationsolutions.co.uk.

Background Office Processes

There can be PowerPoint processes running in the background which are not visible on the screen.

Background processes can prevent the loading of a Compare software update.

The background processes can be terminated using Task Manager after first closing all office applications.

Error Log Location

- All errors are captured in the User profile. If looking for causes or troubleshooting, or to send these to Presentation Solutions in the event that you are unable to resolve any issues.
- Errors are recorded in the folder `/Compare Error Logs/CompareLog.xml` which can be found in Documents (Windows 10)

12. Known Installation Errors & General Troubleshooting

PSL domain not a trusted location.

System.Security.Exception error. PSL domain not a trusted location.

- Your internet security is preventing Compare from installing correctly.
- Add www.presentationsolutions.co.uk to your trusted domains list.

Certificate not trusted

“Customized functionality in this application will not work because the certificate used to sign the deployment manifest for Compare or its location is not trusted”

- Some clients block access to URLs, so may need to add presentationsolutions.co.uk to their trusted/safe locations.
- The web services URL which is contacted to validate licenses is:

<https://webservices.presentationsolutions.co.uk/Licensing/LicenceValidation2.svc>

Sometimes this error occurs due to the file location rather than the computer not trusting the certificate. For example, if trying to install the file from the folder C:\. By default this folder location would be trusted, but the most likely reason for the error message is that the security settings on that machine prevent ClickOnce from installing from there.

If you wish to install Compare from local files instead of from our server then you need to ensure that where you put the installation files is trusted. If you wish to check your settings, here is the key containing the relevant security settings:

`\HKEY_LOCAL_MACHINE\SOFTWARE\MICROSOFT\NETFramework\Security\TrustManager\PromptingLevel\My Computer`

The value should be “Enabled” to allow a signed ClickOnce package to install.

Citrix is re-installing Compare every time I log on and start Office

In virtual systems such as Citrix and Microsoft SMS traditional applications and add-ins are run in the server and shared by the users remotely. In this environment, you can install the complete version of Office and therefore Compare will also install and run.

In some cases, the client’s Citrix setup may be set to delete the contents of the AppData/Local folder on log off. Compare is a VSTO add-in. VSTO add-ins are installed via Click Once Deployment which places application files in the “AppData\Local” folder. In clients where Citrix users have the contents of this folder deleted when they log off, **this causes Compare to re-install every time a user logs on and starts Office.**

However, there is a workaround for this scenario using “junction points”.

These work like shortcuts and allow you to create a virtual folder whose contents are actually in a different folder.

At client site, IT should create a virtual folder (junction point) inside the AppData\Local folder where Office expects to find the add-in files. The contents of this folder will actually be in a folder inside the AppData\Roaming folder, which doesn’t get deleted, but they will appear to Office to be inside the AppData\Local folder.

Installing Compare on a MAC Platform

The version of Office for a MAC is not the full version of Microsoft Office but a customized version specifically designed for MACs. MACs do not support COM add-ins, the .NET framework (which is how we develop Compare), or even VBA or macro codes. Neither Office for the Mac 2008 nor 2011 can be automated via .NET and therefore you cannot install Compare on a standard MAC platform. However, there are two options – log in to a web-based virtual system that has the full version of Office installed, or create a separate partition and install the full version of Office.

Creating a separate partition on your MAC

For Mac users who also need to use a PC at work, home or just with specific applications such as Compare, there is a solution. Using Boot Camp Assistant, you can install Windows on your Intel-based Mac computer in its own partition. You'll have a dual-boot system with your Mac OS on one partition and Windows on another. For more information, see the link below.

<http://support.microsoft.com/kb/2647609>

Other software add-ins – known issues

There are currently no known issues with other add-ins. If you are having problems and have other PowerPoint add-ins installed, please contact Support@presentationsolutions.co.uk and tell them about these.



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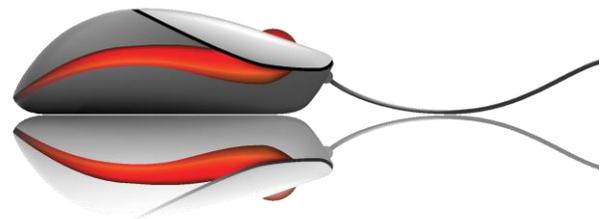
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