FSE DocuWare Deskside Client System Compliance & Security:
  • Wired Network Connection
  • Operating System:
    ○ Windows 7
    ○ Windows 8.1
    ○ Windows 10
  • Supported Browsers:
    ○ Chrome *(preferred browser for DocuWare)*
    ○ Firefox
    ○ Internet Explorer
  • FSE SCCM Membership:
    ○ Operating System Patching
    ○ Operating System Security
    ○ Fulton Domain Policy Compliance
    ○ FSE VLAN Membership
    ○ DocuWare Software Distribution
    ○ System Reporting

All Internet Browsers:
  • If DocuWare is unresponsive thoroughly clear the browser cache and try to login again
  • When initially prompted, always allow pop-ups for DocuWare

Additional Internet Explorer specific settings for troubleshooting:
  • Local internet settings:
Select a zone to view or change security settings.

**Local intranet**

This zone is for all websites that are found on your intranet.

Security level for this zone

Allowed levels for this zone: All

- **Low**
  - Minimal safeguards and warning prompts are provided
  - Most content is downloaded and run without prompts
  - All active content can run
  - Appropriate for sites that you absolutely trust

Enable Protected Mode (requires restarting Internet Explorer)

Custom level... Default level

Reset all zones to default level

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Local intranet

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

![Website address]

 Websites:

- http://127.0.0.1
- https://127.0.0.1
- https://endware.fulton.ad.asu.edu

Require server verification (https:) for all sites in this zone

Close
DocuWare Client Login:
- [https://endware.fulton.ad.asu.edu/DocuWare](https://endware.fulton.ad.asu.edu/DocuWare)
- Choose "Windows Account", and "Keep me logged in"

DocuWare Desktop Apps:
- Confirm with Daniel Cioara that user has a DocuWare Account
- Close Outlook
- Installation:
  - Request of Daniel Cioara to have Apps installed remotely
  - Have end-user imitate installation via Software Center
- Post-Installation:
○ Click DocuWare Desktop Apps via desktop icon

○ Open DocuWare "Connections" via system tray icon to confirm active connection is present:

○ When a preexisting user is logged in, the "Connections" panel will automatically show an "Activated Root URL" after several moments:

○ Open Outlook, and confirm that there is a "DocuWare" section within the ribbon, and that the "Store" button is enabled:

- Note: if Outlook was open during installation, or if the end-user reports that the "Store" button is not functioning, check that Outlook is logged into DocuWare by clicking the "Login" button if they are not. Also, confirm that the "Automatic Login" box is checked: