

PROJECT	AGIR – Web version
SUBJECT	SOFTWARE INSTALLATION REQUIREMENTS FOR ADMINISTRATORS, KEY USERS and END USERS

SUMMARY

AGIR is a web-based application. No software installation is required for normal users. Admin Users or differentiated users will require specific client applications, as described below, for system administration and special features.

Software requirements are dependent on the type of user.

Normal User (End User)

Requirements: Internet connection and Compatible Browser (Chrome, Firefox, Edge, IE 10 or higher). No further software is required.

Differentiated user (Key User)

MS Office ® documents editors.

Requirements : Internet connection and Compatible Browser (Chrome, Firefox, Edge, IE 10 or higher). + **AGIR Office Add-In ⁽¹⁾ + MS Office 2010 or higher.**

This users need to be identified as Agir Office User in AGIR personnel profile (Tutorial : [S-EN-002](#))

Administrator

AGIR setup and configuration: Workflows configuration, form edition, user and permissions management, creation of folders, etc.

Requirements : Internet connection and Compatible Browser (Chrome, Firefox, Edge, IE 10 or higher). + **AGIR Office Add-In ⁽¹⁾ + MS Office 2010 or higher**

INSTRUCTIONS

1. AGIR Office Add-In Installation – For Key Users

You download the installation file here: [Link to installation file.](#)

- Close all your MS Office Apps (eg: Word, Excel...)
- Run AGIR Office installation wizard without any special requirements. It is recommended to install this Add-In in the default folder where the user has Administrator access (e.g. User\AppData\Local\Programs\Agir Office).
- Follow all wizard indications.
- Depending on Windows configuration it may be necessary to run individually Word, Excel, Powerpoint and Visio (if applicable) for the installation to be completed (figure 2).

After installation you should see one additional Tab with the name **AGIR** in your Office (figure 1 – Example for MS Word. Tab is different for each MS Office application).

If this Tab is not visible perform the following step:

- Browse to the installation folder **AGIROfficeSuite** (folder where AGIR Office was installed – normally User\AppData\Local\Programs\Agir Office)
- Click and execute the following VSTO files (figure 2): **AgirOfficeWord**, **AgirOfficeExcel**, **AgirOfficePowerPoint** and **AgirOfficeVisio**.

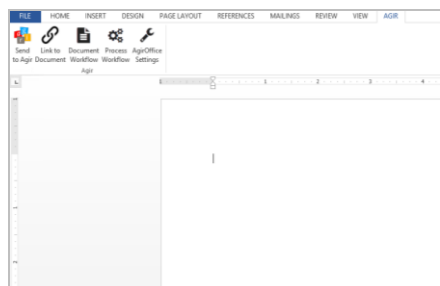


Figure 1

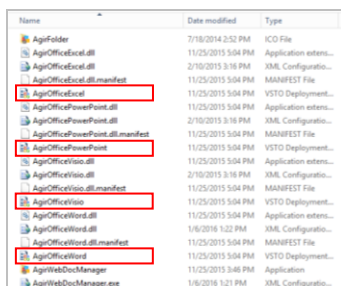


Figure 2

- After installation update user profile in AGIR indicating the user as AGIR Office users (Tutorial : [S-EN-002](#) and figure 3). **This is very important.**

Department	Gerência	Category	
Admission date	01/06/2012	Contract	Dependente
Workplace		Title	
Site	Multi Sites	IBAN	
Employee No.	101	Identity Card No.	
Social Sec. No.		Tax Number	214913325
Supervisor	Select the Supervisor	Exiting Date	
Line Manager	Consultor	Active Directory	Inactive Active
Observations			

Figure 3

TROUBLESHOOTING

2 – How to use Agir Office Add-In

This video explains the steps on how to edit documents using this Add-in.

Document Management - How to edit documents in AGIR : <https://www.youtube.com/watch?v=tHCOWwZV3U8>

Two confirmation steps may be needed on first use:

1 – User identity confirmation

In this menu, please enter your **username** used in AGIR. The username will be memorized and will only be requested again if you change your device.

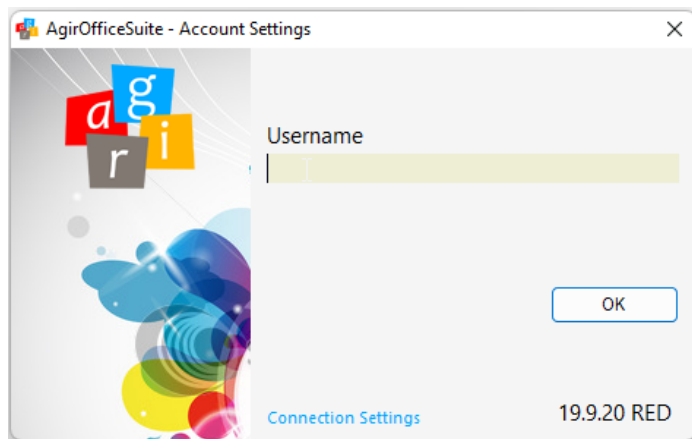


Figure 4

2 – Web protocol acceptance

This menu will be shown on the first document edition.

Click on **AgirWebDocManager** and click “**Always use this application...**”. This way it will not be requested again. Please note that the ability to save “**Always use this application...**” is limited to websites with https. If your AGIR does not have an SSL certificate, this confirmation will always be requested.

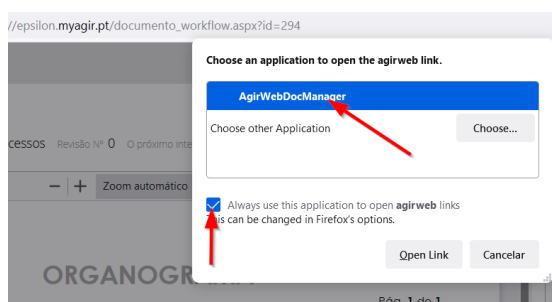


Figure 5

3 – AGIR OFFICE Connection problems

The users are receiving this message error when trying to Login

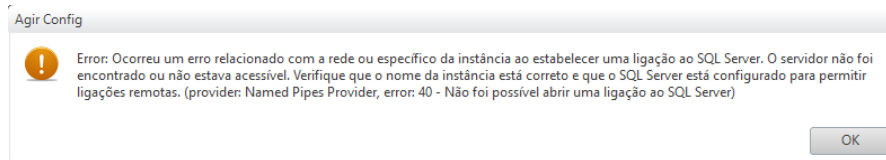


Figure 6

Error provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server on server

AGIR OFFICE communicate directly with the database server, generally using port **1433**. As long as the application is able to reach the server on the specified port, both applications should work properly.

Troubleshooting

1. Confirm that you are able to **Ping** your SQL Server IP or Host Address on your command prompt "cmd" console
2. Check if your **Firewall/Antivirus** settings are not blocking the application
3. We would advise trying to **telnet** the server (IP or Hostname) on port **1433** to check if it works;
4. If the connection problems persists contact our services (helpdesk@iqa.pt)

4 – AGIR OFFICE other problems

PDF is not created when Office documents is uploaded or document is not returned to AGIR when user edits an Agir Document

Troubleshooting

1. Check if AGIR OFFICE is properly installed in the user machine;
2. Check if user is marked as AGIR Office user (Tutorial : [S-EN-002](#) and figure 3).
3. If the problem persists, probably is caused by a connectivity issue. Please refer to previous to topic 2 - [AGIR OFFICE Connection problems](#)