Livelink Installation/Upgrade Guide

Installing SAPGUI 6.20, Adobe Acrobat Reader 6.x or higher, and OpenText Livelink Components

INTRODUCTION

Why do I need the Livelink Document Viewer package and what is it?

You will require this package if you have access in AMS to view imaged documents as part of your business process. The Livelink Document Viewer package is a group of components that work with various platforms to allow you to view documents that have been scanned and saved through AMS.

Overview

In order for Livelink to work properly, SAPGUI 6.20, Adobe Acrobat Reader 6.x or higher and OpenText Livelink components must first be installed.

This guide includes the instructions necessary to install SAPGUI 6.20, Adobe Acrobat Reader 6.x or higher, and OpenText Livelink components. It assumes that the person installing the software has a basic understanding of Windows terminology such as "click", "right-click", "double-click" etc., and 'administrator' privileges on the computer in question.

1. Uninstall all previous versions of the various software

If there are any previous versions of SAPGUI and Adobe Acrobat Reader on the user's computer, they must be uninstalled first. This is to limit the conflicts that may arise due to different versions not supported by the current version of Livelink. For example, if Adobe Acrobat Reader 5.x is installed on a user's computer, it must be uninstalled first because the Livelink does not support that version.

2. Install SAPGUI 6.20

SAPGUI 6.20 allows users to access AMS or RPT. Users can download a copy of the installation instructions and package from website http://www.ams.utoronto.ca/AMS_Help/Software.htm

3. Install Adobe Reader 6.X or higher

The Adobe Acrobat Reader program is used to view documents with the PDF extension. In Livelink, it will be used to view documents that were attached by the user in its original PDF. These documents were created using Adobe Acrobat software. Adobe Acrobat Reader 6.X or higher can be downloaded from the adobe website at http://www.adobe.com/products/acrobat.

Note: In a Windows XP environment, the computer should not have to be restarted in order to use the program. However, in Windows 98, NT and Windows 2000 environments, the computers must be rebooted.

4. Install Livelink Components

Livelink Components are the interface between SAP and Livelink that allows users to look at various documents that have been scanned or linked.

- You must have a valid version of Java on your PC (use http://www.java.com/en/download/help/testvm.xml to verify and if necessary, download a current version of Java)

- Internet Explorer 6.0 or 7.0

- Within the Internet Explorer browser, under Tools -> Internet Options -> Security -> Trusted sites -> Sites:

    o add the entry https://*.cns.utoronto.ca

    o check off the "Require server verification (https:) …" box

- Reboot the computer for the changes to be saved.

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