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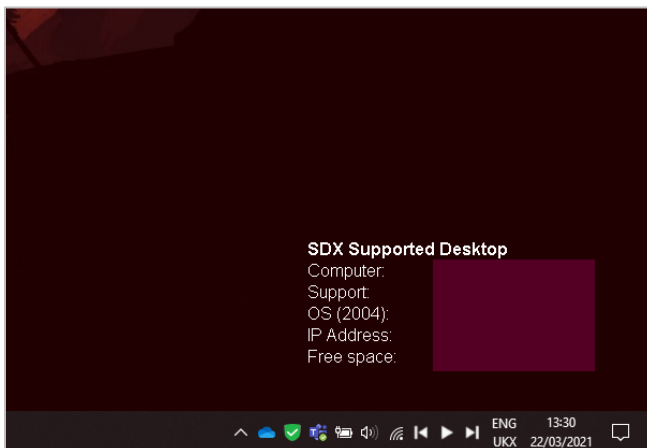
Background

Since Adobe Flash Player was retired at the end of 2020, Archibus Web Central can no longer be accessed through a normal web browser. Users who must see and interact with floorplans will need to install a special web browser (*called the HARMAN Packaged Browser*) which is especially designed to display Web Central's interactive Flash content.

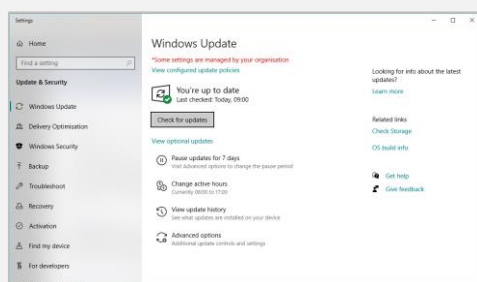
Installing the HARMAN Packaged Browser

Prerequisites

- Your computer must be running Windows 10
- Your computer must be an “SDX Supported Desktop” – you should see confirmation of this on your Desktop wallpaper:



Installation procedure

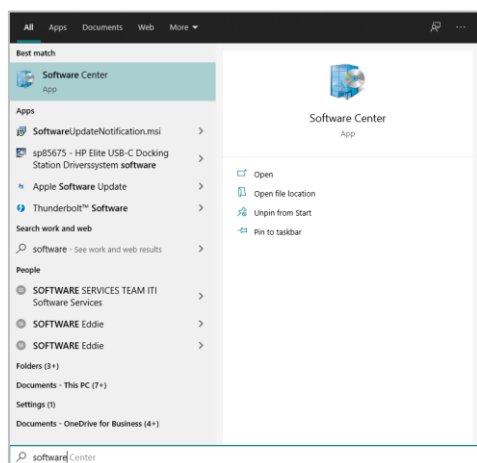


Step 1.

Click the **Start/Windows** button, then type the word “Update” – this will commence a search.

In the search results, click **Check for updates**.

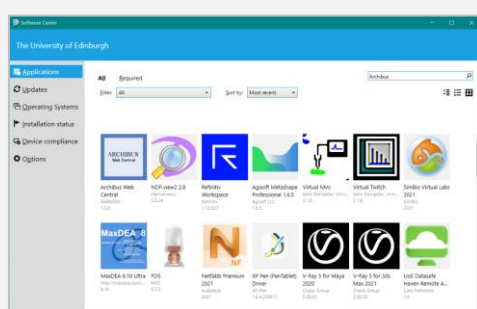
Click the Check for updates button, and commence any pending restarts or updates. Repeat this process until no further updates are available.



Step 2.

Click the **Start/Windows** button, then type the word “Software” – this will commence a search.

In the search results, click **Software Center**.

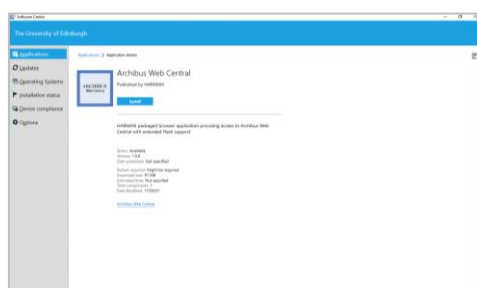


Step 3.

In Software Center, click the **Applications** tab (on the bar on the left) and then click in the search bar (on the top right).

Type the word “Archibus”, then press **Enter**.

In the search results, click **Archibus Web Central**.

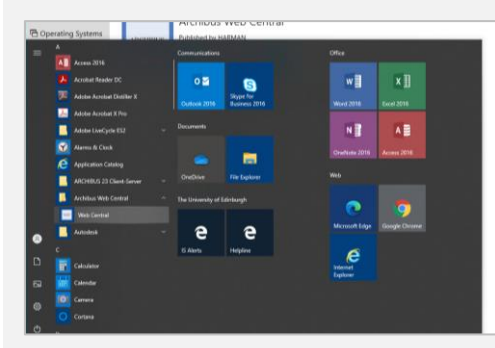


Step 4.

Click the **Install** button and wait for the process to complete. You will know when this is done when the Status shows as “Installed”.

Using the HARMAN Packaged Browser

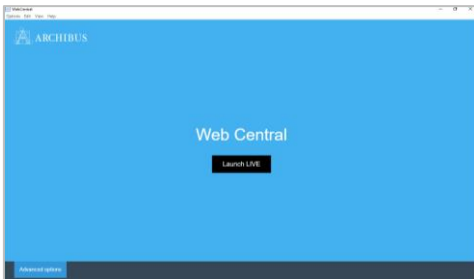
The HARMAN Packaged Browser is launched just like any other web browser.



Step 1.

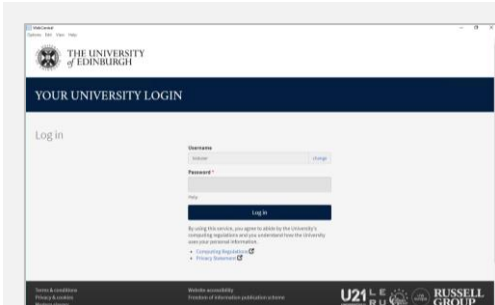
Click the **Start/Windows** button.

Click the **Archibus Web Central** folder, then click the **Web Central** tile.



Step 2.

On the landing page, click the **Launch LIVE** button.



Step 3.

Enter your University login credentials as normal.

Known issues and Troubleshooting

The blinking cursor doesn't appear in certain text boxes

This is a known issue. Whilst the blinking cursor isn't always visible, it is still there – just click the text box you wish to enter text into, then start typing.

An error is shown when trying to run Software Center

"Software Center can not be loaded. There is a problem loading the required components for Software Centre. You can try launching Software Centre at a later time. If the problem continues, you can contact your helpdesk"

This indicates that there is a problem with your computer's Software Center client. This will need to be fixed by a member of IT staff. Please email Estates.IT@ed.ac.uk and we can advise further.

Software Center gives the option to Request the HARMAN browser, instead of Install

Your account needs additional permissions to be able to install the software. Please email Estates.IT@ed.ac.uk and we can arrange this for you.

I am experiencing an issue that is not listed here

Try clearing the cache by clicking **Options**, then **Clear cache**. Then close the HARMAN browser and try again.

If this does not rectify the issue, then please email Estates.IT@ed.ac.uk. Please include the following information in your email:

- Your computer's name.
This may be found on the desktop wallpaper, or on a sticker on the device itself.
- A brief description of the issue, including any error messages (if applicable).

Support

For questions relating to the HARMAN Packaged Browser, please email Estates.IT@ed.ac.uk in the first instance.