



PROLIN Smart Client 2020

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Reference: PROLIN Smart Client 2020 -

Printed: November 2024

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1 Installation

Installation of PROLIN Smart Client is simple. Installation may be done by end users because administrative rights are not required, there is no configuration and not much information is needed.

1.1 System Requirements

PROLIN Smart Client has the following system requirements

- Microsoft Windows (Windows 8.1 or Windows 10).
- Microsoft .NET 4.6.1
- Java SDK 8 32-bit for legacy software
- A valid licensed version of the Service Desk server installed and available through the network. The server must be upgraded to one of the following service packs: SP22, SP23, SP24, SP25, SP26, SP27, SP28, SP29, SP30, SP31, SP32, SP33, SP34, SP35, SP36, SP37, SP38 or SP39.
- The computer where PROLIN Smart Client will be installed needs to have a valid license of the Service Desk client installed.
- 270Mb of free disk space.

To install PROLIN Smart Client you do not need administrative rights unless:

- You need to install .NET 4.6.1.
- You need to change the firewall before using PROLIN Smart Client.



1.2 Preparing Installation

PROLIN Smart Client works with a number of Service Desk service packs. You must make sure that during installation you select the correct service pack number of the server the client will connect to. You can always add support for other Service Desk service packs later. Changing the supported service packs may be needed when you switch the client to a server that uses another service pack or after the server is upgraded to a different service pack. See also [Changing Supported Service Packs](#).

PROLIN Smart Client will communicate over the network to the Service Desk server. See also [Using The Client Behind A Firewall](#).

To most efficiently install PROLIN Smart Client, do the following before installation:

- Find the URL of the installation website, or how you can navigate to the website, ask your system administrator.
URL: _____
- Find the username and password you use to access the installation website, ask your system administrator.
Username: _____
Password: _____
- Find the username, password and server name of the Service Desk server your PROLIN Smart Client will connect to after installation. Depending on the Service Desk server configuration, you will need a port number with the server name. You will use this information to start the PROLIN Smart Client after installation:
Username: _____
Password: _____
Server (and port number): _____
- Find the Service Desk service pack number of the server the client will connect to, ask your system administrator. If you cannot readily find the service pack number, PROLIN Smart Client will find the number for you at first startup.
Service Desk service pack: _____
- Check whether or not the computer you use for PROLIN Smart Client has a .NET 4.6.1 environment installed. If Microsoft .NET 4.6.1 is not installed, you will need administrative rights during installation of PROLIN Smart Client. Commonly, the .NET environment is installed through Microsoft updates.
NET 4.6.1 installed: Yes / No.

1.3 Installing the Smart Client

To install PROLIN Smart Client, do the following:

1. Open your Internet browser.
2. In your Internet browser, navigate to the installation website or enter the URL of the installation website in the address bar. For example, <http://products.prolin.com>.



Log on to installation website

3. You are now connected to the installation website.

4. Enter the username and password for the installation website and click enter.



5. In the Welcome page, click **Download PROLIN Smart Client** to download the MSI installation package.
6. To install PROLIN Smart Client on a computer, start the MSI installer by double clicking on it and click **Next** in the first screen.
7. Read the license agreement carefully. If you agree to the conditions in the license agreement check the **I Accept the terms of this License Agreement** box and click **Next**.
8. You are asked for the location where to install the files to. If the location is correct click **Next**.
9. If you have an installer that does not include the Admin module, please proceed with point 10.

If your installer includes the Admin module you will now be asked whether to do a Basic, Custom or Complete install.

- Basic : Installs a basic version of Smart Client that does not include the Admin module.
- Custom : Let's you choose to install the Admin module and if you want to, have the help installed on the local system.
- Complete : Installs everything.

10. The computer is now ready to install PROLIN Smart Client, click **Install**.
11. After successful installation, you can start the PROLIN Smart Client. If PROLIN Smart Client fails to start, see [When Starting The Client Fails](#).

The PROLIN Smart Client application is using below directories to store user settings:

C:\Users\{USER}\AppData\Roaming\PROLIN Inc\PROLIN Smart Client\11

In the above overview

- {USER} stands for the user name of the current user. Replace {USER} with a name to find an actual location on the disk.

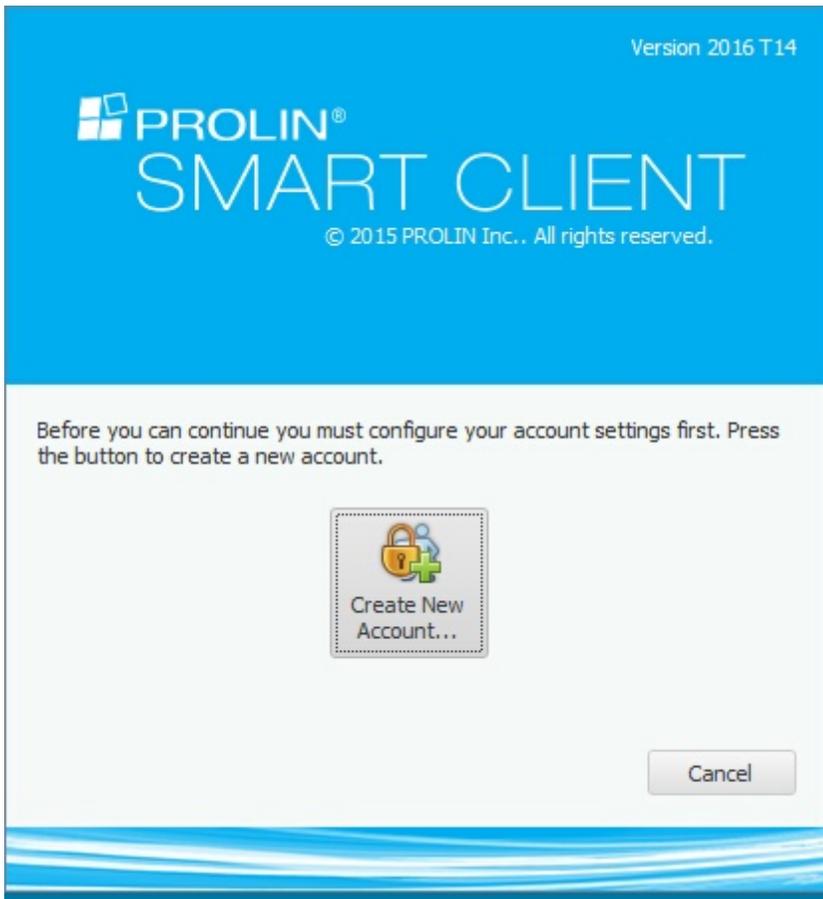
1.4 Begin Using the Smart Client

The installation program will have created a shortcut icon in a folder in the Start menu.

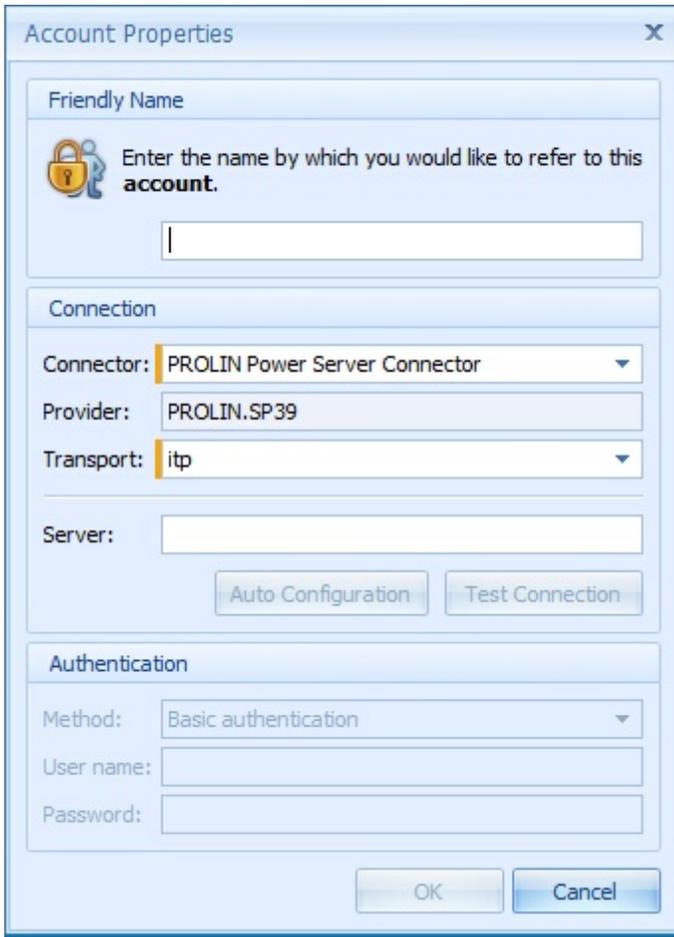
To start PROLIN Smart Client go to **Start - PROLIN Inc - Service Management - PROLIN Smart Client 2016** and click on the icon shown below.



When you are starting PROLIN Smart Client for the first time, you need to set up your account first which can be done by pressing the **Create New Account...** button in the shown startup screen.



In the **Account Properties** dialog you first indicate the type of connector you are using and the server name or IP address of either PROLIN Power Server or Service Desk. To verify that you entered this information correctly, press the **Test Connection** button:



Depending on the selected connector you now need to specify the method for authentication you want to use. In general, **Basic authentication** is supported by all connectors and requires you to enter a username and a password. If you use the PROLIN Power Server connector can also make use of **Integrated Windows authentication** which allows you to sign in using your Windows credentials. Note however that this type of authentication requires that you have logged on to the Windows domain and that the server is configured properly.

This is all you need to do to use PROLIN Smart Client. Your connection information will be stored locally in a safe location. The next time you start PROLIN Smart Client, it will automatically use the saved information. The PROLIN Smart Client console will now open.

To learn how to use PROLIN Smart Client, press F1 on your keyboard or choose Online Help from the Help menu.

1.5 Uninstalling the Smart Client

To uninstall PROLIN Smart Client from your computer, use Programs and Features.

1. Open **Programs and Features** by clicking the **Start** button, clicking **Control Panel**, clicking **Programs**, and then clicking **Programs and Features**.
2. Select **PROLIN Smart Client**, and then click **Uninstall**. To uninstall PROLIN Smart Client no administrative rights are needed.

NOTE: There is no recognizable uninstall program for PROLIN Smart Client on your disk.

1.6 Smart Client startup parameters

When starting PROLIN Smart Client using smc.exe you can add several parameters that will have effect on how PROLIN Smart Client starts or works.

Below is a description of the parameters that are available and what they are for.

/DataLoadLimit	Specify limit for number of items to be retrieved by Quick Find. By default this value is set automatically by the application but can be fine tuned here if necessary.
/nosplash	Starts Smart Client without a splash screen.
/noconsole	Starts Smart Client without console.
/noribbon	Hides the ribbons in data forms.
/screensize= <width;height>	Opens all forms in the given width and height.
/server= <server>	This parameter sets the server value for a new account automatically to the value of the parameter.
/UserConfigPath= <path>	This parameter sets the location of the configuration files. The default location is the local user roaming directory.
/sso	When using this parameter in SSO environments a local login account is created using the SSO information and the information of the /server parameter. This causes the user to login immediately at first startup of Smart Client instead of showing a "create login credentials" form.
/SaveRefreshDelay= <delay>	The delay is in milliseconds. This option can also be set via the UI in user options -> advanced tab . The startup argument takes precedent and setting it to 0 forces no delay, even if one is defined in user options.

1.7 Command line installation

The PROLIN Smart Client installation can be run from the command line and has various options:

/quiet	Default installation, no interaction required, no feedback. The installation will be finished in the background.
---------------	--

/passive	Default installation, no interaction required, progress is shown.
INSTALLDIR=C:\path\to\different\directory	Installs Smart Client in a different directory.
INSTALLLEVEL= 1000	Installs Smart Client including the Administration Console.
/lv! c:\TEMP\install.log	Unattended default Installation with extensive logging.

2 Using the Smart Client

You will find that the PROLIN Smart Client is very easy to use and will improve your productivity. In this chapter you will learn the basics of using PROLIN Smart Client. In the following chapters you will explore the PROLIN Smart Client more in-depth. By going through this manual from time to time you will find that you can unlock even more functionality than is apparent at first glance.

2.1 When Starting the Client Fails

When starting PROLIN Smart Client fails, the following may help.

- The message "Access denied: incorrect name or password. Click **Sign In** to retry to log on" appears. You entered the wrong user name or password. Find the correct user name and password and try again.
- The message "Failed to connect with server. Check that the application server is running." appears. This problem may have the following causes:
 1. You are trying to connect to a server where no Service Desk server is running. Contact the system administrator to find the correct server.
 2. You are trying to connect to the correct server, but the Service Desk server is not running. Contact the system administrator to make sure the Service Desk is running.
 3. You are trying to connect to the correct server, but have not provided the correct port number. Depending on the configuration of the Service Desk server the standard or an alternative port number is chosen for communication. If an alternative port number is chosen, the port number must be provided with the server name. In the login screen enter the server name as follows:
 - If the standard port is used, enter the server name or the IP address in the **Server** field.
 - If an alternative port is used, enter the server name, followed by a colon, followed by the port number (<server name>:<port number>) in the **Server** field.
 4. You are trying to connect to the correct server with a running Service Desk server. In this case, a firewall may prevent connection to the Service Desk server. Contact your system administrator to create an exception for PROLIN Smart Client in your firewall.

2.2 Updating the Client

When there is a new version available of PROLIN Smart Client it can be downloaded via the website: <http://products.prolin.com>.

A newer version can always be installed over the older version, there is no need to do an uninstall first.

2.3 Changing Supported Service Packs

When PROLIN Smart Client starts, the software checks the service pack of the Service Desk server. If the service pack of the Service Desk server does not match any of the service pack support files already available on your computer, the service pack configuration screen will appear at start up.

If you do not want to install extra Service Desk service pack support on the computer you work on:

- Click **Back** to return to the log on screen and choose a different server,
- Click **Cancel** to quit the PROLIN Smart Client start up.

Click **Continue** to download and install the required Service Desk service pack support files. After the service pack support files are installed the log-on screen will be shown again. Enter the information and click **Start**.

The Service Desk service pack support files are installed only once. Once the necessary service pack support files are installed on the computer, PROLIN Smart Client will automatically detect the service pack of the server you connect to and switch to the correct service pack support files.

If the Service Desk server has a service pack not currently supported by PROLIN Smart Client, then please contact PROLIN or your PROLIN partner to request support for your particular service pack. If an unsupported service pack is detected, a screen notifying the user appears.

2.4 Using the Client Behind a Firewall

PROLIN Smart Client needs network access to the Service Desk server. When your computer is protected by a firewall, you must create an exception for PROLIN Smart Client or allow the use of Service Desk client communication ports.

The PROLIN Smart Client application is found in the location that is given during installation and is called smc.exe (default is C:\Program Files\PROLIN Smart Client\smc.exe).

To learn how to create an exception in your firewall, read the documentation of your firewall. For example, to make an exception for PROLIN Smart Client in the Windows firewall, do the following:

1. Log on to the computer as the administrator.
2. In the **Start** menu, click **Control Panel**.
3. Click **Security Center** and then click **Windows Firewall**.
4. In the **Exceptions** tab page of the **Windows Firewall** dialog, click **Add Application**.
5. In the **Add Application** dialog, click **Browse**.
6. In the **Browse** dialog, navigate to the PROLIN Smart Client executable as described above.
7. Select *smc.exe* and click **Open**.
8. Select *smc.exe* in the application list and click **OK**.
9. Close the firewall and the Control Panel.

Because the application is stored in the user folders of the computer, an exception must be created for every user that uses PROLIN Smart Client on the same computer.

When you create an exception for the application, you do not need to create an exception for the ports used. However, if you create an exception for the used ports you do not have to create an exception for PROLIN Smart Client for each user.

2.5 Support

The installation website provides the updates of the software automatically. Updates of PROLIN Smart Client software will be delivered regularly. See [Updating The Client](#) to learn how to update PROLIN Smart Client.

If you have comments, suggestions or requests. Contact your support group or send an e-mail message to support@prolin.com

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