Installation

CARE Smart Client

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Overview

The following procedure outlines the steps needed to install the CARE Smart Client on your Laptop or real PC.

The CARE Smart Client is installed per user, per machine. The ClickOnce deployment method requires that each user 'install' the software while logged on as themselves on each machine that they use*.

The Systems and Networking department regrets it is unable to pre-install the CARE Smart Client on CUE machines.

If the computers you use share a roaming profile then multiple installations may not be necessary. If the CARE Smart Client is already available there should be a shortcut located in the start menu.

Before proceeding please confirm that you meet the pre-requisite criteria.

If you have any comments or queries about the content of this document, or have suggestions regarding the content of future documents, please contact the CUE Helpdesk. Please see the end of this document for contact details.

Pre-Requisites

- Windows 98/ME/2000/XP/2003
- Microsoft .NET Framework 2.0
- Internet Explorer
    - Note: While other web browsers may work they are not supported
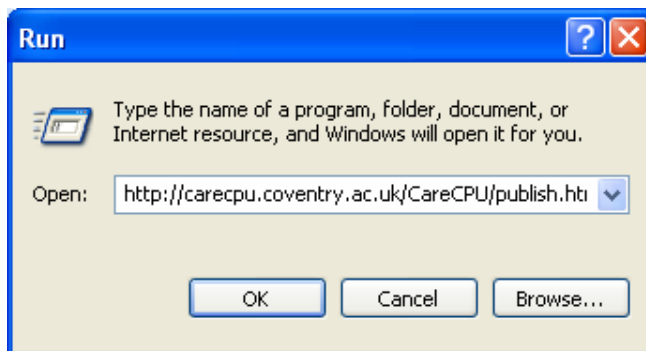- A connection to either the CUE or University network

If you do not meet the pre-requisites listed above or are unsure please contact the CUE Helpdesk.
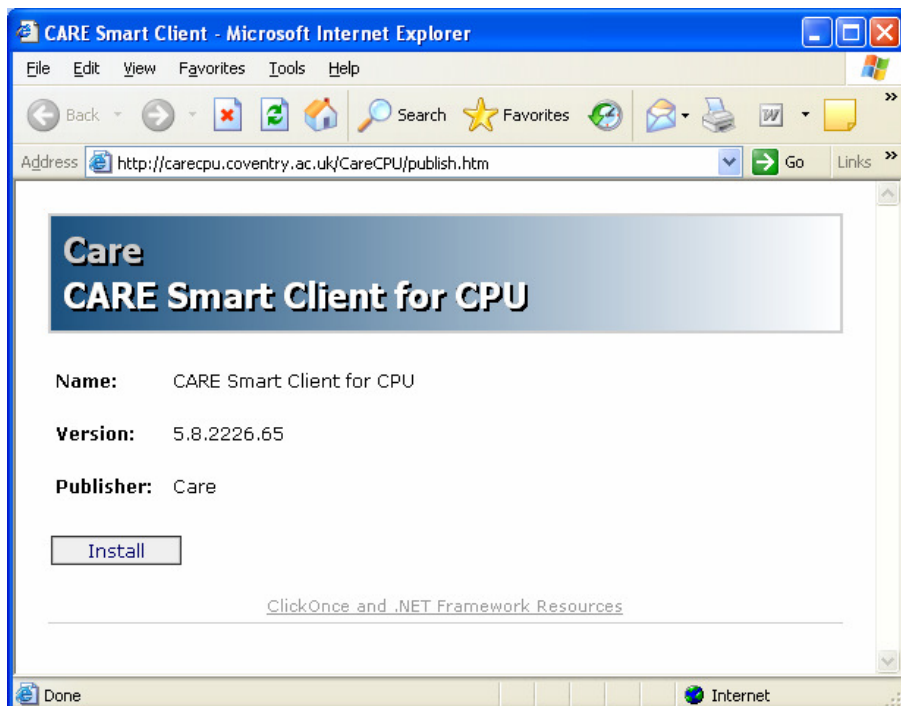
Procedure - Installation

Important: To install the CARE Smart Client you will need a connection to either the CUE or University network. If you are working offsite you will need to connect to the CUE network using the Cisco VPN Client.

Note: Installing the CARE Smart Client while offsite may take a long time.

- Click on Start → Run

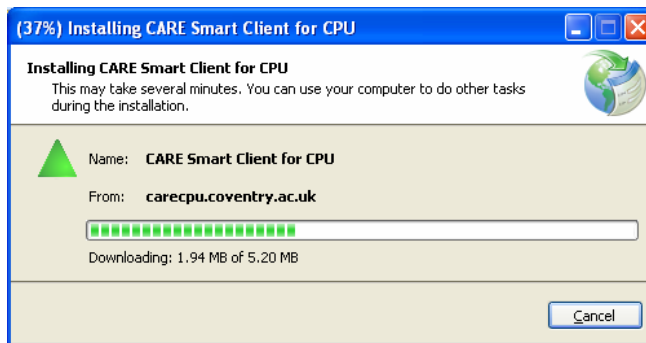- Type the address http://carecpu.coventry.ac.uk/CareCPU/publish.htm and click OK

- Click on Install

- Click on Install

The CARE Smart Client for CPU will now install. The speed of installation will vary depending on your connection speed. Installation from offsite may take several minutes to complete.

Once the CARE Smart Client has finished installing you will be presented with the login dialog below. Please refer to the Coventry University CARE Training Manual for guidance on using the CARE Smart Client software.

Launching CARE again

- Click on Start > Programs > Care > CARE Smart Client for CPU

Note: If a new version of the CARE Smart Client software has been released it will automatically upgrade without the need for user interaction. As with the initial installation this may take some time if performed offsite via the Cisco VPN Client.

Contact the CUE Helpdesk

You can connect the CUE Helpdesk via the Online Helpdesk (https://helpdesk), email (ITSupport@cad.coventry.ac.uk), instant message a member of the helpdesk (add 'Luke Maslany' to your Office Communicator contacts) or by telephoning internal extension 2402 or 2403.