

Enterprise viewer deployment

This section includes instructions for use by administrators who want to deploy the viewer across their organization. You can download a standalone utility for installing the viewer, and then run it according to the procedures established by your organization for installing applications.

Note: To obtain the Viewer Installation Kit, you must be able to access a workspace in Relativity. You must also have the security permission **View Workspace Details** under Admin Operations on the Security page.

1. Log in to Relativity.
2. Click on a workspace where you have the security permission **View Workspace Details**.
3. Select the **Administration** tab, and click **Workspace Details**.
4. Click **Download Viewer Installation Kit** to download the utility containing executable files for the viewer installation.
5. Run the executable and follow the instructions on the dialogs. Depending on the current workstation configuration, some or all of the files list in the following dialog will be installed.
6. Restart the browser after the installation is completed.

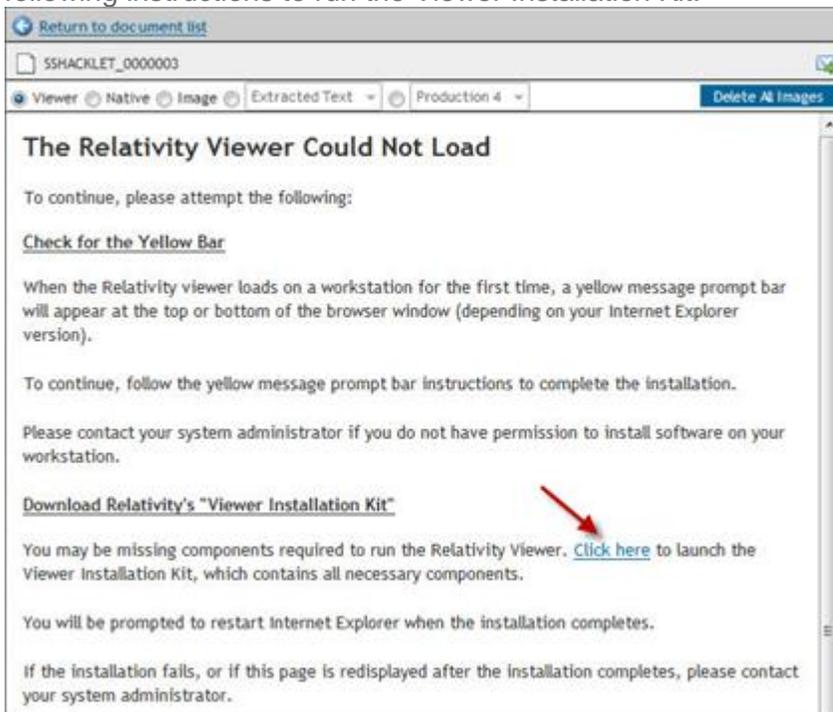
Single workstation viewer installation

To install the Relativity viewer, you must complete a one-time process, which is initiated when you open a document in the Relativity viewer for the first time. Before you begin, make sure that you have completed the steps in [Adding Relativity as a trusted site](#).

The settings on your workstation determine the steps that you will complete to install the viewer. This section describes the messages that most users will encounter and be required to install.

1. Log in to Relativity, and navigate to a workspace. Click a document to open it.
2. If a warning message appears at the top or bottom of your browser, use the following instructions to install the add-on. Otherwise, continue to step 3.

- a. Right-click the warning and select **Install This Add-on for All Users on This Computer**.
 - b. Click **Install** on the pop-up.
 - c. If the viewer has successfully installed, you can begin working with your document. Complete step 3 if an error message displays.
3. If Relativity displays a message indicating that the viewer could not load, use the following instructions to run the Viewer Installation Kit.



- a. Click the link to launch the Viewer Installation Kit.
- b. Click **Run** on the File Download warning message.
- c. Click **Run** to begin the installation process.
- d. Click **Install** to download the installation files. Depending on your workstation configuration, you may see all or some of the files listed in wizard for Relativity Viewer Installation Kit.
- e. The required files for the viewer may take several minutes to download. The installation wizard will display a progress bar for monitoring the download of these files.
- f. After the installation completes, click **Finish** on the confirmation message.

- g. Close and then reopen your browser. You can now use the viewer to display documents in your review.

Uninstalling old versions of the viewer

Perform the following steps to uninstall the Relativity viewer:

1. Click **Start > Control Panel > Add/Remove Programs**.
2. In the program list double-click the **Relativity Web Client**.
3. Click **Yes** on the confirmation window.
4. In the program list double-click the **Relativity Web Client Manager**.
5. Click **Yes** on the confirmation window.