

Help with Startup Problems by Posity Neo Software

Posity Neo's software is distributed using ClickOnce (Microsoft software distribution technology). If you click on the "Start Posity Neo" link on the www.osity.com homepage in your browser, the Posity Neo software is automatically installed and executed. The next time you start the software, you can start it like normal software **in the Windows Start menu**. Updates to the Posity Neo software are installed fully automatically upon startup. In principle, this is possible on any Windows PC with an Internet connection.

This document will help you **if the process described above cannot be carried out successfully**. In any case, the prerequisite is that you have a valid user ID. If the following tips do not solve your problem, please contact us – we will be happy to help!

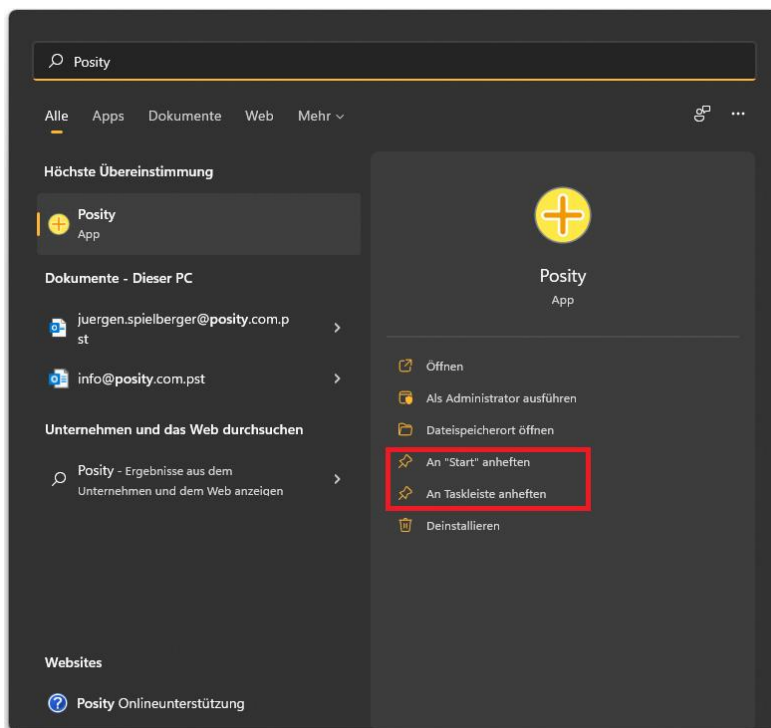
1. Problems starting after download

Not all browsers automatically launch the Posity Neo software when downloading via ClickOnce. Non-Microsoft browsers download the Posity Neo.application file, but they don't always launch it. In this case, the installation and launch of the software can be carried out by launching the downloaded file «Posity Neo.application» (e.g. by double-clicking on the file). Next time, the software can be launched from the Windows Start menu. Updates to the software are installed fully automatically when the software is started.

Alternatively, you can also add ClickOnce to your browser by means of an add-on. After that, your browser will be able to execute ClickOnce correctly (including automatic start). Corresponding extensions are freely available for various browsers.

2. Desktop Icon

The Posity Neo software is configured in such a way that no icon is set up in the Start menu, taskbar, or desktop. If you wish, you can copy the icon from the Start menu (depending on your Windows version) using drag and drop, or select "Pin to Start" or "Pin to taskbar" from the Start menu (just like any other software).



3. Installation on Windows 8, 10 or 11 «Microsoft SmartScreen Filter» warning

If you are trying to run the Posity Neo software for the first time on Windows 8, 10 or Windows 11, Microsoft's SmartScreen Filter (Edge) may display the warning "Your computer has been protected by Windows" (see Print Screen at the bottom left). It seems that the only option with the warning is to cancel the installation by pressing the "Do not run" button. However, if you click on the text «More information», an additional button «Run anyway» will appear. Click on it, after which the installation should run properly.



4. Prerequisite for installing Posity Neo software (ClickOnce)

ClickOnce applications can be installed without administrator rights. However, PC protection software (e.g. a virus scanner or firewall) can restrict the execution and installation of the Posity Neo software (because it downloads exe, dll, manifest, resources and config files). In order to ensure error-free installation and execution of the Posity Neo software, an "exception" must be added to the PC protection software in these cases, or it must be explicitly declared desirable when installing the Posity Neo software. Please note: since software updates are distributed automatically, you can always download them again at a later date.

To download, you must have access to the following server (or IP address) (how to check this can be found in the chapter "Checking the requirements" below):

IP 185.17.70.5 and port 80 (http for ClickOnce)

5. Prerequisite for running Posity Neo software

After installing the Posity Neo software, it must have access to the following servers (how you can check this can be found in the chapter "6.

1. IP 185.229.90.165 and port 9433 (SQL Server Network Interface [SNI] protocol over TCP)
2. IP 82.220.38.42 and Port 443 (services.posity.com) – Posity Word, Excel & PDF Document Generator
3. If an individual SQL server with its own IP address has been set up for your application, access must of course also be ensured for this server (SQL Server Network Interface [SNI] protocol over TCP).

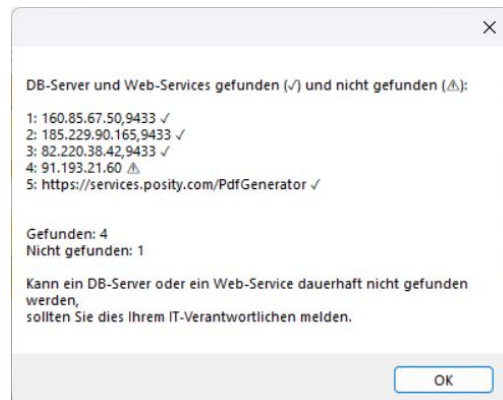
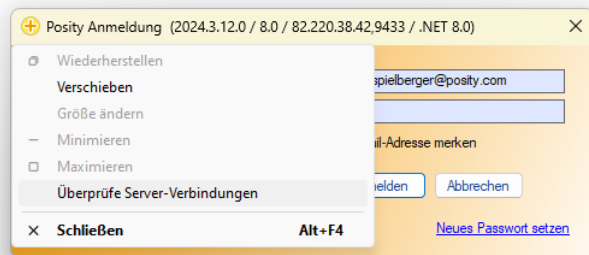
To improve availability, the following redundant servers should also be accessible:

1. IP 82.220.38.42 and port 9433 (SQL Server Network Interface [SNI] protocol over TCP) (redundant login server)
2. IP 160.85.67.50 and port 9433 (SQL Server Network Interface [SNI] protocol over TCP) (redundant login server)

6. Checking the requirements using Posity Neo-Login

To check if you can successfully connect to the Posity DB servers and the Posity web services are reachable (settings in your firewall may restrict access), click on the Posity logo in the login screen (top left) and select "Check Server Connections".

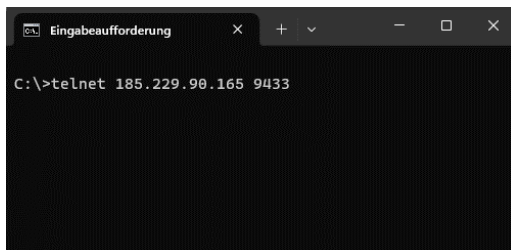
It may take a few seconds to get the evaluation. The answer will then tell you whether you can connect to all login servers resp. if the web services are available (see 2nd image). In the example, the server 91.193.21.60 cannot be reached.



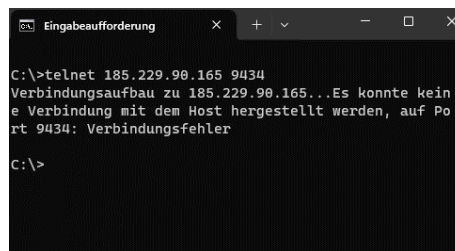
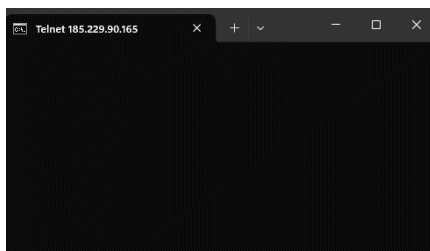
Alternatively, you can also click on the login button with the shift key pressed. This has the same effect.

7. Verifying the prerequisites via Telnet

You can use the Telnet function (note: see also the following explanation of 2 methods for activating the Telnet client) to check whether you have access to Posity's servers and ports from the current network (at least to all 4 IP addresses). To do this, start the Windows command prompt (to start, press the Windows key and type "command prompt" or "cmd") and enter the command "telnet 185.229.90.165 9433" (or the IP address of the connection to be checked) and press Enter.

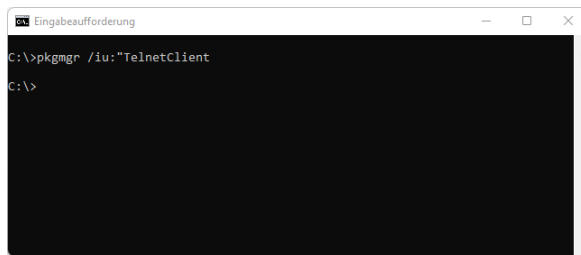


If a connection can be established, you will see a blank black screen (see left screen below), or a short response from the server. If you can't connect, you'll get an error message like the one on the right-hand screen ("Couldn't connect to the host...").

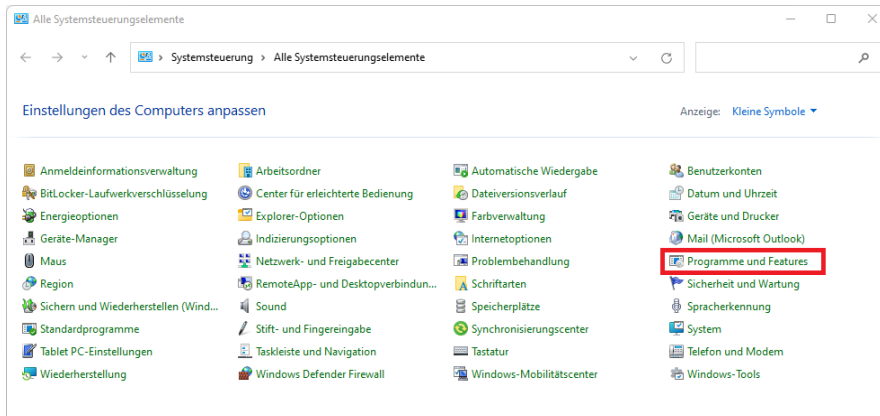


The telnet feature must be explicitly enabled. This can be done in several ways:

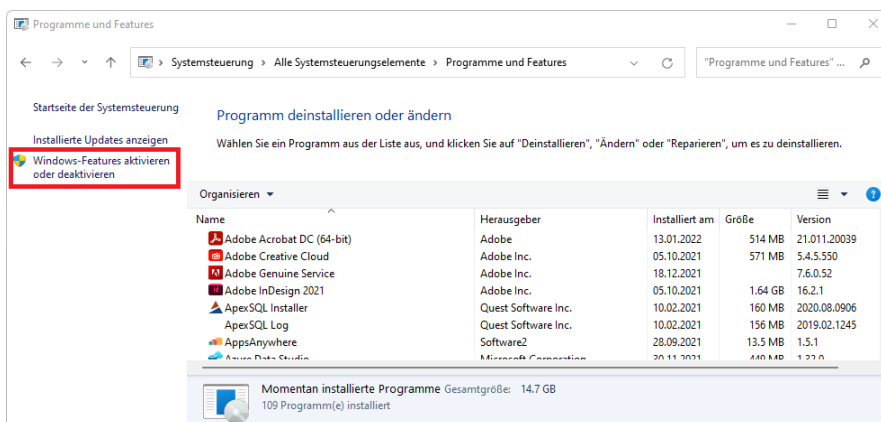
1. Method: Start the Windows Command Prompt (to start, press the Windows key and type «Command Prompt» or «cmd») and type the command «pkgmgr /iu:"TelnetClient"» (the goose feet must be entered) and press "Enter". Close the command prompt. Now Telnet should be enabled.



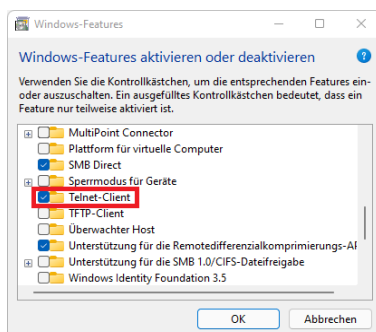
2. Method: To do this, go to the "Control Panel" (press the Windows key, enter "Control Panel" and select):



Select "Programs and Functions" or "Programs and Features".



Click on "Windows features on or off"



Select the Telnet Client check box. Now Telnet should be enabled.

If you do not have access to one of the IP addresses, please contact your network administrator with this information, he must enable the appropriate servers and ports.

8. Uninstall

If you no longer need Posity Neo on a PC, you can uninstall the software. To do this, use the Windows uninstall functionality. The Posity Neo software is completely removed from the PC.

Your data and settings stored in the Posity Neo software will not be erased by uninstalling and can still be used by other PCs.

