

OfflineExpert v1.1

Description

OfflineExpert is a kiosk-style standalone application that can be installed and run on a modern Windows computer. The application includes videos and glossaries from LearnKey's OnlineExpert courses. OfflineExpert is primarily intended for use in offline computer environments, but the application will function on networked machines and has options for intranet media access.

System requirements

Processor	Intel Pentium D, AMD Athlon 64 (KB) 2.6 GHz, or better
Graphics	Intel HD Graphics, AMD Radeon HD Graphics, or better
Operating system	Current versions of Microsoft Windows with all updates installed
Web browser	Microsoft Internet Explorer—although an Internet connection is not required, access to iexplore.exe must be allowed for the users who will be viewing the training.

Installation instructions

As a local administrator, run the executable setup program provided to you. After installation is complete, launch the OfflineExpert program. When prompted, enter your registration credentials. For registration assistance, contact your provider or send an email to techsupport@learnkey.com.

Uninstallation instructions

Uninstall the program using **Programs and Features** in Control Panel.

Intranet installation instructions

If your network meets all the following criteria, you may wish to host the OfflineExpert media on a single computer or server instead of on the individual workstations:

1. If there is insufficient hard drive space on the workstation computers
2. If the workstations are all members of a network, and file sharing can be enabled
3. If a computer or server with sufficient hard disk space to host all the media exists on the network

If your situation does not match the scenario above, do not attempt the steps below.

1. On the computer from which you want to host the media files, install the program as described above, with the following changes:
 - a. On the *Select Destination Location* page of the wizard, select a directory that you want to share. For example, **C:\OfflineExpert**
 - b. On the *Select Components* page of the wizard, select **Server installation (media only)**
2. After the media installation is complete, share the installation directory (for example, **C:\OfflineExpert**) over the network
3. On each workstation from which you want to view the training, install the program as described above, with the following modifications:
 - a. On the *Select Components* page of the wizard, select **Client installation (no media)**
 - b. After installation, run the OfflineExpert program and press F6 during startup
 - c. Change the video path to the **videos** directory in your shared folder (for example, **\\SERVERNAME\OfflineExpert\videos**)

Advanced information and troubleshooting

Batch installation

If you need to install the same OfflineExpert product or products on many workstations that will use the same registration license, you can expedite the process:



1. Register the OfflineExpert program or programs on one workstation
2. Ensure that OfflineExpert and Internet Explorer are not running on the workstation
3. Copy the entire installation directory from the registered workstation (for example, **C:\Program Files (x86)\OfflineExpert**) to a removable media drive or network location
4. Copy the directory from the removable media drive or network location to a directory on the new workstation
5. Create a shortcut to each executable file within the root of the directory

Registry

During installation and program startup, two registry entries will be added:

Subkey	Value name	Value type	Value data
\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_LOCAL_MACHINE_LOCKDOWN	iexplore.exe	REG_DWORD	0
\HKEY_CURRENT_USER\SOFTWARE\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_LOCAL_MACHINE_LOCKDOWN	iexplore.exe	REG_DWORD	0

If these entries are not applied or are not retained between user sessions, users may see an error message that mentions ActiveX or scripting. There are several ways to resolve this problem:

1. Manually add the registry values above using Registry Editor
2. Internet Options
 - a. Within Internet Explorer, click the **Tools** button , and then click **Internet options**
 - b. In the **Internet Options** dialog box, click the **Advanced** tab
 - c. Select the **Allow active content to run in files on My Computer** check box in the  **Security** category
 - d. Click **OK**. A reboot may be required
3. Group Policy. For more information, please refer to <https://support.microsoft.com/en-us/help/2002093/-allow-active-content-to-run-files-on-my-computer-group-policy-setting-does-not-work-as-expected-on-windows-server-2008-or-windows-vista-rsat>
4. Click **Allow blocked content** when the error message appears. OfflineExpert will function properly until closed.

Support

For more assistance, please contact your provider or LearnKey technical support:

LearnKey Technical Support

✉ techsupport@learnkey.com

☎ (800) 482-8244

🌐 <http://support.learnkey.com>