OfflineExpert installation guide

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.

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

Run as a local administrator the executable setup program provided to you. When prompted, enter the password you received. For password assistance, contact your provider or send an email to techsupport@learnkey.com.

Installation notes

1. During installation, a dword registry value will be added in two registry locations:
   [HKCU & HKLM]\Software\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_LOCALMACHINE_LOCKDOWN\iexplore.exe = 0
   If this setting is not correct, users will see an error message that mentions ActiveX or scripting. There are several ways to resolve this problem:
   a. Add the registry value manually to [HKCU] using Registry Editor
   b. Internet Options
      (instructions for IE 11)
      i. Within Internet Explorer, click the **Tools** button ⚙, and then click **Internet options**
      ii. In the **Internet Options** dialog box, click the **Advanced** tab
      iii. Select **Allow active content to run in files on My Computer** check box in the 🔒 **Security** category
      iv. Click **OK**. A reboot may be required
   c. 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
   d. Click **Allow blocked content** when the error message appears. OfflineExpert will function properly until closed.
2. Uninstall the program using **Programs and Features** in Control Panel

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

LearnKey Technical Support

✉ techsupport@learnkey.com

☎ (800) 482-8244

🌐 http://support.learnkey.com