

AliOffice 2.0

Installation Guide

Overview

This document contains instructions for installing AliOffice and readying the application for the completion and submission of compliance evaluations. The document covers:

- “System Requirements” on page 2
- “Installation Requirements” on page 2, including prerequisite software components and user account settings
- “Before You Start The Installation” on page 3
- “After You Finish The Installation” on page 4
- “Installing with the Default Settings” on page 7
- “Installing on Windows 7 Systems with Internet Explorer 9” on page 17
- “Logging Into AliOffice 2.0” on page 22
- “Downloading Evaluation History” on page 23

System Requirements

- 2.0 GHz or faster processor (multi-core processor supported)
- 2.0 GB or more of system memory
- 4.0 GB free hard drive space
- One of the following operating systems:
 - Windows XP Service Pack 3 (SP3), 32-bit
 - Windows Vista, 32-bit or 64-bit
 - Windows 7, 32-bit or 64-bit

Installation Requirements

CONNECTIVITY

An active Internet connection is needed to complete this installation.

PREREQUISITE COMPONENTS

The following applications must be installed prior to AliOffice.

- Windows Installer 3.1
- Windows Installer 4.5
- Microsoft .NET Framework 4 (x86 and x64)
- .NET Framework 3.5 SP1
- SQL Server 2008 R2 Express
- Microsoft .NET Framework 4 Client Profile (x86 and x64)

Clicking **Install** in Step 2 of “Installing with the Default Settings” on page 7 gives you the opportunity to install any component that is not already on your computer, or to update an older version of a listed component.

USER ACCOUNT SETTINGS

Administrator (“admin”) user rights are not needed in order to install AliOffice. We recommend installing AliOffice with the same Windows user account under which the application will be used. If you are an OTL/administrator, please see “Enabling Windows Accounts to Access AliOffice 2.0” on page 5.

Individual Windows user account settings affect the pace of your installation. If your settings are set to the most restrictive level (*e.g.*, “Always notify me when programs try to install software or make changes to my computer” on Windows 7 machines), you will see several extra dialog boxes that you will need to click past in order to continue component installs. The points in the installation process at which you are *most likely* to see these “interruptions” are noted in the directions that follow.

CUSTOM INSTALL OPTION

The Default installation option is recommended for all users, including those who already have a SQL Server database on their PC for another application.

Generally, the AliOffice 2.0 installation and SQL Server 2008 R2 Express are able to sort out between themselves the addition of a new SQL Server instance on a PC. In the event of a problem, the AliOffice 2.0 installation may need to be retried using the Custom install option.

If you experience problems as a result of having two SQL Server instances on your machine, contact Help Desk before proceeding. Custom installations should only be attempted under the guidance of the Help Desk or AliOffice development team.

Before You Start The Installation

**INSTALL OS SERVICE
PATCHES & UPDATES**

Make sure that you are current with **all updates** for your Windows operating system (*e.g.*, Service Packs, security patches, browser upgrades).

The prerequisite components (see “Installation Requirements” on page 2) and security protocol (see “Check The PC Clock” below) depend on your Windows operating system having all the latest Windows Updates installed.

If you have not already done so, we recommend that you define your Windows Update settings (through Control Panel) to automatically check for and download updates as they become available. If you do not want them to install automatically, you can define a set schedule (*e.g.*, the middle of the night).

CHECK THE PC CLOCK

Synchronize the clock on your PC with an accurate time source, such as your cell phone. Additionally, verify that your Windows time zone setting is configured to the correct local time zone.

AliOffice 2.0 uses a security protocol whose encryption key mandates that **the clock on your PC must be within five (5) minutes of the clock on the HQ server**. This protocol was implemented to protect the data in History downloads and evaluation uploads between client PCs and the HQ server. If your PC’s clock falls outside this five-minute window, you will have problems logging into the server to perform any uploads or downloads.

We recommend using your cell phone for this synchronization because wireless providers typically use the same Coordinated Universal Time (UTC) time standard as our security protocol. (The protocol converts your PC's local time to UTC time as part of its validation process.)

DISABLE ANTI-VIRUS SOFTWARE

We recommend that you temporarily disable your anti-virus software before starting the AliOffice 2.0 installation.

Anti-virus software has a track record of interfering with application install processes, either by slowing down an installation with extra confirmation messages or blocking it entirely by flagging the setup file as a threat and throwing it into quarantine.

The number of anti-virus packages available on the marketplace make it impossible to predict which packages “won’t play well” with an application install process. The variables involved with default and user-defined configuration settings make it difficult to provide detailed instructions for even the most commonly used packages.

If you leave your anti-virus software enabled and it blocks the AliOffice install, you will need to:

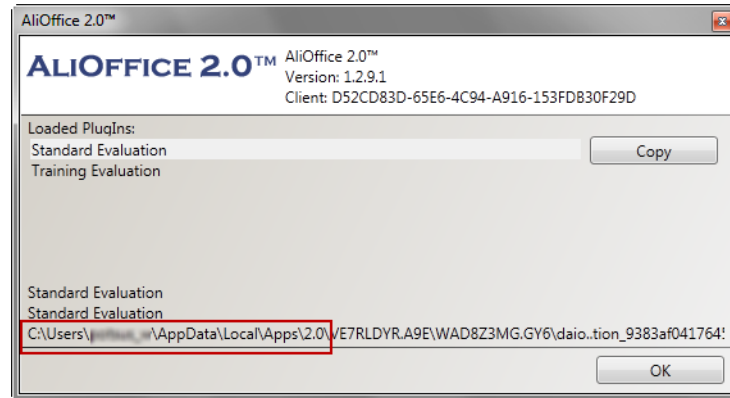
1. Pull Daioffice.exe out of quarantine using your anti-virus software’s equivalent of a “Restore this file” command.
2. Tag Daioffice.exe with your anti-virus software’s equivalent of an “Exclude from future scans” command.
3. Restart the AliOffice install.

After You Finish The Installation**WHITE-LISTING ALIOFFICE WITH ANTI-VIRUS SOFTWARE**

We recommend that you “white-list” AliOffice 2.0 in your anti-virus software to prevent AliOffice from being repeatedly flagged as “suspicious” or outright blocked from operation because it is perceived as a “threat.”

White-listing an application with anti-virus software is a simply a way of telling the latter, “I know what this program is and don’t want you pestering me with warning messages every time it tries to do something.” Adding an application to the “white list” is typically a matter of “set it and forget it” — once it’s defined you should never need to touch the setting again.

To white-list AliOffice, you will need to specify the file path for its program directory. You can find this path through the **Help > About** menu option in AliOffice:



In the above example, the file path is C:\Users\<username>\AppData\LocalApps\2.0. This is all that is needed to white-list the application; everything after the “\2.0” is unnecessary.

If you need specific instructions for white-listing an application with your anti-virus software, consult that program’s user manual or online knowledge base.

ENABLING WINDOWS ACCOUNTS TO ACCESS ALIOFFICE 2.0

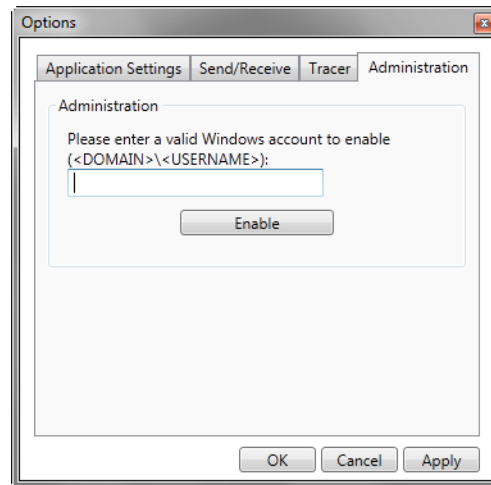
We recommend installing AliOffice with the same Windows user account under which the application will be used.

If you are an OTL or other administrator who is installing AliOffice 2.0 for other users, and are running the installation under your own Windows user name, you will need to configure AliOffice to enable each Windows user account that will use the application on a given machine.

This is done within AliOffice, not Windows.

1. Click on the **Tools > Options** menu item in AliOffice. The Options screen opens.
2. Click on the Administration tab to display it.

3. Type the domain and user name for the first user (example: SubwayDAI\doe_j).

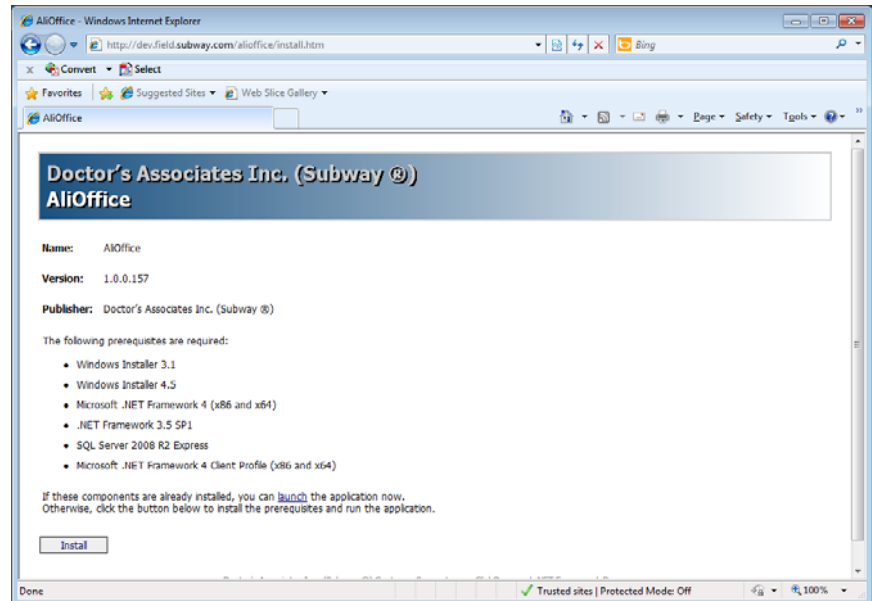


4. Click **Enable**.
5. Repeat Steps 3 and 4 for each remaining user.
6. Click **OK** when you are finished. The Options screen closes.

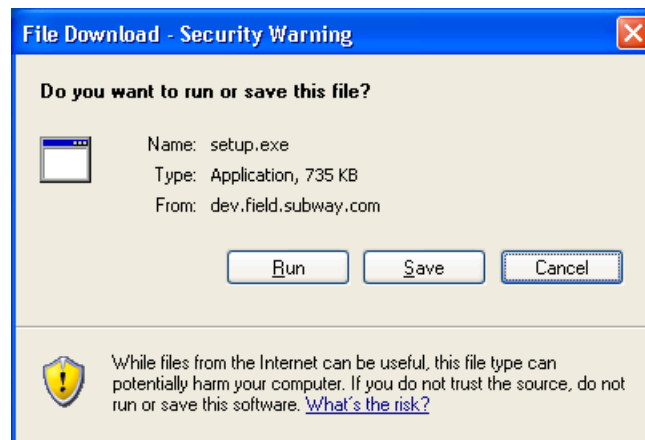
Before the enabled Windows accounts can use AliOffice, you must restart their computers.

Installing with the Default Settings

1. Navigate to <https://field.subway.com/alioffice/install.htm> in your web browser. An AliOffice web page opens.



2. Click **Install**. A File Download dialog box opens, allowing you to run or download setup.exe.



3. Click **Run**. A progress meter box briefly appears on-screen before an Internet Explorer-Security Warning dialog box opens.

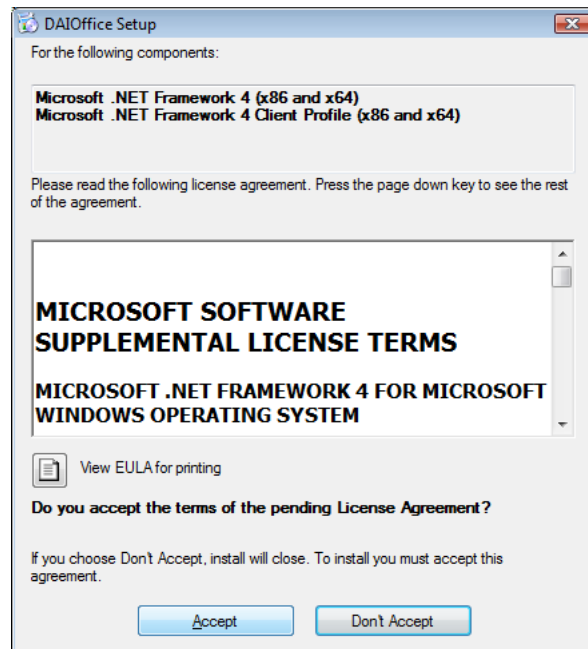


NOTE

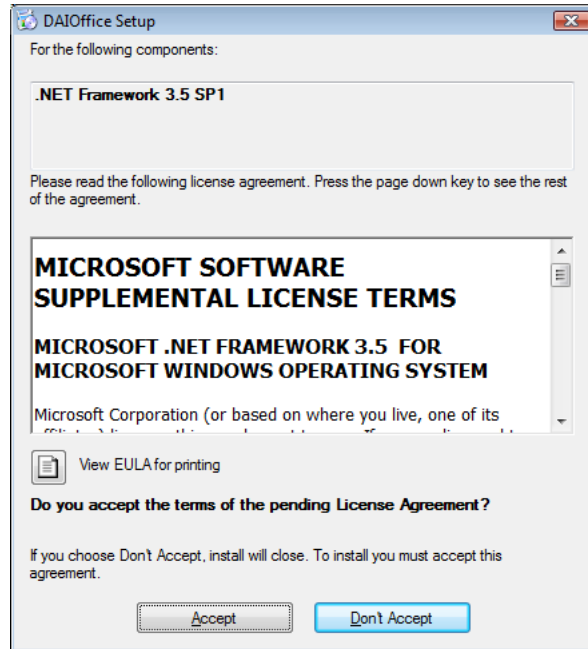
Steps 4 through 13 may vary, depending upon which prerequisite components you already have installed on your computer.

If you do not see one or more of the user agreement screens illustrated in Steps 4, 5, or 6, it means that the prerequisite component in question was found on your computer.

4. Click **Run**. A user agreement screen displays for Microsoft .NET Framework 4 (x86 and x64) and Microsoft .NET Framework 4 Client Profile (x86 and x64).



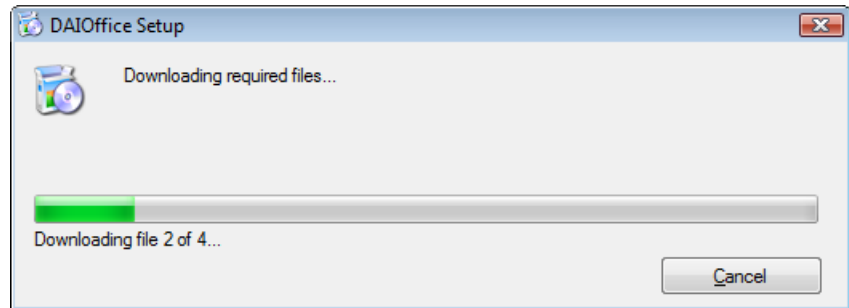
5. Click **Accept**. A user agreement screen displays for .NET Framework 3.5 SP1.



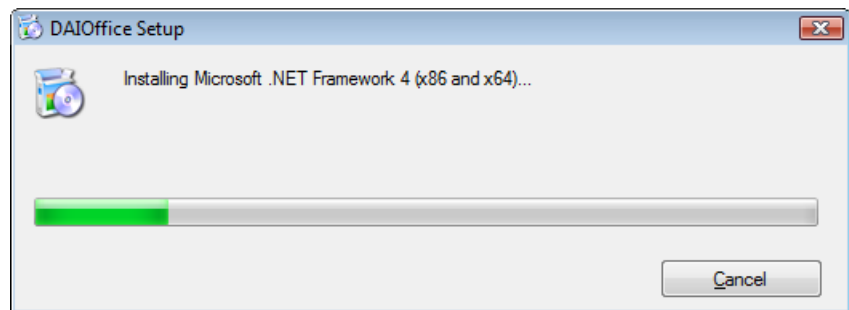
6. Click **Accept**. A user agreement screen displays for SQL Server 2008 R2 Express.



7. Click **Accept**. A Downloading required files... progress meter box opens. If your Windows User Account Controls are set to highly protected mode, you may see a box notifying you that “a program needs your permission to continue.”

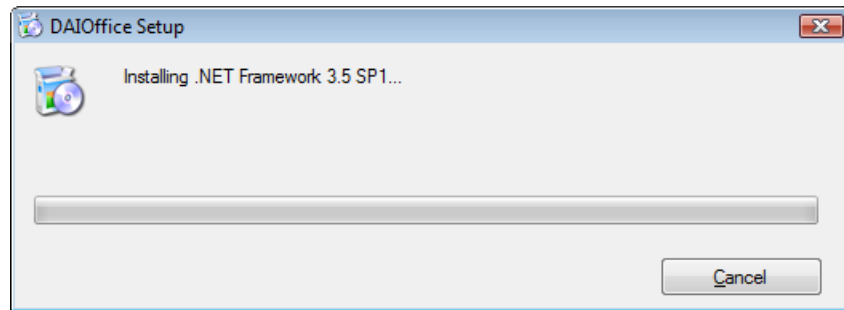


8. Click **Continue**. The Installing .NET Framework 4 (x86 and x64) progress meter box displays. This part of the installation will take several minutes.

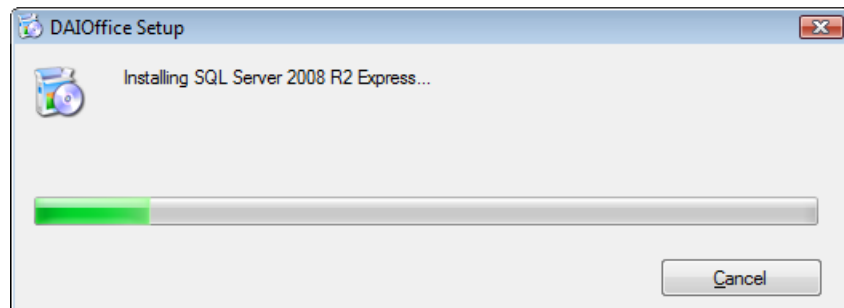


9. If your Windows User Account Controls are set to highly protected mode, you may see a box notifying you that “a program needs your permission to continue.”

10. Click **Continue**. The Installing .NET Framework 3.5 SP1 progress meter box displays. This part of the installation will take several minutes.

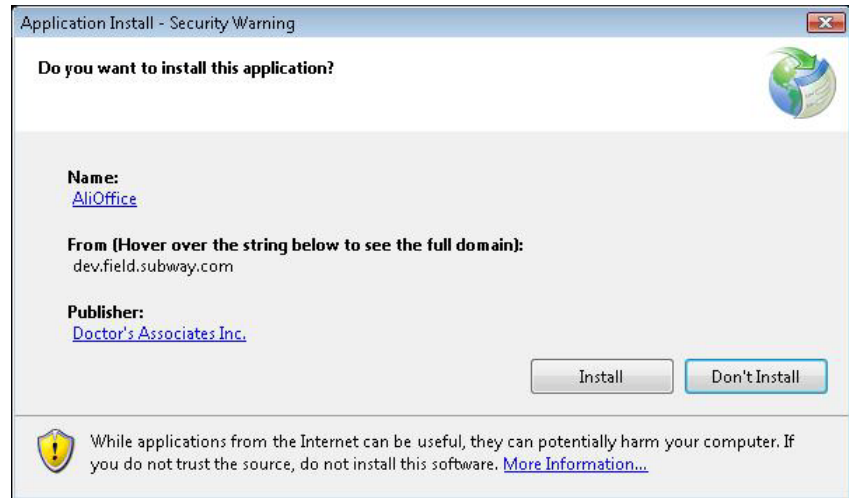


11. When the .NET Framework 3.5 SP1 installation is completed, the Installing SQL Server 2008 R2 Express progress meter box displays. This part of the installation will take several minutes.

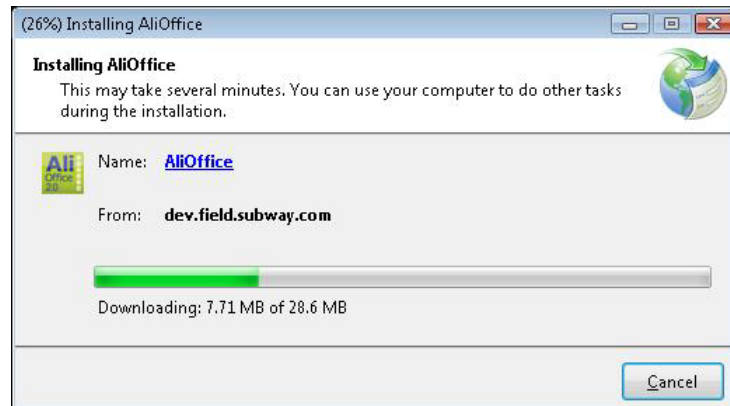


12. If your Windows User Account Controls are set to highly protected mode, you may see a box notifying you that "a program needs your permission to continue."
13. Click **Continue**. The Installing SQL Server 2008 R2 Express progress meter box displays again. This part of the installation will take several more minutes. When the SQL Server 2008 R2 Express installation is

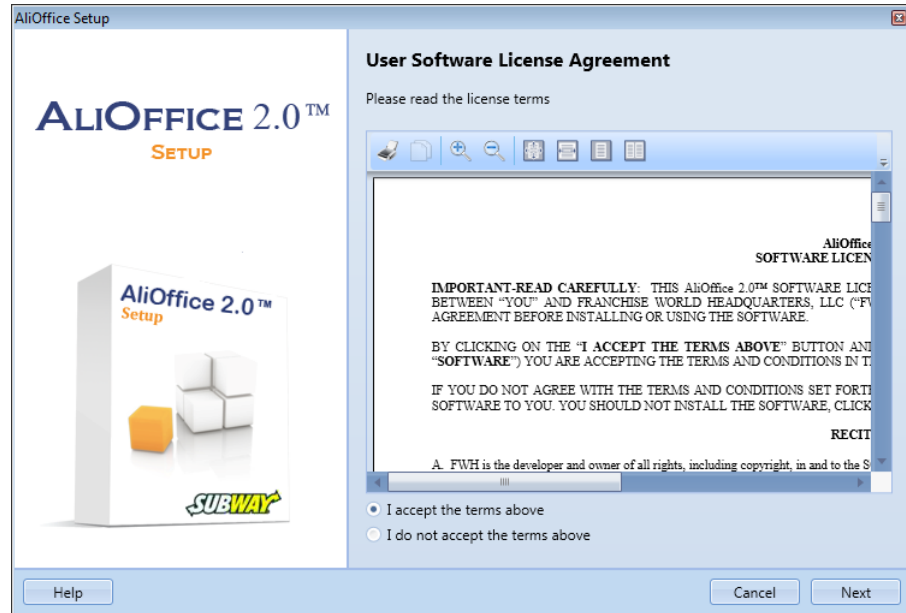
complete, an Application Install - Security Warning box opens, asking if you want to install AliOffice.



14. Click **Install**. An Installing AliOffice progress meter box displays.

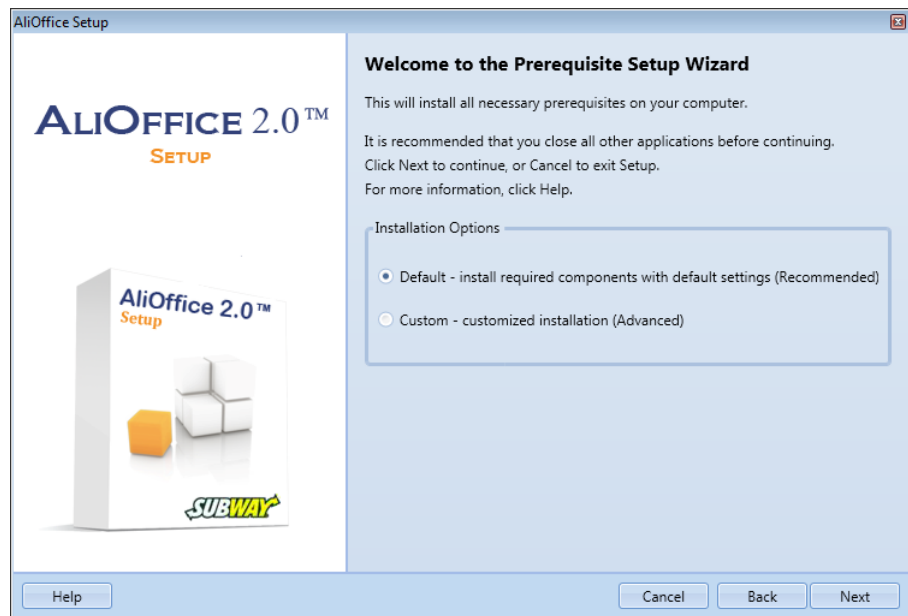


15. Do nothing while the installation program runs. When it completes, the User Software License Agreement window opens.



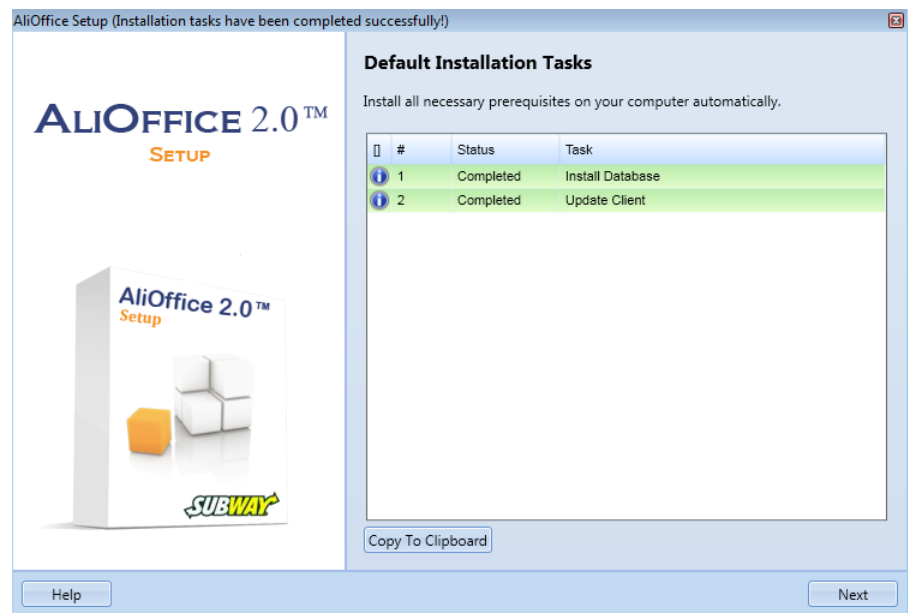
16. Click on **I accept the terms above**.

17. Click **Next**. The Prerequisite Setup Wizard screen opens.



18. Click on **Default-install required components with default settings (Recommended)**.

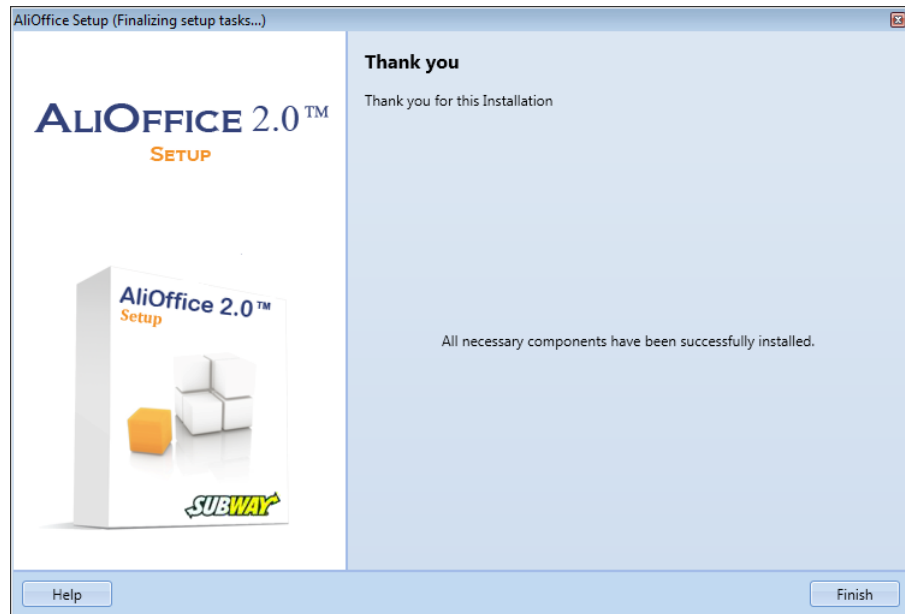
19. Click **Next**. The Default Installation Tasks screen opens.



20. Do nothing while the default installation runs.

- When an installation step is in progress, you will see “Running” in the Status column.
- When an installation step is finished, you will see “Completed” in the Status column.

21. Click **Next**.

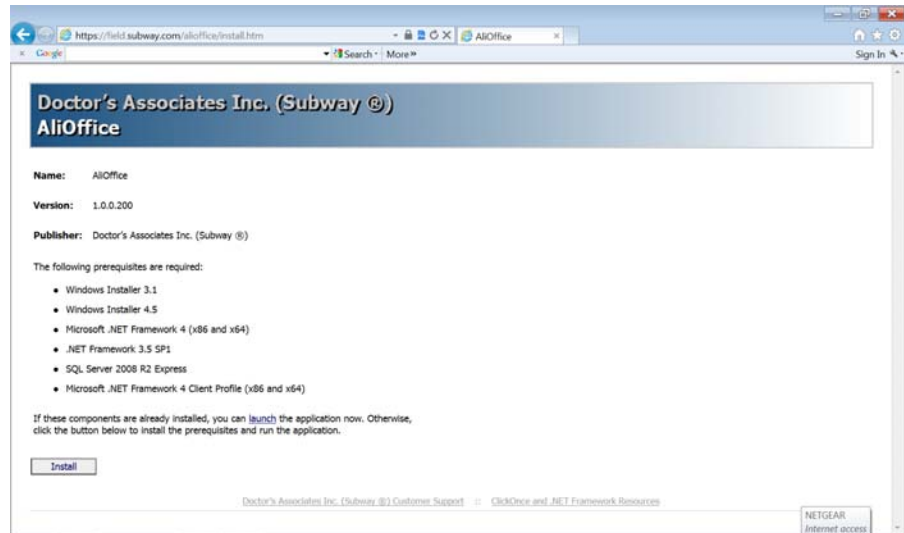


22. Click **Finish** in the Thank You screen.

The installation is complete and ready to use. Proceed to the section in this document titled “Logging Into AliOffice 2.0”.

Installing on Windows 7 Systems with Internet Explorer 9

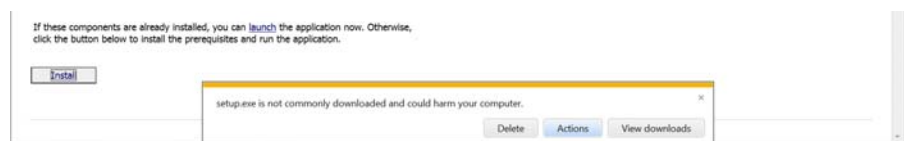
1. Navigate to <https://field.subway.com/alioffice/install.htm> in your web browser. An AliOffice web page opens.



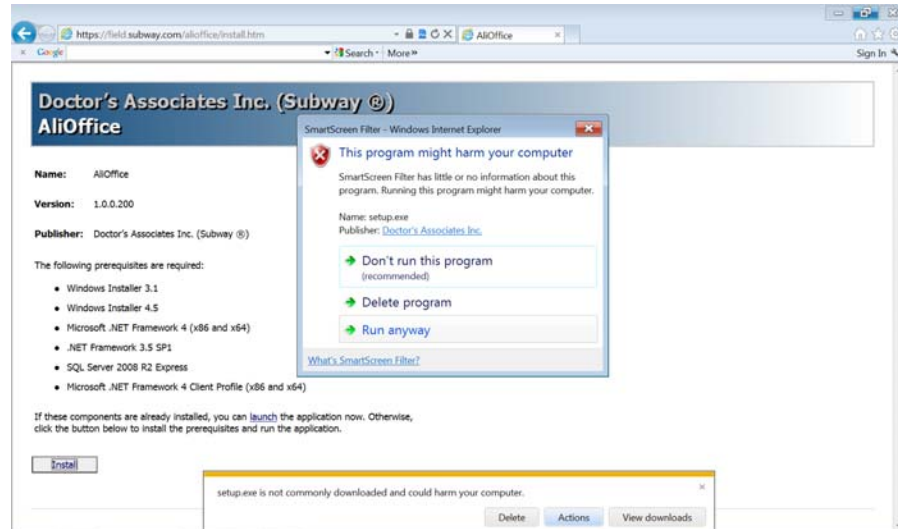
2. Click **Install**. A confirmation message about the setup.exe file will display.



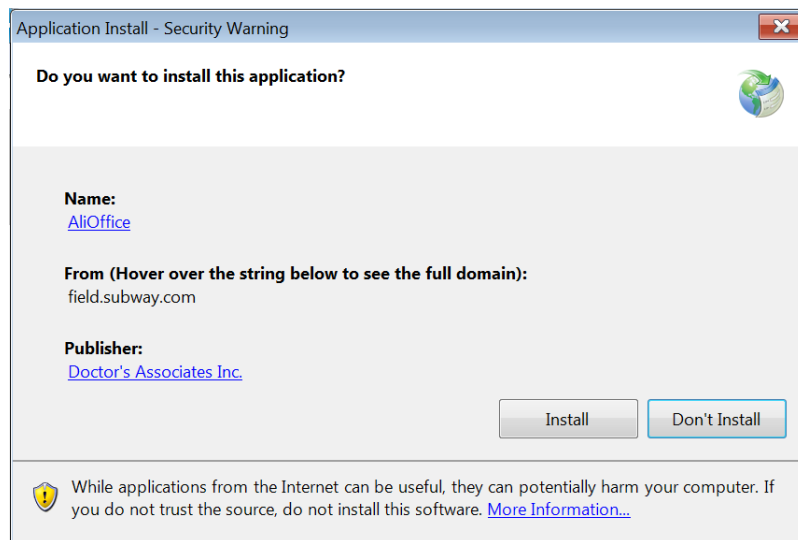
3. Click **Run**. A warning message may display.



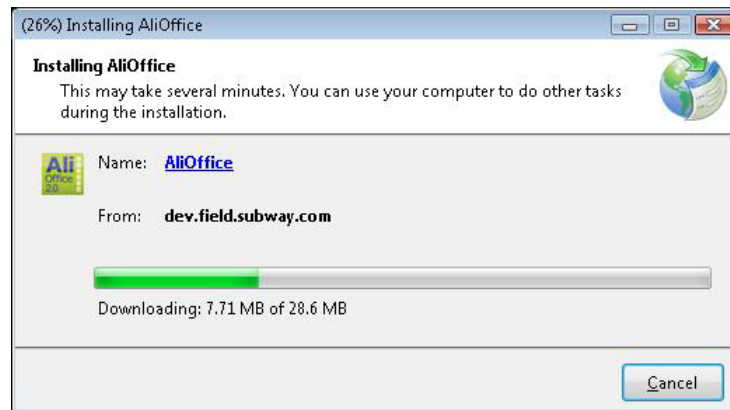
4. Click **Actions**. An Internet Explorer SmartScreen Filter window will display.



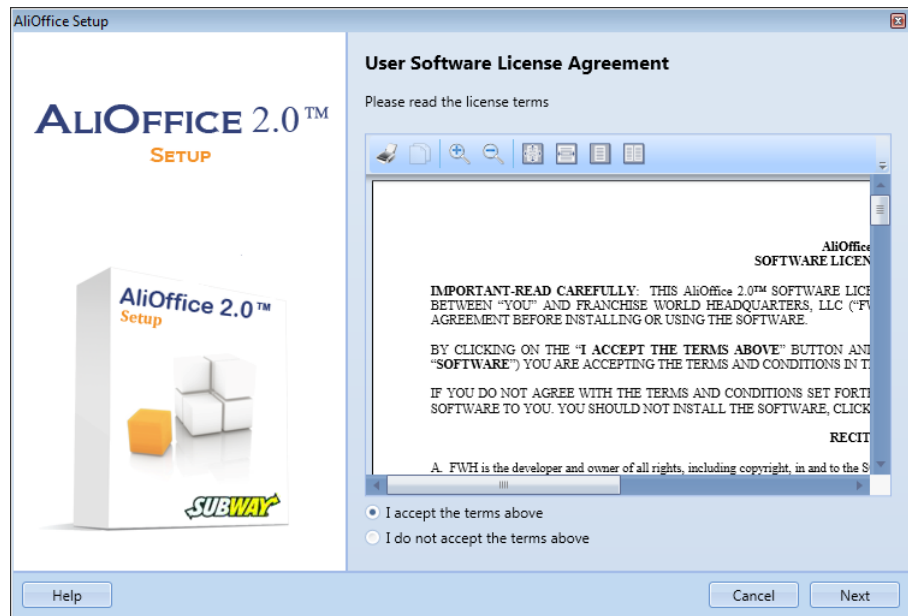
5. Click **Run Anyway**. An Application Install - Security Warning box will open.



6. Click **Install**. An Installing AliOffice progress meter box displays.



7. When the download has completed, the Installation Wizard will start, displaying the End User Software License Agreement window.



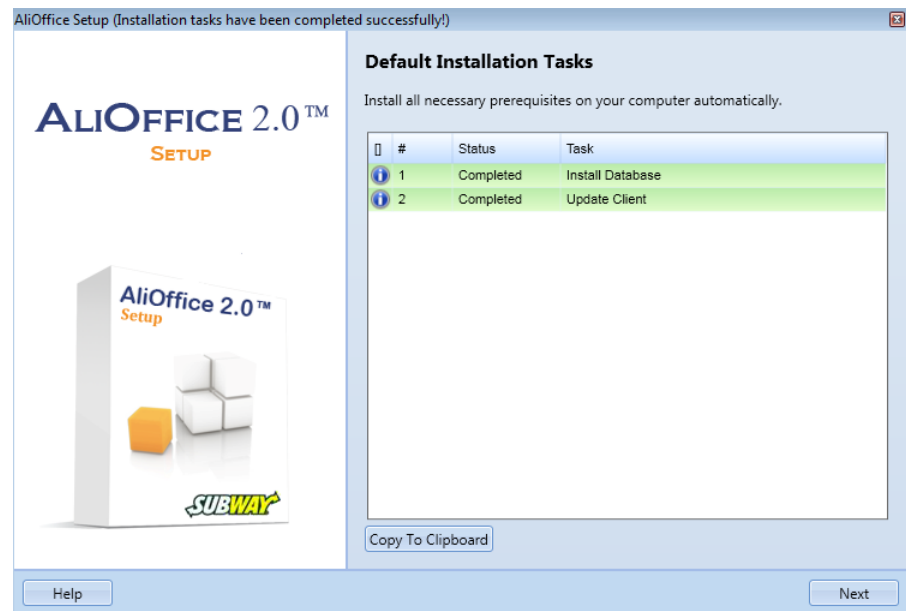
8. Click on **I accept the terms above**.

9. Click **Next**. The Prerequisite Setup Wizard screen opens.



10. Click on **Default-install required components with default settings (Recommended)**.

11. Click **Next**. The Default Installation Tasks screen opens.

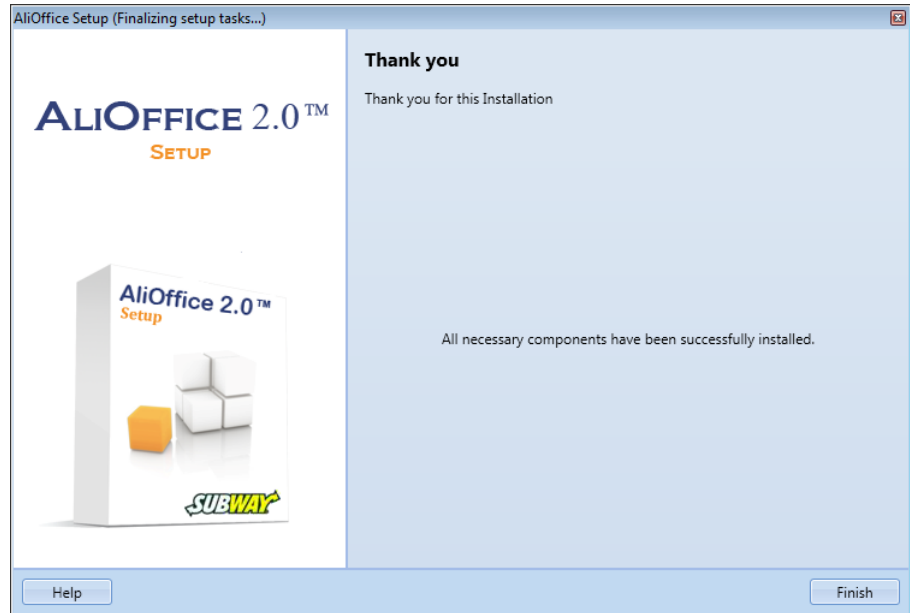


12. Do nothing while the default installation runs.

- When an installation step is in progress, you will see "Running" in the Status column.

- When an installation step is finished, you will see "Completed" in the Status column.

13. Click Next.

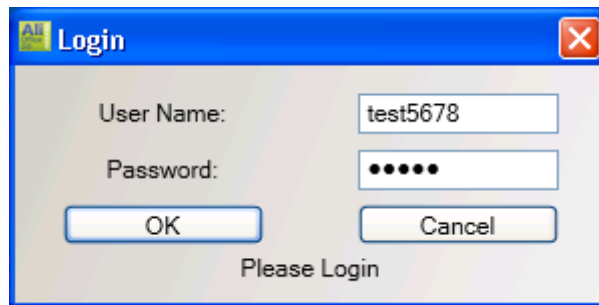


14. Click **Finish** in the Thank You screen.

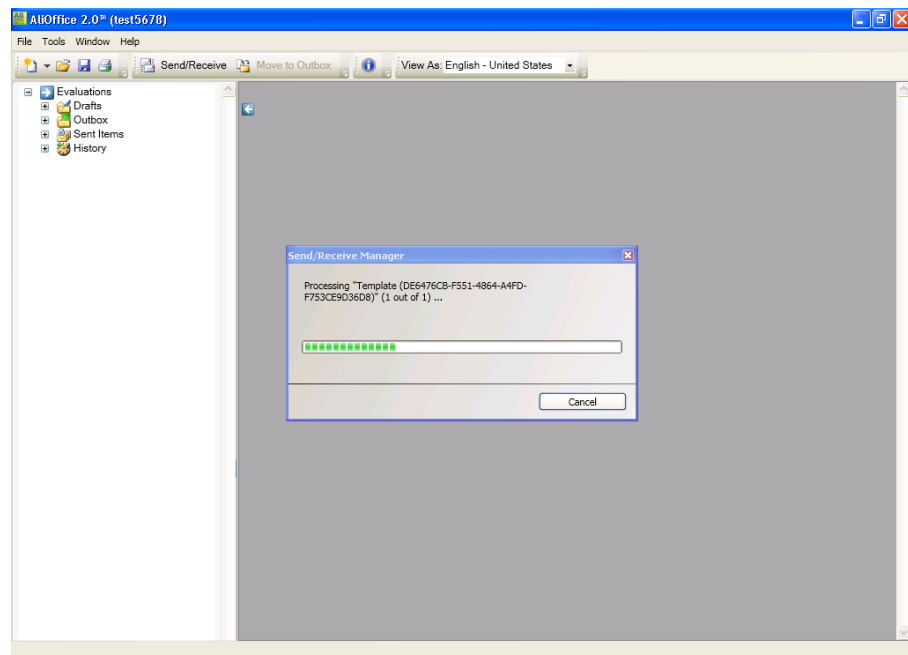
The installation is complete and ready to use. Proceed to the section in this document titled “Logging Into AliOffice 2.0”.

Logging Into AliOffice 2.0

1. The AliOffice login box opens.



2. Type your SUBWAY Partners™ user name and password.
3. Click **OK**. The AliOffice application launches, with the Send/Receive Manager running in the foreground.

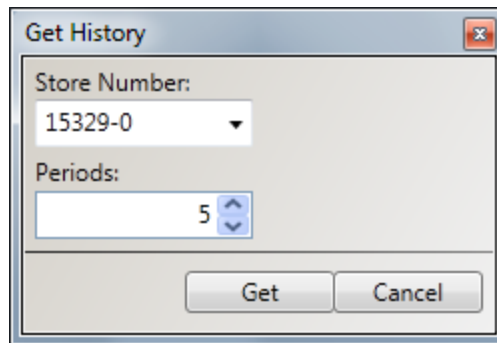


4. Do nothing while the Send/Receive Manager processes the evaluation templates. A progress meter is displayed for the duration of this template processing. When the Send/Receive Manager is finished, its box closes and the AliOffice application window remains open.

You're almost ready to fill out an evaluation, all that's left is to download the compliance history for a store. Proceed to the section in this document titled "Downloading Evaluation History".

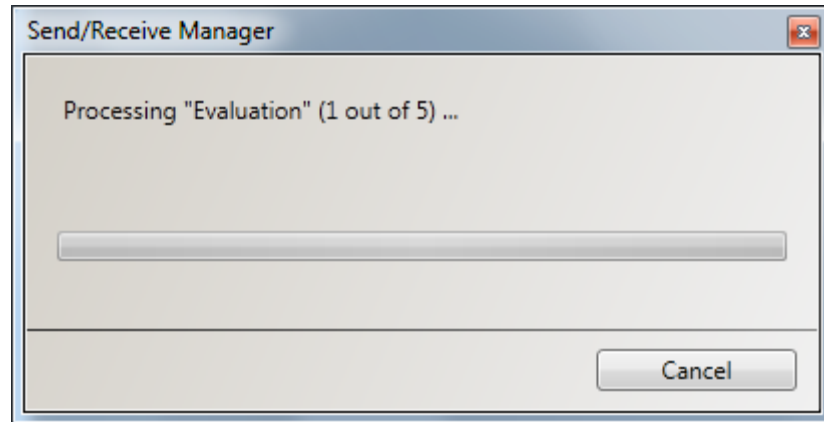
Downloading Evaluation History

1. Right-click on History in the navigation frame. A menu displays.
2. Select **Get History**. The Get History dialog box opens.

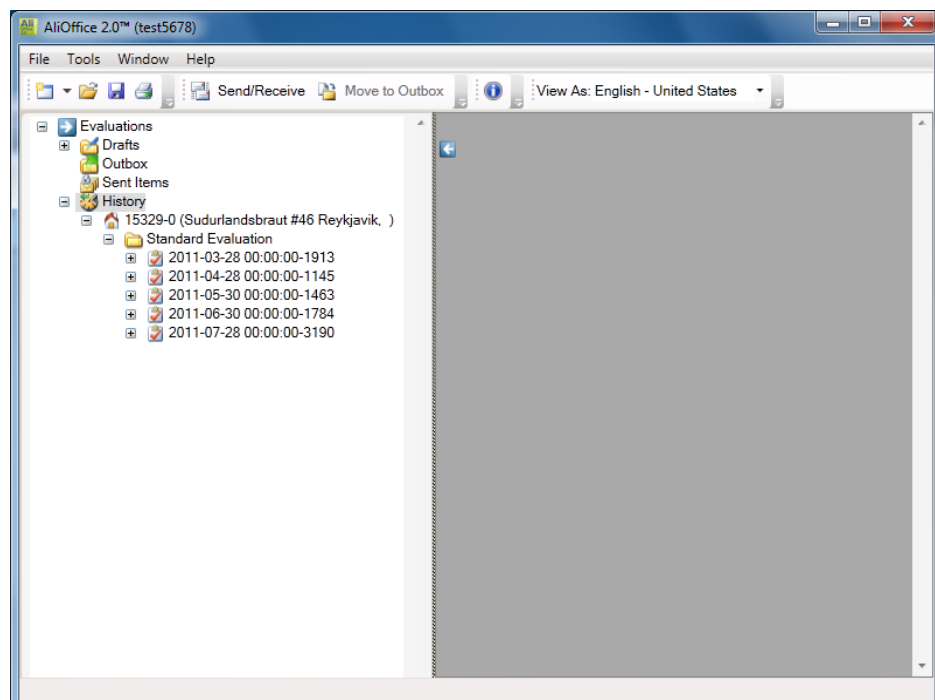


3. Click the down arrow next to the **Store Number** field, then select a store number from the drop-down list.
4. Click the arrows next to the **Periods** field to increase or decrease the number of periods for which you want to download this store's evaluation history.

5. Click **Get**. The Send/Receive Manager progress meter box opens, showing its progress as it downloads evaluations.



6. Verify that the History folder in the navigation frame shows the five standard evaluations you just downloaded for your selected store.



7. Repeat Steps 1-6 for each store.

You now can begin using AliOffice to complete evaluations.