

Getting Started - Basic System Requirements

In addition to [installing the software itself](#), Voyant only requires that [Java](#) 6 Update 14 or later or the latest release of Java for Mac OSX be installed on the user's computer. To check your computer for Java, go to the [following page](#) on the Java website and click **Verify Java Version** to check your computer for the latest release.

Other basic system requirements include:

Windows

- Windows 2000 Service Pack 4 or later (Windows XP, Windows Vista, Windows 7).
- 500 MHz Pentium class processor or better
- 256MB RAM
- 1024 x 768 Minimum Screen Resolution

Macintosh

- Macintosh computer with a PowerPC G3, G4 or G5 processor
- 256MB of RAM
- Java for Mac OSX
- 1024 x 768 Minimum Screen Resolution

Network Requirements

We recommend using Voyant with a broadband internet connection (DSL/Cable/LAN).

Voyant uses a cloud based operating system (the Amazon UK cloud environment) to host its service. To operate, the software must be able to connect to and pass files to and from

<http://www.planwithvoyant.co.uk/voyant/client/> via HTTPS.

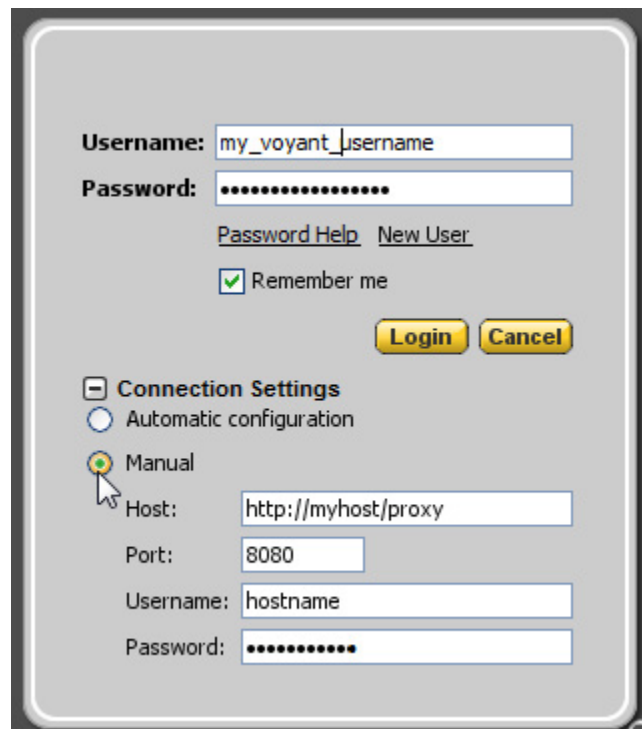
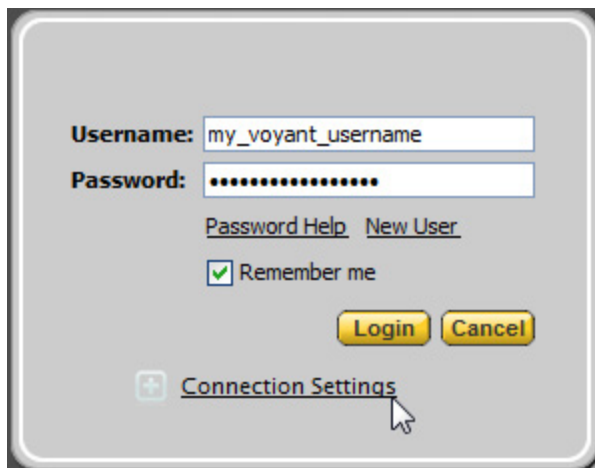
Note: Our Voyant Adviser software can be utilised offline but only for a maximum of 7 consecutive days, after which the user will be required to sign in online to have their licence validated. To operate offline, the software must be installed online and an offline passcode set up to allow for future offline access. For more information on using Voyant Adviser offline, please consult our "Offline Mode Users Guide".

Required Ports

There are no special port requirements from the software's perspective, only the standard HTTP and HTTPS ports, 80 and 443, or requests may be routed through a proxy server if your network uses one.

How to Manually Configure Voyant with Network Proxy Settings

In most cases, the Java Runtime Environment will automatically detect and use any special proxy settings or scripts from the computer's default browser. However, this auto-detection is not always fool proof, so in some cases, depending on the network, users may need to configure the software manually to communicate through a proxy server. Manual configuration settings can be found on the Login dialogue, after [installing and launching the software](#) (as shown below). Again, these settings are only required on an as needed basis.



Local Firewalls

Voyant operates through Java WebStart. In cases where computers are running local firewalls, settings for the firewall may need to be configured to grant Java full internet access. The Windows firewall, for example, is configured to automatically allow Java internet access whereas such access may need to be granted explicitly in other third-party firewall systems.

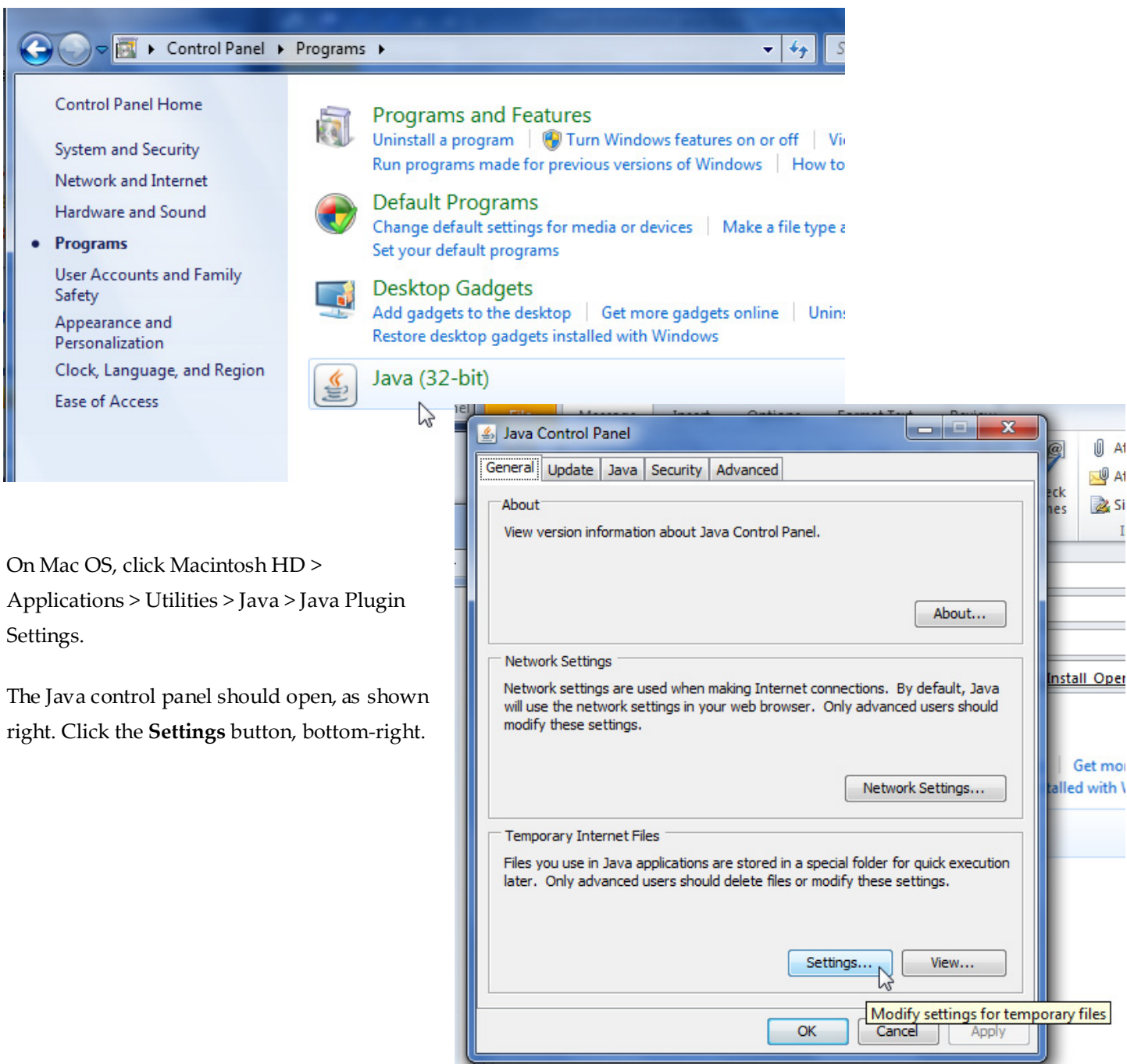
If you find that Voyant is unable to connect to the internet or to the Voyant server, please reference the documentation from your third-party firewall provider or contact their support staff on how to allow access. You may also check your network firewalls to determine whether the software being allowed to connect to and pass files to and from <http://www.planwithvoyant.co.uk/voyant/client/> via HTTPS ports 80 and 443.

Additional Notes on Java Configuration

How to Manually Configure the Java Runtime Environment (Only When Necessary)

If left to its default settings, Java (the JRE) should be set to allow Voyant to be installed, cached and launched and for shortcuts to be created on the computer for use in launching the software in the future. Moreover, updates of the software should be delivered to the computer automatically via Java WebStart. There are, however, a few settings to check in case you encounter problems launching the software.

To check Java settings, launch the **Java Control Panel**. On Windows computers the control panel can be launched either by going to the Start menu, select Control Panel, select Programs, and click Java. On older version of Windows you may need to go down a level into Programs and select Java.



On Mac OS, click Macintosh HD > Applications > Utilities > Java > Java Plugin Settings.

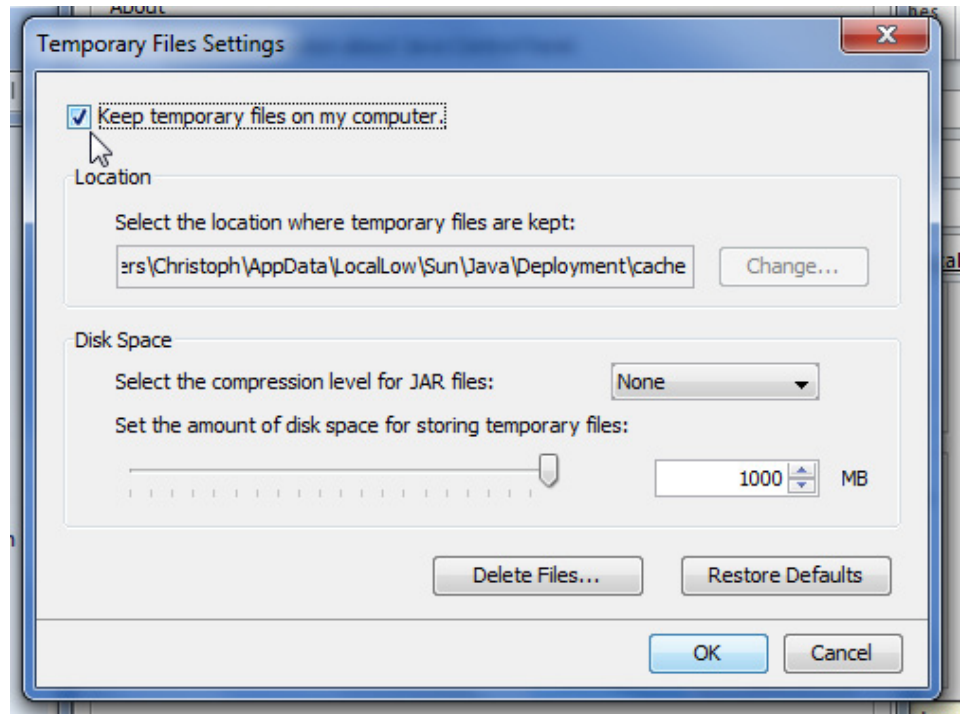
The Java control panel should open, as shown right. Click the **Settings** button, bottom-right.

Allow Files to be Cached Locally into Java

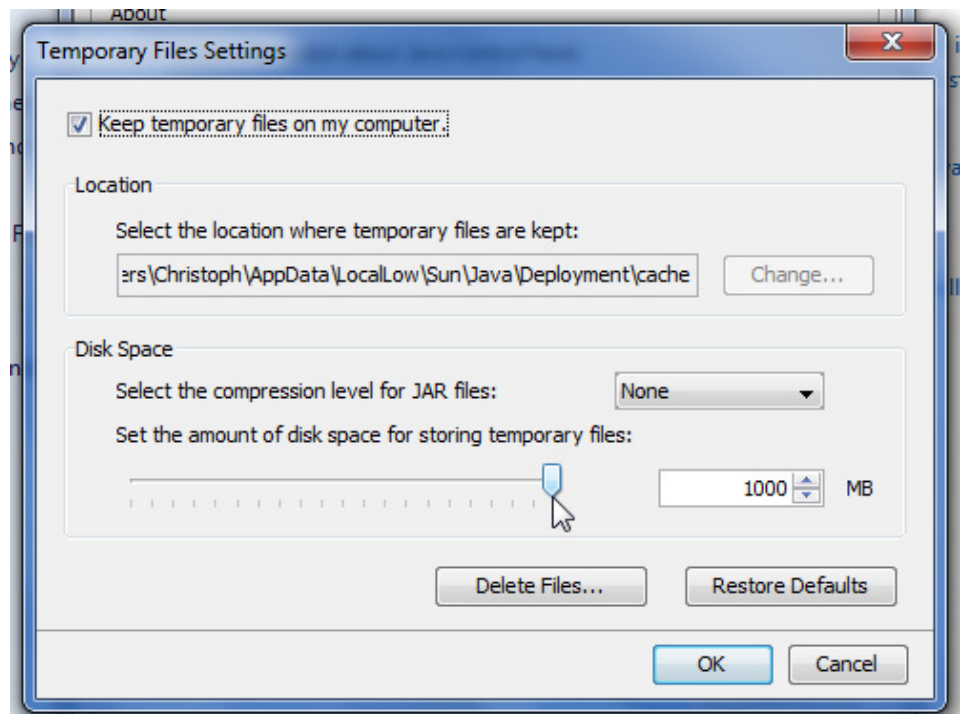
Voyant is cached into Java WebStart; therefore, Java must be configured (as it should be by default) to allow files to be stored locally.

Verify that the “**Keep temporary files on my computer**” option is ticked.

If unticked, files for Voyant cannot be cached locally and the software will not run.



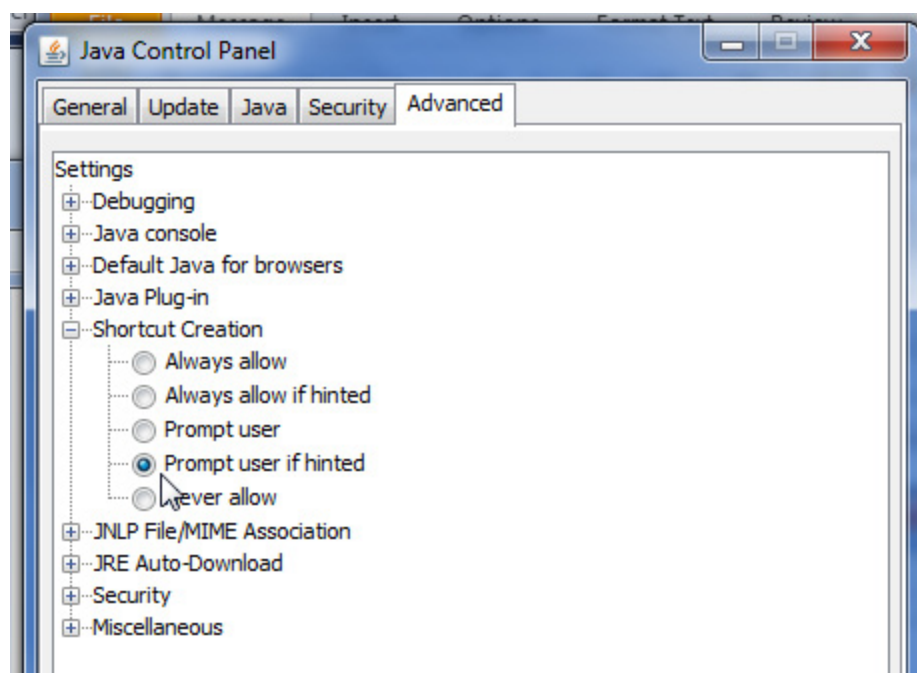
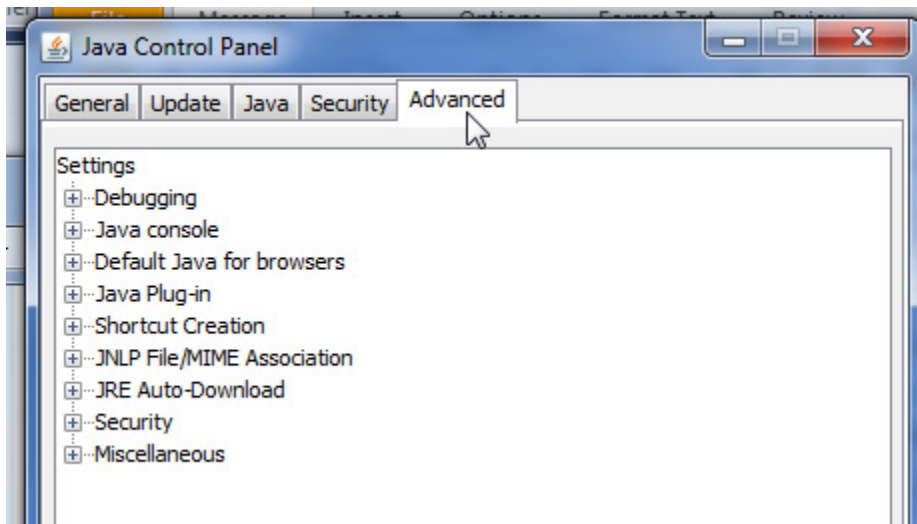
On the same panel, disk space should be configured to allow for adequate space to cache application files. Ideally, set this to the maximum allowable caching space.



Allow Java to Create Desktop Links

Voyant is normally launched via links added to the computer desktop and on Windows computers, in the Windows Start menu, All Programs menu > Voyant Adviser – UK folder.

To allow these links to be added to the computer during installation, Java should be left, by default, to allow desktop links, as shown in the settings below.



How to Manually Configure Proxy Server Settings in Java

If you are unable to launch the application, it may be that proxy server settings are not being passed successfully from the browser to Java.

Normally, Java should detect these settings automatically from the default browser. However, if you are experiencing problems launching and your network uses a proxy server or an automatic proxy configuration script, you may add these settings manually, if necessary, on the Java Control Panel.

