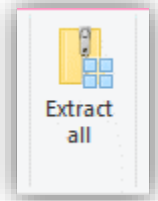# Installing Crystal PM
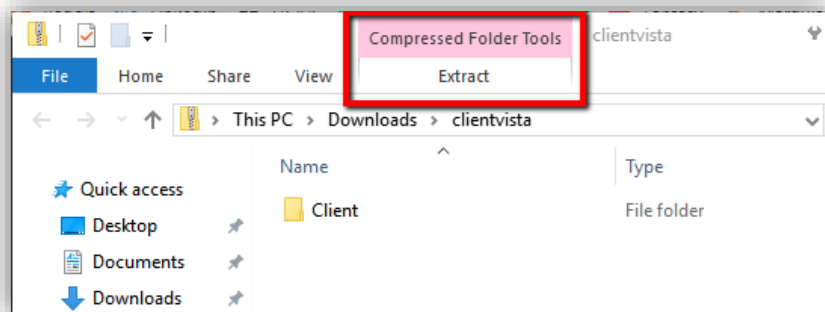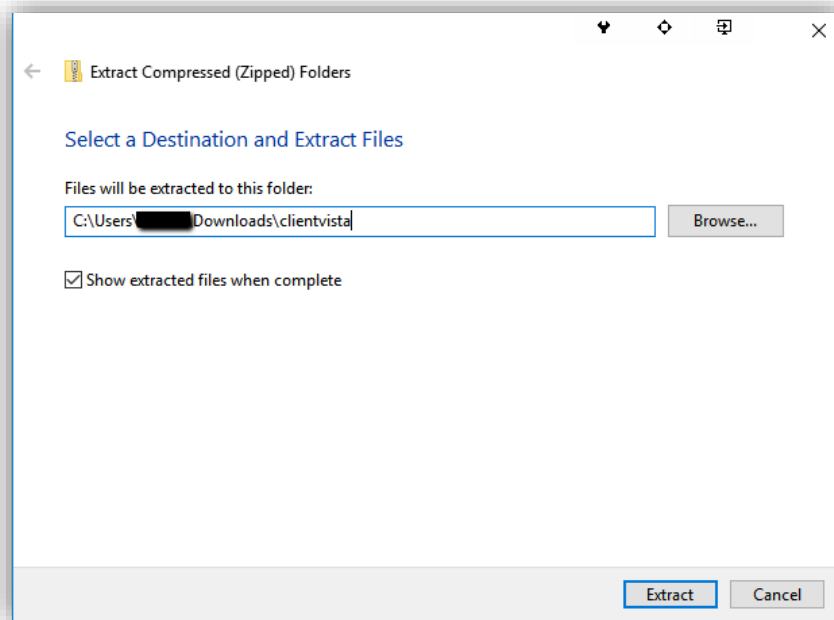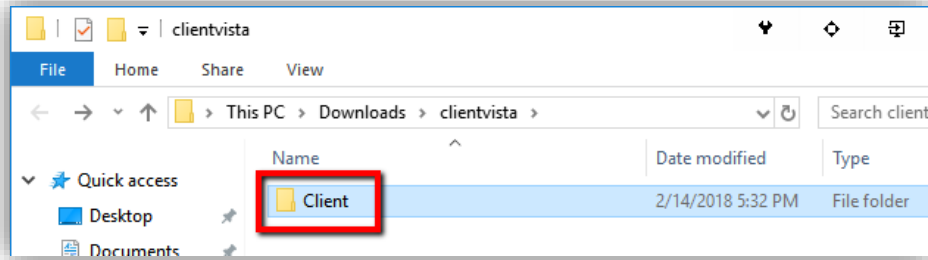# Client Version

1. *Click here* or go to *www.crystalpm.com/clientvista.zip* to download Crystal.

     a. If asked what you would like to do with the file, click on **Save.**

2. Once the download completes, open the **clientvista.zip** folder.

3. Extract the .zip file by clicking on **Extract** at the top of Windows Explorer. Then click **Extract all.**
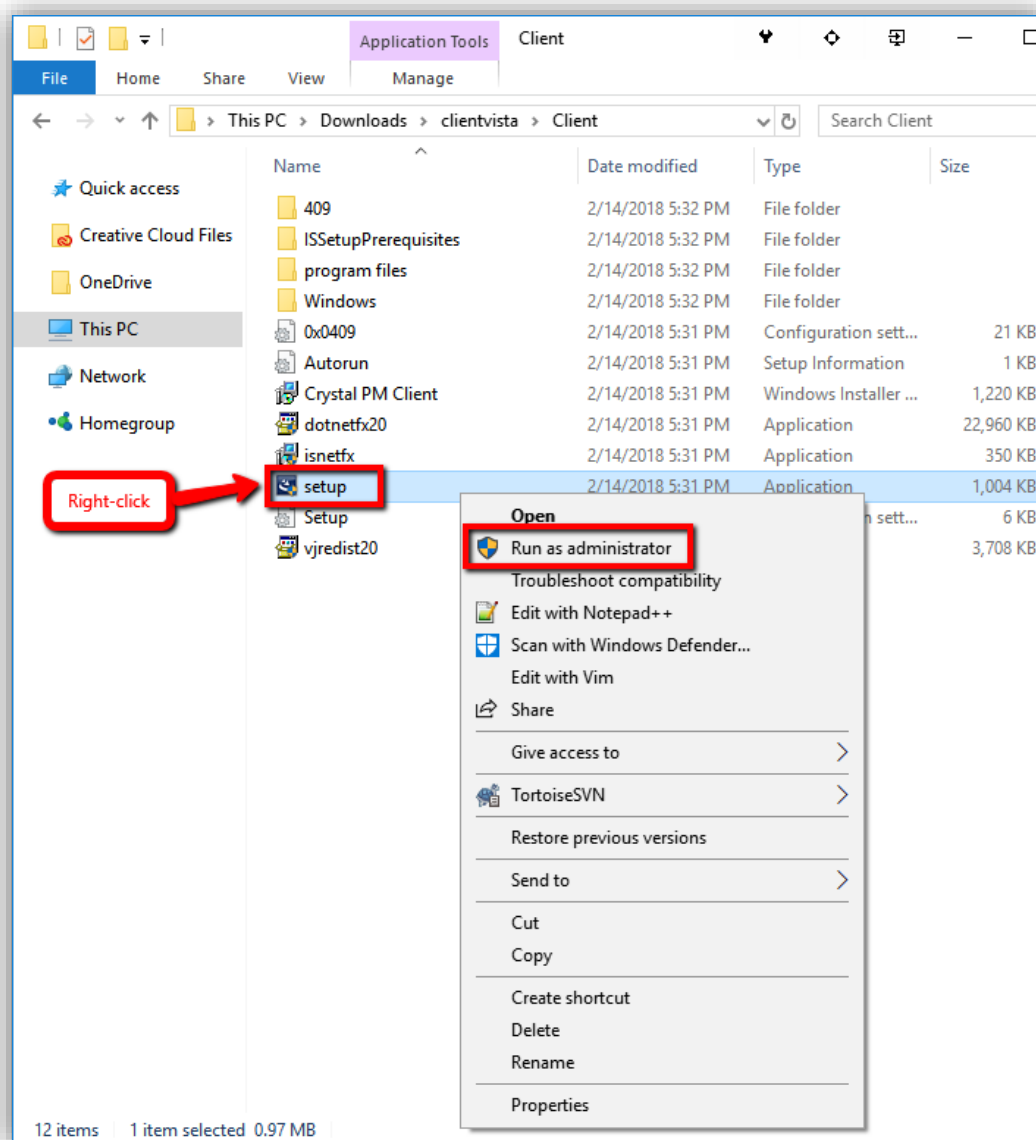

4. In the Extract Compressed (Zipped) Folders window, make sure **Show extracted files when complete is checked** and click **Extract**.
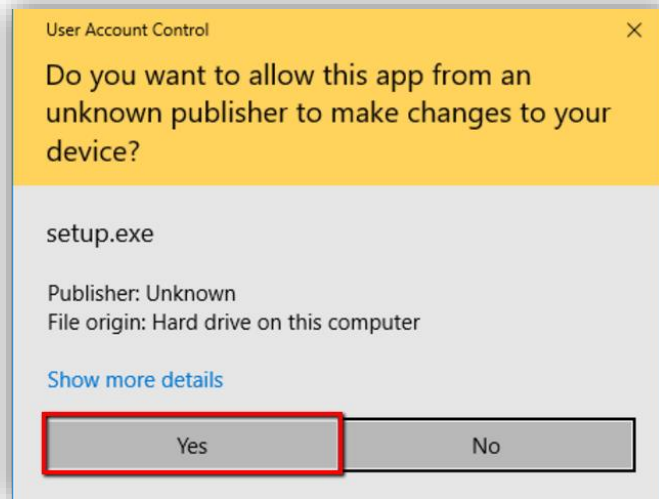
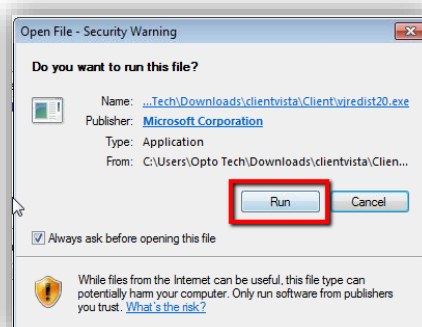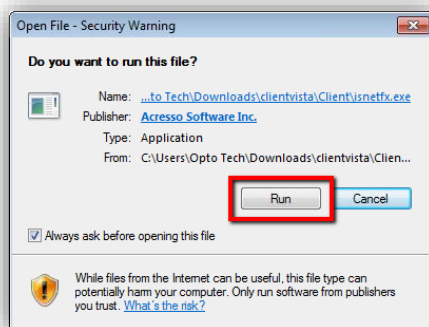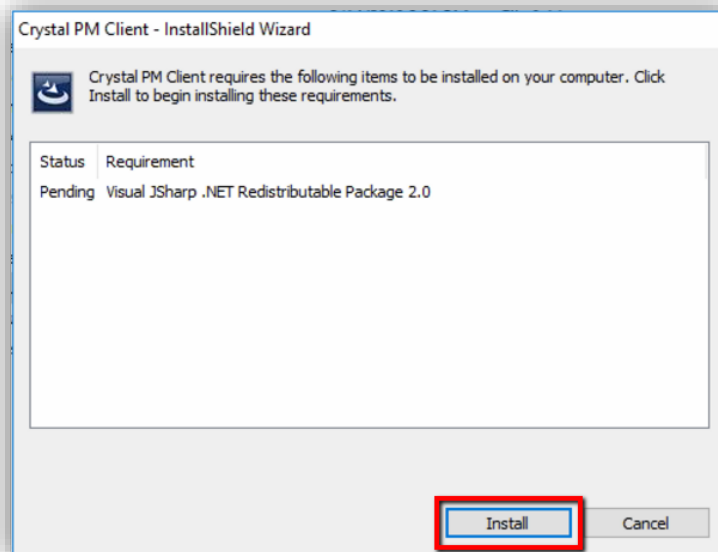5. After the file has been extracted, open the **Client** folder

6. **Right-click** on the **Setup.exe** application and choose **Run as administrator.**
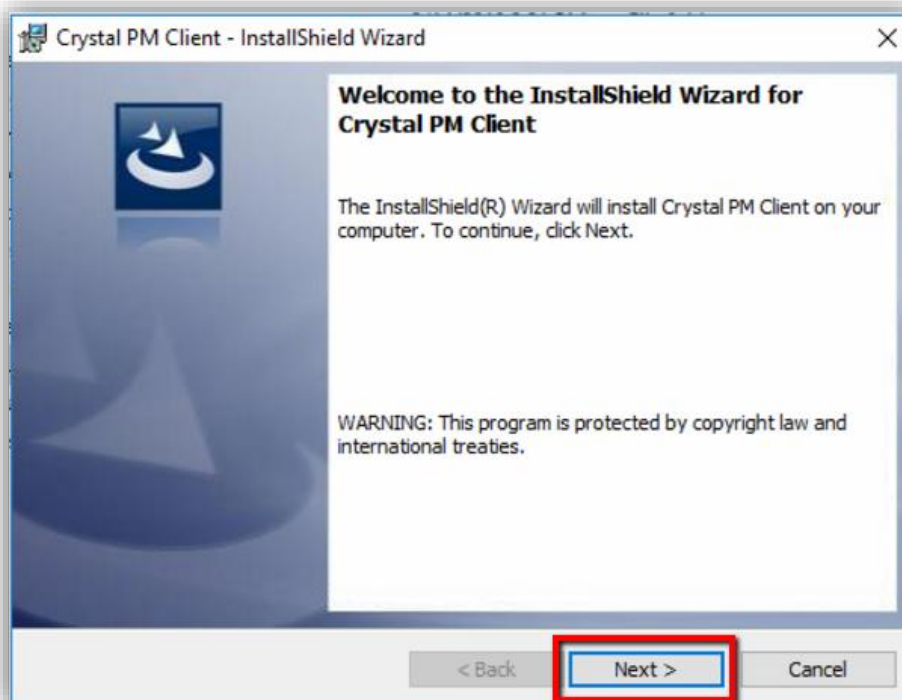
7. You may get a pop up asking if you want to allow the app to make changes to your device, click **Yes**. This may ask for a user name and password instead. You will need to enter the Administrator User Name and Password.
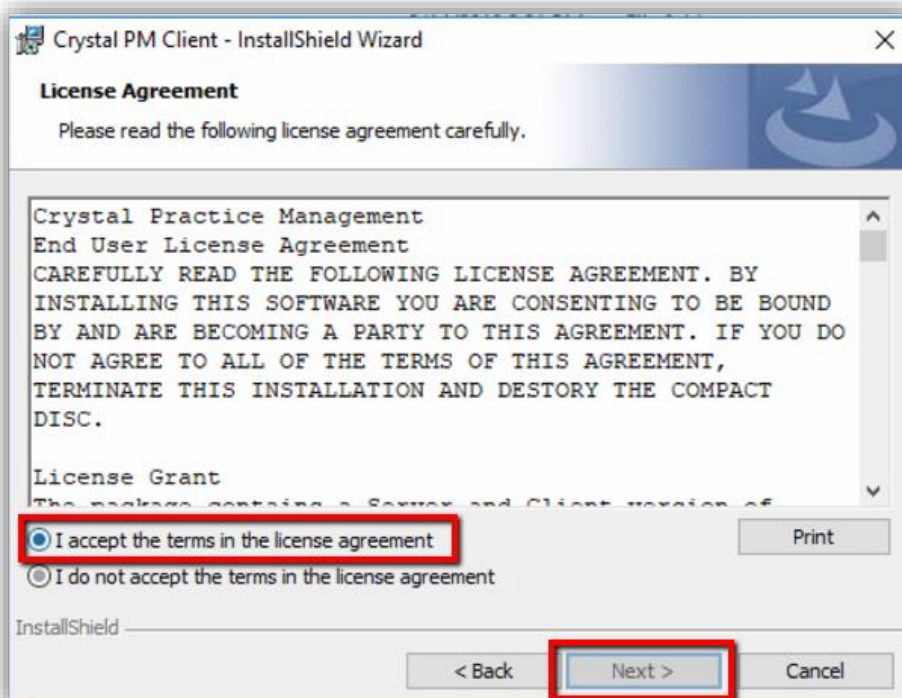

8. Click **Install**. You may get two windows asking if you want to run this file, click **Run** on both.
   If the installer gets an error please take a look at the **Troubleshoot section located on Page 7.**
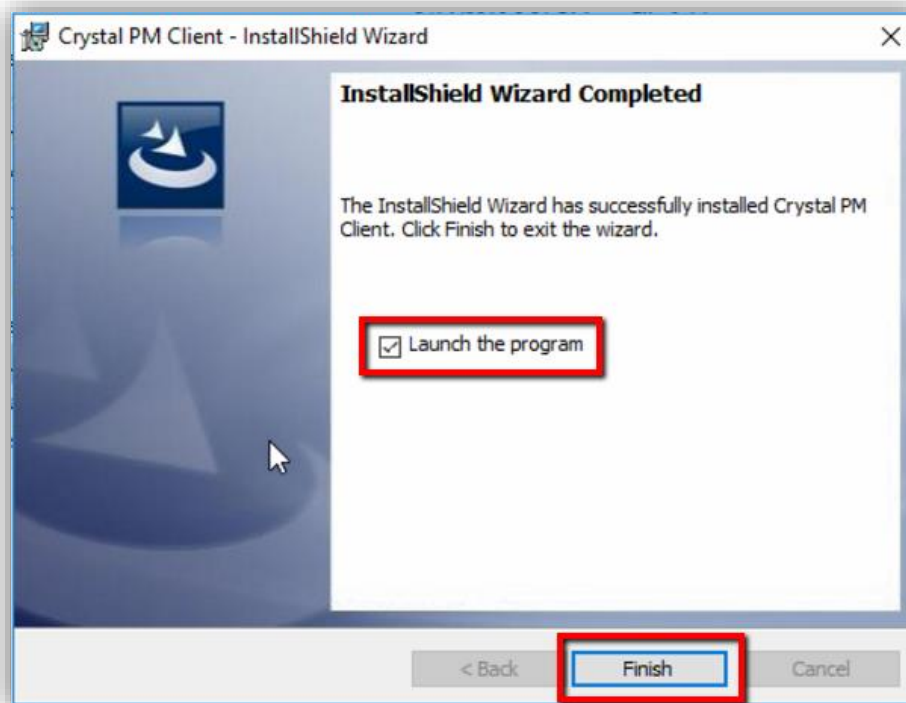
9. Continue installing by clicking on **Next** in the InstallShield Wizard.

10. Choose the **I accept the terms in the license agreement** option and click **Next**

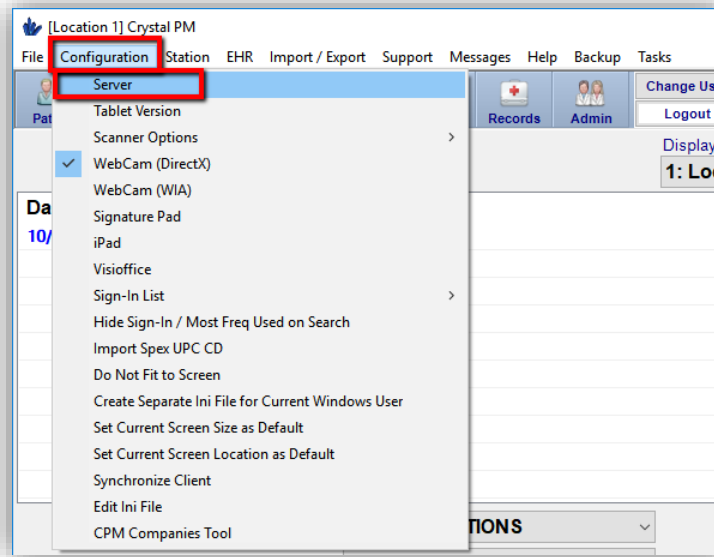11. Make sure Launch the program **is checked** and click **Finish**

12. Type in the **name or IP address of your server computer** in the Server Name text box and click **Connect**. *This is NOT case sensitive.*

    If you do not know the name of your server computer, follow the steps on the next page:
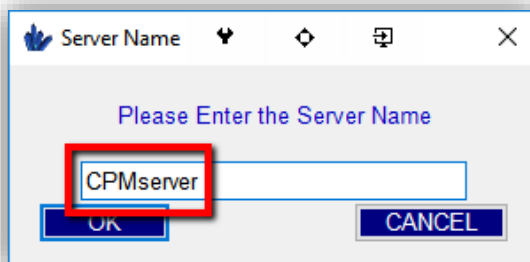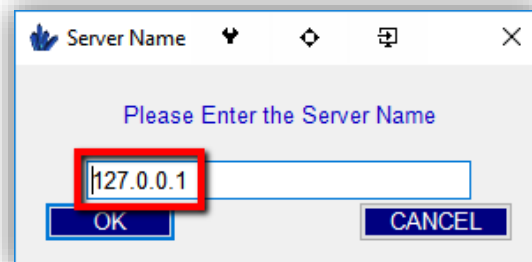
How to Find Your Server Name

1. If you are already running Crystal in your office, on another computer that is **NOT** your server computer, open Crystal and click on the top where it says **Configuration**. Then click on **Server**.

2. A pop up with the name of the server it is connected to will appear. In Example 1 below, the server name is **CPMserver**. Here, you would use CPMserver as the server name on your client computers. If your server name is displayed as 127.0.0.1 (Example 2) this is your actual server computer and is **NOT** the server name used to connect Crystal on other computers. **Do not** use 127.0.0.1 as the server name in a client computer.
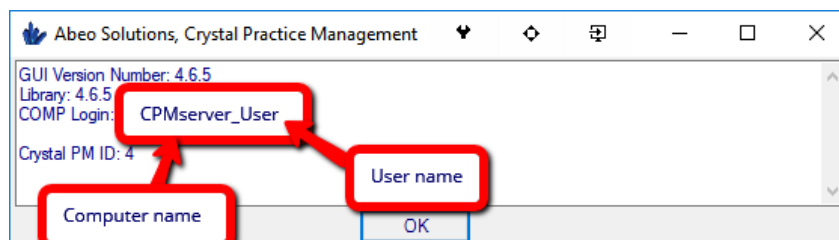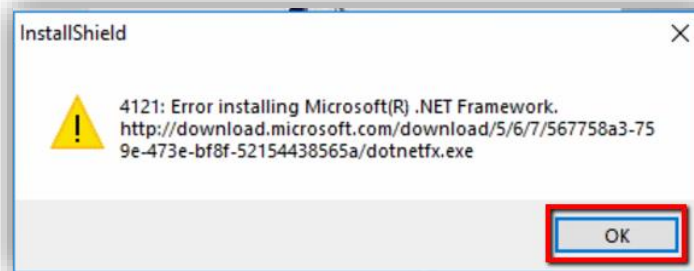
    Example 1   Example 2

3. **If the server name says 127.0.0.1**, you can find the name of that computer by clicking on **Help** and then clicking on **About** inside of Crystal. Next to **COMP Login:** it will tell you your **ComputerName_UserName**. You will only want to use the computer name that is **before the underscore** or (_) symbol.
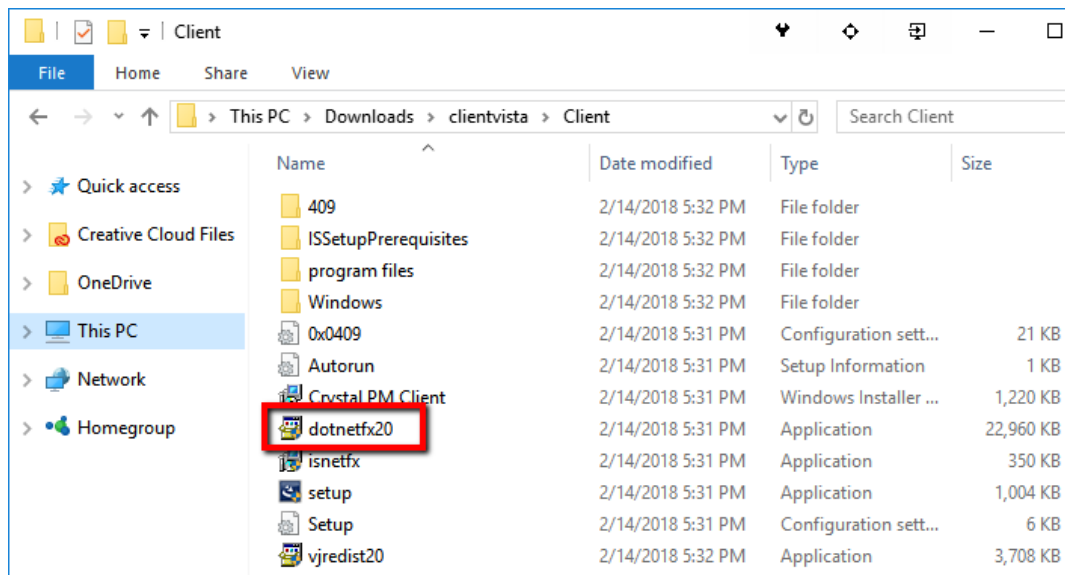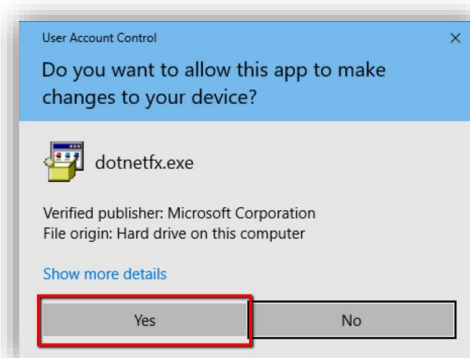
Troubleshooting Installation

1. If the installation gets the error shown below, please follow the following steps:
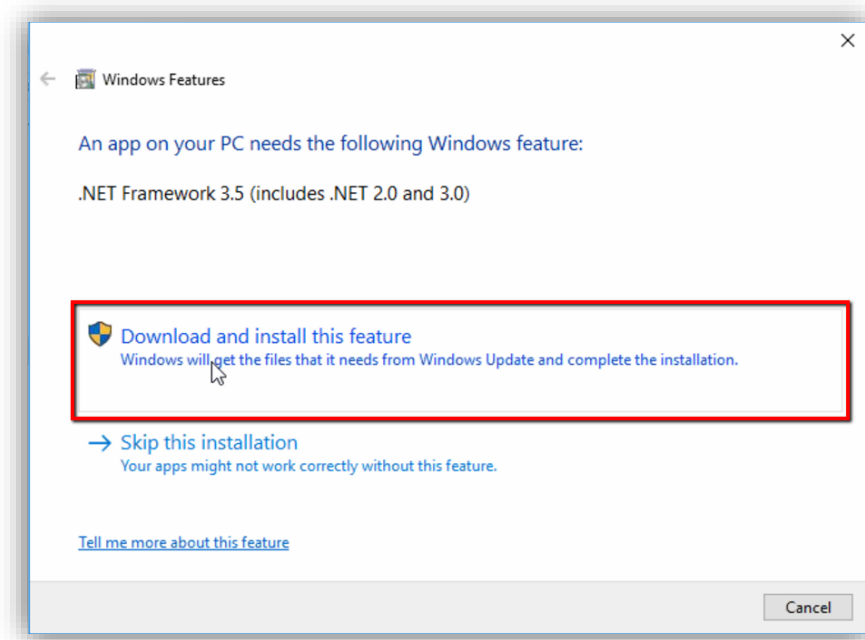

2. Inside of the Client folder, instead of clicking on Setup, right-click on the **dotnetfx20.exe** and choose **Run as administrator.**

3. You may get a pop up asking if you want to allow the app to make changes to your device, click **Yes**. This may ask for a user name and password instead. You will need to enter the Administrator User Name and Password.

4. Choose to Download and install this feature. It will take about 10 minutes to install.

5. Once installation is complete, restart your computer and install Crystal using the instructions above.