

APBnet Desktop Software Installation (v180330)-DP

March 2018

1. Once on the download page:

- a. Click *APBnet Software Download v180330*
- b. Run the *APBnetsetup180330.exe*
- c. If your Anti-Virus program does not allow you to run the installation, you may need to turn it off, run the installation, and turn it back on. If you are prompted by your AV program, click Run Anyway.
- d. **If you receive a Windows 10 'security error message'**
 - i. Find the downloaded APBnetSetUp.Exe file (probably in your Windows Downloads folder).
 - ii. Right-click on the filename and select Properties.
 - iii. Under the "General" tab, near the bottom of the tab, you'll see "This file came from another computer and might be blocked to help protect this computer."
 - iv. Select "Unblock" and click Apply/OK.
 - v. Then run the APBnetSetUp.Exe file.

2. Install the Software

- a. Follow the install prompts.
- b. *For new installs only*, enter your APBnet **user number, install password and your name as installer** when prompted. You will click through one or two information screens. Enter the information requested on the User Settings screen—the user name, email address and default footer information.
- c. *For re-installs or new version updates*, there should be no need to enter the user number or installation password.

Desktop Deployment Overview

- The latest version of all documents will always be at: www.APBnet.net/APBnet-Documents
- The desktop installation requires an APBnet User Number. It is best when each bulletin creator has their own assigned user number. Critical Reach will supply as many user numbers for your agency as needed and there is no cost factor involved—our goal is to help you optimize your deployment of APBnet for your needs. If you do not have your user number, contact Critical Reach at support@APBnet.net or call 650-558-8081.
- APBnet does not require Windows Admin to install.
- If APBnet does not install, or a Yellow Error Screen appears, have your IT person call us at 650-558-8081.
- The desktop installation is made for an individual Windows Logon and is normally used by a single person. The User Number installed attaches to the Windows Logon used for the installation.
- If multiple APBnet users with unique Windows Logons use the computer, then APBnet needs to be installed for the Windows Logon for each user on the computer. If a person uses multiple computers, it is possible APBnet should be installed for that user on every computer they use (see next note).
- The user number identity file (Idfile.txt) is stored in the My Documents/CriticalReachAPBnetFiles folder for the Windows Logon that was used to install. For networks with roaming profiles, where the My Documents folder “follows” users to any computer they logon, then their APBnet install will also follow them to any computer.
- The User Number and Install Password are entered only during the install for a specific user on a specific computer. Thereafter, when the user launches APBnet, the user will not be prompted for a User Number and Password.

Desktop Installation Notes

1. **Run APBnet Minimized** (in the task bar at bottom of the screen): You can run APBnet minimized in the task bar at the bottom of the screen. The APBnet icon in the task bar blinks when new bulletins are available and you can choose audio notifications for newly available bulletins. To run APBnet minimized, click on the Windows minimize icon at the top right of the APBnet Main Menu.
2. **No User Number prompt** when using the red APBnet ‘All-Points-Bulletin Network’ Icon. Once APBnet has been installed on a desktop computer, a click on the red APBnet icon will start APBnet and you do not need to enter your APBnet User Number and password each time. This is like an Internet Browser that remembers your User Name and Password for your web application.

3. **Automatic Startup of APBnet:** To have APBnet automatically start and check for available bulletins when you logon to Windows, click on 'Your Settings' on the Main Menu and set the '...APBnet automatically start...' option to "Y".
4. **Receive Bulletins via your email:** APBnet Users and other personnel in your agency can receive incoming bulletins via email. See the *APBnetAddressBookSetup.pdf* document at www.APBnet.net/SetUpEmailDistributionofBulletins.pdf.
5. **Bulletins Received/Viewed on Smart Phones:** APBnet Bulletins can be received/viewed on modern smart phones or computers in vehicles via email with the APBnet bulletin as a pdf attachment to the email.
6. **Installing Your APBnet User Number on Multiple Desktops:** If you use multiple computers (office desktop, laptop, home computer, police car computer, and tablet), you can have your APBnet bulletin stream accessible on multiple computers just by installing your APBnet User Number on those computers. The APBnet Server will keep track of what bulletins you have not yet seen (both InBox and Bulletin Search), and by default will show you only new bulletins that you have not yet seen no matter which of your computers you use at any particular time.
7. **Installing Multiple APBnet User Numbers on One Desktop Computer:** Shared computers (such as dispatch, watch commanders, security stations) have multiple people using different Windows Logon's on the same computer. Each person will have their own individual APBnet Bulletin Stream by installing their own User Number on their Windows Logon on a shared computer.
8. **Moving Your APBnet User Number to another Computer:** To move your APBnet user number from one computer to another (such as when you replace an old computer with a new computer), use the same process to install APBnet on the new computer. Run APBnetSetup.exe and use your same APBnet User Number and Install Password. There are no files to transfer from the old computer to the new computer. To remove APBnet from the old computer, remove the 'CriticalReachAPBnetFiles' folder from your old 'MyDocuments' folder or use the Windows Remove Program function.
9. **APBnet and Windows Dot Net:** APBnet uses version 2 of Windows Dot Net. In rare cases, a desktop computer might not have that Microsoft software installed. The lack of Dot Net is sometimes indicated by error 0XC0000135 or 'can't find runtime' message when APBnet is started. Or you might get a system security block if you do not have the latest version of Dot Net installed. Other cases with strange Dot Net errors have been reported. If you have one of these cases, use the link below to the Microsoft download site for Dot Net 4 or provide the link to your IT person: <http://www.microsoft.com/en-us/download/details.aspx?id=17851>