



Prolancer

## Support Note

# About This Note

Note Details	
Release Date	7 February 2013
Note Release	1.0
TRVR Release	4.60
Applies To	Remote Manager v1.60
Content	This support note explains how to install and run Remote Manager v1.60 on a Windows 7 32bit and 64bit system. However, the content is also applicable to Windows 8 32bit and 64bit systems.

Support Details	
Online Forum	<a href="http://www.totalrecallvr.com/forums/">http://www.totalrecallvr.com/forums/</a>
E-Mail	<a href="mailto:itsupport@prolancer.com.au">itsupport@prolancer.com.au</a>
Telephone	+61 2 8065 0966
Support Hours	7:00am to 7:00pm Australian Eastern Standard Time

# Remote Manager v1.60 Installation

Remote Manager 1.60 was designed to run on Win 2000 and Win XP systems. However, lately a number of customers are attempting to run the application on Win 7 32bit and 64 bit systems. In both cases the application does not run.

This note shows the necessary steps to enable Remote Manager v1.60 to run on Win 7 32bit and 64bit systems.

**NOTE:** We have not tested Remote Manager v1.60 on Win 7 and we do not have plans to do so. All official support for Remote Manager v1.60 ceased on the 1<sup>st</sup> of December 2012. ***You agree to perform the steps in this procedure at your own risk.***

All steps were performed on a Win 7 machine by a user with Administrator security level and UAC disabled.

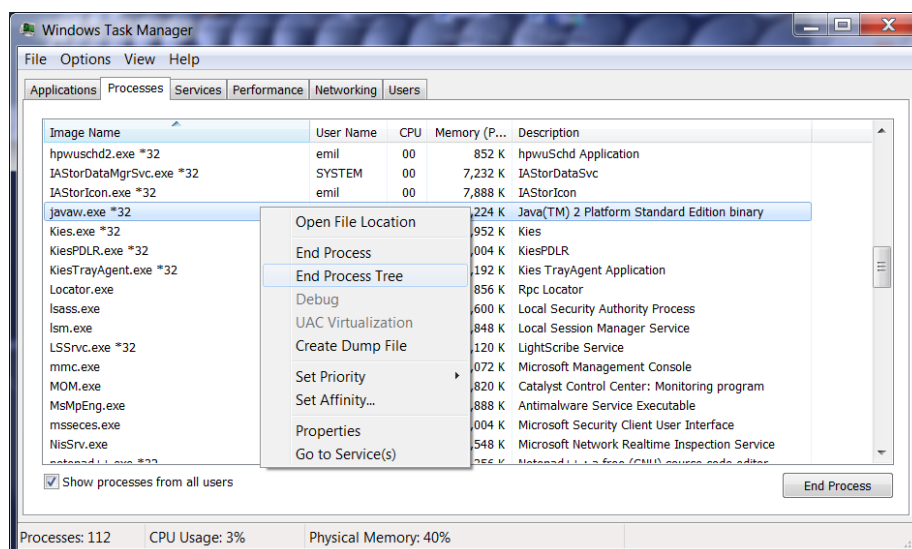
## Step 1: Installation

Install Remote Manager by following the standard installation procedure. Please make a note of the installation directory. By default the installation directory is:

- “C:\Program Files (x86)\TR Remote Manager” on Win 7 64bit systems
- “C:\Program Files\TR Remote Manager” on Win 7 32bit systems

DO NOT run Remote Manager.

If you run Remote Manager at the end of the installation, or after the installation and before completing the rest of the steps, then make sure to ‘terminate’ it using the Windows Task Manager. The subsequent screen capture shows the name of the executable that you need to ‘terminate’ using the **End Process Tree** option on the context menu.



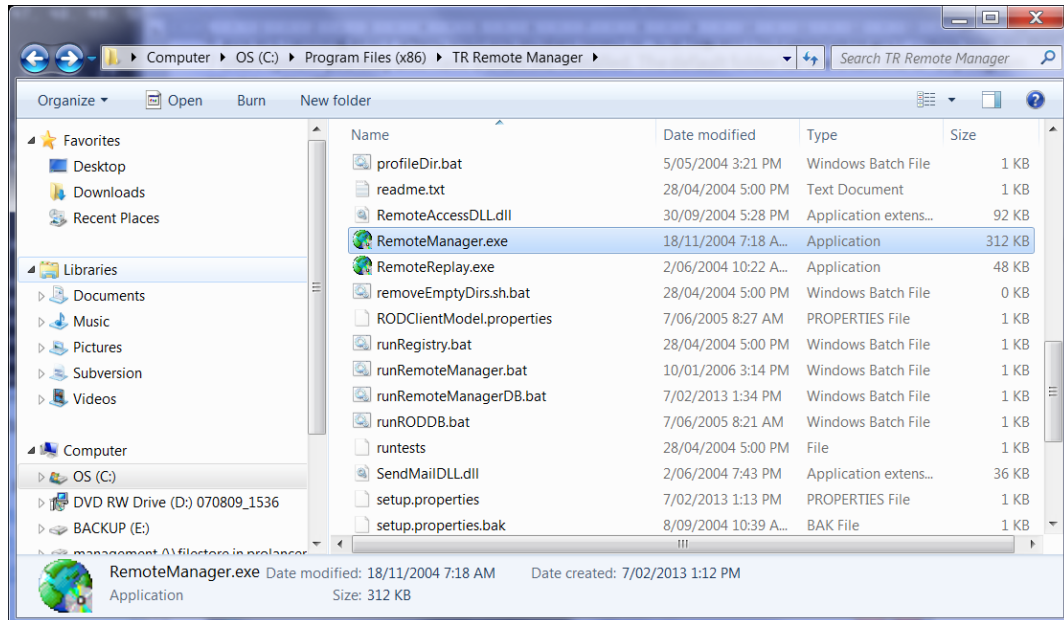
## Step 2: 32bit JRE installation

If you do not have a 32bit version of the Java Runtime Environment (JRE) on your system already, please install it. We used JRE 1.7.0\_11 on our system.

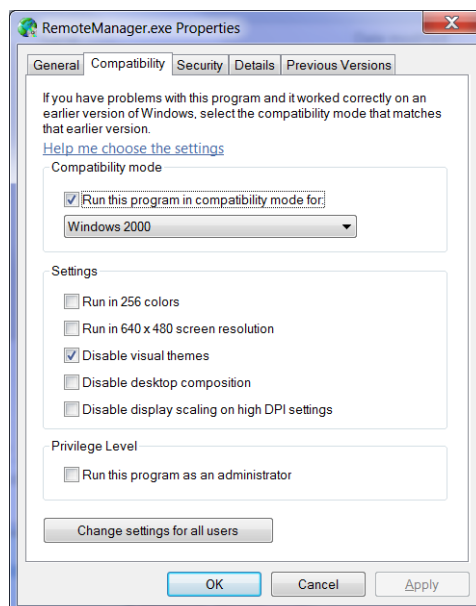
If you are running Win 7 32bit, then by default the JRE will install under the “C:\Program Files\Java\jre7” folder.

If you are running Win 7 64bit, then the default folder is “C:\Program Files (x86)\Java\jre7”. Note that on Win 7 64bit system you may also have a 64bit JRE installed. The default folder for the 64bit JRE is “C:\Program Files\Java\jre7”.

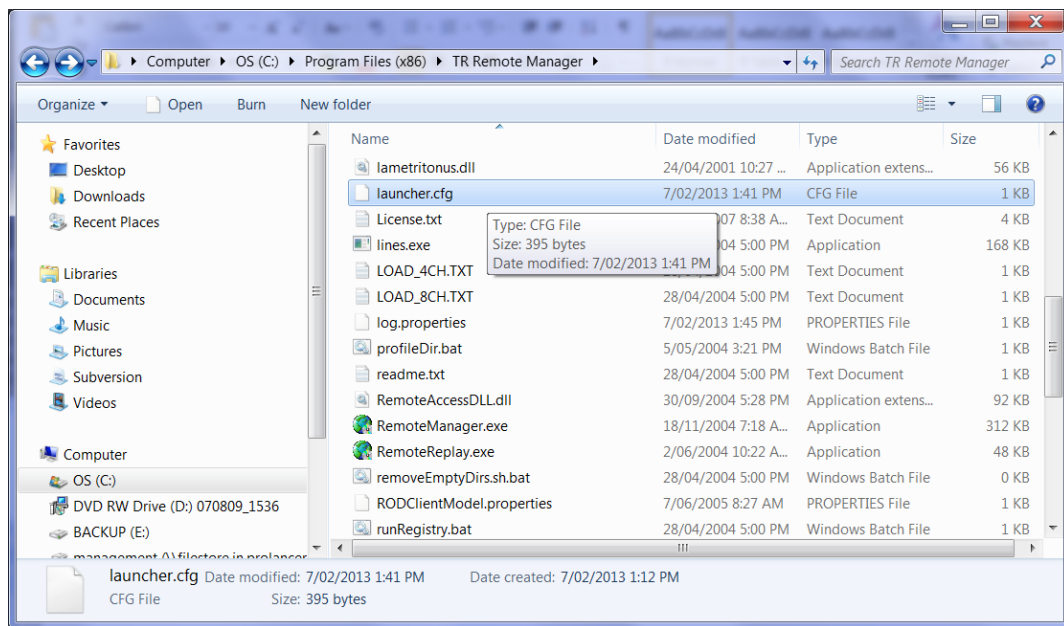
**Step 3:** Prepare the Remote Manager executable  
Navigate to the folder where you installed Remote Manager.



Right-click on RemoteManager.exe and then select **Properties** from the context menu. Then configure the compatibility mode as shown on the subsequent screen capture.



Locate the launcher.cfg file in the same directory.



Open it to edit with your favourite text editor and change the 2<sup>nd</sup> line from:

1. C:\Program Files (x86)\TR Remote Manager
2. "jre\bin\java"
3. -classpath ...

to the path of the 32bit JRE java executable. For example on a Win 7 64bit system:

1. C:\Program Files (x86)\TR Remote Manager
2. "C:\Program Files (x86)\Java\jre7\bin\java"
3. -classpath ...

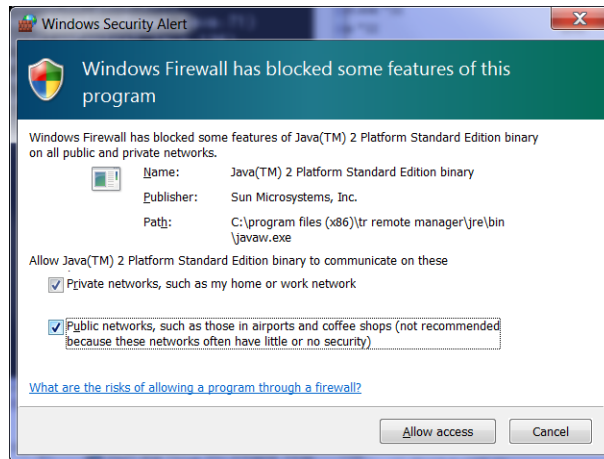
Or, on a Win 7 32bit system:

1. C:\Program Files (x86)\TR Remote Manager
2. "C:\Program Files\Java\jre7\bin\java"
3. -classpath ...

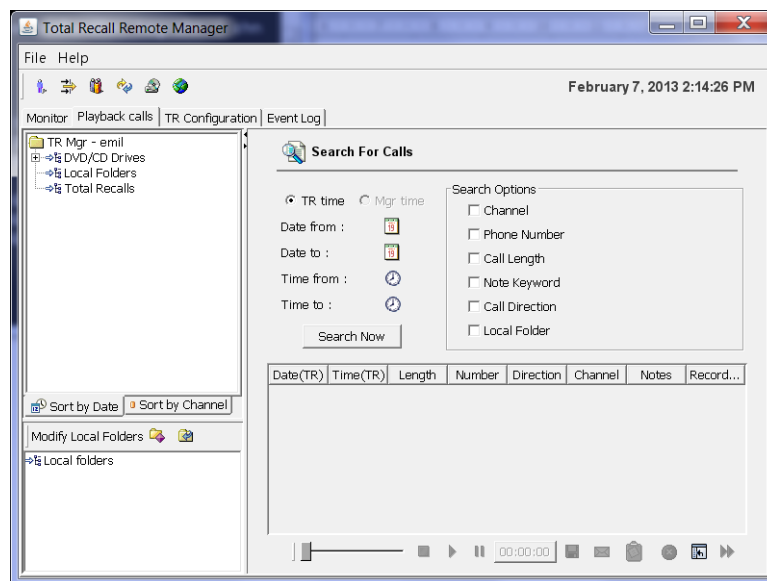
Then save the file.

**Step 4: Run Remote Manager**  
Start Remote Manager.

If you get a security alert from Windows Firewall, or the 3<sup>rd</sup> party firewall software on your machine, then make sure to allow access.



Remote Manager should start on your Win 7 system.



**DISCLAIMER:**

We do not guarantee the correct operation of Remote Manager under Windows Vista, Windows 7 and Windows 8. If you run the software on a machine with Windows Vista, Windows 7 or Windows 8, then you do so at your own risk.