How to Enable the Online Document Editor

Archived

> **Important Information**
> Online Editor is based on the Adobe Air and Flash technology which many of the modern browsers have started to reduce their support. It is also not supported in Apple iOS devices including iPhone and iPad.
>
> Althought it is still possible to setup an Online Editor at least up to Claromentis 8.0, we're at Claromentis is planning to retire this feature, instead we would like to focus our effort to provide better way to edit information easily on the Intranet using Knowledge Base app or provide modern way to connect to third party office in the cloud such as Google Docs or Microsoft 365.

> Please use the **Document Check-Out Utility Desktop App** instead

Introduction

The Claromentis Online Document Editor is an application which allows you to edit files stored in the Document Management System (DMS) with ease. It streamlines the standard process of having to manually check-out and check-in documents if you need to make minor amendments. With the Claromentis Online Document Editor, the file is downloaded to the browser, and once edited and saved, the document is re-uploaded to the server - whilst maintaining full version control.

Minimum system requirements

- Claromentis 7.3
- Adobe Flash 11
- Adobe AIR 3.9

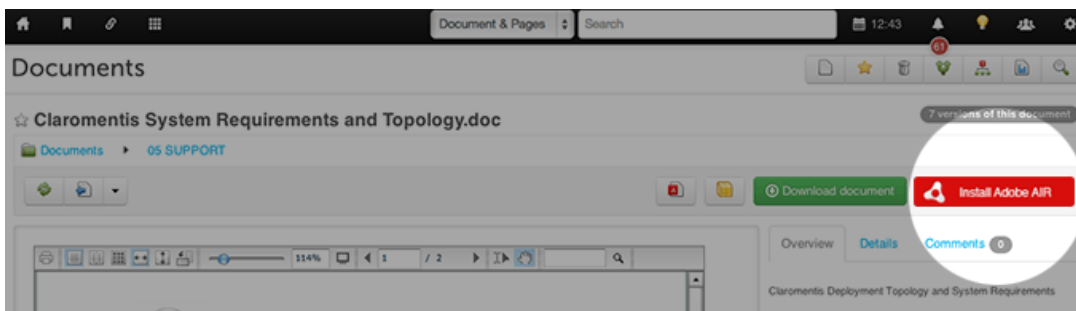## How to enable the Claromentis Online Document Editor

This application is not enabled by default and requires a local install by one of our Support team members. It is available to install on Mac or PC on any internet browser, for example Chrome, Firefox, or IE.

Please contact your system administrator or account manager, or submit your request on our Discover Support Portal if you wish to have this feature enabled.

How to install the Claromentis Online Document Editor

Once the required files have been installed on your server by our Support team, there is additional configuration that is needed before the Online Document Editor can be used:

1) Whilst within a document's detail page, you will be prompted to install Adobe AIR if you haven't got it installed already. This button will take you to the Adobe AIR website to install Adobe AIR on your Mac or PC.

2) Once Adobe AIR is installed, you will see the same button changes to prompt you to install the Online Document Editor.
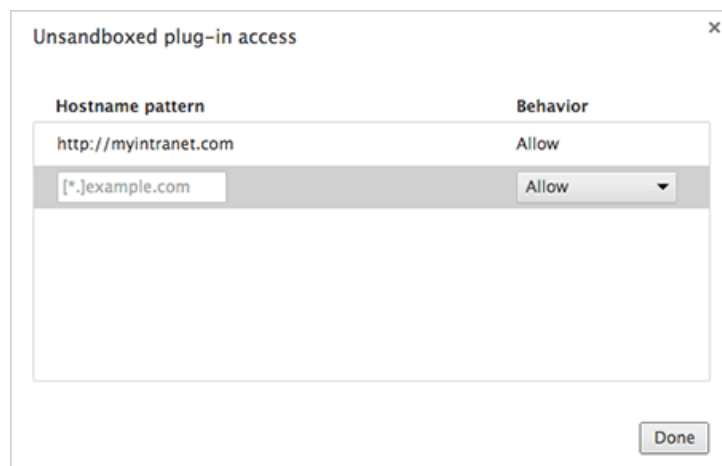

3) Follow the instructions to install the Online Document Editor, and upon successful installation you should now see an "Edit in OnlineEditor" button.

Troubleshooting and Tips

Chrome compatibility

There is a known compatibility issue with Chrome which can be resolved following these steps:

- Click the Chrome menu ≡ on the browser toolbar.

- Select "Settings".
- Click "Show advanced settings".
- In the "Privacy" section, click "Content settings".
- In the "Unsandboxed plug-in access" section, select "Ask me when a site wants to use a plug-in to access my computer (recommended)".
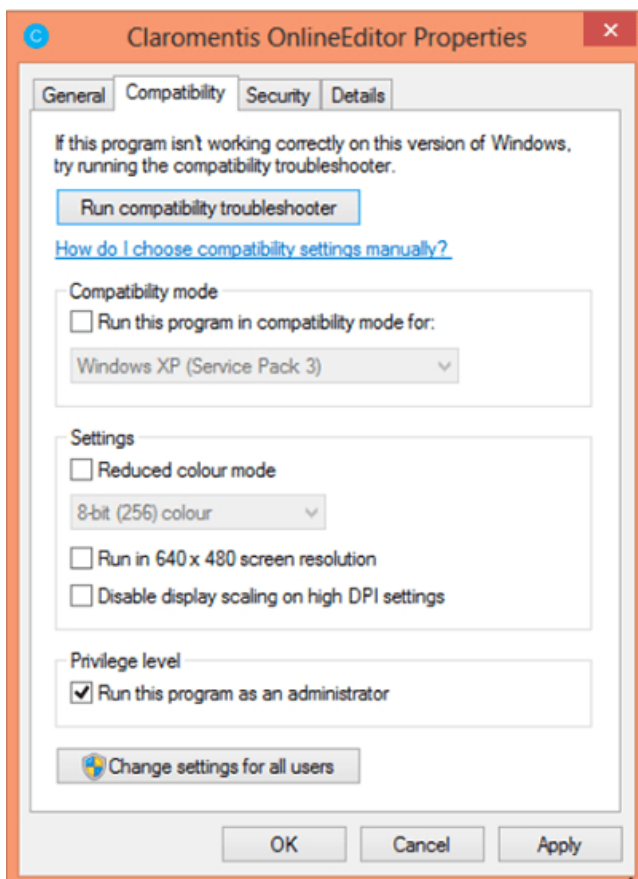- Select "Manage exceptions..." and enter the URL of your system.

For more information, visit the Google Chrome Support page.

Windows 8

If you are using Windows 8, you may need to grant permission to run the Claromentis Online Document Editor program as an Administrator.

- Right click the "Claromentis OnlineEditor" shortcut icon from the Desktop, and find the location of "Claromentis OnlineEditor.exe".
- Right click "Claromentis OnlineEditor.exe" to bring up its properties.
- Under the "Compatibility" tab, check "Run this program as an administrator" under the "Privilege level" section.
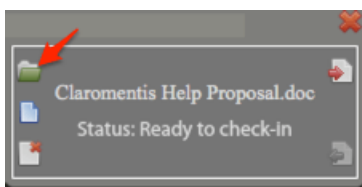
Mac OS 10.8

By default, since Mountain Lion (10.8) Mac only allows users to install applications from 'verified sources.' You can follow steps below to change the Gatekeeper Settings.

- Open the "System Preferences". This can be done by either clicking on the "System Preferences" icon in the Dock or by going to the "Apple" menu > "System Preferences".
- Open "Security & Privacy".
- Select the General tab, and click the icon labeled "Click the lock" to make changes.
- Enter your username and password into the prompt that appears and click "Unlock".
- Under the section labeled "Allow applications downloaded from", select "Allow From Anywhere".
- Exit "System Preferences". You should now be able to launch "Claromentis OnlineEditor" automatically.

Editing from a non-default program

- Right click the "Claromentis OnlineEditor" shortcut icon from the Desktop, then select "Show List".
- Click "Show Document" to open the location of the temporary file.
- Right click the file you wish to add and select the appropriate program to edit the file.

Last modified on 5 December 2022 by Hannah Door

Created on 26 March 2015 by Kerensa Johnson
Tags: dms, online editor, documents