



**Crownpeak CMS**

**Installation and System Requirements Configuration Guide**

Crownpeak™

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## Revision History

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| Revision Date     | Description  |
|-------------------|--|
| May 28, 2014      | Created document with updated supported browsers and editor's information. |
| June 10, 2014     | Updated document with supported browsers and made corrections.             |
| August 30, 2016   | Logo and UI updates  |
| September, 2016   | V3 updates   |
| November 30, 2016 | Browser Updates  |
| January 25, 2019  | Classic Retirement Updates<br>Remove Ephox references                      |

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## Introduction

Crownpeak's Content Management System (CMS) is Software as a Service (SaaS). This means that to manage content, you only need an Internet connection, and a Web browser.

For V3 and Volte UI, Crownpeak requires specific applications and browser settings. This guide will show you the steps to install the required applications, configure your system, and log into Crownpeak.

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## V3 System Requirements

You can access the V3 UI through a few supported browsers.

### Windows System Requirements

Windows 7, 8.1 and 10

Requires

- Internet Explorer: version 11
- Microsoft Edge
- Google Chrome

Editor

- TinyMCE: versions 4.4.1 (included in product)

### Mac OS X System Requirements

Mac OS X 10.6 or higher

Requires

- Safari version 6.x and higher
- Google Chrome

Editor

- TinyMCE: version 4.4.1 (included in product)

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**Note:** If you have issues with the assets not displaying, you may need to follow the Internet Explorer Configuration steps as outlined on pages 10-11

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## Logging into the V3 UI

Once you have configured your browser, you can log into your instance with your user name and password.

You will need the following information:

- CMS URL. The URL for each CMS is unique for each customer. The format will be

`https://cms.crownpeak.net/{Instance Name}/V3/index.html`

Your trainer, support, or service contact should supply this URL.

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**Note:** The Crownpeak CMS must be accessed through the secure hypertext transfer protocol (HTTPS).

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- User name. This will usually be your email address.
- Password. A Crownpeak administrator must set this.

If you do not have this information, contact your local Crownpeak administrator, or [support@crownpeak.com](mailto:support@crownpeak.com).

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## Volte System Requirements

To use Volte, start with a URL that will direct you to download a Silverlight Out of-Browser (OOB) application instead of opening a site.

The URL format will be

https://cms.crownpeak.net/{Instance Name}/UI/

As an OOB application, the interface is separate from the browser, but browser settings and configurations are still applied to the application.

You will have to manage some settings in Internet Explorer or Safari, depending on your operating system.

## Windows System Requirements

You may need to update your Internet Explorer configuration settings since Crownpeak's content preview uses this browser to display pages. You can review the steps to help you through this process in *Internet Explorer Configuration* on pages 10-11.

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**Note:** Mozilla Firefox and Google Chrome are not supported browsers.

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To complete the configuration steps you will need to:

- Add the Crownpeak domain (\*.crownpeak.net) to "Trusted Sites"
- Enable cookies

## Windows 7, 8.1 and 10

Requires Silverlight 5.0.6 - 5.1.\*

- Internet Explorer: version 11

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**Note:** Microsoft Edge users need to install using the Internet Explorer option, see Appendix A for instructions.

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Editor (included in product)

- TinyMCE: versions 4.4.1

## Windows Configuration

You will confirm and configure the following applications:

- Silverlight

### Silverlight Configuration for Windows

Silverlight is used for the CMS interface. Volte is delivered entirely with Silverlight.

Use this link to confirm you have the latest version of Silverlight installed.

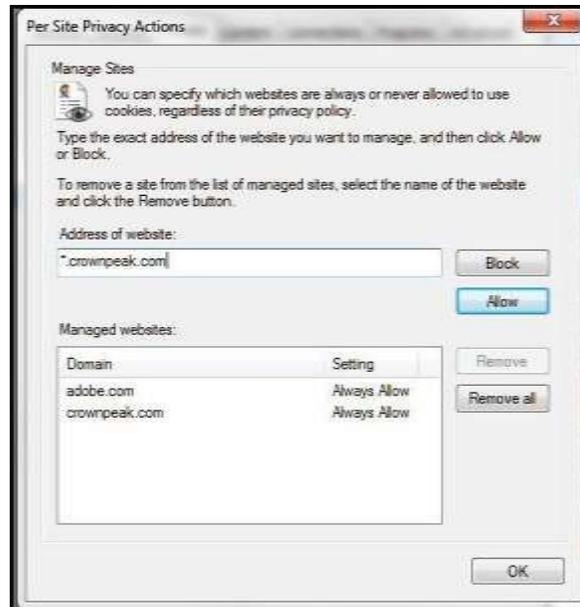
<https://www.microsoft.com/getsilverlight/get-started/install/default>

Once installed, Silverlight may request access for certain functions in the CMS, for example, keyboard shortcuts and right-clicking for Cut/Copy/ Paste. If you right-click in a text box where you want to paste something, a pop-up window displays for you to grant access to Microsoft Silverlight. To use the shortcut tools and the text saved on your clipboard, click “Yes”. It is advisable that you also select “Remember my answer” so that you only have to allow access once. If you click “No,” an error message will display to inform you that you are not able to use those shortcuts with the application.

### Enable Cookies

You must have cookies enabled for the Volte UI to function properly.

1. Open Internet Explorer, select **Tools, Internet Options** and select the **Privacy** tab.
2. Click **Sites**. The Per Site Privacy Actions dialog displays.



Per Site Privacy Actions tab

3. Enter \*crownpeak.net in the **Address or website** field and click **Allow**.
4. Click **OK** to close the dialog.
5. Click **OK** on the Privacy tab to complete the process.

## Mac OS X System Requirements

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**Note:** Safari is the only supported browser on the Mac OS X platform. Internet Explorer and Google Chrome are not supported browsers.

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### Mac OS X 10.8 - 10.11

Requires

- Silverlight 5.0.6 - 5.1.\*
- OSX 10.8 - Safari version 6.0.6 or higher
- TinyMCE: versions 4.4.1

## Mac OS X System Configuration

You will confirm and configure the following applications:

- Silverlight

### Silverlight Configuration for Mac OS X

Silverlight is used for the CMS interface – Volte is delivered entirely with Silverlight.

Go to this link to confirm you have the latest version of Silverlight installed.

<https://www.microsoft.com/getsilverlight/get-started/install/default>

Once installed, Silverlight may request access for certain functions in the CMS, for example keyboard shortcuts or right-click for Cut/Copy/Paste. If you rightclick into a text box where you want to paste something, a pop-up window displays for you to grant access to Microsoft Silverlight. To use the shortcut tools and the text saved on your clipboard, you must click “Yes”. You can also select “Remember my answer” so that you only have to perform this step once. If you click “No,” an error message displays so you are aware of not being able to use those shortcuts with the application.

## Installing Volte

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Once you have configured your browser and the supporting applications, you can log into Volte with your user name and password.

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**Note:** The first time you use Volte you will be prompted to download the OOB application.

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1. Open a browser and go to your Crownpeak URL. The format will be:  
`https://cms.crownpeak.net/{Customer Name}/UI/`.
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**Note:** Crownpeak must be accessed through a secure hypertext transfer protocol (HTTPS).

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2. Click **Install Now**.
3. If you receive the message says it is from an unidentified developer, click **OK**
4. In the Safari window, select **Preferences -> Security**
5. Select **Internet plug-ins -> Plug-in settings**
6. Make sure cms.crownpeak.net is in the list and set to **Always Allow** and click **Done**
7. Open Finder and locate the Crownpeak app
8. Press the Control key and click the Crownpeak App. Select **Open**
9. There will be a pop-up window asking if you are sure you want to open the app. Select **Open**. The Volte window will open
10. To see the new icon on your desktop, drag the Crownpeak app from your Finder window onto the desktop.
11. Double click to launch Volte.

## Logging into Volte

You will need the following information:

- User name. This will usually be your email address.
- Password. A Crownpeak administrator must set this.

If you do not have this information, contact your local Crownpeak administrator, or [support@crowpeak.com](mailto:support@crowpeak.com).

## Using Volte

Use the shortcut created when you first installed Volte to launch Crownpeak.

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**Note:** If you go to your Crownpeak URL and see the Crownpeak Installation screen you have already downloaded the Crownpeak application and just need to launch it now.

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## Updates from Crownpeak

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As a Software as a Service (SaaS) provider, Crownpeak delivers updates to the software without requiring you to check for updates. If there has been an update since the last time you used or opened the application, during login you will be prompted to quit and restart the application. You may see new features or improvements once you login. Updates occur every two weeks. You can read the release notes and information about these updates in the Crownpeak support portal via <https://support.crownpeak.com>. If you don't have a login, you can request credentials at the same link.

## Volte Tips and Troubleshooting

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The Tips and Troubleshooting chapter contains fixes, workarounds, and best practices for addressing commonly encountered errors.

### Isolated Storage Error

When installing, launching, and closing Volte, you may encounter an error regarding “Isolated Storage.” This means that the Silverlight Application Storage setting is off, by default this setting is on.

To troubleshoot this, open Volte and right-click in empty space on the login page:

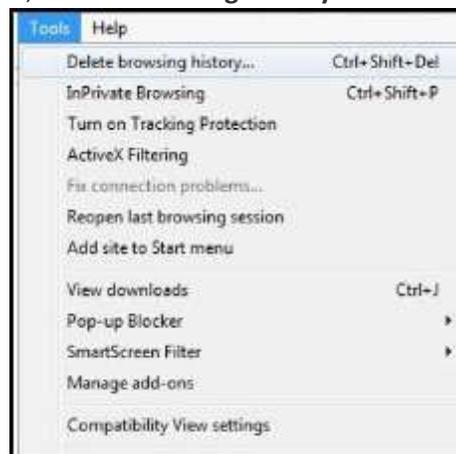
- Select “Silverlight Preferences”
- Go to “Application Storage” and check the “Enable application storage” option

### Clear Your Browser Cache

Installing Volte requires you to delete your browser cache to ensure successful installation.

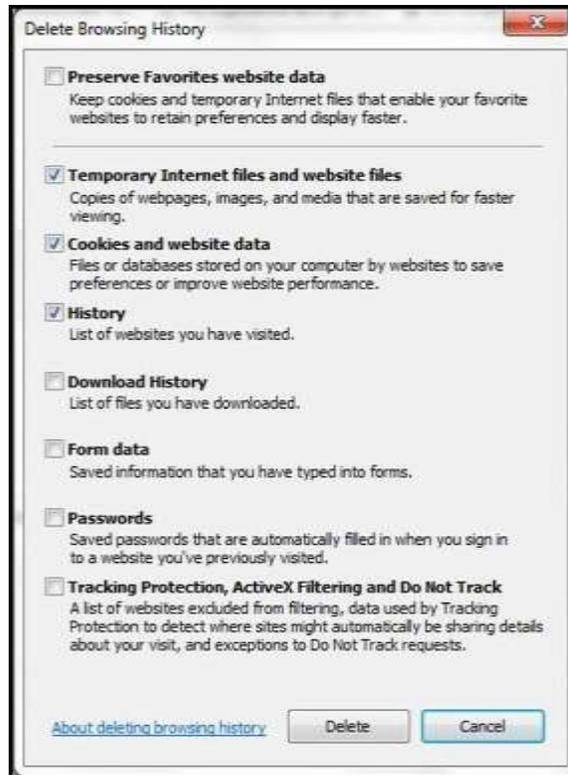
To clear your browser cache in Internet Explorer:

1. Select **Tools, Delete Browsing History.**



Internet Explorer Tools menu

The Delete Browsing History dialog displays.



Delete Browsing History dialog

2. Check the following:
  - Temporary Internet files and website data
  - Cookies and website data
  - History
3. Click **Delete**.

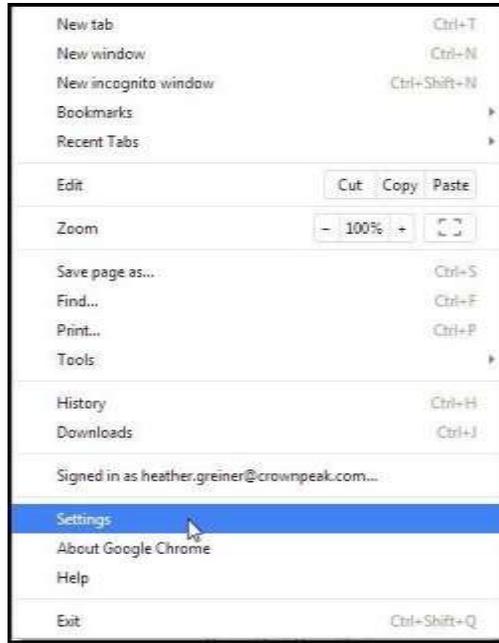
To clear your browser cache in Google Chrome:

1. Click the **Customize Google Chrome** icon.



Customize Google Chrome icon

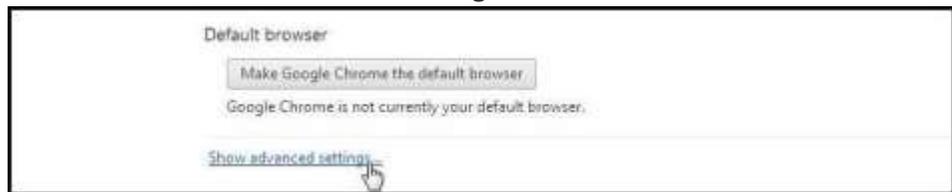
2. Click **Settings**.



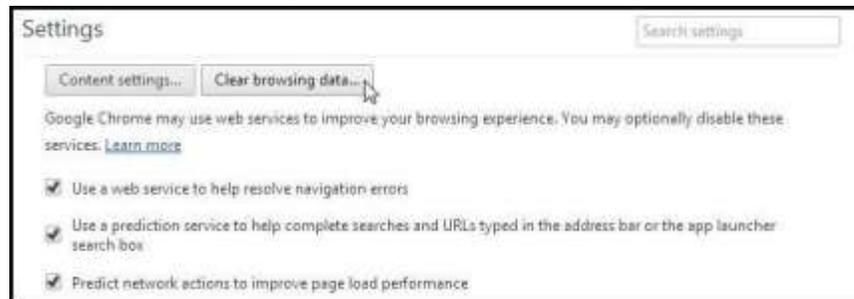
Google Chrome Settings

The Settings screen displays.

3. Click the **Show Advanced Settings link**.



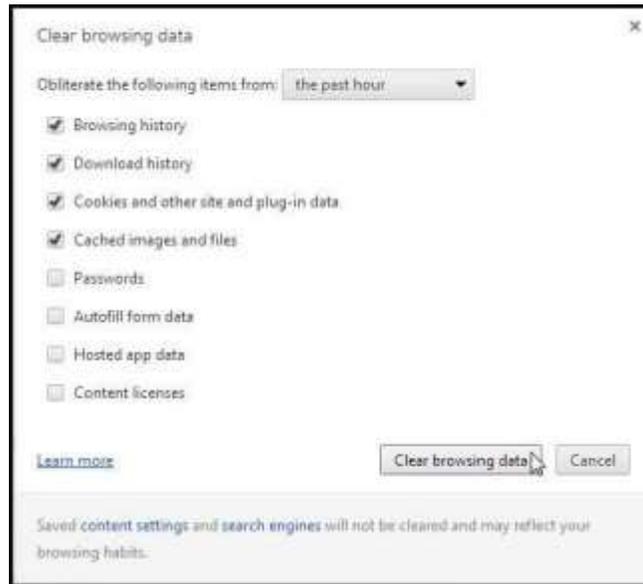
Google Chrome Show Advanced Settings link



Google Chrome Privacy Settings

4. Click **Clear Browsing Data**.  
The Clear browsing dialog displays.
5. Check the following:
  - Browsing history
  - Download history

- Cookies and other site plug-in data
- Cached images and files



Clear browsing data dialog

6. Click **Clear browsing data**.
7. Close the Settings tab and continue with your installation.

### Silverlight Configuration for Mac OS Mavericks on Safari

Silverlight must be installed and enabled; if you receive the error message: “The Feature you are attempting to use is prohibited by your browser” it is due to security changes made in Mavericks/Safari 7+. You must modify Safari preferences to download the application.

To configure Mavericks/Safari 7.0+ and enable installation of the Silverlight application:

1. Open Safari and navigate to <https://cms.crownpeak.net/{customer name}/UI/>.
2. Click **Preferences** on the Safari menu bar.
3. Select the **Security** tab and click **Manage Website Settings....**
4. Verify Silverlight is selected.
5. Click the drop-down next to [cms.crownpeak.net](https://cms.crownpeak.net) and select **Run in Unsafe Mode**.
6. Click **Done** to complete the process.

You should now be able to install the application in Safari.

## Appendix A: Microsoft Edge Installation

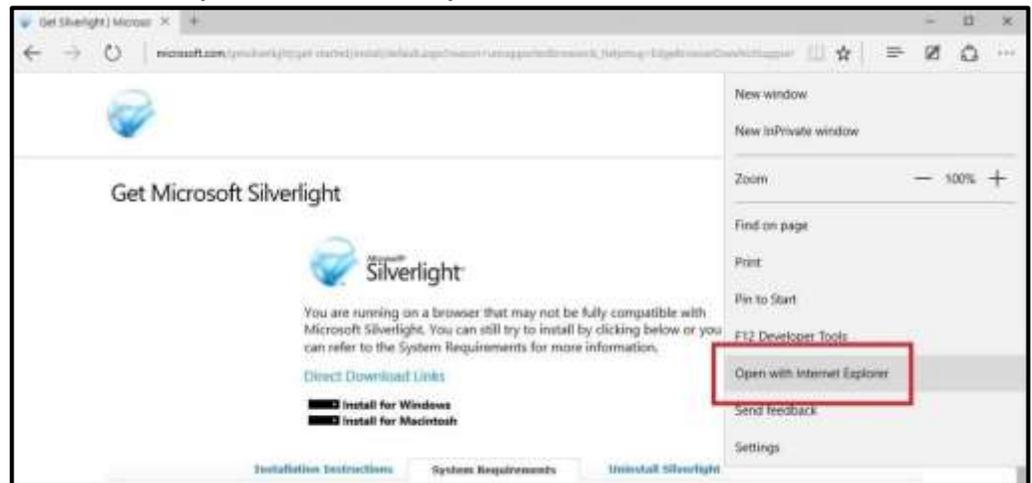
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To install Volte using Edge, you will need to use the Internet Explorer option as described below.

### Windows System Requirements

Installing Volte on Windows 10:

1. Proceed to the Volte instance, i.e. <https://cms.crownpeak.net/{Instance Name}/UI/>
2. From the Installation Screen select the Silverlight **Download** button
3. From the Silverlight Systems requirements page, select the **More Actions tab** on the Edge Toolbar
4. Select **Open with Internet Explorer**



Open with Internet Explorer

5. Select **Click to Install** on the IE11 screen
6. You may need to do the following:
  - Select **Run** on the Active X prompt
  - Select **Yes** on the User Account Control
7. To complete the Silverlight Installation, select **Install Now**
8. Select **Close** once the Installation Successful prompt appears
9. To complete the Volte installation, open Edge and proceed to the Volte instance
10. Select the **More Actions tab**.
11. Select **Open in Internet Explorer**

12. Internet Explorer will open. Select Download icon then proceed with the install as described on page 8.