



**Vivago**

# Vivago Vista Client Software Installation

Vivago Vista 7.4.3 – Desktop Client Software  
Installation on Workstation Computers

AEN0036-02 (2024-11-26)

# Introduction

This document includes guidance for Vivago Vista 7.4.3 desktop Client software installation and updates in the supported Windows workstation computer environments.

Vivago Vista User Manual AEN0001-13 describes how to use Vista software. Vivago Vista software installation, with focus on the Vista server software, is described in Vivago Vista installation Guide AEN0008-13.

Always familiarize with the Vista User Manual and Installation Guide before starting the installation or update of the Vista Client software.

Vista Client 7.4.3 can be used only in environments with Vista Server versions 7.4.0 or later, up to server version 7.4.3.

## Computer Requirements

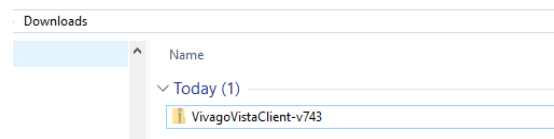
- Supported operating systems:
  - Windows 10 Pro or Enterprise
    - 64-bit version is recommended but also possible to install on 32-bit version
  - Windows 11 Pro or Enterprise
  
- Computer hardware minimum requirements:
  - Following the requirements set by the Operating System used.
    - Requirements by Vista: CPU Frequency 1GHz or higher, 1GB or above of free RAM (alternatively considering the requirements set by the OS).
  - Display resolution: Minimum 1280x768, Recommended 1440x900 or higher.
  
- Network requirements:
  - Connection to Vista Server – Internet connection is mandatory if the server is located elsewhere than in local area network (for example in cases of Vivago offered remote server environments).
  - Workstation must have outbound connection towards the Vista server through TCP/IP ports 3050 and 3051.
  
- Additional notices:
  - Vivago Vista Client software can be installed also on computers running supported Windows server OS (Windows Server 2016, 2019 or 2022).
  - In these server OS environments, the Windows Data Execution Prevention (DEP) is most likely enabled as a default.
  - The DEP setting may be active also in Windows 11 workstation OS environments.
  - The DEP may prevent Vista Client from starting up and should be set to disabled.

# Vista Client Software Installation on Workstation Computer – One workstation at the time

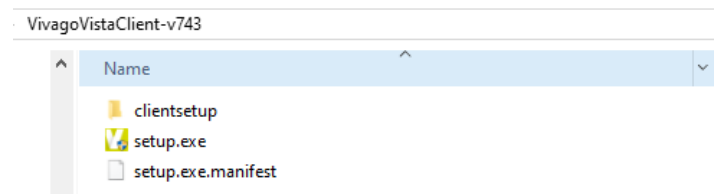
The Vivago Vista Client software installation application is available for download at:

<https://vivago.com/en/file-sharing>

Download the .ZIP archive containing the Vista Client installer.



Extract the downloaded .ZIP-archive on to the computer hard drive.



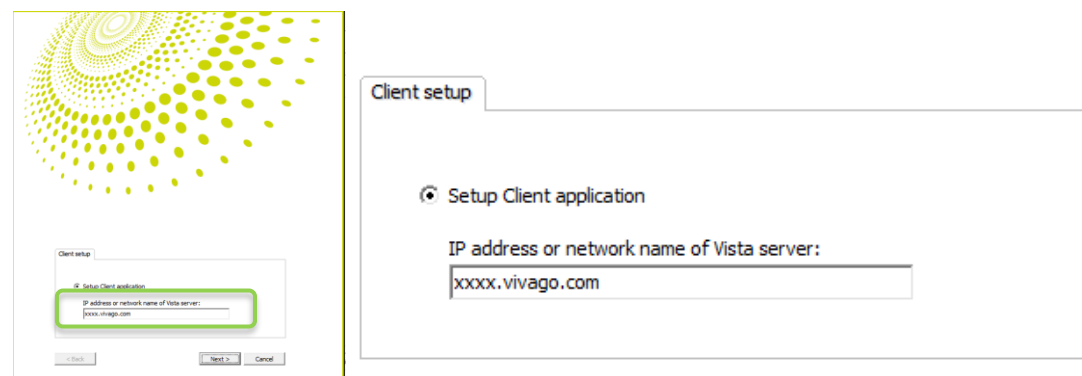
Vivago Vista Client software installation requires Administrator level account privileges.

Navigate to the folder into which the Vivago Vista Client installation application (*setup.exe*) and related files were extracted.



Execute the Vista Client installation application *setup.exe* and follow the on-screen instructions.

When the Vista server network name is requested enter that into the field in the application window

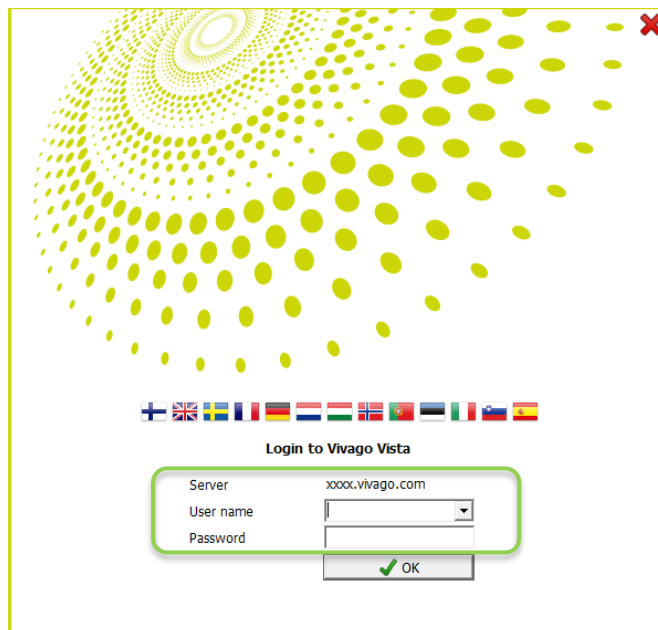


In the example **xxxx.vivago.com** is the network name of the Vista Server to be used.

When the installation is complete start the Vista Client by double clicking the desktop shortcut icon



and ensure that the Vista client launches showing the correct server information in the login screen.



Confirm with the users that they can sign into to the Vista Client and that the server connection is established.

## Centralized Deployment Using Windows Active Directory

The Vista Client can be deployed into multiple computers using the Windows Active Directory Group policies. This can be done utilizing the MSI Windows Installer file available at:

<https://vivago.com/en/file-sharing>

Download and store the *Vistaclient743.msi* for use in your deployment.

Set the network name of the target Vista server as the installation parameter to ensure the Vista shortcut created on the workstation computers' desktops automatically connects the Vista Client to correct Vista server.

Set the parameter as following format:

```
clientsetup.msi FOOBAR= [Vistaserveraddress]
```

as an example

```
clientsetup.msi FOOBAR= xxxx.vivago.com
```

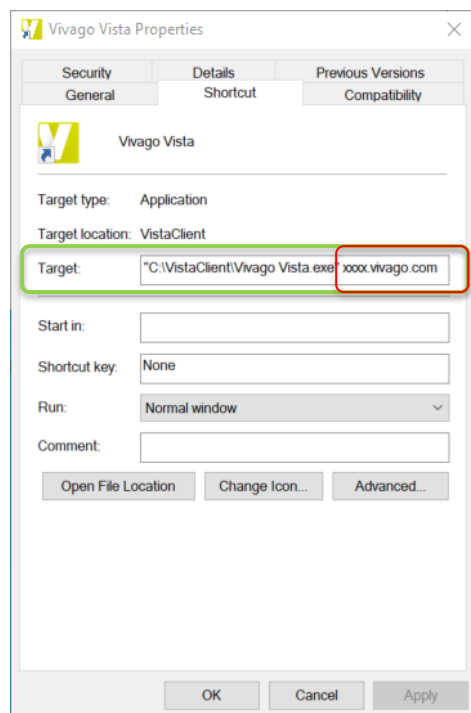
Where **xxxx.vivago.com** is the network name of the Vista server.

To ensure the installation is correct, right-click the Vivago Vista desktop shortcut:



And select "Properties"

Next open the “Shortcut” tab and verify that the “Target” -field of the desktop shortcut contains path to the Vista client executable accompanied with the network name of the Vista server targeted as a parameter.



As an example:

**"C:\VistaClient\Vivago Vista.exe" xxxx.vivago.com**

Click OK to close the settings window.

Test that the shortcut works, and that the Vista Client starts and connects to correct Vista server when.

## Customer support

In case of questions or need for technical assistance, please reach out to your local Vivago technical support representative.

**Download the manuals at**

<https://guides.vivago.com>

**Vivago®** offers smart safety and wellbeing solutions for preventive care. The innovative solutions cover the whole chain of care from home care to assisted living, care homes, hospitals, and rehabilitation.

Vivago solutions increase the feeling of safety with automatic alarms and by providing wide range of wellbeing information to support daily care and to follow-up the effectiveness of care. Real-time notifications inform about changes in the person's wellbeing, and it enables care providers to react proactively and focus on individual care. Wellbeing information can also be shared with relatives.

As an established health technology provider, Vivago already ensures safety for tens of thousands of individuals in Europe. The high-quality products are manufactured in Finland.

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# Vivago

## Contact us!

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