

## TIPS / HELP to use SPIT i-Expert

### ✓ INSTALLATION GUIDE – System configuration

#### ✓ Help troubleshoot for ONLINE version

1 - Why can't I use the last version ?

2 – Silverlight Program is already installed, and the browser is again asking me to install it ?

#### ✓ Help troubleshoot : WHITE SCREEN ON OFFLINE Version

## Installation guide – System configuration

The minimum configuration described below allows full use of SPIT I-EXPERT.

### Software

To use the online version, you are running on a browser that may not be fully compatible with Microsoft Silverlight. Make sure you are running a Silverlight-compatible Windows operating system and browser and that you have uninstalled any previous version of Silverlight.

From 2016, only **Internet Explorer** is compatible with Silverlight.

Operating System \ Browser	Internet Explorer 11	Internet Explorer 10	Internet Explorer 9
Windows 10 <sup>(2)</sup>	✓ <sup>(1)</sup>	–	–
Windows Server 2016 <sup>(2)</sup>	✓ <sup>(1)</sup>		
Windows 8.1	✓ <sup>(1)</sup>	–	–
Windows 8.0	–	–	–
Windows Server 2012 R2	✓ <sup>(1)</sup>	–	–
Windows Server 2012	–	✓ <sup>(1)</sup>	–
Windows 7	–	–	–
Windows 7 SP1	✓ <sup>(1)</sup>	–	–
Windows 7 Vista SP2	–	–	–
Windows Server 2008 SP2	–	–	✓
Windows Server 2008 R2 SP1	✓ <sup>(1)</sup>	–	–
Windows Embedded 8.1 Industry	✓	–	–
Windows Embedded 8 Standard	–	✓	–

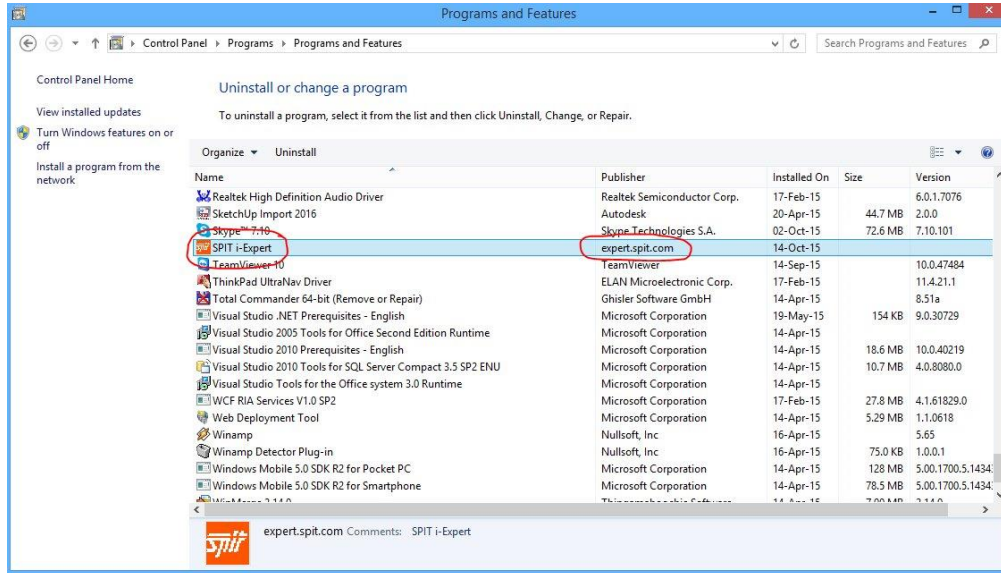
(1) Supports 64-bit mode

(2) Silverlight is not available in the Microsoft Edge browser, but is supported in Internet Explorer.

## WHITE SCREEN ON OFFLINE Version

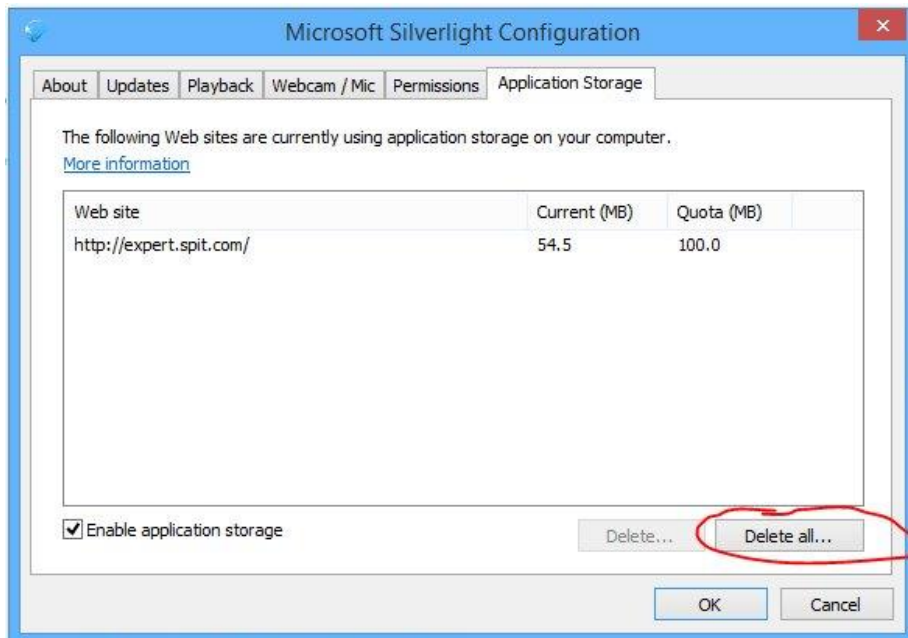
Sometimes, the update of your last version had not operated correctly, to solve this problem, apply the following procedure :

- **STEP 1 - Uninstall all i-expert software installed from Control Panel “Program and Features”**



- **STEP 2 - Delete local storage :**

For then, open Silverlight Configuration window, and Delete all application from Local Storage Tab



- **STEP 3 – Re-install the application using Setup.exe, downloadable from the following URL :**  
<http://expert.spit.com/Spit/ClientBin/SPIT Expert Setup.zip>

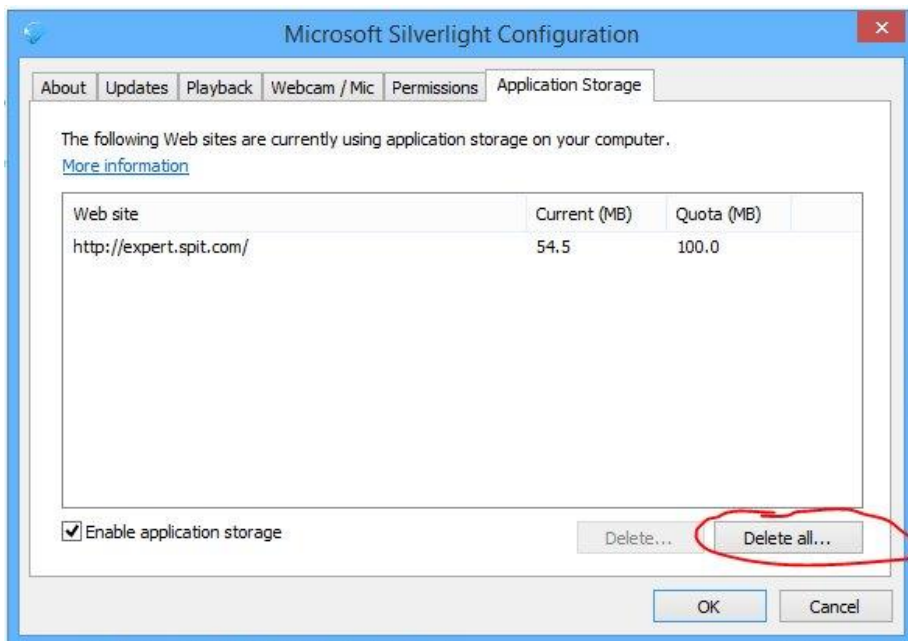
## Help troubleshoot for ONLINE version

### 1 - Why can't I use the last version ?

To use the last version, follow these steps

- **STEP 1 :** Check that you use the right browser Internet Explorer 11 (For more configuration see Annex 1)
- **STEP 2 :** Clear browser cache in the window Internet Option
- **STEP 3 - Delete local storage :**

For then, open Silverlight Configuration window, and Delete all application from Local Storage Tab



- **STEP 4 :** Try again [www.spit.com/iexpert](http://www.spit.com/iexpert). The last version should be available.

### 2 – Silverlight Program is already installed, and the browser is again asking me to install it ?

Chrome support for NPAPI plugins ended September 1, 2015.

Plugins that use NPAPI, including Silverlight, Java, and Unity, won't work.

**If you want to use a website that uses an NPAPI plugin, you'll need to use the browser Internet Explorer 11.**