

## 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.

Web browser \ Operating system	Internet Explorer 11	Internet Explorer 10	Internet Explorer 9	Internet Explorer 8	Internet Explorer 7	Internet Explorer 6	Firefox 12+	Safari 4+	Chrome supported up to version 41 <sup>(3)</sup>
Windows 10 <sup>(2)</sup>	✓ <sup>(1)</sup>	–	–	–	–	–	✓	–	✓
Windows 8.1 Desktop	✓ <sup>(1)</sup>	–	–	–	–	–	✓	–	✓
Windows 8 Desktop	–	✓ <sup>(1)</sup>	–	–	–	–	✓	–	✓
Windows Server 2012 R2	✓ <sup>(1)</sup>	–	–	–	–	–	✓	–	✓
Windows Server 2012	–	✓ <sup>(1)</sup>	–	–	–	–	✓	–	✓
Windows 7	–	–	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>	–	–	✓	–	✓
Windows 7 SP1	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>	–	–	✓	–	✓
Windows Server 2008 SP2	–	–	✓	✓	✓	–	✓	–	✓

Windows Server 2008 R2 SP1	✓ <sup>(1)</sup>	—	✓ <sup>(1)</sup>	✓ <sup>(1)</sup>	—	—	✓	—	✓
Windows Vista SP2	—	—	✓	✓	✓	—	✓	—	✓
Windows Server 2003 SP2, Windows XP SP3	—	—	—	✓	✓	—	✓	—	✓
Macintosh OS 10.5.7+ (Intel-based)	—	—	—	—	—	—	✓	✓	—
<p>(1) the Internet Explorer 64-bit version does not allow use of the online SPIT I-EXPERT application. If the 64-bit version is used, we invite you to run the 32-bit version of Internet Explorer to use SPIT I-EXPERT, or contact technical support to install an offline version on your computer.</p> <p>(2) Silverlight is not available in the Microsoft Edge browser, but is supported in Internet Explorer.</p> <p>(3) With Chrome version 45 or higher Chrome no longer supports NPAPI plugins (like Silverlight, Java, Silverlight, QuickTime, Flash ...)</p>									

## Hardware

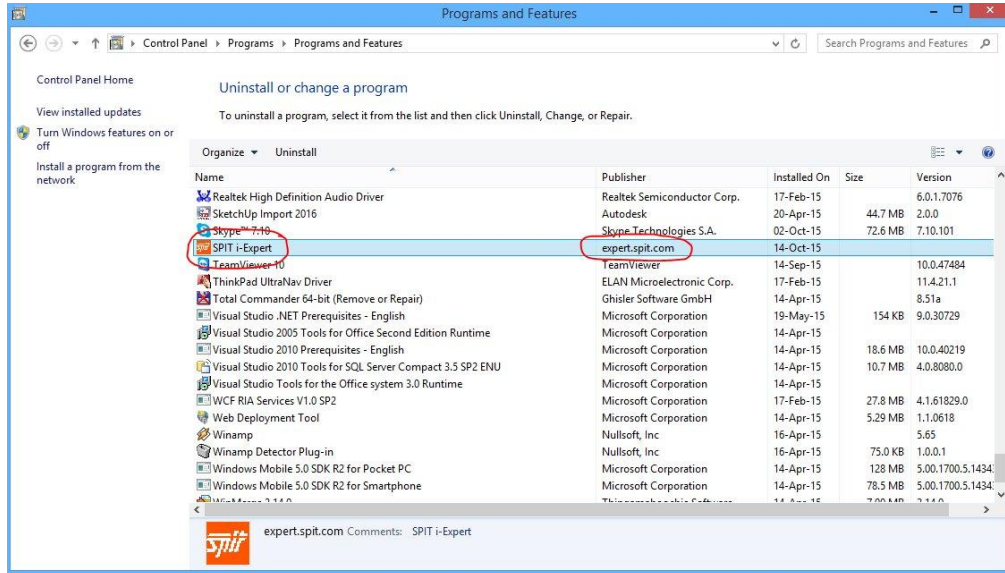
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- Windows: 1.6-gigahertz (GHz) or higher processor
- Macintosh (Intelbased): Intel Core Duo 1.83-gigahertz (GHz) or higher processor
- 512Mb RAM
- High speed Internet connection (min. 1Mb/s)
- Free space on hard disk: Min. 50 Mb
- Minimum display resolution 1280 x 800.

## WHITE SCREEN ON OFFLINE Version

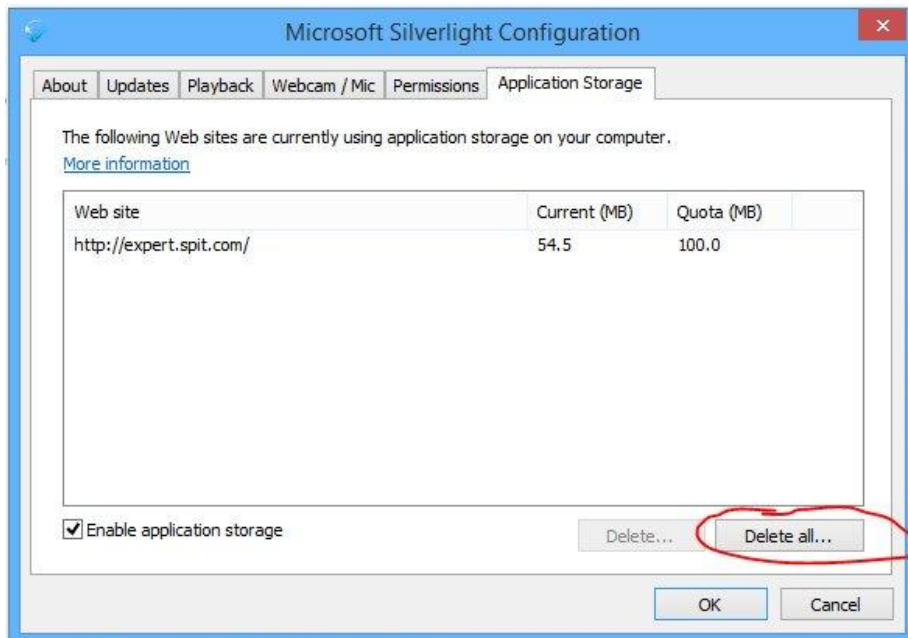
Sometimes, the update of your last version had not operated correctly, to solve this problem, apply the following procedure :

- **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>

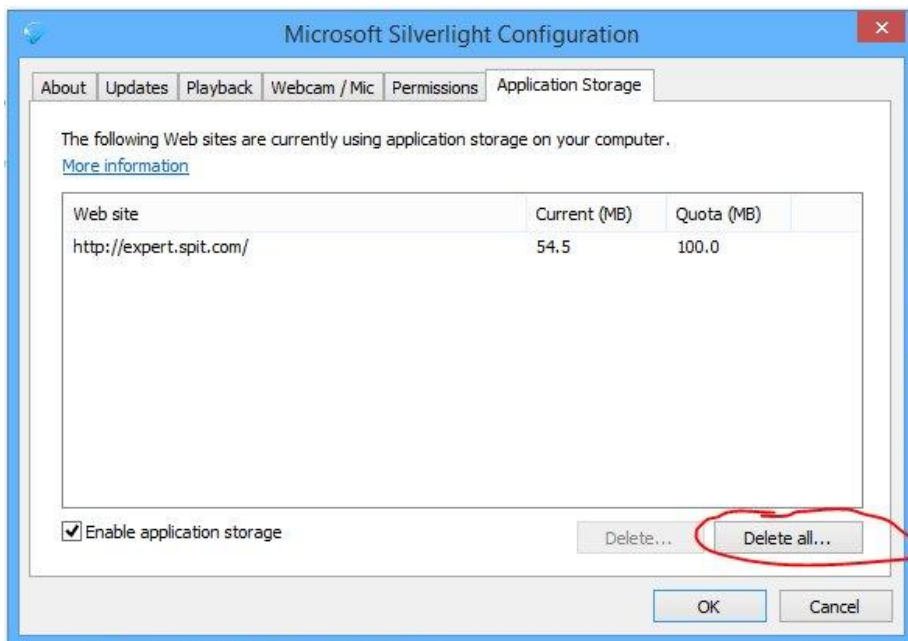
## Help troubleshoot for ONLINE version

### 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 Firefox or 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 or Firefox .**

