

System Requirements

About LeaderGuide Pro



Managed COM Add-in

LeaderGuide Pro and Learning Design Tool are managed COM add-ins to desktop versions of Microsoft Word in Office 365. Windows Operating system only.

AuthorTec Tools for Office are digitally secured global templates.

All Great Circle Learning software is developed & maintained by our Chief Product Architect & Microsoft MVP, Richard V. Michaels.



Not Cloud-based

All Great Circle Learning software must be installed on each user's computer and runs locally for the logged on licensed user only.

Hardware & Software Requirements



Hardware

Either:

- 1 GHz 64-bit (x64) processor, 4 GB RAM or more
- Or, 1 GHz 32-bit (x86) processor, 2 GB RAM or more



Operating System

Any of the following, up to date with the most current Microsoft service pack:

- Microsoft Windows 11
- Microsoft Windows 10
- Microsoft Windows 8.1



Download Requirements

When downloading Great Circle Learning software, select the install file that matches your Windows Operating System bit-version, either 32-bit or 64-bit. How to check:

- Open Windows File Explorer & go to your C drive
- You have 64-bit Windows if you see Program Files and Program Files (x86)
- You have 32-bit Windows if you only see Program Files



Microsoft .NET Framework

- 4.6.1 or higher

Hardware & Software Requirements



Microsoft 365 Office – Desktop Version

The desktop version of any one of the following, licensed and up to date:

- Microsoft 365
 - Office 2019
 - Office 2016
 - Office 2013 with Service Pack 1
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Install Requirements



Word & PowerPoint must be:

- The same Office version
 - Personalized with a Username and Initials
 - Opened at least once prior to installing Great Circle Learning software.
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Great Circle Learning software will not run with:

- Developer editions of Office
 - Cloud-only versions of Microsoft 365
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Install requirements:

Great Circle Learning software must be:

- installed locally on each computer
 - by some with full system administrator privileges and:
 - Full Control (Read & Write) to all of the Windows Registry keys contained in HKEY_CURRENT_USER\Software and sub-folders
 - Read & Write privileges to C:\Users\user.name\AppData and sub-folders
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After completing the install...

The user must:

- Open Word
 - Follow the prompts to:
 - allow the setup to complete, and
 - register and activate the free trial or software license.
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Activation Requirements



Activate locally on each user's machine, with a license key.

- One license key can be used to activate the number of license seats purchased. A license seat is required for each user's machine.
- An internet connection that allows unrestricted access to Port 443 and access to the following secure URLs is required:
 - <https://qlm1.net/gclearning/qlmlicenseeserver/qlmservice.aspx>
 - <https://qlm1.net/gclearning/qlmcustomersite>



On each user's computer

- Use the **Act'n DeAct** function on the software ribbon to enter a valid license key.
- You should receive immediate confirmation of success.



Enterprise License Registration

An Enterprise License Key registration method is available to simplify the product activation process for those who deploy Great Circle Learning products via a packaged image method.

Please contact us at info@greatcirclelearning.com after your purchase to request your enterprise key.

Seat Reassignment



Reassignment of License Seats

- Activation uses a license seat.
- Before a reassignment can take place, you must:
 - Deactivate the license seat on the machine where it is currently in use while the software is still installed.
 - If that is not possible, please contact us at info@greatcirclelearning.com for assistance. You will need to provide your license key.



Deactivation requirements

- All Great Circle Learning software must be deactivated locally on each user's machine while the user's profile is still in place.
- An internet connection that allows unrestricted access to Port 443 is required.
- And access to the following **secure URLs** is required:
 - <https://qlm1.net/gclearing/qlmlenseserver/qlmservice.asmx>
 - <https://qlm1.net/gclearing/qlmcustomersite>



On the computer to deactivate:

- Use the Act'n DeAct function on the software ribbon.
- You should receive immediate confirmation of success.

Recognizing that there may be times when deactivation is not possible due to circumstances beyond your control:

- We recommend that you keep an accurate list of users.
 - Please contact Great Circle Learning at info@greatcirclelearning.com and we will handle the deactivation for you.
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Additional Requirements



Anti-virus software

Antivirus software can interfere with or prohibit the installation and/or the activation of our software. If your computer otherwise meets our System Requirements but you are having trouble installing or activating, please:

- uninstall using the computer's Control Panel
- disable your anti-virus software
- re-install the Great Circle Learning software
- re-enable your antivirus software.



User Privileges

All users must have:

- Read Only privileges to HKEY_LOCAL_MACHINE\SOFTWARE and sub-folders.

And Read and Write privileges to:

- HKEY_CURRENT_USER\Software and sub-folders
- C:\Users\user.name\AppData and sub-folders
- Microsoft .NET Framework allowed to run with Word & PowerPoint

How to Run on a Mac



To run our software on a Mac:

You must have a Mac with an Intel-based dual processor.

The software, installer, and user requirements are the same as those listed in this document for the PC.

Install and run Microsoft Office and GCL software on the Microsoft Windows side of your system, either at native speed using Boot Camp or under a parallel operating system partition using a third-party product such as Fusion or Parallels.

Troubleshooting



Install trouble

If you run the install and do not see the Great Circle Learning software tab in Word or PowerPoint:

- Click on File > Options > Add-ins
- Check to see if the Great Circle Learning software is listed in Inactive Add-ins or Disabled Add-ins.
- If so, enable the add-in
- If the add-in will not stay enabled, verify that the user has the required User Privileges.



Software not there

If you do not see the Great Circle Learning software in the list of Inactive or Disabled Add-ins:

- Go to Control Panel > Programs
- Verify that the Great Circle Learning software is in the list of installed programs
- If you see (x64) at the end of the Great Circle Learning software name, verify that the user has a 64-bit operating system
- Verify that Microsoft .NET Framework 4.6 or higher and Microsoft Visual Studio 2010 Tools for Office Runtime are installed

Troubleshooting



Activation & Deactivation

If you cannot successfully complete the online activation or deactivation you will be given a manual activation option. This will occur even if you have an internet connection but are blocked from accessing the required URLs listed below. Since it is much easier to use the online activation, please whitelist the following URLs:

- <https://qlm1.net/gclearning/qlmlicensesserver/qlmservice.asmx>
- <https://qlm1.net/gclearning/qlmcustomersite>

Additionally, please allow unrestricted access to Port 443.

- If access to Port 443 is restricted, this will cause activation and deactivation problems.

On certain Proxy Servers special rules for authentication may also be required.

- This is necessary for communication between QLM servers (our provider) and the Activation/Deactivation program (GCLOnline.exe) which is in the Great Circle Learning directory of the Program Files folder.



Manual Activation & Deactivation

Performing a manual activation or deactivation is more complex than the online process and requires more steps and time to complete. We encourage you to correct the situation on your system that is preventing online service access. If you must do a manual activation, please carefully follow the instructions that will be provided and follow each step as directed.

When manual deactivation is required and you are unable to execute it from the licensed computer, please contact Great Circle Learning with your serial number.
