INSTALLING RHWLINK

This article will walk you thru the process to create a new installation of the RHWLink: the RedHorse CRM Word Link for Microsoft Office.

This article will also walk you thru the process to update an existing installation.

Prerequisites

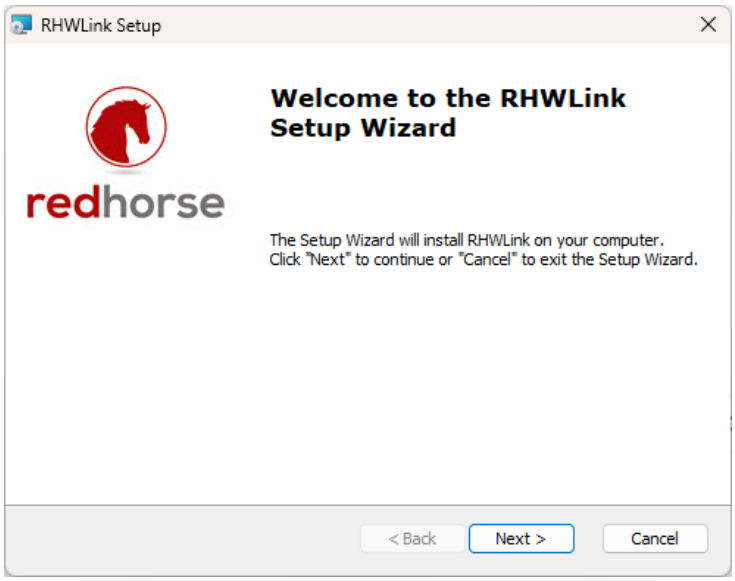
RHWLink is compatible with all versions and editions version of RedHorse CRM:

Before installing, ensure that all instances of Microsoft Word are closed.

Installing RHWLink

Visit www.redhorsesystems.com and log into the website with your username and password. If you do not have a login, you may create one by using the Sign Up link at the top right corner of the site. After logging in, use the main website navigation bar to go to the Downloads page.

Select RHWLink as the product to download. Enter your RedHorse CRM license number and click Submit. Run the file rhwlinksetup.exe that was downloaded.



.Click Next to continue. Accept the license terms and click Next again.

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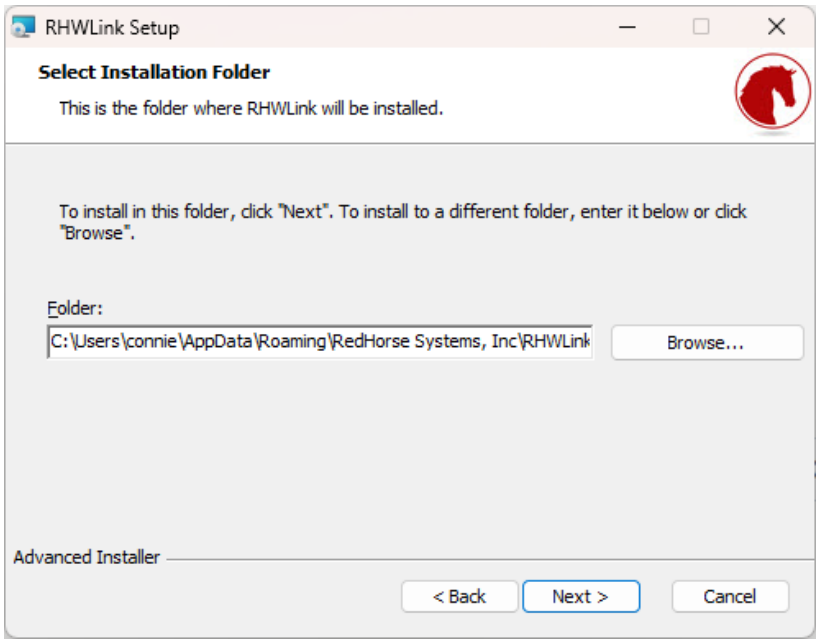
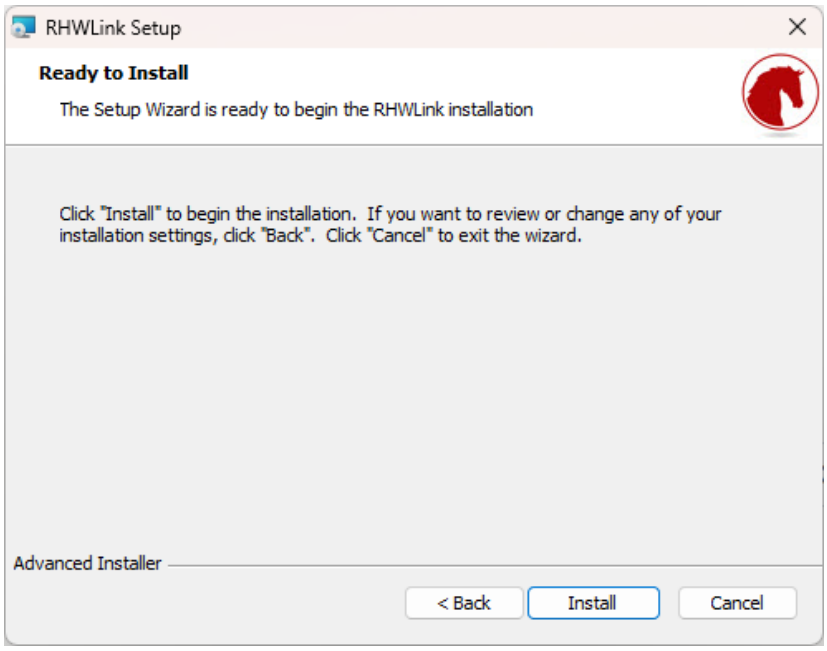


The suggested folder is a good location for this installer. You can accept it or browse to a different folder. Then click Next.



Click Install.

The installer will check for any incompatibility on your workstation, including multiple installations of Word or incompatible versions. It will include information on what needs to be investigated further. If you complete the installation and have no issues with RHWLink you can ignore this information. If you complete the installation and experience issues, this dialog will include information on what needs to be investigated further

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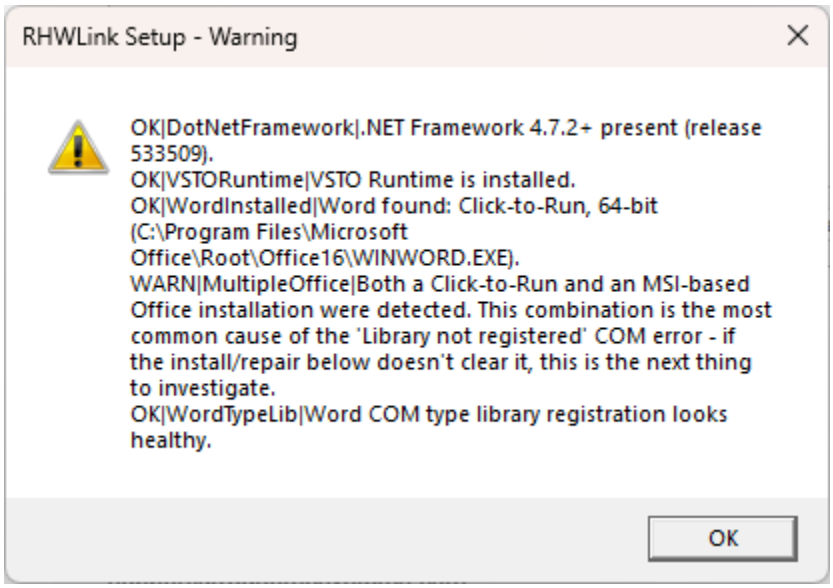
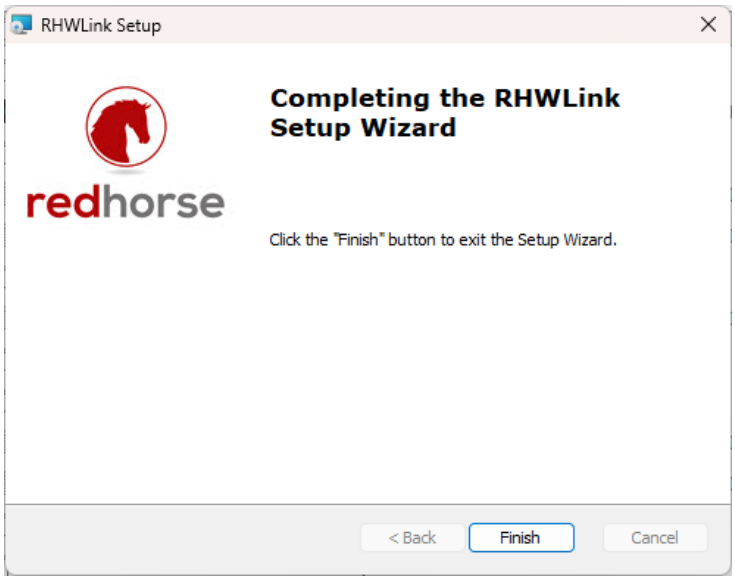


Click Finish when the installer completes.



If you receive a message to install Microsoft Visual Studio 2010 Tools for Office Runtime, click Accept. If you do not receive this message, the tools are already installed on your computer and this message will not display.

you might see a message asking to install the Add In. If you do, proceed with the install.

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When you open Word, if you receive a message to install Microsoft Office components to run the Add In, click Install. If you do not receive this message, the assemblies are already installed on your computer and this message will not display.

Please contact support if you experience any issues during the installation process.

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