DETAILED INSTALLATION GUIDE

Last Update: October 2025

Contents

Before You Proceed 1
Part A: vMedia Setup Wizard 2
Part B: Establish User Licenses – Assign Employees 3
Part C: Workstation Setup 5

Before You Proceed

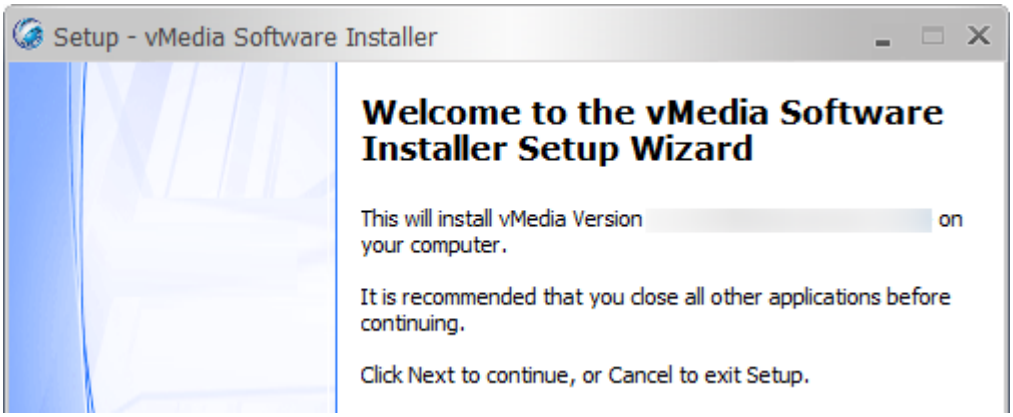
These instructions assume you have already read the vMedia Release Notes information about Production versus Development versions of vMedia and that you have downloaded your desired version.

If at any point you need installation assistance, please submit a New Support Request through the vPortal. Please be aware that Professional Services may be required.

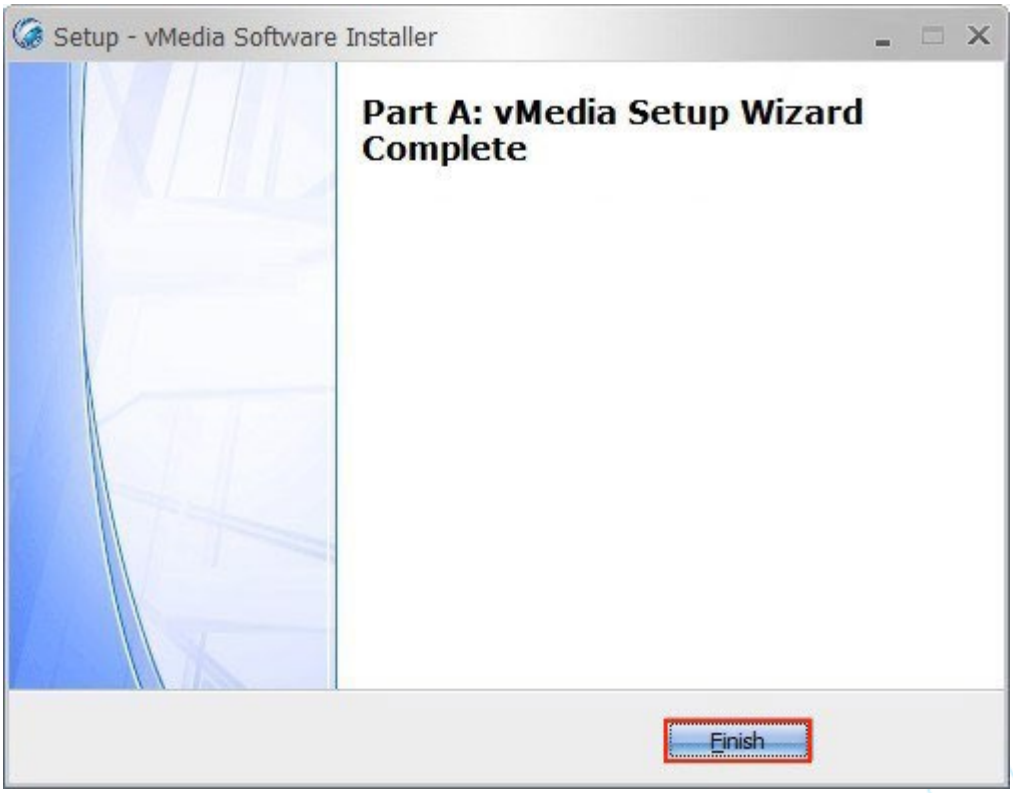
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Part A: vMedia Setup Wizard

1. Open the vMedia_Install.exe file in your Download folder.
2. Run vMedia_Install.exe to open the installer.



3. Run the vMedia Setup Wizard.
4. While running the vMedia Setup Wizard, follow the prompts and accept any firewall-related prompts or existing installation prompts to continue the setup.



5. Click **[Finish]**.

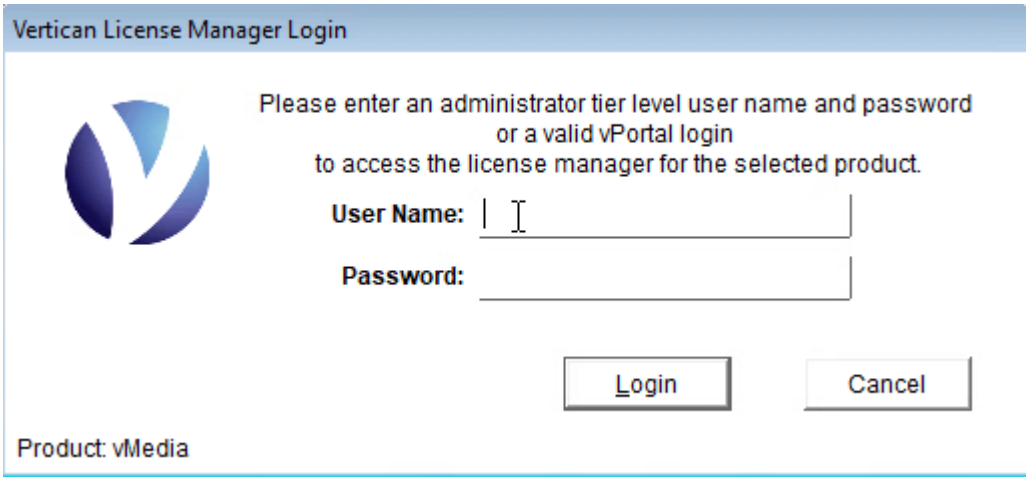
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Part B: Establish User Licenses – Assign Employees

1. Run the LicenseManager.exe file from the root drive of your vMedia application.
2. Click on vMedia to manage the license.



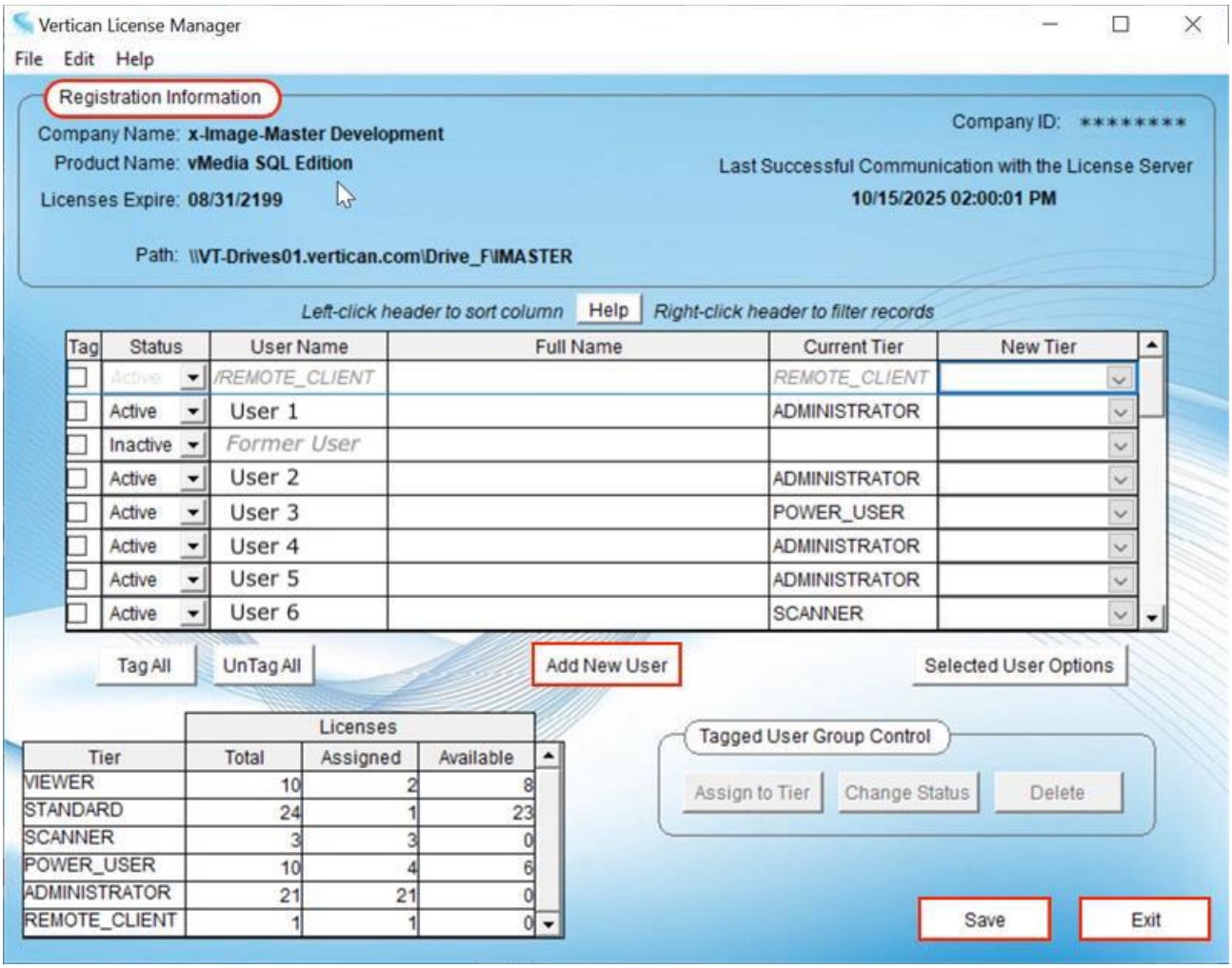
3. Enter your login credentials and **[Login]**.



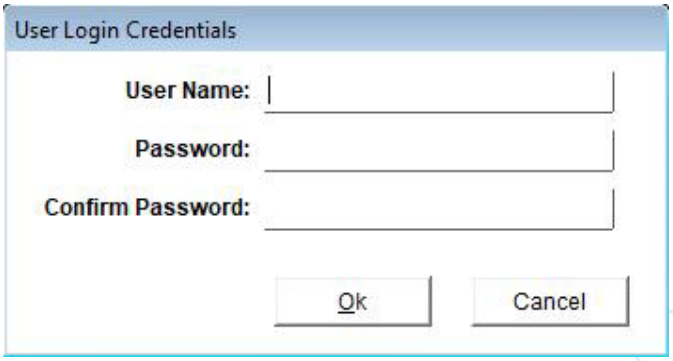
You will now see a Registration Information screen with a grid in the center and on the bottom left.

- The grid on the bottom left represents your current Licenses by Tier, while the grid in the center is used to add or remove Licenses.
- Anytime you make changes, you must always have at least one user assigned to the ADMINISTRATOR Tier before you click **[Save]**.

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4. Ensure that your subscription information in the lower left corner matches your subscription.
5. Click on the **[Add New User]** button in the center of the screen.
    - If you are adding a new user for the first time, the other buttons cannot be selected until you add the initial user.
6. You will then see a popup box for User Login Credentials for this user.
    - The Password is optional; you can leave it blank and click **[Ok]**.



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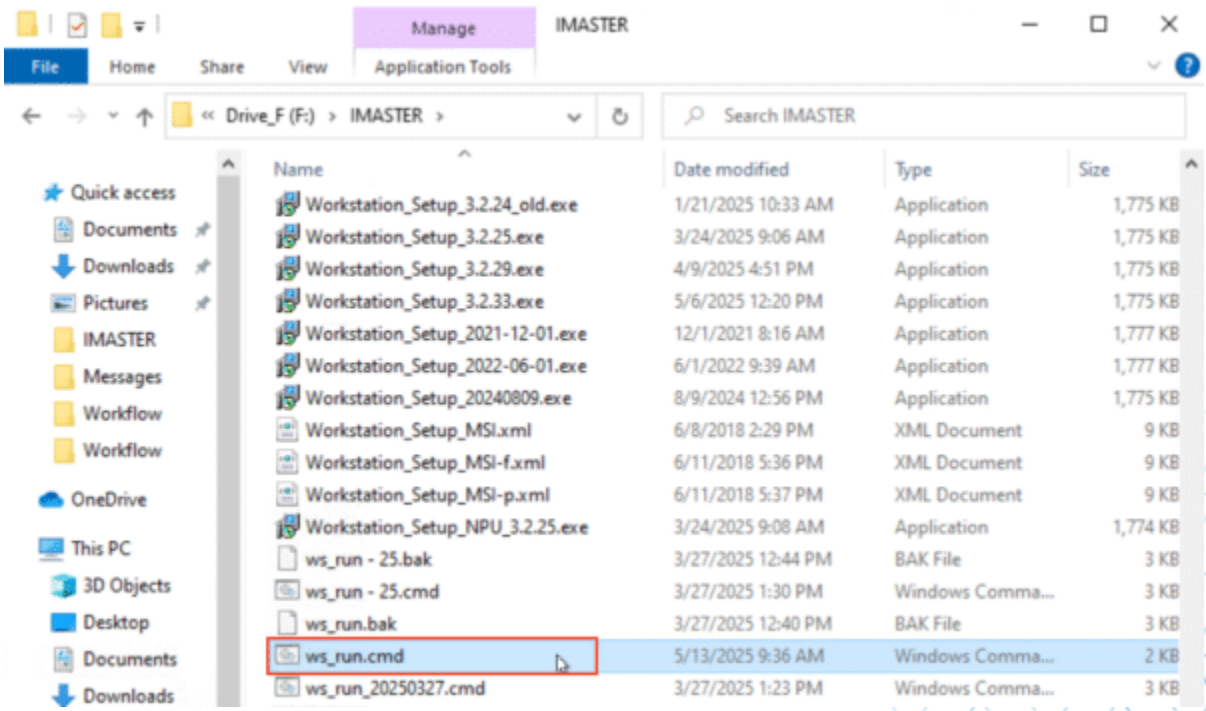
7. Add any additional users and assign the appropriate tier to each user.
    - If you attempt to add more users than the available amount, the Licenses grid will display a red warning and show the actual Assigned amount; however, it will adjust the Available amount accordingly. The over-assignment must be corrected before the changes can be saved.
8. Click **[Save]** then **[Exit]** to exit the license manager.

Note: Existing, un-upgraded workstations may continue to function properly without re-running the workstation setup. However, if users receive warning messages concerning outdated components or lose any vMedia functionality, then proceed to Part C below.

Part C: Workstation Setup

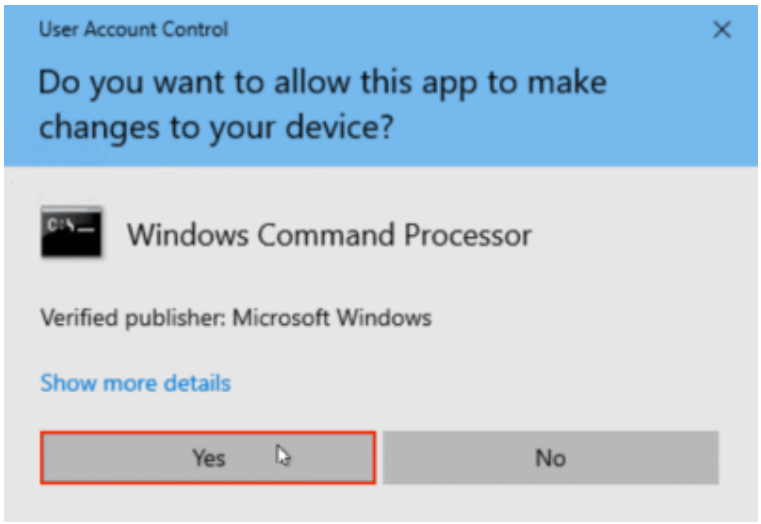
These steps must be run by the **Network Administrator**. Run ws_run.cmd on *each workstation*.

1. Open the root the root folder where vMedia is installed.
2. Locate and double-click ws_run_cmd.
    - Note: Do not right-click and select Run as Administrator, as this will cause a conflict with the Windows Command Prompt.

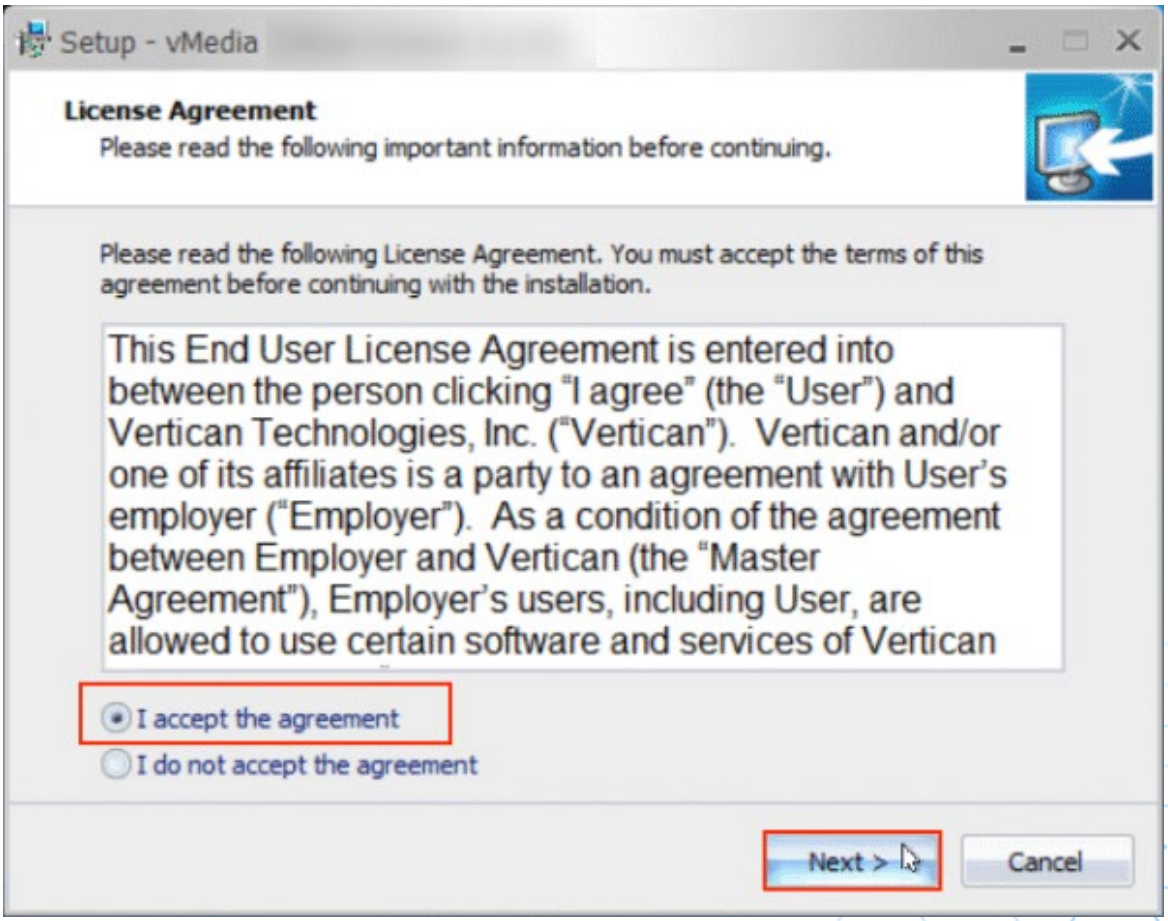


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3. A User Account Control window will appear and ask, “Do you want to allow this app to make changes to your device?” Click **[Yes]**.

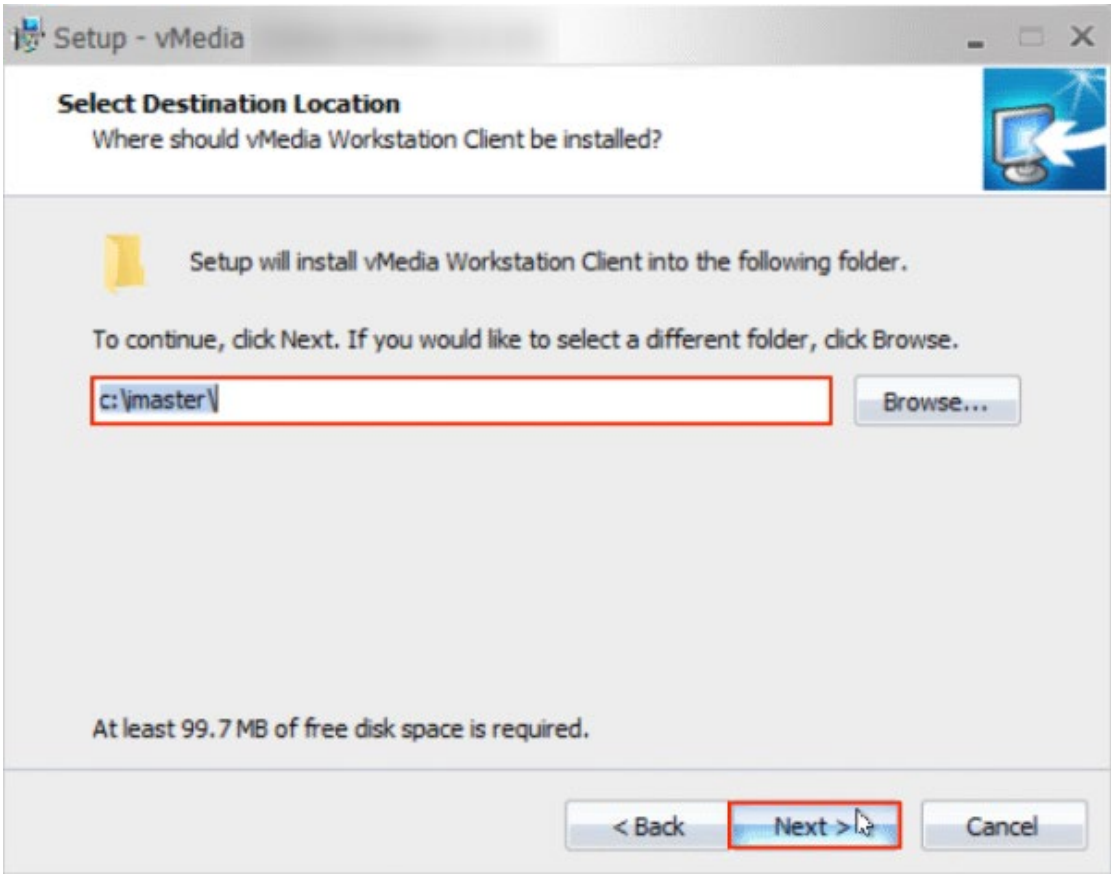


4. You will be brought to a License Agreement screen. After reading thoroughly, select “I accept the agreement” and click **[Next]** to proceed.

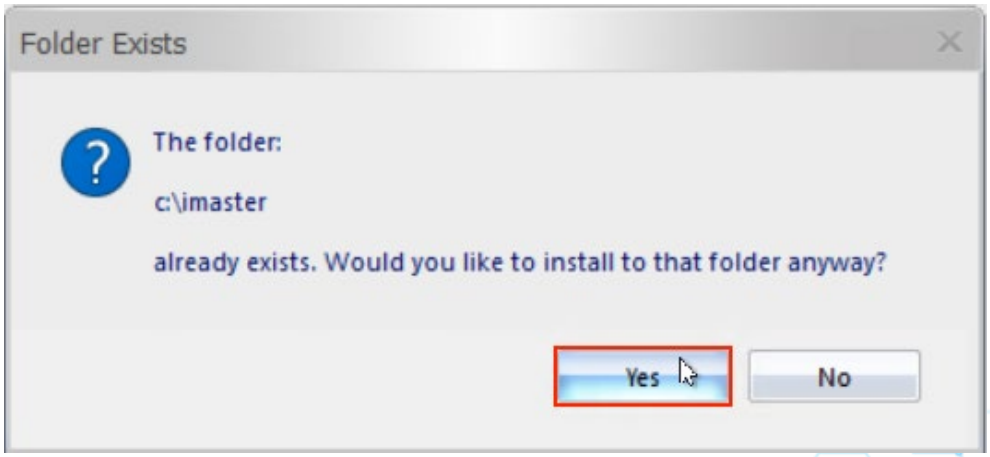


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5. You will be brought to a Select Destination Location screen.
    - The folder should default to c:\imaster\. Click **[Next]**.
    - NOTE: The vMedia Workstation Client MUST be installed to C:\IMASTER, regardless of where your vMedia program is installed.

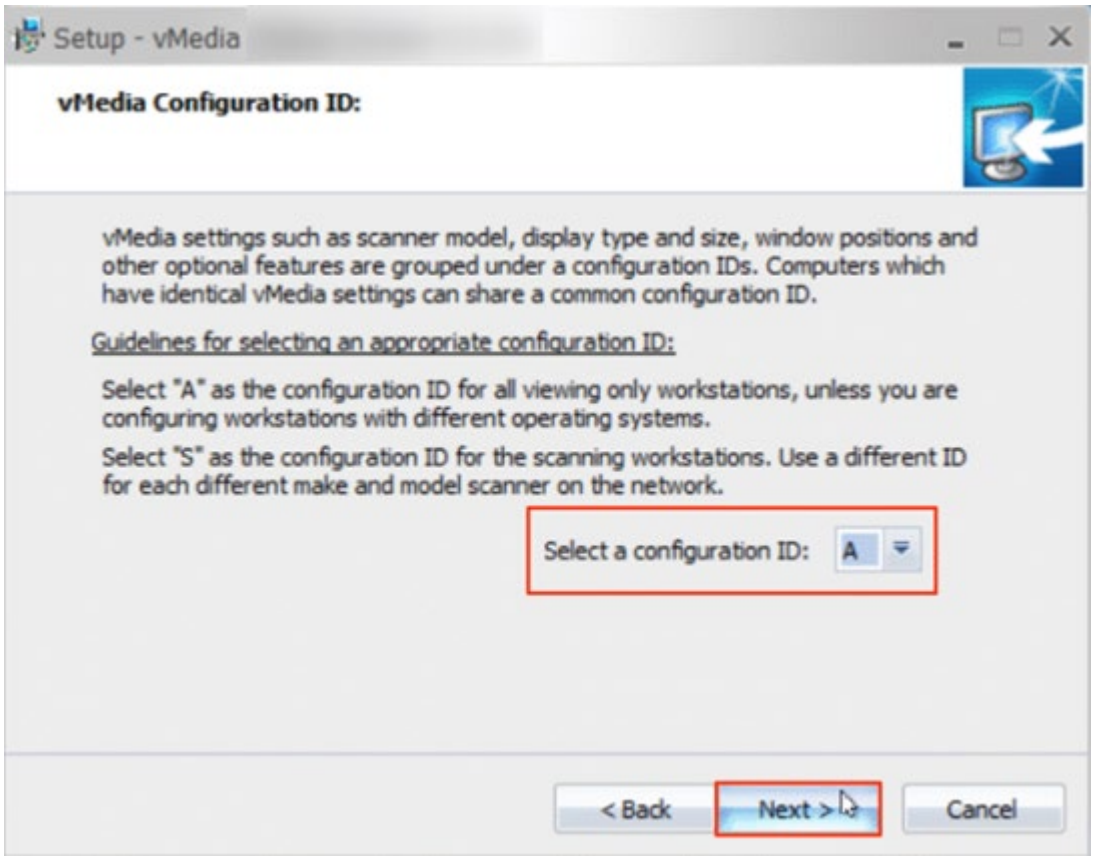


6. The program will tell you that this folder already exists and will ask if you'd like to install to that folder anyway. Click **[Yes]**.



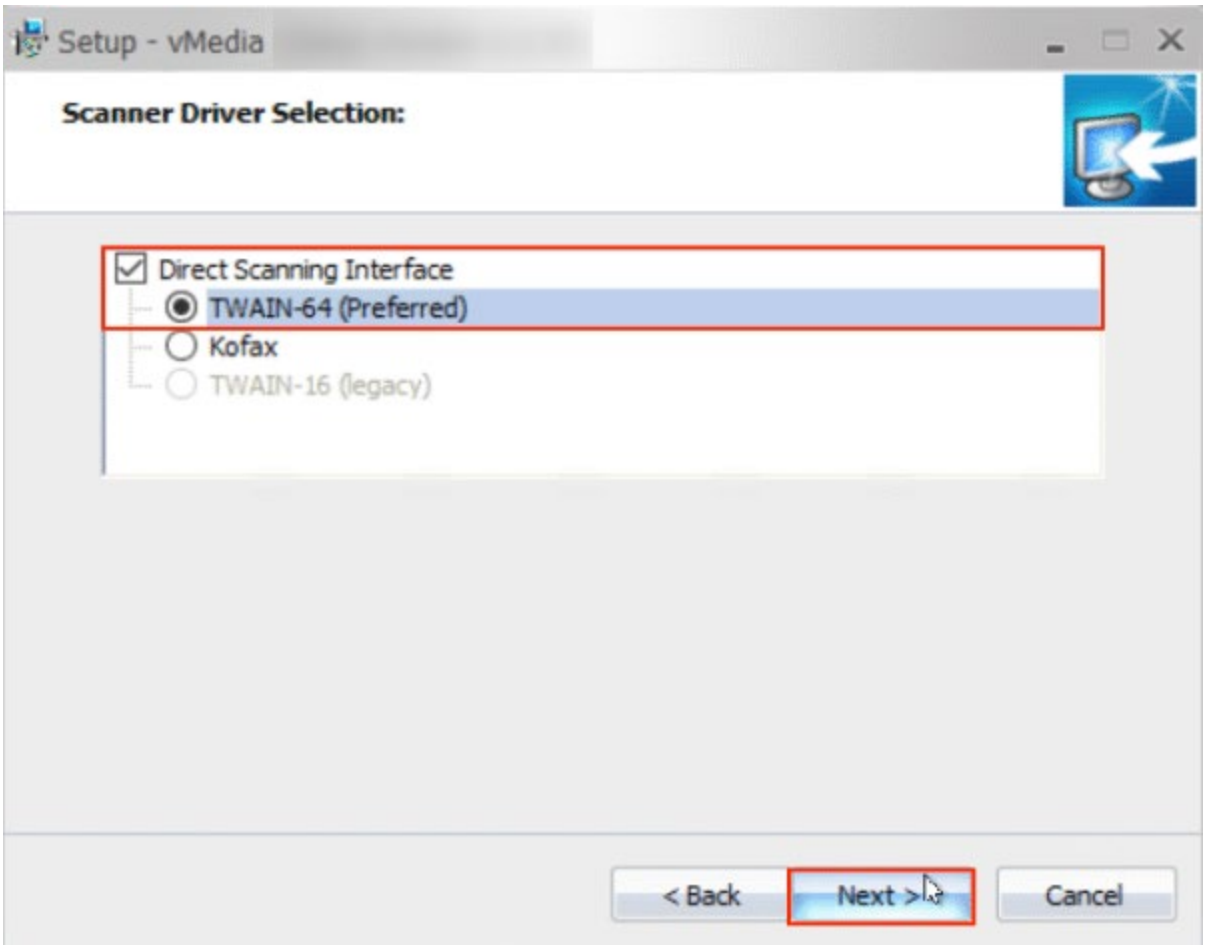
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7. At the vMedia Configuration ID screen, select the correct configuration ID for this workstation.
   - If the workstation is *not* used for scanning, you will typically select configuration ID: A.
   - For additional configuration IDs, read the vMedia Configuration ID window guidelines (shown in the screenshot below).
   - Click **[Next]** to confirm your selection.



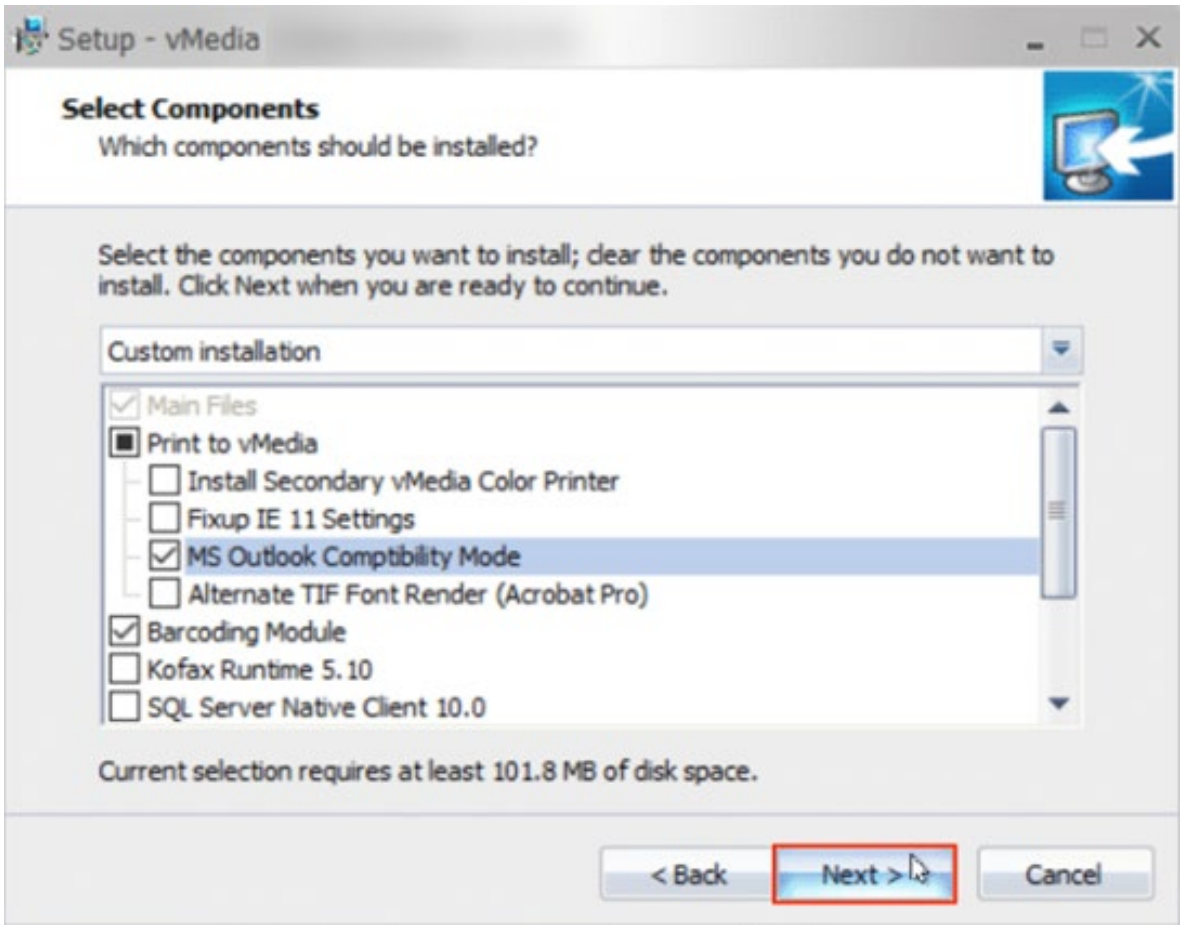
8. Select the scanning interface used in your office. Typically, Vertican recommends TWAIN-64. Click **[Next]** to confirm your selection.

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9. You will be brought to a screen where you can select the components you'd like to install. We recommend the following selections:
    - Print to vMedia.
    - MS Outlook Compatibility Mode.
    - Barcoding Module.
    - VC++ Redistributable
        - **NOTE: This is a necessary component for Print to vMedia.**
    - Register the VLM.
    - Add vMedia to the Outlook Context Menu.
    - Select the optional color printer, if you wish to print in color.

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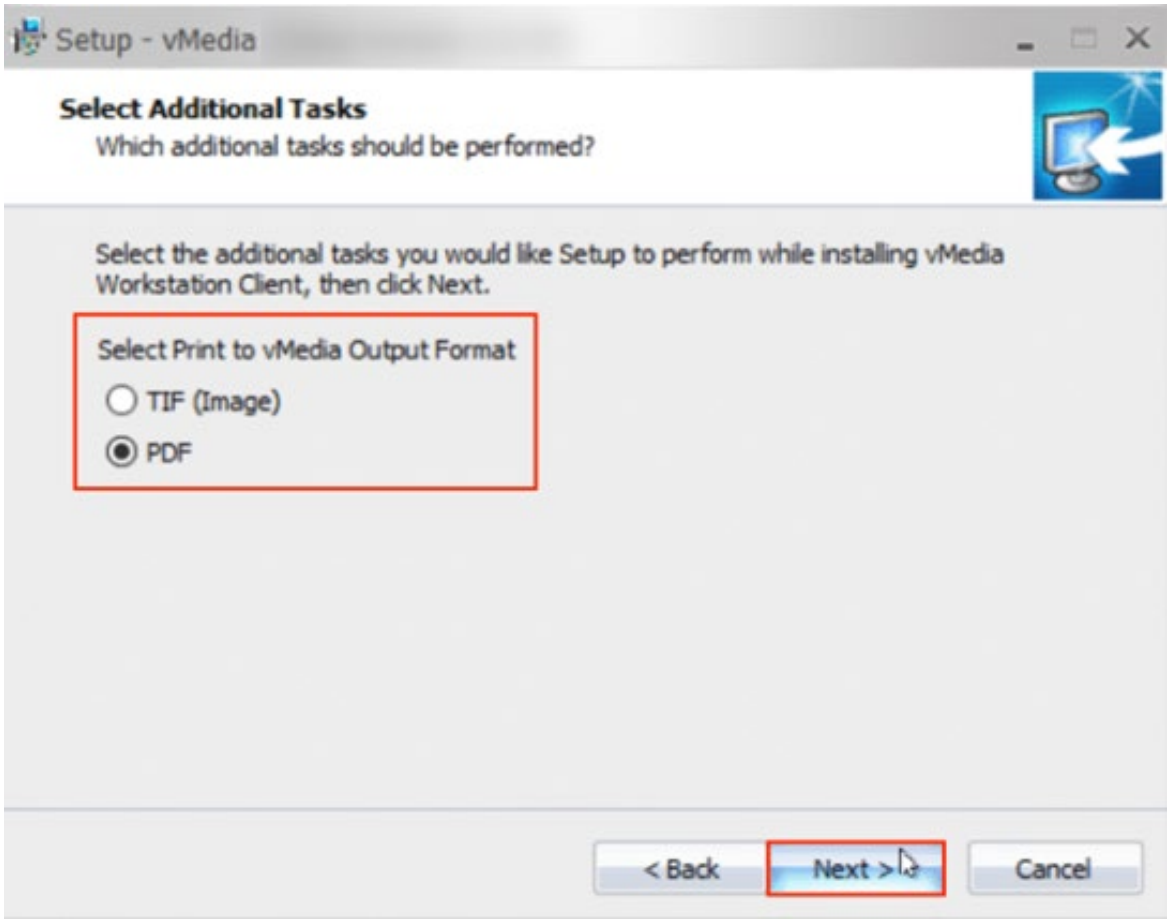
10. Verify that all the components you wish to install have been selected, then click **[Next]**.
11. You will be brought to a screen that asks where you want the program's shortcuts to go in the Start Menu. Typically, the default folder is recommended. Click **[Next]**.

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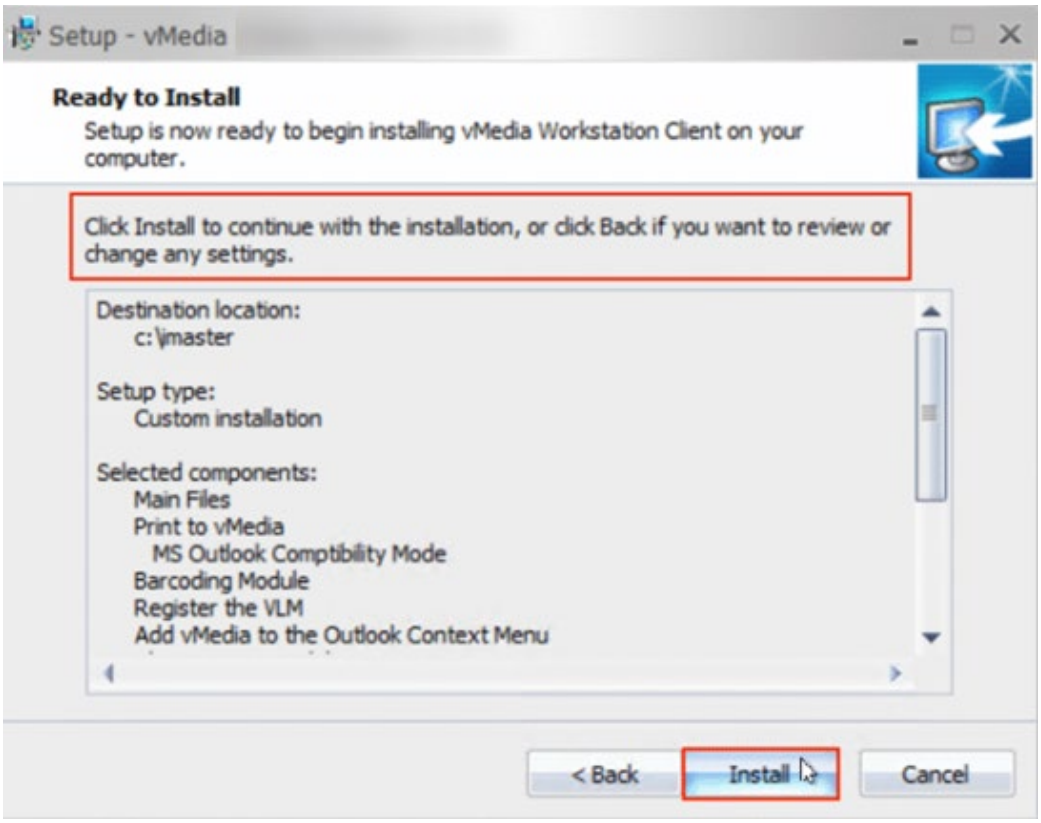
12. Select the Print to vMedia Output Format that you would prefer.
    - When saving documents, it's important to choose the right format:
        - TIF files are highly efficient for storage, especially when dealing with large volumes of documents.
        - PDF files, while larger in size, preserve formatting more accurately and generally offer better visual quality—ideal for documents you need to print, share, or present.
        - Choose TIF for storage efficiency and PDF for presentation quality.
    - Click **[Next]**.

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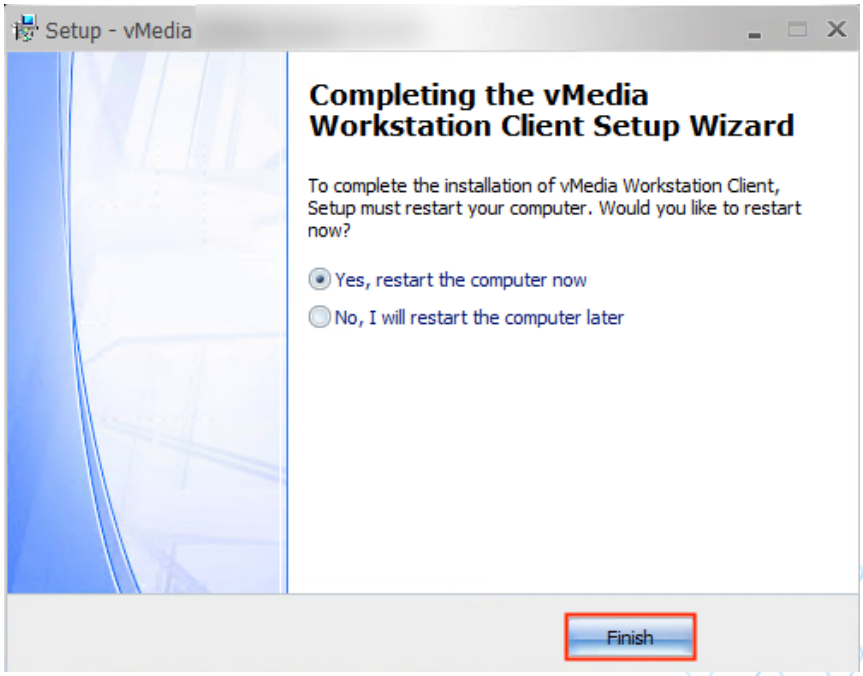


13. At the Ready to Install screen, review the selections you've made for this installation to ensure no changes need to be made.
    - If you aren't satisfied with your selections, click **[Back]** to return to the prior step.
    - Once you are certain this looks good, click **[Next]** and **[Install]** to proceed with the installation.

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14. After the installer has completed, you will see the screen below.
    - Select **[Yes, restart the computer now]** and then click **[Finish]**.
    - If the computer doesn't reboot on its own after a minute or so, restart it manually.



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