



# **Document Viewer 3.0**

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## **User Guide**

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Our web site: <http://www.boostsolutions.com>

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## 1. Introduction

SharePoint Document Viewer allows end users to view documents or images directly within SharePoint library without installing additional software or downloading items to a user's computer.

This user guide will guide you to install and configure Document Viewer on your SharePoint.

For latest version of this copy or other user guides, please visit our document center:

<http://www.boostsolutions.com/download-documentation.html>

## 2. Installation

### 2.1 Product Files

After you download and unzip the Document Viewer zip file from [www.boostsolutions.com](http://www.boostsolutions.com), you will find the following files:

Path	Descriptions
Setup.exe	A program that installs and deploys the WSP solution packages to the SharePoint farm.
EULA.rtf	The product End-User-License-Agreement.
Document Viewer_V3_User Guide.pdf	User guide for Document Viewer in PDF format.
Library\2.0\Setup.exe	The product installer for .Net Framework 2.0.
Library\2.0\Setup.exe.config	A file containing the configuration information for the installer.
Library\4.0\Setup.exe	The product installer for .Net Framework 4.0.
Library\4.0\Setup.exe.config	A file containing the configuration information for the installer.
Library\6.0\Setup.exe	The product installer for .Net Framework 4.6.
Library\6.0\Setup.exe.config	A file containing the configuration information for the installer.
Solutions\Foundation\BoostSolutions.FoundationSetup14.1.wsp	A SharePoint solution package containing Foundation files and resources for SharePoint 2010 or SharePoint Foundation 2010.
Solutions\Foundation\BoostSolutions.FoundationSetup15.1.wsp	A SharePoint solution package containing Foundation files and resources for SharePoint 2013 or SharePoint Foundation 2013.
Solutions\Foundation\BoostSolutions.FoundationSetup16.1.wsp	A SharePoint solution package containing Foundation files and resources for SharePoint 2016/2019.
Solutions\Foundation\Install.config	A file containing the configuration information for the installer.

Solutions\DocumentViewer\ BoostSolutions.ECM.DocumentViewerSetup14.3.wsp	A SharePoint solution package containing Document Viewer files and resources for SharePoint 2010 or SharePoint Foundation 2010.
Solutions\DocumentViewer\ BoostSolutions.ECM.DocumentViewerSetup15.3.wsp	A SharePoint solution package containing Document Viewer files and resources for SharePoint 2013 or SharePoint Foundation 2013.
Solutions\DocumentViewer\ BoostSolutions.ECM.DocumentViewerSetup16.3.wsp	A SharePoint solution package containing Document Viewer files and resources for SharePoint 2016/2019.
Solutions\ DocumentViewer\Install.config	A file containing the configuration information for the installer.

## 2.2 Software Requirements

Before you install Document Viewer, ensure your system meets the following requirements:

### SharePoint 2019

Operating System	Windows Server 2016 Standard or Datacenter Windows Server 2019 Standard or Datacenter
Server	Microsoft SharePoint Server 2019
Browser	Microsoft Internet Explorer 11 or later Microsoft Edge Mozilla Firefox Google Chrome

### SharePoint 2016

Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64 Microsoft Windows Server 2016 Standard or Datacenter
Server	Microsoft SharePoint Server 2016 Microsoft .NET Framework 4.6
Browser	Microsoft Internet Explorer 10 or later Microsoft Edge Mozilla Firefox Google Chrome

**SharePoint 2013**

Operating System	Microsoft Windows Server 2012 Standard or Datacenter X64 Microsoft Windows Server 2008 R2 SP1
Server	Microsoft SharePoint Foundation 2013 or Microsoft SharePoint Server 2013 Microsoft .NET Framework 4.5
Browser	Microsoft Internet Explorer 8 or later Microsoft Edge Mozilla Firefox Google Chrome

**SharePoint 2010**

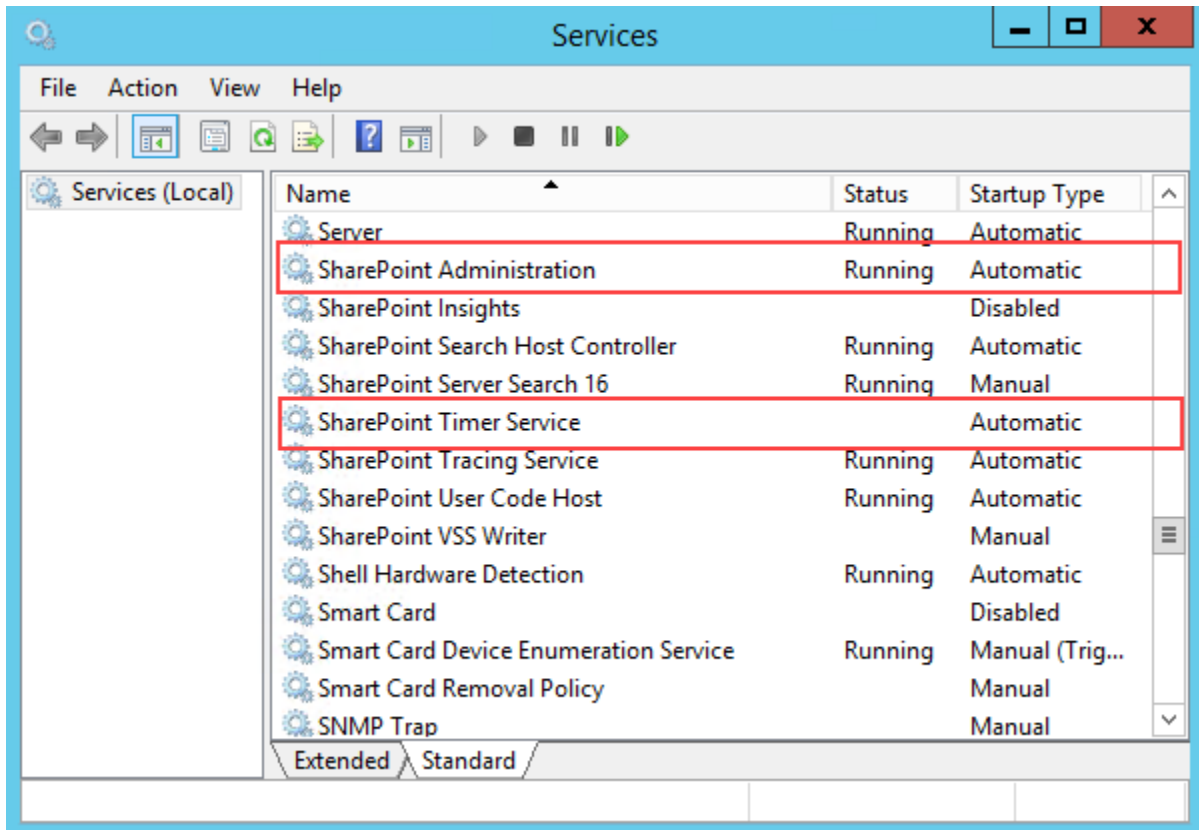
Operating System	Microsoft Windows Server 2008 x64 Microsoft Windows Server 2008 R2
Server	Microsoft SharePoint Foundation 2010 or Microsoft SharePoint Server 2010 Microsoft SharePoint Foundation 2010 SP1 or Microsoft SharePoint Server 2010 SP1 Microsoft .NET Framework 3.5
Browser	Microsoft Internet Explorer 7 or later Mozilla Firefox Google Chrome

## 2.3 Installation

Follow these steps to install Document Viewer on your SharePoint servers.

**Installation Preconditions**

Before you start installing the product, please make sure these services are started on your SharePoint servers: **SharePoint Administration** and **SharePoint Timer Service**.



Document Viewer must be run on one front-end Web server in the SharePoint farm where **Microsoft SharePoint Foundation Web Application services** are running. Check **Central Administration → System Settings** for a list of servers running this service.

### **Required Permissions**

To perform this procedure, you must have specific permissions and rights.

- Member of the local server's **Administrators** group.
- Member of the **Farm Administrators** group.

### **To install Document Viewer on SharePoint server**

- a. Download the zip file (\*.zip) of the product of your choice from the BoostSolutions website, then extract the file.
- b. Open the created folder and run the **Setup.exe** file.

#### **Note**

If you cannot run the setup file, please right click the **Setup.exe** file and choose Run as administrator.



- c. A system check is performed to verify if your machine meets all the requirements for installing the product. After the system check is finished, click **Next**.
- d. Review and accept the End-User License Agreement and click **Next**.
- e. In the Web Application Deployment Targets, select the web applications you are going to install and click **Next**.

**Note**

If you select **Automatically activate features**, the product features will be activated in the target site collection during the installation process. If you want to manually activate the product feature later, uncheck this box.

- f. Upon completion of the installation, details are displayed showing which web applications you product has been installed to.
- g. Click **Close** to finish the installation.

## 2.4 Upgrade

Download the latest version of our product and run the **Setup.exe** file.

In the **Program Maintenance** window, select **Upgrade** and click **Next**.

## 2.5 Uninstallation

If you want to uninstall the product, double-click the **Setup.exe** file.

In the **Repair or Remove** window, select **Remove** and click **Next**. Then the application will be removed.

## 2.6 Command Line Installation

The following instructions are for installing the solution files for Document Viewer in **SharePoint 2016** by using the SharePoint STSADM command line tool.

### Required permissions

To use STSADM, you must be a member of the local Administrators group on the server.

### To install Document Viewer to SharePoint servers

If you have installed BoostSolutions products before, please skip the steps of Foundation installation.

- a. Extract the files from the product zip pack to a folder on one SharePoint server.
- b. Open a command prompt and make sure your path is set with the SharePoint bin directory.

- **SharePoint 2010**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN

- **SharePoint 2013**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\15\BIN

- **SharePoint 2016**

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\16\BIN

- c. Add the solution files to SharePoint in the STSADM command line tool.

```
stsadm -o addsolution -filename BoostSolutions.ECM.DocumentViewerSetup16.3.wsp
stsadm -o addsolution -filename BoostSolutions.FoundationSetup16.1.wsp
```

- d. Deploy the added solution with the following command:

```
stsadm -o deploysolution -name BoostSolutions.ECM.DocumentViewerSetup16.3.wsp -
allowgacdeployment -url [virtual server url] -immediate

stsadm -o deploysolution -name BoostSolutions.FoundationSetup16.1.wsp -allowgacdeployment -
url [virtual server url] -immediate
```

- e. Wait for the deployment to complete. Check the final status of the deployment with this command:

```
stsadm -o displaysolution -name BoostSolutions.ECM.DocumentViewerSetup16.3.wsp
stsadm -o displaysolution -name BoostSolutions.FoundationSetup16.1.wsp
```

The result should contain a <Deployed> parameter for which the value is TRUE.

- f. In the STSADM tool, activate the features.

```
stsadm -o activatefeature -name BoostSolutions.ECM.DocumentViewer -url [site collection url] -
force
```

### **To remove Document Viewer from SharePoint servers**

- a. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.ECM.DocumentViewerSetup16.3.wsp -immediate
-url [virtual server url]
```

- b. Wait for the removal to finish. To check the final status of the removal you can use the following command:

```
stsadm -o displaysolution -name BoostSolutions.ECM.DocumentViewerSetup16.3.wsp
```

The result should contain the <Deployed> parameter for which the value is FALSE and the <LastOperationResult> parameter with the RetractionSucceeded value.

- c. Remove the solution from the SharePoint solutions storage:

```
stsadm -o deletesolution -name BoostSolutions.ECM.DocumentViewerSetup16.3.wsp
```

### **To remove BoostSolutions Foundation from SharePoint servers**

The BoostSolutions Foundation is mainly designed to provide a centralized interface to manage licenses for all BoostSolutions software from within SharePoint Central Administration. If are still using BoostSolutions product on your SharePoint server, please do not remove Foundation from the servers.

- a. Removal is initiated with the following command:

```
stsadm -o retractsolution -name BoostSolutions.FoundationSetup16.1.wsp -immediate -url [virtual server url]
```

- b. Wait for the removal to finish. To check the final status of the removal you can use the following command:

```
stsadm -o displaysolution -name BoostSolutions.FoundationSetup16.1.wsp
```


The result should contain the <Deployed> parameter for which the value is FALSE and the <LastOperationResult> parameter with the RetractionSucceeded value.

- c. Remove the solution from the SharePoint solutions storage:

```
stsadm -o deletesolution -name BoostSolutions.FoundationSetup16.1.wsp
```

## **2.7 Feature Activation**

By default, the application's features are automatically activated once the product is installed. You can also activate the product feature manually.

- a. Click **Settings**  and then click **Site Settings**.
- b. Under the **Site Collection Administration** click **Site collection features**.
- c. Find the application feature and click **Activate**. After a feature is activated, the Status column lists the feature as **Active**.




BoostSolutions Document Viewer 3.2.1.327

Enables users to directly view Microsoft® Office documents, PDFs, images, web pages, etc. in browser. (Powered by BoostSolutions)

Deactivate

Active

## 3. How to Use Document Viewer

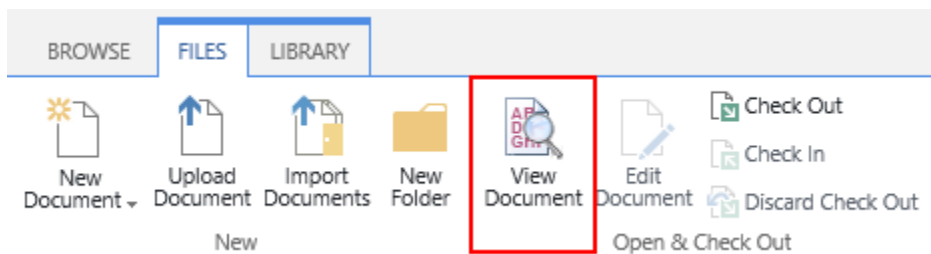
After Document Viewer is activated, when opening a document library, you will notice a View Document button on the ribbon, a View Document command on the item Edit menu, and a View icon  next to each document.

### 3.1 View Document

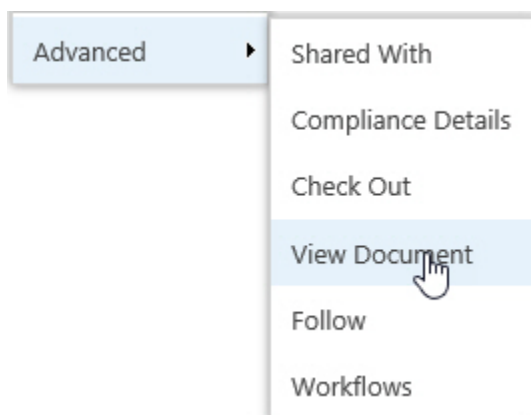
#### 3.1.1 View Documents Directly

To view a document directly:

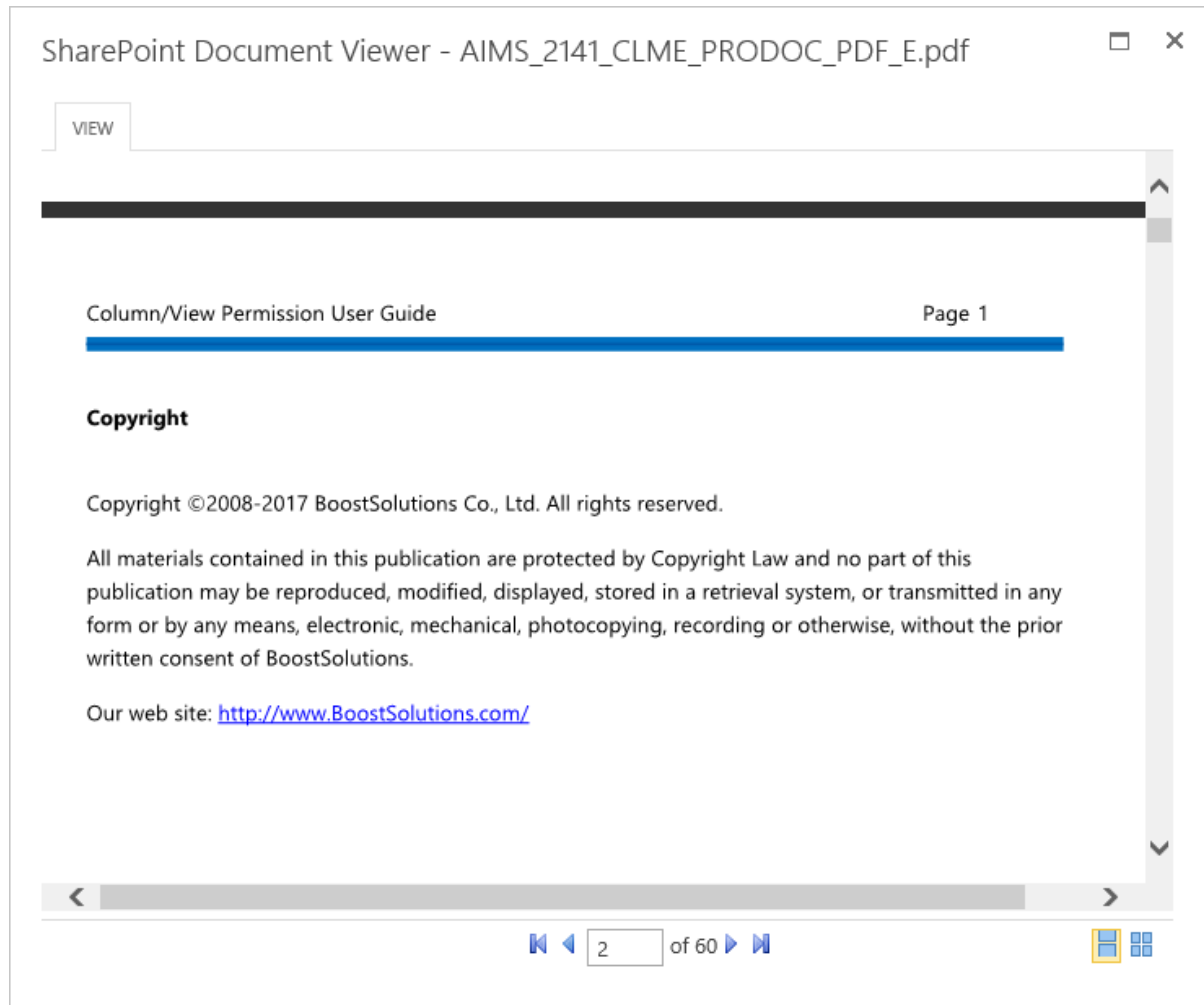
Enter the document library, select the desired document and click **View Document** in the **Documents** tab.



Or, click **View Document** on the item Edit menu.



A Document Viewer window will appear as follows.




### 3.1.2 Viewing a document using Page Thumbnails

You can use page thumbnails to quickly view specific page(s) of a document.

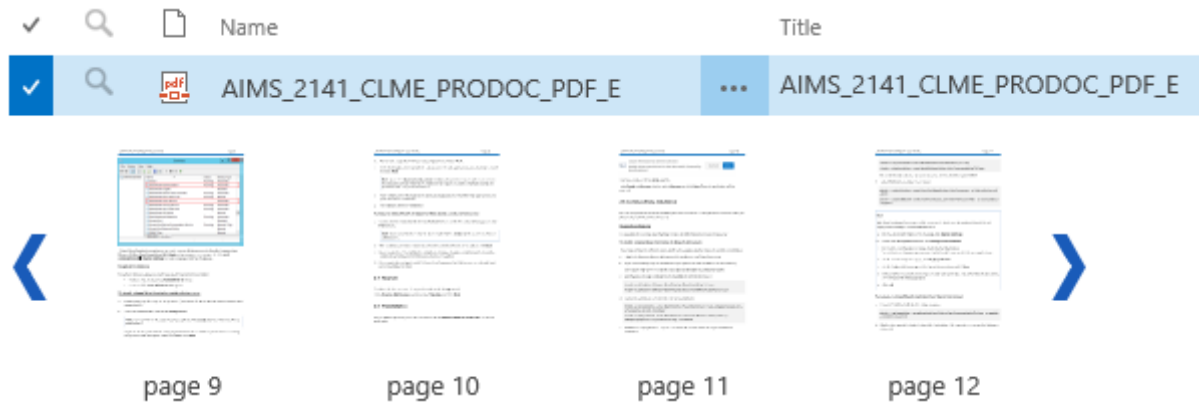
First, click the **View** icon next to the file you want to view.

✓	🔍	📄	Name		Title
✓	🔍	📄	AIMS_2141_CLME_PRODOC_PDF_E	...	AIMS_2141_CLME_PRODOC_PDF_E
	🔍	📄	NIKS_2012_CLME_SALDOC_PDF_C	...	NIKS_2012_CLME_SALDOC_PDF_C
	🔍	📄	NIKS_2013_CLME_SALDOC_PDF_C	...	NIKS_2013_CLME_SALDOC_PDF_C
	🔍	📄	NIKS_2112_CLME_SALDOC_PDF_D	...	NIKS_2112_CLME_SALDOC_PDF_D

**Note:**

The view function using the View icon  is not available in a document library that has been published within a Web Part.

The content of the document will be displayed as page thumbnails (By default the maximum number of thumbnail pages is four). You can navigate to the next or previous pages by clicking the next or previous arrow.



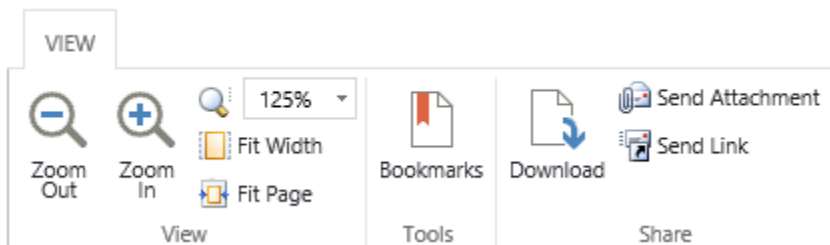
To view a specific page's content in a normal sized window, simply click the page thumbnail to open the Document Viewer window.


### 3.2 Adjust Zoom Level


Document Viewer provides a zoom tool that enables you to change the magnification of a page.

First, click the **View** tab on the Document Viewer window.

The toolbar will expand as follows:



**Zoom In:** To increase a page's magnification, click the Zoom In  button. The highest magnification is 400%.

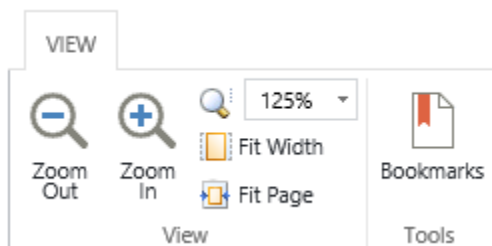
**Zoom Out:** To decrease a page's magnification, click the Zoom Out  button. The lowest magnification is 25%.

**Zoom value:** Select a preset zoom value from the zoom drop-down list or enter a personalized zoom value in the zoom value box.

Preset zoom values let you quickly switch to commonly used magnification levels. Presets values include: 25%, 50%, 75%, 100%, 125%, 150%, 200% and 400%.

### 3.3 Fit Width and Fit Page

Click the **View** tab on the Document Viewer window, then the toolbar will expand as follows:








**Fit width:** Adjust the magnification so that the item fills the preview pane horizontally.

**Fit Page:** Adjust the page width and height to fit within the preview pane.

### 3.4 Navigate between Pages

You can page through a document using paging control.

- To go to the next page, click the Next page arrow .
- To go to the previous page, click the Previous page arrow .
- To go to the first page of the document, click the First page arrow .
- To go to the last page of the document: click the Last page arrow .
- To go to a specific page, enter the page number in the page number box  of 60.

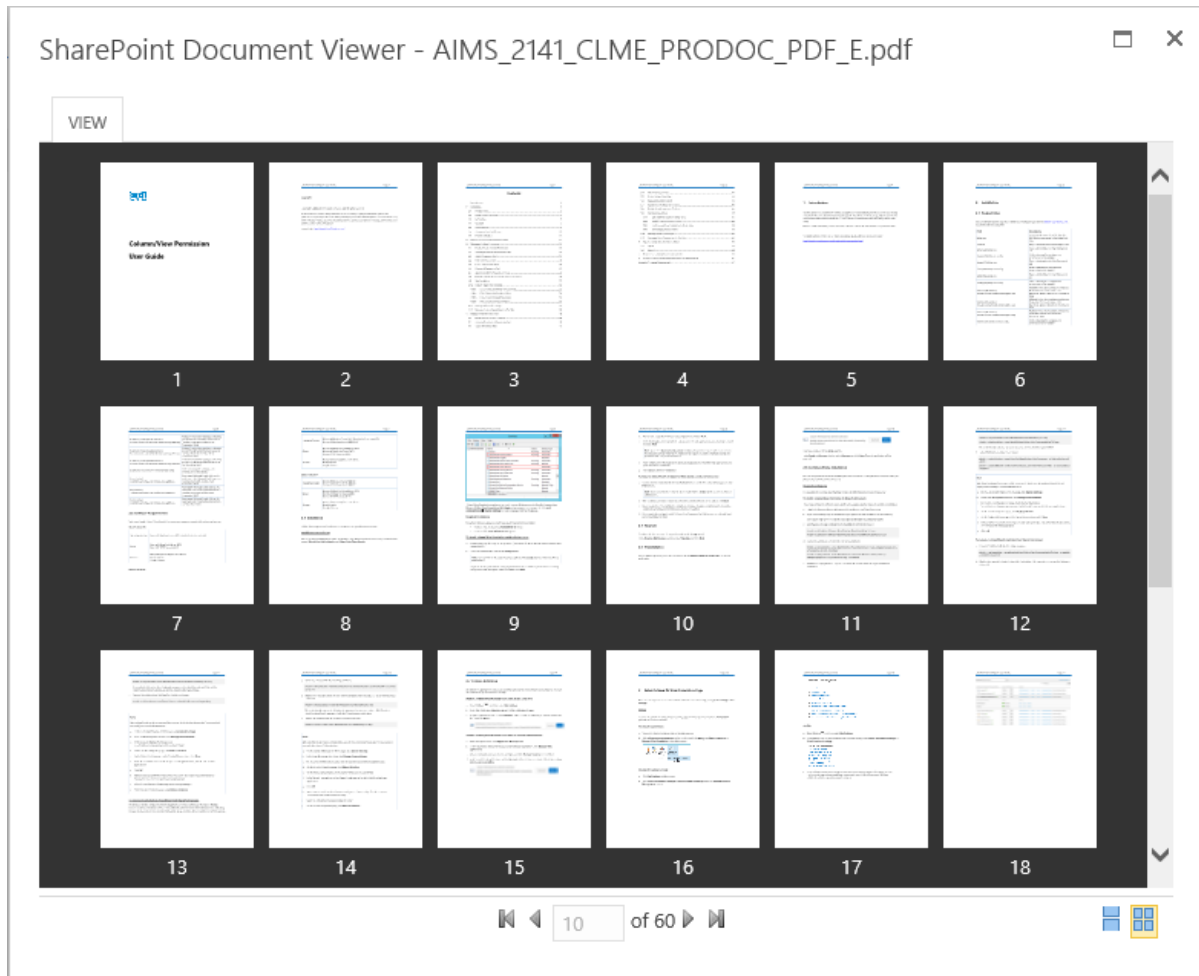
### 3.5 Switch to Thumbnail View

The Thumbnail view is a miniature preview of all the pages in a document. It allows users to quickly scroll through a large document. Users can also use the thumbnail view to quickly jump to a selected page.



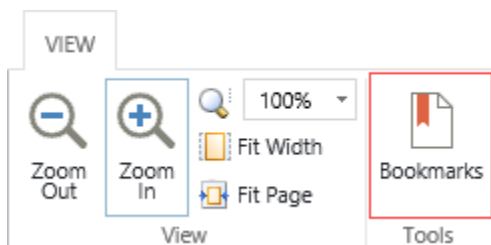


To switch to Thumbnail view, click the Thumbnail view button in the bottom right corner. To restore to normal preview, click the Restore button next to the Thumbnail view button.

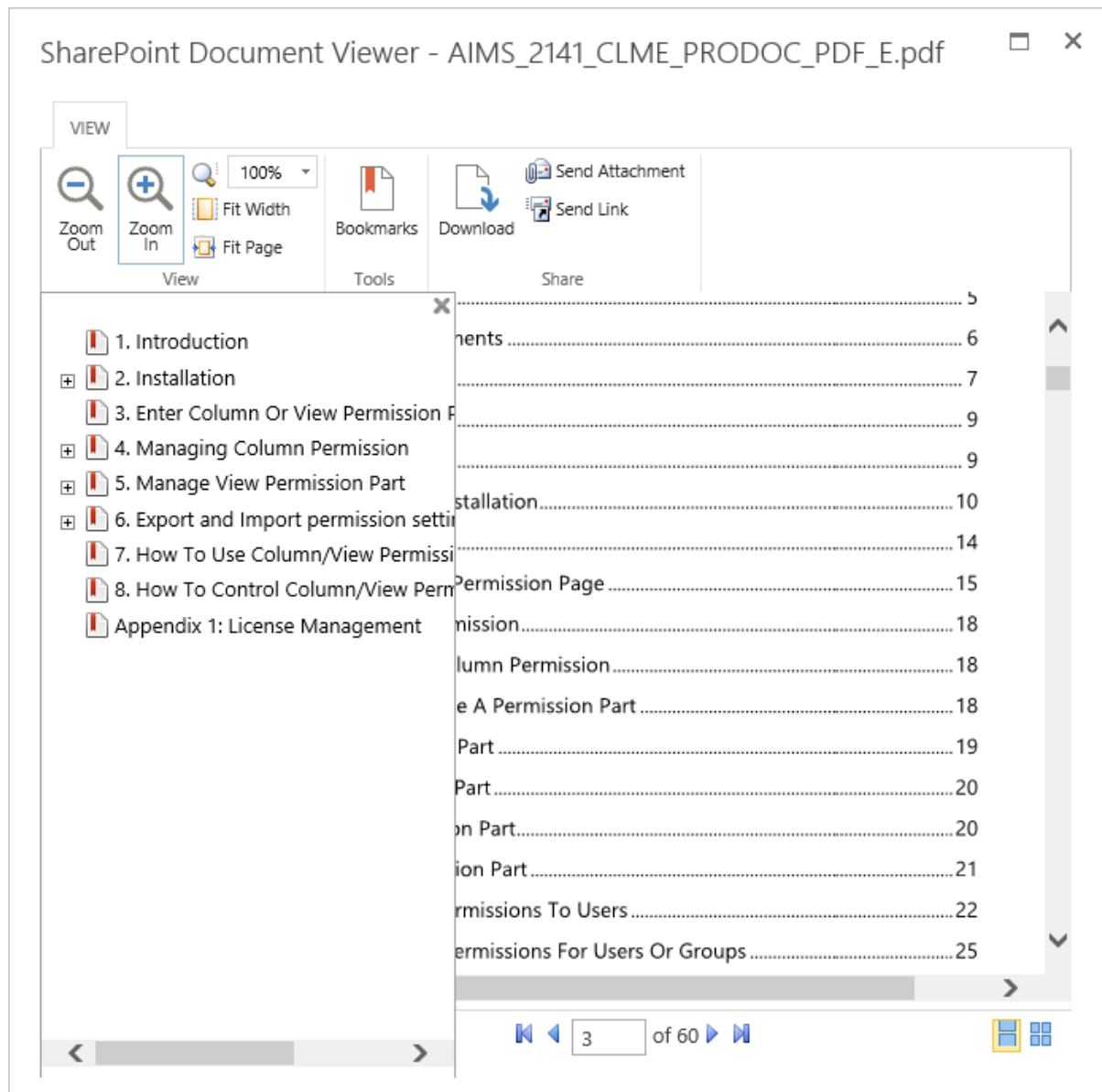


### 3.6 View Bookmarks

Bookmarks are only available for PDF files and are visible if the PDF document contains a bookmark structure.



To open the Bookmarks pane, click **Bookmarks** on the ribbon menu. A Bookmarks pane will open as follows:



To close the Bookmarks pane click the button on the top right of the Bookmarks pane.

### 3.7 Share Documents

Document Viewer allows you to share documents from within the Document Viewer window. To enable sharing, you need to first enable the share document settings. See section [3.8](#) for details.

### 3.7.1 Download

This function allows you download a file to your local computer.

- a. In the Document Viewer window, click the **Download** button on the ribbon.



- b. Specify the save location and the file will be saved.

### 3.7.2 Send as an Attachment

This function allows you to send the file as an email attachment. The function is only available in Internet explorer.

- a. In the Document Viewer window, click the **Send Attachment** button on the ribbon.



- b. An email will automatically be composed in your client outlook application and your file will be included as an attachment.

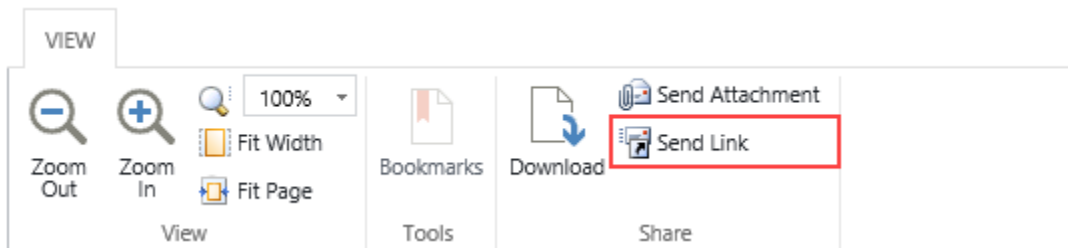
If you encounter the "Failed to Load Outlook" error message, please [read this](#).

- c. You can write your message in the email body and then send.

### 3.7.3 Send as a Link

Send the file as link in an email.

- a. In the Document Viewer window, click the **Send Link** button on the ribbon.



- b. An email will automatically be composed in your client outlook application and a link to your file will be added in the body of the email.
- c. Write your message in the email body and then send.

## 3.8 Manage Document Viewer Settings

Document Viewer enables you to control whether users can download or send documents while viewing documents in the Document Viewer window.

- a. To access the settings page, go to: **Library Settings – Document Viewer Settings**.

### General Settings

- [List name, description and navigation](#)
- [Versioning settings](#)
- [Advanced settings](#)
- [Validation settings](#)
- [Column default value settings](#)
- [Audience targeting settings](#)
- [Rating settings](#)
- [Form settings](#)
- [Document Viewer Settings \(Powered by BoostSolutions\)](#)

- b. On the Document Viewer Settings page, select the checkbox next to **Enable share document buttons**.

### General

Specify whether to enable the share document buttons on the Document Viewer window.

☒ Enable the share document buttons

OK

Cancel

### 3.9 Fix the “Failed to Load Outlook” issue

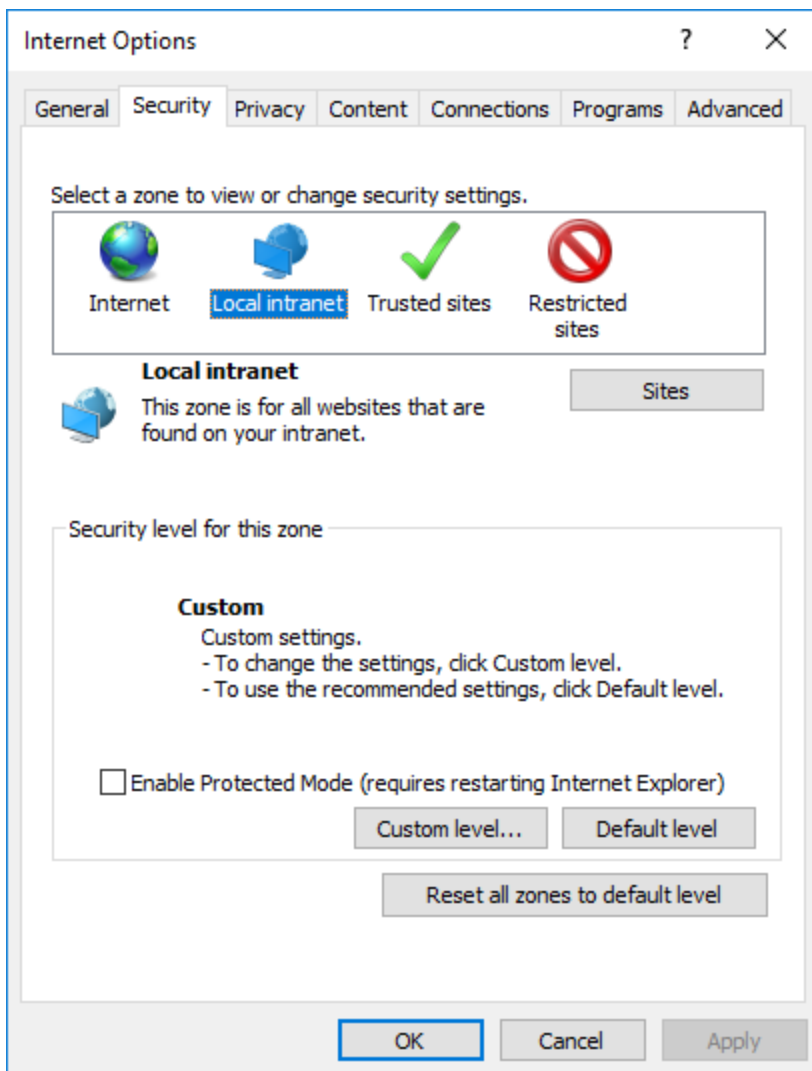
While sending documents as an attachment, you may encounter the “Fail to Load Outlook” error.

This issue may be caused by the following:

- *Microsoft Outlook not installed.*
- *Internet Explorer Security Settings not properly configured.*

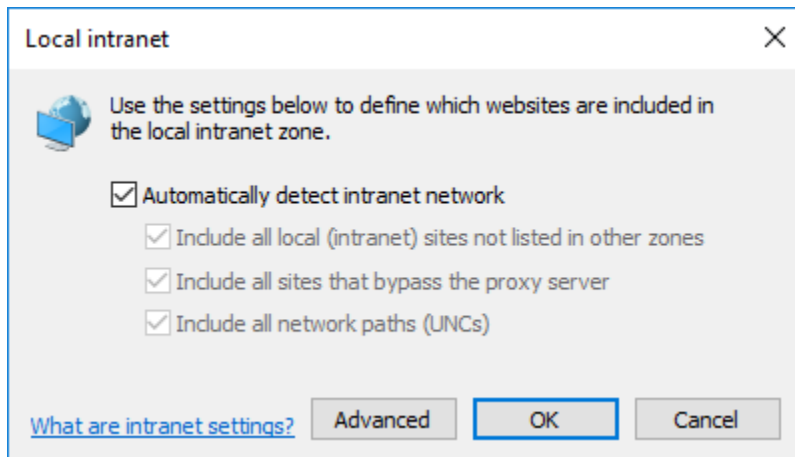
Follow these steps to configure your Internet Explorer Security Settings:

- a. Open your SharePoint site in Internet Explorer and then open the **Internet Options | Security** dialog.

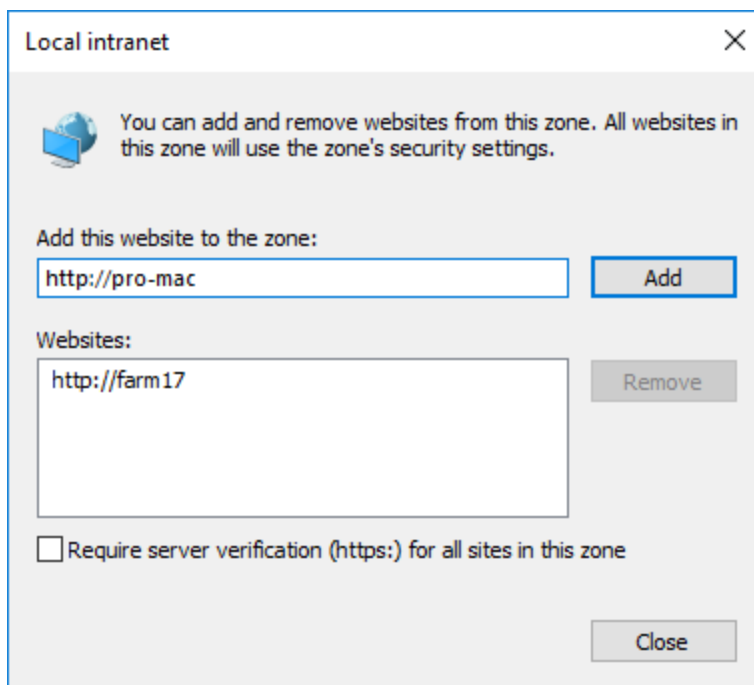


- b. Select **Local intranet** and click the **Sites** button.

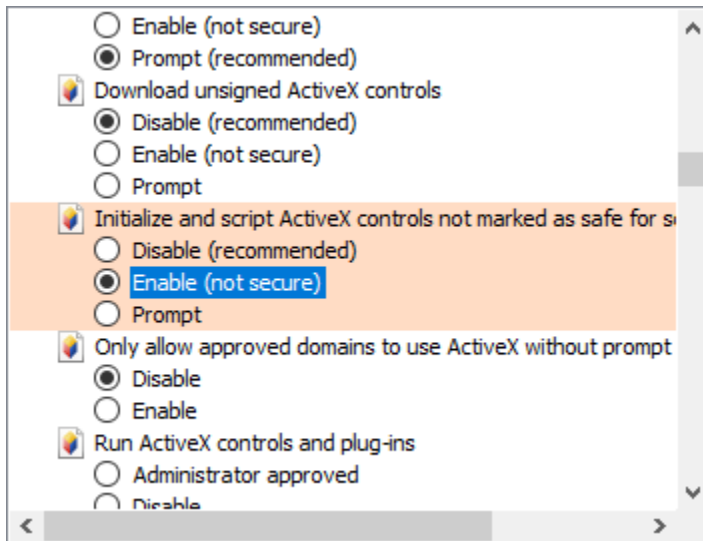
- c. In the **Local intranet** dialog, click the **Advanced** button.



- d. Click the **Add** button to add the current SharePoint site to a Local intranet zone and then close the dialog to save all the changes you have made.



- e. Next, in the **Internet Options | Security** dialog, click the **Custom Level...** button.
- f. In the **Security Settings – Local Intranet Zone** dialog, locate the **Initialize and script ActiveX controls not marked as safe for scripting** and select **Enable**.



- g. Click **OK** to save all changes and close the Internet Options dialog.
- h. Select a document and click **Send as Attachment** again.

**Note**

If you still encounter the "Failed to Load Outlook" error message, then follow the steps below.

**Note:** If you still encounter the "Failed to Load Outlook" error message, then follow the steps below.

This issue is caused by you having insufficient permissions on your local computer. To solve this issue you need to add a windows credential onto your local computer.

- a. Open **Control Panel | Credential Manager**.
- b. Click **Add a Windows credential**. A window will appear as follows:

**Add a Windows Credential**

← → ↕ ↑ << Cred... > Add a Windows C... 🔍 Search Control Panel 🔍

Type the address of the website or network location and your credentials

Make sure that the user name and password that you type can be used to access the location.

Internet or network address  
(e.g. myserver, server.company.com):

User name:

Password:

OK Cancel

- c. Fill in the user credentials and click **OK** to save the settings.

**Add a Windows Credential**

← → ▾ ↑ << Cred... > Add a Windows C... 🔍 Search Control Panel 🔍

**Type the address of the website or network location and your credentials**

Make sure that the user name and password that you type can be used to access the location.

Internet or network address  
(e.g. myserver, server.company.com):

User name:

Password:

OK Cancel

**Internet or network address:** Type the SharePoint server name or IP address.

**User Name:** Type the user login name.

**Password:** Type the password.



- d. Click **OK** to save the settings.
- e. Enter your document library and select a document. Click **Send as Attachment**. The document will be added as an email attachment.

### 3.10 Supported File Formats

The following file types are supported by Document Viewer.

1	Portable Document Format (.pdf)	
2	Microsoft Word	<ul style="list-style-type: none"> <li>▪ Open XML File Format Document (.docx)</li> <li>▪ Open XML File Format Document with code (.docm)</li> <li>▪ Open XML File Format Template (.dotx)</li> <li>▪ Open XML File Format Template with code (.dotm)</li> <li>▪ Word 97-2016 Document (.doc)</li> <li>▪ Word 97-2016 Template (.dot)</li> <li>▪ Rich Text Format files (.rtf).</li> <li>▪ Single File Web Pages (.mht, .mhtml)</li> <li>▪ Word 2016 XML Documents (.xml)</li> </ul>
3	Microsoft Excel	<ul style="list-style-type: none"> <li>▪ Excel Workbook (.xlsx)</li> <li>▪ Excel Workbook with code (.xlsm)</li> <li>▪ Excel Template (.xltx)</li> <li>▪ Excel Template with code (.xltm)</li> <li>▪ Excel 97- Excel 2016 Workbook (.xls)</li> <li>▪ Excel 97- Excel 2016 Template (.xlt)</li> <li>▪ Microsoft Excel 5.0/95 Workbook (.xls)</li> <li>▪ Comma delimited (.csv)</li> </ul>
4	Microsoft PowerPoint	<ul style="list-style-type: none"> <li>▪ PowerPoint Presentation (.pptx)</li> <li>▪ PowerPoint Presentation with code (.pptm)</li> </ul>
5	Microsoft Visio	<ul style="list-style-type: none"> <li>▪ Visio Drawing (.vsd)</li> <li>▪ Visio Drawing XML File (.vdx)</li> <li>▪ Shapeware Visio Smartshapes File (.vss)</li> <li>▪ Visio Template (.vst)</li> <li>▪ Visio Template XML File (.vtx)</li> <li>▪ XML for Visio Stencil File (.vsx)</li> </ul>

6	XML Paper Specification (.xps)	
7	Plain Text File (.txt)	
8	Outlook Email File (.msg)	
9	Image files	<ul style="list-style-type: none"><li>▪ Bitmap (.bmp)</li><li>▪ Graphic Interchange Format (.gif)</li><li>▪ JPEG (.jpg, .jpeg)</li><li>▪ Portable Network Graphic (.png)</li><li>▪ Tagged Image Format File (.tif, .tiff)</li></ul>

### 3.11 Supported Libraries

The following SharePoint libraries are supported by document viewer.

- Asset Library
- Document Library
- Dashboard Library
- Form Library
- Report Library

## 4. Troubleshooting & Support

### **Troubleshooting FAQ:**

<http://www.boostsolutions.com/general-faq.html#Show=ChildTitle9>

### **Contact Info:**

Product & Licensing Inquires: [sales@boostsolutions.com](mailto:sales@boostsolutions.com)

Technical Support (Basic): [support@boostsolutions.com](mailto:support@boostsolutions.com)

Request a New Product or Feature: [feature\\_request@boostsolutions.com](mailto:feature_request@boostsolutions.com)

### **Live chat:**

<http://www.boostsolutions.com/support/chat/livezilla.php?intgroup=U3VwcG9ydA==&reset=true>

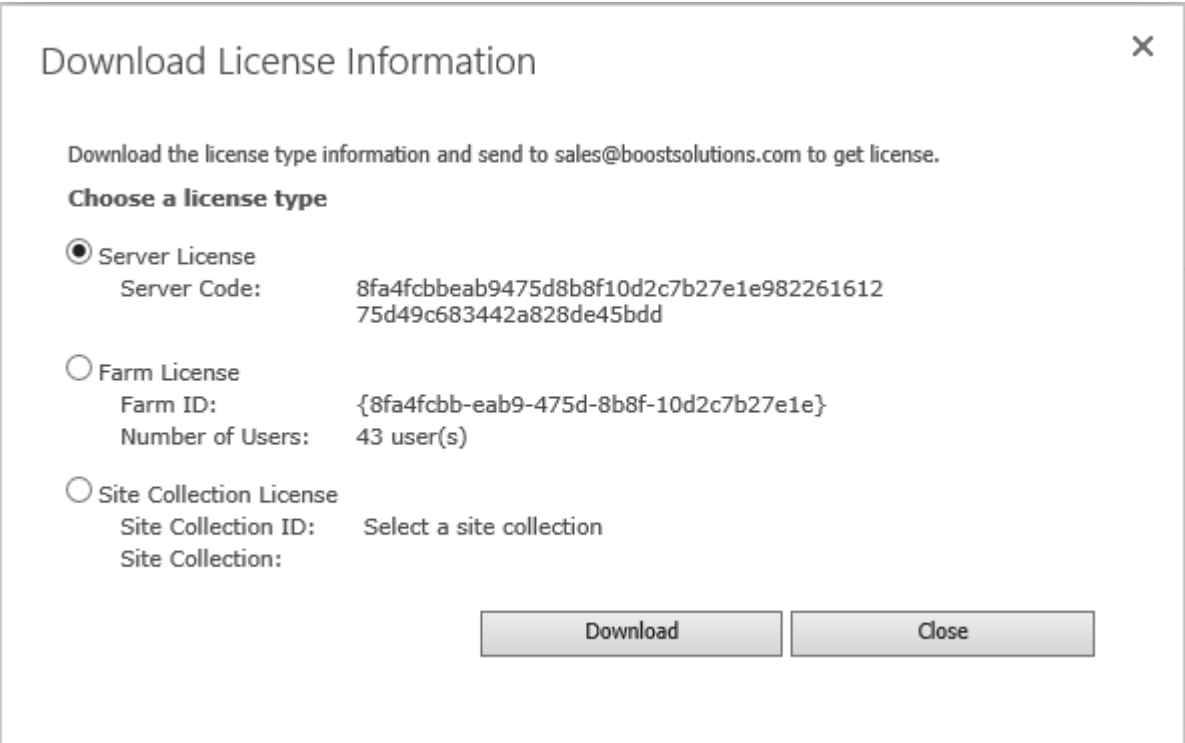
## Appendix A: License Management

You can use Document Viewer without entering any license code for a period of 30 days from when you first use it.

To use product after expiration, you will need to purchase a license and register the product.

### Finding License Information

- a. Navigate to the **BoostSolutions Software Management** section in Central Administration. Then, click **License Management Center** link.
- b. Click Download License Information, choose a license type and download the information (Server Code, Farm ID or Site Collection ID).



Download License Information

Download the license type information and send to sales@boostsolutions.com to get license.

**Choose a license type**

☒ Server License  
Server Code: 8fa4fcbbcab9475d8b8f10d2c7b27e1e982261612  
75d49c683442a828de45bdd

☐ Farm License  
Farm ID: {8fa4fcbb-eab9-475d-8b8f-10d2c7b27e1e}  
Number of Users: 43 user(s)

☐ Site Collection License  
Site Collection ID: Select a site collection  
Site Collection:

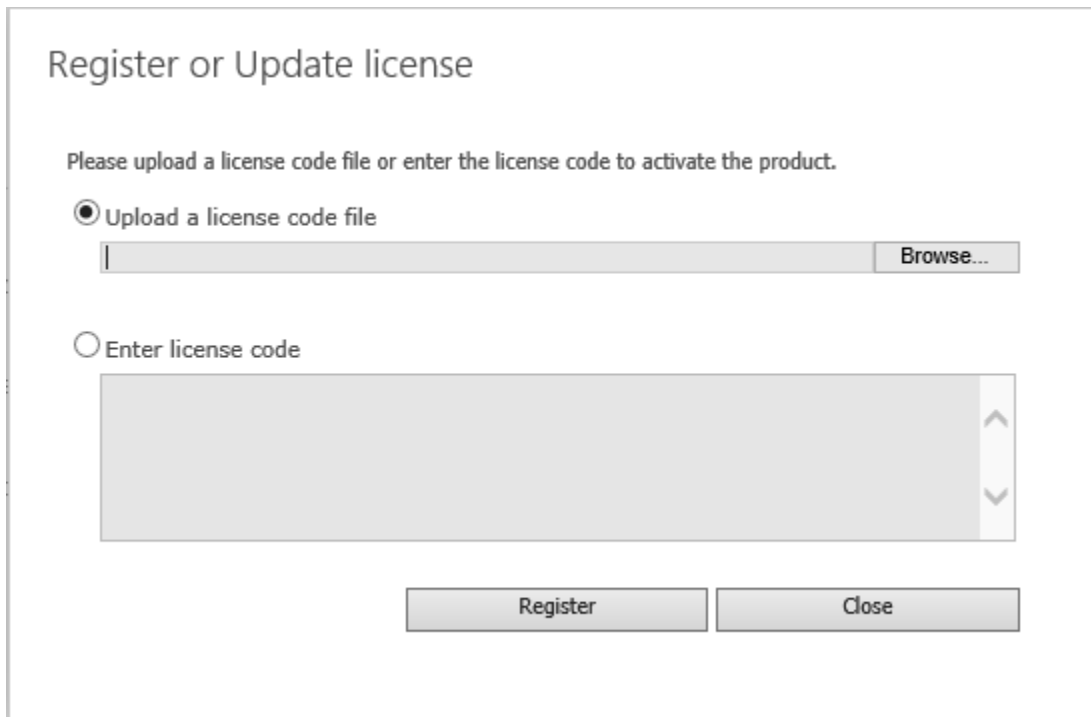
Download Close

In order for BoostSolutions to create a license for you, you need to send us your SharePoint environment identifier (Note: different license types need different information). A server license needs a server code; a Farm license needs a farm ID; and a site collection license needs a site collection ID.

- c. Send the above information to us ([sales@boostsolutions.com](mailto:sales@boostsolutions.com)) to generate a license code.

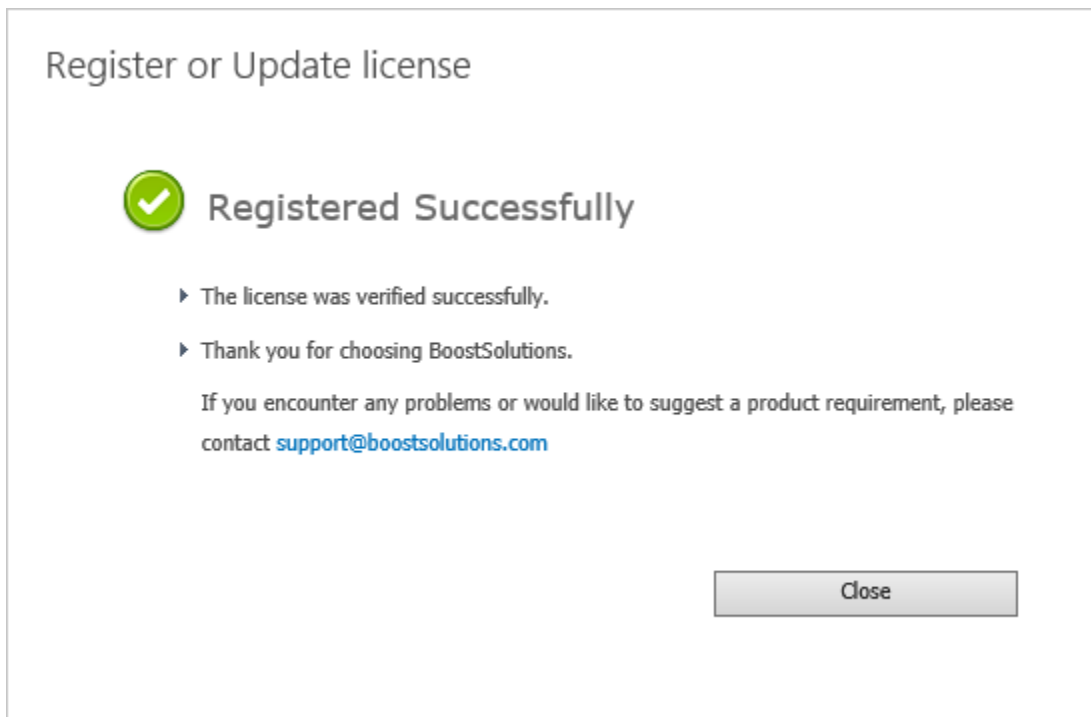
### License Registration

- a. When you receive a product license code, enter the **License Management Center** page.
- b. Click **Register** on the license page and a **Register or Update license** window will open.



The dialog box is titled "Register or Update license". Below the title, it says "Please upload a license code file or enter the license code to activate the product." There are two radio buttons: "Upload a license code file" (selected) and "Enter license code". The "Upload a license code file" option has a text input field and a "Browse..." button. The "Enter license code" option has a large text input field. At the bottom, there are two buttons: "Register" and "Close".

- c. Upload the license file or enter the license code and click **Register**. You will get confirmation that your license has been validated.



The dialog box is titled "Register or Update license". It features a green checkmark icon and the text "Registered Successfully". Below this, there are two bullet points: "The license was verified successfully." and "Thank you for choosing BoostSolutions." A message follows: "If you encounter any problems or would like to suggest a product requirement, please contact [support@boostsolutions.com](mailto:support@boostsolutions.com)". At the bottom right, there is a "Close" button.

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For more details on license management, see the [BoostSolutions Foundation](#).