
SMART FIR – SUPPORT MEMO

SMART VIEW UPGRADE – VERSION 24.200

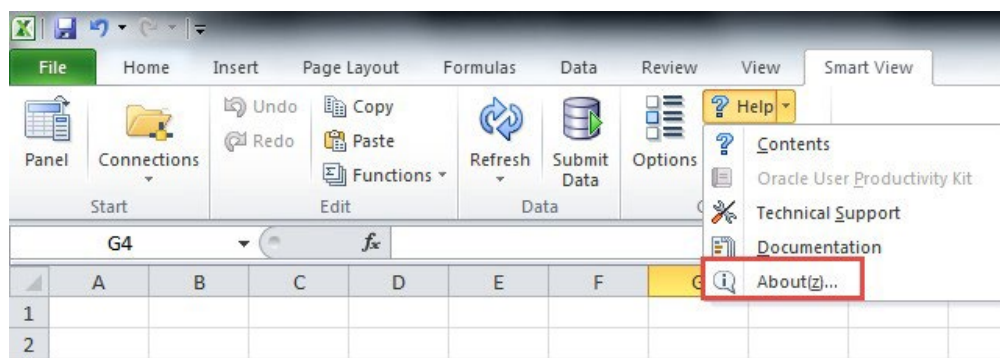
Smart View Install

You will need Administrator rights to install Smart View. If you do not already have Administrator access, please contact your local IT support desk to provide the Administrator access. If you have an older version of Smart View, you will need to uninstall that version and reinstall the newer version

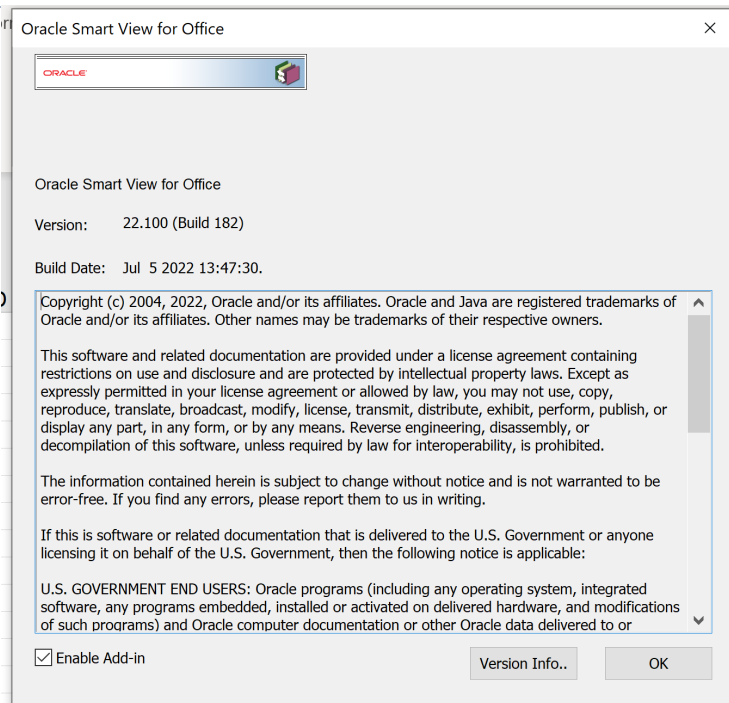
Updating Previous SmartView Version

If you currently have an earlier version of Smart View, uninstall the current SmartView to install new SmartView version 24.200.

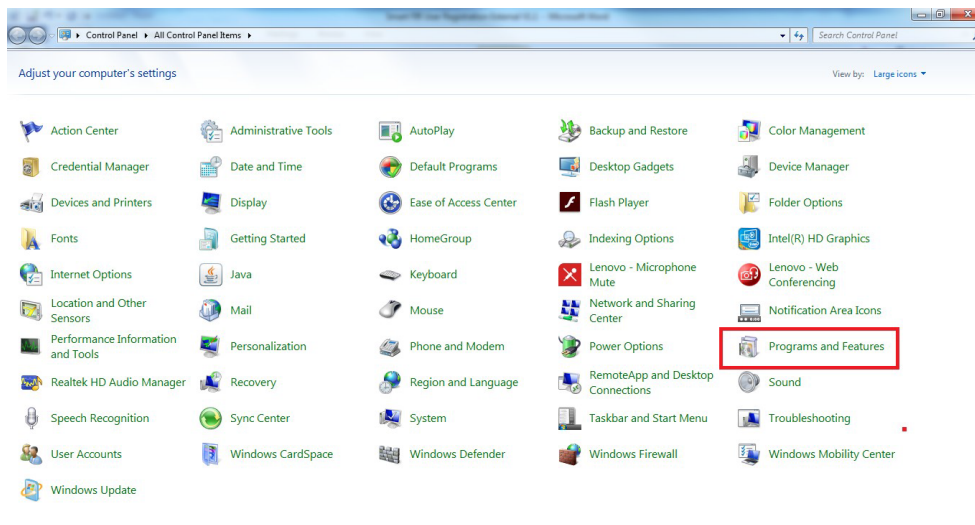
In Microsoft Excel, go to “Smart View” pane and click [? Help] then [About(z)...]



You will be able to locate and determine the current version of Smart View, If the version is not version 24.200, you must uninstall the older version.



To uninstall close all Microsoft Office products, navigate into **Control Panel -> Programs and Features**



Locate “Oracle Smart View for Office” and click uninstall

Control Panel Home

View installed updates

Turn Windows features on or off

Install a program from the network

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize ▾ Uninstall Change Repair						
Name	Publisher	Installed On	Size	Version		
Microsoft Visual C++ 2012 Redistributable (x86) - 11.0...	Microsoft Corporation	05/26/2023	17.3 MB	11.0.61030.0		
Microsoft Visual C++ 2013 Redistributable (x64) - 12.0...	Microsoft Corporation	05/26/2023	20.5 MB	12.0.40664.0		
Microsoft Visual C++ 2013 Redistributable (x86) - 12.0...	Microsoft Corporation	05/26/2023	17.1 MB	12.0.40664.0		
Microsoft Visual C++ 2015-2022 Redistributable (x64) ...	Microsoft Corporation	06/25/2024	20.2 MB	14.32.31326.0		
Microsoft Visual C++ 2015-2022 Redistributable (x86) ...	Microsoft Corporation	06/25/2024	17.6 MB	14.32.31326.0		
NVIDIA Graphics Driver 538.78	NVIDIA Corporation	11/14/2024		538.78		
NVIDIA RTX Desktop Manager 202.85	NVIDIA Corporation	05/15/2023		202.85		
OPS FORTE	TBS	05/18/2023	176 KB	1.0		
Oracle Smart View 32-bit for Office	Oracle Corporation	07/22/2024	251 MB	22.100		

Install Smart View Version 24.200

Copy or type in the URL and press Enter.

<https://efis.fma.csc.gov.on.ca/SmartView/SmartView.zip>

The following screen will appear.



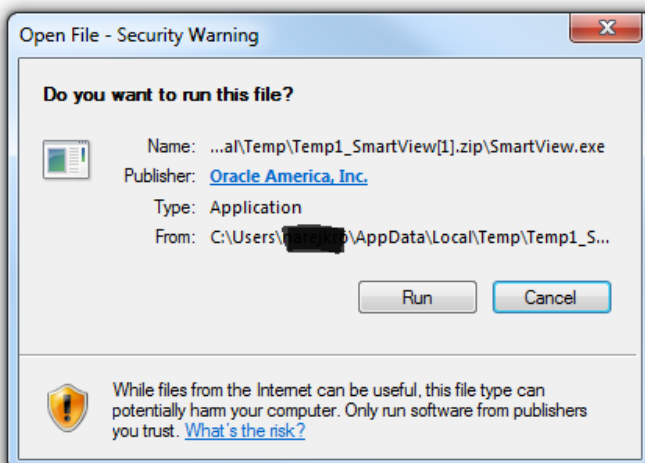
If you Save the file, once it has been downloaded, proceed to open it.

If you decided to open the file, or to save it, the following screens are the same.

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
SmartView	Application	138,801 KB	No	139,801 KB	1%	01/17/2014 2:41 PM

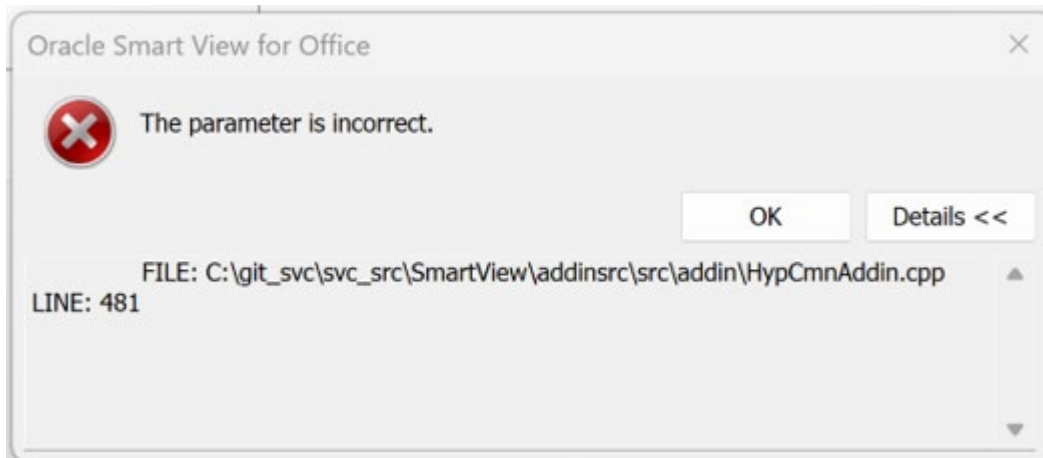
Double click on the Smart View icon to run it.

You will be prompted to run the file, click on Run, and follow the prompts.



Possible Install Issue for Windows 11 Users

Some Windows 11 users have reported receiving the following error when opening Excel after the installation of Smart View Version 24.200:



After dismissing the popup, Excel can still be used, but the SmartView” tab does not show up in the tool bar.

It was determined that the issue was caused by an outdated Microsoft Edge WebView version (sometimes referred to as “WebView2 Run Time”). The version of MS Edge WebView causing the error was version 134.0.3124.85.

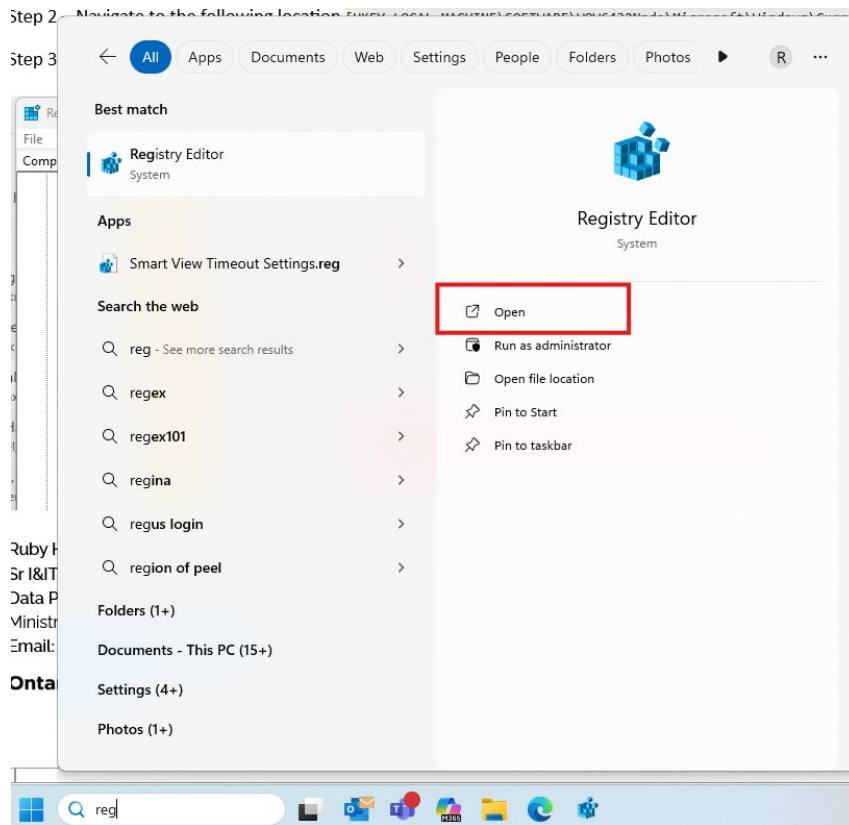
To resolve the issue, users should **perform a Windows update**.

After a regular Windows upgrade that brought MS Edge WebView to 134.0.3124.93, Excel no longer displayed the error and the SmartView tab appeared properly on the top tool bar.

To determine the version of MS Edge WebView please follow the following steps in Windows 11: (Note: while we don’t believe that Windows 11 natively restricts Registry Editor access for users without local administration rights on their machines, local IT policy may prohibit access. In this case, these steps will need to be carried out by the IT department).

Step 1

In Windows search bar, look up “Registry Editor” and click on Open.



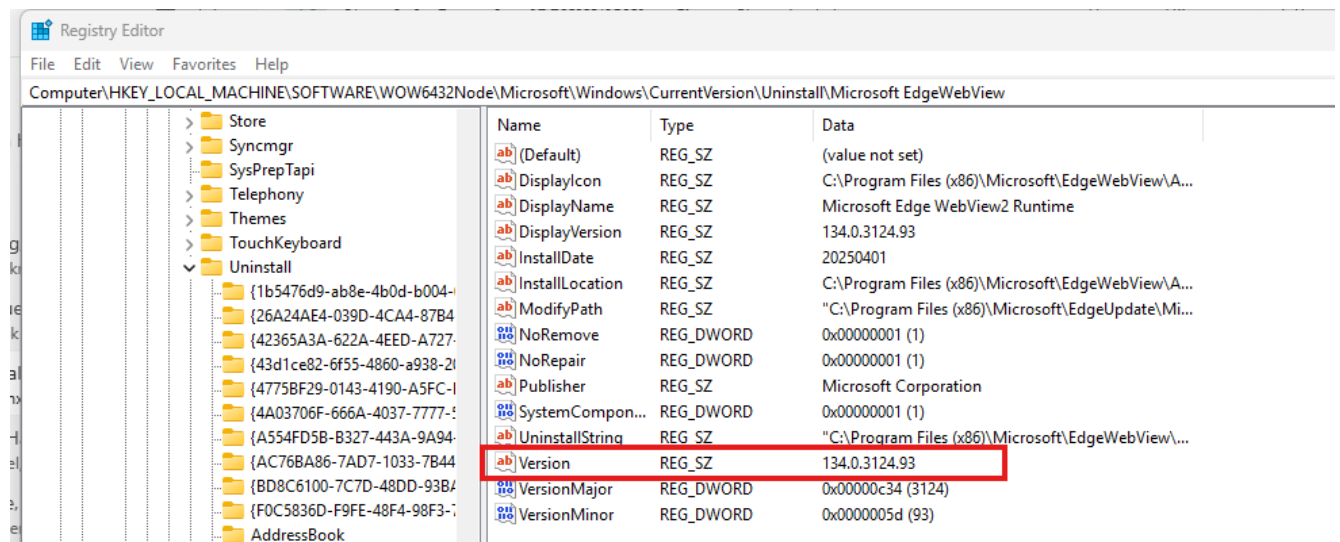
Step 2

In Registry Editor, navigate to the following location;

[HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\Microsoft EdgeWebView]

Step 3

Make note of the content of the Version field. This is the information you are looking for.



Step 4

Close the Registry Editor without making any changes.