

## Description

Vigil Remote is an application that allows users to view calls, run reports and make changes to the Vigil System. This guide explains the steps required to install the Vigil Remote software applications on computers residing on the same local area network as the Vigil Central Computer.

The software installation should be done by your facility's IT personnel as these steps may require administrator privileges. Please follow the steps below in order and call Vigil Customer Support (877-850-1122) if you require assistance.

## Vigil Remote Requirements

### Compatible OS

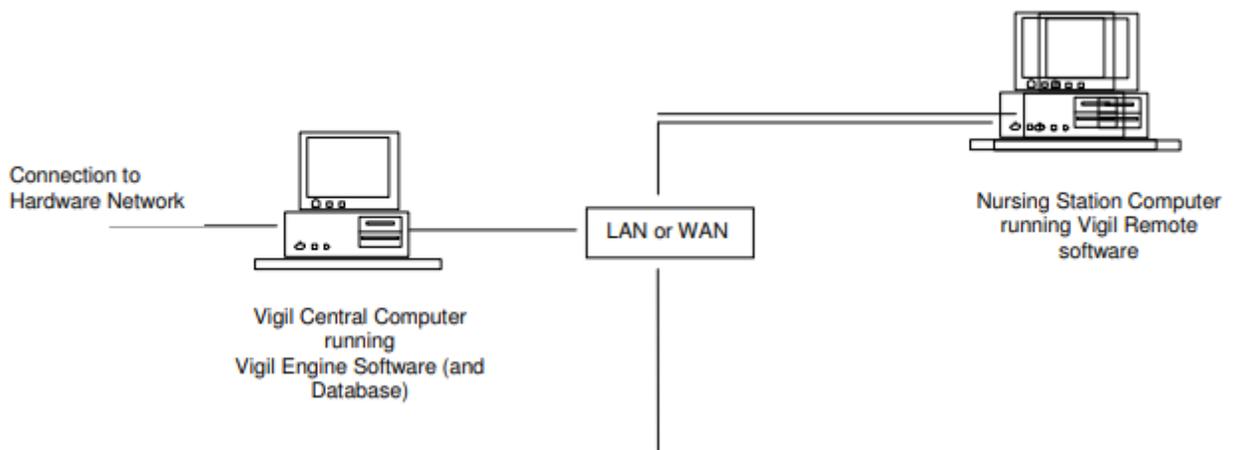
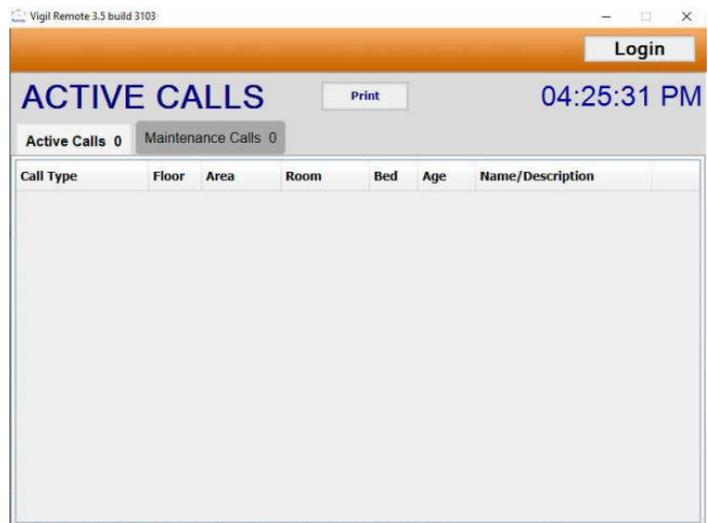
- Windows 7
- Windows 10

### Workstation Minimum Requirements

- 2 GB Memory
- 2.0 GHz processor
- Microsoft .NET Framework 4+

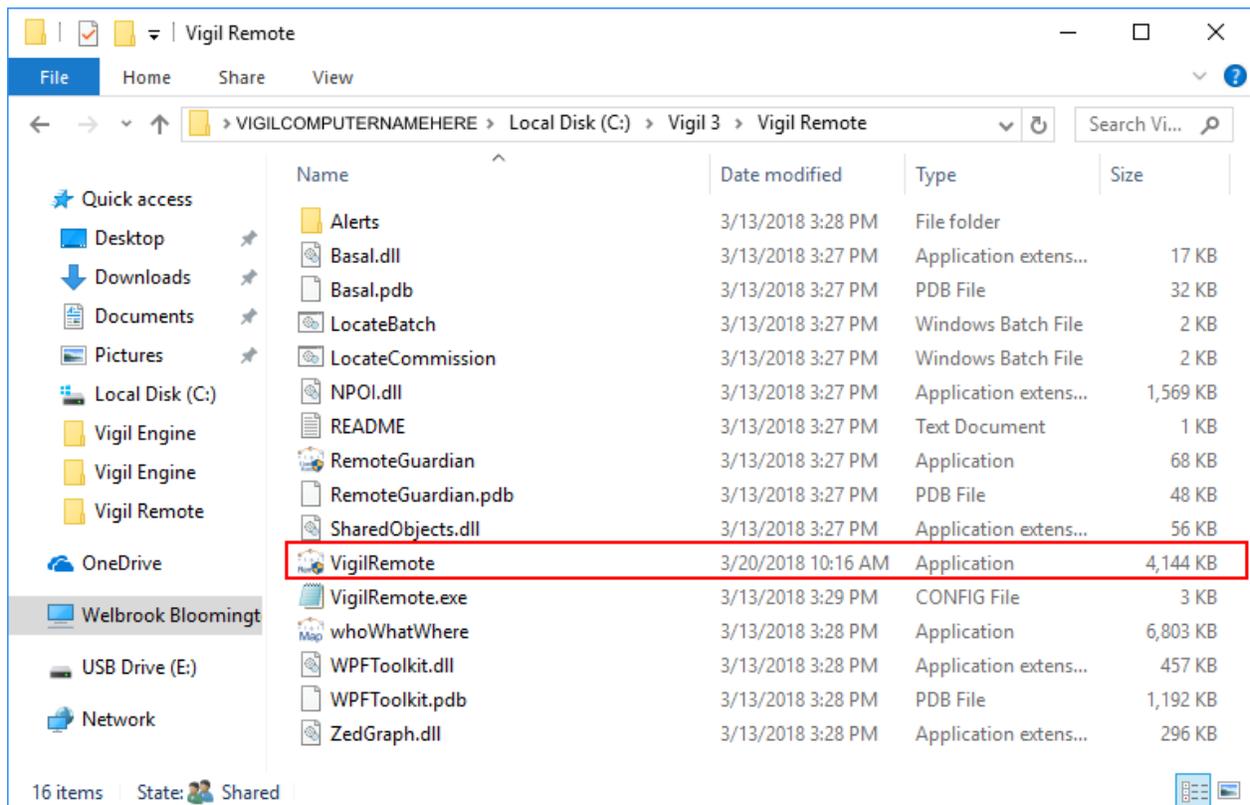
### Network Requirements

- Vigil Central Computer and Remote Workstation must be on the same Workgroup or Domain and subnet. In some network environments you may need to use a static IP address in place of the computer name.



## Setup Instructions

1. Open your Windows Start Menu and select “Run” or search for and select “Run” in the Windows Search Box. You can also open the Run Menu by pressing “**Win** + R” on your keyboard.
2. Type in [\\VIGILCOMPUTERNAMEHERE](#) or the IP Address assigned to VIGILCOMPUTERNAMEHERE. *Please note that you will need to replace VIGILCOMPUTERNAMEHERE with the name or IP address of your Vigil Central Computer.*
3. If prompted for network credentials use the credentials below.
  - **U/N** = VIGILCOMPUTERNAMEHERE\VIGILENGINE
  - **P/W** = vigil3335
  - Put a tick mark in “Remember Credentials” to avoid being prompted in the future.
4. Open the folder labeled “Vigil Remote”
5. Right Click VigilRemote application file and choose “Send to Desktop”. Please ensure you are using the Vigil Remote application file and not the configuration file. This should create a shortcut on the workstation’s desktop.
6. Double click the shortcut and confirm that it starts the Vigil Remote application. If prompted by a firewall to unblock or add an exception select “yes”, “allow” or “unblock”.



## Vigil Remote FAQ

### **How many Vigil Remote clients can I have in my facility?**

The basic Vigil Platform includes a license for three floating Vigil Remote clients. You can have up three Vigil Remote clients open at any given time. Once you attempt to open a fourth client you will see an error message asking you to close an existing connection in order to open the new client. You can purchase additional licenses from Vigil by contacting [sales@vigil.com](mailto:sales@vigil.com) or by calling 877-850-1122.

### **Why does a text document open instead of Vigil Remote?**

There are two files with similar names in the Vigil Remote folder: VigilRemote.exe and VigilRemote.exe.config. The first is an application file and the one that you need to click to open Vigil Remote. The second is the configuration file used by the software. The configuration file opens in most text editing software and you may have clicked accidentally.

### **Can I use Vigil Remote at home?**

Vigil Remote requires your workstation to be on the same network as your Vigil Central Computer and so you will not be able to use Vigil Remote at home. Your IT/Network Administrator may be able to offer options to connect to your work network from home, but this is not something Vigil can assist you with. If you would like to use Vigil from home or from a smart phone, please contact [support@vigil.com](mailto:support@vigil.com) or call 877-850-1122 and ask about Vigil's cloud offerings, Vigil Mobile and Vigil View.

### **Can Vigil Remote work in a Thin Client environment?**

Vigil does not support Vigil Remote through Citrix or other Thin Client environments.

### **Will Vigil Remote work on my Apple computer?**

Vigil Remote requires a Microsoft operating system and Microsoft .NET Framework. If you would like to access Vigil Calls and reporting from your Apple products please contact [support@vigil.com](mailto:support@vigil.com) or call 877-850-1122 and ask about Vigil's cloud offerings, Vigil Mobile and Vigil View.

## Vigil Remote Errors & Solutions

Error Message	Cause & Solution
Failed to connect to Vigil Engine. Check log.	This is most commonly caused by an incorrect IP address or server name in the Vigil Remote config file. This often occurs when your building's network has changed. Please contact Vigil for assistance resolving.
No available licenses.	You do not have enough Vigil Remote licenses to open another instance of the software. Please close another instance before trying to open this one or contact Vigil to purchase additional licenses.
You do not have permission to access this network resource.	This is an error produced by the Windows OS. It indicates that you have used an incorrect username and password when connecting to the Vigil Remote network share. Please verify that you are using the credentials earlier in this document. If you were not prompted for credentials please try clearing your saved passwords from the Windows Credential Manager.
The item this shortcut refers to has been moved or changed.	This is a Windows OS error that indicates that the network share that Vigil Remote is located at has changed. This may be due to network changes, replacement of your Vigil Computer, or something else. Please delete your Vigil Remote shortcut and create a new one use the instructions found earlier in this document.
The drive or network connection that the shortcut refers to is unavailable.	This is a Windows OS error that indicates that the shared folder/drive that your Vigil Remote is located at is unavailable. This may be due to a problem with your Local Area Network or because your Vigil Central Computer is powered off. Please contact your IT provider for assistance.
Vigil Remote is already running.	This is a Windows OS error that occurs if you already have Vigil Remote open on your computer. Please make sure it is not minimized to your Taskbar or otherwise hidden. If you are unable to locate Vigil Remote, please reboot your computer.