

Viewpoint™ 64-bit Infrastructure Changes

Application Version: 7.7
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1. Overview

Viewpoint 7.7 Classic applications are now 64-bit. To function properly, some third party software packages need to be installed or upgraded to their 64-bit version. This guide outlines all infrastructure changes needed to support Viewpoint 7.7 (64-bit). In some cases the changes can be made before upgrade, if you'd like, however some changes must occur at the time of upgrade. The audience for this document is IT professionals.

The following packages will be affected:

- Microsoft Office (64-bit)
- Microsoft Visual C++ Runtime

2. Process

2.1. Microsoft Office 64-bit

Viewpoint directly interacts with Microsoft Office – Microsoft Office must be upgrade to a supported 64-bit version. This process cannot be performed before upgrading to Viewpoint 7.7 – if you attempt to run an older version of Viewpoint with a 64-bit version of Microsoft Office there will be failures when viewing and processing documents. Viewpoint 7.7 supports the follow versions of Microsoft Office:

- Office 2016 64-bit **
- Office 2019 64-bit
- Office 2021 64-bit

** Note that Microsoft dropped mainstream support for Office 2016 in 2020.

Microsoft Office 64-bit will typically not allow you to install it if Microsoft Office 32-bit is already installed. You will likely need to uninstall your existing Microsoft Office 32-bit before proceeding.

2.2. Microsoft Visual C++ Runtime

Viewpoint leverages Microsoft C++ Runtime package. The C++ Runtimes will need to be installed on any machine which will be running Viewpoint – Review, PMC, QC, Worker, and any Viewpoint Web web servers (the web servers themselves, not the web end users). In the case of software deployed via Citrix Desktop, Terminal Server, etc. the Visual C++ Runtime only needs to be installed on the application servers (not on the actual client PCs). This process may be performed *before you upgrade to 7.7* if you prefer – it will not affect older versions of Viewpoint.

Download and install the following Microsoft Visual C++ Runtimes versions:

- a. C++ 2012 (64 bit) - <https://www.microsoft.com/en-us/download/details.aspx?id=30679>
- b. C++ 2013 (64-bit) - <https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170>
- c. C++ 2015-2022 (64-bit) - <https://learn.microsoft.com/en-us/cpp/windows/latest-supported-vc-redist?view=msvc-170#visual-studio-2015-2017-2019-and-2022>

Once this task is complete you may test the success of the operation by opening Viewpoint and locating a document which contains content such as PDF, MS Word file, etc. and view the document in the “Document” viewer. If you can see the content, the process has been successful.