

Engage Technical Specifications

Installation

Engage is installed as a PowerPoint add-in. It is configured to only install for the current user and does not require administration rights to be installed. The add-in is compatible with Microsoft PowerPoint 2007, 2010, 2013 and 2016. The add-in also requires the Microsoft .NET Framework 4 Client Profile and will run through a user prompted Microsoft installation wizard for the .NET framework if not present.

We offer two install types, a per-user and per-machine.

The per-user version is installed to *%APPDATAFOLDER%\Markido\Engage* which is typically mapped to *C:\Users\<username>\AppData\Roaming\Markido\Engage* on most Windows installs and is only available to the logged in user.

The per-machine version requires administrator privileges and is installed to *%ProgramFiles(x86)%\Markido\Engage* which is typically mapped to *C:\Program Files (x86) \Markido\Engage* on most Windows install and is available to all users on the machine.

Application Folder

Engage has the need to store local data. This local data consists of a local log file (text file) and optional user created swatches (JSON text file).

The software uses *%APPDATAFOLDER%\Markido.Engage* for storing local data which is typically mapped to *C:\Users\<username>\AppData\Roaming\Markido.Engage* on most Windows installs.

Network Activity

Engage has the need to make network calls via HTTPS, most of which can be toggled on or off. The following are the types of activity in use and each will be discussed in more detail below.

- Activation
- License Check
- Error reporting (optional, user prompted)
- Help Center (user initiated)
- See Example links (user initiated)
- Anonymous Usage Statistics (optional)
- Automated Updates (optional)
- Image Search (user initiated)
- Customizations deployment (optional)

Activation

Engage needs to be activated upon first install using a purchased product key. The activation process uses HTTPS to send the entered product key to <https://markido.com> and stores the returned license key in the registry under the key `HKEY_CURRENT_USER\Software\Engage\License`. No personal user information is sent during the activation process. The license data returned is stored as a signed JSON string. Upon each start-up the license data stored in the registry is validated to ensure the running version is licensed. A check via UDP is made to time.nist.gov or pool.ntp.org to compare the license expiry against. If the time check fails then the user's system time is used by default. If the registry entry doesn't exist, or has been modified then *Engage* will act as if it has not been activated yet and prompt the user for activation.

Please refer to [EngageConfiguration.pdf](#) to see configuration options of Manual vs Automatic activation.

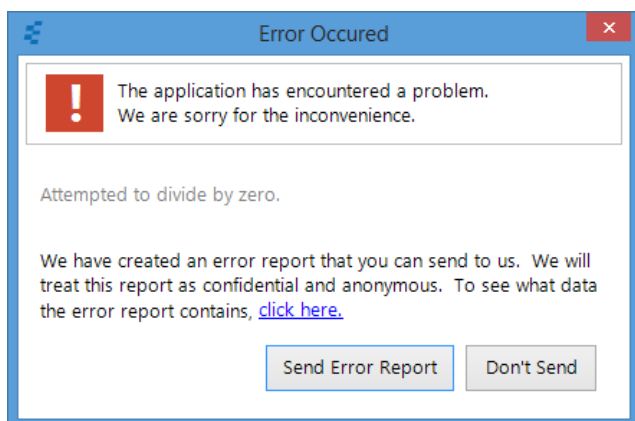
License Check

This is an HTTPS call to <https://markido.com> that checks if there is a newer license available. This allows us to seamlessly extend current licenses when annual renewals are completed without the need for re-activation. The new license, if available is saved to the registry under the key `HKEY_CURRENT_USER\Software\Engage\License`. The license data is stored as a signed JSON string. If the user is not online or the check fails then *Engage* will silently fail and as long as there is a valid license entry in the registry the software will perform normally.

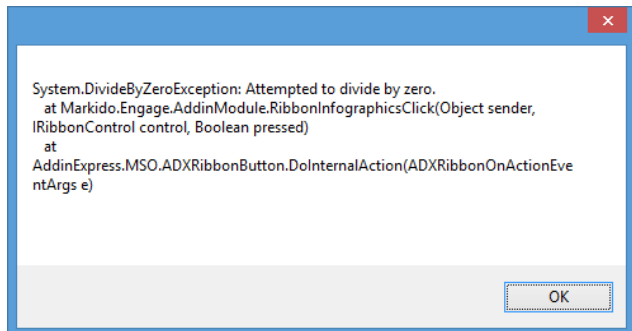
Error Reporting (optional, user prompted)

When `ErrorHandling` is configured with a value of 0, in the event an application error occurs, the user will be prompted with a dialog to report the error information to Markido to aid in addressing the issue. The dialog indicates the error being reported and allows the user to choose to send the error report to Markido or not. The dialog also provides a link to view the detailed error report that will be sent. The detailed information shows the exception stack trace that will be sent. If the user chooses to send the error report it is sent using HTTPS to <https://markido.com>.

Sample error reporting dialog.



Sample of a detailed error report data.



Please refer to *EngageConfiguration.pdf* to see configuration options. By default the error dialog is not shown to the user.

Help Center (user initiated)

Via the Help button in the *Engage* ribbon the user can click on Online Help Center. This will open a browser to <https://markido.com/help> where the user can read help entries and watch over 2 hours of help videos.

See Example links (user initiated)

Throughout the software there are context sensitive "See example" links. If the user wants to see an example of the feature they are using they can click the link to open a browser to an Online Help Center entry specific to that feature. Most of the entries have a short video providing a walkthrough of the feature and then below it a text description providing examples and more detailed help. A sample page can be seen at <https://markido.com/help/501/create-a-treemap>.

Anonymous Usage Statistics (optional)

Engage collects anonymous usage statistics. The data is anonymous and only collected for use by Markido and will never be transmitted to any third party. The data only consists of *Engage* feature usage statistics (ex. an infographic was created, an icon was inserted) that helps focus future features and releases. The collected information does not contain any data or text from the presentation. The data is submitted periodically to <https://markido.com> via HTTPS.

Please refer to *EngageConfiguration.pdf* to see configuration options to turn off the collection of anonymous usage statistics.

Automated Updates (optional for per-user installs only, not available for per-machine installs)

Engage is by default setup to automatically update when new versions are released. To support larger computer networks the automatic update feature can be turned off. This allows builds to be tested for compatibility with user computers before a new version is deployed. The update check is done after start-up is complete and checks an online configuration text based file via HTTPS hosted on <https://download.markido.com>. This file contains the current available version, the URL to download the new version and the expected size of the update installer. If the version in the file is newer than the currently running version then the user is prompted to install the new version. If the

user accepts the update then a progress bar shows the download progress of the update file. The update is provided as a signed exe file. Once downloaded it is ran and the user is walked through a wizard update process that is the same as the initial install.

Please refer to *EngageConfiguration.pdf* to see configuration options to turn off automated updating.

Image Search (user initiated)

Engage allows a user to search for images. This is done via the Images button in the ribbon. This feature uses the Microsoft Bing search API hosted at <https://api.datamarket.azure.com/Bing/Search/>. The search results provide image thumbnail URLs that are downloaded over HTTP and displayed in the application as search results. When a user selects an image from the search results to insert into their presentation it is then downloaded and inserted onto the current slide. This feature is a simple process replacement for the user using a browser to find images online, download the image (ex. save as...) and then inserting it into their slide.

Customizations deployment (optional)

Markido provides an optional customization service to bundle provided branded assets into *Engage*. Once the assets are created they are provided via a deployment process. Markido hosts the customized assets on <https://markido.com> and on start-up *Engage* checks via HTTPS to see if there are assets available. If they are available then they are downloaded. Once downloaded they are verified via hash check to ensure the complete file was downloaded. Once validated they are saved to the local application folder at `%APPDATAFOLDER%\Markido.Engage\`. The assets are then loaded into *Engage* on the next run, and thereafter, from the local folder. The asset bundle files are password protected zip files of JSON configuration files, jpg images and PowerPoint shape data files in xml format.

The customized assets can be deployed via other methods if necessary. Please refer to *EngageConfiguration.pdf* to see configuration options to turn off the customization check.

Uninstall

To allow you to easily script the uninstall of *Engage*, we have included an uninstall link as part of the *Engage* installation.

Per-user:

```
start %APPDATA%\Markido\Engage\uninstall
```

Per-machine:

```
for %A in ("%Program Files (x86)\Markido\Engage\uninstall") do start %~sA
```

This executes the uninstall link silently from the installation folder. It uses the environment variable APPDATA which points to the user's app data folder where *Engage* gets installed.

Engage also gets added to the Add\Remove Programs list in Windows so you can always use that to uninstall in a one off situation.

Further Information

For more information please contact:

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