Zipwhip Desktop Application Information and Installation Best Practices

Installer Packages:

The Zipwhip Windows desktop app installer comes in 3 flavors:

1) A .EXE installer available from the Zipwhip website
   (http://zipwhip.cachefly.net/ZipwhipInstaller32.exe)
   This installer is the standard desktop build, and includes an auto-update feature that updates
   the application automatically when a new build is released. Download this installer from the
   Zipwhip website.

2) A .MSI installer (wrapper) for the auto-update enabled executable above, this is suitable for
   deployment via GPO or 3rd party package mangers. Contact Zipwhip to obtain this installer.

3) A .MSI installer (wrapper) for a build of the desktop app that does not auto-update. Users of this
   build can be contact Zipwhip to obtain an updated MSI after a new build is released. Contact
   Zipwhip to obtain this installer.

Installation Best Practices:

User Data Store Location:

The Zipwhip desktop app stores user data in the %APPDATA%\Roaming folder. The folder name is
.zipwhip and is hidden by default.

(In Windows 7 and 8, this folder is located in C:\Users\[Username\AppData\Roaming\)

This directory must be writeable by the user and should remain persistent between login sessions. If
using folder redirection and roaming profiles, be sure the **.zipwhip** folder is included.

Startup & Login:

The Zipwhip desktop app should be configured to startup at login. This is the default setting when the
application is installed.

When using roaming profiles: If the Zipwhip desktop application starts before the profile has loaded the
user may not be logged into Zipwhip automatically. If this occurs consider launching the desktop
application via a logon script after the profile has finished loading.

Network Communication:

The Zipwhip application communicates over standard http/https protocols. If ports 80 and 443 are
enabled outbound the application will connect to Zipwhip successfully. If a proxy server is required, the
connection info can be entered in the Zipwhip desktop application on the Settings > Network tab.