

Requirements for Installing and Running the TrialDriver EDC Client Application

The TrialDriver EDC client is a standalone application for Windows (XP, Vista, 7) which must be installed on your PC. An installation program simplifies this procedure, and places a program icon on your desktop which allows you to launch the application. Once installed, the program will update itself automatically when and if updates become available.

During operation, the application connects to the online study server and maintains this connection until it is shut down.

If your PC is running in a restricted corporate IT environment, this can lead to two potential issues which prevent the application from running smoothly, or even at all.

Installation of the Application

By default the application installs to the folder “c:\program files\trialdriver_ECRF”. This generally requires administrator privileges and if your Windows login does not have these, then you will be unable to install. There are two possible solutions to this:

1. Contact your IT staff to allow temporary access to an Administrator account, and run the installer program under that account. (This is the preferred route)
2. Possibly you will be able to install the program to an alternative, non-restricted Windows folder. The installer program prompts you for the install destination, which can be anything. If you follow this route however, please note that any updates must also be installed to your chosen folder.

Connecting to the Study Server

The EDC application connects to the study server on TCP Port **3306**. If your IT environment has firewall restrictions you may get an “Unable to Connect” error when you try to access a study. Please contact your IT staff to allow you to open outgoing connections on this port.