



upland

Qvidian

Qvidian System Requirements

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Upland Qvidian system requirements

The system requirements listed below are applicable to Upland Qvidian.

Client platform requirements

	Minimum	Recommended
Processor	Microsoft Windows: Dual core, Intel i5, 2.5 GHz or higher Apple Mac Mini: Dual-core Intel Core i5, 2.3 GHz or higher Apple Mac Book Air: Dual-core Intel Core i5, 1.7 GHz or higher	Microsoft Windows: Dual core, Intel i5, 3.2 GHz or higher Apple iMac, MacBook Pro or Apple Mac Pro: Dual-core Intel Core i5, 2.5 GHz or higher
RAM	2 GB	4 GB
Required Hard Drive Space: Qvidian Client Add-Ins (Windows only)	16 MB	16 MB
Network Connection	10 Mbps LAN	100 Mbps LAN
Screen Resolution	1366 x 768	1366 x 768 or higher

Note: Upland Qvidian functionality is limited on a Mac. Users cannot download the Qvidian add-ins or access the Upland Qvidian Architecture icon on a Mac without a virtual PC, and therefore cannot to use legacy features listed in the [Qvidian Add-ins](#) section below or any task performed on the Architecture pages, such as creating or managing a document type.

Caution: Upland Qvidian functionality is not supported on a mobile device.

Operating system

- Microsoft Windows 8 and 8.1 (32-bit or 64-bit editions)
- Microsoft Windows 11 (32-bit or 64-bit editions)
- macOS X High Sierra

Application software

Upland Qvidian's Microsoft Office integration is not available for Apple Mac platforms. Users can use the Upland Qvidian add-in toolbars through VMware, Apple Boot Camp, Parallels or any other software that renders Windows 8/8.1 or 11.

- Microsoft Word, PowerPoint, and Excel 2013 and up (32-bit or 64-bit editions).

For the selected application software, please note the following:

- Microsoft Word, PowerPoint, and Excel applications' macro security settings must be configured to allow and enable signed macros to use Upland Qvidian's Microsoft Office automation and integration features.
- Microsoft Core XML Services (MSXML) 6.0 with Service Pack 2 or higher applied.

Browser software

Technical support is available for all supported browsers, but Upland Qvidian does not fix defects related to older versions.

Note: Upland Qvidian only supports the latest versions of each internet browser.

Browser	Improved Drag and Drop	Library	Projects	Technical Support	Defect Fix
Microsoft Edge (32-bit & 64-bit)	✓	✓	✓	✓	✓
Mozilla Firefox	✓	✓	✓	✓	✓
Google Chrome™	✓	✓	✓	✓	✓
Apple Safari	✓	✓	✓	✓	✓

Setting Default Browser in Windows 11

1. Select **Settings** from the **Start** menu.
2. Go to **Apps > Default Apps**, and then click the browser currently listed under **Web browser**.
3. Select your desired browser from the **Choose an app** menu.

Required Microsoft Edge configuration

- Allow pop-ups from Upland Qvidian by selecting **Always Allow** when prompted the first time Upland Qvidian attempts to open a pop-up window or disable **Block pop-ups** setting.

For Upland Qvidian Library's multiple files upload to be operational, it may be necessary to install Microsoft Silverlight or Adobe Flash Player Plug-in.

Required Firefox and Chrome configuration

- Disable **Block pop-up windows** setting or configure exceptions for the Upland Qvidian URL.

For Upland Qvidian Library's multiple files upload to be operational, it may be necessary to install Microsoft Silverlight or Adobe Flash Player Plug-in.

Required Safari Configuration

- Disable **Block pop-up windows** setting.

Client installation

- There is no client-side software installation required and no Java[®] Runtime Environment (JRE) or ActiveX components required.
- Upland Qvidian leverages Qvidian add-ins for Microsoft Office containing VBA scripting to achieve Office applications automation.

The Qvidian add-ins can be downloaded by selecting **Download Add-Ins** from the Qvidian **Profile menu**. Additionally, customers may automate this download process using client software management tools.

Microsoft 365 Integration

Qvidian users with a Microsoft 365 account can work with Microsoft Word, Excel, and PowerPoint content record files in Microsoft Office Online. Microsoft 365 supports .docx, .xlsx and .pptx file formats. Older file formats, .doc, .xls, and .ppt, will be automatically updated to the new format when they are opened in Office Online. This option is only available if the global setting is enabled. You must have a Microsoft 365 account to edit files in Microsoft Office Online. To obtain a Microsoft 365 license, visit <https://products.office.com>.

Qvidian add-ins

Additional legacy features are available to Upland Qvidian, Microsoft Windows users who download and install the Upland Qvidian add-ins for Microsoft Office. When you install the add-ins, a Qvidian tab is added to Microsoft Word, Excel and PowerPoint toolbars. The add-ins are stored in the Office start-up folders on your computer.

Caution: Some add-in functionality (e.g. bulk-loading PowerPoint slides using add-ins) is not supported by Microsoft Office 2021.

There are alternative methods for most legacy features that require add-ins. Refer to the table below for the features that require add-ins and alternative methods for achieving similar results without them.

Features that require add-ins	Alternative methods
Editing documents in the library using the Quick Edit or Edit Individually functions.	Additional editing options, such as Editing in Microsoft Word, dragging and dropping a zip file, and uploading a new revision, are available to users without add-ins.
Working with RFPs in created documents.	Create RFPs in projects.
Editing content records or other files in Structured Content, Agenda Slide, and Dynamic Slide components in document types within Architecture .	There are no alternatives at this time.
Inserting merge codes from a list of existing merge codes in Upland Qvidian into Word documents, PowerPoint slides, or Excel spreadsheets.	Download a spreadsheet of the existing merge codes in your Qvidian instance and manually type in merge codes.

Most users, including RFP and proposal writers, and Subject Matter Experts (SMEs), typically do not need to download the add-ins. These users normally perform the following actions in Upland Qvidian:

- Build proactive Word documents and PowerPoint presentations.
- Answer RFP questions inline, using the HTML editor, in created documents.
- Manage and work with content in the library, including submitting and editing content.
- Search for and use content, including copying content to the clipboard from the preview screen and pasting it into other documents and applications, downloading library records to the user's computer, and generating content URLs.
- Manage and work in projects, including uploading files and answering RFP questions.
- Provide general and content feedback
- Work with Word or PowerPoint content assigned to them by Content Administrators via the Send to SME or Assign Review Job features.
- Work on RFP answers emailed to them by RFP file owners from Created Documents (not using the Assign Question function).
- As an SME, edit content on the SME Edit page.

For detailed directions to download the Qvidian add-ins for Microsoft Office and to configure your desktop, refer to the *Upland Qvidian Browser and Microsoft Word Configuration Guide*.

Note: If ActiveX is enabled and if the Qvidian add-ins are not previously downloaded, you will be prompted to download them when you start to perform any of the actions listed above in Word, Excel, or PowerPoint. The prompt will only appear if ActiveX has been enabled.

Email and IP whitelist

If your organization uses an anti-spam system that blacklists (blocks) or greylists (slows down) delivery of some email messages, please ask your IT team to whitelist (allow) the IP Addresses below in their anti-spam system to ensure users receive Upland Qvidian emails in a timely manner.

- Marketo Qvidian emails:
 - Dedicated IP address:
 - 192.28.151.162
 - 199.15.213.54
 - 199.15.213.55

- 199.15.213.56
- 199.15.213.57

- Qvidian Hosted Servers:

The outbound traffic is subject to change at any time to any IP within the ranges below or can be expressed using Classless Inter-Domain Routing (CIDR) notation.

- North American Data Center
 - Port Used: 443
 - IP range: 69.25.76.32 to 69.25.76.59
 - CIDR notation: 69.25.76.32/27
 - Additional Qvidian IP external product range: 69.25.67.0/24
 - Additional Qvidian disaster recovery product IP range: 209.212.254.0/25
 - Mail server name: delivery.qvidian.com
- European Data Center
 - IP range: 212.118.231.201 to 212.118.231.231
 - CIDR notation 212.118.231.201/30
 - Additional Qvidian disaster recovery product IP range: 46.24.88.66/26
 - Mail server name: mail.qvidian.eu

Most anti-spam systems will immediately deliver all messages sent from whitelisted senders. In addition, we recommend your IT team whitelist the following subdomain and email addresses:

- *.mktomail.com
- qvidian-support@uplandsoftware.com
- qvidian@uplandsoftware.com
- qvconnect@uplandsoftware.com
- qvevents@uplandsoftware.com
- qvidian_community@uplandsoftware.com

QPA customers who have security policies that block access to IP addresses and use a whitelist to allow specific IP addresses to be accessed by their users will need to add additional IP addresses to support Qvidian's new AWS hosted services. Additionally, customers who use web proxy servers will want to add these new IP addresses to bypass caching for Qvidian traffic:

- Qvidian Proposal Automation (North American AWS Data Center):
 - Analytics 34.194.70.136
 - Qvidian 34.206.229.40
 - Qvidian login 34.192.215.148
 - Qvidian Help Center 34.225.168.254
 - SMTP 52.20.208.248
 - SSO 34.238.64.230
 - WOPI 35.171.114.172
 - Salesforce Gateway 52.45.234.21
- Qvidian (European AWS Data Center):
 - Analytics 34.242.101.95
 - Qvidian 34.242.70.1
 - Qvidian login 34.249.24.34
 - Qvidian Help Center 52.30.231.155
 - SMTP 34.242.174.234
 - SSO 34.238.64.230
 - WOPI 34.250.183.12
 - Salesforce Gateway 52.51.82.11