SUPERNOVA ENTERPRISE

Q&As

Dolphin
SuperNova
★★★★
Enterprise

1 **Where can I download MSI installers for SuperNova Enterprise?**

MSI installers for SuperNova Enterprise can be found here.

2 **Where can I find the installation documentation?**

A complete installation guide including technical requirements and troubleshooting tips can be found here.

3 **What are the server/client/ bandwidth requirements of SuperNova Enterprise including for a remote desktop scenario?**

Please review the requirements page here. Bandwidth usage is optimised, as all speech audio is generated on the client machine and is not streamed across your network.

4 **Does the software need to be installed on to the remote environment, or can it be deployed just on local workstations?**
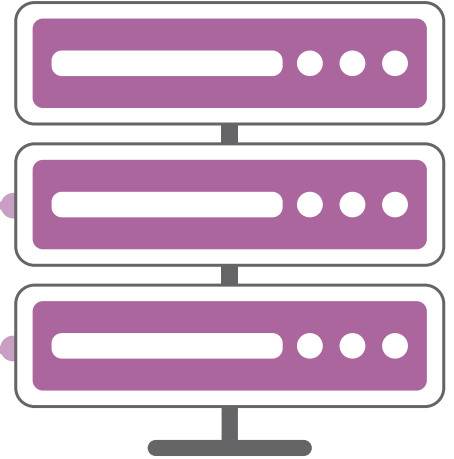
Yes, if the user needs to access applications in a remote environment via Microsoft Remote Desktop, VMWare or Citrix, then SuperNova needs to be installed to the remote environment. If they use locally-installed applications on their PC, SuperNova need only be installed on the PC.

5 **Do I need to deploy a network licence server?**

No, the software licensing is not handled by a separate server. Individual computers can be licensed, or a license file can be deployed via MSI to any machine to serialise and activate for use with SuperNova.

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6 **How does the licensing work and is there any copy protection on the software?**

SuperNova can be installed to Microsoft RDS, VMWare and Citrix environments. It comes with one step unlock and activation – so there is no need to authorise each workstation individually. You will just need your SuperNova Enterprise Unlock Code, which will be supplied to you at the time of purchase. Instructions on how to use this code to silently activate the software during deployment can be found in the guide here.

7 **Will I have to reboot my server to install or upgrade SuperNova?**

Yes, once SuperNova has been installed to the remote environment it will require a restart.

8 **Will SuperNova's licencing work without access to the internet?**

Yes, the SuperNova Enterprise unlock code will work without using the internet.

9 **Is SuperNova compatible with roaming profiles?**

Yes, SuperNova Enterprise is network ready and supports roaming profiles for true network-wide independence on any of the supported operating systems.

10 **Will SuperNova use the GPU in a server configured for remote desktop? If so, how do I configure it to do that?**

Yes, magnification can be configured to run off physical server GPUs, such as an NVIDIA Grid. This lowers the CPU usage requirements and can allow more users per server. For more information look at the SuperNova Enterprise installation guide which was sent with your first email.

11 Can I have multiple users, using different editions of SuperNova?

Yes, SuperNova has been designed to simplify deployment and management in professional multi-user environments. SuperNova Enterprise is all three editions of SuperNova and ScreenReader in a single, verified solution. You can use a variety of profiles, so you can deploy any edition to suit your users' needs.

12 Can a user have SuperNova installed at the same time as other AT software, e.g. Jaws or Zoomtext?

Yes, SuperNova can be installed at the same time as other assistive technology.

13 Is it easy to transfer a user's personal settings from one PC to another?

Yes, a simple Import/Export feature can be found in the "File" menu of the SuperNova Control Panel.

14 Can we disable features to prevent users from taking action, e.g. downloading updates?

Yes, this can be done using the Enterprise Configuration utility. For more information please refer to the SuperNova Enterprise documentation which can be found here.

15 Does SuperNova Enterprise include a licence for Dolphin ScreenReader?

Yes, SuperNova Enterprise is all three editions of SuperNova and ScreenReader in a single verified solution.

16 Where can I download older versions of supernova?

Legacy downloads can be obtained here.

17 **Does SuperNova make any changes to my server's security settings?**

No, SuperNova does not make any changes to security settings on a client's server.

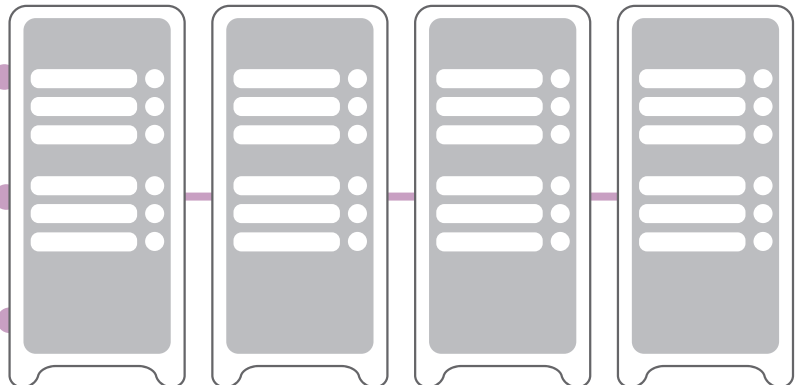**18** **Are there any Windows security settings that SuperNova is not compatible with?**

No, SuperNova is compatible with all Windows security settings.

19 **If I don't renew my SMA, will SuperNova continue to work?**

Yes, a 12 month software maintenance agreement (SMA) is included with your purchase, with the option to renew annually. After 12 months SuperNova will continue to work, but you won't have the benefit of regular software updates including the latest bug fixes and priority (within 8 hours) product support.

20 **Does SuperNova install any WDM Mirror drivers?**

No, SuperNova does not install any WDM Mirror drivers.

21 **What ISO standards is SuperNova compliant with?**

SuperNova is now compliant with ISO standards. It is the only magnifier or screen reader verified as Citrix-Ready and is the only magnifier with SAP certified Integration with SAP NetWeaver.

22 **Has SuperNova been security audited?**

No, SuperNova has not been security audited, however it is in active use in government, financial, educational and legal institutions around the world.

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If you have any questions, please contact:
support@yourdolphin.com