



Osprey Approach: Configure your PC (System Admin)

This help guide was last updated on
Apr 12th, 2024

The latest version is always online at
<https://support.ospreyapproach.com/?p=53342>



This guide will provide information on how to configure your PC so that it is compatible with Osprey and its features.

Users can access Osprey via the dedicated Osprey Case Management App, via a Desktop Browser & the Osprey Gateway, or both. Please refer to the guides that fit your needs.

Individual PCs

All PCs must meet the minimum requirements highlighted in the software agreement. We recommend that automatic updates are enabled for the user's chosen Web Browser, Windows Updates, Microsoft Office (64-Bit) and Microsoft Store (if using the Desktop App).

Windows versions

Osprey works best on the latest versions of Windows 10 and 11. We recommend Automatic Windows Updates are turned to Automatic to ensure your computers receive the latest fixes and security patches.

Some laptops and smaller devices use Windows 10 or Windows 11 in "S-Mode" ([More Info Here](#)) which prevents applications being installed outside of the Microsoft Store. Some applications may not be available unless S-mode has been permanently disabled.

Other software

If using any of the Office products, such as the Microsoft Outlook, or Microsoft Word, ensure the 64-bit version is installed where possible, and automatic updates are also enabled.

If your firm will be using Lexis Forms integration, users will also require the latest Adobe PDF Reader. <https://www.adobe.com/uk/acrobat/pdf-reader.html>

Web browser

The below guide also helps ensure your browser is correctly configured for Osprey.

<https://support.ospreyapproach.com/guides/configure-your-browser/>

Osprey Gateway

The Osprey Gateway allows for document production from the web browser.

<https://support.ospreyapproach.com/guides/configure-the-office-gateway-app/>

RDS Gateway

If using Terminal Services/Remote Desktop Services, users will need to ensure to use the Osprey Remote Desktop Gateway instead of the Osprey Gateway.

<https://support.ospreyapproach.com/guides/osprey-gateway-remote-desktop/>

Microsoft Word prompts and warnings

Microsoft Word has a number of security measures to protect the user, which include warning security prompts that can prevent Osprey from correctly producing documents.

The below guide will show how to set up Microsoft Word to ensure all documents are allowed to run correctly from the Osprey Gateway or Osprey Desktop App.

<https://support.ospreyapproach.com/guides/configure-microsoft-word/>

Firewalls/Anti-virus/Network monitoring software

Osprey is a cloud-based software solution, and (depending on configuration) it may be necessary to reconfigure any third-party anti-virus/network monitoring tools to prevent any issues.

As Osprey requires constant internet access, please ensure *.ospreyapproach.com and *.ospreyapproachbackup.com domains are whitelisted.

If you require the IP address range, please contact the Support team on 03300 604940.

If you are experiencing issues for all users, such as slow loading times, timeout errors, or connectivity issues, we would recommend uninstalling any Anti-Virus/Network Monitoring/System Cleaner software and seeing if the issue persists. If you are unsure and require further assistance, please feel free to contact our support team who can assist further.

SPF records

Emails coming from Osprey do not originate from your Email Server (Microsoft 365, Gmail etc), but from Osprey's data centres. To ensure that these do not get mistaken for spam, or potentially blocked, it is important to update your SPF records.

<https://support.ospreyapproach.com/guides/allow-emails-from-osprey-on-behalf-of-your-firm/>