



MMV Offline Installation Vessel IT Reference Packet

For the Onboard AVIT, Engineer, or IT Contact

This document is a self-contained reference. You do not need a
ManageMyVessel account to read it.

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Support: support@managemyvessel.com

1. What This Is

You are the vessel's AVIT, engineer, or IT contact. The yacht's management company or captain has requested an **offline installation** of ManageMyVessel (MMV). This document tells you everything you need to know to prepare the vessel's server, run the required checks, and coordinate the remote install with MMV's support team.

What an offline installation does:

- Puts a local copy of MMV on a dedicated server onboard.
- Lets the crew keep using MMV even when the vessel loses internet connectivity.
- Automatically syncs data back to the cloud whenever a connection is available.

The 4-step process at a glance:

1. The management company requests the install from MMV.
2. MMV sends a service order via QuickBooks. Once approved, MMV sends the Installation Request Form via PandaDoc. The vessel completes Section A and attaches a Belarc hardware report.
3. MMV emails the install file. It's downloaded to the dedicated server and MMV performs the install remotely.
4. MMV confirms completion, provides login info, and the vessel goes live.

Your job as the onboard IT contact:

- Verify the vessel's dedicated server meets minimum requirements (Section 2).
- Generate and email us a Belarc hardware report (Section 4).
- Verify ASP.NET version on the server (Section 6).
- Install LogMeIn so MMV can access the server remotely (Section 5).
- Keep LogMeIn installed and the server powered on at all times.

Important: MMV will not proceed with a remote install until a qualified onboard technician has verified the server meets minimum requirements and LogMeIn is installed and reachable.

2. Minimum Requirements

Hardware

- **Processor:** Quad-Core 2.5 GHz CPU
- **RAM:** 16 GB
- **Disk storage:** Minimum **150 GB of SSD**. Non-SSD drives are not supported.
- **OS:** Windows 10, Windows 11, Windows Server 2016–2019 (or later). Other operating systems are not supported.

A Virtual Machine (VM) is acceptable with the same specifications above.

Bandwidth

MMV needs to connect to the onboard server remotely during install and for ongoing support.

- Minimum: **1.5 Mbit/s (192 KByte/s)** or higher for remote control.
- Test your connection at **speedtest.net** — results are in Mbps.

Deployment rules

- The offline version must be installed on a **dedicated** PC or VM. No other software.
- **Laptops are not supported.** They get powered off or removed, breaking sync.
- If using a VM, the VM Host must have adequate resources for MMV's VM *plus* any other VMs. Example: if MMV's VM has 16 GB RAM and another VM takes 10 GB, the host needs at least **32 GB** total.
- Remote access to MMV must be provided via **LogMeIn** (see Section 5). LogMeIn must stay installed at all times.
- The dedicated PC/VM must remain **powered on** and connected to the vessel's network. It cannot be shut down.
- A **qualified IT person** onboard must install and maintain the PC on the vessel's network. MMV will not proceed without this technician's verification.

3. The 4-Step Installation Process

Step 1 — Offline Installation Request

The management company of the vessel emails **support@managemyvessel.com** requesting an offline installation and advising:

- Who will be responsible for the offline installation fees (the vessel or the management company).
- The vessel point of contact (POC) who will be the main point of contact for the offline installation (usually you).

If a vessel contacts MMV directly, MMV will ask them to contact their management company first and await direction from the management company.

Step 2 — Service Order & Installation Information

MMV will send a service order via **QuickBooks** to the entity responsible for the offline installation fee, to be approved in order for the process to proceed.

Once the service order is signed, MMV will send the **Offline Installation Request form** to the vessel point of contact via **PandaDoc** for electronic signature.

You fill out **Section A**:

- Vessel and management company name.
- Confirmation that you've read the install process (this document).
- **Belarc report attached** (see Section 4).
- Confirmation that the server meets minimum requirements.

Sign electronically via PandaDoc when done.

Step 3 — Sandbox & Install Files

MMV prepares the installation files and emails you a download link. Some rules:

- The install file is only valid for **14 days**.
- The **first file is free**. If it expires, a new one costs **\$200**.
- Download the file to the root of the C: drive or to the desktop of the user, as detailed in the Installation Request form.
- If the server doesn't meet minimum requirements, install files are **not** provided until the server is fixed.

Once the file is downloaded, email **support@managemyvessel.com** to book the installation appointment.

Step 4 — Installation Completion

MMV performs the install remotely via LogMeIn. When it's complete, MMV emails the onboard contact and the management company to confirm and provides:

- The offline portal login information.
- The scheduled auto-sync time (typically 02:00).
- The URL for offline access from other machines on the vessel's LAN.

4. Belarc Hardware Report

Every offline installation requires a Belarc hardware report of the dedicated server. MMV uses this to verify the hardware meets minimum requirements before the install is scheduled.

How to generate the report

1. On the dedicated server (not your laptop), download Belarc Advisor from:
<http://www.belarc.com/Programs/advisorinstaller.exe>
2. Run the installer.
3. Belarc launches and opens the completed report in your web browser.
4. Save the report as a PDF (or print to PDF).
5. Email the PDF to **support@managemyvessel.com**.

The Belarc report must be provided to MMV **before** the offline installation can be scheduled. If the hardware in the report doesn't meet minimum requirements, install files will not be provided until the server is upgraded.

You can uninstall Belarc Advisor after generating the report — it's only needed once.

5. LogMeIn Remote Access

MMV uses **LogMeIn** to remotely install, update, and support the offline client onboard. LogMeIn must be installed on the vessel's dedicated server and stay installed at all times.

How to install LogMeIn

1. On the vessel's dedicated server, download the MMV-configured LogMeIn client from:
<https://download.managemyvessel.com/LogMeIn.msi>
2. Once downloaded, run the installer.
3. You do **not** need to enter a username or password. This version of LogMeIn is preconfigured for MMV support.

Do not uninstall LogMeIn. It must remain installed at all times, even after the initial install is complete. Uninstalling it blocks MMV from providing support and may put the offline install outside our support agreement.

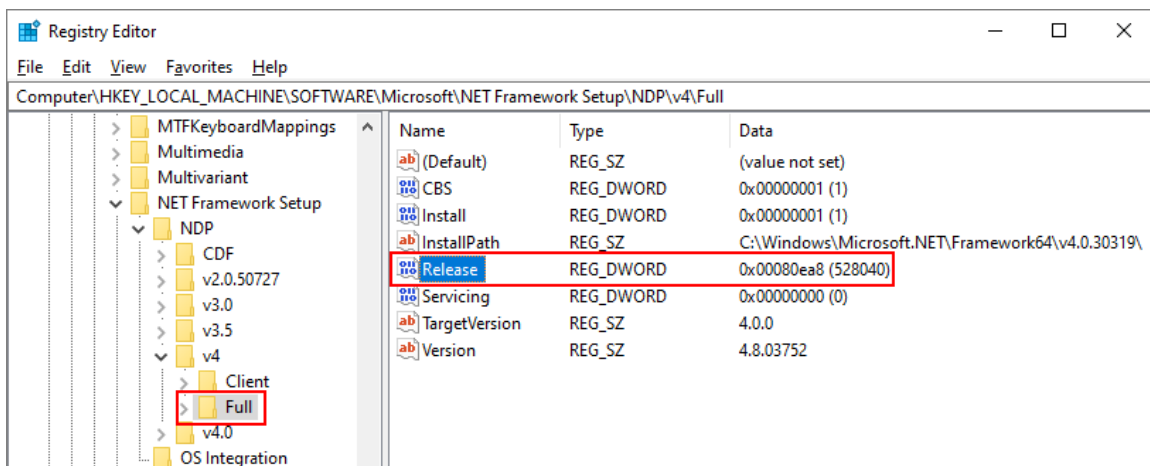
From time to time MMV will need to access the server for support or updates. When we request it, please confirm LogMeIn is running so we can connect.

6. Verify ASP.NET Version

MMV Offline requires **ASP.NET 4.5.2 or higher**. Most modern Windows servers already have this, but older systems may not.

How to check via Registry Editor

1. From the **Start** menu, choose **Run**, type **regedit**, and click **OK**. (Requires administrator credentials.)
2. In the Registry Editor, navigate to:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full
If the **Full** subkey isn't present, .NET Framework 4.5 or later is not installed.
3. Check for a REG_DWORD entry named **Release**. If it exists, .NET Framework 4.5 or later is installed. Its value maps to a specific version (see the table below).



Registry Editor showing the Release key value. In this example, 528040 = .NET Framework 4.8.

Release value → .NET Framework version

.NET Framework Version	Minimum Release Value
.NET Framework 4.5	378389
.NET Framework 4.5.1	378675
.NET Framework 4.5.2 (minimum for MMV Offline)	379893
.NET Framework 4.6	393295
.NET Framework 4.6.1	394254

.NET Framework 4.6.2	394802
.NET Framework 4.7	460798
.NET Framework 4.7.1	461308
.NET Framework 4.7.2	461808
.NET Framework 4.8	528040

Any Release value $\geq$ **379893** (ASP.NET 4.5.2) meets the MMV Offline requirement. If you're below that, install .NET Framework 4.5.2 or higher from Microsoft's official .NET download page before proceeding.

7. The Installation Request Form

The Installation Request Form is the checklist that walks the vessel and MMV through the install. MMV sends it to the vessel point of contact electronically via **PandaDoc** for signature — you don't download it or receive it as a Word document. It has four sections that ping-pong between the vessel and MMV during the install.

Section A — completed by the vessel

- Vessel and management company name.
- Confirmation that you've read the offline installation process.
- Belarc hardware report attached.
- Confirmation that the server meets minimum requirements.
- Onboard point-of-contact details.

Section B — completed by MMV

- Server verification.
- Sandbox expiration date (14 days from provisioning).
- Sandbox / install file URL.

Section C — completed by the vessel

- LogMeIn installed and operational on the dedicated server.
- Sandbox / install file downloaded.
- Administrator login for the dedicated server sent to MMV (securely).
- Vessel location and internet details.
- Any other information relevant to the install.

Section D — completed by MMV

- Install completion confirmation.
- Sync client shortcuts placed on the desktop.
- Server name / IP address.
- Active Directory info (if applicable).

- URL for offline access from vessel LAN.
- Username for the automatic sync account.

The form arrives as a PandaDoc for electronic signature — it is **not** a Word document you download separately. Once the QuickBooks service order is approved, MMV sends the PandaDoc to the vessel point of contact.

8. Contacts & Next Steps

Support

All correspondence for offline installations goes through:

support@managemyvessel.com

MMV will pick it up as a support ticket and reply by email. Include the vessel name in the subject line.

Downloads referenced in this document

- Belarc Advisor: <http://www.belarc.com/Programs/advisorinstaller.exe>
- LogMeIn (MMV-configured): <https://download.managemyvessel.com/LogMeIn.msi>
- Installation Request Form: sent electronically via PandaDoc after QuickBooks service order approval — no download.
- The MMV Support site (Fleet users only): <https://supportbeta.managemyvessel.com>

Your action items — quick checklist

1. Verify the dedicated server meets minimum requirements (Section 2).
2. Run Belarc and email the PDF report to MMV (Section 4).
3. Verify ASP.NET is 4.5.2 or higher (Section 6). Upgrade if not.
4. Install LogMeIn on the dedicated server (Section 5). Keep it installed.
5. Sign the QuickBooks service order (management company or vessel, whoever is paying).
6. Complete Section A of the Installation Request Form when it arrives via PandaDoc.
7. When MMV emails the install file, download it and email us to book the install session.
8. Be available during the install session to grant LogMeIn access.

After go-live

- **Keep the dedicated server powered on and connected** to the vessel's network.
- **Keep LogMeIn installed.**
- The system syncs automatically at ~02:00 daily when internet is available.
- If you need to run a manual sync, use the Sync Client shortcut on the desktop.
- **Warning:** if the vessel goes 6 months with no sync, the install will need to be reinstalled (\$500 fee).

This document was generated from the MMV Offline Access support articles on 2026-07-30. It supersedes previous versions. If you've been sent an older copy, request the latest from support@managemyvessel.com.