

Installation CLIENTcommand



Installation manual for tenants

3/18/2020

Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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2 Introduction

This manual describes the installation of the client software for the application CLIENTcom-mand.

CLIENTcommand is an application to control the recording and add additional data. The central point of control is the CLIENTcommand icon in the taskbar. This icon allows users to call up a menu with different functions, options and information

CLIENTcommand offers 3 different functions for recording control:

- Start or stop recording
- Keep or delete recording
- Mute or unmute recording

Additionally, CLIENTcommand offers the following functions:

- Add additional data to a call
- Start or stop coaching advisor sessions
- Display notifications
- Display conversation details

The application does not require a browser environment.



If the languages Chinese or Japanese are supposed to be available for this client application, it is a precondition that the operating system supports the respective language. If this is not the case, the Chinese and Japanese characters may be depicted incorrectly. Language support has to be activated manually in the operating system then.



CLIENTcommand is a client application. It has to be installed on each client computer which is supposed to use it.

3 System requirements

3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

4 Installation requirements



For basic information about the used default ports refer to the installation manual *Installation requirements* in chapter *Communication matrix*.



If you have configured customer-specific ports, you have to open them in the firewall separately.

4.1 Licenses

License name	Number
CLIENT <code>command</code>	1 license per concurrent user
or	or
System license CLIENT <code>com-mand</code>	1 license per system

Tab. 1: Licenses

Overview install and configure product

The following steps have to be carried out:

1. Install the CLIENTcommand software on the client computers (see [chapter "Install client software", p. 9](#)).
2. Configure users for the usage of CLIENTcommand:
 - Define agents.
 - Assign extensions to the agents.
 - Assign the authorization *Coaching Advisor* to all agents who are supposed to be able to record coaching advisor sessions with the application CLIENTcommand.
3. Configure the options for use of the application CLIENTcommand.



For information about the configuration of users refer to the administration manual for tenants *User management for tenants*.



Information about the application CLIENTcommand can be found in the administration manual for tenants *Configuration CLIENTcommand*.

Additional preconditions for the usage of the application

The **system provider** has to activate the external recording control and release the additional data to be used in the application.

Your system provider finds information about these topics in the following manuals:



- Activating external recording control: administration manual for system providers *Configuration servers and recording architectures*
- Releasing additional data: administration manual *System Configuration - Additional Data module*

Contact the administrator of your system provider to ensure that the required settings have been configured.

6

Installation

6.1

Install client software



Note that the installation of client software requires administrator rights to be carried out.

1. Insert the installation medium for the CLIENTcommand software.
2. Open the directory of the CLIENTcommand software.
3. From the context menu of the file *setup.exe*, select the menu item *Run as Administrator*.
4. In the welcome screen, click on the button *Next* to continue.
5. If required, change the destination folder by clicking on the button *Change*.

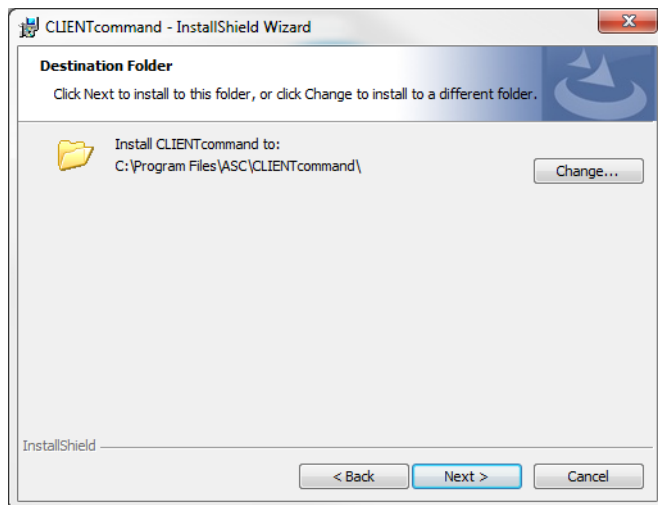


Fig. 1: Change destination folder

6. Select a destination folder.

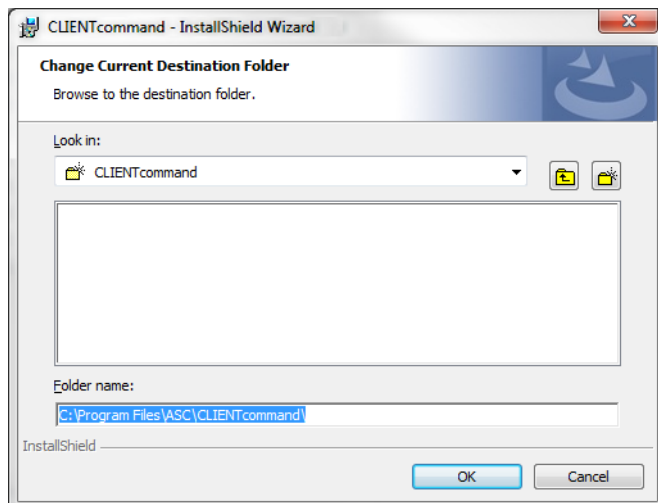


Fig. 2: Select destination folder

7. Click on the button *OK* to save the settings.
8. Click on the button *Next* to continue.
9. Enter the **IP** address of the **API server** of your system for which the feature *Recording control/Monitoring* has been activated in the Servers module in the tab *Usage*.

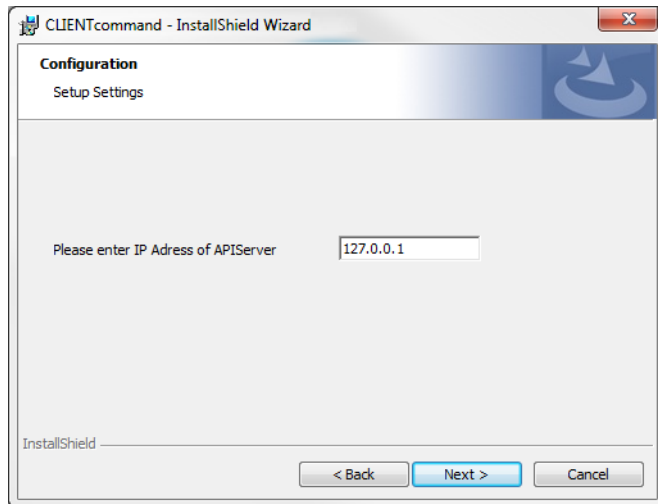


Fig. 3: Configure application server

10. Confirm the entry by clicking on the button *Next*.



For information about the configuration of servers and recording architectures refer to the administration manual for system providers *Configuration servers and recording architectures*.

11. If your system has been set up redundantly, enter the IP address of the standby application server.
If there is no standby server, leave the entry field empty.

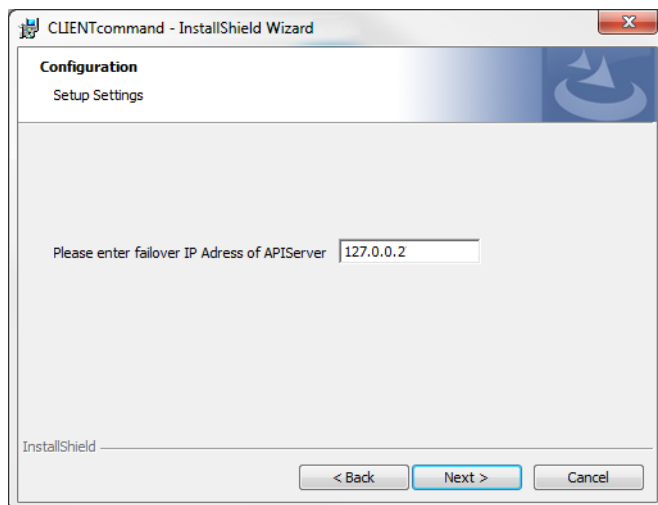


Fig. 4: Configure standby server

12. Confirm the entry by clicking on the button *Next*.
13. Select whether the operating system is supposed to start the application CLIENTcommand automatically

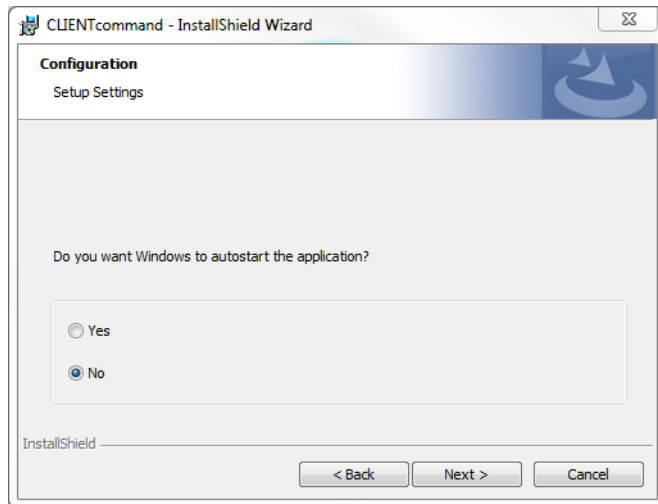


Fig. 5: Start the client application automatically

14. Confirm the selection by clicking on the button *Next*.
15. Select whether the application is supposed to be available for all users of the computer or only for the administrator.
Start the installation by clicking on the respective button:
 - *Anyone who uses this computer* - Application is available for all users
 - *Only for me* - Application is available for the currently logged-in user only

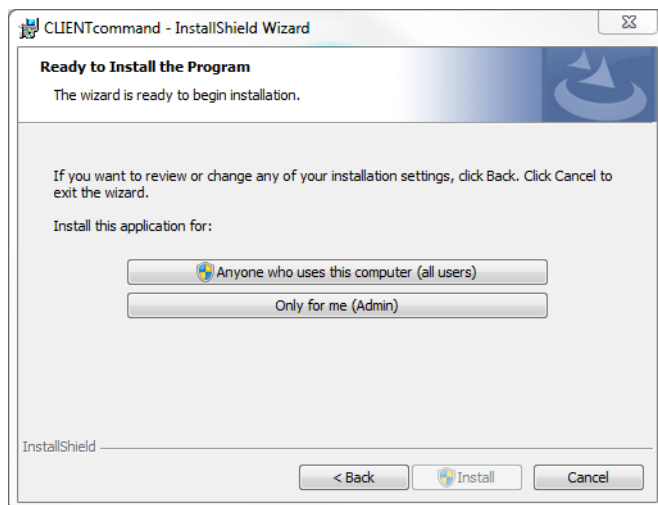


Fig. 6: Start installation

⇒ The installation progress is displayed.

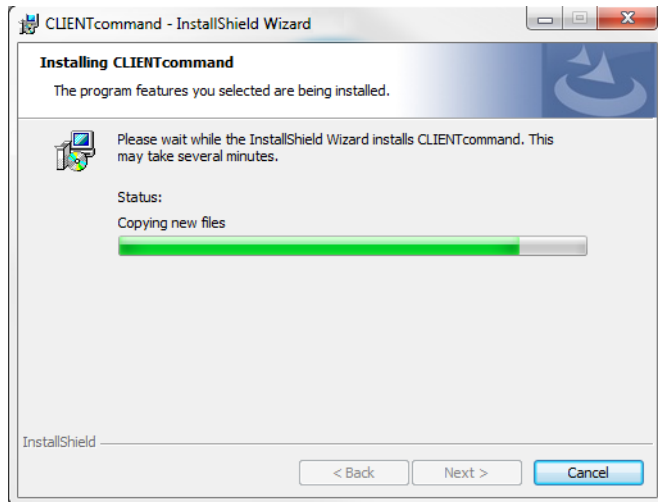


Fig. 7: Information about the installation progress

16. Finish the installation of the CLIENTcommand software by clicking on the button *Finish*.

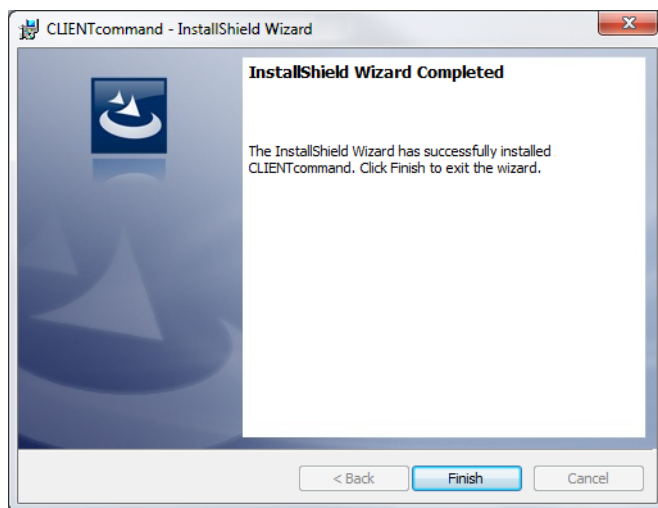


Fig. 8: Finish installation

6.2

Install client software via MSI



Basic information about the installation via [MSI](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx) can be found at:
[https://msdn.microsoft.com/en-us/library/cc759262\(v=ws.10\).aspx](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx).

To install the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

You can install with the following command:

```
msiexec.exe /i "CLIENTcommand.msi" /quiet
```

/i	Install the software packet "CLIENTcommand.msi"
/quiet	Starts the installation in the background.

To define the default installation in greater detail, you can add the following parameters:

CONNECTIP=	IP of the recording server, e. g. 192.168.169.143
CONNECTIPBACKUP=	IP of the backup recording server, e. g. 192.168.169.144
SHOULDAUTOSTART=	"1" Autostart activated
	"" Autostart deactivated

<code>ALLUSERS=""</code>	<code>""</code>	User-dependent
	<code>"1"</code>	Computer-dependent
	<code>"2"</code>	Computer-dependent installation, but installs user-dependently if the executing user does not have any access rights to this computer.

Example for the user-dependent installation of `CLIENTcommand` in the background with the IP address 192.168.168.143 for the recording server and the IP address 192.168.168.144 for the failover recording server with activated autostart:

```
msiexec.exe /i "CLIENTcommand.msi" /quiet CONNECTIP=192.168.169.143 CONNECTIP-
BACKUP=192.168.169.144 SHOULDAUTOSTART="1" ALLUSERS=""
```



Further information about the parameters for `ALLUSERS` can be found at [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

If required, the storage location of the working directories `locals` and `cache` may be adjusted according to individual requirement as long as they are **not** stored in the same folder. Windows variables are used which are framed by a `#` instead of a `%`, e. g. `#appdata#` instead of `%appdata%`.

Example for the user-dependent installation of `CLIENTcommand` with different storage locations for the working directories `locals` and `cache`:

```
msiexec /i CLIENTcommand.msi /quiet CONNECTIP=192.168.169.143 CONNECTIP-
BACKUP=192.168.169.144 CACHEDIR="#localappdata%\ASC\CC\cache" LOCALS-
DIR="#userprofile%\ASC\CC\locals".
```



The working directories `locals` and `cache` must **not** be stored in the same folder.



Only users who have been added as agents in the application System Configuration and who have been assigned an extension will be able to log into the application successfully (see administration manual *System Configuration - User management for tenants*).

During the installation you determined whether the application is supposed to be started manually or automatically (see [chapter "Install client software", p. 9](#)).

For the manual start, a program group is created in the start menu of Windows and a program icon is placed on the desktop.

1. To start the application manually, click on the CLIENTcommand program icon.



Fig. 9: Program icon



If a login via [SSO](#) has been configured for the application, active authentication is omitted. Connection establishment is started directly.

Precondition for this function:

The function Single Sign On ([SSO](#)) has been activated by the administrator during the configuration of the system.

2. If you do not log in via SSO, enter your user name and password.

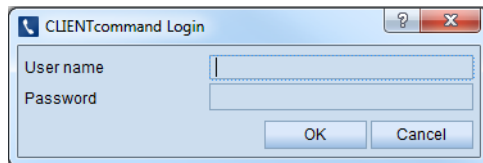





Fig. 10: Login window

3. Click on the button **OK**.
 - ⇒ The application is started.
 - ⇒ The connection to the [app server](#) is established.
 - ⇒ You will receive a message whether you have logged in successfully.
 - Upon logging in successfully, the icon  (*Client is connected*) appears in the Windows system tray.
 - If no connection to the [app server](#) could be established, the icon  (*Client is not connected*) appears in the Windows system tray.
4. If no connection to the [app server](#) could be established, you can check and adjust the connection options. To do so, right-click on the icon  (*Client is not connected*) and open the menu item *Options*.
5. Check the settings in the tab *Connection Options*.
6. Adjust the settings if required.
7. Click on the button **OK** to save the changes.
 - ⇒ CLIENTcommand will reattempt automatically to establish a connection to the [app server](#).

If all automatic attempts of establishing a connection to the server have failed, you can start additional connection attempts manually, see [chapter "Start connection attempt manually", p. 15](#).

7.1 Start connection attempt manually

You have 2 options to start a connection attempt to the [app server](#) manually:

1. In the message about the failed connection attempts, click on *Retry*.

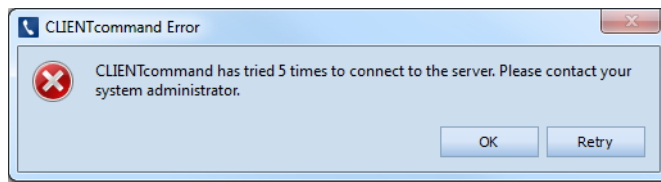


Fig. 11: Message Connection error

2. Open the context menu of the icon  and select the menu item *Retry Connection*.

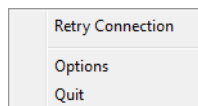


Fig. 12: Context menu in case of a connection error

7.2 Connection options

Here, you can display the current connection options and adjust them if required.

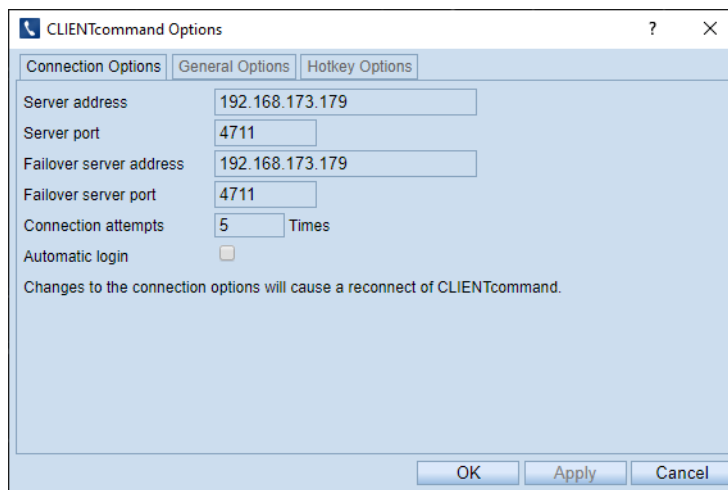


Fig. 13: Connection options

Server address	IP address of the primary application server (app server).
Server port	IP port which is supposed to communicate with the primary app server .
Failover server address	IP address of the server which has been set up as standby application server. The application <u>CLIENTcommand</u> connects to the standby server if the primary server fails. If there is no standby server, leave the entry field empty.
Failover server port	IP port of the standby server. This port allows communicating with the standby server if the primary server fails. If there is no standby server, leave the entry field empty.
Connection attempts	Maximum number of connection attempts before an error message will be issued and no further automatic connection attempts will be made. Enter the value 0 if you would like to prompt automatic connection attempts without restrictions until the connection could be established.

Automatic login

Select whether the user is supposed to be logged in to the application CLIENT`command` again automatically if the connection to the `app server` was lost during the previous session.

☒ = Function has been activated. The user is logged in again automatically in case the connection was lost.

☐ = Function has not been activated. The user is not logged in again automatically in case the connection was lost.

8 Update

8 Update

There are no updates available for client applications.

To install a more recent version of the client application, proceed as follows:

1. Uninstall the current version of the client application.
2. Install new version of the client application.

9 Maintenance and troubleshooting

9 Maintenance and troubleshooting



If problems with the installed software or inexplicable error messages occur, please contact your local ASC support or the ASC support by calling +49 700 27278776.

Do not use the functions *Repair* and *Modify* in the setup menu!



Before the application can be uninstalled, you have to exit it.

10.1

Uninstall client software

1. Insert the installation medium for the CLIENTcommand software.
2. Open the directory of the CLIENTcommand software.
3. From the context menu of the file *setup.exe*, select the menu item *Run as Administrator*.
4. On the welcome screen, click on the button *Next* to continue.
5. In the window *Program Maintenance*, select the option *Remove*.

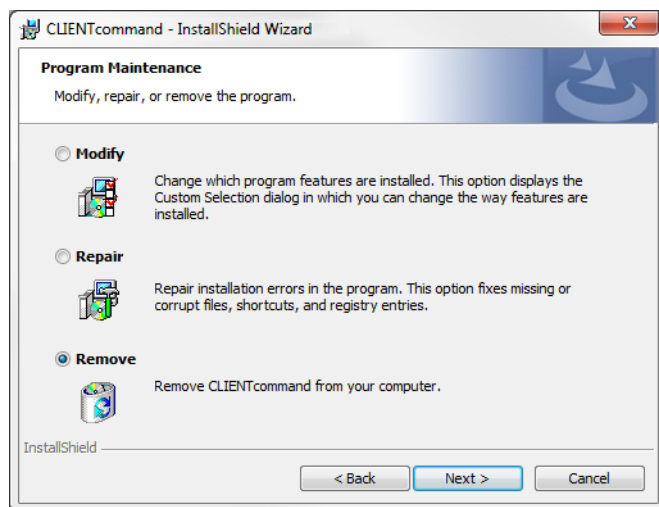


Fig. 14: Uninstall software

6. Confirm the selection by clicking on the button *Next*.
7. To actually uninstall the application, confirm the security prompt by clicking on the button *Remove*.

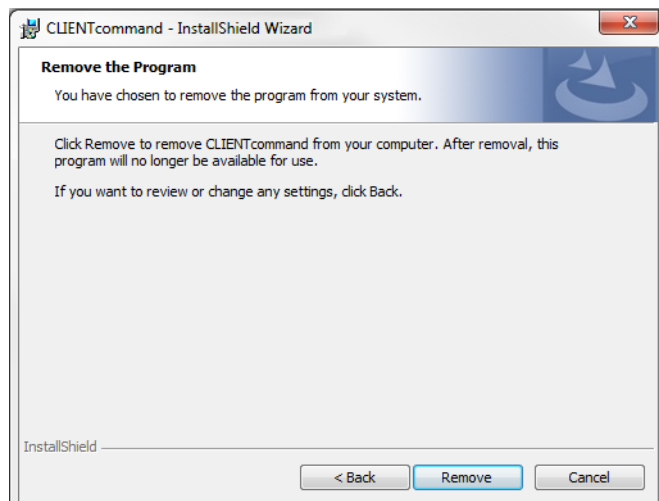


Fig. 15: Confirm uninstallation

8. Finish the uninstallation by clicking on the button *Finish*.

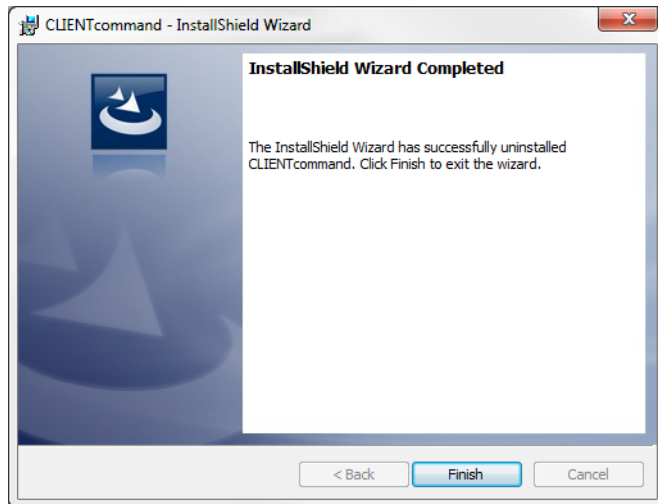


Fig. 16: Finish uninstallation

- ⇒ Uninstallation of the software is being finished.
- ⇒ The program icons are being removed from the desktop and from the start menu of Windows.



If the computer has to be rebooted, a separate window with a corresponding message will appear.

10.2

Uninstall client software via MSI

To uninstall the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

1. For the uninstallation, enter the following command in the command line prompt:

msiexec.exe /x "CLIENTcommand.msi" /quiet

<i>/x</i>	Uninstalls the software packet " <i>CLIENTcommand.msi</i> "
<i>/quiet</i>	Uninstalls in the background

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Glossary

API server

Server on which the API service runs. (API=Application Programming Interface)

App server

Application server or web server. In the system architectures: the server on which the Enterprise Core and the GlassFish software have been installed.

IP

Internet Protocol, basic protocol for Internet communication

MSI

Microsoft Installer or Windows Installer provides a runtime environment for installation routines on a Microsoft Windows operating system.

SSO

Single Sign On; Simplified login mode. After a one-off authentication at one workplace users will be able to use all services and applications that they have been authorized for from this workplace. They do not have to authenticate for the individual applications again.