

Installation Download Client



Installation manual for tenants

8/20/2020

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 Download Client. The application Download Client searches for audio files including their additional data and saves them locally on the client computer. The connection is established via the ASC web service.

The application Download Client can be configured according to the requirements of different users or to reflect specific search settings.

The configuration is saved in an [XML](#) file and read out by the service *ASC Conversation Download*.

The service *ASC Conversation Download* reads out the name of the [XML](#) file from the file *ASC-ConversationDownload.ini* and employs it. By default, the service uses the configuration file saved under the following path:

C:\ProgramData\ASC\ConversationDownload.

The following output formats are supported:

- [WAVE](#) file (mono and stereo) for the audio data
- [XML](#) file for the additional data, transcriptions, and for SMS



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

The application does not require a browser environment.

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
Download Client	1 license per concurrent user

Tab. 1: Licenses

5

Overview install and configure product

The following steps have to be carried out:

1. Install the Download Client software on the client computers (see [chapter "Install client software", p. 10](#)).
2. Configure the ASC web service, see [chapter "Configure web service", p. 14](#).
3. Configure the options for use of the application Download Client.



For information about configuring the application Download Client refer to the user manual *Download Client*.



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

5.1

Configure login by means of OAuth

Download Client supports the login procedure OAuth2 OpenID Connect. If OAuth has been configured for Download Client, Download Client opens the OAuth authorization website configured in the application System Configuration in the default browser upon starting where users can then log in. Upon successful authentication, the user is logged in to the application Download Client.

The OAuth settings can be defined as parameters during the installation by means of *Download Client.msi*, see [chapter "Install Download Client via MSI", p. 11](#). In addition, usage of OAuth must be activated by the system provider in the Tenants module of the application System Configuration.



For information about the configuration refer to the administration manual *System Configuration - User management for system providers*.

Activate OAuth login in the Tenants module

1. Log in to the application System Configuration as system administrator.
2. In the navigation bar, open the Tenants module and select the user *System* in the main view.
 - ⇒ The detail view opens.
3. In the tab *General Settings*, open the group field *Login Settings*.

System
✕

< Details*
Passwords
General Settings*
LDAP Connection Data*
V >

Inactivity
▸

SMTP Account
▸

SNMP Agent
▸

Login Settings
▾

Activate SSO login

Activate JWT login

Activate OAuth login

OAuth API end point

OAuth Client ID

Alternative login error page

Activate LDAP login

☐

☐

☒

<https://authentication.example.org.tol>

<ef0129223a2e3bf76e7c3d8422b15b>

☐ None

☐ Default

☒ User-defined

www.example-login-error.com

Miscellaneous Settings
▸

Terms of Use
▸


Save

Reset

Fig. 1: Activate OAuth login - example

4. Activate the check box *Activate OAuth login* and enter your individual OAuth settings.
5. Click on the button *Save* to save the entries.
Click on the button *Cancel* to discard the entries.

Configure OAuth user in the Employees module

1. Log in to the application System Configuration as administrator of the tenant.
2. In the navigation bar, open the Employees module and create an OAuth user by clicking on the icon . Assign the same login name that is also used on the corresponding OAuth website. **WARNING!** The password should **NOT** be the same as on the OAuth website.
3. Click on the button *Save* to save the entries.
Click on the button *Cancel* to discard the entries.

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 Download Client software.
2. Open the directory of the Download Client 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. If required, change the target directory by clicking on the button *Change*.

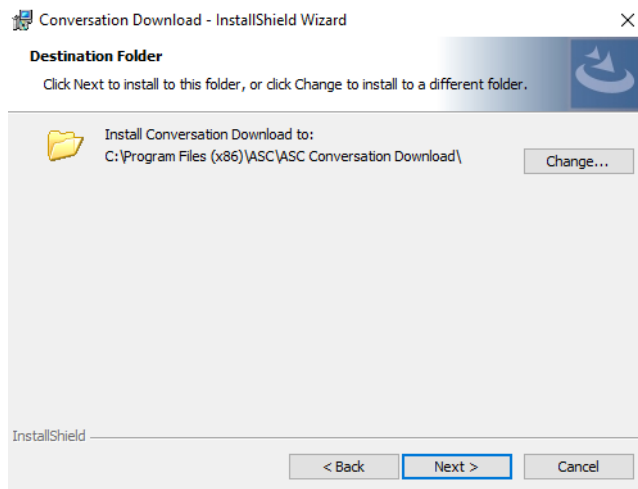


Fig. 2: Change target directory

6. Select a target directory.

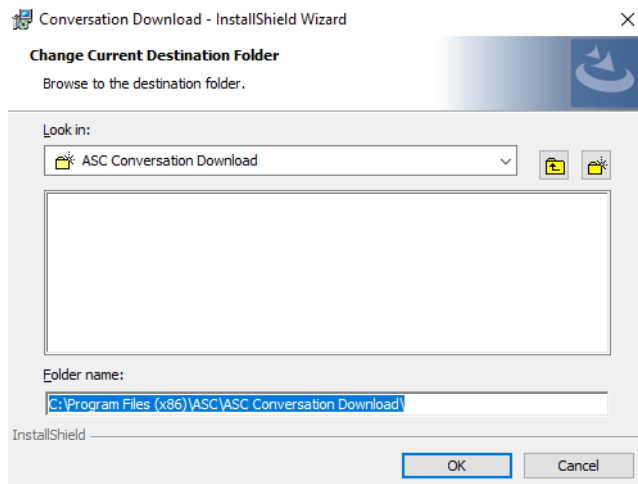


Fig. 3: Select target directory

7. Click on the button *OK* to save the setting.
8. Click on the button *Next* to continue.
9. Click on the button *Install* to start the installation process.

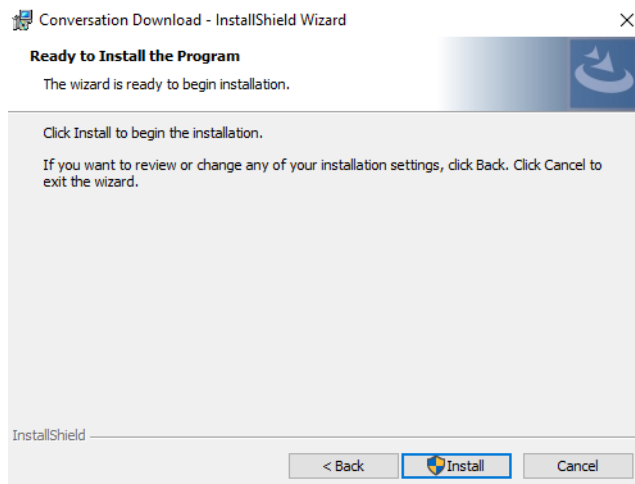


Fig. 4: Start installation

⇒ The installation progress is displayed.

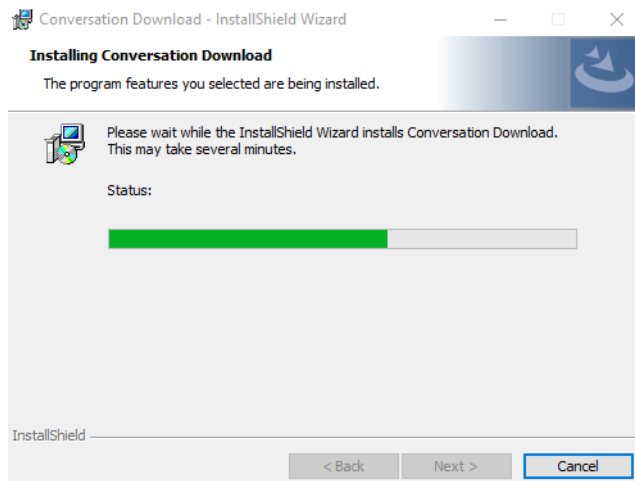


Fig. 5: Information about the installation progress

10. Finish the installation of the Download Client software by clicking on the button *Finish*.

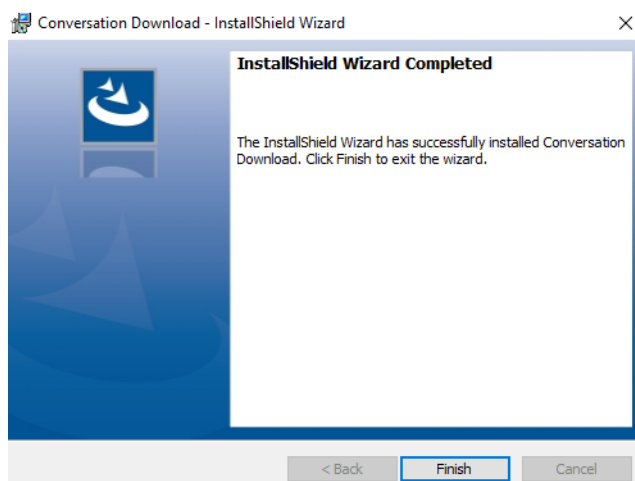


Fig. 6: Finish installation

6.2

Install Download Client 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).



Before running [MSI](#), Microsoft Visual C++ 2017 must be installed. The file `vc_redist.x86.exe` is included in the ASC image.

To install the software via MSI, the file `msiexec.exe` must be executed with the corresponding parameters.

You can carry out the installation with the following command:

```
msiexec.exe /i "Conversation Download.msi" /quiet
```

<code>/i</code>	Installation of the software package " <i>Conversation Download.msi</i> "
<code>/quiet</code>	Starts the installation in the background.

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

<code>CONNECTIP=</code>	IP of the recording server, e. g. <code>192.168.169.143</code>	
<code>CONNECTIPBACKUP=</code>	IP of the backup recording server, e. g. <code>192.168.169.144</code>	
<code>SHOULD_AUTOSTART=</code>	<code>"1"</code>	Autostart activated
	<code>""</code>	Autostart deactivated
	<code>""</code>	User-dependent
<code>ALLUSERS=</code>	<code>"1"</code>	Computer-dependent
	<code>"2"</code>	Computer-dependent installation; installs user-dependently, though, if the executing user has no access authorization for this computer.
<code>CACHEDIR=</code>	File path of the cache directory to be used	
<code>LOCALSDIR=</code>	File path of the locals directory to be used	
<code>SHOWLASTPARAMETER-INPUT=</code>	<code>"true"</code> or <code>"false"</code>	Overwrites the setting "Show last parameter input"
<code>OAUTH_ENABLED=</code>	<code>"true"</code> or <code>"false"</code>	Defines whether OAuth is supposed to be used as login
<code>OAUTH_ACCESS_TOKENURL=</code>	e. g. <code>https://authentication.example.org/token</code>	URL which is used to request the OAuth token
<code>OAUTH_AUTHORIZATIONURL=</code>	e. g. <code>https://authentication.example.org/authorize</code>	URL which is used to authorize the user
<code>OAUTH_CLIENTIDENTIFIER=</code>	ID predefined by the OAuth authorization server which serves as user identification in Download Client.	
<code>OAUTH_CLIENTIDENTIFIERSHAREDKEY=</code>	Application secret sent together with the client ID	
<code>OAUTH_SCOPE=</code>	Defines the scope of the application.	

Example for a user-dependent installation of Download Client 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 "Conversation Download.msi" /quiet CONNECTIP=192.168.169.143 CONNECTIPBACKUP=192.168.169.144 SHOULD_AUTOSTART="1" ALLUSERS=""
```

Example for a user-dependent installation of Download Client 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 [OAuth](#) method:

```
msiexec /i "Download Client.msi" CONNECTIP=127.0.0.1 OAUTH_ENABLED=true  
OAUTH_ACCESSTOKENURL="https://authentication.dev.api.io/2017-09-01/token"  
OAUTH_AUTHORIZATIONURL="https://auth.dev.io/authorize" OAUTH_CLIENTIDENTIFI-  
FIER=ef0129223a2e3bf76e7c3d8422b15b53 OAUTH_CLIENTIDENTIFIERSHAREDKEY=abc  
OAUTH_SCOPE=gauth
```



If one of those parameters is set explicitly, it overwrites the settings of previous installations.

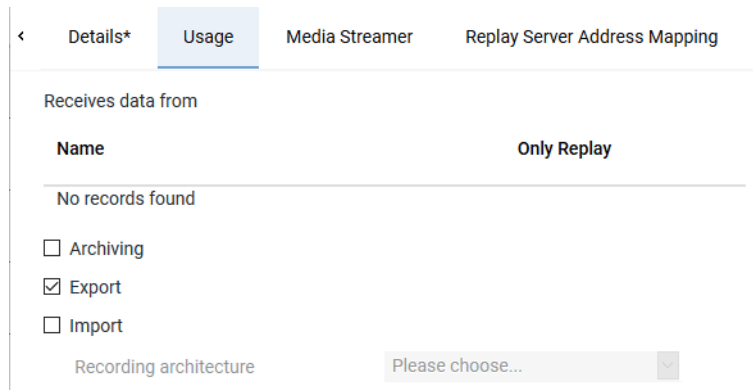


For further information about the parameters for ALLUSERS refer to [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

7

Configure web service

1. Start the application System Configuration.
2. Log in as system administrator.
3. Select the menu item *Setup > Servers* in the navigation bar.
4. Select the appropriate server from the list.
5. Click on the tab *Usage*.
6. In the group field *Data Processing*, activate the check box *Export*.



< Details* Usage Media Streamer Replay Server Address Mapping

Receives data from

Name	Only Replay
No records found	

☐ Archiving

☒ Export

☐ Import

Recording architecture Please choose...

Fig. 7: Configure export



For more information about the configuration of the web service refer to the administration manual *User management* for tenants or system providers.

8 Start and configure application

During the installation, 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, click on the program icon of the application Download Client.



Fig. 8: Program icon

2. The login window appears.

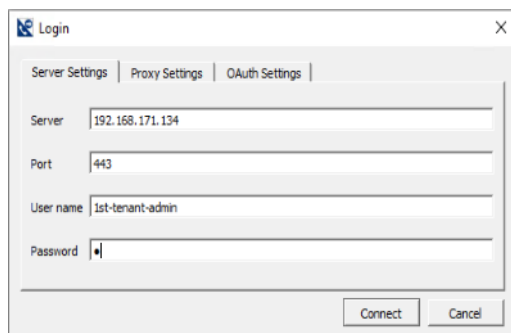


Fig. 9: Login window

3. Once the application has been started, adjust all necessary settings in the respective tabs.

Tab Server Settings

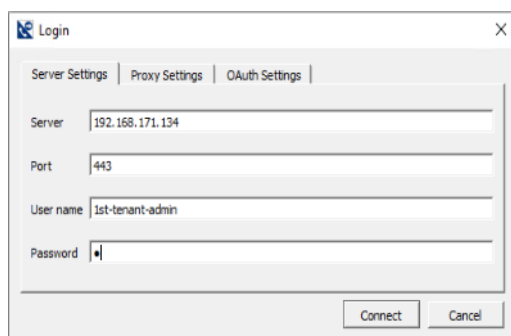


Fig. 10: Tab Server Settings

Server	Enter the address of the app server .
Port	Enter the value for the port of the HTTPS connection of the app server . Default value: 443
User name	Enter your neo user name.
Password	Enter your neo user password.

Tab Proxy Settings

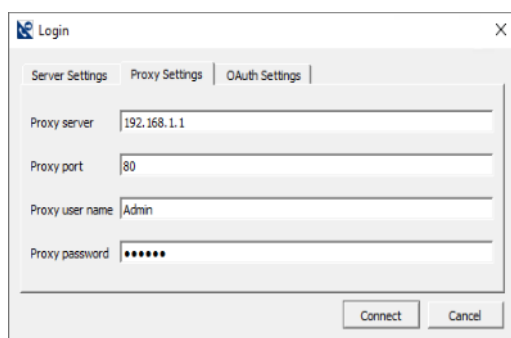


Fig. 11: Tab Proxy Settings

Proxy server	Enter the address of the proxy server (if available).
Proxy port	Enter the port of the proxy server.
Proxy user name	Enter your proxy user name.
Proxy password	Enter your proxy password.

Tab OAuth Settings

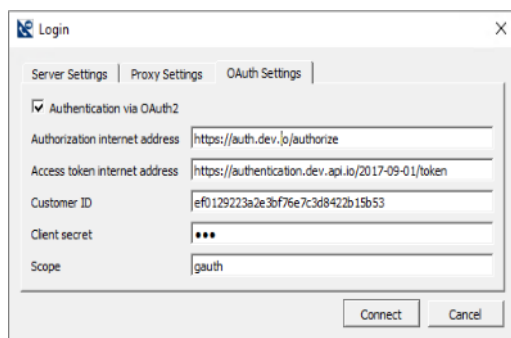


Fig. 12: Tab OAuth Settings

1. Tick the check box to activate authentication by means of [OAuth2](#).
 - ⇒ The login data (authentication Internet address etc.) is transferred automatically from the installation parameters of the [MSI](#) installation.
 - ⇒ Upon a successful [OAuth](#) login, a [HTTPS](#) site with the parameters is opened.
2. Close the [HTTPS](#) site.

9 Update

9 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.

10 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!

11

Uninstalling



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

11.1

Uninstall client software

1. Insert the installation medium for the Download Client software.
2. Open the directory of the Download Client 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*.

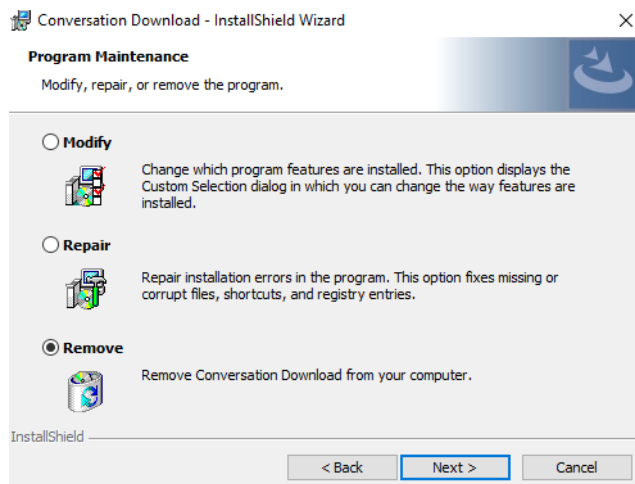


Fig. 13: Uninstall software

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*.

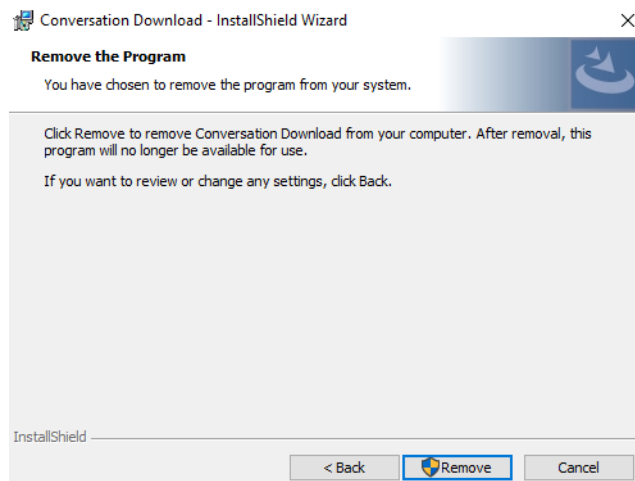


Fig. 14: Confirm uninstallation

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

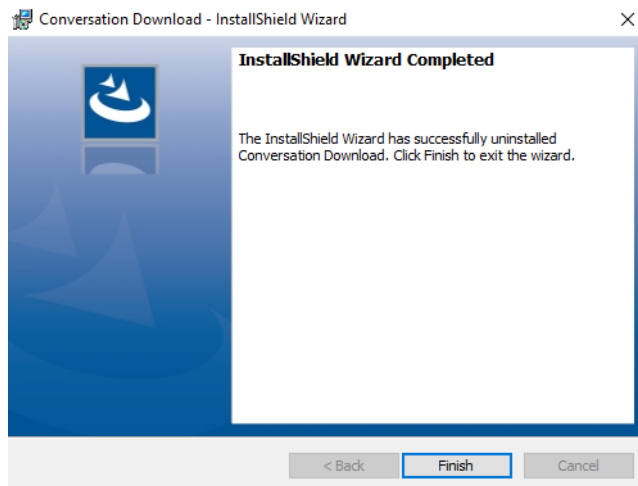


Fig. 15: Finish uninstallation

- ⇒ 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.

11.2

Uninstall Download Client 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 "Conversation Download.msi" /quiet

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

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Glossary

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.

HTTPS

Hypertext Transfer Protocol Secure (HTTPS) is an extension of the Hypertext Transfer Protocol (HTTP). It is used for secure communication over a computer network, and is widely used on the Internet. In HTTPS, the communication protocol is encrypted using Transport Layer Security (TLS), or, formerly, its predecessor, Secure Sockets Layer (SSL). (Source: Wikipedia 23rd October 2019)

ID

Identifier, ID

MSI

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

OAuth

OAuth is an open standard for access delegation, commonly used as a way for Internet users to grant websites or applications access to their information on other websites but without giving them the passwords. (Source: Wikipedia 19th August 2020)

URL

Uniform resource locator. Identifies and locates a resource (e. g. a website) about the used access method (e. g. the used network protocol as HTTP or FTP) and the location of the resource in the computer network. (Source: Wikipedia 20th November 2013)

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.

XML

Extensible Markup Language is a human-readable and machine-readable language which defines a set of rules for encoding documents.