

Installation Download Client



Installation manual for tenants

11/5/2021

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 and saves audio files including their additional data locally on the client computer. The connection is established via the web service of *neo*.

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

The configuration is saved in an **XML** file and read out by the service *ASC Download Client*.

The service *ASC Download Client* reads out the name of the **XML** file from the file *ASCDownloadClient.ini* and employs it. By default, the service uses the configuration file saved under the following path:

C:\ProgramData\ASC\DownloadClient.

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
- **MP3** file for audio data
- **CSV** file for additional data



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. 12](#). 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*.
⇒ If no Visual C++ package has been installed yet, the InstallShield Wizard appears:

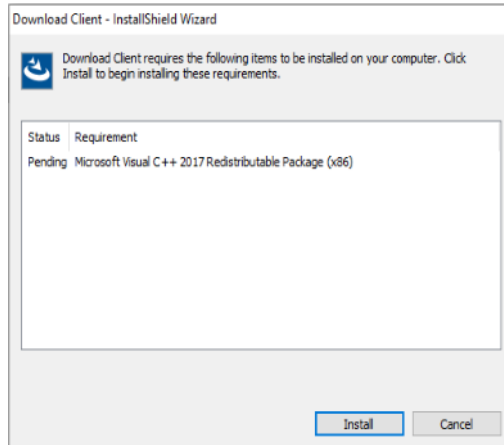


Fig. 2: Installation wizard Microsoft Visual C++

4. To completely cancel the installation, click on the button *Cancel*.
To start the installation, click on the button *Install*.
⇒ The installation progress is displayed.
⇒ After the installation the InstallShield Wizard to install the Download Client software appears.
5. In the welcome screen, click on the button *Next* to continue.
6. If required, change the destination folder by clicking on the button *Change*.

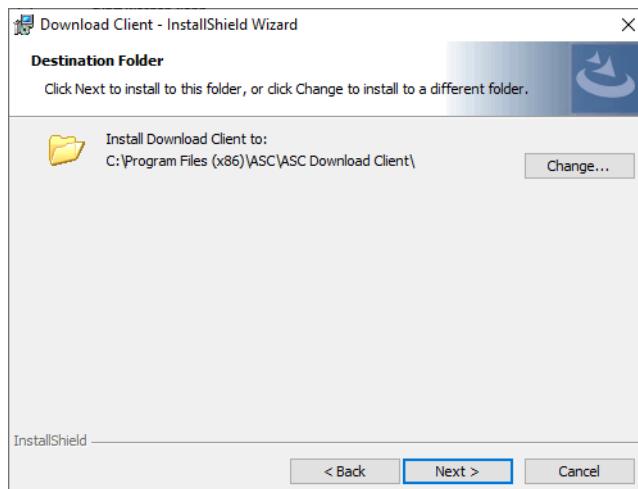


Fig. 3: Change destination folder

7. Select a destination folder.

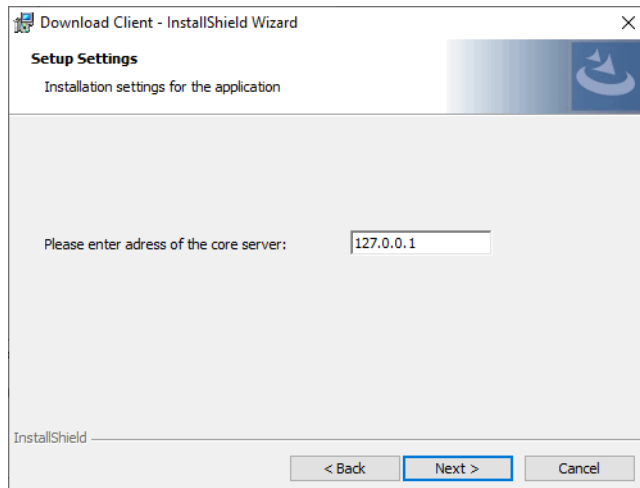


Fig. 4: Select destination folder

8. Click on the button *Next* to continue.
9. Click on the button *Install* to start the installation process.

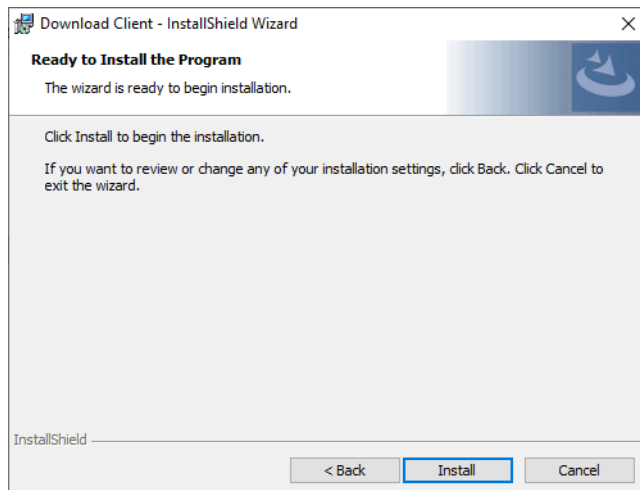


Fig. 5: Start installation

⇒ The installation progress is displayed.

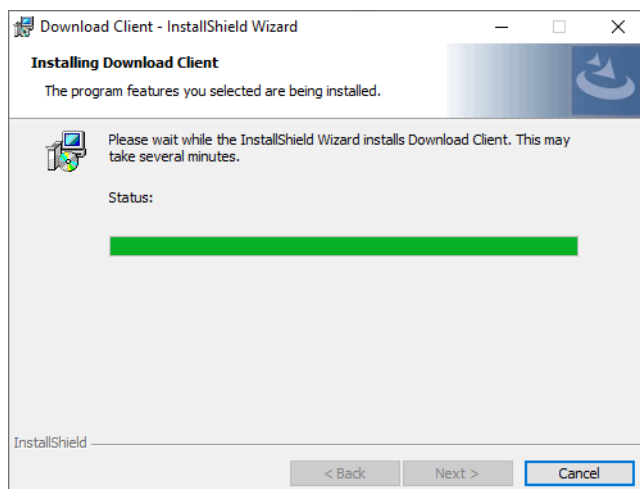


Fig. 6: Information about the installation progress

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

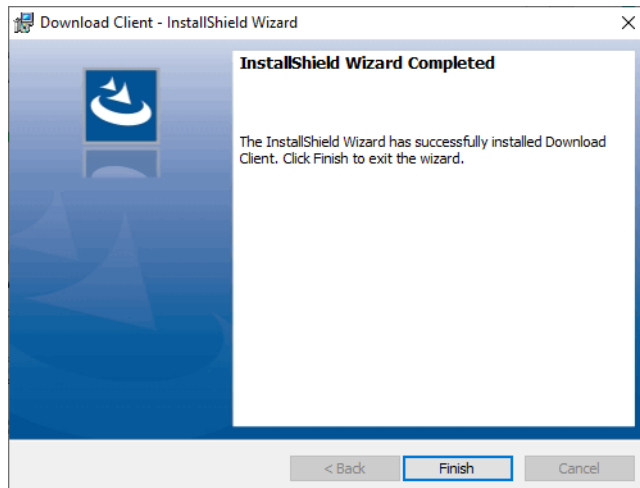


Fig. 7: Finish installation

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 "DownloadClient.msi" /quiet
```

<code>/i</code>	Installation of the software package " <code>DownloadClient.msi</code> "
<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

OAUTH_AUTHORIZATIONURL=	e. g. https://authentication.example.org/authorize URL which is used to authorize the user
OAUTH_CLIENTIDENTIFIER=	ID predefined by the OAuth authorization server which serves as user identification in Download Client.
OAUTH_CLIENTIDENTIFIERSHAREDKEY=	Application secret sent together with the client ID
OAUTH_SCOPE=	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 /i "DownloadClient.msi" /quiet CONNECTIP=192.168.169.143 CONNECTIP-  
BACKUP=192.168.169.144 SHOULDSTART="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 "DownloadClient.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_CLIENTIDENTI-  
FIER=ef0129223a2e3bf76e7c3d8422b15b53 OAUTH_CLIENTIDENTIFIERSHAREDKEY=abc  
OAUTH_SCOPE=gauth
```



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

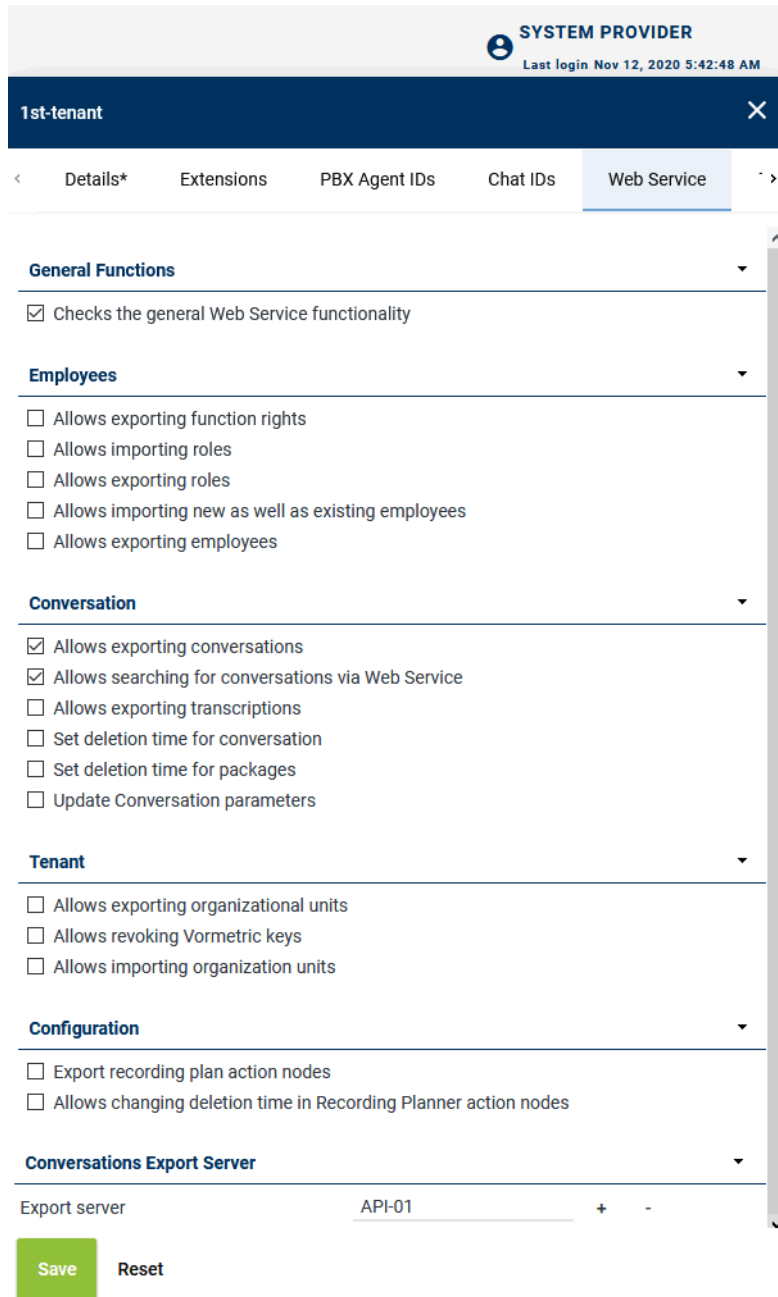


For further information about the parameters for ALLUSERS refer to [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

7

Configure Web Service

1. Log in to the application System Configuration as system provider.
2. Select the menu item *Tenants* in the navigation bar.
3. In the main view, select the account of the tenant that you would like to enter the settings for.
4. Click on the tab *Web Service* to configure the options for the tenant.



The screenshot shows the 'Web Service' configuration page for a tenant named '1st-tenant'. The page is titled 'SYSTEM PROVIDER' with a last login time of 'Nov 12, 2020 5:42:48 AM'. The navigation bar includes 'Details*', 'Extensions', 'PBX Agent IDs', 'Chat IDs', and 'Web Service'. The 'Web Service' tab is active, showing several sections with checkboxes:

- General Functions**
 - ☒ Checks the general Web Service functionality
- Employees**
 - ☐ Allows exporting function rights
 - ☐ Allows importing roles
 - ☐ Allows exporting roles
 - ☐ Allows importing new as well as existing employees
 - ☐ Allows exporting employees
- Conversation**
 - ☒ Allows exporting conversations
 - ☒ Allows searching for conversations via Web Service
 - ☐ Allows exporting transcriptions
 - ☐ Set deletion time for conversation
 - ☐ Set deletion time for packages
 - ☐ Update Conversation parameters
- Tenant**
 - ☐ Allows exporting organizational units
 - ☐ Allows revoking Vormetric keys
 - ☐ Allows importing organization units
- Configuration**
 - ☐ Export recording plan action nodes
 - ☐ Allows changing deletion time in Recording Planner action nodes
- Conversations Export Server**
 - Export server: API-01

At the bottom, there are 'Save' and 'Reset' buttons.

Fig. 8: Web Service functions for the tenant

5. In the group field *General Functions*, activate the check box *Checks the general Web Service functionality*.
6. In the group field *Conversation*, activate the check box *Allows exporting conversations*.
7. In the group field *Conversation*, activate the check box *Allows searching for conversations via Web Service*.

8. In the group field *Conversations Export Server* in the entry field *Export server*, select the server on which the conversations which are supposed to be exported via the Web Service have been saved. See [chapter "Assign server", p. 15](#).
NOTICE! For this server, activating the property *Replay* is mandatory. Therefore, the function *Assign server* only includes servers which have been configured as replay servers.
9. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.
10. Select the menu item *Setup > Servers* in the navigation bar.
11. Select the appropriate server from the list.
12. Click on the tab *Usage*.
13. In the group field *Data Processing*, activate the check box *Export*.

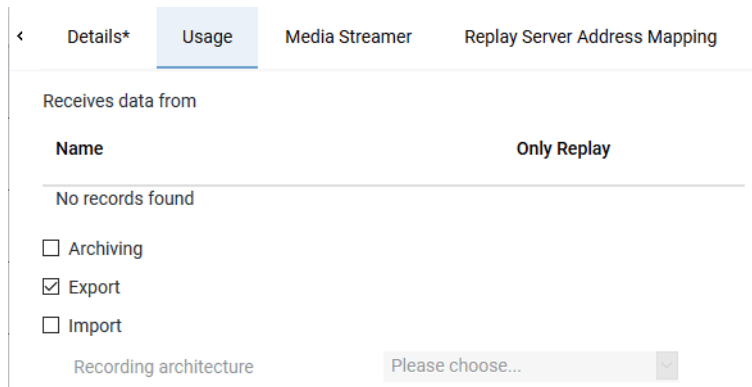


Fig. 9: Configure export

14. To save the settings, click on the button *Save*.
To discard the settings, click on the button *Reset*.



Users of the application Download Client can view data received or sent by the neo server via the web service gSOAP in the directory *C:\ProgramData\ASC\DownloadClient* in *recv.log* or *send.log*.

To locally log the data sent or received via gSOAP, you as system provider must set the value *[LogLevel] EnableGSoapLogging=true* in the file *ASC.DownloadClient.ini*.

7.1

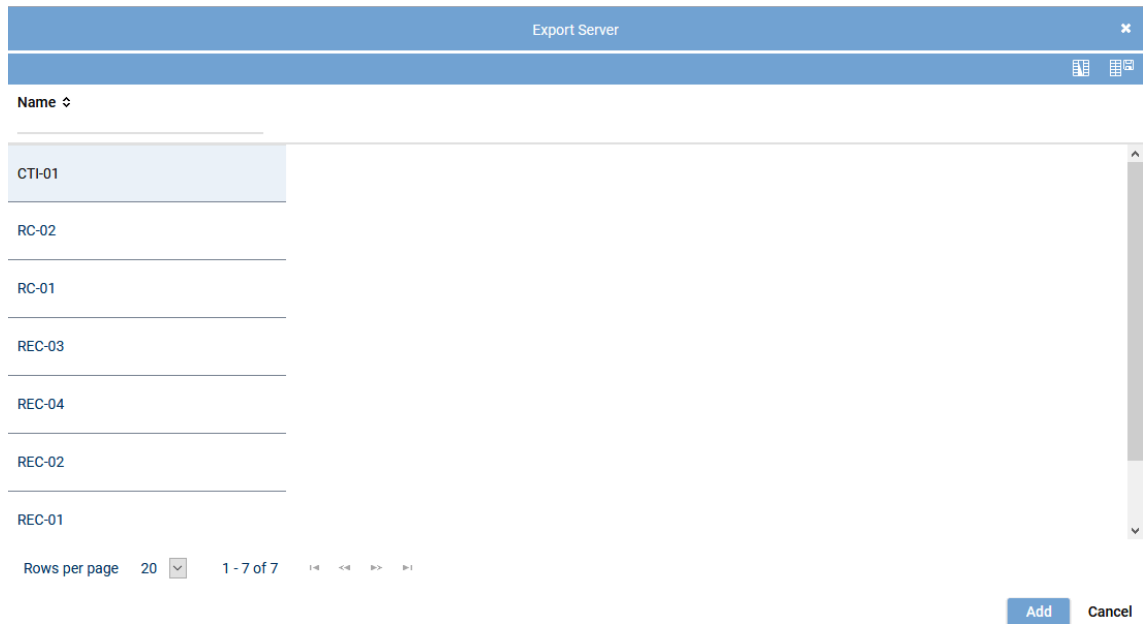
Assign server

1. Click on the button **+** behind the entry field *Export server*.



Fig. 10: Assign server

2. Select the appropriate server from the list.



Export Server

Name ▾

CTI-01

RC-02

RC-01

REC-03

REC-04

REC-02

REC-01

Rows per page 20 ▾ 1 - 7 of 7

Add Cancel

Fig. 11: Select server (example)

3. To apply the selected server, click on the button *Add*.
To discard the selection and close the window, click on the button *Cancel*.

8 Start and configure application

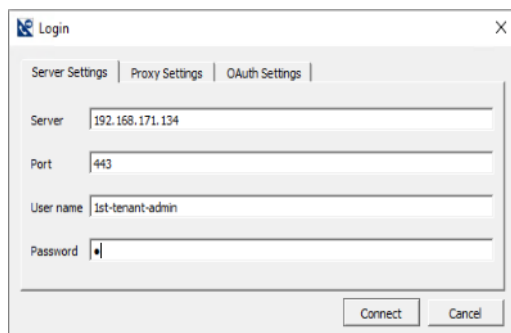
During the installation, a program group is created in the start menu of Windows and a program icon is placed on the desktop.

1. To start the application, click on the program icon of the application Download Client.



Fig. 12: Program icon

2. The login window appears.

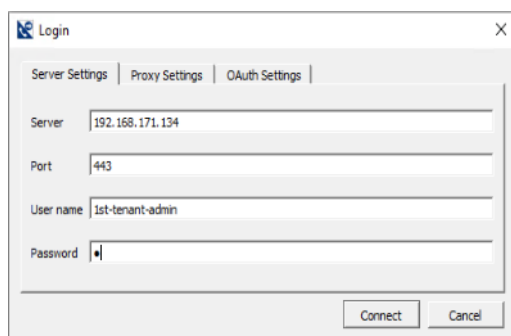


The screenshot shows a 'Login' dialog box with three tabs: 'Server Settings', 'Proxy Settings', and 'OAuth Settings'. The 'Server Settings' tab is active. It contains four input fields: 'Server' (192.168.171.134), 'Port' (443), 'User name' (1st-tenant-admin), and 'Password' (masked with dots). At the bottom right are 'Connect' and 'Cancel' buttons.

Fig. 13: Login window

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

Tab Server Settings



This screenshot is identical to Figure 13, showing the 'Login' dialog box with the 'Server Settings' tab selected. The fields contain the same values: Server (192.168.171.134), Port (443), User name (1st-tenant-admin), and Password (masked). The 'Connect' and 'Cancel' buttons are at the bottom right.

Fig. 14: 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

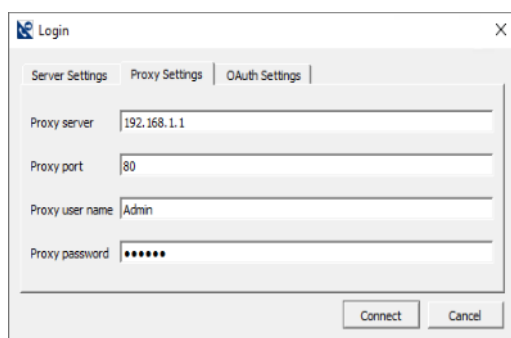


Fig. 15: Tab Proxy Settings

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

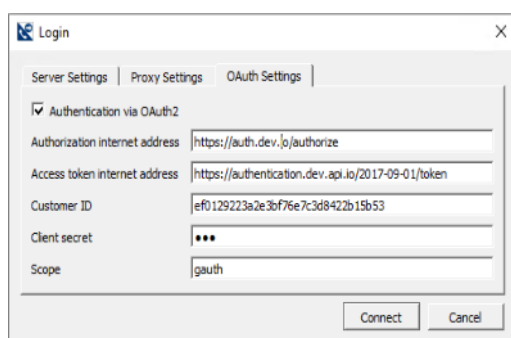


Fig. 16: Tab OAuth Settings

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

The following error message may occur:

<i>OPERATION_SUCCESSFUL</i>	Execution successful.
<i>OPERATION_UNSUCCESSFUL</i>	An error occurred during the execution. For more information check the string <i>resultLog</i> .
<i>BAD_INPUT_DATA</i>	Missing input data. Check your entries.
<i>LOGIN_OK</i>	Login successful.
<i>LOGIN_INVALID_CREDENTIALS</i>	The entered login data is not correct. Correct your login data.
<i>LOGIN_LICENSE_INVALID</i>	No valid license available. Check your licenses and request a new one, if required.
<i>LOGIN_FAILED</i>	An unexpected error occurred during login. Check your login data.
<i>LOGIN_ACCOUNT_LOCKED</i>	The user account has been locked. Contact your system administrator.
<i>PERMISSION_NO_SUPERUSER</i>	The user logging in does not have superuser rights. Contact your system administrator.
<i>PERMISSION_FUNCTION_NOT_ALLOWED</i>	The tenant has not been assigned the required rights for the function in the System Configuration. Contact your system administrator.
<i>PERMISSION_OK</i>	All required rights have been assigned.
<i>MARSHALL_ERROR</i>	An error occurred while marshalling entry data. The entered data cannot be processed internally. Contact your system administrator.
<i>MARSHALL_OK</i>	Marshalling entry data successful. The entered data can be processed as intended.
<i>UNMARSHALL_ERROR</i>	An error occurred while unmarshalling data returned from internal process. Contact your system administrator.
<i>NO_EXPORTER_OUTPUT</i>	Error for export methods. No data has been returned by internal process. Contact your system administrator.
<i>OAuth_EXPIRED</i>	OAuth token has expired. Contact your system administrator.
<i>OAuth_INVALID</i>	OAuth token is invalid. Contact your system administrator.



If problems with the installed software or unexpected 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.

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*.

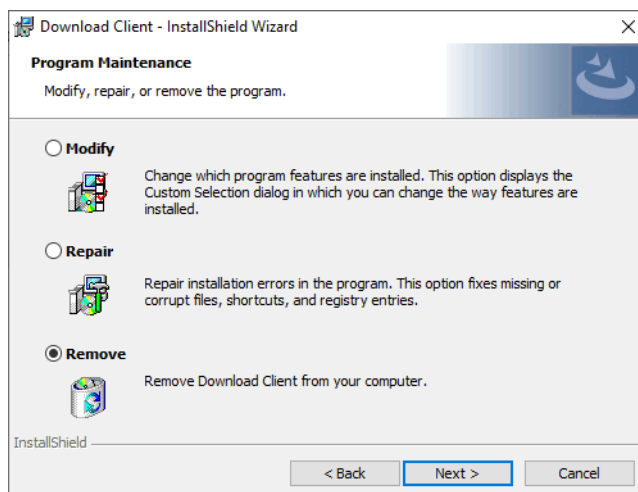


Fig. 17: Uninstall software

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*.

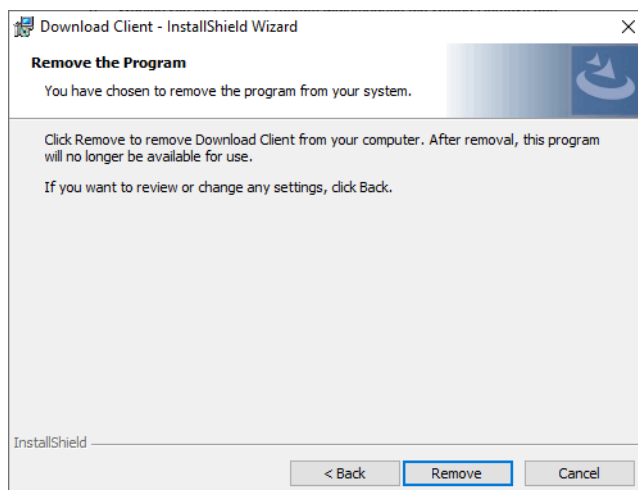


Fig. 18: Confirm uninstallation

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

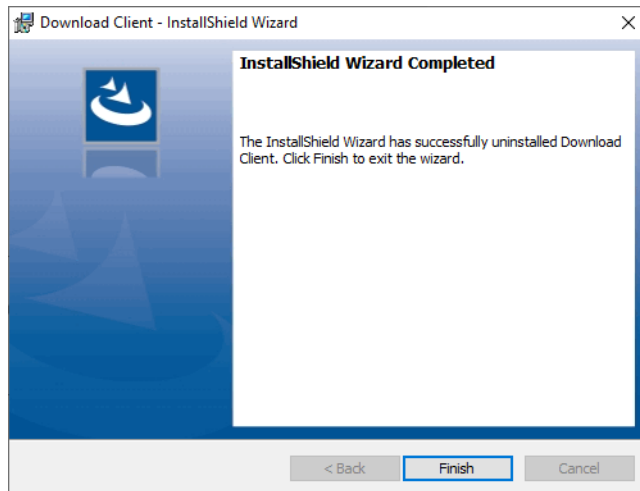


Fig. 19: Finish uninstallation

- ⇒ 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* must be executed with the corresponding parameters.

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

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

<i>/x</i>	Uninstalls the software package " <i>DownloadClient.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.

CSV

Comma-separated values is a file format which stores tabular data in plain text form.

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

MP3

Description of the digitally saved audio data. MP3 compression works by reducing (or approximating) the accuracy of certain components of sound that are considered (by psychoacoustic analysis) to be beyond the hearing capabilities of most humans. The remaining audio information is then recorded in a space-efficient manner. (Source: Wikipedia 9th July 2020)

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

WAVE file format is a container format to digitally save audio data and is based on the Resource Interchange File Format (RIFF) defined by Microsoft for Windows. (Source: Wikipedia 23rd February 2021)

XML

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