TELIA CALLGUIDE

INSTALLED COMPONENTS

Contents

1   Introduction

1.1   Overview

This document describes components, registry settings and shortcuts that are needed when running a CallGuide client application on client workstations. The purpose of the document is to simplify the process of making automatic distribution packages for large customer sites.

1.2   Definitions and acronyms

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1.3   Supplements

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1.4   References

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1.5   Revisions

Rev	Date	Signature	Comment
A	2002-10-04	PeBe	Revision A, Reviewed for CallGuide 3.2
B	2004-11-09	MaTh	Reviewed for CallGuide 4.0.5 Added information about CallGuide Stat, CGScreenPop, sound events and encryption
C	2005-03-07	MaTh	Updated for sound events in CallGuide Agent in version 4.0.6 and CallGuide Stat version 5.0.1.1
D	2006-01-18	HaNa	Approved for CallGuide 5.1
E	2006-08-31	PeBe, MaTh	Approved for CallGuide 5.2 Added information on: registry key for CallGuide Agent, files installed by CallGuideStat5112B.exe, write access to catalogues used by CallGuide Stat, sound events "Incoming contact", DDEComp.dll (installed to achieve DDE Screenpop from CallGuide Agent via windows scripting), and new report files for CallGuide Stat 5.2.0.7
F	2007-12-19	MaOs, GeMa	Approved for CallGuide 5.3.1. Added information on MSI installations and registry key for CallGuide Stat ODBC sources
G	2008-06-16	GeMa, SoLa	Approved for CallGuide 6.0 Updated search path to atl.dll Added register keys to LatestSyncToLocalMachine for all CallGuide clients Added UtilComp.dll
H	2008-08-26	MaTh, SoLa	Approved after revision. Added chapters 9 and 10 describing possible registry values and chapter 3.2 for description of ActiveX registration
I	2008-10-07	LeÅr	Removed atl.dll which is no no longer installed. Added campaign reports. Added CallGuide Stat icons.
J	2008-11-11	LeÅr, SoLa	Approved for CallGuide 6.1. Added Chapter 9 Changed location for shared dll:s

Rev	Date	Signature	Comment
K	2009-05-08	LeÅr, GeMa	Added path to user specific data sources in Windows registry för CallGuide Stat.
L	2009-06-23	MaTh	Approved for CallGuide 7.0. Added note on registry settings for Server based CTI in chapter 9.
M	2010-03-25	MaTh	Approved for 7.1 Removed references to rules.prg, DDEComp, StartupDtmfSequence, ScreenPopDebug. Added StatReports for custom work level. Updated path for Stat files
N	2010-08-30	MaTh, GeMa	Approved for 7.2
O	2010-10-22	LeÅr	Updated versions of Crystal Report DLLs (SP4) used by CallGuide Stat. Approved for 7.1 and 7.2
P	2011-02-24	LeÅr	Changed locations for Crystal Report DLLs, from Windows folder to System folder, for CallGuide Stat and CallGuide Admin
Q	2012-03-16	PeBe, MaTh	CallGuide Report replaces CallGuide Stat. More exact information for Windows 7 and differences between 32 and 64-bit Windows. CallGuide.dll is no longer needed. CallGuide Admin no longer installs DLL:s for Crystal Reports. Soundfiles added for CallGuide Agent. Approved for 8.0
R	2013-06-20	MaTh	Updated registry keys for language handling with Embarcadero\Locales Updated information on how registry values are propagated from HKEY_LOCAL_MACHINE to HKEY_CURRENT_USER Approved for 8.4.1
S	2014-01-08	GeMa, MaTh	Updated registry keys for language handling Added chapter for CallGuide Configuration Utility and CallGuide Auto Answer Plugin. Updated for CallGuide Report 8.4.3. Approved for 8.4.3
T	2015-02-26	PeBe	Support for Finnish language in CallGuide Admin, CallGuide Pulse and CallGuide Report. Approved for 8.6.0
U	2015-04-17	PeBe	Support for re-branding splash screen and about dialogue via optional splash.png file. Approved for 8.6.1
V	2015-08-20	PeBe	Added CallGuideSamlTicket.dll for Single Sign On in CallGuide Agent, Admin and Pulse (but not Report). Revision for CallGuide 9.0.
W	2016-02-05	MaTh	Added information on FEATURE_BROWSER_EMULATION for CallGuide Agent internal web browser Added information on .Net versions for CallGuide Auto Answer Plugin Approved for 9.0.1
X	2017-02-21	MaTh	Added configuration instructions for screenpop with CallGuide Edge Agent Approved for 10.0
Y	2017-12-20	LeÅr	Support for German language in CallGuide Agent. Approved for 10.1
Z	2018-03-28	PeBe	Removed information about ODBC for CallGuide Report since ODBC no longer is used. Approved for CallGuide 11.0.

Rev	Date	Signature	Comment
AA	2018-05-17	MaTh, SoHa, LeÅr	Changed file where config for RPH for screenpop is made for Chrome. Added new registry entry for logging of sensitive data. Added information on FEATURE_BROWSER_EMULATION for CallGuide Agent internal web browser on 64-bit Windows. Added Information on registry keys for Pulse sounds Approved for CallGuide 11.1.

2   Installed components for CallGuide Agent

The following components, registry entries and shortcuts are installed/created either by the installation program for CallGuide Agent, by using Configuration Utility or by the client itself once installed and run.

Type	Name	Created by	Path	Comment
File	CGAgent.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Agent where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of CallGuide Agent application
File	CGAgent.SV	Installation program	Located in same folder as CGAgent.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of CGAgent.SV must be the same as the version of CGAgent.exe, if a different version of CGAgent.SV is located in the same folder as CGAgent.exe CallGuide Agent will not work properly.
File	CGAgent.DA	Installation program	Located in same folder as CGAgent.exe	DLL with localised texts – Danish version. Only installed if selected during installation. NOTE that the version of CGAgent.DA must be the same as the version of CGAgent.exe, if a different version of CGAgent.DA is located in the same folder as CGAgent.exe CallGuide Agent will not work properly.
File	CGAgent.DE	Installation program	Located in same folder as CGAgent.exe	DLL with localised texts – German version. Only installed if selected during installation. NOTE that the version of CGAgent.DE must be the same as the version of CGAgent.exe, if a different version of CGAgent.DE is located in the same folder as CGAgent.exe CallGuide Agent will not work properly.
File	CGAgent.FI	Installation program	Located in same folder as CGAgent.exe	DLL with localised texts – Finnish version. Only installed if selected during installation. NOTE that the version of CGAgent.FI must be the same as the version of CGAgent.exe, if a different version of CGAgent.FI is located in the same folder as CGAgent.exe CallGuide Agent will not work properly.
File	CGAgent.NO	Installation program	Located in same folder as CGAgent.exe	DLL with localised texts – Norwegian version. Only installed if selected during installation. NOTE that the version of CGAgent.NO must be the same as the version of CGAgent.exe, if a different version of CGAgent.NO is located in the same folder as CGAgent.exe CallGuide Agent will not work properly.
File	splash.png	Installation program	Located in same folder as CGAgent.exe	Optional file. If this file exists it will be used as an alternative branding of the client in initial splash screen and in the about dialogue. If the file is missing, the standard CallGuide branding is used.

Type	Name	Created by	Path	Comment
File	CGScreenPop.exe	Installation program	Located in same folder as CGAgent.exe	COM server taking care of screen pop. Registered on the local computer by the installation program. To register the COM server manually, run it from the command prompt with the following command line: "CGScreenPop.exe /regserver". To unregister it, use following command line: "CGScreenPop.exe /unregserver".
File	CALLGUIDE_NewWLContact.wav	Installation program	Located in same folder as CGAgent.exe	Sound file that can be used to signal that a new contact has arrived in waiting list. Sound can be set
File	CALLGUIDE_Ringing.wav	Installation program	Located in same folder as CGAgent.exe	Sound file that can be used to signal that a contact needs to be answered/accepted. CallGuide Agent will set this file as default when started for the first time on a computer. (On computers where sounds for CallGuide already has been configured no modifications will be made.)
File	CALLGUIDE_VIPContact.wav	Installation program	Located in same folder as CGAgent.exe	Sound file that can be used to signal that the user has a VIP that needs to be handled. CallGuide Agent will set this file as default when started for the first time on a computer. (On computers where sounds for CallGuide already has been configured no modifications will be made.)
File	midas.dll	Installation program	[CommonFilesFolder]\CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	Borland DLL for communication with CallGuide Application Server. This is a shared DLL. midas.dll is used by CallGuide Agent, Admin and Pulse. midas.dll is a self-registering InProc Server. Note that midas.dll automatically creates a number of keys in the registry (under HKEY_CLASSES_ROOT). These keys are not described in this document. Location has changed, see chapter 11.
File	Des3Intercept.dll	Installation program	[CommonFilesFolder]\CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	DLL for encrypted communication with CallGuide Application Server. This is a shared DLL used by CallGuide Agent, Admin and Pulse. NOTE If not installed by installation program the Des3Intercept.dll needs to be registered before use by using the following command: regsvr32 Des3Intercept.dll at the command prompt. Location has changed, see chapter 11.
File	CallGuideSamlTicket.dll	Installation program	Global Assembly Cache (GAC).	.NET DLL used by the client when Single Sign On (SSO) is activated in CallGuide. This DLL is shared among the CallGuide clients. The DLL is only required if Single Sign On in CallGuide is used.
File	CGConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	CallGuide Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to CallGuide AgentServer and log level. Only installed if selected during installation.

Type	Name	Created by	Path	Comment
File	CGConfigUtil.SV	Installation program	Located in same folder as CGConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of CGConfigUtil.SV must be the same as the version of CGConfigUtil.exe, if a different version of CGConfigUtil.SV is located in the same folder as CGConfigUtil.exe CallGuide Configuration Utility will not work properly.
Shortcut	CallGuide ConfigurationUtility	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut in Start Menu starting CallGuide ConfigurationUtility. The shortcut sets current folder to the folder where CGConfigUtil.exe is located. Only installed if CallGuide ConfigurationUtility was installed.
Shortcut	CallGuide Agent	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut starting CallGuide Agent. The shortcut sets current folder to the folder where CGAgent.exe is located.
Registry		CallGuide Agent	HKEY_CURRENT_USER\SOFTWARE\CallGuide	The stringvalue "LatestSyncToLocalMachine" is created/set by CallGuide clients when settings are synchronized with global CallGuide configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).
Registry		CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide	The stringvalue "LatestUpdate" is created/set by CallGuide Configuration Utility when global settings are changed or should be created/set by MSI Transform. If the value, date time on form 20100323 10:31:22, is a later date time than what is set in LatestSyncToLocalMachine (see above) the configuration under HKEY_CURRENT_USER will be updated the next time a CallGuide client is started

Type	Name	Created by	Path	Comment
Registry	-	CallGuide Agent	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Agent	The path is created for saving values between CallGuide Agent sessions. CallGuide Agent creates keys and values in this folder. If a different user logs in to the computer and starts. CallGuide Agent, this registry folder is created by. CallGuide Agent for this user as well.
Registry	-	CallGuide Agent	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Agent 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Agent	The path is created for saving values of latest extension used between CallGuide Agent sessions. CallGuide Agent creates key LatestDn and sets its value in this folder. NOTE: This path is only created/used if it is configured for any connection that latest used extension should be stored in machine profile. (This configuration is done in Windows Registry via CallGuide Configuration Utility) If a different user logs in and setting for the user and connection is set to store/read latest used extension in machine profile the value set by the previous user will be used.
Registry	-	CallGuide Configuration Utility	HKEY_ CURRENT_USER\SOFTWARE\CallGuide\Connections\	CallGuide Agent and other CallGuide client applications finds all their connections to the CallGuide Server in this configuration. See chapter 9
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connections\	CallGuide Agent and other CallGuide client application find their default connection to the CallGuide Server in this configuration. See chapter 9
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Logging\	CallGuide Agent and other CallGuide client application find default configuration about how and where to create log files. See chapter 10
Registry	-	CallGuide Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Logging\	CallGuide Agent and other CallGuide client application find configuration about how and where to create log files. See chapter 10

Type	Name	Created by	Path	Comment
Registry	-		HKEY_CURRENT_USER\SOFTWARE\Borland\Locales or HKEY_CURRENT_USER\SOFTWARE\Embarcadero\Locales	The path is used for storing a key associating a client application with language to use. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. For more information on language settings, see *Operation Manual Telia CallGuide* The key is defined by [INSTALLDIR]\application.exe its value is set to the desired language, eg. DA, DE. FI, NO or /SV For example if National Settings define Finnish but CallGuide Agent should be run in Swedish the key is set to SV. Key = C:\Program\CallGuide\Agent\CGAgent.exe Value = SV This key is not created or set by Installation program or CallGuide Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	The path is used for storing a key associating a client application with default language to use. This key is not created or set by Installation program or CallGuide Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. If the language entry under HKEY_CURRENT_USER is missing for current user, the default value is copied from HKEY_LOCAL_MACHINE to HKEY_CURRENT_USER by CallGuide Agent. For more information on language settings, see *Operation Manual Telia CallGuide*
Registry	-		-	See midas.dll
Registry	-	CallGuide Agent	HKEY_CURRENT_USER\AppEvents\EventLabels\CallGuideVIP	Name of sound event for incoming VIP-contact that is displayed in the Control panel. Data for the value depends on language used in CallGuide Agent, e.g. the data is set to "VIP-contact" with CallGuide Agent run in English and to "VIP-kontakt" when run in Swedish

Type	Name	Created by	Path	Comment
Registry	-	CallGuide Agent	HKEY_CURRENT_USER\AppEvents\EventLabels\CallGuideAnnounceVLContact	Name of sound event that is displayed in the Control panel for event "new contact in waiting list". Data for the value depends on language used in CallGuide Agent
Registry		CallGuide Agent	HKEY_CURRENT_USER\AppEvents\EventLabels\RingIn	Name of sound event that is displayed in the Control panel for event "Incoming contact". Data for the value depends on language used in CallGuide Agent
Registry	-	CallGuide Agent	HKEY_CURRENT_USER\AppEvents\Schemes\Apps\CGAgent	Label for CallGuide Agent in Control panel/Sound and Multimedia. The data is set to "CallGuide Agent". Beneath this label, all sound event keys unique for CallGuide Agent are displayed. CallGuideAnnounceVLContact CallGuideVIP RingIn To set sounds for the different sound events assign a sound file to the default key under the specific sound events ".Current" key E.g. HKEY_CURRENT_USER\AppEvents\...\CGAgent\RingIn\.Current KeyName: (Default) Type: REG_SZ Data: [Installdir]\CallGuide Agent\bin\CALLGUIDE_Ringing.wav
Registry	-	manually	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\MAIN\FeatureControl\FEATURE_BROWSER_EMULATION 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_BROWSER_EMULATION	To be able to run web pages that require other functionality than what is supported in Internet Expoler 7 create a new dword with Name = cgagent.exe and set its Value accordingly: • Render pages as IE 11 – 00002af8 • Render pages as IE 10 – 00002710 • Render pages as IE 9 – 00002328 • Render pages as IE 8 – 00001f40

3 Installed components for CallGuide Screenpop

3.1 Installation with CallGuide Classic Agent

The following components for CallGuide Screenpop are installed by installation program for CallGuide Agent

Type	Name	Created by	Path	Comment
File	CGScreenPop.exe	Installation program for CallGuide Agent	Located in same folder as CGAgent.exe	Component for screenpop.
File	UtilComp.dll	Installation program for CallGuide Agent	Located in same folder as CGAgent.exe	DLL to enable DDE screenpop and clipboard access via windows scripting. Replaces DDEComp.dll in CallGuide 6.0 NOTE If not installed by installation program the UtilComp.dll needs to be registered before use by using the following command: regsvr32 UtilComp.dll at the command prompt.

3.2 Separate installation for use with CallGuide Edge Agent

When using CallGuide Screenpop with CallGuide Edge Agent a configuration in Windows registry of a registered protocol handler, TeliaEdgeAgentPop, is needed as well as configurations specific for CallGuide Screenpop.

CallGuide Screenpop requires the following components and configurations when it is to be used with CallGuide Edge Agent.

Type	Name	Created by	Path	Comment
File	CGScreenPop.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\ScreenPop\ where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Component for screen pop.
File	UtilComp.dll	Installation program	Same as CGScreenPop.exe	DLL to enable DDE screen pop and clipboard access via windows scripting. Replaces NOTE If not installed by installation program the UtilComp.dll needs to be registered before use by using the following command: regsvr32 UtilComp.dll at the command prompt.
Registry		Installation program, manually or by MSI Transform	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\EdgeAgent 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\EdgeAgent	CGScreenPop.exe find configurations to be used when accessed from CallGuide Edge Agent (for values to be created see 3.2.2)
Registry		Installation	HKEY_CLASSES_ROOT\TeliaEdgeAgentPop	Configuration for the registered protocol handler, TeliaEdgeAgentPop, see 3.2.1

Type	Name	Created by	Path	Comment
		program, manually or by MSI Transform		

3.2.1 Registered protocol handler

These registry settings apply to both 32-bit and 64-bit Windows

Key	Name	Type	Data	Comment
HKEY_CLASSES_ROOT\TeliaEdgeAgentPop	Default	REG_SZ	URL:TeliaEdgeAgentPop Protocol	The display name of the URI scheme
	URL Protocol	REG_SZ	""	Indicates that this key declares a custom pluggable protocol handler. Without this key, the handler application will not launch. The value should be an empty string
HKEY_CLASSES_ROOT\TeliaEdgeAgentPop\DefaultIcon	Default	REG_SZ	"CGScreenPop.exe,1"	The file name to use as an icon for this URI scheme. The string takes the form "path, icon index"
HKEY_CLASSES_ROOT\TeliaEdgeAgentPop\shell\open\command	Default	REG_SZ	"[INSTALLDIR]\ScreenPop\CGScreenPop.exe" "%1"	Describes how to launch the application handling the protocol. The **%1** parameter makes the browser pass the URI to the registered protocol handler application as a command line parameter

3.2.2 Web browser configuration for registered protocol handler

When a screen pop is performed from CallGuide Edge Agent a dialog will be displayed in the web browser asking the user to allow a call to the registered protocol handler.

This dialog can be suppressed by configuration of the web browser as follows:

- Microsoft Internet Explorer and Microsoft Edge – Set registry key:
  ```
  HKEY_LOCAL_MACHINE\Software\Microsoft\Internet Explorer\ProtocolExecute\TeliaEdgeAgentPop WarnOnOpen (DWord) 0
  ```

Google Chrome – Add an excluded scheme to the file `%user%\AppData\Local\Google\Chrome\User Data\Default\Preferences` as:
```
"protocol_handler":{
    "excluded_schemes":{
            "teliaedgeagentpop":false
    }
}
```

- Mozilla Firefox – Add a user preference to the file `%user%\AppData/Roaming/Mozilla/Firefox/Profiles/…/ prefs.js` as:
  ```
  user_pref("network.protocol-handler.warn-external.teliaedgeagentpop", false);
  ```

If suppression is not configured the user can in the dialog choose to always allow calls to CallGuide Screenpop and hence suppress future display of the dialog. The exception is Microsoft Edge where the dialog does not offer this choice.

3.2.3 Registry settings for screen pop with Edge Agent

A machine default configuration for screenpop from CallGuide Edge Agent can be stored in Windows Registry under

`HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\EdgeAgent`

Note: On 64-bit Windows the path `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\EdgeAgent` applies.

This configuration is normally performed at installation by an MSI-transform or manually.

A user specific configuration is stored in Windows Registry under

`HKEY_CURRENT_USER\SOFTWARE\CallGuide\EdgeAgent`

This configuration is copied from the global default configuration and can be edited by the user if needed.

If the machine configuration is changed, the value `HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\EdgeAgent\LatestUpdate` must be set to the time the configuration was changed.

When a CGScreenpop.exe is started the values in `HKEY_LOCAL_MACHINE` are propagated to the `HKEY_CURRENT_USER` part of the registry if the key `HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\EdgeAgent\LatestUpdate` is set to a later datetime than `HKEY_CURRENT_USER\SOFTWARE\CallGuide\EdgeAgent\LatestSyncToLocalMachine`

The values stored in registry are

Key	Value	Type	Default value	Comment
32-bit Windows HKEY_LOCAL_MACHINE\Software\Callguide\EdgeAgent 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\EdgeAgent	ScreenPopPort	REG_DWORD	9453	Port number on which Screenpop.exe accept http screenpop requests
	ScreenPopConfigFile	REG_SZ	[INSTALLDIR]\ScreenPop\CGScreenPop.vbs	Path and file name to screen pop config file to be used by Edge Agent
	LatestUpdate	REG_SZ	""	yyyymmdd hh:mm:ss e.g. 20161127 13:00:00
HKEY_ CURRENT_USER\Software\Callguide\EdgeAgent	ScreenPopPort	REG_DWORD	Value copied from HKEY_LOCAL_MACHINE	Port number on which Screenpop.exe accept http screenpop requests from Edge Agent
	ScreenPopConfigFile	REG_SZ	Value copied from HKEY_LOCAL_MACHINE	Path and file name to screen pop config file to be used by Edge Agent
	LatestSyncToLocalMachine	REG_SZ	Value copied from HKEY_LOCAL_MACHINE	Set when values are copied from HKEY_LOCAL_MACHINE yyyymmdd hh:mm:ss

3.3 Registration/unregistration of CallGuide ScreenPop

The installation program for CallGuide Agent install/uninstall and register/unregister CallGuide Screenpop.

To register CallGuide Screenpop manually, run the following command in the command prompt. [INSTALLDIR]\CGScreenPop.exe /regserver

To unregister CallGuide Screenpop manually, run the following command in the command prompt. [INSTALLDIR]\CGScreenPop.exe /unregserver

3.4 Registration/unregistration of CallGuide ActiveX component

The installation program for CallGuide Agent install/uninstall and register/unregister CallGuide ActiveX component.

To register CallGuide ActiveX manually, run the following command in the command prompt. [INSTALLDIR]\CGAgent.exe /regserver

To unregister CallGuide ActiveX manually, run the following command in the command prompt. [INSTALLDIR]\CGAgent.exe /unregserver

4 Installed components for CallGuide Pulse

The following components, registry entries and shortcuts are installed/created either by the installation program for CallGuide Pulse, by using Configuration Utility or by the client itself once installed and running.

Type	Name	Created by	Path	Comment
File	Pulse.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Pulse where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of Pulse application
File	Pulse.SV	Installation program	Located in same folder as Pulse.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of Pulse.SV must be the same as the version of Pulse.exe, if a different version of Pulse.SV is located in the same folder as Pulse.exe CallGuide Pulse will not work properly.
File	Pulse.FI	Installation program	Located in same folder as Pulse.exe	DLL with localised texts – Finnish version. Only installed if selected during installation. NOTE that the version of Pulse.FI must be the same as the version of Pulse.exe, if a different version of Pulse.FI is located in the same folder as Pulse.exe CallGuide Pulse will not work properly.
File	splash.png	Installation program	Located in same folder as Pulse.exe	Optional file. If this file exists it will be used as an alternative branding of the client in initial splash screen and in the about dialogue. If the file is missing, the standard CallGuide branding is used.
File	midas.dll	Installation program	[CommonFilesFolder]\CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	Borland DLL for communication with CallGuide Application Server. This is a shared DLL. Midas.dll is used by CallGuide Agent, Admin and Pulse. Midas.dll is a self-registering InProc Server. Note that midas.dll automatically creates a number of keys in the registry (under HKEY_CLASSES_ROOT). These keys are not described in this document. Location has changed, see chapter 11.
File	Des3Intercept.dll	Installation program	[CommonFilesFolder]\CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	DLL for encrypted communication with CallGuide Application Server. This is a shared DLL used by CallGuide Agent, Admin and Pulse. NOTE If not installed by installation program the Des3Intercept.dll needs to be registered before use by using the following command: regsvr32 Des3Intercept.dll at the command prompt. Location has changed, see chapter 11.

Type	Name	Created by	Path	Comment
File	CallGuideSamlTicket.dll	Installation program	Global Assembly Cache (GAC).	.NET DLL used by the client when Single Sign On (SSO) is activated in CallGuide. This DLL is shared among the CallGuide clients. The DLL is only required if Single Sign On in CallGuide is used.
File	CGConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	CallGuide Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to CallGuide AgentServer and log level. Only installed if selected during installation.
File	CGConfigUtil.SV	Installation program	Located in same folder as CGConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of CGConfigUtil.SV must be the same as the version of CGConfigUtil.exe, if a different version of CGConfigUtil.SV is located in the same folder as CGConfigUtil.exe CallGuide Configuration Utility will not work properly.
Shortcut	CallGuide ConfigurationUtility	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut in Start Menu starting CallGuide ConfigurationUtility. The shortcut sets current folder to the folder where CGConfigUtil.exe is located. Only installed if CallGuide ConfigurationUtility was installed.
Shortcut	CallGuide Pulse	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut starting CallGuide Pulse. The shortcut sets current folder to the folder where CGAgent.exe is located.
Registry	-	CallGuide Pulse	HKEY_CURRENT_USER\SOFTWARE\CallGuide	The stringvalue "LatestSyncToLocalMachine" is created/set by CallGuide clients when settings are synchronized with global CallGuide configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).

Type	Name	Created by	Path	Comment
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide	The stringvalue "LatestUpdate" is created/set by CallGuide Configuration Utility when global settings are changed or should be created/set by MSI Transform. If the value, date time on form 20100323 10:31:22, is a later date time than what is set in LatestSyncToLocalMachine (see above) the configuration under HKEY_CURRENT_USER will be updated the next time a CallGuide client is started
Registry	-	CallGuide Pulse	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Pulse	The path is created for saving values between Pulse sessions. Pulse creates keys and values in this folder. Also, if a different user logs in to the computer and starts Pulse, this registry folder is created by Pulse for this user as well.
Registry	-	CallGuide Configuration Utility	HKEY_ CURRENT_USER\SOFTWARE\CallGuide\Connections\	CallGuide Pulse and other CallGuide client applications finds all their connections to the CallGuide Server in this configuration.
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connections\	CallGuide Pulse and other CallGuide client application find their default connection to the CallGuide Server in this configuration.
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Logging\	CallGuide Pulse and other CallGuide client application find their default configuration about how and where to create log files here.
Registry	-	CallGuide Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Logging\	CallGuide Pulse and other CallGuide client application find configuration about how and where to create log files here.

Type	Name	Created by	Path	Comment
Registry	-		HKEY_CURRENT_USER\SOFTWARE\Borland\Locales or HKEY_CURRENT_USER\SOFTWARE\Embarcadero\Locales	The path is used for storing a key associating a client application with language to use. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. For more information on language settings, see *Operation Manual Telia CallGuide* The key is defined by [INSTALLDIR]\application.exe its value is set to the desired language, eg. SV For example if National Settings define Finnish but CallGuide Pulse should be run in Swedish the key is set to SV. Key = C:\Program\CallGuide\Pulse\Pulse.exe Value = SV This key is not created or set by Installation program or CallGuide Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	The path is used for storing a key associating a client application with default language to use. This key is not created or set by Installation program or CallGuide Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. If the language entry under HKEY_CURRENT_USER is missing for current user, the default value is copied from HKEY_LOCAL_MACHINE to HKEY_CURRENT_USER by CallGuide Pulse. For more information on language settings, see *Operation Manual Telia CallGuide*
Registry	-	CallGuide Pulse	HKEY_CURRENT_USER\AppEvents\EventLabels\TraficLightYellow	Name of sound event when Pulse Monitors traffic light changes from a green light to a yellow light.
Registry	-	CallGuide Pulse	HKEY_CURRENT_USER\AppEvents\EventLabels\TraficLightRed	Name of sound event when Pulse Monitors traffic light changes from a yellow light to a red light.

Type	Name	Created by	Path	Comment
Registry	-	CallGuide Pulse	HKEY_CURRENT_USER\AppEvents\Schemes\Apps\Pulse	Label for Pulse in Control panel/Sound and Multimedia. The data is set to "Pulse". Beneath this label, all sound event keys unique for Pulse are displayed. TrafficLightRed TrafficLightYellow To set sounds for the different sound events assign a sound file to the default key under the specific sound events ".Current" key E.g. HKEY_CURRENT_USER \AppEvents\Schemes\Apps\Pulse\TrafficLightRed\.Current KeyName: (Default) Type: REG_SZ Data: C:\WINDOWS\media\Windows Logoff Sound.wav
Registry	-	-	-	See midas.dll

5 Installed components for CallGuide Admin

The following components, registry entries and shortcuts are installed/created either by the installation program for CallGuide Admin, by using Configuration Utility or by the client itself once installed and run.

Type	Name	Created by	Path	Comment
File	Admin.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Admin where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of Admin application
File	Admin.SV	Installation program	Located in same folder as Admin.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of Admin.SV must be the same as the version of Admin.exe, if a different version of Admin.SV is located in the same folder as Admin.exe CallGuide Admin will not work properly.
File	Admin.FI	Installation program	Located in same folder as Admin.exe	DLL with localised texts – Finnish version. Only installed if selected during installation. NOTE that the version of Admin.FI must be the same as the version of Admin.exe, if a different version of Admin.FI is located in the same folder as Admin.exe CallGuide Admin will not work properly.
File	splash.png	Installation program	Located in same folder as Admin.exe	Optional file. If this file exists it will be used as an alternative branding of the client in initial splash screen and in the about dialogue. If the file is missing, the standard CallGuide branding is used.
File	midas.dll	Installation program	[CommonFilesFolder]\CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	Borland DLL for communication with CallGuide Application Server. This is a shared DLL. Midas.dll is used by CallGuide Agent, Admin and Pulse. Midas.dll is a self-registering InProc Server. Note that midas.dll automatically creates a number of keys in the registry (under HKEY_CLASSES_ROOT). These keys are not described in this document. Location has changed, see chapter 11.
File	Des3Intercept.dll	Installation program	[CommonFilesFolder]\CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	DLL for encrypted communication with CallGuide Application Server. This is a shared DLL used by CallGuide Agent, Admin and Pulse. NOTE If not installed by installation program the Des3Intercept.dll needs to be registered before use by using the following command: regsvr32 Des3Intercept.dll at the command prompt. Location has changed, see chapter 11.
File	CallGuideSamlTicket.dll	Installation program	Global Assembly Cache (GAC).	.NET DLL used by the client when Single Sign On (SSO) is activated in CallGuide. This DLL is shared among the CallGuide clients. The DLL is only required if Single Sign On in CallGuide is used.

Type	Name	Created by	Path	Comment
File	CGConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	CallGuide Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to CallGuide AgentServer and log level. Only installed if selected during installation.
File	CGConfigUtil.SV	Installation program	Located in same folder as CGConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of CGConfigUtil.SV must be the same as the version of CGConfigUtil.exe, if a different version of CGConfigUtil.SV is located in the same folder as CGConfigUtil.exe CallGuide Configuration Utility will not work properly.
Shortcut	CallGuide ConfigurationUtility	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut in Start Menu starting CallGuide ConfigurationUtility. The shortcut sets current folder to the folder where CGConfigUtil.exe is located. Only installed if CallGuide ConfigurationUtility was installed.
Shortcut	CallGuide Admin	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut starting CallGuide Admin. The shortcut sets current folder to the folder where Admin.exe is located.
Registry		CallGuide Admin	HKEY_CURRENT_USER\SOFTWARE\CallGuide	The stringvalue "LatestSyncToLocalMachine" is created/set by CallGuide clients when settings are synchronized with global CallGuide configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).

Type	Name	Created by	Path	Comment
Registry		CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide	The stringvalue "LatestUpdate" is created/set by CallGuide Configuration Utility when global settings are changed or should be created/set by MSI Transform. If the value, date time on form 20100323 10:31:22, is a later date time than what is set in LatestSyncToLocalMachine (see above) the configuration under HKEY_CURRENT_USER will be updated the next time a CallGuide client is started
Registry	-	CallGuide Admin	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Admin	The path is created for saving values between Admin sessions. Admin creates keys and values in this folder. Also, if a different user logs in to the computer and starts Admin, this registry folder is created by Admin for this user as well.
Registry	-	CallGuide Configuration Utility	HKEY_ CURRENT_USER\SOFTWARE\CallGuide\Connections\	CallGuide Admin and other CallGuide client applications find all their connections to the CallGuide Server in this configuration.
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connections\	CallGuide Admin and other CallGuide client application find their default connection to the CallGuide Server in this configuration.
Registry	-	CallGuide Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Logging\	CallGuide Admin and other CallGuide client application find default configuration about how and where to create log files.
Registry	-	CallGuide Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Logging\	CallGuide Admin and other CallGuide client application find configuration about how and where to create log files.

Type	Name	Created by	Path	Comment
Registry	-		HKEY_CURRENT_USER\SOFTWARE\Borland\Locales or HKEY_CURRENT_USER\SOFTWARE\Embarcadero\Locales	The path is used for storing a key associating a client application with language to use. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. For more information on language settings, see *Operation Manual Telia CallGuide* The key is defined by [INSTALLDIR]\application.exe its value is set to the desired language, eg. SV For example if National Settings define Finnish but CallGuide Agent should be run in Swedish the key is set to SV. Key = C:\Program\CallGuide\Agent\CGAgent.exe Value = SV This key is not created or set by Installation program or CallGuide Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	The path is used for storing a key associating a client application with default language to use. This key is not created or set by Installation program or CallGuide Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. If the language entry under HKEY_CURRENT_USER is missing for current user, the default value is copied from HKEY_LOCAL_MACHINE to HKEY_CURRENT_USER by CallGuide Admin. For more information on language settings, see *Operation Manual Telia CallGuide*
Registry	-		-	See midas.dll

6   Installed components for CallGuide Report

The following components, registry entries and shortcuts are installed/created either by the installation program for CallGuide Report, by using Configuration Utility or by the client itself once installed and run.

Note: The installation program for CallGuide Report will also install the following components since they are required by CallGuide Report:

Microsoft .NET 4 full version (i.e. Client Profile and Extended)

SAP Crystal Reports 32-bit Runtime for .NET Framework 4.0 (see exact version in Release Notes for CallGuide Report).

It is beyond the scope of this document to list the exact contents of these components.

Type	Name	Created by	Path	Comment
File	CallGuideReport.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of CallGuide Report application
File	CallGuideReport.exe.config	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	.NET version requirements for CallGuide Report application
File	CallGuideClientLib.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL which is part of the CallGuide Report application
File	ReportEngine.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL which is part of the CallGuide Report application
File	ReportLib.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL which is part of the CallGuide Report application
File	CallGuideReport.resources.dll	Installation program	Located in a subfolder to where CallGuideReport.exe is installed. [INSTALLDIR]\Report\sv-SE\ Eg. "C:\Program Files\CallGuide\Report\sv-SE\"	DLL with localised texts – Swedish version.

Type	Name	Created by	Path	Comment
File	CallGuideReport.resources.dll	Installation program	Located in a subfolder to where CallGuideReport.exe is installed. [INSTALLDIR]\Report\fi-FI\ Eg. "C:\Program Files\CallGuide\Report\fi-FI\"	DLL with localised texts – Finnish version.
File	ActiproSoftware.Docking.Wpf.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL with GUI components used by the CallGuide Report application
File	ActiproSoftware.Editors.Wpf.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL with GUI components used by the CallGuide Report application
File	ActiproSoftware.Shared.Wpf.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL with GUI components used by the CallGuide Report application
File	Flash10y.ocx	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Adobe Flash ActiveX used by the CallGuide Report application
File	CGConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	CallGuide Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to CallGuide Agent Server and log level.
File	CGConfigUtil.SV	Installation program	Located in same folder as CGConfigUtil.exe	DLL with localised texts – Swedish version.
File	12.ico	Installation program	Located in same folder as CGConfigUtil.exe	Icon for CallGuide Configuration Utility (for the item in the Start menu)

Type	Name	Created by	Path	Comment
Shortcut	CallGuide Configuration Utility	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut in Start Menu starting CallGuide Configuration Utility. The shortcut sets current folder to the folder where CGConfigUtil.exe is located.
Shortcut	CallGuide Report	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut starting CallGuide Report. The shortcut sets current folder to the folder where CallGuideReport.exe is located.
Registry		CallGuide Report	HKEY_CURRENT_USER\SOFTWARE\CallGuide	The "LatestSyncToLocalMachine" string value is created/set by CallGuide clients when settings are synchronized with global CallGuide configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).
Registry	-	CallGuide Admin	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Report	The path is created for saving values between CallGuide Report sessions. Report creates keys and values in this folder.
Registry		CallGuide Configuration Utility	32-bit Windows XP, Windows Vista and Windows 7/8 HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide 64-bit Windows Vista, Windows 7/8 and Windows 2008 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide	The "LatestUpdate" string value is created/set by CallGuide Configuration Utility when global settings are changed or should be created/set by MSI Transform. If the value, date time on form 20100323 10:31:22, is a later date time than what is set in LatestSyncToLocalMachine (see above) the configuration under HKEY_CURRENT_USER will be updated the next time a CallGuide client is started
Registry	-	CallGuide Configuration Utility	HKEY_ CURRENT_USER\SOFTWARE\CallGuide\Connections\	CallGuide Report and other CallGuide client applications find all their connections to the CallGuide Server in this configuration.

Type	Name	Created by	Path	Comment
Registry	-	CallGuide Configuration Utility	32-bit Windows XP, Windows Vista and Windows 7/8 HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\ 64-bit Windows Vista, Windows 7/8 and Windows 2008 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connections\	CallGuide Report and other CallGuide client application find their default connection to the CallGuide Server in this configuration.
Registry	-	CallGuide Configuration Utility	32-bit Windows XP, Windows Vista and Windows 7/8 HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Logging\ 64-bit Windows Vista, Windows 7/8 and Windows 2008 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Logging\	CallGuide Report and other CallGuide client application find default configuration about how and where to create log files.
Registry	-	CallGuide Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\CallGuide\Logging\	CallGuide Report and other CallGuide client application find configuration about how and where to create log files.

7 Installed components for CallGuide Configuration Utility

The following components, registry entries and shortcuts are installed/created by the installation program for CallGuide Agent, CallGuide Admin and CallGuide Pulse.

Type	Name	Created by	Path	Comment
File	CGConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	CallGuide Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to CallGuide AgentServer and log level. Only installed if selected during installation.
File	CGConfigUtil.SV	Installation program	Located in same folder as CGConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of CGConfigUtil.SV must be the same as the version of CGConfigUtil.exe, if a different version of CGConfigUtil.SV is located in the same folder as CGConfigUtil.exe CallGuide Configuration Utility will not work properly.
Shortcut	CallGuide ConfigurationUtility	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Program\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut in Start Menu starting CallGuide ConfigurationUtility. The shortcut sets current folder to the folder where CGConfigUtil.exe is located. Only installed if CallGuide ConfigurationUtility was installed.

Type	Name	Created by	Path	Comment
Registry	-		HKEY_CURRENT_USER\SOFTWARE\Borland\Locales (If version > 8.0.0.2 registry values can be set in either HKEY_CURRENT_USER\SOFTWARE\Borland\Locales or HKEY_CURRENT_USER\SOFTWARE\Embarcadero\Locales)	The path is used for storing a key associating a client application with language to use. This key is not created or set by Installation program but needs to be done manually in Windows Registry or by MSI Transform. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. The key is defined by [INSTALLDIR]\application.exe its value is set to the desired language, eg. DA, FI, NO or /SV For example if National Settings define Finnish but CallGuide Configuration Utility should be run in Swedish the key is set to SV. Key = C:\Program Files\CallGuide\Configuration Utility\CGConfigUtil.exe Value = SV For more information on language settings, see *Operation Manual Telia CallGuide*
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	The path is used for storing a key associating a client application with default language to use. This key is not created or set by Installation program but needs to be done manually in Windows Registry or by MSI Transform. The key should only be defined if operating system language and regional and language settings on the computer should be overridden. If the language entry under HKEY_CURRENT_USER is missing for current user, the default value is copied from HKEY_LOCAL_MACHINE to HKEY_CURRENT_USER by CallGuide Configuration Utility. For more information on language settings, see *Operation Manual Telia CallGuide*

8 Installed components for CallGuide Auto Answer Plugin

The following components and shortcuts are installed/created by the installation program for CallGuide Auto Answer Plugin.

Note: The installation program for CallGuide Auto Answer Plugin will also install the following components since they are required by CallGuide Auto Answer Plugin:

- Microsoft .NET (CallGuide Auto Answer Plugin can be run with .NET 3.5 or.Net 4 and since later versions of .Net 4 are compatible, in-place updates on top of .NET 4 This means that applications built to target.NET 4 will continue running on .NET 4.x.y without change)

- Microsoft Lync SDK 2010 Runtime

It is beyond the scope of this document to list the exact contents of these components.

Type	Name	Created by	Path	Comment
File	CallGuideAutoAnswerPlugin.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\CallGuide\CallGuideAutoAnswerPlugin where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of CallGuide Auto Answer Plugin application
Shortcut	CallGuideAutoAnswerPlugin	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Programs\CallGuide (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\CallGuide (if installed only for USERPROFILE user)	Shortcut in Start Menu starting CallGuide Auto Answer Plugin.
Shortcut	CallGuideAutoAnswerPlugin	Installation program	Windows XP: C:\Documents and settings\All Users\Start Menu\Programs\Startup (if installed for all users) or C:\Documents and settings\[USERPROFILE]\Start Menu\Program\Startup (if installed only for USERPROFILE user) Windows 7/8: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Startup (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ Startup (if installed only for USERPROFILE user)	Shortcut in Startup folder to automatically start CallGuide Auto Answer Plugin when user has logged in

9 Windows Registry values for connections

A global default configuration for connections can be stored in Windows Registry under

`HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\`

Note: On 64-bit Windows the path
`HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connections` applies.

This configuration is normally performed at installation by an MSI-transform or by using CallGuide ConfigurationUtility.

A user specific configuration is stored in Windows Registry under

`HKEY_CURRENT_USER\SOFTWARE\CallGuide\Connections\`

This configuration is normally copied from the global default configuration and can be edited by the user if needed.

If the global configuration is changed, the key
`HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\LatestUpdate` is automatically set to the time configuration was changed by CallGuide ConfigurationUtility. If global configuration is changed manually or by script, the key LatestUpdate must also be set manually or by the script.

When a CallGuide client program is started, the changes are propagated to each current user if the key
`HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\LatestUpdate` is set to a later datetime than
`HKEY_CURRENT_USER\SOFTWARE\CallGuide\LatestSyncToLocalMachine`

Key	Value	Type	Comment
32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Call Guide\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\	LatestUpdate	REG_SZ	Timestamp for when the global configuration was last edited. This key must be set when the global configuration is changed if the changes are to propagate to each user. The timestamp is on the format: yyyymmdd hh:mm:ss e.g. 20080812 13:33:47
HKEY_CURRENT_USER\SOFTWARE\Call Guide\	LatestSyncToLocalMachine	REG_SZ	Timestamp for when the global configuration was last copied to the current user. This key is set by the client on startup when the global configuration is copied. The timestamp is on the format: yyyymmdd hh:mm:ss e.g. 20080812 13:33:47

The configuration of connections use the keys under

`HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\`

Note: On 64-bit Windows the path `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide` applies.

and/or

`HKEY_CURRENT_USER\SOFTWARE\CallGuide\`

Key	Value	Type	Comment
Connections\	DefaultConnection	REG_SZ	Name of default connection
Connections\ConnectionName			Name of connection (several can exist)
Connections\ConnectionName	AutoUpdateEndpoints	REG_DWORD	Defines if the list of connection endpoints should be updated automatically when a client program is started. Possible values are 1/0
Connections\ConnectionName	DnStorage	REG_SZ	Defines where in registry the latest used Dn should be stored. Possible values are current_user, local_machine, or none.
Connections\ConnectionName	LocationName	REG_SZ	Location name for CallGuide Agent
Connections\ ConnectionName	ScreenPopConfigFile	REG_SZ	Path and file name to screen pop config file
Connections\ConnectionName	TAPIDriver	REG_SZ	Regular expression to define name of tapi driver
Connections\ConnectionName	TAPIProvider	REG_SZ	Switch type
Connections\ConnectionName\ConnectionAddress			Servername for connection endpoint (several can exist)
Connections\ConnectionName\ConnectionAddress	Port	REG_DWORD	Port for connection endpoint

This table defines possible values for the registry keys TAPIProvider and TAPIDriver.

NOTE: If values for TAPIProvider and TAPIDriver are left empty Server based CTI or Light Mode will be used, depending on configuration for the selected location.

TAPIProvider (Switch)	TAPIDriver (Driver)
MD110 1:st party	MD110.*TSPI
MD110 3:rd party	Ericsson ApplicationLink
MD110 Mobile Extension	Ericsson ApplicationLink
Meridian 1:st party MCA	Desktop TAPI SP for MCA
Meridian 1:st party CTIA	Desktop TAPI SP for CTIA
Meridian 3:rd party	Meridian Link SP
Centrex 1:st party	Telia PC-tel
Alcatel 3:rd party	Alcatel TAPI Service Provider
Cisco IP	Cisco IP PBX Service Provider
dApc	dAnswer - TAPI service
Communication Server 1000	Meridian Link SP
Light Mode	Light Mode

10   Windows Registry values for logging

A default configuration is stored under:

`HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Logging\`

Note: On 64-bit Windows the path
`HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Logging` applies.

A user specific configuration is stored under:

`HKEY_CURRENT_USER\SOFTWARE\CallGuide\Logging\`

Key	Value	Type	Comment
SOFTWARE\CallGuide\Logging\	LogFilePath	REG_SZ	Folder where log files shall be stored
SOFTWARE\CallGuide\Logging\	LogLevel	REG_SZ	Log level
SOFTWARE\CallGuide\Logging\	LogSize	REG_DWORD	Maximum size of log files
SOFTWARE\CallGuide\Logging\	NoOfLogFiles	REG_DWORD	Number of of log files to be stored
SOFTWARE\CallGuide\Logging	LogSensitive	REG_SZ	Stop time for logging of sensitive data. Default value is empty which means no sensitive logging done.

11   Changed location for shared dll:s

Note: This section does not apply to CallGuide Report since it does not use the files below.

From CallGuide 6.0 the installation programs places the following files in a new location:

- Des3Intercept.dll
- Midas.dll

New location	Old location
[CommonFilesFolder]CallGuide\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program\Common Files	*[SystemFolder] where [SystemFolder] is defined by the operating system eg. C:\Windows\System32*

In order to make sure that the correct versions of these files are being used, verify that the files have been removed from the old location by the installation program, or remove manually, if necessary.