

TELIA CALLGUIDE

INSTALLATION MANUAL

CALLGUIDE CLIENTS

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Note that the information in this document is subject to change.

Contents

1	INTRODUCTION
1.1	Terms and abbreviations3
1.2	Appendixes
1.3	References3
1.4	Revisions3
1.4.1	News in CallGuide 9.0
2	MSI INSTALLATION
2.1	Run MSI installation5
2.1.1	New installation6
2.1.2	Modify, repair, uninstall 11
2.1.3	Upgrade 11
2.2	MSI transform11
2.2.1	Example - Building an MSI transform 12
2.2.2	Example of a registry file for 32-bit Windows for desktop clients
2.2.3	Example of a registry file for 64-bit Windows for desktop clients
3	CALLGUIDE REPORT
4	CALLGUIDE SCREENPOP USED WITH CALLGUIDE EDGE AGENT25
4.1 Edge A	Example of registry file for 64-bit Windows for CallGuide Screenpop with gent25
5	CALLGUIDE AUTO ANSWER PLUGIN

1 Introduction

This function design describes how the installation programs for CallGuide clients function at installation, upgrade and uninstallation.

1.1 Ter	ms and abbreviations
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Term	Description
Client	Refers to the CallGuide Admin, CallGuide Agent, CallGuide Pulse, and CallGuide Report client applications.
CallGuide ConfigurationUtility	Configuration tool that can be installed with a client.
CallGuide Auto Answer Plugin	Application used when Lync or Skype for Business are used to handle calls in CallGuide
CallGuide Edge Agent	Web based agent client for handling contacts in CallGuide
Registered protocol handler	Allows web applications to send data to desktop applications
TeliaEdgeAgentPop	A registered protocol handler that allows CallGuide Edge Agent to communicate with CallGuide Screenpop
InstallShield (IS)	Package tool. Packs files and creates a self extracting program that will distribute the files according to the configuration.
MSI	Microsoft Installer file.
UAC	User Account Control – a Microsoft security infrastructure

1.2 Appendixes

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1.3 References

- Ref [1] Telia CallGuide Installed Components
- Ref [2] Operation Manual Telia CallGuide
- *Ref* [3] *Microsoft Developer Network* http://msdn.microsoft.com
- Ref [4] Telia CallGuide Interface Specification Screen Pop Interface

1.4 Revisions

Rev	Date	Signature	Comment
1.0	2007-12-19	GeMa, SoLa	Approved for CallGuide version 5.3.1
2.0	2008-06-17	GeMa, SoLa	Approved for CallGuide version 6.0
3.0	2009-06-25	SoLa	Approved for CallGuide version 7.0
4.0	2010-03-24	MaTh	Approved for CallGuide version 7.1
5.0	2012-03-16	PeBe, MaTh	Approved for CallGuide version 8.0
6.0	2014-01-08	GeMa, MaTh	 Approved for CallGuide version 8.4.3 Added instruction to run CallGuide Configuration Utility after installing CallGuide Report Added information on installation of CallGuide Auto Answer Plugin

Rev	Date	Signature	Comment
7.0	2015-08-31	PeBe,	Revision for CallGuide version 9.0.0
		MiBr	 New principles for handling of Product Code, MSI package update type and client version numbering plan.
			- New screen shots since new InstallShield version.
			- Modified to include support for single sign-on.
			- See below for details.
8.0	2016-02-18	MaTh	Revision for CallGuide version 9.0.1
			- Added registry file example for 64-bit Windows
			 Added information on .Net for CallGuide Auto Answer Plugin
9.0	2017-04-28	MaTh	Revision for CallGuide version 10.0.0
			 Added information on installation of CallGuide Screenpop when used with CallGuide Edge Agent
10.0	2018-03-13	MaTh	Revision for CallGuide version 11.0.0
			 Added information about which contact data keys are transferred in screenpop with Edge Agent

1.4.1 News in CallGuide 9.0

In CallGuide 9.0, a number of changes are introduced in the client installation programs and in the handling of version numbering:

- The MSI installation packages for CallGuide Admin, CallGuide Agent and CallGuide Pulse as delivered by TeliaSonera are built with a newer version of Flexera Software InstallShield (InstallShield 2012 Spring). The MSI installation package delivered for CallGuide Report is still built with Microsoft Visual Studio.
- The version numbering plan for released versions of the CallGuide sub products (in this context the CallGuide clients) will from now on ensure that at least the third group of digits in the version number changes between two consecutive releases of the same sub product. The reason for this change is to comply with the principles used in Microsoft Windows Installer. In the past, this was not true. A CallGuide Agent 8.6.0.5 could for example be released after CallGuide Agent 8.6.0.1 to fix a bug. In CallGuide 9.0 and onwards, the corresponding example would be to release a CallGuide Agent 9.0.1.x to fix a bug detected in CallGuide Agent 9.0.0.y. The x and y numbers depict the build version.
- The type of update used in the MSI packages for the CallGuide clients will from now be a Major Upgrade. This implies that the Product Code GUID will change for the client MSI every time a new version is released. The Major Upgrade type is implemented in such a way that the old version of the sub product automatically will be uninstalled when a newer version is installed on a computer. Before CallGuide 9.0, the Product Code for a specific CallGuide client never changed. This was not in line with Best Practices for Windows Installer MSI packages.
- Note that there is still no support for having multiple versions of the same CallGuide client installed on a computer.
- Before CallGuide 9.0, the MSI packages for the CallGuide clients supported both English and Swedish in the installation program dialogues. From CallGuide 9.0 and onwards, only English will be available.

2 MSI installation

Note: Special instructions apply to the installation of CallGuide Report. See section 3.

You can install a CallGuide client in two ways:

- 1. Run the MSI installation program in its basic design. Customer unique configurations are made afterwards using Configuration Utility.
- 2. An MSI transform is constructed based on the original MSI installation program, including all configurations. In order to have all the configurations transferred to an MSI transform, you configure all relevant and customer unique information in Configuration Utility and then export what you have configured to a registry file, that you can later attach when constructing an MSI transform. Which keys that shall be exported per client is described in *Telia CallGuide Installed Components*.

You find an example of registry files in section 2.2.2.

2.1 Run MSI installation

By right-clicking on the MSI file for the client and selecting **Properties**, you can see which version of the client that will be installed.

General	Compatibility		Secu	urity
Custom	Details	P	revious Vers	ions
Property	Value			-
Description				_
Title	CallGuide Pulse			
Subject	CallGuide Pulse			
Categories				
Tags	Installer,MSI,Datab	ase		
Comments	Installs CallGuide P	ulse 9.0	.0.3 on y	E
Origin				- 11
Authors	TeliaSonera AB			
Revision number	{EC19BBAC-FC3E-496C-8E27-6FB			
Content created	2015-08-31 12:31			
Program name	InstallShield® 2012	2 Spring	- Professi	
File				_
Name	CallGuide Pulse.ms	i		
Item type	Windows Installer	Package	•	
Folder path	0:\Arbetskatalog\l	Bygg ins	tallations	
Date created	2015-08-31 10:31			
Date modified	2015-08-31 10:34			
Cinn	C 00 MD			*
Remove Properties	and Personal Inform	lation		

In the release notes for each respective client and version you find a description of which versions of dll:s, if any, that come along in the installation.

You run the installation program (in English) by double-clicking on the MSI file created for the installation.

2.1.1 New installation

This is where you see which version of the client that will be installed.

😸 CallGuide Pulse - InstallShield Wizard			
	Welcome to the InstallShield Wizard for CallGuide Pulse		
	The InstallShield(R) Wizard will install CallGuide Pulse 9.0.0.1 on your computer. To continue, click Next.		
	WARNING: This program is protected by copyright law and international treaties.		
< <u>B</u> ack Next > Cancel			

Select whether the client shall be installed for all using this computer or just for the one installing.

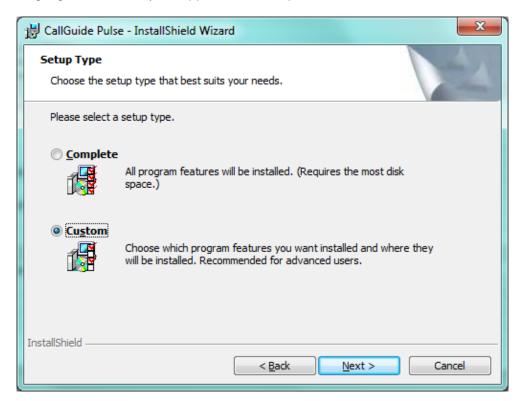
B CallGuide Pulse - InstallShield Wizard	×
Customer Information	4.
Please enter your information.	
User Name:	
FirstName LastName	
Organization:	
TeliaSonera AB	
Install this application for:	
Anyone who uses this computer (all users)	
Only for <u>me</u> (CallGuide)	
InstallShield	
< <u>B</u> ack N	ext > Cancel

As default the client is installed in Windows program folder. However, you have the option of changing to any folder.

闄 CallGuid	e Pulse - InstallShield Wizard	×		
Destination Folder Click Next to install to this folder, or click Change to install to a different folder.				
	Install CallGuide Pulse to: C:\Program Files\CallGuide\ Chang	e		
InstallShield -	< <u>B</u> ack Next > Can	:el		

If you choose "Complete" setup, the client is installed with all available languages, CallGuide Configuration Utility and a component for single sign-on. The latter is available provided that you have .NET Framework 4.5 installed.

If you choose "Custom" setup, you can choose what to install, you can e.g. skip languages that will not be needed. For further information about settings for which language to be used by the application, see *Operation Manual Telia CallGuide*.



When a component has been selected, you see a description together with information about the disk space required for this component.

😸 CallGuide Pulse - InstallShield Wizard	×		
Custom Setup Select the program features you want installed.			
Click on an icon in the list below to change how a feature is in CallGuide Pulse CallGuide Sign On Swedish Finnish CallGuide Configuration Utility Swedish	Istalled. Feature Description Include if single sign on is required. Requires .NET Framework 4.5. This feature requires 2KB on your hard drive.		
Install to: C:\Program Files\CallGuide\ InstallShield			
<u>H</u> elp <u>Space</u> < <u>B</u> ack	Next > Cancel		

By clicking on the arrow next to a component, you see a menu where you can choose not to install the component, unless it is a mandatory component.

🛃 CallGuide Pu	ulse - InstallShield Wizard	
Custom Setu Select the pro	IP rogram features you want installed.	N.
	CallGuide Pulse Feature Description Include if single sign On Include if single sign on is required. Requires NET This feature will be installed on local hard drive. Installed on local hard drive. This feature, and all subfeatures, will be installed on local hard This feature will be installed when required.	drive.
	× This feature will not be available.	
Install to: C:\Program Files	es\CallGuide\	2
<u>H</u> elp	Space < <u>B</u> ack <u>N</u> ext > Canc	el

B CallGuide Pulse - InstallShield Wizard	x
Custom Setup Select the program features you want installed.	
Click on an icon in the list below to change how a feature is in:	stalled.
	Feature Description
Single Sign On Swedish Finnish CaliGuide Configuration Utility	Used to configure settings for CallGuide clients, e.g. connections and log settings.
X - Swedish	This feature requires 0KB on your hard drive. It has 0 of 1 subfeatures selected. The subfeatures require 0KB on your hard drive.
Install to:	
	Change
InstallShield	
Help Space < Back	Next > Cancel

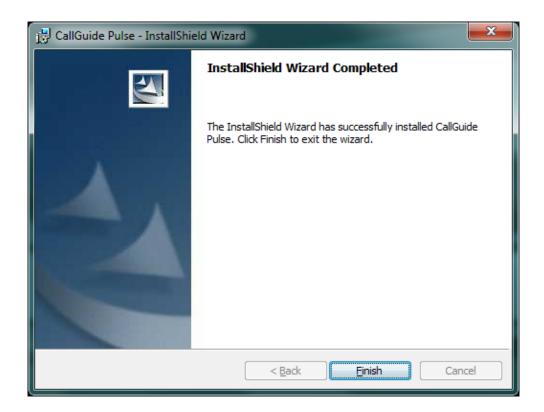
When all settings are complete, all files required for each respective component are installed.

😸 CallGuide Pulse - InstallShield Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	NA
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click C exit the wizard.	ancel to
InstallShield	Cancel

Clicking **Install** will bring up the progress bar window and probably a UAC confirmation window as well, depending on computer settings.

🛃 CallGuide	e Pulse - InstallShield Wizard	X
	ram features you selected are being installed.	
12	Please wait while the InstallShield Wizard installs CallGuide Pulse. take several minutes.	. This may
	Status:	
InstallShield –		
	< <u>B</u> ack <u>N</u> ext >	Cancel
🙆 Hear Ace	count Control	×
	you want to allow the following program f	
	known publisher to make changes to this co	
	gram name: C:\Users\kund1\Desktop\CallGuide Agen	t.msi
	rified publisher: Unknown	
FIIE	e origin: Hard drive on this computer	
	nue, type an administrator password, and then click Yes.	
	nue, type an administrator password, and then click Yes.	
	nue, type an administrator password, and then click Yes.	
	nue, type an administrator password, and then click Yes.	No

When the installation is finished, configurations must be made in CallGuide Configuration Utility or directly in Windows Registry to be able to run the client.



2.1.2 Modify, repair, uninstall

By running the same installation file (.msi) once more you have the option of

- modifying the existing installation, e.g. add a language you skipped at the original installation,
- repairing a corrupt installation,
- uninstalling the client. Note that files that have been installed by the installation program and that are shared by other programs will not be uninstalled in case they are still required by the other programs.

2.1.3 Upgrade

A new version of a client comes in a new .msi file. If you double-click on this file, the previous installation will be removed automatically during the install.

2.2 MSI transform

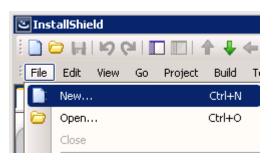
A transform is in itself an .msi file, replacing an existing msi installation. In its simplest form an msi installation is an .msi file, e.g. CallGuide Agent.msi. When you create a transform from CallGuide Agent.msi, you can replace CallGuide Agent.msi with the transform file, which is e.g. named SpecialAgent.msi.

Via the transform you can add unique configurations, for example, the transform can create extra registry keys and copy extra files to a specified search path.

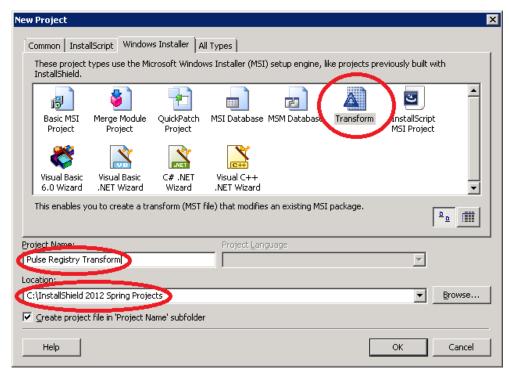
2.2.1 Example - Building an MSI transform

In this section you find an example of how you, in InstallShield 2012 Spring, create an MSI transform that modifies an existing installation file of the .msi type.

1. In InstallShield, select File/New...



2. In the opened dialog, select the Windows Installer tab and select **Transform**. Give the transform a name and location on the computer for the transform.



3. A dialog sequence is initiated. Click on **Next** in the first pane.

Open Transform Wizard	×
	Welcome to the Open Transform Wizard This wizard allows you to edit MSI files and save all your changes in a transform (MST) file.
	You can also apply additional transforms to your base MSI before editing.
<	Back Mext > Cancel Help

4. In the next pane you have to specify which MSI installation you want to transform. Pick an earlier created .msi file. Click on **Next**.

Open Transform Wizard					×
Transform Information Specify the name of the	base MSI file				
Provide the name of the MSI	[file to which th	ie transform wi	ll be applied.		
Transform File Name:					
C:\InstallShield 2012 Spi Transform\Pulse Registr B <u>a</u> se MSI File Name:					
_					
C:\Install test versions	CallGuide Puls	e.msi			
				Browse	
	< <u>B</u> ack	Next >	Cance	el Help	

5. In the following pane you must specify any further transforms that shall apply. Click on **Next**.

Open Transform Wizard					×
Additional Transforms Specify additional transforms to apply before editing the MSI file				ŀ∎	
Provide a list of additional transforms to be applied.	č	×	,	¢	
< <u>B</u> ack <u>N</u> ext > Cancel			Help		

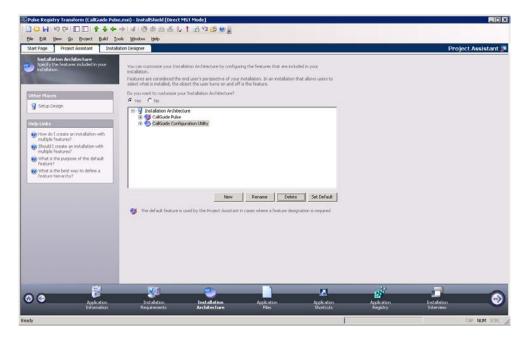
6. In the next pane you can specify if you want to create a so-called Response Transform. If you do so, a simulation of the installation is run. All the values you specify in the dialogs in this simulation will be saved and these values will be specified when you run the transform. You can also specify command line parameters to be sent to the .msi file when it is run.

Open Transform Wizard 🛛 🗙 🗙
Create a Response Transform Select the checkbox to create a response transform.
Choosing to create a response transform will launch the user interface of the msi after completing this wizard. The selections you make in the user interface will be saved to the new transform. Image: Create response transform Specify the command line properties, separated by a semicolon (;), that will
be passed to the Windows Installer package while creating the response transform.
Command line properties (optional):
< <u>B</u> ack Finish Cancel Help

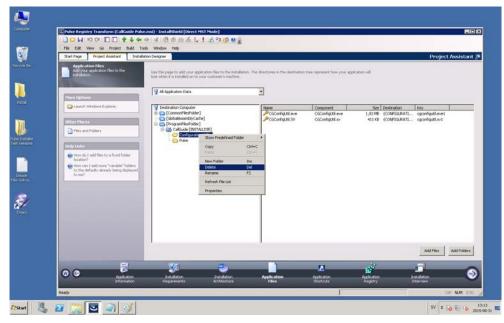
7. Click on **Finish** (when the simulated installation is done). A transform is now created. Below you see Project Assistant:

nt will guide you throu e Installation Designe						
	igh the process of building your installa r.	tion. You can use the Project Ass	istant to create a basic installation, or	to build the foundation for a	in advanced installation. To	access all the features an
Installation Requirements	Installation Architecture	Installation Interview				
2	Installation Architecture					
500	NewFeature1	L F FSC			Contin	
	-				Intion	
B States		N Street N	100000 A			
A		7 martin	and a second sec			
A LEY NO.		Landination	E		and the second se	
				in the second se	Con A	
00				∰°	chilae	
4		Application Files	Application Shortcuts	Application Regis	try	
Click Home to retur to this page.	 Click Next to get started using the Project Assistant. 					
1	NO.			2	and a	-
Applicati Informat	ion Installation ion Requirements	Installation Architecture	Application Files	Application Shortcuts	Application Registry	Tostalation Interview

- 8. In Project Assistant a number of properties for the transform can be specified. During the Installation Architecture you specify the parts of the original installation that shall be included in the transform.
- 9. In case you want to modify what is to be installed, you tick **Yes** under "Do you want to customize your Installation Architecture?". If you e.g. do not want to install CallGuide Configuration Utility, you select the corresponding feature and click on the **Delete** button.



10. Under **Application Files** you specify the files to be included in the transform. Here, as well, we are going to remove CallGuide Configuration Utility (unless it shall be installed). You do this by right-clicking on the folder with the files and selecting **Delete**:



11. To add a new file, you use the **Add Files** button. A dialog is opened, where you can point to a file:

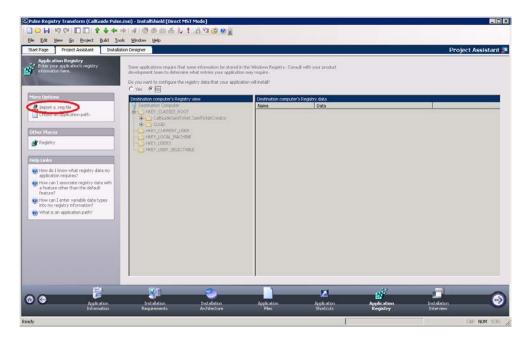
Sopen Coord Joint + Local Dist	k(C:) → Windows → System32 → →	Search System32	×
Organize 🔻 New folder		:= 🕶 🚺	0
) ServiceProfiles	📥 Name A	Date modified	Тур
)) servicing	writealogr.com	2005-07-14 03.10	- Abt
퉬 Setup	where.exe	2009-07-14 03:14	App
📔 SoftwareDistribution	🚳 whhelper.dll	2009-07-14 03:16	App
퉬 Speech	💷 whoami.exe	2009-07-14 03:14	App
퉬 SysMsiCache	vidcap.ax	2009-07-14 03:14	AXI
퉬 system	wimgapi.dll	2010-11-21 04:24	App
🍌 System32	winserv.exe		
鷆 SysWOW64		2010-11-21 04:24	App
鷆 TAPI	🧠 win32spl.dll	2013-04-26 06:55	App
鷆 Tasks	📉 🚳 winbrand.dll	2009-07-14 03:16	App
鷆 Temp	🔄 🚳 wincredprovider.dll	2014-03-04 10:17	App
퉬 tracing	WindowsCodecs.dll	2014-04-02 09:23	Apr_
鷆 Web			
· · · ·			
File <u>n</u> ame: who	ami.exe	 All Files (*.*) 	•
		<u>O</u> pen Cance	

12. When you have selected the file you must choose the way to send it along in the transform. Specify "In a new CAB file" and tick "Stream the new CAB file into the Windows Installer package" – the new file will be incorporated in the transform file.

Note: It seems that this choice only available after having created the msi package once, i.e., if this checkbox is grey, try executing steps 19+20. Then you should be able to tick the choice.

Select Media Location	X
Choose where to place the new file(s) on the source media. If you are creating a CAB file, you can stream the file(s) into the package.	
File Location	
O On the source media (uncompressed)	
In a new CAB file	
Stream CAB into the Windows Installer package	
Extract COM information	
Help OK Cancel	

13. Under the Application Registry title, you can add registry keys that shall be created by the transform:



14. To record a file with registry entries (.reg), click on "Import a reg file". Then a dialog sequence is started, where you are allowed to point out a registry file. In the first dialog, select **Browse** and point at the file to be imported. Then click on **Next**:

🔁 Open		×
Computer + Local Disk (C:	✓ Install test versions ✓ ☑ Search	Install test versions
Organize 🔻 New folder)III 🔻 🗔 🔞
G Install	Name ^	Date modified Type 2015-08-31 12:30 Registr
Install test versions		
Installer InstallShield 2012 Spring Projects Reference		
 PerfLogs Program Files Program Files (x86) 		
Program Piles (X00) ProgramData Users		
Windows	1	
C on CGUTVDIV3		
File <u>n</u> ame:		es (*.reg)

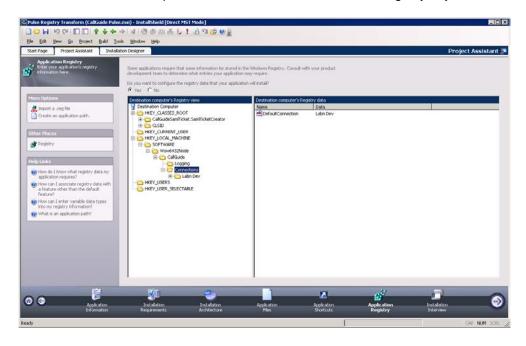
15. In the next dialog you specify whether the imported registry keys shall be allowed to replace already existing keys:

Import REG	5 File Wizard	×
-	Conflict Options It a method for overwriting duplicate keys	F I
values a	mporting data from the Registry file, the wizard may encounter registry keys and already present in this registry data. fy how the wizard should handle duplicate keys and invalid entries.	
• Dy	verwrite the registry data	
	conflicts exist, the wizard will overwrite the registry keys and values with any uplicate keys from the Registry (.reg) file.	
C <u>D</u> o	o not overwrite the registry data	
	duplicate keys and values are encountered, the wizard will not overwrite the xisting registry data.	
🔽 Lo	og all registry conflicts and errors to a file	
	C:\InstallShield 2012 Spring Projects\13-32-3708-31-15.log	>
	< <u>B</u> ack Import Cancel Hel	p

16. Click on the **Import** button. The registry file is imported. In the next dialog, click on **Finish**:

Import REG File Wizard	×
Finishing Registry Import The wizard will finish importing your registry data in a moment	■
REG File Import Complete	
*	
Import complete	
Click Finish to close the wizard	
< <u>B</u> ack Finish Cancel	Help

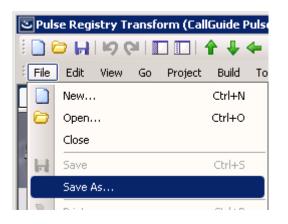
17. To verify that the registry keys have been correctly imported, you can tick the **Yes** radio button and inspect the content of the tree view with registry keys:



18. Under the Installation Interview header you can specify the dialogs that shall be seen by the user. To reduce the number of choices, you tick **No** for all dialogs:

Ele Edit Yew Go Broject Build Ioc			
Start Page Project Assistant Installa	tion Designer		Project Assistant
Installation for reference specify the didages that are shown by your establishers Hore Options Image: Display the didages of didages Other Places Image: Display the display Teles tanks Image: Display the display of the d	The installation Interviews is the collection of delogs that your users will see at run time when they muny our installation, by asseming these single questions you can configure the more common memory of the installation treterviews. Div you want to divide a License Agreement Delog* The	Erms	

19. To create the very transform file, you select File/Save As...



20. In the opened dialog you select the .msi file type and specify a name for the transform:

Save As			X		
IstallShield 2012 Spring Pr • Pulse Registry Transform	🝷 🚺 Search Pulse	Registry Transform	2		
Organize 🔻 New folder			0		
🚣 Local Disk (C:) 🔺 Name 🗠	Date modified	Туре	s		
🔒 _install test versi					
Local Local Lest No items match	No items match your search.				
📙 CG Install					
📔 inetpub 🦷					
🌗 Install test versic					
퉬 Installer					
🌗 InstallShield 2012					
📙 My Test Transf					
🎉 Pulse Registry					
🔑 ValidateSamlTic					
PerfLogs			F		
File name: Pulse Registry Transform.msi			•		
Save as type: Windows Installer Packages (*.msi)			•		
Hide Folders	Save	Cancel			

21. Click on **Save** and the transform is created! To install via the transform you can now double-click on the .msi file:

Edit View Tools Help	sk (C:) 🔹 InstallShield 2012 Spring Projects 🔹 F		🝷 🔯 Search Pulse I	Registry Transform	
					_
ganize 🔻 Include in library 🔻 S	hare with 🔻 New folder				
🎉 My Test Transform 📃	Name *	Date modified	Туре	Size	
Pulse Registry Transform	🛱 Pulse Registry Transform.msi	2015-08-31 13:40	Windows Installer P	6 273 KB	
🕀 🍌 ValidateSamlTicket	Pulse Registry Transform.Mst	2015-08-31 13:37	InstallShield project	20 KB	
PerfLogs		2010 00 01 10101	Instalishiold projection	2010	
🛨 🍌 Program Files					
🛨 📙 Program Files (x86)					
🕀 🍌 ProgramData					
🗉 🎍 Users					
🗄 📙 Windows					
DVD Drive (D:) SERVER14					
C on CGUTVDIV3					
P on CGUTVDIV3					
G on CGUTVDIV3					
9 O on CGUTVDIV3					
🗄 퉲 Admin					
🖃 🍌 Arbetskatalog					
📕 Backlog och fel mot Telep					
🕀 🌽 Bygg installationsprogram					
🕀 🍌 CallGuide Mobile Engine 8					
🗉 🍌 CallGuideDb Script					
퉬 E.on10juni					
🕀 퉲 Enghouse					
🐌 Erlang 📃					

2.2.2 Example of a registry file for 32-bit Windows for desktop clients

The following is an example of a registry file where configurations for CallGuide Admin, CallGuide Agent, CallGuide Pulse are included. Note that text after "--" are comments. For more information on what registry keys to include see *Telia CallGuide Installed Components.*

```
Windows Registry Editor Version 5.00
-- Key to hard code language in CallGuide Agent
[HKEY_LOCAL_MACHINE\SOFTWARE\Borland\Locales]
"C:\Program\CallGuide\Agent\CGAgent.exe"="SV"
[HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide]
"LatestUpdate"="20100323 10:31:22"
[HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections]
"DefaultConnection"="Connection name"
[HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\
Connection
"TAPIDriver"="dAnswer - TAPI service"
"TAPIProvider"="dApc"
"DnStorage"="local_machine"
"AutoUpdateEndpoints"=dword:0000001
"ODBCDataSource"="CGREPORT"
"LocationName"=""
"ScreenPopConfigFile"="Rules.vbs"
[HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\
Connection \xxx.xxx.xxx]
"Port"=dword:00003977
[HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Connections\Connection
\xxx.xxx.xxx]
"Port"=dword:00003977
-- Log settings for CallGuide clients
[HKEY_LOCAL_MACHINE\SOFTWARE\CallGuide\Logging]
"LogSize"=dword:00001f4
"LogFilePath"="%ALLUSERSPROFILE%\\Application
Data\\CallGuide"
"NoOfLogFiles"=dword:0000004
"LogLevel"="Debug"
```

2.2.3 Example of a registry file for 64-bit Windows for desktop clients

The following is an example of a registry file where configurations for CallGuide Admin, CallGuide Agent, CallGuide Pulse, are included. Note that text after "--" are comments. For more information on what registry keys to include see *Telia CallGuide Installed Components*.

Windows Registry Editor Version 5.00

```
-- Key to hard code language in CallGuide Agent
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Borland\Locales]
"C:\Program\CallGuide\Agent\CGAgent.exe"="SV"
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide]
"LatestUpdate"="20100323 10:31:22"
```

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connection s] "DefaultConnection"="Connection name"

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connection
s\ Connection
"TAPIDriver"="dAnswer - TAPI service"
"TAPIProvider"="dApc"
"DnStorage"="local_machine"
"AutoUpdateEndpoints"=dword:0000001
"ODBCDataSource"="CGREPORT"
"LocationName"=""
"ScreenPopConfigFile"="Rules.vbs"
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connection
s\ Connection \xxx.xxx.xxx]
"Port"=dword:00003977
[HKEY LOCAL MACHINE\SOFTWARE\Wow6432Node\CallGuide\Connection
s\Connection \xxx.xxx.xxx]
"Port"=dword:00003977
-- Log settings for CallGuide clients
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\Logging]
"LogSize"=dword:000001f4
"LogFilePath"="%ALLUSERSPROFILE%\\Application
Data\\CallGuide"
"NoOfLogFiles"=dword:0000009
```

```
"LogLevel"="Debug"
```

3 CallGuide Report

A number of differences and limitations apply to the installation of CallGuide Report.

The installation program for CallGuide Report is not a single MSI file but in fact a folder structure with the following components:

- A folder with an installation program for the prerequisite component .NET 4
- A folder with an installation program for the prerequisite component SAP Crystal Reports 32-bit runtime for Microsoft .NET Framework 4.0
- An MSI file for the installation of the CallGuide Report client
- A setup.exe installing prerequisites and CallGuide Report

To install correctly, use setup.exe, not the MSI file for CallGuide Report.

The MSI installation program for CallGuide Report differs from the installation programs for the other CallGuide clients:

The installation is built with Microsoft Visual Studio (as opposed to InstallShield) resulting in different style and behaviour in the installation dialogue.

It does not allow for any customization of the features installed. It is thus not possible to de-select installation of language support files or de-select installation of CallGuide Configuration Utility.

The information in this document regarding how to create an MSI transform has not been validated for CallGuide Report (or any of its prerequisite components).

When the installation is finished, configurations must be made in CallGuide Configuration Utility or directly in Windows Registry to be able to run the client.

4 CallGuide Screenpop used with CallGuide Edge Agent

When CallGuide Screenpop should be used with CallGuide Edge Agent a separate MSI installation program for CallGuide Screenpop is used.

In addition to installation, configurations for CallGuide Screenpop and TeliaEdgeAgentPop, the Registered Protocol Handler used by Edge Agent to communicate with CallGuide Screenpop, is needed in Microsoft Registry.

These configurations can be done manually or via an MSI Transform.

You can for example configure all relevant keys in Microsoft Registry and export your configurations to a registry file that you later attach when constructing an MSI transform. Which keys that shall be exported is described in *Telia CallGuide Installed Components*.

You find an example of registry files in section 4.1.

In addition to Microsoft Registry settings for CallGuide Screenpop and TeliaEdgeAgentPop web browser configurations can be made to supress the question asking the users of CallGuide Edge Agent to approve the use of the Registered Protocol Handler TeliaEdgeAgentPop the first time a screen pop takes place. These configurations are browser specific and are described in *Telia CallGuide Installed Components*.

Note: When performing a screenpop from CallGuide Edge Agent only a subset of contact data keys is included in screenpop. For a list of contact data keys that are included see Ref [4].

4.1 Example of registry file for 64-bit Windows for CallGuide Screenpop with Edge Agent

The following is an example of a registry file where configurations for CallGuide Screenpop when used with Edge Agent are included. Note that text after "--" are comments. For more information on what registry keys to include see *Telia CallGuide Installed Components*.

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\CallGuide\EdgeAgent]
"ScreenPopConfigFile"="C:\\Program Files
(x86)\\CallGuide\\ScreenPop\\CGScreenpop.vbs"
"ScreenPopPort"=dword:00000521
"LatestUpdate"="20170207 09:00:00"
```

```
[HKEY_CLASSES_ROOT\TeliaEdgeAgentPop]
@="URL:TeliaEdgeAgentPop Protocol"
"URL Protocol"="\\""
```

[HKEY_CLASSES_ROOT\TeliaEdgeAgentPop\DefaultIcon] @="CGScreenPop.exe,1"

[HKEY_CLASSES_ROOT\TeliaEdgeAgentPop\shell]

[HKEY_CLASSES_ROOT\TeliaEdgeAgentPop\shell\open]

[HKEY_CLASSES_ROOT\TeliaEdgeAgentPop\shell\open\command] @="\"C:\\Program Files (x86)\\CallGuide\\ScreenPop\\CGScreenPop.exe\" \"%1\""

5 CallGuide Auto Answer Plugin

CallGuide Auto Answer Plugin is installed by running an installation (setup) program. The installation program installs the pre-required Microsoft Lync 2010 SDK Runtime and .Net if not already installed on the computer. CallGuide Auto Answer Plugin can be run with .NET 3.5 or.Net 4¹.

The installation program adds a shortcut to CallGuide Auto Answer Plugin in the computer Start-menu.

The installation program will not automatically start CallGuide Auto Answer Plugin after completed installation unless the computer is restarted. On subsequent user logins CallGuide Auto Answer Plugin is automatically started since the installation program has added a shortcut to CallGuide Auto Answer Plugin in the startup folder on the computer.

¹ 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.