

TELIA ACE

INSTALLATION MANUAL

ACE CLIENTS

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

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1 Introduction

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

1.1 Terms and abbreviations

Term	Description
Client	Refers to the ACE Admin, ACE Agent, ACE Pulse, and ACE Report client applications.
ACE Configuration Utility	Configuration tool that can be installed with a client.
ACE Auto Answer Plugin	Application used when Lync or Skype for Business are used to handle calls in ACE
ACE Interact	Web based agent client for handling contacts in ACE
Registered protocol handler	Allows web applications to send data to desktop applications
TeliaEdgeAgentPop	A registered protocol handler that allows ACE Interact to communicate with ACE 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 ACE Installed Components
- Ref [2] Operation Manual Telia ACE
- Ref [3] Microsoft Developer Network http://msdn.microsoft.com
- Ref [4] Telia ACE Interface Specification Screen Pop Interface

1.4 Revisions

Rev	Date	Signature	Comment
1.0	2018-06-21	MaTh	Approved for ACE 12.0
			- Rebranded for ACE

2 MSI installation

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

You can install an ACE 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 ACE Installed Components*.

You find an example of registry files in section 0.

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.

😤 ACE Agent.msi Pr	operties	X	
General Compatibil	ity Security Custom Details Previous Vers	sions	
Property	Value		
Description			
Title	ACE Agent		
Subject	ACE Agent		
Categories			
Tags	Installer,MSI,Database		
Comments	Installs ACE Agent 12.0.0.12		
Origin		=	
Authors	Telia Sverige AB		
Revision number	{4DBBAB7A-B5E6-4FA4-B0AE-41196C79		
Content created	2018-06-13 16:30		
Program name	InstallShield [®] 2018 - Professional Edition		
File			
Name	ACE Agent.msi		
Item type	Windows Installer Package		
Folder path	C:\callguide\installationer\Bygg installatio		
Date created	2018-06-13 14:30		
Date modified	2018-06-13 14:30		
Size	8.88 MB	_	
Attributes	Α	· ·	
Remove Properties and Personal Information			
	OK Cancel Ap	ply	

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.

🚰 ACE Agent - InstallShield Wizard		
	Welcome to the InstallShield Wizard for ACE Agent	
	The InstallShield(R) Wizard will install ACE Agent 12.0.0.12 on your computer. To continue, click Next.	
	WARNING: This program is protected by copyright law and international treaties.	
	< <u>B</u> ack <u>Next</u> > Cancel	

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

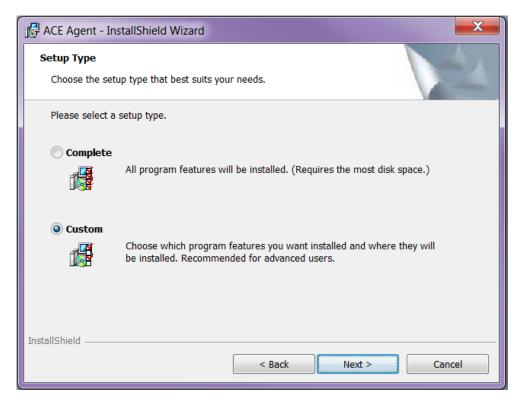
Reference Agent - InstallShield Wizard	X
Customer Information Please enter your information.	
User Name:	
FirstName LastName	
Organization:	
Telia Company	
Install this application for:	
Anyone who uses this computer (all users)	
Only for me (TeliaSonera)	
InstallShield	
< Back N	lext > Cancel

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

Í	🗗 ACE Ager	nt - InstallShield Wizard	X
	Destinatio Click Nex	n Folder t to install to this folder, or click Change to install to a different folder.	
	D	Install ACE Agent to: C:\Program Files (x86)\ACE\	Change
	InstallShield –	< Back Next >	Cancel

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



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

🕼 ACE Agent - 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 inst	alled.	
	Feature Description	
Agent ACE Agent Single Sign On Swedish Finnish Ov Norwegian On German French ACE Configuration Utility Swedish	Include if single sign on is required. Requires .NET Framework 4.5. This feature requires 0KB on your hard drive.	
Install to:		
C:\Program Files (x86)\ACE\ Change		
InstallShield Help Space < Back	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.

🕼 ACE Agent - 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 inst	alled.
Agent ACE Agent	Feature Description Include if single sign on is
 This feature will be installed on local h This feature, and all subfeatures, will b 	
This feature will be installed when required	uired.
This feature will not be available.	
Swedish	
Install to: C:\Program Files (x86)\ACE\	Change
InstallShield	
Help Space < Back	Next > Cancel

R ACE Agent - 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 inst	alled.		
Agent ACE Agent	Feature Description		
Single Sign On Swedish Finnish Norwegian	Used to configure settings for ACE clients, e.g. connections and log settings.		
Danish German French ACE Configuration Utility X Swedish	This feature requires OKB on your hard drive. It has 0 of 1 subfeatures selected. The subfeatures require OKB on your hard drive.		
Install to:			
	Change		
InstallShield			
Help Space < Back	Next > Cancel		

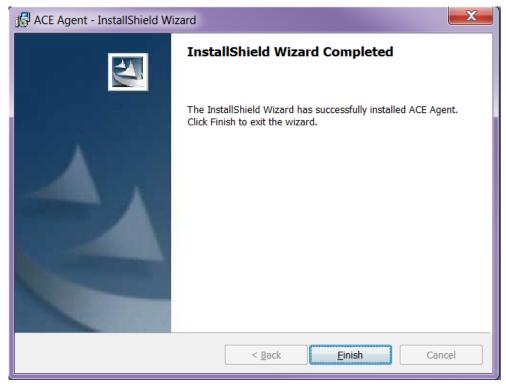
When all settings are complete, all files required for each respective component are installed.

🕼 ACE Agent - InstallShield Wizard	x
Ready to Install the Program The wizard is ready to begin installation.	4
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield < Back Install Cancel	

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

🔂 ACE Agen	nt - InstallShield Wizard		
Installing ACE Agent The program features you selected are being installed.			
1	Please wait while the InstallShield Wizard installs ACE Agent. This may take several minutes.		
	Status:		
	Registering product		
InstallShield –		_	
	< Back Next > Cancel]	

When the installation is finished, configurations must be made in ACE 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. ACE Agent.msi. When you create a transform from ACE Agent.msi, you can replace ACE 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 2018 Spring, create an MSI transform that modifies an existing installation file of the .msi type.

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

ئ	Insta	allShield				
1) ն) III II II	61		↑ ↓ ←	-> 🐗
	File	Edit	View	Go	Project	Build
		New			Ctrl+	۱N
0	6	Open			Ctrl+	+0
		Close				Sh
	E.	Save			Ctrl	+S

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.

ew Project Common Insta	IIScript Window	vs Installer 🛛 A	II Types				
These project InstallShield.	t types use the M	licrosoft Wind	ows Installer (MS	SI) setup engi	ine, like projects	previously bu	ilt with
Basic MSI Project	Merge Module Project	QuickPatch Project	MSI Database	MSM Database	Transform	InstallScript MSI Project	
Visual Basic .NET Wizard	C# .NET Wizard	Visual C++ .NET Wizard	taller service to	drive the enti	re installation		
Project Name:	ype uses only the	2 WINDOWS INS	Project Lan		re installation.		
Agent Registry T	ransform			99-		•	
.oca <u>t</u> ion:							
C:\InstallShield	2018 Projects	•				•	Browse
Create projec	t file in 'Project N	lame' subfold	er				
Help						ОК	Cancel

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 Next > 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	x
Transform Information Specify the name of the base MSI file	ם
Provide the name of the MSI file to which the transform will be applied.	
Transform File Name:	
C:\InstallShield 2018 Projects\Agent Registry Transform\Agent Registry Transform.Mst B <u>a</u> se MSI File Name:	
C:\Users\Default\ACE Agent.msi	
Browse	
< <u>B</u> ack <u>N</u> ext > Cancel Help	

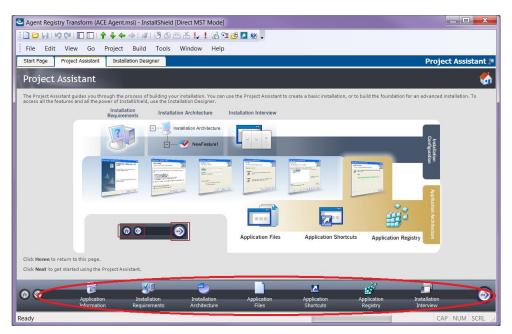
5. In the following pane you must specify any further transforms that shall apply. Click on **Next**.

Open Transform Wizard				X
Additional Transforms Specify additional transforms to apply before editing the MSI file				
Provide a list of additional transforms to be applied.	2	×	†	+
< Back Next > 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.	
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	

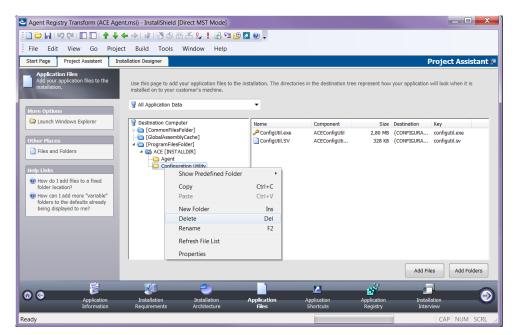
7. Click on **Finish** (when the simulated installation is done). A transform is now created. Below you see Project Assistant:



- 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 ACE Configuration Utility, you select the corresponding feature and click on the **Delete** button.

agent Registry Transform (ACE Agen	t.msi) - InstallShield [Direct MST Mode]	
100HI90IDIA+4	- → ≉ ॐ ⊗ ∰ ≦. !, ! ⊛ ≌ @	
File Edit View Go Project	: Build Tools Window Help	
Start Page Project Assistant Insta	allation Designer	Project Assistant 🐖
Installation Architecture Specify the features included in your installation.	You can customize your installation Architecture by configuring the features that are included in your installation. Features are considered the end user's perspective of your installation. In an installation that allows users to select what is installed, the object the user turns on and off is the feature. Do you want to customize your installation Architecture? Θ Yes Θ ho	
Help Links W How do I create an installation with multiple features? Should I create an installation with multiple features? W Hat is the purpose of the default feature? W Hat is the best way to define a feature hierarchy?	General Action Architecture	E
	New Rename Delete Set Default Image: Set Default feature is used by the Project Assistant in cases where a feature designation is required Set Default Set Default	
Co Co Application Information		Installation Interview
Ready		CAP NUM SCRL

 Under Application Files you specify the files to be included in the transform. Here, as well, we are going to remove ACE 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:

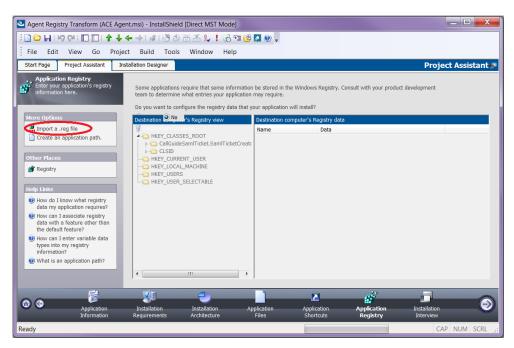
Open				X
↓ ↓ Computer ↓ System (C:)	Windows System32	۲ ▼	Search System32	\$
Organize 🔻 New folder				0
Name	Date modified	Туре	Size	
wextract.exe	2016-02-14 21:09	Application	136 KB	
where.exe	2009-07-14 03:14	Application	35 KB	
🗾 whoami.exe	2009-07-14 03:14	Application	42 KB	
🥩 wiaacmgr.exe	2009-07-14 03:14	Application	87 KB	
💵 wimserv.exe	2010-11-21 04:24	Application	320 KB	
💵 wininit.exe	2009-07-14 03:14	Application	94 KB	
💷 winrs.exe	2016-12-09 03:50	Application	39 KB	
💷 winrshost.exe	2016-12-09 03:50	Application	21 KB	
💱 winver.exe	2009-07-14 03:14	Application	78 KB	
💵 wlanext.exe	2009-07-14 03:14	Application	76 KB	
💵 wowreg32.exe	2009-07-14 01:16	Application	14 KB	
WPDShextAutoplay.exe	2009-07-14 03:14	Application	30 KB	
🛃 write.exe	2009-07-14 03:14	Application	9 KB	
wscript.exe	2013-10-12 03:15	Application	139 KB	
😚 vsgraphicsremoteengine.exe	2015-02-26 17:32	Application	3 918 KB	
🞝 vsjitdebugger.exe	2015-07-07 00:51	Application	314 KB	
WSManHTTPConfig.exe	2016-12-09 03:51	Application	32 KB	
💵 wsmprovhost.exe	2016-12-09 03:51	Application	36 KB	
vscadmin eve	2000-07-17 02:17	Application	112 KR	
File name: whoami.exe		-	All Files (*.*)	•
			Open Cance	el

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					
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					
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**:

Copen				X
Computer Sys	tem (C:) ▶ Users ▶ Default ▶	- - ↓	Search Default	٩
Organize 🔻 New folder				0
Name Name	Date modified 2016-05-24 13:02	Type File folder	Size	•
🐌 Downloads	2016-05-24 13:02	File folder		
💺 Favorites	2016-05-24 13:02	File folder		
👢 Links	2017-08-31 14:04	File folder		
🐌 My Documents	2016-05-24 13:02	File folder		
🐌 My Music	2016-05-24 13:02	File folder		=
属 My Pictures	2016-05-24 13:02	File folder		
🐌 My Videos	2016-05-24 13:02	File folder		
👢 Roaming	2016-10-20 05:03	File folder		
👢 Saved Games	2009-07-14 04:35	File folder		
connections.reg	2018-04-18 14:32	Registration Entri	ies 6 KB	-
File <u>n</u> ame: con	nections.reg	▼ RE	G Files (*.reg)	•
			<u>O</u> pen Cano	el "#

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

Import REG File Wizard
Import Conflict Options Select a method for overwriting duplicate keys
While importing data from the Registry file, the wizard may encounter registry keys and values already present in this registry data. Specify how the wizard should handle duplicate keys and invalid entries. Overwrite the registry data
If conflicts exist, the wizard will overwrite the registry keys and values with any duplicate keys from the Registry (.reg) file. Do not overwrite the registry data
If duplicate keys and values are encountered, the wizard will not overwrite the existing registry data.
✓ Log all registry conflicts and errors to a file C:\InstallShield 2018 Projects\15-28-0306-14-18.log
< Back Import Cancel Help

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

Import REG File Wizard	X
Finishing Registry Import The wizard will finish importing your registry data in a moment	1
REG File Import Complete	
<i>*</i>	
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:

agent Registry Transform (ACE Agent.msi) - Inst	allShield [Direct MST Mode]				
🗄 😂 🖬 । ७ २५ । 🗊 🖬 🕇 🖊 🔶 । 🖉 ।	🖑 🖗 🗹 🐛 🖠 🗟 🖻 🙋 💆 🧶 🚬				
File Edit View Go Project Build	Tools Window Help				
Start Page Project Assistant Installation Desig	iner				Project Assistant 🐖
bo you wa	lications require that some information be stored in etermine what entries your application may require. ant to configure the registry data that your applicatio		nsult with your product develop	ment	
	n computer's Registry view	Destination computer's R	egistry data		
	ation Computer EY CLASSES ROOT	Name DefaultConnection	Data ACE System		
Other Places @ Registry Help Links @ How do Tixnow what registry data rewalleration registry	CaliGudesamTrcket.SamTrcketCreator CLSB → CLCB → CLCB → CCB → CCB		ALE system		
	🕅 🕘		2	Ř	
CO O Application	Installation Installation	Application	Application		stallation
	Requirements Architecture	Files	Shortcuts		nterview
Ready					CAP NUM SCRL

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:

Separat Registry Transform (ACE Agent.msi) - InstallShield (Direct MST Mode)				
[] 2 日 2 2 1 2 1 2 4 4 → 1 1 1 3 3 5 西 孟 9 1 3 3 2 2 2 9 .				
File Edit View Go Project Build Tools Window Help				
Start Page Project Assistant Installation Designer	Project Assistant 🐖			
Specify the diadogs that are shown The Installation. The Installating and				
More Options Do you want to display a License Agreement Dialog?				
Yes © No Specify the path to your End User License Agreement file:				
Other Places Browse				
Dalogs Do you want to prompt users to enter their Company Name and User Name?				
Help Links				
Should 1 let users modify the Do you want your users to be able to modify the installation location of your application? Section 2 Sectio				
What is a license agreement				
What is a "selectively installable" Yes No				
installation?				
Co Co Application Installation Installation Application Application Installation	tian 💮			
Application ansanauon ansanauon Application Application Application Application Application Application Application Information Regularements Architecture Files Shortcuts Registry Intervi				
Ready	CAP NUM SCRL "			

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

۷	Agent Registry Transform - InstallShield [Basi						
:	Color	同時	61		↑ ↓ ←	⇒l :	
	File	Edit	View	Go	Project	Build	
		New			Ctrl+I	N	
	6	Open			Ctrl+O		
H.		Close					
		Save			Ctrl+	S	
		Save As	5				
	50						

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

Save As							
🚱 🕞 🗢 🗼 « System (C:) 🕨 Transforms 🕨 Agent Registry Transform 🔹 😽				Search Agent Registry T 🔎			
Organize 🔻 New folder					0		
Name	A	Date modified	Туре		Size		
	No items match your search.						
File name:	Agent Registry Transform.r	msi					•
Save as type: Windows Installer Packages (*.msi)				•			
				_			_
lide 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:

😋 🕞 🗢 📜 « Transforms 🕨 Agent Registry T	Transform	👻 🐓 Search Ag	ent Registry Transfo 🔎
Organize 🔹 🎼 Install 🔹 New folder			:= •] 0
Name	Date modified	Туре	Size
Registry Transform.msi	2018-06-14 15:46	Windows Installer	9 102 KB

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 ACE Admin, ACE Agent, ACE Pulse are included. Note that text after "--" are comments. For more information on what registry keys to include see *Telia ACE Installed Components*.

Windows Registry Editor Version 5.00 -- Key to hard code language in ACE Agent [HKEY LOCAL MACHINE\SOFTWARE\Borland\Locales] "C:\Program\ACE\Agent\Agent.exe"="SV" [HKEY LOCAL MACHINE\SOFTWARE\ACE] "LatestUpdate"="20100323 10:31:22" [HKEY LOCAL MACHINE\SOFTWARE\ACE\Connections] "DefaultConnection"="Connection" [HKEY LOCAL MACHINE\SOFTWARE\ACE\Connections\Connection "TAPIDriver"="dAnswer - TAPI service" "TAPIProvider"="dApc" "DnStorage"="local_machine" "AutoUpdateEndpoints"=dword:0000001 "LocationName"="" "ScreenPopConfigFile"="Rules.vbs" [HKEY LOCAL MACHINE\SOFTWARE\ACE\Connections\Connection\xxx.x xx.xxx.xxx] "Port"=dword:00003977 [HKEY LOCAL MACHINE\SOFTWARE\ACE\Connections\Connection\yyy.y yy.yyy.yyy] "Port"=dword:00003977 -- Log settings for ACE clients [HKEY LOCAL MACHINE\SOFTWARE\ACE\Logging] "LogSize"=dword:000001f4 "LogFilePath"="%ALLUSERSPROFILE%\\Application Data\\ACE" "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 ACE Admin, ACE Agent, ACE Pulse, are included. Note that text after "--" are comments. For more information on what registry keys to include see *Telia ACE Installed Components*.

Windows Registry Editor Version 5.00
-- Key to hard code language in ACE Agent
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Borland\Locales]
"C:\Program\ACE\Agent\Agent.exe"="SV"
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE]
"LatestUpdate"="20100323 10:31:22"
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections]
"DefaultConnection"="Connection"
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections\Conn
ection
"TAPIDriver"="dAnswer - TAPI service"
"TAPIProvider"="dApc"

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```
"DnStorage"="local_machine"
"AutoUpdateEndpoints"=dword:00000001
"LocationName"=""
"ScreenPopConfigFile"="Rules.vbs"
```

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections\Conn ection\xxx.xxx.xxx] "Port"=dword:00003977

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections*Conn* ection\yyy.yyy.yyy.yyy] "Port"=dword:00003977

```
-- Log settings for ACE clients
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Logging]
"LogSize"=dword:000001f4
"LogFilePath"="%ALLUSERSPROFILE%\\Application Data\\ACE"
"NoOfLogFiles"=dword:00000009
```

"LogLevel"="Debug"

3 ACE Report

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

The installation program for ACE 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 ACE Report client
- A setup.exe installing prerequisites and ACE Report

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

The MSI installation program for ACE Report differs from the installation programs for the other ACE 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 ACE Configuration Utility.

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

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

4 ACE Screenpop used with ACE Interact

When ACE Screenpop should be used with ACE Interact a separate MSI installation program for ACE Screenpop is used.

In addition to installation, configurations for ACE Screenpop and TeliaEdgeAgentPop, the Registered Protocol Handler used by ACE Interact to communicate with ACE 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 ACE Installed Components*.

You find an example of registry files in section 4.1.

In addition to Microsoft Registry settings for ACE Screenpop and TeliaEdgeAgentPop web browser configurations can be made to supress the question asking the users of ACE Interact 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 ACE Installed Components*.

Note: When performing a screenpop from ACE Interact 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 ACE Screenpop with ACE Interact

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

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

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

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

[HKEY CLASSES ROOT\TeliaEdgeAgentPop\shell]

[HKEY CLASSES ROOT\TeliaEdgeAgentPop\shell\open]

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

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5 ACE Connector for Skype

ACE Connector for Skype 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. ACE Connector for Skype can be run with .NET 3.5 or.Net 4¹.

The installation program adds a shortcut to ACE Connector for Skype in the computer Start-menu.

The installation program will not automatically start ACE Connector for Skype after completed installation unless the computer is restarted. On subsequent user logins ACE Connector for Skype is automatically started since the installation program has added a shortcut to ACE Connector for Skype 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.