

TELIA ACE

INSTALLED COMPONENTS

Notice: The information in this document is subject to change.

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1 Introduction

1.1 Overview

This document describes components, registry settings and shortcuts that are needed when running an ACE 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

Ref [1] Operation Manual Telia ACE

1.5 Revisions

Rev	Date	Signature	Comment
1.0	2018-06-19	PeBe/MaTh	Approved for ACE 12.0.
2.0	2018-10-23	MaTh	Approved for ACE 13.0. <ul style="list-style-type: none">- Added configurations for ACE Connector for Skype when used with ACE Interact- Corrected error in description of web browser emulation setting for ACE Agent.

2 Installed components for ACE Agent

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

Type	Name	Created by	Path	Comment
File	Agent.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Agent where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of ACE Agent application.
File	Agent.SV	Installation program	Located in same folder as Agent.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of Agent.SV must be the same as the version of Agent.exe, if a different version of Agent.SV is located in the same folder as Agent.exe ACE Agent will not work properly.
File	Agent.DA	Installation program	Located in same folder as Agent.exe	DLL with localised texts – Danish version. Only installed if selected during installation. NOTE that the version of Agent.DA must be the same as the version of Agent.exe, if a different version of Agent.DA is located in the same folder as Agent.exe ACE Agent will not work properly.
File	Agent.DE	Installation program	Located in same folder as Agent.exe	DLL with localised texts – German version. Only installed if selected during installation. NOTE that the version of Agent.DE must be the same as the version of Agent.exe, if a different version of Agent.DE is located in the same folder as Agent.exe ACE Agent will not work properly.
File	Agent.FI	Installation program	Located in same folder as Agent.exe	DLL with localised texts – Finnish version. Only installed if selected during installation. NOTE that the version of Agent.FI must be the same as the version of Agent.exe, if a different version of Agent.FI is located in the same folder as Agent.exe ACE Agent will not work properly.
File	Agent.FR	Installation program	Located in same folder as Agent.exe	DLL with localised texts – French version. Only installed if selected during installation. NOTE that the version of Agent.FR must be the same as the version of Agent.exe, if a different version of Agent.FR is located in the same folder as Agent.exe ACE Agent will not work properly.
File	Agent.NO	Installation program	Located in same folder as Agent.exe	DLL with localised texts – Norwegian version. Only installed if selected during installation. NOTE that the version of Agent.NO must be the same as the version of Agent.exe, if a different version of Agent.NO is located in the same folder as Agent.exe ACE Agent will not work properly.

Type	Name	Created by	Path	Comment
File	splash.png	Installation program	Located in same folder as Agent.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 ACE branding is used.
File	ScreenPop.exe	Installation program	Located in same folder as Agent.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: "ScreenPop.exe /regserver". To unregister it, use following command line: "ScreenPop.exe /unregserver".
File	CALLGUIDE_NewWLContact.wav	Installation program	Located in same folder as Agent.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 Agent.exe	Sound file that can be used to signal that a contact needs to be answered/accepted. ACE Agent will set this file as default when started for the first time on a computer. (On computers where sounds for ACE already has been configured no modifications will be made.)
File	CALLGUIDE_VIPContact.wav	Installation program	Located in same folder as Agent.exe	Sound file that can be used to signal that the user has a VIP that needs to be handled. ACE Agent will set this file as default when started for the first time on a computer. (On computers where sounds for ACE already has been configured no modifications will be made.)
File	midas.dll	Installation program	[CommonFilesFolder]\ACE\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	Borland DLL for communication with ACE Application Server. This is a shared DLL. midas.dll is used by ACE 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.
File	Des3Intercept.dll	Installation program	[CommonFilesFolder]\ACE\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	DLL for encrypted communication with ACE Application Server. This is a shared DLL used by ACE 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.
File	CallGuideSamITicket.dll	Installation program	Global Assembly Cache (GAC)	.NET DLL used by the client when Single Sign On (SSO) is activated in ACE. This DLL is shared among the ACE clients. The DLL is only required if Single Sign On in ACE is used.
File	ConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	ACE Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to ACE Agent Server and log level. Only installed if selected during installation.

Type	Name	Created by	Path	Comment
File	ConfigUtil.SV	Installation program	Located in same folder as ConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of ConfigUtil.SV must be the same as the version of ConfigUtil.exe, if a different version of ConfigUtil.SV is located in the same folder as ConfigUtil.exe ACE Configuration Utility will not work properly.
Shortcut	ACE Configuration Utility	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut in Start Menu starting ACE Configuration Utility. The shortcut sets current folder to the folder where ConfigUtil.exe is located. Only installed if ACE Configuration Utility was installed.
Shortcut	ACE Agent	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut starting ACE Agent. The shortcut sets current folder to the folder where Agent.exe is located.
Registry		ACE Agent	HKEY_CURRENT_USER\SOFTWARE\ACE	The stringvalue "LatestSyncToLocalMachine" is created/set by ACE clients when settings are synchronized with global ACE configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).
Registry		ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE	The stringvalue "LatestUpdate" is created/set by ACE 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 ACE client is started
Registry	-	ACE Agent	HKEY_CURRENT_USER\SOFTWARE\ACE\Agent	The path is created for saving values between ACE Agent sessions. ACE Agent creates keys and values in this folder. If a different user logs in to the computer and starts. ACE Agent, this registry folder is created by. ACE Agent for this user as well.

Type	Name	Created by	Path	Comment
Registry	-	ACE Agent	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Agent 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Agent	The path is created for saving values of latest extension used between ACE Agent sessions. ACE 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 ACE 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	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Connections\	ACE Agent and other ACE client applications finds all their connections to the ACE Server in this configuration. See chapter 8.1.
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Connections\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections\	ACE Agent and other ACE client application find their default connection to the ACE Server in this configuration. See chapter 8.1.
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Logging\	ACE Agent and other ACE client applications find default configuration about how and where to create log files. See chapter 10.
Registry	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Logging\	ACE Agent and other ACE client applications 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	<p>The path is used for storing a key associating a client application with language to use.</p> <p>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 <i>Operation Manual Telia ACE</i></p> <p>The key is defined by [INSTALLDIR]\application.exe</p> <p>Its value is set to the desired language, e.g. DA, DE, FI, FR, NO or SV</p> <p>For example if National Settings define Finnish but ACE Agent should be run in Swedish the key is set to SV.</p> <p>Key = C:\Program\ACE\Agent\Agent.exe Value = SV</p> <p>This key is not created or set by Installation program or ACE Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.</p>
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	<p>The path is used for storing a key associating a client application with default language to use.</p> <p>This key is not created or set by Installation program or ACE Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.</p> <p>The key should only be defined if operating system language and regional and language settings on the computer should be overridden.</p> <p>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 ACE Agent.</p> <p>For more information on language settings, see <i>Operation Manual Telia ACE</i></p>
Registry	-	ACE Agent	HKEY_CURRENT_USER\AppData\Local\CallGuideVIP	<p>Name of sound event for incoming VIP-contact that is displayed in the Control panel.</p> <p>Data for the value depends on language used in ACE Agent, e.g. the data is set to "VIP-contact" with ACE Agent run in English and to "VIP-kontakt" when run in Swedish</p>

Type	Name	Created by	Path	Comment
Registry	-	ACE Agent	HKEY_CURRENT_USER\AppData\Local\CallGuideAnnounce\VLContact	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 ACE Agent
Registry		ACE Agent	HKEY_CURRENT_USER\AppData\Local\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 ACE Agent
Registry	-	ACE Agent	HKEY_CURRENT_USER\AppData\Local\Schemes\Apps\CGAgent	Label for ACE Agent in Control panel/Sound. The data is set to "ACE Agent". Beneath this label, all sound event keys unique for ACE Agent are displayed. CallGuideAnnounce\VLContact 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\AppData\Local\Schemes\Apps\CGAgent\RingIn\Current KeyName: (Default) Type: REG_SZ Data: [InstallDir]\Agent\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 Explorer 7 create a new dword with Name = agent.exe and set its Value accordingly: <ul style="list-style-type: none"> • 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 ACE Screenpop

3.1 Installation with ACE Agent

The following components for ACE Screenpop are installed by installation program for ACE Agent.

Type	Name	Created by	Path	Comment
File	ScreenPop.exe	Installation program for ACE Agent	Located in same folder as Agent.exe	Component for screenpop.
File	UtilComp.dll	Installation program for ACE Agent	Located in same folder as Agent.exe	DLL to enable DDE screenpop and clipboard access via windows scripting. 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 ACE Interact

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

ACE Screenpop requires the following components and configurations when it is to be used with ACE Interact.

Type	Name	Created by	Path	Comment
File	ScreenPop.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\ScreenPop\ where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Component for screen pop.
File	UtilComp.dll	Installation program	Same as ScreenPop.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\ACE\EdgeAgent 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\EdgeAgent	ScreenPop.exe find configurations to be used when accessed from ACE Interact (for values to be created see 3.2.3)

Type	Name	Created by	Path	Comment
Registry		Installation program, manually or by MSI Transform	HKEY_CLASSES_ROOT\TeliaEdgeAgentPop	Configuration for the registered protocol handler, TeliaEdgeAgentPop, see 3.2.1

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	"ScreenPop.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\ScreenPop.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 ACE Interact 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 ACE 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 ACE Interact

A machine default configuration for screenpop from ACE Interact can be stored in Windows Registry under

`HKEY_LOCAL_MACHINE\SOFTWARE\ACE\EdgeAgent`

Note: On 64-bit Windows the path `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\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\ACE\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\ACE\EdgeAgent\LatestUpdate` must be set to the time the configuration was changed.

When a ScreenPop.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\ACE\EdgeAgent\LatestUpdate` is set to a later datetime than `HKEY_CURRENT_USER\SOFTWARE\ACE\EdgeAgent\LatestSyncToLocalMachine`

The values stored in registry are

Key	Value	Type	Default value	Comment
32-bit Windows <code>HKEY_LOCAL_MACHINE\Software\ACE\EdgeAgent</code>	ScreenPopPort	REG_DWORD	9453	Port number on which Screenpop.exe accept http screenpop requests
64-bit Windows	ScreenPopConfigFile	REG_SZ	[INSTALLDIR]\ScreenPop\ScreenPop.vbs	Path and file name to screen pop config file to be used by ACE Interact

Key	Value	Type	Default value	Comment
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\EdgeAgent	LatestUpdate	REG_SZ	""	yyyymmdd hh:mm:ss e.g. 20161127 13:00:00
HKEY_CURRENT_USER\Software\ACE\EdgeAgent	ScreenPopPort	REG_DWORD	Value copied from HKEY_LOCAL_MACHINE	Port number on which Screenpop.exe accept http screenpop requests from ACE Interact
	ScreenPopConfigFile	REG_SZ	Value copied from HKEY_LOCAL_MACHINE	Path and file name to screen pop config file to be used by ACE Interact
	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 ACE ScreenPop

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

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

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

3.4 Registration/unregistration of ACE ActiveX component

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

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

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

4 Installed components for ACE Pulse

The following components, registry entries and shortcuts are installed/created either by the installation program for ACE 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]\ACE\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 ACE 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 ACE 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 ACE branding is used.
File	midas.dll	Installation program	[CommonFilesFolder]\ACE\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	Borland DLL for communication with ACE Application Server. This is a shared DLL. Midas.dll is used by ACE 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.
File	Des3Intercept.dll	Installation program	[CommonFilesFolder]\ACE\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	DLL for encrypted communication with ACE Application Server. This is a shared DLL used by ACE 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.
File	CallGuideSamITicket.dll	Installation program	Global Assembly Cache (GAC).	.NET DLL used by the client when Single Sign On (SSO) is activated in ACE. This DLL is shared among the ACE clients. The DLL is only required if Single Sign On in ACE is used.
File	ConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	ACE Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to ACE Agent Server and log level. Only installed if selected during installation.

Type	Name	Created by	Path	Comment
File	ConfigUtil.SV	Installation program	Located in same folder as ConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of ConfigUtil.SV must be the same as the version of ConfigUtil.exe, if a different version of ConfigUtil.SV is located in the same folder as ConfigUtil.exe ACE Configuration Utility will not work properly.
Shortcut	ACE Configuration Utility	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut in Start Menu starting ACE Configuration Utility. The shortcut sets current folder to the folder where ConfigUtil.exe is located. Only installed if ACE Configuration Utility was installed.
Shortcut	ACE Pulse	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut starting ACE Pulse. The shortcut sets current folder to the folder where Agent.exe is located.
Registry	-	ACE Pulse	HKEY_CURRENT_USER\SOFTWARE\ACE	The stringvalue “LatestSyncToLocalMachine” is created/set by ACE clients when settings are synchronized with global ACE configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE	The stringvalue “LatestUpdate” is created/set by ACE 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 ACE client is started
Registry	-	ACE Pulse	HKEY_CURRENT_USER\SOFTWARE\ACE\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	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Connections\	ACE Pulse and other ACE client applications finds all their connections to the ACE Server in this configuration.
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Connections\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections\	ACE Pulse and other ACE client application find their default connection to the ACE Server in this configuration.

Type	Name	Created by	Path	Comment
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Logging\	ACE Pulse and other ACE client applications find their default configuration about how and where to create log files here.
Registry	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Logging\	ACE Pulse and other ACE client applications find configuration about how and where to create log files here.
Registry	-		HKEY_CURRENT_USER\SOFTWARE\Borland\Locales or HKEY_CURRENT_USER\SOFTWARE\Embarcadero\Locales	<p>The path is used for storing a key associating a client application with language to use.</p> <p>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 <i>Operation Manual Telia ACE</i></p> <p>The key is defined by [INSTALLDIR]\application.exe</p> <p>Its value is set to the desired language, e.g. EN, FI or SV</p> <p>For example if National Settings define Finnish but ACE Pulse should be run in Swedish the key is set to SV.</p> <p>Key = C:\Program\ACE\Pulse\Pulse.exe</p> <p>Value = SV</p> <p>This key is not created or set by Installation program or ACE Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.</p>
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	<p>The path is used for storing a key associating a client application with default language to use.</p> <p>This key is not created or set by Installation program or ACE Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.</p> <p>The key should only be defined if operating system language and regional and language settings on the computer should be overridden.</p> <p>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 ACE Pulse.</p> <p>For more information on language settings, see <i>Operation Manual Telia ACE</i></p>

Type	Name	Created by	Path	Comment
Registry	-	ACE Pulse	HKEY_CURRENT_USER\AppData\Local\Microsoft\Windows\CurrentVersion\Sound\TrafficLightYellow	Name of sound event when Pulse Monitors traffic light changes from a green light to a yellow light.
Registry	-	ACE Pulse	HKEY_CURRENT_USER\AppData\Local\Microsoft\Windows\CurrentVersion\Sound\TrafficLightRed	Name of sound event when Pulse Monitors traffic light changes from a yellow light to a red light.
Registry	-	ACE Pulse	HKEY_CURRENT_USER\AppData\Local\Microsoft\Windows\CurrentVersion\Sound\Schemes\Apps\Pulse	<p>Label for Pulse in Control panel/Sound and Multimedia. The data is set to "Pulse".</p> <p>Beneath this label, all sound event keys unique for Pulse are displayed.</p> <p>TrafficLightRed</p> <p>TrafficLightYellow</p> <p>To set sounds for the different sound events assign a sound file to the default key under the specific sound events ".Current" key</p> <p>E.g.</p> <p>HKEY_CURRENT_USER</p> <p>\AppData\Local\Microsoft\Windows\CurrentVersion\Sound\Schemes\Apps\Pulse\TrafficLightRed\Current</p> <p>KeyName: (Default)</p> <p>Type: REG_SZ</p> <p>Data: C:\WINDOWS\media\Windows Logoff Sound.wav</p>

5 Installed components for ACE Admin

The following components, registry entries and shortcuts are installed/created either by the installation program for ACE 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]\ACE\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 ACE 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 ACE 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 ACE branding is used.
File	midas.dll	Installation program	[CommonFilesFolder]\ACE\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	Borland DLL for communication with ACE Application Server. This is a shared DLL. Midas.dll is used by ACE 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.
File	Des3Intercept.dll	Installation program	[CommonFilesFolder]\ACE\ where [CommonFilesFolder] is defined by the operating system eg. C:\Program Files\Common Files\	DLL for encrypted communication with ACE Application Server. This is a shared DLL used by ACE 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.
File	CallGuideSamITicket.dll	Installation program	Global Assembly Cache (GAC)	.NET DLL used by the client when Single Sign On (SSO) is activated in ACE. This DLL is shared among the ACE clients. The DLL is only required if Single Sign On in ACE is used.
File	ConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	ACE Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to ACE Agent Server and log level. Only installed if selected during installation.

Type	Name	Created by	Path	Comment
File	ConfigUtil.SV	Installation program	Located in same folder as ConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of ConfigUtil.SV must be the same as the version of ConfigUtil.exe, if a different version of ConfigUtil.SV is located in the same folder as ConfigUtil.exe ACE Configuration Utility will not work properly.
Shortcut	ACE Configuration Utility	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut in Start Menu starting ACE Configuration Utility. The shortcut sets current folder to the folder where ConfigUtil.exe is located. Only installed if ACE Configuration Utility was installed.
Shortcut	ACE Admin	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut starting ACE Admin. The shortcut sets current folder to the folder where Admin.exe is located.
Registry		ACE Admin	HKEY_CURRENT_USER\SOFTWARE\ACE	The stringvalue "LatestSyncToLocalMachine" is created/set by ACE clients when settings are synchronized with global ACE configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).
Registry		ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE	The stringvalue "LatestUpdate" is created/set by ACE 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 ACE client is started.
Registry	-	ACE Admin	HKEY_CURRENT_USER\SOFTWARE\ACE\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	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Connections\	ACE Admin and other ACE client applications find all their connections to the ACE Server in this configuration.

Type	Name	Created by	Path	Comment
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Connections\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections\ 	ACE Admin and other ACE client application find their default connection to the ACE Server in this configuration.
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Logging\ 	ACE Admin and other ACE client applications find default configuration about how and where to create log files.
Registry	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Logging\ 	ACE Admin and other ACE client applications find configuration about how and where to create log files.
Registry	-		HKEY_CURRENT_USER\SOFTWARE\Borland\Locales or HKEY_CURRENT_USER\SOFTWARE\Embarcadero\Locales 	<p>The path is used for storing a key associating a client application with language to use.</p> <p>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 <i>Operation Manual Telia ACE</i>.</p> <p>The key is defined by [INSTALLDIR]\application.exe</p> <p>Its value is set to the desired language, e.g. EN, FI or SV</p> <p>For example if National Settings define Finnish but ACE Admin should be run in Swedish the key is set to SV.</p> <p>Key = C:\Program Files\ACE\Admin\Admin.exe</p> <p>Value = SV</p> <p>This key is not created or set by Installation program or ACE Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.</p>

Type	Name	Created by	Path	Comment
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ Borland \Locales	<p>The path is used for storing a key associating a client application with default language to use.</p> <p>This key is not created or set by Installation program or ACE Configuration Utility but needs to be done manually in Windows Registry or by MSI Transform.</p> <p>The key should only be defined if operating system language and regional and language settings on the computer should be overridden.</p> <p>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 ACE Admin.</p> <p>For more information on language settings, see <i>Operation Manual Telia ACE</i>.</p>

6 Installed components for ACE Report

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

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

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

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

Type	Name	Created by	Path	Comment
File	Report.resources.dll	Installation program	Located in a subfolder to where Report.exe is installed. [INSTALLDIR]\Report\fi-FI\ Eg. "C:\Program Files\ACE\Report\fi-FI"	DLL with localised texts – Finnish version.
File	ActiproSoftware.Docking.Wpf.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL with GUI components used by the ACE Report application.
File	ActiproSoftware.Editors.Wpf.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL with GUI components used by the ACE Report application.
File	ActiproSoftware.Shared.Wpf.dll	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	DLL with GUI components used by the ACE Report application.
File	Flash10y.ocx	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Report where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Adobe Flash ActiveX used by the ACE Report application.
File	ConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	ACE Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to ACE Agent Server and log level.
File	ConfigUtil.SV	Installation program	Located in same folder as ConfigUtil.exe	DLL with localised texts – Swedish version.
File	12.ico	Installation program	Located in same folder as ConfigUtil.exe	Icon for ACE Configuration Utility (for the item in the Start menu).
Shortcut	ACE Configuration Utility	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut in Start Menu starting ACE Configuration Utility. The shortcut sets current folder to the folder where ConfigUtil.exe is located.

Type	Name	Created by	Path	Comment
Shortcut	ACE Report	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut starting ACE Report. The shortcut sets current folder to the folder where Report.exe is located.
Registry		ACE Report	HKEY_CURRENT_USER\SOFTWARE\ACE	The "LatestSyncToLocalMachine" string value is created/set by ACE clients when settings are synchronized with global ACE configuration settings under HKEY_LOCAL_MACHINE. The date entered is the date of the LastUpdate (see below).
Registry	-	ACE Report	HKEY_CURRENT_USER\SOFTWARE\ACE\Report	The path is created for saving values between ACE Report sessions. Report creates keys and values in this folder.
Registry		ACE Configuration Utility	32-bit Windows 7/8 HKEY_LOCAL_MACHINE\SOFTWARE\ACE 64-bit Windows 7/8 and Windows 2008 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE	The "LatestUpdate" string value is created/set by ACE 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 ACE client is started.
Registry	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Connections\	ACE Report and other ACE client applications find all their connections to the ACE Server in this configuration.
Registry	-	ACE Configuration Utility	32-bit Windows 7/8 HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Connections\ 64-bit Windows 7/8 and Windows 2008 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Connections\	ACE Report and other ACE client applications find their default connection to the ACE Server in this configuration.
Registry	-	ACE Configuration Utility	32-bit Windows 7/8 HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Logging\ 64-bit Windows 7/8 and Windows 2008 HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Logging\	ACE Report and other ACE client applications find default configuration about how and where to create log files.
Registry	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Logging\	ACE Report and other ACE client application find configuration about how and where to create log files.

7 Installed components for ACE Configuration Utility

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

Type	Name	Created by	Path	Comment
File	ConfigUtil.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\Configuration Utility where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	ACE Configuration Utility is a program for making configurations stored in Windows Registry, such as connections to ACE Agent Server and log level. Only installed if selected during installation.
File	ConfigUtil.SV	Installation program	Located in same folder as ConfigUtil.exe	DLL with localised texts – Swedish version. Only installed if selected during installation. NOTE that the version of ConfigUtil.SV must be the same as the version of ConfigUtil.exe, if a different version of ConfigUtil.SV is located in the same folder as ConfigUtil.exe ACE Configuration Utility will not work properly.
Shortcut	ACE Configuration Utility	Installation program	Windows 7/8/10: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\ACE (if installed for all users) or C:\Users\[USERPROFILE]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\ACE (if installed only for USERPROFILE user)	Shortcut in Start Menu starting ACE Configuration Utility. The shortcut sets current folder to the folder where ConfigUtil.exe is located. Only installed if ACE Configuration Utility was installed.
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 ACE Configuration Utility should be run in Swedish the key is set to SV. Key = C:\Program Files\ACE\Configuration Utility\ConfigUtil.exe Value = SV For more information on language settings, see <i>Operation Manual Telia ACE</i>

Type	Name	Created by	Path	Comment
Registry	-		32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ Borland \Locales 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\ Borland \Locales	<p>The path is used for storing a key associating a client application with default language to use.</p> <p>This key is not created or set by Installation program but needs to be done manually in Windows Registry or by MSI Transform.</p> <p>The key should only be defined if operating system language and regional and language settings on the computer should be overridden.</p> <p>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 ACE Configuration Utility.</p> <p>For more information on language settings, see <i>Operation Manual Telia ACE</i></p>

8 Installed components for ACE Connector for Skype

The following components and shortcuts are installed/created by the installation program for ACE Connector for Skype.

Note: The installation program for ACE Connector for Skype will also install the following components since they are required by ACE Connector for Skype:

- Microsoft .NET (ACE Connector for Skype 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	ACEConnectorForSkype.exe	Installation program	Selected during installation. Default is [ProgramFilesFolder]\ACE\ACEConnectorForSkype where [ProgramFilesFolder] is defined by the operating system eg. C:\Program Files\	Main component of ACE Connector for Skype application.
File	Microsoft.Lync.Model.dll	Installation program	Same as ACEConnectorForSkype.exe	DLL to enable communication with Skype client
File	Microsoft.Office.Uc.dll	Installation program	Same as ACEConnectorForSkype.exe	DLL to enable communication with Skype client
File	104.ico	Installation program	Same as ACEConnectorForSkype.exe	Icon for ACE Connector for Skype
Registry	-	ACE Configuration Utility	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Logging\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\Logging\	ACE Connector for Skype and other ACE client applications find default configuration about how and where to create log files. See chapter 10.
Registry	-	ACE Configuration Utility	HKEY_CURRENT_USER\SOFTWARE\ACE\Logging\	ACE Connector for Skype and other ACE client applications find configuration about how and where to create log files. See chapter 10.

8.1 Configuration for use with ACE Interact

When using ACE Connector for Skype with ACE Interact a configuration in Windows registry of a registered protocol handler, ACEConnectorForSkype, is needed as well as Windows registry configurations specific for ACE Connector for Skype.

ACE Connector for Skype requires the following components and configurations when it is to be used with ACE Interact.

Type	Name	Created by	Path	Comment
Registry		Installation program, manually or by MSI Transform	32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\ACEConnectorForSkype 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\ACEConnectorForSkype	ACEConnectorForSkype.exe find configurations to be used when accessed from ACE Interact (for values to be created see 3.2.3)
Registry		Installation program, manually or by MSI Transform	HKEY_CLASSES_ROOT\ ACEConnectorForSkype	Configuration for the registered protocol handler, ACEConnectorForSkype, see 3.2.1

8.1.1 Registered protocol handler

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

Key	Name	Type	Data	Comment
HKEY_CLASSES_ROOT\ ACEConnectorForSkype	Default	REG_SZ	URL: ACEConnectorForSkype 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\ ACEConnectorForSkype \DefaultIcon	Default	REG_SZ	" ACEConnectorForSkype.exe,1"	The file name to use as an icon for this URI scheme. The string takes the form "path, icon index"

Key	Name	Type	Data	Comment
HKEY_CLASSES_ROOT\ACEConnectorForSkype\shell\open\command	Default	REG_SZ	"[INSTALLDIR]\ACEConnectorForSkype\ACEConnectorForSkype.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

8.1.2 Web browser configuration for registered protocol handler

When a call to the ACE Connector for Skype is performed from ACE Interact 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\ACEConnectorForSkype 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":{
        "ACEConnectorForSkype":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.ACEConnectorForSkype", false);

```

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

8.1.3 Registry settings for ACE Connector for Skype with ACE Interact

A machine default configuration for ACE Connector for Skype from ACE Interact can be stored in Windows Registry under

HKEY_LOCAL_MACHINE\SOFTWARE\ACE\ACEConnectorForSkype

Note: On 64-bit Windows the path HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\ACEConnectorForSkype 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\ACE\ACEConnectorForSkype

The values stored in registry are

Key	Value	Type	Default value	Comment
32-bit Windows HKEY_LOCAL_MACHINE\Software\ACE\ACEConnectorForSkype	ACEConnectorForSkypePort	REG_DWORD	9454	Port number on which ACEConnectorForSkype.exe accept http requests
64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\ACEConnectorForSkype				

9 Windows Registry values for connections

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

HKEY_LOCAL_MACHINE\SOFTWARE\ACE\Connections\

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

This configuration is normally performed at installation by an MSI-transform or by using ACE Configuration Utility.

A user specific configuration is stored in Windows Registry under

HKEY_CURRENT_USER\SOFTWARE\ACE\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\ACE\LatestUpdate is automatically set to the time configuration was changed by ACE Configuration Utility. If global configuration is changed manually or by script, the key LatestUpdate must also be set manually or by the script.

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

Key	Value	Type	Comment
32-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\ACE\ 64-bit Windows HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ACE\	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\ACE\	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\ACE\

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

and/or

HKEY_CURRENT_USER\SOFTWARE\ACE\

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 ACE 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			Servename 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\ACE\Logging\

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

A user specific configuration is stored under:

HKEY_CURRENT_USER\SOFTWARE\ACE\Logging\

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