

TELIA ACE

INSTALLATION MANUAL

ACE CLIENTS

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

Contents

1	INTRODUCTION
1.1	Terms and abbreviations
1.2	Appendixes
1.3	References
1.4	Revisions
2	MSI INSTALLATION
2.1	Run MSI installation4
2.1.1	New installation
2.1.2	Modify, repair, uninstall 10
2.1.3	Upgrade 10
2.2	MSI transform10
2.2.1	Example - Building an MSI transform11
2.2.2	Example of a registry file for 32-bit Windows for desktop clients 21
2.2.3	Example of a registry file for 64-bit Windows for desktop clients 21
3	ACE REPORT23
4	ACE SCREENPOP USED WITH ACE INTERACT24
4.1 Interact	Example of registry file for 64-bit Windows for ACE Screenpop with ACE 24
5	ACE INTERACT SERVICE (TEAMS PLUGIN)25
5.1	Dependencies25
5.2	Configuration

1 Introduction

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

ns

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 Connector for Skype	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

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
2.0	2018-10-23	MaTh	Approved for ACE 13.0
			 Updated with installation info for ACE Connector for Skype for use with ACE Interact
2.1	2019-02-07	MaTh, SoLa	Some extra text added regarding screenpop in ACE Interact
3.0	2020-03-23	PeBe	Revision for ACE 17 and 18.
			Single sign-on with ADFS now requires .NET 4.7.2. or higher on the client workstation.
4.0	2021-02-05	PeBe	Revision for ACE 21. Installation program for ACE Report does no longer contain the .NET Framework (it is however still a prerequisite).

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.

18	ACE Agent.msi Pro	operties	X		
General Compatibility Security Custom Details Previous Versions					
	Property	Value			
	Description —				
	Title	ACE Agent			
	Subject	ACE Agent			
	Categories				
	Tags	Installer,MSI,Database			
	Comments	Installs ACE Agent 12.0.0.12			
	Origin		Ξ		
	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 Attributes	8,88 MB	-		
		A			
	Remove Properties	s and Personal Information			
		OK Cancel Ap	oply		

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.

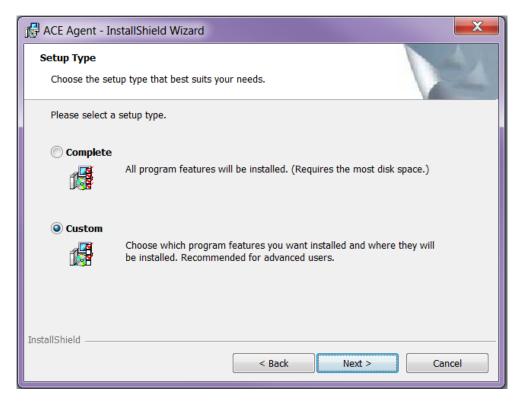
🖟 ACE Agent - InstallShield Wizard	— X—
Customer Information Please enter your information.	
User Name:	
FirstName LastName	
Organization:	
Telia Company	
Install this application for:	
Anyone who uses this computer (all users)	
Only for me (TeliaSonera)	
InstallShield	
< Back N	ext > Cancel

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

🔂 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.	
Þ	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 requires you to have .NET Framework 4.7.2 (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.
Agent ACE Agent	Feature Description
Agent Ace Agent Single Sign On Swedish ✓ Swedish ✓ Finnish ✓ Norwegian ✓ Danish ✓ German ✓ French	Include if single sign on is required. Requires .NET Framework 4.5. This feature requires 0KB on your hard drive.
Swedish	
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	nard drive.
This feature, and all subfeatures, will b	e installed on local hard drive.
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.
	Feature Description
Agent ACE Agent Single Sign On Swedish Vorwegian	Used to configure settings for ACE clients, e.g. connections and log settings.
Danish German French ACE Configuration Utility 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:	
InstallShield	Change
Help Space < Back	Next > Cancel

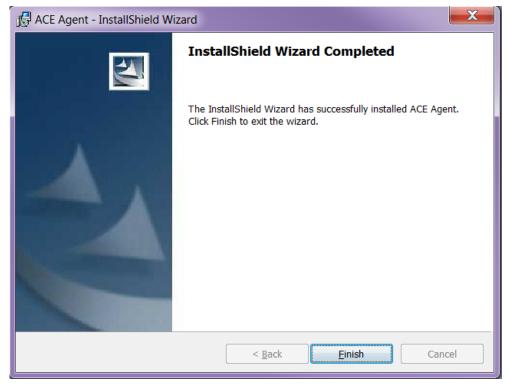
When all settings are complete, all files required for each respective component are installed.

Reference Agent - InstallShield Wizard	
Ready to Install the Program The wizard is ready to begin installation.	
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	Ţ
Installing / The prog	ACE Agent ram features you selected are being installed.	
i 🖓	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...

🛎 Ir	nsta	llShield				
:	0	HI K	61		↑ ↓ ←	-> :¢
Fi	ile	Edit	View	Go	Project	Build
		New			Ctrl+	N
26	2	Open			Ctrl+	-0
		Close				Sh
ŀ	ł	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.

			ll Types ows Installer (MS	5I) setup engi	ne, like projects	previously bui	lt 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	staller service to	drive the entit	re installation.		
roject Name: Agent Registry T	ransform		Project <u>L</u> an	guage			
oca <u>t</u> ion:							
C:\InstallShield 2		Name' subfold	er			•	Browse
Create project							

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	
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	
Br	owse
< <u>B</u> ack Next > Cancel	Help

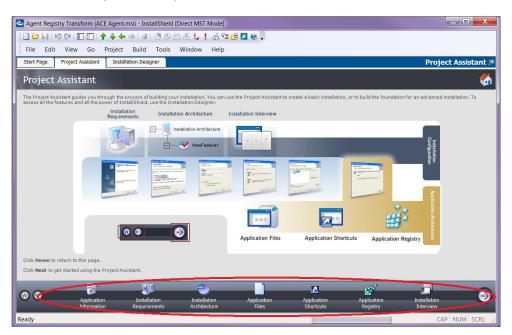
5. In the following pane you must specify any further transforms that shall apply. Click on **Next**.

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.	د ۲	< →	4
< Back Next > Cancel		Hel	>

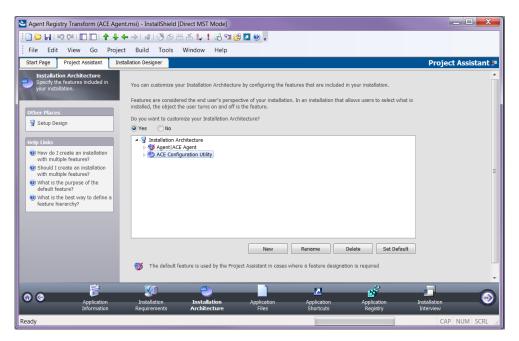
6. In the next pane you can specify if you want to create a so-called Response Transform. If you do so, a simulation of the installation is run. All the values you specify in the dialogs in this simulation will be saved and these values will be specified when you run the transform. You can also specify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

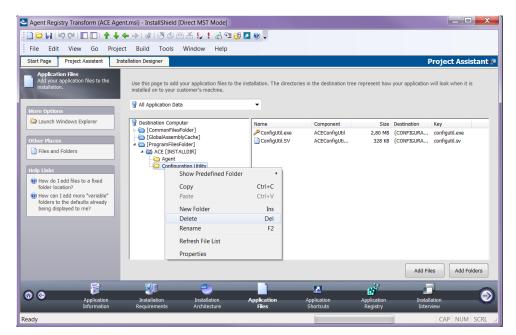
7. Click on **Finish** (when the simulated installation is done). A transform is now created. Below you see Project Assistant:



- 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.



 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:

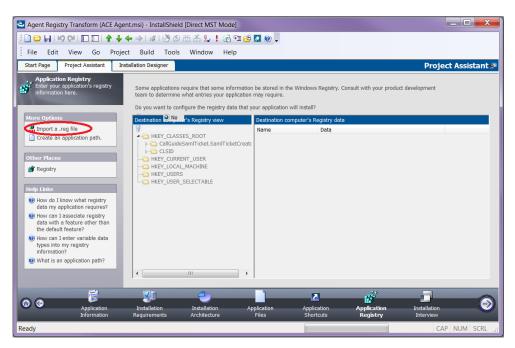
Open				X
🗲 🕞 🗸 🕨 Computer 🕨 System (C:) 🕨	Windows System32	• •	Search System32	۶
Organize 🔻 New folder				0
Name	Date modified	Туре	Size	
wextract.exe	2016-02-14 21:09	Application	136 KB	
where.exe	2009-07-14 03:14	Application	35 KB	
whoami.exe	2009-07-14 03:14	Application	42 KB	
≫ wiaacmgr.exe	2009-07-14 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	2000-07-14 02:14	Application	112 KR	
File name: whoami.exe		•	All Files (*.*)	•
			Open Canc	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**:

Cpen				X
Computer	rstem (C:) ▶ Users ▶ Default ▶	- 4 , S	earch Default	م
Organize 🔻 New folder				0
Name 属 Desktop	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		Ξ
👗 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 Entries	6 KB	-
File <u>n</u> ame: co	nnections.reg	▼ REG Fi	les (*.reg)	•
			pen Canc	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	III÷■
REG File Import Complete	
<i>*</i>	
Import complete	
Click Finish to close the wizard	
< <u>B</u> ack Finish Cancel He	elp

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) - InstallShield [Direct MST Mode]				
:] 🕒 🖌 너 🖓 🖓 🖬 🕈 🛊 🔶 👘 🖓 🖓 🖓 🖓 🖓 🖓 🖓 🖓 🖓 🖓 🖓 🖓 🖓				
File Edit View Go Project Build Tools Window Help				
Start Page Project Assistant Installation Designer				Project Assistant 🐖
Application Registry Some applications require that some information be stored information here. Some applications require that some information be stored team to determine what entries your application may requi Do you want to configure the registry data that your application	ire. ation will install?		development	
More Options Destination computer's Registry view Import a .reg file Destination Computer	Destination computer's	Registry data Data		
Create an application path.	Mame DefaultConnection	ACE System		
Other Places				
		2		
Application Installation Installation Information Requirements Architecture	Application Files	Application Shortcuts	Application Registry	Installation
Ready		2110110010		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:

Agent Registry Transform (ACE Agent.n	msi) - InstallShield [Direct MST Mode]				
	• • • • • • • • • • • • • • • • • • •				
-	Build Tools Window Help				
Start Page Project Assistant Installa	lation Designer	Project Assistant 🐖			
 by your installation. 	The Installation Interview is the collection of dialogs that your users will see at run time when they run your installation. By answering these simple questions you can configure the more common elements of the Installation Interview.				
	Do you want to display a License Agreement Dialog?				
Use custom images on dialogs.	Yes No Specify the path to your End User License Agreement file:				
Other Places	Specify the path to your End User Eldense Agreement me. Browse				
Dialogs					
	Do you want to prompt users to enter their Company Name and User Name?				
	Do you want your users to be able to modify the installation location of your application?				
installation location?	● Yes ◯ No				
dialog?					
What is a "selectively installable" installation?	What is a "selectively installable" ● Yes No				
	💯 🕘 📄 🗷 💣				
Application	Installation Application Application Application	Installation			
Information	Requirements Architecture Files Shortcuts Registry	Interview			
Ready		CAP NUM SCRL:			

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

ڪ	Ager	nt Registi	ry Transf	orm - I	installShiel	d (Basi
1	🗋 😂	副時	04		↑ ↓ ←	⇒l :
	File	Edit	View	Go	Project	Build
		New			Ctrl+	N
	6	Open	Ctrl+O			0
		Close				
		Save			Ctrl+	S
		Save As	S			

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

Save As							
🕞 🕞 🗢 👢 « Sys	stem (C:) 🕨 Transforms 🕨	Agent Registry Transfo	rm 👻	47	Search Agen	t Registry T	P
Organize - Nev	w folder				Ē	≣ • (0
Name	<u> </u>	Date modified	Туре		Size		
	No	items match your sear	ch.				
File name:	Agent Registry Transform.	msi					•
Save as type:	Windows Installer Package	es (*.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:

😋 🕞 🗢 📙 « Transforms 🕨 Agent Registry	Transform	▼ 🍫 Search Ag	ent Registry Transfo 🔎
Organize 🔹 🎼 Install 🔹 New folder			≣ - □ 0
Name	Date modified	Туре	Size
🕼 Agent 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:00001f4 "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"
"DnStorage"="local_machine"
"AutoUpdateEndpoints"=dword:0000001
"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]
"Port"=dword:00003977
-- Log settings for ACE clients
[HKEY LOCAL MACHINE\SOFTWARE\Wow6432Node\ACE\Logging]
"LogSize"=dword:00001f4
"LogFilePath"="%ALLUSERSPROFILE%\\Application Data\\ACE"
"NoOfLogFiles"=dword:0000009
```

"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 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. The installation program will install screenpop.exe and required registry settings as described in *Telia ACE Installed Components*. The path set in registry for the script file to be used is the *installation directory*/Screenpop.vbs. This script file, that is customer specific, is however not installed, see Telia ACE Interface Specification Screen Pop Interface.

If path for the script file is to be used, this can be set in screenpop.exe or directly in the registry, 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\""
```

5 ACE Interact Service (Teams plugin)

ACE Interact Service is installed by running the msi-package and following the installation wizard. The setup installs a shortcut on the users desktop and registers the application to be started when Windows starts. The service will not start automatically after the installation is completed and must be started manually by clicking the shortcut on the Windows desktop.

5.1 Dependencies

The service requires Windows 10 and above.

The service is built as a self-contained package which means that all .NET runtime dependencies are built in and supplied with the executable, hence there is no need to install any other dependencies.

5.2 Configuration

No configuration is available for ACE Interact Service at this time. It uses a predefined port and url and accepts http-requests on http://localhost:11220/.