

**PureConnect**®

## 2018 R5

Generated:

12-November-2018

Content last updated:

06-February-2018

See Change Log for summary of changes.

# **GENESYS**

# Group Policy Deployment for CIC Applications

# **Technical Reference**

## Abstract

Genesys recommends group policy deployment of CIC client workstation applications using Windows startup scripts. It describes how to create the script and the group policy, and provides sample scripts and CIC client workstation application feature name and properties tables.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright\_and\_trademark\_information.htm.

1

## **Table of Contents**

Table of Contents	2
Introduction	4
For more information	5
Workstation Application Install Share Directory Contents	6
Setup.exe	6
Using Scripts to Deploy CIC Client Workstation Applications	7
MSI software deployment vs. using a script	7
Machine vs. user script	7
Applying patches	7
Using transforms to modify the install	8
Create the Script	9
Basic install	9
Examples	9
Logging and silent flag	9
Examples	9
Apply a transform	10
Examples	10
Apply a patch	10
Examples	10
Modify properties	11
Examples	11
Apply patch and transform	11
Examples	11
Create the Group Policy	12
Create a group policy to run a startup script (machine policy)	12
User experience	17
Other uses for a group policy running a script	17
Apply patches (if not using Interactive Update)	17
Install ESs	18
Uninstall the software	18
Upgrade CIC 3.0 client workstation applications to CIC 2015 R1 or later	18
Sample Scripts	19
Sample Install script for CIC client workstation applications	19
Sample Uninstall script for CIC client workstation applications	21
Sample Upgrade script for CIC client workstation applications	22
Client Workstation Application Installs: Feature Names and Properties Tables	26
IC User Applications (32-bit)	26
Features set to install level 1 (install by default)	26
Features set to install level 100 (enabled but not installed by default)	28
Properties that the user can set	28
IC User Applications (64-bit)	30
Features set to install level 1 (install by default) Features set to install level 100 (enabled but not installed by default)	30 32
Features set to install level 0 (disabled)	32
Properties that the user can set	32
IC Business Manager Applications	34
Features set to install level 1 (install by default)	34
Properties that the user can set	35
IC Server Manager Applications	36
Features set to install level 1 (install by default)	36
Properties that the user can set	37
Interactive Update Client	37
Features set to install level 1 (install by default)	37
Properties that the user can set	38
Interaction Scripter Client	38
Features set to install level 1 (install by default)	38
Properties that the user can set	39
Client Plugin Installs: Product Codes	40
Client Language Plugins	40
Tier 1 Client Language Plugins	40
Tier 2 Client Language Plugins	41

Tier 3 Client Language Plugins	42
Microsoft Outlook Interaction Desktop Plugin for IC User Applications	42
Interaction Dialer Client Plugins	43
Interaction Dialer Client Language Plugins	43
Tier 1 Client Language Plugins	43
Appendix A: Base Installation Package Deployment	44
Create and deploy the base installation package	44
Customize the base installation package	50
Install the Orca database editor	50
Create a transform	50
Verify the changes that the transform will make	56
Apply the transform to the base installation package	58
Change Log	61

# Introduction

Genesys recommends group policy deployment of CIC client workstation applications using Window startup scripts. This document explains why the scripting method resolves issues that occurred with the formerly recommended base installation package (and administrative install for localized CIC client workstation applications) methods. It describes how to create the script and the group policy, and provides sample scripts and CIC client workstation application feature name and properties tables.

# For more information

For more information about:

- Workstation installations, see the following sections of PureConnect Installation and Configuration Guide, available in the Installation and Configuration section of the <u>PureConnect Documentation Library</u>:
  - "Client Workstation" describes client workstation requirements.
  - "Client Workstation Installations" describes how to install the IC User Applications, IC Business Manager Applications, and IC Server Manager Applications on individual client workstations from a share on the CIC Server.
- **CIC Language Pack installations**, see CIC Language Pack Technical Reference, available in the <u>PureConnect Documentation</u> <u>Library</u>.
- Group Policy deployment, see the Microsoft TechNet articles at <a href="http://technet.microsoft.com/en-us/library/cc754948%28v=WS.10%29.aspx">http://technet.microsoft.com/en-us/library/cc754948%28v=WS.10%29.aspx</a> and <a href="http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx">http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx</a> and <a href="http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx">http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx</a> and <a href="http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx">http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx</a>.
- Windows Installer from the command line, see Microsoft TechNet article at <a href="http://technet.microsoft.com/en-us/library/cc787899(WS.10">http://technet.microsoft.com/en-us/library/cc787899(WS.10</a>).
- VBScript, see MSDN Library at http://msdn.microsoft.com/en-us/library/t0aew7h6(v=VS.85).aspx.
- MsiExec command line options, see TechNet article at <a href="http://technet.microsoft.com/en-us/library/cc759262%28WS.10%29.aspx">http://technet.microsoft.com/en-us/library/cc759262%28WS.10%29.aspx</a>.

# **Workstation Application Install Share Directory Contents**

The following table shows the CIC 2015 R1 and later client workstation application shares on the CIC Server:

- The IC\_UserApps\_32bit, IC\_UserApps\_64bit, IC\_BusinessManagerApps, and IC\_ServerManagerApps shares were created by the CIC Server install run as part of the CIC Server installation.
- The IC\_Update share was created by the Interactive Update Provider install run as part of the CIC Server installation.

Installation program	Share	Contents
IC User Applications 32-bit	IC_UserApps_32bit	\backup
		\LanguagePlugins
		ICUserApps_32bit_20##_R#.msi
		ICUserApps_32bit_Lang_##.mst
		Setup.exe
IC User Applications 64-bit	IC_UserApps_64bit	\backup
		\LanguagePlugins
		ICUserApps_64bit_20##_R#.msi
		ICUserApps_64bit_Lang_##.mst
		Setup.exe
IC Business Manager Applications	IC_BusinessManagerApps	\backup
		\LanguagePlugins
		ICBusinessManagerApps_20##_R#.msi
		ICBusinessManagerApps_Lang_##.mst
		Setup.exe
IC Server Manager Applications	IC_ServerManagerApps	\backup
		\LanguagePlugins
		ICServerManagerApps_20##_R#.msi
		ICServerManagerApps_Lang_##.mst
		Setup.exe
Interactive Update Client	IC_IUpdate	\backup
		IUpdateClient_20##_R#.msi
		IUpdateClient_Lang_##.mst
		Setup.exe

Here is a description of the CIC workstation application install share directory contents. In the examples below, the string {Install\_Name} is used in place of the names such as IC\_UserApps\_64bit or IUpdateClient to address all the workstation applications at the same time.

## Setup.exe

Setup.exe manually installs/updates CIC client workstation applications and client language plugins on *individual client* workstations.

If you choose to deploy IC User Applications using a group policy, you will not run Setup.exe. Instead, the deployment process will replicate what Setup.exe does.

# **Using Scripts to Deploy CIC Client Workstation Applications**

In this section:

- MSI software deployment vs. using a script
- Machine vs. user script
- Applying patches
- Using transforms to modify the install

## MSI software deployment vs. using a script

Genesys found that deploying software using the formerly recommended base .msi installation package methods has the following limitations:

#### Machine policies require at least two reboots before the software is installed

When the computer is rebooted the first time, the software is installed in an advertised state. It shows up in Add/Remove programs, but it is not yet installed. The second reboot of the computer actually installs the software. This process can sometimes require three or more reboots depending upon the network, the group policy enforcement and other considerations.

#### User policies are installed in an advertised state

When the user logs onto the computer, the software is installed in an advertised state. Depending upon how the group policy was set up, the user will either need to click on a shortcut to fully install the product or open a file associated with the product. The user policy will not fully install the software on the computer without user action.

#### Applying patches to the GA install requires an administrative install

If the administrator wants to install the GA product and apply a patch at the same time, a patched administrative install needs to be created and the group policy needs to deploy the resulting .msi. Future patches cannot be applied to this installation directly - they require that a new administrative install be created, that install be patched, and then the patched .msi be redeployed. These types of installs cannot be patched using Interactive Update.

Using a group policy to apply a script to do the software install removes all of these limitations.

## Machine vs. user script

Scripts applied to the computer are *startup* scripts, while scripts applied to the user are *logon* scripts. Startup scripts are recommended, although either can be used to install the CIC client workstation applications. There are a couple of important differences to remember:

- Startup scripts are run when the computer is booted and run under the LocalSystem account. This makes this type of script a good one to use if the application is to be installed for all users of the computers or if one or more users of the computer are not a member of the computer's local administrators group. No multiple reboots are required.
- Logon scripts are run when the user logs onto the machine. If the user is a member of the computer's local administrators group, the installation will be performed for all users of the machine. If he is not a local administrator, the installation will be performed for that user only. No multiple reboots are required.

```
Note:
```

Some features may require local administrator privileges (like fax or screen capture drives).

This document provides instructions for creating a machine (startup script) only.

## **Applying patches**

Because the Windows Installer command line allows the application of a patch at the time of the initial installation, patches can easily be applied when the software is installed using a script. The advantage here (besides the fact that no patched administrative install is necessary), is that future patches can be applied to the computers directly either via Interactive Update or by using another script. The installations are seen as a normally-patched installation and not a patched administrative install.

While Interactive Update is the best method to update the installs, it's also possible to use a script to apply a patch to an existing install.

## Using transforms to modify the install

As with the base .msi deployment method, transforms can be used to modify the installation. The transform's name and path is simply added to the Windows Installer command line that is executed on the computer by the script. Instructions for creating a transform are found in "Appendix A: Base Installation Package Deployment".

# **Create the Script**

There are several scripting methods that can be used to install software on a client workstation. It's even possible to use a simple batch file to do the installation. In this document, a sample VBscript is provided and the examples use this script.

In essence, the script is just running a Windows Installer command line on the client workstation. Using a group policy to apply the script is discussed here, but any deployment method that allows a command line to be run could be used.

## **Basic install**

Documentation is widely available for the various options for the Windows Installer command line so only the applicable parameters will be discussed here. The basic format of the Windows Installer command line is:

```
msiexec /i <PathToMSI>
```

Where <*PathToMSI*> is the full path to the installation file. This file should exist on a share to which the client workstation has access. If the path contains spaces, it should be surrounded by quotes. Quotes can always be used to surround paths or property values, so it's not a bad idea to always use them to avoid problems.

#### **Examples**

msiexec /i "\\SoftwarePC\IC client installs\ICUserApps\_32bit\_2015\_R1.msi"
msiexec /i "SoftwarePCICappsICUserappsICUserApps\_32bit\_2015\_R1.msi"
msiexec /i "\\SoftwarePC\ICUApps32\LangPlugins\ICUserApps\_LanguagePlugin\_de\_2015\_R1.msi"
msiexec /i "\\SoftwarePC\Plugins\ICBusinessManagerApps LanguagePlugin es 2015 R1.msi"

## Logging and silent flag

It is recommended that logging be added to the basic command line with the preferred flag for logging (/l\*vx). The "no UI" flag (/qn) will also be added so that the install is silent:

msiexec /i <PathToMSI> /l\*vx <PathToLogFile> /qn

Where <PathToLogFile> is the full path to the desired log file. Again, this path should be quoted if it contains spaces.

### Examples

```
msiexec /i "\\SoftwarePC\IC client installs\ICUserApps_32bit_2015_R1.msi" /l*vx
"C:\temp\ICUserApps_32bit_2015_R1.log" /qn
```

```
msiexec /i "\\SoftwarePC\ICapps\ICuserapps\ICUserApps_32bit_2015_R1.msi" /l*vx
"%temp%\ICUserApps_32bit_2015_R1.log" /qn
```

In the second example, the TEMP variable is used to direct the log file to the user's temp directory. In the case of a startup script (a machine script) this would be the Windows\temp directory.

#### Note:

If the /qn flag is added, and the install runs under a user account with UAC enabled, Windows Installer disallows the install. The reason is that when run silently, the UAC prompt cannot be popped and the user cannot allow the install. The work-around for a site with UAC enabled and running under the user account is to use /qb (reduced UI) instead of /qn. This allows the UAC prompt to be seen by the user.

## Apply a transform

If a transform had been created to modify the install, it could be added to the command line using the TRANSFORMS property:

msiexec /i <PathToMSI> /l\*vx <PathToLogFile> TRANSFORMS=<PathToTransformFile>

Where <PathToTransformFile> is the full path to the transform. The path must be surrounded by quotes if it contains spaces.

### Examples

```
msiexec /i "\\SoftwarePC\IC client installs\ICUserApps_32bit_2015_R1.msi" /l*vx
"C:\temp\ICUserApps_32bit.log" TRANSFORMS="\\SoftwarePC\IC client
transforms\ICUserApps_32bit.mst" /qn
```

```
msiexec /i "\\SoftwarePC\ICapps\ICuserapps\ICUserApps_32bit_2015_R1.msi" /l*vx
"%temp%\ICUserApps_32bit_2015_R1.log" TRANSFORMS="\\SoftwarePC\ICtransforms\ICUserApps_32bit.mst"
/qn
```

## Apply a patch

If a patch is available to be applied at the time of the initial install, it can be added using the PATCH property:

msiexec /i <PathToMSI> /l\*vx <PathToLogFile> PATCH=<FullPathToMSP>

Where <FullPathToMSP> is the full path to the patch. Again, surround this value in quotes if it contains spaces.

### Examples

```
msiexec /i "\\SoftwarePC\IC client installs\ICUserApps_32bit_2015_R1.msi" /l*vx
"C:\temp\ICUserApps_32bit_2015_R1.log" PATCH="\\SoftwarePC\IC client
patches\ICUserApps_32bit_2015_R1_Patch1.msp" /qn
msiexec /i "\\SoftwarePC\ICapps\ICUserApps_32bit.msi" /l*vx
```

```
mslexec /1 "\\SoftwarePC\ICapps\ICuserapps\ICUserApps_32bit.ms1" /1*vx
"%temp%\ICUserApps_32bit_2015_R1.log"
PATCH="\\SoftwarePC\currentICpatches\ICUserApps 32bit 2015 R1 Patch1.msp" /qn
```

## **Modify properties**

It's also possible to modify certain values used by the install from the command line. A transform is used for this purpose, but it may be easier to simply provide the values on the command line if only one or two properties are being modified.

msiexec /i <PathToMSI> /l\*vx <PathToLogFile> PROPERTYNAME1=value1 PROPERTYNAME2=value2

Where *PROPERTYNAME1* and *PROPERTYNAME2* are the property names (in all caps as shown) and *value1* and *value2* are the values for those properties. The property names **must** be all capped, or Windows Installer will not see them as being global and will ignore them.

Each property/value combination is separated with a space and there is no space on either side of the equal sign. The values are case insensitive, but should be surrounded by quotes if they contain spaces.

Using the command line to set values is useful for setting the CIC Server name or the desired install location on the local machine.

#### Note:

A transform can be used to do the same thing and would be a better choice if more than these two properties were being set or if there are changes to the features installed by default. A transform makes these kinds of modifications much cleaner.

In the first example, the CIC Server name is being set from the command line. In the second example both the CIC Server name and installation location are being set.

#### Examples

```
msiexec /i "\\SoftwarePC\IC client installs\ICUserApps_32bit_2015_R1.msi" /l*vx
"C:\temp\ICUserApps 32bit 2015 R1.log" ICSERVERNAME=ICServer1/qn
```

```
msiexec /i "\\SoftwarePC\ICapps\ICuserapps\ICuserApps_32bit_2015_R1.msi" /l*vx
"%temp%\ICUserApps_32bit_2015_R1.log" ICSERVERNAME=ICServer1 INTERACTIVEINTELLIGENCE="D:\Program
Files\IC Apps" /qn
```

For a list of properties that can be modified, see "CIC Client Workstation Application Feature Names and Properties Tables".

For instructions on how to create a transform, see "Create a transform" in "Appendix A: Base Installation Package Deployment".

## Apply patch and transform

Finally, it's possible to apply both the patch and a transform at the same time. This would be the method used if localized clients are being installed, because the localized binaries are included in the patch and the transform would be created to set the necessary properties to install the language feature(s).

```
msiexec /i <PathToMSI> /l*vx <PathToLogFile> TRANSFORMS=<PathToTransformFile>
PATCH=<FullPathToMSP>
```

#### **Examples**

```
msiexec /i "\\SoftwarePC\IC client installs\ICUserApps_32bit_2015_R1.msi" /l*vx
"C:\temp\ICUserApps_32bit_2015_R1.log" TRANSFORMS="\\SoftwarePC\IC client
transforms\ICUserApps_32bit.mst" PATCH="\\SoftwarePC\IC client
patches\ICUserApps_32bit_2015_R1_Patch1.msp" /qn
```

```
msiexec /i "\\SoftwarePC\ICapps\ICuserapps\ICUserApps_32bit_2015_R1.msi" /l*vx
"%temp%\ICUserApps_32bit_2015_R1.log" TRANSFORMS="\\SoftwarePC\ICtransforms\ICUserApps_32bit.mst"
PATCH="\\SoftwarePC\currentICpatches\ICUserApps 32bit 2015 R1 Patch1.msp" /qn
```

# **Create the Group Policy**

## Create a group policy to run a startup script (machine policy)

1. Open the Active Directory Users and Computers applet on the domain controller and create a new Organizational Unit (OU) to contain the computers for the client install. In this example, the OU is named ICBMApps Install.



- 2. Right-click the new OU and select Properties.
- 3. Click the Group Policy tab and click the Open button to start the Group Policy Management snap-in.

ICBMApps_Computer Properties	? ×
General   Managed By   Object   Security   COM+ Group Policy	j,
You have installed the Group Policy Management snap-in, so this tab is longer used.	no
To open Group Policy Management, click Open.	
OK Cancel Arr	ky -

4. Find the OU in the tree, right-click it, and select Create and Link a GPO Here.

Troop Holey Management			101
Goup Foky Hanagement		CSMApps_Computer Linkel Goap Poky Oberts   Goap Poky Meetan Link Onler -   GPO	e   Delegatori     Enterned   Leis Enabled   GPO trace   Web Files   Modified   Donen
Create Suffy Create Suffy Create Hot Hot Hot Hot Hot Hot Temp No	Logong Logong Mar Shifting Mar Shifting S S S S S S S S S S S S S S S S S S S		
reate a GPC in this domain and			

5. Give the GPO a name. In this example, the GPO is named ICBMAppsInstall.

ew GPO			
Name:	[ICBMAppsInstal]	_	
		ОК	Cancel

6. Right-click the GPO that is created and select **Edit** to start the Group Policy Object Editor.

rik Oxder - GR	0	Enloyced	Link Enabled	GPO Status	WMI Filter	Modifi	Domain
	tigforced ✓ Unik Enabled	No	Yes	Enabled	None	12/8/	DEV
	Save Report						
	Delete Ronage Rofresh						

7. Right-click on the GPO name at the top of the tree and select **Properties**.

Group Policy Object Editor	
Ele Action Yew Help	
+ → ■ # 4 3	
CBMAppsInstall (dev gew ) CBMAppsInstall (devdc2.00	V2000.com] Policy
Software Sett Export List on item to view its description.     Mindows Sett Book List on item to view its description.     Software Settings     Mindows Settings     Administrative Templates	Name Computer Configuration
Extended / Standard /	

8. Click the **General** tab and note the **Unique Name** value. This value is used by Active Directory to create a folder where scripts relating to this group policy will reside on the domain controller.

свм	AppsInstall [devdc2.DEV2000.com]
ummary	
Created	11/2/2009 3:46:44 PM
Modified:	11/2/2009 3:46:44 PM
Revisions:	0 (Computer), 0 (User)
Domain:	DEV2000.com
Unique name:	(DF376DCF-8748-4C68-87D0-48684CF86879)
	formance, use these options to disable unused sup Policy Object.

9. In Windows Explorer, locate the folder with the **Unique Name** value under the Windows\SYSVOL\domain\Policies folder. Place the script in the Machine\Scripts\Startup folder there. In this example the script is named ICBMApps\_InstallScript.vbs. Windows Explorer can be closed after placing the script.

CLWINDOWS/SYSVOL/domain/Policies/(DF376DCF-8748-4668-6700-4 File Edt Vew Favortes Tools Heb		oray (-nacime (scripts) scarto		_ (C) ×
) Back + () - () Search () Folders () () X ()				
Address 🔄 Cr(WINDOWS)(SYSVOL)doman(Policies)(DF376DOF-8748-4068-8700-49	684CFB687	9)\Machine\Scripts\Startup		• 🗃 👳
Folders	×	Name +	Size Type	Date Modifie
E (D6A07E3-7465-4048-AAA6-4EC3C4A7270E)     E (2544C562-2879-4972-9288-1159AC54EC16)     E (2544C562-2879-4972-9288-1159AC54EC16)     E (2544C542-2879-4972-9472-9288-1159AC54EC16)     E (254AC141-8025-4707-9609-910EC5797185)     E (2569655-2184-493C-41A8-69729-910965A)     E (2512736-0166-1102-945F-00020495994F9)     E (2512736-0166-1102-945F-0002049594F9)     E (25127203-0166-1102-945F-0002049594F9)     E (25127203-0166-1102-945F-0002049594F9)     E (25127203-0166-9190-9451-2532010206779)     E (25126631-2304-444-948-412003002C274)     E (25127203-172A-414F-9914-906477371590)     E (25126631-2304-454-9194-406977371590)     E (25126631-2304-444-949-41200300273)     E (25526541-2404-430-4147-9914-906477371590)     E (25526541-2404-430-4147-9914-906477371590)     E (25526541-2404-430-4147-9914-906477371590)     E (25526541-2404-430-4147-9914-906477371590)     E (25526541-2404-430-4174-449194-906477371590)     E (25526541-2404-4300-4000-000410320677)     E (25526541-2404-4300-4000-000410320677)     E (05513418-716C-4052-9070-30864C796825486)     E (05513418-716C-4052-9070-30864C796854286)     E (05513418-716C-4052-9070-30864C796854286)     E (05513418-716C-4052-9070-30864C796854286)     E (05513418-716C-4052-9070-30864C7968579)     E (05513418-716C-4052-9070-30864C796854286)     E (05513418-716C-4052-9070-30864C796854286)     E (05513418-716C-4052-9070-30864C7968579)     E (05513418-716C-4052-9070-30864C7968579)     E (05513418-716C-4052-9070-30864C7968579)     E (05513418-716C-4052-9070-30864C796879)     E (05513418-716C-4052-9070-30864C796879)     E (05513418-716C-4052-9070-30864C796879)     E (05513418-706-4052-9070-30864C796879)     E (05513418-706-4052-9070-30864C796879)     E (055140540)     E (0551418-706-505070-508540		ICBMApps_InstallSorpt.vbs	5 KB VBSorpt Sorpt FI	e 10/30/2009

- 10. Go back to the Group Policy Object Editor and expand the **Computer Configuration** branch of the tree, and then the **Windows Settings** branch, and click **Scripts (Logon/Logoff).**
- 11. Right-click the **Startup** script and select **Properties**.

Group Policy Object Editor				- C ×
Elle Action Yew Help				
← → <a></a>				
Computer Configuration  Compu	Startup Display Properties Description: Contains computer startup scripts.	Nerre Startup Shutdown	Properties	
Opens property sheet for the current se	Extended (Standard /		1	
show hishere) were on our children so				

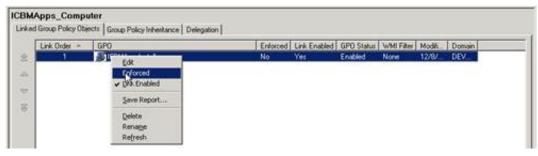
- 12. Click the Add button to add the script.
- 13. Click the **Browse** button to select the script or type its name in the **Script Name** field.

tup Propertie			? ×		
mipts					_
	a	shashaff.			
Add a Scrip	st.		? ×		
Script Nan	ne.				
			Browse		
Browse					-
Ĺ	.ook jn: 🔯 Startup		- 0	1 💌 🖽 -	
	TCBMADDS	InstallScript.vbs			
	9	Contraction and another of			
My Rec Docum	ents				
Deskt	op.				
he					
My Docur	nents				
1					
My Come	outer				
nd					
and the second se	Elements	ICBMApps_InstallScr	int vhs	•	
My Netv Place	File pame:	Treasure to the state of the st			<u>O</u> pen

14. The script should appear in window on the **Startup Properties** page. Click **OK** to close the property page.

Name ICBMApps_InstalScrip	Parameters	05
		Up Do <u>w</u> n
		Add
		<u>E</u> dit
•	)	Remove

15. Right-click the GPO and select **Enforced** to enforce the group policy.



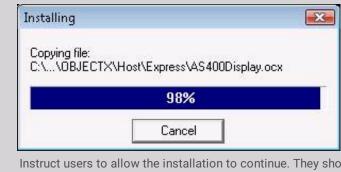
- 16. Add computers to the OU.
- 17. From the command line, type gpupdate to update the group policies for the domain.

#### **User experience**

When the workstations contained in the OU reboot, the startup script will run and install the CIC client application software. In this case, the IC Business Manager Applications install will be run under the LocalSystem account, and will be available to users when they log onto the their machines.

Note:

• If users are actively logged on while the CIC client application is installed, they may see one or more progress messages, for example:



Instruct users to allow the installation to continue. They should *not* click the **Cancel** button - doing so may corrupt the installation or cause it to fail.

• Let users know that their client machines will automatically reboot as needed to save the changes.

## Other uses for a group policy running a script

### Apply patches (if not using Interactive Update)

Interactive Update is the preferred method for applying patches to CIC client workstation applications following the initial installation, but it is possible to use the Windows Installer command line to apply a patch to an existing install. The syntax of the command is:

msiexec /p <PathToMSP>

Where <PathToMSP> is the full path to the patch. Logging is recommended and the silent flag should also be used:

msiexec /p <PathToMSP> /l\*vx <PathToLogFile> /qn

Because group policies can be ordered, it is possible to apply the initial install and then patch that install as long as the group policy for the initial install was first in the list of applied group policies.

#### Install ESs

A script can be applied to install Engineering Specials (ESs). The Windows Installer command line syntax for installing an ES is the same as for applying a patch to an existing install:

msiexec /p <pathToMSP>

Where <PathToMSP> is the full path to the patch. Logging is recommended and the silent flag should also be used:

```
msiexec /p <PathToMSP> /l*vx <PathToLogFile> /qn
```

#### Uninstall the software

An uninstall script can be applied to remove the CIC client workstation application software from client machines. The Windows Installer command line syntax for removing software is:

```
msiexec /x <ProductGUID>
```

Where the *ProductGUID* is the GUID of the product to be uninstalled. The sample script contains each of the client GUIDs for the 20XX RX release. The product GUIDs change with each release. To get the product GUIDs for your current release, look at the Additional Files\Product Codes directory on the CIC 2015 R1 or later .iso image. Logging is recommended and the silent flag should be used:

msiexec /x <ProductGUID> /l\*vx <PathToLogFile> /qn

Note that if the product represented by the GUID isn't installed on the machine, the uninstall fails silently.

The process of removing software is much easier using scripts. The install group policy is removed and the uninstall policy is created. It would be possible to also leave the group policy in place and simply swap the install script for an uninstall script, editing the group policy to add the uninstall script (and remove the install script).

See "Sample Scripts" for a sample uninstall script.

#### Upgrade CIC 3.0 client workstation applications to CIC 2015 R1 or later

The CIC 2.4/3.0 to CIC 2015 R1 or later migration package, available on the Product Information site at <a href="https://my.inin.com/products/cic/Pages/Migrations.aspx">https://my.inin.com/products/cic/Pages/Migrations.aspx</a> contains tools and documentation to guide you through the process of migrating existing CIC 2.4/3.0 systems CIC 2015 R1 or later. *CIC Migration Guide*, included in the migration package, provides planning considerations and procedures for migrating CIC 2.4/3.0 systems to CIC 2015 R1 or later.

The options for upgrading 3.0 client workstation applications to 2015 R1 or later are:

- Interactive Update covered in CIC Migration Guide
- Manual (Setup.exe) covered in CIC Migration Guide
- Group Policy

If you want to use group policy deployment to upgrade client workstation applications on existing CIC 3.0 workstations to CIC 2015 R1 or later:

- Review "Workstation Migration Planning" in *CIC Migration Guide* to learn about requirements, caveats, and planning considerations.
- See "Sample Scripts" for a sample upgrade script. If the existing 3.0 client workstations are localized, the script enables the user to install 2015 R1 or later Language Plugins for the existing installed languages.

# **Sample Scripts**

## Sample Install script for CIC client workstation applications

This script is provided as a sample of one way that the CIC client workstation applications could be deployed. The script is flexible enough that the user may use it for any of the three CIC client applications.

The script is heavily commented and should be self-explanatory. There is a section titled "Configurable parameters" that are parameters that the user can set to control which install is run as well as specify the path to the msi file, the application to install, a flag to disable logging and the logging directory path. Optional values that can be set are the CIC Server name, the installation directory and the path to the transform file, if one is used.

#### Note:

The script checks to see if the application is already installed and if it is, it simply exits. By default, the install log will be written to the user's TEMP directory and will be in the form of <installName>\_installLog\_<timestamp>.log.

#### The sample install script is provided below:

```
Const HKEY LOCAL MACHINE = &H80000002
Dim ICApp(4,1), AppToInstall, strComputer, strKeyPath, strValueName, objRegistry,
WShell, r
Dim commandLine, installSharePath, defaultTempDir, rootName, ICServerName
strComputer = "."
Set WShell = Wscript.CreateObject("Wscript.Shell")
Set envShell = Wshell.Environment("User")
Set objRegistry = GetObject("winmgmts:\\" & strComputer &
"\root\default:StdRegProv")
'GUIDs for 20XX RX installs
'GUIDs for the current release can be found in the "Additional Files\ProductCodes"
directory
'on the ISO image
'replace "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxx}}" with the product's
GUTD and
"20XX RX" with the release name (i.e., "2017 R4")
ICApp(0,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxx-xxxx}}" 'IC Business
Manager Apps
ICApp(0,1) = "ICBusinessManagerApps 20XX RX.msi"
Apps (32 bit)
ICApp(1,\overline{1}) = "ICUserApps 32 20XX RX.msi"
Apps (64 bit)
ICApp(2,1) = "ICUserApps 64bit 20XX RX.msi"
Manager Apps
ICApp(3,1) = "ICServerManagerApps 20XX RX.msi"
strValueName = "DisplayName"
'sets defaultTempDir to user temp directory
defaultTempDir = wshell.ExpandEnvironmentStrings(envShell("TEMP"))
'----- Configurable parameters --
'set to 0 to install ICBM, 1 to install ICUApps 32, 2 to install ICUApps 64,
3 to install ICSM, 4 to install ICWC
AppToInstall=1
'set to the network installshare folder
installSharePath="\\MyServer\software\clientsoftware"
'default log directory is the user temp directory. This may be windows \temp
```

'if change is desired, the logDir variable should be in quotes like this: 'logDir="c:\temp" logDir=defaultTempDir 'Set to false to disable logging logInstall=True 'adds ICSERVERNAME property to the command line if the variable is not empty 'if value is added, it should be surrounded by quotes like this: 'ICServername="MyICServer" ICServerName="" 'adds installation directory property to the command line if variable is not empty 'by default, the client applications install to "C:\Program Files\Interactive Intelligence" 'if value is added, it should be surrounded by quotes like this: 'installDir="C:\Program Files\Interactive Intelligence" installDir="" 'adds transform (MST) to the command line if one is used to set properties and features to be installed 'this value should be the full path and name of the transform, surrounded by quotes. Ex: 'transformPath="\\myserver\\myInstallShare\transforms\ICUAppsInstall.mst" transformPath="" !\_\_\_\_\_ strKeyPath = "SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\" & ICApp(AppToInstall,0) & "\" objRegistry.GetStringValue HKEY LOCAL MACHINE,strKeyPath,strValueName,dwValue 'gets msi file's root name (used in naming the logfile) rootName=mid(ICAPP(AppToInstall,1),1,len(ICAPP(AppToInstall,1))-4) 'creates a timestamp to make log name unique makeTimestamp=Year(Now) & Month(Now) & Day(Now) & Hour(Now) & Minute (Now) & Second (Now) 'Installs the product if it is not installed. If it is installed, does nothing. If IsNull(dwValue) Then 'basic command line to install the product commandLine="msiexec /i " & Chr(34) & installSharePath & "\" & ICApp(AppToInstall,1) 8 Chr(34) 'adds logging to command line if LogInstall is set to "true" If(logInstall) Then commandLine=commandLine & " /l\*vx " & Chr(34) & logDir & "\" & rootName & " installLog " & makeTimeStamp & ".log" & Chr(34) End If 'adds ICSERVERNAME property to the command line if a value is provided for the ICServerName variable If ICServerName"" Then commandLine=commandLine & " ICSERVERNAME=" & Chr(34) & ICServerName & Chr(34) End If 'adds INTERACTIVEINTELLIGENCE property to the command

```
line if a value is provided for the installDir variable
If installDir"" Then
commandLine=commandLine & "
INTERACTIVEINTELLIGENCE=" & Chr(34) & installDir &
Chr (34)
End if
'adds TRANSFORMS property to the command line if a value
is provided for the transformPath variable
If transformPath"" Then
commandLine=commandLine & "
TRANSFORMS=" & Chr(34) & transformPath & Chr(34)
End if
'adds switch for quiet execution (no UI) to the command
line
commandLine=commandLine & " /qn"
'the window is hidden and the script waits until the
install is finished before continuing
r=wshell.run(commandLine,0,true)
End If
Set WShell = Nothing
Set objRegistry = Nothing
Set envShell = Nothing
```

## Sample Uninstall script for CIC client workstation applications

This script is provided as an example of how a script could be used to remove the CIC client workstation application. Please refer to <u>Uninstall the software</u> for background information.

It contains a *Configurable parameters* section where the user can choose the install to be removed, the logging directory and a flag to disable logging if desired. By default, the uninstall log will be written to the user's TEMP directory and will be in the form of <installName>\_uninstallLog\_<timestamp>.log.

The script checks to see if the selected application is installed and if it is not, it simply exits.

The sample uninstall script is provided below:

```
Const HKEY LOCAL MACHINE = &H80000002
Dim ICApp(4,1), AppToInstall, strComputer, strKeyPath, strValueName, objRegistry,
WShell, r
Dim commandLine, defaultTempDir, rootName
strComputer = "."
Set WShell = Wscript.CreateObject("Wscript.Shell")
Set envShell = Wshell.Environment("User")
Set objRegistry = GetObject("winmgmts:\\" & strComputer &
"\root\default:StdRegProv")
'GUIDs for 2015 R1 installs
'GUIDs for the current release can be found in the "Additional Files\ProductCodes"
directory
'on the ISO image
'replace "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" with the product's
GUID and
"20XX RX" with the release name (i.e., "2017 R4")
ICApp(0,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxx-xxxx}}" 'IC Business
Manager Apps
ICApp(0,1) = "ICBusinessManagerApps 20XX RX.msi"
Apps (32 bit)
ICApp(1,1) = "ICUserApps 32 20XX RX.msi"
Apps (64 bit)
ICApp(2,1) = "ICUserApps 64bit 20XX RX.msi"
Manager Apps
```

ICApp(3,1) = "ICServerManagerApps 20XX RX.msi" strValueName = "DisplayName" 'sets defaultTempDir to user temp directory defaultTempDir = wshell.ExpandEnvironmentStrings(envShell("TEMP")) !\_\_\_\_ ----- Configurable parameters --'set to 0 to uninstall ICBM, 1 to uninstall ICUApps 32, 2 to uninstall ICUApps 64, 3 to uninstall ICSM, 4 to uninstall ICWC AppToUninstall=1 'default log directory is the user temp directory. This may be windows \temp if run under LocalSystem 'if change is desired, the logDir variable should be in quotes like this: 'logDir="c:\temp" logDir=defaultTempDir 'Set to false to disable logging logInstall=True !\_\_\_\_\_ strKeyPath = "SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\" & ICApp(AppToUninstall,0) & "\" objRegistry.GetStringValue HKEY LOCAL MACHINE,strKeyPath,strValueName,dwValue 'gets msi file's root name (used in naming the logfile) rootName=mid(ICAPP(AppToUninstall,1),1,len(ICAPP(AppToUninstall,1))-4) 'creates a timestamp to make log name unique makeTimestamp=Year (Now) & Month (Now) & Day (Now) & Hour (Now) & Minute (Now) & Second (Now) 'Installs the product if it is not installed. If it is installed, does nothing. If Not IsNull(dwValue) Then 'command line to uninstall the product commandLine="msiexec /x " & ICApp(AppToUninstall,0) 'adds logging to command line if LogInstall is set to "true" If(logInstall) Then commandLine=commandLine & " /l\*vx " & Chr(34) & logDir & "\" & rootName & " uninstallLog " & makeTimeStamp & ".log" & Chr(34) End If 'adds switch for quiet execution (no UI) commandLine=commandLine & " /qn" 'the window is hidden and the script waits until the install is finished before continuing r=wshell.run(commandLine,0,true) End If Set WShell = Nothing Set objRegistry = Nothing Set envShell = Nothing

## Sample Upgrade script for CIC client workstation applications

This script is provided as an example of how a script can be used to upgrade 3.0 client workstation applications to 2015 R1 or later. If the existing 3.0 client workstations are localized, the script enables the user to install 2015 R1 or later Language Plugins for the existing installed languages. Please refer to <u>Upgrade CIC 3.0 client workstation applications to CIC 2015 R1 or later</u> in this document for background information.

The script is heavily commented and should be self-explanatory. There is a section titled "Configurable parameters" containing parameters that the user can set to control which install is run as well as specify the path to the .msi file, the application to install, a flag to disable logging and the logging directory path. Optional values that can be set are the CIC Server name, the installation directory, and the path to the transform file, if one is used.

The script checks to see if the application is already installed and if it is, it simply exits. By default, the install log will be written to the user's TEMP directory and will be in the form of <installName>\_installLog\_<timestamp>.log.

The sample upgrade script is provided below:

This script is a modified version of the client install script. It has been changed to install the client patch and the language plugin installs. This script installs the 2015 Rl 64-bit ICUserApps product, a patch (Patch1) and the German and Japanese ICUserApps language plugins. The script can

```
be modified to install any of the client applications and any (or all)
of the language plugins for that client application.
Const HKEY LOCAL MACHINE = & H80000002
Dim ICApp (4,1), AppToInstall, strComputer, strKeyPath, strValueName, objRegistry,
WShell, r
Dim commandLine, installSharePath, defaultTempDir, rootName, ICServerName
strComputer = "."
Set WShell = Wscript.CreateObject("Wscript.Shell")
Set envShell = Wshell.Environment("User")
Set objRegistry = GetObject("winmgmts:\\" & strComputer &
"\root\default:StdRegProv")
'GUIDs for 2015 R1 installs
'GUIDs for the current release can be found in the "Additional Files\ProductCodes"
directory
'on the ISO image
'replace "{xxxxxxxx-xxxx-xxxx-xxxx-xxxx}}" with the product's
GUID and
"20XX RX" with the release name (i.e., "2017 R4")
ICApp(0,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxx-xxxx}}" 'IC Business
Manager Apps
ICApp(0,1) = "ICBusinessManagerApps 20XX RX.msi"
ICApp(1,0) = "{xxxxxxx-xxxx-xxxx-xxxx-xxxxx-xxxxx}" 'IC User
Apps (32 bit)
ICApp(1,1) = "ICUserApps_32_20XX_RX.msi"
Apps (64 bit)
ICApp(2,1) = "ICUserApps 64bit 20XX RX.msi"
Manager Apps
ICApp(3,1) = "ICServerManagerApps 20XX RX.msi"
strValueName = "DisplayName"
'sets defaultTempDir to user temp directory
defaultTempDir = wshell.ExpandEnvironmentStrings(envShell("TEMP"))
'----- Configurable parameters ------
'set to 0 to install ICBM, 1 to install ICUApps 32, 2 to install ICUApps 64,
3 to install ICSM, 4 to install ICWC
AppToInstall=2
'set to the network installshare folder
'installSharePath="\\MyServer\MyInstallShare\software\clientsoftware"
installSharePath="\\myserver\MyInstallShare\software\ICUserApps"
'default log directory is the user temp directory. This may be windows\temp
if run under LocalSystem
'if change is desired, the logDir variable should be in quotes like this:
'logDir="c:\temp"
logDir=defaultTempDir
'Set to false to disable logging
logInstall=True
'adds ICSERVERNAME property to the command line if the variable is not
empty
'if value is added, it should be surrounded by quotes like this:
'ICServername="MyICServer"
ICServerName=""
'adds installation directory property to the command line if variable is
not empty
'by default, the client applications install to "C:\Program Files\Interactive
Intelligence"
'if value is added, it should be surrounded by quotes like this:
'installDir="C:\Program Files\Interactive Intelligence"
installDir=""
'adds transform (MST) to the command line if one is used to set properties
and features to be installed
'this value should be the full path and name of the transform, surrounded
by quotes. Ex:
'transformPath="\\myserver\myInstallShare\transforms\ICUAppsInstall.mst"
transformPath=""
'this value should be the root directory of the client patch, surrounded
by quotes. Ex:
'patchRoot="\\myserver\myInstallShare\SUs"
patchRoot="\\myserver\MyInstallShare\software\ICUserApps"
```

'The patch name will be created in the script and is based on the product name and Patch level. 'In this example, Patch1 will be used. '-->Note that the language plugins require that the parent client be installed."" Then commandLine=commandLine & " ICSERVERNAME=" & Chr(34) & ICServerName & Chr(34) End If 'adds INTERACTIVEINTELLIGENCE property to the command line if a value is provided for the installDir variable If installDir"" Then commandLine=commandLine & " INTERACTIVEINTELLIGENCE=" & Chr(34) & installDir & Chr(34) End if 'adds TRANSFORMS property to the command line if a value is provided for the transformPath variable If transformPath"" Then commandLine=commandLine & " TRANSFORMS=" & Chr(34) & transformPath & Chr(34) End if 'adds PATCH property to the command line if a value is provided for the patchPath variable If patchPath"" Then commandLine=commandLine & " PATCH=" & Chr(34) & patchPath & Chr(34) End if 'adds switch for quiet execution (no UI) to the command line commandLine=commandLine & " /qn" 'the window is hidden and the script waits until the install is finished before continuing r=wshell.run(commandLine,0,true) End If 'This section installs the language plugins specified in the "pluginArray" variable if the 'installPlugins variable is set to true if installPlugins=true then for i=0 to ubound(pluginArray) 'gets msi file's root name (used in naming the logfile) rootName=mid(pluginArray(i),1,len(pluginArray(i))-4) 'basic command line to install the product commandLine="msiexec /i " & Chr(34) & pluginPath & "\" & pluginArray(i) & Chr(34) 'adds logging to command line if LogInstall is set to "true" If (logInstall) Then commandLine=commandLine & " /l\*vx " & Chr(34) & logDir & "\" & rootName & "\_installLog\_" & makeTimeStamp() & ".log" & Chr(34) End If 'adds switch for quiet execution (no UI) to the command line commandLine=commandLine & " /qn" 'the window is hidden and the script waits until the install is finished before continuing r=wshell.run(commandLine,0,true) next End If Set WShell = Nothing Set objRegistry = Nothing Set envShell = Nothing 'creates a timestamp to make log name unique function makeTimeStamp makeTimestamp=Year(Now) & Month(Now) & Day(Now) &

Hour (Now) & Minute (Now) & Second (Now) end function

# **Client Workstation Application Installs: Feature Names and Properties Tables**

This section provides feature names and properties tables to refer to when customizing the base installation package for the following CIC and Interaction Dialer 2015 R1 or later client workstation application installs:

- IC User Applications (32-bit)
- IC User Applications (64-bit)
- IC Business Manager Applications
- IC Server Manager Applications
- Interactive Update Client
- Interaction Scripter Client

## IC User Applications (32-bit)

When Feature\_ICNE is deployed via group policy for CIC 2015 R4 or later, only InteractionDesktop.exe is installed/updated. InteractionClient.exe is removed.

#### Features set to install level 1 (install by default)

Feature Name	Name in Feature Tree	Description
HiddenCommon_CertificateComponents	Invisible in Feature Tree	Required
HiddenCommon_ININTraceInitializer	Invisible in Feature Tree	Required
HiddenFeature_Common_NotifierDefaults	Invisible in Feature Tree	Required
HiddenFeature_Common_MSMergeModules	Invisible in Feature Tree	Required
Feature_InteractionFax	Interaction Fax	Enables users to send, receive, print, annotate, and rotate faxes; as well as monitor the fax queue.
Feature_InteractionFax32NT***	Invisible in Feature Tree	Installs the 32-bit Black Ice files.
Feature_InteractionFax32TS***	Invisible in Feature Tree	Installs the 32-bit Black Ice files for Terminal Services.
Feature_ININQoS32	Invisible in Feature Tree	Installs the PureConnect QoS 32-bit driver.
Feature_ININQoS32_Vista_x86****	Invisible in Feature Tree	Installs the 32-bit PureConnectQoS Driver on Vista and Windows Server 2008.
Feature_ININQoS32_Win7_x86****	Invisible in Feature Tree	Installs the 32-bit PureConnectQoS Driver on Windows 7.
Feature_ININQoS32_XP_x86****	Invisible in Feature Tree	Installs the 32-bit ININ QoS Driver on Windows XP.
HiddenFeature_Common	Invisible in Feature Tree	Required
HiddenFeature_Common_Essentials	Invisible in Feature Tree	Required
Feature_InteractionClient	Interaction Desktop	Select Interaction Desktop and additional client features.
ICNE_ExtraFeature**	Invisible in Feature Tree	
Feature_ICNE*	Interaction Desktop	Standard version of the CIC client. Feature-rich, provides low bandwidth usage for larger deployments.
Feature_TAPI_Cleanup	Invisible in Feature Tree	
Feature_InteractionVM	Interaction Voicemail Player	Enables users to play voicemail messages directly from email and control message playback.

\*Feature\_InteractionClient sub-feature

\*\*Feature\_ICNE sub-feature

\*\*\*Feature\_InteractionFax sub-feature (should be left at level 1)

\*\*\*\*Feature\_ININQoS32 sub-feature (should be left at level 1)

#### Note:

For more information about the PureConnect QoS driver, see KB article <u>https://my.inin.com/products/pages/kb-details.aspx?</u> <u>entryid=q131006915300479</u>.

## Features set to install level 100 (enabled but not installed by default)

Feature Name	Name in Feature Tree	Description
Feature_InteractionSIPBridge	Interaction SIP Bridge	Enables at-home workers to use a SIP-enabled telephone to make and receive calls from CIC through a remote connection.
Feature_SIPSoftStation	SIP Soft Phone	Delivers audio through a USB headset on a workstation or laptop. Works with Interaction Desktop or a basic call control interface.
Feature_ScreenRecorderCaptureClient	Interaction Screen Recorder Capture Client	Installs the Interaction Screen Recorder Capture Client components.
Feature_ININClientAdditionalFeature*	Additional Features	Select additional Interaction Desktop features.
Feature_OutlookDialing**	Outlook Dialing	Dial from Microsoft Outlook and TAPI/TSP-compatible applications.

\*Feature\_InteractionClient sub-feature

\*\*Feature\_ICNE sub-feature

\*\*\*Feature\_InteractionFax sub-feature (should be left at level 1)

\*\*\*\*Feature\_ININQoS32 sub-feature (should be left at level 1)

## Properties that the user can set

Property	Value	Description
ICSERVERNAME	<xic servername&gt;</xic 	
INTERACTIVEINTELLIGENCE	<installation directory&gt;</installation 	<b>Default is</b> C:\Program Files\Interactive Intelligence
FORCEOLDCLIENTAPPREMOVAL	1	Setting this property will cause the install to remove old client applications that are found on the client computer.
DONOTINSTALL_ININQOSDRIVER	1	Setting this property will prevent the PureConnect QoS driver from being installed. For more information about the PureConnect QoS driver, see KB article <u>https://my.inin.com/products/pages/kb-details.aspx?</u> <u>entryid=q131006915300479</u> .
DO_NOT_BACKUP_CURRENT_INSTALL	1	Setting this property will prevent the currently-installed client from being backed up on the Rx upgrade install. Note that setting this property means that no downgrade to the previous product will be possible.
REINSTALL_BACKUP_PRODUCT	1	Setting this property will cause the backed-up client to be reinstalled when the Rx product is removed. By default a silent uninstall does not reinstall the backed-up product and instead removes the product so set this property if a downgrade install is desired when the Rx product is removed.

IGNORE_MISSING_KBS	1	Setting this property will cause the install to ignore a launch condition that checks for SHA-256 certificate support on Windows 7 and Windows 2008 R2 systems (only).
		SHA-256 support is required to use the PureConnect QoS driver and without it, the ICUserApps installation will be blocked. Windows 7 and Windows 2008R2 require two Microsoft KBs be applied to enable SHA-256 support. Windows 8, 10, 2012 R2 (and beyond) have SHA-256 support built into the OS.
		Note: Setting the IGNORE_MISSING_KBS property could cause connectivity issues if the PureConnect QoS driver is installed on the computer and the required KBs are not installed because without SHA-256 support, Windows will not load a driver signed with a SHA- 256 certificate.
		It is recommended that the DONOTINSTALL_ININQOSDRIVER property also be set to ensure that the PureConnect QoS driver is not installed if the IGNORE_MISSING_KBS property is set.
		For more information about SHA-256 certificate support on Windows 7 and Windows 2008 R2 computers, please see the Knowledgebase article here: https://my.inin.com/products/pages/kb-details.aspx? entryid=q145410357000370.
INSTALL_SRCC_FOR_ICONNECT	1	Setting this property disables all other features except the Interaction Screen Recorder Capture Client. Use this property to install only Interaction Screen Recorder Capture Client.
		<b>Note:</b> Use this property if you want to install Interaction Screen Recorder Capture Client and used an HTTP connection.
SRCC_HTTP_CONNECTION_URL		The HTTP(S) URL of the server. If you do not use this property, the default server will be used.
		Format:
		"http://servername: <portnumber>"</portnumber>
		or
		"https://servername: <portnumber>"</portnumber>
		Example: SRCC_HTTP_CONNECTION_URL="https://srccserver.com:8019"
		<b>Note:</b> This property is not required to install Interaction Screen Recorder Capture Client. Use this property if you want to use Interaction Screen Recorder Capture Client and an HTTP connection.
ALT_SRCC_HTTP_CONNECTION_URL		The alternative server name. (for example, the backup server in a Switchover pair). This property is optional.
		Example: ALT_SRCC_HTTP_CONNECTION_URL="ICServerB"
		<b>Note:</b> This property is not required to install Interaction Screen Recorder Capture Client. Use this property if you want to use Interaction Screen Recorder Capture Client and an HTTP connection.

SRCC_ICUSERNAME	The CIC username of the user. This property is optional. Example: SRCC_ICUSERNAME=MyCICUsername
	<b>Note:</b> This property is not required to install Interaction Screen Recorder Capture Client. Use this property if you want to use Interaction Screen Recorder Capture Client and an HTTP connection.

## **IC User Applications (64-bit)**

When Feature\_ICNE is deployed via group policy for CIC 2015 R4 or later, only InteractionDesktop.exe is installed/updated. InteractionClient.exe is removed.

## Features set to install level 1 (install by default)

Feature Name	Name in Feature Tree	Description
HiddenCommon_CertificateComponents	Invisible in Feature Tree	Required
HiddenCommon_ININTraceInitializer	Invisible in Feature Tree	Required
HiddenFeature_Common_NotifierDefaults	Invisible in Feature Tree	Required
HiddenFeature_Common_MSMergeModules	Invisible in Feature Tree	Required
Feature_InteractionFax64NT***	Invisible in Feature Tree	Installs the 64-bit Black Ice files.
Feature_InteractionFax64TS***	Invisible in Feature Tree	Installs the 64-bit Black Ice files for Terminal Services.
Feature_ININQoS64	Invisible in Feature Tree	Installs the PureConnect QoS 64-bit driver.
Feature_ININQoS64_Vista_x64****	Invisible in Feature Tree	Installs the 64-bit PureConnect QoS Driver on Vista and Windows Server 2008.
Feature_ININQoS64_Win7_x64****	Invisible in Feature Tree	Installs the 64-bit PureConnect QoS Driver on Windows 7 and Windows 2008R2.
HiddenFeature_Common	Invisible in Feature Tree	Required
HiddenFeature_Common_Essentials	Invisible in Feature Tree	Required
Feature_InteractionClient64	Interaction Desktop	Select Interaction Desktop and additional client features.
ICNE_ExtraFeature**	Invisible in Feature Tree	
Feature_ICNE*	Interaction Desktop	Standard version of the CIC client. Feature-rich, provides low bandwidth usage for larger deployments.
Feature_TAPI_Cleanup	Invisible in Feature Tree	
Feature_InteractionFax64	Interaction Fax	Enables users to send, receive, print, annotate, and rotate faxes; as well as monitor the fax queue.
Feature_InteractionVM	Interaction Voicemail Player	Enables users to play voicemail messages directly from email and control message playback.

\*Feature\_InteractionClient64 sub-feature

\*\*Feature\_ICNE sub-feature

\*\*\*Feature\_InteractionFax64 sub-feature (should be left at level 1)

\*\*\*\*Feature\_ININQoS64 sub-feature (should be left at level 1)

#### Note:

For more information about the PureConnect QoS driver, see KB article <u>https://my.inin.com/products/pages/kb-details.aspx?</u> entryid=q131006915300479.

## Features set to install level 100 (enabled but not installed by default)

Feature Name	Name in Feature Tree	Description
Feature_InteractionSIPBridge	Interaction SIP Bridge	Enables at-home workers to use a SIP-enabled telephone to make and receive calls from CIC through a remote connection.
Feature_SIPSoftStation	SIP Soft Phone	Delivers audio through a USB headset on a workstation or laptop. Works with Interaction Desktop or a basic call control interface.
Feature_ScreenRecorderCaptureClient	Interaction Screen Recorder Capture Client	Installs the Interaction Screen Recorder Capture Client components.
Feature_ININClientAdditionalFeature64*	Additional Features	Select additional Interaction Desktop features.
Feature_OutlookDialing64**	Outlook Dialing	Dial from Microsoft Outlook and TAPI/TSP-compatible applications.

\*Feature\_InteractionClient64 sub-feature

\*\*Feature\_ICNE sub-feature

\*\*\*Feature\_InteractionFax64 sub-feature (should be left at level 1)

\*\*\*\*Feature\_ININQoS64 sub-feature (should be left at level 1)

## Features set to install level 0 (disabled)

Feature Name	Name in Feature Tree	Description
Fax64DummyFeature	-	

\*Feature\_InteractionClient64 sub-feature

\*\*Feature\_ICNE sub-feature

\*\*\*Feature\_InteractionFax64 sub-feature (should be left at level 1)

\*\*\*\*Feature\_ININQoS64 sub-feature (should be left at level 1)

#### Properties that the user can set

Property	Value	Description
ICSERVERNAME	<xic servername&gt;</xic 	
INTERACTIVEINTELLIGENCE	<installation directory&gt;</installation 	<b>Default is</b> C:\Program Files\Interactive Intelligence
FORCEOLDCLIENTAPPREMOVAL	1	Setting this property will cause the install to remove old client applications that are found on the client computer.
DONOTINSTALL_ININQOSDRIVER	1	Setting this property will prevent the PureConnect QoS driver from being installed.
		For more information about the PureConnect QoS driver, see KB article <u>https://my.inin.com/products/pages/kb-details.aspx?</u> entryid=q131006915300479.

DO_NOT_BACKUP_CURRENT_INSTALL	1	Setting this property will prevent the currently-installed client from being backed up on the Rx upgrade install. Note that setting this property means that no downgrade to the previous product will be possible.
REINSTALL_BACKUP_PRODUCT	1	Setting this property will cause the backed-up client to be reinstalled when the Rx product is removed. By default a silent uninstall does not reinstall the backed-up product and instead removes the product so set this property if a downgrade install is desired when the Rx product is removed.
IGNORE_MISSING_KBS	1	Setting this property will cause the install to ignore a launch condition that checks for SHA-256 certificate support on Windows 7 and Windows 2008 R2 systems (only).
		SHA-256 support is required to use the PureConnect QoS driver and without it, the ICUserApps installation will be blocked. Windows 7 and Windows 2008R2 require two Microsoft KBs be applied to enable SHA- 256 support. Windows 8, 10, 2012 R2 (and beyond) have SHA-256 support built into the OS.
		Note: Setting the IGNORE_MISSING_KBS property could cause connectivity issues if the PureConnect QoS driver is installed on the computer and the required KBs are not installed because without SHA-256 support, Windows will not load a driver signed with a SHA- 256 certificate.
		It is recommended that the DONOTINSTALL_ININQOSDRIVER property also be set to ensure that the PureConnect QoS driver is not installed if the IGNORE_MISSING_KBS property is set.
		For more information about SHA-256 certificate support on Windows 7 and Windows 2008 R2 computers, please see the Knowledgebase article here: https://my.inin.com/products/pages/kb-details.aspx? entryid=q145410357000370.
INSTALL_SRCC_FOR_ICONNECT	1	Setting this property disables all other features except the Interaction Screen Recorder Capture Client. Use this property to install only Interaction Screen Recorder Capture Client.
		<b>Note:</b> Use this property if you want to install Interaction Screen Recorder Capture Client and used an HTTP connection.
SRCC_HTTP_CONNECTION_URL		The HTTP(S) URL of the server. If you do not use this property, the default server will be used.
		Format: "http://servername: <portnumber>"</portnumber>
		or
		"https://servername: <portnumber>"</portnumber>
		Example: SRCC_HTTP_CONNECTION_URL="https://srccserver.com:8019"
		<b>Note:</b> This property is not required to install Interaction Screen Recorder Capture Client. Use this property if you want to use Interaction Screen Recorder Capture Client and an HTTP connection.

ALT_SRCC_HTTP_CONNECTION_URL	The alternate server name. (for example, the backup server in a Switchover pair). This property is optional. Example: ALT_SRCC_HTTP_CONNECTION_URL="ICServerB"
	<b>Note:</b> This property is not required to install Interaction Screen Recorder Capture Client. Use this property if you want to use Interaction Screen Recorder Capture Client and an HTTP connection.
SRCC_ICUSERNAME	The CIC username of the user. This property is optional. Example: SRCC_ICUSERNAME=MyCICUsername
	<b>Note:</b> This property is not required to install Interaction Screen Recorder Capture Client. Use this property if you want to use Interaction Screen Recorder Capture Client and an HTTP connection.

# IC Business Manager Applications

## Features set to install level 1 (install by default)

Feature Name	Name in Feature Tree	Description
HiddenCommon_CertificateComponents	Invisible in Feature Tree	Required
HiddenCommon_ININTraceInitializer	Invisible in Feature Tree	Required
HiddenFeature_Common_NotifierDefaults	Invisible in Feature Tree	Required
HiddenFeature_Common_MSMergeModules	Invisible in Feature Tree	Required
HiddenFeature_Common	Invisible in Required Feature Tree	
HiddenFeature_Common_Essentials	Invisible in Required Feature Tree	
Feature_FaxCoverPageEditor	Interaction Fax Cover Page Editor	Design Interaction Fax cover pages and edit standard templates available to users.
Feature_ICBusinessManagerApps	IC Business Manager Applications	Installs IC Business Manager, providing access to business manager applications such as Interaction Recorder and IPA.
Feature_Supervisornet	Invisible in Feature Tree	Interaction Supervisor
Feature_ReportAssistant*	Invisible in Feature Tree	Installs Interaction Report Assistant
Feature_Reports*	Invisible in Feature Tree	Installs the Reports subsystem.

\* Feature\_InteractionSupervisor sub-features

## Properties that the user can set

Property	Value	Description
ICSERVERNAME	<xic servername&gt;</xic 	
INTERACTIVEINTELLIGENCE	<installation directory&gt;</installation 	<b>Default is</b> C:\Program Files\Interactive Intelligence
FORCEOLDCLIENTAPPREMOVAL	1	Setting this property will cause the install to remove old client applications that are found on the client computer.
DO_NOT_BACKUP_CURRENT_INSTALL	1	Setting this property will prevent the currently-installed client from being backed up on the Rx upgrade install. Note that setting this property means that no downgrade to the previous product will be possible.
REINSTALL_BACKUP_PRODUCT	1	Setting this property will cause the backed-up client to be reinstalled when the Rx product is removed. By default a silent uninstall does not reinstall the backed-up product and instead removes the product so set this property if a downgrade install is desired when the Rx product is removed.

## IC Server Manager Applications

# Features set to install level 1 (install by default)

Feature Name	Name in Feature Tree	Description
HiddenCommon_CertificateComponents	Invisible in Feature Tree	Required
HiddenCommon_ININTraceInitializer	Invisible in Feature Tree	Required
HiddenFeature_Common_NotifierDefaults	Invisible in Feature Tree	Required
HiddenFeature_Common_MSMergeModules	Invisible in Feature Tree	Required
HiddenFeature_Common	Invisible in Feature Tree	Required
HiddenFeature_Common_Essentials	Invisible in Feature Tree	Required
Feature_Designer	Interaction Designer	Design tool for creating, modifying, and debugging handlers.
Feature_InteractionAdministrator	Interaction Administrator	Administrator application for configuring most behavior in CIC including users, workgroups, stations, lines, ACD, dial plans, client appearance, etc.
Feature_InteractionAttendant	Interaction Attendant	Administrator application for configuring auto-attendant functionality for the PureConnect Platform.
Feature_ICSystemManager	IC System Manager	Manages subsystems when CIC is started as service. IC System Manager can query, stop, restart, configure, and trace CIC subsystems.
Feature_HostRecorderClient	Interaction Host Recorder Client	Required on administrator workstations when using the Host tools.
Feature_SOAPTracer	Interaction SOAP Tracer	Debugs SOAP messages between CIC and SOAP Notifier COM or ISAPI listener. Required on administrator workstations when using SOAP tools.
Feature_ICServerManager	IC Server Manager Applications	Installs IC Server Manager, providing access to server manager applications such as IC Server Manager Administrator and IPA.
Feature_InteractionProcessAutomation	Invisible in Feature Tree	Interaction Process Automation.

## Properties that the user can set

Property	Value	Description
ICSERVERNAME	<xic servername&gt;</xic 	
INTERACTIVEINTELLIGENCE	<installation directory&gt;</installation 	<b>Default is</b> C:\Program Files\Interactive Intelligence
FORCEOLDCLIENTAPPREMOVAL	1	Setting this property will cause the install to remove old client applications that are found on the client computer.
DO_NOT_BACKUP_CURRENT_INSTALL	1	Setting this property will prevent the currently-installed client from being backed up on the Rx upgrade install. Note that setting this property means that no downgrade to the previous product will be possible.
REINSTALL_BACKUP_PRODUCT	1	Setting this property will cause the backed-up client to be reinstalled when the Rx product is removed. By default a silent uninstall does not reinstall the backed-up product and instead removes the product so set this property if a downgrade install is desired when the Rx product is removed.

# Interactive Update Client

# Features set to install level 1 (install by default)

Feature Name	Name in Feature Tree	Description
HiddenCommon_CertificateComponents	Invisible in Feature Tree	Required
HiddenCommon_ININTraceInitializer	Invisible in Feature Tree	Required
HiddenFeature_Common_NotifierDefaults	Invisible in Feature Tree	Required
HiddenFeature_Common_MSMergeModules	Invisible in Feature Tree	Required
HiddenFeature_Common	Invisible in Feature Tree	Required
HiddenFeature_Common_Essentials	Invisible in Feature Tree	Required
IUpdateClient	Invisible in Feature Tree	Retrieves PureConnect software updates.
Certificates2009Info	Invisible in Feature Tree	

# Properties that the user can set

Property	Value	Description
PROVIDERSERVERNAME	<iupdate Provider name&gt;</iupdate 	
INTERACTIVEINTELLIGENCE	<installation directory&gt;</installation 	<b>Default is</b> C:\Program Files\Interactive Intelligence
DO_NOT_BACKUP_CURRENT_INSTALL	1	Setting this property will prevent the currently-installed client from being backed up on the Rx upgrade install. Note that setting this property means that no downgrade to the previous product will be possible.
REINSTALL_BACKUP_PRODUCT	1	Setting this property will cause the backed-up client to be reinstalled when the Rx product is removed. By default a silent uninstall does not reinstall the backed-up product and instead removes the product so set this property if a downgrade install is desired when the Rx product is removed.

# **Interaction Scripter Client**

# Features set to install level 1 (install by default)

Feature Name	Name in Feature Tree	Description
HiddenCommon_CertificateComponents	Invisible in Feature Tree	Required
HiddenCommon_ININTraceInitializer	Invisible in Feature Tree	Required
HiddenFeature_Common_NotifierDefaults	Invisible in Feature Tree	Required
HiddenFeature_Common_MSMergeModules	Invisible in Feature Tree	Required
HiddenFeature_Common	Invisible in Feature Tree	Required
HiddenFeature_Common_Essentials	Invisible in Feature Tree	Required
Feature_ScripterDotNet	Interaction Scripter	Interaction Scripter

## Properties that the user can set

Property	Value	Description
ICSERVERNAME	<xic servername&gt;</xic 	
INTERACTIVEINTELLIGENCE	<installation directory&gt;</installation 	<b>Default is</b> C:\Program Files\Interactive Intelligence
FORCEOLDCLIENTAPPREMOVAL	1	Setting this property will cause the install to remove old client applications that are found on the client computer.
DO_NOT_BACKUP_CURRENT_INSTALL	1	Setting this property will prevent the currently-installed client from being backed up on the Rx upgrade install. Note that setting this property means that no downgrade to the previous product will be possible.
REINSTALL_BACKUP_PRODUCT	1	Setting this property will cause the backed-up client to be reinstalled when the Rx product is removed. By default a silent uninstall does not reinstall the backed-up product and instead removes the product so set this property if a downgrade install is desired when the Rx product is removed.

# **Client Plugin Installs: Product Codes**

Client plugin installs have no user-configurable properties. They rely on the client workstation application installs for their installation properties. This section lists the client plugin installs and corresponding product codes (GUID), to be added to the scripts, as appropriate:

- Client Language Plugins
- Microsoft Outlook Interaction Desktop Plugin for IC User Applications
- Interaction Dialer Client Plugins
- Interaction Dialer Client Language Plugins

# **Client Language Plugins**

This section provides the CIC client Language Plugin names:

- Tier 1 Client Language Plugins
- Tier 2 Client Language Plugins
- Tier 3 Client Language Plugins

#### Notes:

For complete information on supported languages in CIC, their current availability, and scope of localization for each language, see the Localization Product Information site page at <a href="https://my.inin.com/products/cic/Pages/Localization.aspx">https://my.inin.com/products/cic/Pages/Localization.aspx</a>.

The tables below list the client language plugins for each. The product code changes with each release so to get the product codes for your current release look at the Additional Files\ProductCodes directory on the CIC 2015 R1 or later .iso image.

## Tier 1 Client Language Plugins

The following table shows the client language plugin install names.

Client Language Plugin Name
Dutch Plugin for IC Business Manager Applications 20XX RX
French Plugin for IC Business Manager Applications 20XX RX
German Plugin for IC Business Manager Applications 20XX RX
Japanese Plugin for IC Business Manager Applications 20XX RX
Polish Plugin for IC Business Manager Applications 20XX RX
Portuguese (Brazil) Plugin for IC Business Manager Applications 20XX RX
Spanish Plugin for IC Business Manager Applications 20XX RX
German Plugin for IC Server Manager Applications 20XX RX
Japanese Plugin for IC Server Manager Applications 20XX RX
Polish Plugin for IC Server Manager Applications 20XX RX
Spanish Plugin for IC Server Manager Applications 20XX RX
Dutch Plugin for IC User Applications 20XX RX
French Plugin for IC User Applications 20XX RX
German Plugin for IC User Applications 20XX RX
Japanese Plugin for IC User Applications 20XX RX
Polish Plugin for IC User Applications 20XX RX
Portuguese Plugin for IC User Applications 20XX RX
Spanish Plugin for IC User Applications 20XX RX

## **Tier 2 Client Language Plugins**

The following table shows the client language plugin names.

Client Language Plugin Name
Chinese (Simplified) Plugin for IC Business Manager Applications 20XX RX
Chinese (Traditional) Plugin for IC Business Manager Applications 20XX RX
Italian Plugin for IC Business Manager Applications 2015 R1
Korean Plugin for IC Business Manager Applications 2015 R1
Norwegian Plugin for IC Business Manager Applications 2015 R1
Swedish Plugin for IC Business Manager Applications 2015 R1
Turkish Plugin for IC Business Manager Applications 2015 R1
Chinese (Simplified) Plugin for IC Server Manager Applications 20XX RX
Chinese (Traditional) Plugin for IC Server Manager Applications 20XX RX
Arabic Plugin for IC User Applications 20XX RX
Chinese (Simplified) Plugin for IC User Applications 2015 R1
Chinese (Traditional) Plugin for IC User Applications 2015 R1
Hebrew Plugin for IC User Applications 20XX RX
Italian Plugin for IC User Applications 20XX RX
Korean Plugin for IC User Applications 20XX RX
Norwegian Plugin for IC User Applications 20XX RX
Russian Plugin for IC User Applications 20XX RX
Serbian Plugin for IC User Applications 20XX RX
Swedish Plugin for IC User Applications 20XX RX
Turkish Plugin for IC User Applications 20XX RX

## **Tier 3 Client Language Plugins**

The following table shows the client language plugin names.

Client Language Plugin Name

```
Danish Plugin for IC User Applications 20XX RX
```

## **Microsoft Outlook Interaction Desktop Plugin for IC User Applications**

The Microsoft Outlook Interaction Desktop Add in is a plugin for IC User Applications.

#### Client Plugin Name

```
Outlook Plugin for IC User Applications 20XX RX
```

# **Interaction Dialer Client Plugins**

This section provides the Interaction Dialer client language plugin names.

When Feature\_ICNE is deployed via group policy for CIC 2015 R4 or later, only InteractionDesktop.exe is installed/updated. InteractionClient.exe is removed.

Client Plugin Name
Dialer Plug-ins for IC Business Manager Applications 20XX RX
Dialer Plug-ins for IC Server Manager Applications 20XX RX
Dialer Plug-ins for IC Session Manager Server 20XX RX

# **Interaction Dialer Client Language Plugins**

This section provides the Interaction Dialer client language plugin names.

Note:

Г

For complete information on supported languages in Interaction Dialer, their current availability, and scope of localization for each language, see the Localization Product Information site page at <a href="https://my.inin.com/products/dialer-scripter/Pages/Localization.aspx">https://my.inin.com/products/dialer-scripter/Pages/Localization.aspx</a>.

## **Tier 1 Client Language Plugins**

The following table shows the Interaction Dialer Client language plugin install names for Interaction Dialer Language Packs.

Client Language Plugin Name
German Plugin for Interaction Scripter.NET 20XX RX
Spanish Plugin for Interaction Scripter.NET 20XX RX
French Plugin for Interaction Scripter.NET 20XX RX
Japanese Plugin for Interaction Scripter.NET 20XX RX
Dutch Plugin for Interaction Scripter.NET 20XX RX
Polish Plugin for Interaction Scripter.NET 20XX RX
Portuguese (Brazil) Plugin for Interaction Scripter.NET 20XX RX
Chinese (Simplified) Plugin for Interaction Scripter.NET 20XX RX

# **Appendix A: Base Installation Package Deployment**

Genesys currently recommends deployment of CIC workstation applications using a script.

However, for reference purposes, the formerly recommended base installation package method of group policy deployment of CIC client workstation applications is provided in this appendix. This method can still be used, but is not recommended.

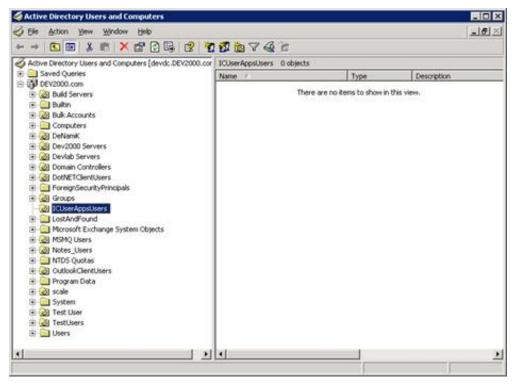
# Create and deploy the base installation package

This section describes how to create and deploy a base installation package with the default feature components and default directory location to specified workstations for the IC User Applications installation program (.msi) file. The procedure is equally applicable to the other client workstation installs.

#### Note:

If you plan to customize the base installation package, take special notice of step 10, as you will make a selection needed for the customization.

- 1. On the domain controller, open Active Directory Users and Computers.
- 2. Define a new organization unit (OU) under the Domain. In this example, the ICUserAppsUsers OU was created.



3. In the new OU, add the workstations that you wish to receive the software installation, in this case, the IC User Applications installation.

Active Directory Users and Computers			_IO ×
Sle Action Yew Window Help			_18 ×
⇔→ 🖸 🖩 🗶 📾 🗡 🗗 🖓 🖆	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		
Active Directory Users and Computers [devdc.DEV2]		ds	
E Caved Queries	Name	Type	Description
E - DEV2000.com	SEDAL	Computer	- Preservent
(i) @ Build Servers			
🛞 🛄 Bultin			
Bulk Accounts			
Computers			
🕑 🧭 DeNamiK			
- 20 Dev2000 Servers			
Devlab Servers			
🛞 🈡 Domain Controllers			
OthETClientUsers			
ForeignSecurityPrincipals			
🖽 🛃 Groups			
20 ICUserAppsUsers			
E LostAndFound			
B Alcrosoft Exchange System Objects			
B 2 MSMQ Users			
10 Wotes_Users			
Image: State St			
OutlookClentUsers			
🕀 🛄 Program Data			
🕀 🧕 scale			
🖲 🦲 System			
🕀 🧕 Test User			
E 3 TestUsers			
(E) Users			
31			<u> </u>

4. Right-click on the ICUserAppsUsers OU, and select **Properties**.

serAppsUsers Prop	Object Security COM+ Grou	e Patau l
Cherciar   Manageo by	object   security   com+   alo	ap Policy [
ICUsesApp	osUsers	
Description:	<i>4</i>	
Street:		
		1.00
Dity:		<u></u>
State/province:		-
Zip/Postal Code:		
Country/region:		*
	OK Cancel	

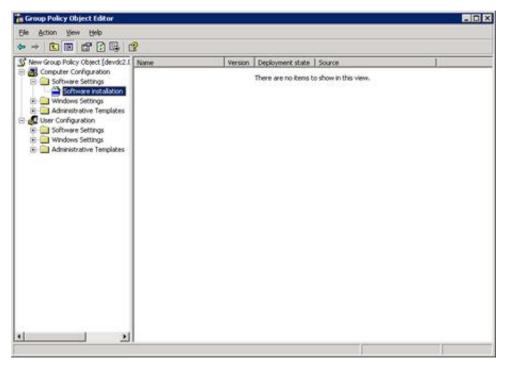
- 5. Select the Group Policy tab.
- 6. Select New to create a Group Policy Object and give it an appropriate name, for example, ICUserAppsInstallation.

	Properties			3
eneral   Manag	ed By   Object	Security   COM	+ Group Poli	cy
Management Co	up Policy manage insole (GPMC). ent Group Policy			
Group Policy 0	the second s		No Override	Disabled
	jects higher in th I from: devdc2.D Add		ighest priority.	D
This list obtained	from: devdc2.D	EV2000.com	ighest priority.	Up Down
This list obtained	l from: devdc2.D Add Delete	EV2000.com	ighest priority.	

7. Highlight the ICUserAppsInstallation Group Policy Object and select **Edit** to open the Group Policy Editor.

ICUser Appsinst allation [devdc2.bt]	1CUser Appsinstallation [devdc2.DEV2000.com] Policy				
Software Settings     Windows Settings     Modows Settings     Software Settings     User Configuration     Software Settings     Mindows Settings     Administrative Templates	Select an item to view its description.	Name Computer Configuration			
	Ditended / Standard /				

8. Select Computer Configuration...Software Settings...Software installation.



- 9. Right-click Software installation and select Properties.
- 10. Browse to the network share containing the installation program. In this case, the ICUserApps.msi file is located in the ICUserApps share on the domain controller. Be sure to use the UNC path.

Devdc\software\ICUsesApps	Browse
lew packages	
When adding new packages to user settings:	
C Display the Deploy Software dialog box	
C Publish	
<ul> <li>Assign</li> <li>Adyanced</li> </ul>	
nstallation user interface options	
C Basic	
• Maximum	

Under New packages, select Assign.

#### Note:

If you plan to customize the base installation package, select **Advanced** instead of **Assign**. This selection becomes important when you apply the customized *transform* to the base installation package.

#### Under Installation user interface options, selectMaximum.

Click Apply to return to the Group Policy Editor.

11. Right-click in the empty pane on the right and select New...Package.

CLiser AppsInstallation [devdc2.06]	Name	Version	Deployment state	Source	1
Computer Configuration     Software Settings     Software installation     Windows Settings			There are no items t	to show in this view.	
	- Bew	• Eackage			
Administrative Templates     User Configuration	Easte Refresh				
Software Settings     Windows Settings	Диала	•			
Administrative Templates	Arrange [cons Ling up Icons Properties	•			
	Help				

12. Select the installation program (ICUserApps.msi) from the network share (ICUserApps) and click Open.

en				?
Look ji	x 🔀 ICUserApp	a 👱	0000	
	CUserApps	.msi		
My Recent Documents				
1				
Decktop				
y Documents				
<b>1</b>				
My Computer				
-				
My Network	File pame:	ICUsesApps.msi	•	<u>O</u> pen
Places	100,000 00,000,000,000			

13. The Group Policy Editor shows the installation package (Interaction Center User Applications) that you created for the ICUserAppsUsers OU.

#### Note:

If you plan to customize the base installation package, do so now before you deploy the installation package. Follow the instructions in "Customize the base installation package" and return to this step when you are finished.

Group Policy Object Editor					- D X
Elle Action Yew Help					
	and a second				
ICUser AppsInstaliation (devid2.DE     Computer Configuration     Software Settings     Windows Settings	and a second	Version 3.0	Depkyment state Assigned	Source   devidc(software)JCUserApps) ICUserApps.msi	
<u>u 1</u>					
				1.1.17	

Right-click on the Interaction Center User Applications package, and select **Properties**.

- 14. Select the **Deployment** tab.
- 15. Under **Deployment options**, click **Install this application at logon**.

General Deployment Upgrades Categories Modifications Security	1
Deployment type	
C Eublished	
Agsigned	
Deployment options	
Auto-install this application by file extension activation	
Uninstall this application when it fails out of the scope of management	
Do got display this package in the Add/Remove Programs control panel	
Install this application at logon	
Installation user interface options	
C Basic	

Click **Apply** to return to the **Group Policy Editor**, and exit the Group Policy Editor.

16. The next time that users in the ICUserApps OU log on to their workstations, the Interaction Center User Applications installation package launches.



After the installation is completed, the user's desktop appears.

17. You can choose to apply CIC releases and patches using Interactive Update or by manual download. See the Product information site at <a href="https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx">https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx</a>. You may also wish to refer to Interactive Update Technical Reference in the <a href="https://www.puecestation.com">Puecestation.com</a>.

## Customize the base installation package

If you want to specify different feature components and/or default directory, you can customize the base installation package by creating and applying a *transform* file (.mst). A transform is a collection of changes applied to an installation. By applying a transform to a base installation package, the installer can add or replace data in the installation database. The transform will be applied at the same time that you deploy the installation package.

#### Note:

Refer to "<u>Client Workstation Application Feature Names and Properties</u>" for detailed feature name and property tables for customizing the base installation package for 3.0 client workstation application installs.

### Install the Orca database editor

Use the Orca database editor to create the transform file. The Orca database editor is a table-editing tool available in the Windows Installer SDK that can be used to edit .msi files.

The Orca database editor is available from Microsoft as part of the Windows Server 2003 R2 Platform SDK (available at <a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=0baf2b35-c656-4969-ace8-e4c0c0716adb&DisplayLang=en">http://www.microsoft.com/downloads/details.aspx?FamilyID=0baf2b35-c656-4969-ace8-e4c0c0716adb&DisplayLang=en</a>). Once the Windows Server 2003 R2 Platform SDK is installed, the Orca database editor installation program (orca.msi) is available in C:\Program Files\Microsoft Platform SDK for Windows Server 2003 R2\Bin.

The Orca database editor installation program is also available as a free, individual download from various other Web sites.

We recommend that you install the Orca database editor on the domain controller, for security purposes. However, it can be installed on any machine on the network. If you use another machine, you may wish to copy the .msi you intend to edit, for example, the ICUserApps.msi, to this machine also.

For an overview of how to use Orca, see http://support.microsoft.com/kb/255905.

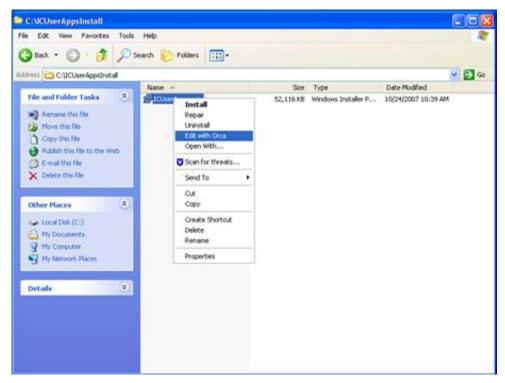
### Create a transform

This section presents a sample procedure for creating a transform that will be used change various selections in the IC User Applications installation.

- The default Notifier (CIC Server) name will be specified.
- The default directory location will be changed from C:\Program Files\Interactive Intelligence to D:\icuserapps.
- The default Interaction Fax feature will be deselected.
- The Interaction Screen Recorder Capture Client feature will be selected.
- The Outlook Dialing feature will be selected.

To create the transform

1. On the machine where Orca is installed, open Windows Explorer, locate the ICUserApps.msi file, right-click, and select Edit with Orca to open the Orca database editor.



2. Select New Transform from the Transform menu.

🕾 KUserApps.msi - Orca		
File Edit Tables Transform To	ols View Help	
D 📽 🖬 3 New Travelo Apply Travel		
Tables Vew Fatch		
ActionText		
AdminExelouted		
AdminUtSeque		
AdvExecuteSel Transform Pr		
AdvitutSequence		
Appld		
AppSearch		
Bhary		
Bindimage		
CheckBox		
Claes		
Complicator		
Complus		
Component		
Condition		
Control		
ControlCondition		
ControlEvent		
CreateFolder		
CustomAction		
CustomActionDLL		
Dialog		
Directory		
DrLocator		
DuplcateFile		
Environment		
Error		
EventMacoing		
Extension		
Feature		
FeatureComponents		
File		
HolpFile		
HelpfileToNamespace		
HelpFilter		
HelpFilterToliamespace		
Helphamespace		
	No table is pelected.	No column is selected.

3. In the Tables column, click on the Property table, right-click in the right-side window and select Add Row.

CUserApps.mmi (tramifor le Edit Tables Transform T					
0 📽 🖬 👘 📾 👫	· · · · · · · · · · · · · · · · · · ·				
Tables 🔗			Value		
toon	ARPHELPTELEPHONE		+1 317.872.30	00	
hFle	ARPPRODUCTIOON		Mainleon		
Inducator	ARPURLINFOABOUT		http://www.t	n.com	
InstalExecuteSequence	CIC	Errors			
Install/(Sequence	CLIENT INSTALLED	Cut Call	Orielt	2000	
1solatedComponent	Default.0Font			mal	
LaunchCondition	DIRECTX90C	Copy Cell	COVI+C		
ListBox	DESABLEADVTSHORTOL	Paste Cell	Colew.		
LockPermissions	DS SITENAME	Paste New GUID	Corie-G		
MIME	ErrorDialog	Seport Fault Film-			
Media	ITEMCOUNT -				
ModuleComponents	Manufacturier.	Cut Row(s)	Oni+Shift+X	kence, Inc.	
ModuleDependency	MsLogana	Copy Rowleb	Orl+Shit+C		
ModulieExclusion	MSIRESTARTMANAGER	Fasta Read ()	Christian av	hard a second second second second	
ModuleSignature	ProductCode			-3-4F06-BFF7-E1A30D33BCAF)	
MoveFile	PRODUCTFOLDER	Add Row	Ori+R.		
Moulasterribly	Productionquide	Drop Row			
MsiAssemblyName	Productione	at the state		br User Applications	
Ms:FileHash	ProductVersion	Hines (1) Decimal			
Procid	REMOVEOLOCLIENTAPE	Name or Party induction	4		
Property	RECUREDORECTX9		V05		
hbishComponent	RECUREDOTNET30		Ves		
RadioButton	SecureCustomProperties		24PPNETSECUREOUSTOMPROPERTIES: 24POUTLOOKSECUREOUSTOMPROPER.		
Recil ocator	SECURENETERAMEWORK				
Recistry	SetRemoveEvistingProdu				
RemoveFile	TELEPHONY PLATFORM	corrections,	daloge		
Removelative	TRACING LOGPATH		-		
RemoveRecetry	UpgradeCode		(SP6A534b/#ACE-46A3-809E-440C15E765A4)		
SecureObjects	VALIDATED		1		
Selften		#Die Description	on Please provide the path to the desired storage folder for logging files.		
ServiceControl	WixUt BrowseToTracePa				
Servicebetall	Work BrowseToTracePa		Logand Hes folder:		
Shortcut	Woll5 BrowseToTracePa			en inficant amount of storage that logging can potentially take, a folder .	
Sknature	Work provisionaces	NUMBER OF STREET	InstaliCustom	invariant and an an star and that opping can polynomy take, a folder .	
TextStyle	Work? Mode		ClientInstall UseRM		
TypeLb	WateRMOption		Coerde		
Uttert	Property - 40 rows		DAMES THE R	Property - String[72], Key	

4. Click on **Property** in the **Add Row** dialog, and type the name of the first property to change: the default Notifier (CIC Server). The property that contains the Notifier (CIC Server) name is **ICSERVERNAME**. Type **ICSERVERNAME** in the **Property** field.

ables A	Property	Value	
loon	ARPHELPTELEPH	ONE +1 317 872 3000	
loFile	ARPPRODUCTIC	ON Mainloon	
InLocator	ARPURLINFOAB		
Instal Execute Sequence	CIC		
notalit.IlSequence	CLENT INSTALL	ED I	
solatedComponent	Default.0Font	COMPLET	(m)
aunchCondition	DRECTX90C	dd Row	8
NSCH	DESABLEADVT	Media and Anna and A	
ockPermissions	DS STENAM	Name Value	
4D/E	ErrorDialog	Property	
Audia	ITEMCOUNT	LuderA	
AduleComponents	Manufacturer	Value	
AdduleDependency	MeLogona		
AddukeExclusion	MERESTART		
toduletikanature	ProductCode		CAPS
tovolf de	PRODUCTFOL		2001
AssAssembly	Productionau		
AsiAosembhAlame	Product/iame		
ts FileHash	ProductVersio	and the second se	
bloow	REMOVEOLDC	Column	
TODERTY	RECURECCOR	Poperty - Sting[72]; Required	
ubishComponent :	REGUIREDOT	ICSERVERNAME	
adiceutton	SecureCuston	RUSCHVERWARE)	24FPOUTLOOKSECUREOUSTOMPROPER
ediocator	SECURENETF		
eoistry	SetRemoveEx		
terroveFile	TELEPHONY P	OK. Cancel	
enovelnFile	TRACING LOC		
emoveRegistry	UppradeCode-	(5F6A5348-FACF-46A3-689F-	448C15F765A49
ecureObjects	VALIDATED	1	
jetiReg	Whit,8 BrowseTe	TracePathDig Description Please provide the path to the	desired storage folder for logging files.
erviceControl	Warl,6 BrowseTr	oTracePathDilo Pathénfo Logoing Files folder:	
ervice(nstall	Wirk BrowseTe	TracePathDig Title Logging File Path	
hortsut	Wall& BrowseTr	oTracePathOlo Warning Due to the significant amount	of storage that logging can potentially take, a folder
ignature	WorkE InstallMo	de InstaliCustom	
TextStyle	WorkE Mode	ClientInstall	
CVDHE D	WeidEMOption	LtureM.	

5. Click on Value in the Add Row dialog, and type the name of the CIC server in the Value field. In this example, MyICServer is used.

Tables A	Descent	Value	
Tables 6	Property ARPHELPTELEPH		
V/File	ARPPRODUCTIC		
InLocator	ARPLEUNFOAR		
InstalExecuteSequence	COC		
Vistall.(Sequence	GIENT INSTAL	IED 1	
IsolatedComponent	and the last of th		
LaunchCondition	DIRECTX90C	Ldd Row	8
Lution	DESANEADVT		
LockPermasion	DS SITENAM	Name Value	18
MME	ErrorDialog		
Media	ITEMCOUNT	Property ICSERVERNAME	
ModuleComponents	Manfacturer	Value	
ModuleDependency	Miscogoing	1999	
ModuleExclusion	MERESTART		
ModuleSignature	ProductCode		CAFD
MovoF (in	PRODUCTFOU		
MsiAssembly	Productionau		
MsiAssembhName	ProductName		
MsFieldash	Product/ensio		
Proald	REMOVEOLDC	Column	
Property	RECUREDOR	Value - Localcable String[0], Required	
PublishComponent	RECUREDOT	Mattaneed	
RadioButton	SecureCuston	adar sama	24FPOUTLOOKSECURECUSTOMPROPER
RedLocator	SECURENETER		
Recentry	SePernoveEx	OK Carcal	
RemoveFile	TELEPHONY #	UN LINCH	
RemovelnFile	TRACING LOC		
RemoveRegistry	UpgradeCode	(5F6A5348-FACF-46A3-085	#-446C15F765A4}
SecureObjects	VALIDATED	1	
SelfReg		oTracePathDio. Description Please provide the path to t	the desired storage folder for logging files.
ServiceControl		oTracePathOlo, PathInfo Logono Files folder:	
ServiceInstall		oTracePathOlo Title Logoing File Path	
Shortout			nt of storage that logging can potentially take, a folder
Signature	World InstallMo		
TextStyle	WikUE Mode	Clentinstall	
TypeLb UCText	WatURMOption	UseRM	

- 6. Click **OK** to close the **Add Row** dialog, and right-click in the right-side window again and select **Add Row**.
- 7. Enter the **Property** name and **Value** name for the second property to change: the default directory location.
  - The property that contains the default directory is named **INTERACTIVEINTELLIGENCE**. Click **Property**, and type **INTERACTIVEINTELLIGENCE** in the **Property** field.

Klisecápps.mai jiranda	need by Untitled) - Orca		
e file Sales Southern 1	the loss rela-		
D 🚅 🖬 🖉 🐴 📾 🛠	****		
Tables 🔺	Property	Value	
HelpFile	ARPHELPLINK		rvices/servicesoverview.asp
HelpFileToNamespace	ARPHELPTELEPHONE	*1 317,872 3000	Construction Construction Construction
HeldFilter	ARPPRODUCTICON	Mainloon	
HelpFilter Tohlamespace	ARPURLINFOABOUT	http://www.inin.com	
HeldNamericace	dc	1	
HelpPlugn	O INT BETAUED	1	
NNCustomAction	Default./Font Add Raw		
loth	DIRECTXNC Add Row		×
inEle	DISABLEADVT		
IniLocator		ter.	
hstallisec.teSequence			
InstallUSequence	CSERVERMAN Property INT	TERACTIVEINTELLIGENCE	8
IsolatedComponent			
	1 Department of the		
LaunchCondition	Manufacturier		
ListBox LockPermissions	MeLogang		
MIM	ProductCode		CAFI
Media	PRODUCTROL		
ModuleComponents	Productiancu		
ModuleDependency	Product/same Column		
ModuleExclusion	ProductVersio Value Locales	ble Sting(0), Required	
ModuleSignature	Pierrov Terrebre	the section codeses	
MoveFile	RECURREDOR d'Acumacod		
MsiAssembly	RECKIREDOT		
MsiAssemblyName	SecureCuston		24FPOUTLOOKSECURECUSTOMPROPER.
MsiFileHash	SECURENETR	DK. Cancel	
Proced	SetRomoveEx		
Property	TELEPHONY F		
PublishComponent	TRACING LOGPATH	18-10-10-10-10-10-10-10-10-10-10-10-10-10-	
RadioButton	UpgradeCode	(SF6A5348-FACF-46A3-8	89F-448C19F765A43
Reducator	VALIDATED	1	
Registry			to the desired storage folder for logging files.
RemoveFile		Pathinfo Logoing Files folder:	
RemovelniFile	Wold BrowseToTracePathDig		
RemoveRegistry	World BrowseToTracePathDig		ount of storage that logging can potentially take, a folder
SecureObjects	WwUE InstalMode	InstallCustom	
Selfkeq	White Mode	Clenthstall	
ServiceControl	WoldRMOption	UseRM	
ServiceInstall		10000 C	
des: 81	Property - 43 rows		Property - String[72], Key

• Click Value and type the new directory location, for example, D:\icuserapps.

 Close the Add Row dialog and click the Features table in the Tables column. Whether or not a feature is installed is determined by the value found in the Level column in the Features table. A value of 0 means a feature is disabled; a value of 1 means the feature is installed and a value of 100 means a feature is not installed.

#### Note:

By default, **Interaction Fax** is selected for install because its install Level value is 1. **Interaction Screen Recorder Capture Client** and **Outlook Dialing** are not selected for install because their install Level value is 100.

The second secon								
ables	- L Feature	Feature Parent	Title	Description	Dia	L.	Directory	Attrib.
ActionText Administration of the second	HiddenCommon CertificateComponents HiddenCommon 2020TraceInitializer	HiddenFeature Common HiddenFeature Common			0	1	INSTALLOIR INSTALLOIR	0
AdminExecuteSequence					0	<u>.                                    </u>	INSTALLOIR	0
AdminU2Sequence	HiddenCommon LogViewerConfig	HiddenFeature Common			0	<u>.                                    </u>	INSTALLOIR	0
AdvtExecuteSequence	Feature InteractionFex	Paul on Internation Pro-	Interaction Fax	Enables users to send, rec		<u>.                                    </u>	INTERACTIVEINTELLIGENCE	1 <u>8</u>
AdvtU2Sequence Apald	Feature InteractionFax32NT Feature InteractionFax32TS	Feature InteractionFax Feature InteractionFax	Interaction Fax (32-bit)	Installs the 32-bit Black Ice		5-		
		reature interactionsax	Interaction Fax (32-bit T5)	IfFeature InteractionFax3			NAMES OF TAXABLE PARTY.	
4ppSearch	Feature SIPSoftStation		SIP Soft Phone	Delivers audio through a U		100	INTERACTIVEINTELLIGENCE	
snary	Feature ININO0532		ININ QoS Driver	Installs the ININ OoS 32-bi		1	INTERACTIVEINTELLIGENCE	
Indineoe	Feature 24240o532 Vista x86	Feature ININQo532	ININ GoS Driver (32-bit)	Installs the 32-bit ININ Qo		ł		2
Certificate	Feature 2NDNQoS32 Win7 x86	Feature ININOo532	ININ QoS Driver (32-bit)	Installs the 32-bit ININ Qo		1		2
CertificateHash	Feature INDIQoS32 XP x86	Feature ININO0532	ININ QoS Driver (32-bit)	Installs the 32-bit ININ Op		I		2
lass	Feature ScreenRecorderCaptureClient		Interaction Screen Record	Installs the Interaction Scr		100	INTERACTIVEINTELLIGENCE	0
ompLocator	HiddenFeature Common			###THIS SHOULD NEVER		1	INSTALLOIR	0
Complus	Feature InteractionClient		Interaction Client	Select Interaction Client Ed	1 :	1	INTERACTIVE INTELLIGENCE	£0
Component	ICNE ExtraFeature	Feature ICNE	ExtraFeature		0	1		0
Condition	Feature XXE	Feature InteractionClient	Interaction Client .NET Edit	Standard version of the Int	1	1	INTERACTIVEINTELLIGENCE	0
Control	Feature INDIClientAdditionalFeature	Feature InteractionClient	Additional Features	Select additional Interactio	1	100	INTERACTIVEINTELLIGENCE	0
ControlCondition	Feature OutlookDialing	Feature ININClientAddition	Outlook Dialing	Dial from Microsoft Outloo	2	100	INTERACTIVEINTELLIGENCE	0
ControlEvent	Feature TAPI Cleanup		Client Cleanup		0	1	INTERACTIVE INTELLIGENCE	16
CreateFolder	Feature Interaction/VM		Interaction Voicemail Player	Enables users to play voice	2	1	INTERACTIVE INTELLIGENCE	0
CustomAction	Feature InteractionSIPBridge		Interaction SIP Bridge	Interaction SIP Bridge	0	8	INTERACTIVE INTELLIGENCE	6.0
CustomAction/DEL			and a second sec	a state a second a second a	1	-		-
balog								
aredory								
riocalor								
lublcateFile								
nynonment								
TOP								
ventMapping								
otension								
eatureComponents								
life								
wipFile								
HelpFileToNamespace								
telpFilter								
HelpFilterToNamespace								
wipNomespace								
HelpPfuain								
ININCustomAction	91							

- 9. Make the desired Feature changes:
  - De-select Feature\_InteractionFax so that the Level value is 100.
  - Select Feature\_ScreenRecorderCaptureClient so that the Level value is 1.
  - Select Feature\_OutlookDialing so that Level the value is 1.

Note that changes made to the selections are surrounded by green boxes.

이야희 기억 입		7=0 **							
ables 1	-	Feature	Feature, Parent	Tele	Description	Dis.	The .		Atrib.
Adon'i Text Adminitized Searcher Adminitized Searcher Adminitized Searcher Adminitized Searcher Additized Searcher Branzy Bindlimae Certificate Certificate Certificate Certificate Certificate Certificate Composed Candidon Composed Candidon Composed Candidon Composed Candidon Composed Candidon Composed Candidon Composed Candidon Composed Candidon Composed Candidon Composed Candidon Candid		HoderCommon Certificat/Consoversity HoderCommon DRT rock/Indexia HoderCommon Lod/www/Config Feature 2014-000-000 Feature 2014-000-000 F	HöderFebare Common HöderFebare Common HöderFebare Common Hedning SteractorFax Februre 2MNQx532 Februre 2MNQx532 Februre 3MNQx532 Februre 3MNQx532 Februre 3MNQx532 Februre 3MNQx532 Februre 3MNQx532 Februre 3MNQx532	Interaction Fax Interaction Fax (32-bit) Interaction Fax (32-bit 15) SP Soft Phone BAN 0x5 Street (32-bit 15) SAN 0x5 Street (32-bit) BAN 0x5 Street (32-bit) District (32-bit) Client Clasma District (32-bit) Street (32-bit) District (32-bit) Dist	Enables users to send, rec., hotalit the 32-bit Block Xee, (Freature Harrestorie) and burners audio throads a U., hotalit the 2014 SIN On- hotalit the 21-bit SIN On- hotalit the 22-bit SIN On- hotalit the 22-bit SIN On- hotalit the 22-bit SIN On- hotalit the 23-bit SIN On- hotalit the 23-bit SIN On- hotalit the 24-bit SIN On- hotalit the 32-bit SIN Select Mercadon SIM Select Mercadon SIM Select Mercadon SIM Dial from Microsoft Outloo. Enables users to play vents, interaction SIM Bindoe	00200020101120	1	PRITALIDR PRITALIDR PRITALIDR PRITALIDR INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE INTERACTIVENTELLERNCE	000002200000000

10. When all desired changes are made, select Generate Transform... from the Transform menu.

	mind by Ustitled) - Orca			
Edit Tables Transform 1	Tools View Help			
	<b>M M</b>			
ables		Value		
to be if the	frankrive Offices	ACULAB JOMINISTRATORS ACCOUNTWATE JRPHELPLING JARPHELPTELEPHONE JA		
leicFileToNam Close Tran				
kelp#itter Close fran	BYOM INSTALLABLE ON ICSERVER.	3. La rege sont a servicio de la		
elpFilterToNa transform	Properties NC	http://www.inin.com/Services/servicesoverview.aup		
elpNamespace	BACHTER TRAINING	+1 317.872.3000		
elpPlugin	ARPPRODUCTICON	Mainlcon		
<b>INCustomAction</b>	ARPURLENFOABOUT	http://www.inin.com		
an	CC	1		
uPda	CLENT INSTALLED	1		
kocator	Default/Font	Wistd Font Normal		
stalExecuteSequence	DIRECTX90C	4.00.00		
stallUtSequence	DISABLEADVTSHORTCUTS	1		
alatedComponent	DS SITENAME	VoustomerSite		
unchCondition	EvrorDialog	ErrorDip		
(Bor	107EBO/EBZIANE	Md Secier		
ciPermissions	ITEMCOUNT	0		
INI	Manufacturer	Interactive Intelligence, Inc.		
oda	MeLogong	volonwarmapl		
loduleComponents	MSIRESTARTMANAGERCONTROL	Disable		
loculeDependency	ProductCode	(P5236011-C8F8-4F06-8FF7-E1A300338CAF)		
odulieExclusion	PRODUCTFOLDER	Elserices		
oduleSiani/Line	Product_anguage			
loveFie	Productuanduade	1030 Interaction Center User Applications		
NiAssembly		3.0.523		
	Product/lension			
alAssemblyName	REMOVEOLOCLIENTAPPS	1		
Is EileHash	REQUIREDDIRECTX9	Y85		
blaor	REOUREDOTNET30	190		
roperty	SecureCustomProperties	24FPNETSECURECUSTOMPROPERTIES: 24FPOUTLOOKSECURECUSTOMPROPER		
ublishComponent	SECURENETFRAMEWORK30			
adiobutton	SetRemoveExistingProductsAt12535	4		
edLocator	TELEPHONY PLATFORM	dalooc		
egistry ytsige	TRACING LOGPATH			
emoveFile	UbgradeCode	(\$F645348-FACF-4643-689F-448C15F76544)		
emoveln#le	VALIDATED	and a second		
emoveRecistry		on Please provide the parts to the desired storage folder for logging files.		
ecureObjects	WWUT proviseToTracePathDio Pathonio			
etReg	WarUE BrowseToTracePathDia Title	Logging File Path		
erviceControl	WixUE BrowseToTracePathDig Warning	Due to the significant amount of storage that logging can potentially take, a folder		
erviceInstall	WarUE InstalMode	InstallCustom		
hortcut	WWU Mode	Clenthstall		
kinature	WikURMOption	UNEM		
extStyle	Material True Materia Materia			
YDHLD:				
dText.				
terrar and a				

11. Orca will generate the transform and prompt for the transform filename (.mst) and location where it will be saved. In this example, the transform filename is MyTransform.mst and it is saved in the \ICUserAppsInstall directory on the local machine.

ave Transform	n As					?
Save in:	CUserApps	install	Y G	00	<del>.</del>	
My Recent Documents						
Desktop						
dy Documents						
My Computer						
<b>61</b>	-					0.000
	File name:	MyTransform.mst		~		Save
My Network	Save as type:	Windows Installer Transform (	[.mst]	~		Cancel

12. Select Close Transform from the Transform menu.

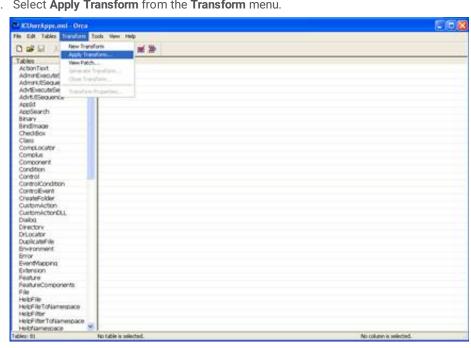
	armed by MyTransform.mit) - Orca	
e Edk Tables Transform	Tools View Help	
ables he	and the second sec	Value
And And State	and the second se	ACULABLICHTRESTRATORS ACCOUNTING ARTHEUR 2N JARHEUPTELEPHONE IN
Colority Server 200	Stard-out-	2
wicf for	INSTALLABLE ON ICSERVER.	Part of the second seco
leipFilterToNia travitor	Properties. NK	http://www.nin.com/Services/vervicesoverview.axp
eloNamespace	T MATTER TOLEPHONE	*1 317 872 3000
eloPlugn	ARFPRODUCTICON	Mariton
NINCustomAction	ARPURLINFOABOUT	http://www.inin.com
(0h)	CC	1
oFile	OLIENT INSTALLED	1000000000
nLocator	Default.@Font	Woldt Font Normal
nstalEvecuteSequence	DIRECTX90C	4.00.00
ristall, ESequence	DISABLEADVTSHORTCUTS	1
solatedComponent	D5 SITEWAE	VoustomerSite
aunchCondition	ErrorDialog	ErrorDig
As Box	LISER WERKAME	MillSener
od/Permissions	ITEMCOUNT	0
47-E	Manufacturer	Interactive Intelligence, Inc.
Aedia	Mstogong	voicewarmup!
ApdL/eComponents	MSIRESTARTMANAGERCONTROL	Disable
AdduleDependency	ProductCode	(PS236011-C9F8-4F06-8FF7-E1A300338CAF)
AdulaExclusion	PRODUCTFOLDER	XUMerAppe
AcculeSionature	Producturquage	1033
Acve≓ tie	Productiame	Interaction Center User Applications
tokstembly	ProductVersion	3.0.523
AsiAssembii/Name	REMOVEOLOCLENTAPPS	1
40 FileHarb	REQUIREDORECTX9	YOS
hootd	REOUBREDOTMET30	1998
Toperty	SecureCustomProperties	24FINETSECUREOUSTOMPROPERTEIS: 24FPOUTLOOKSECURECUSTOMPROPER
hubitehComponent.	SECURENETFRAMEWORK30	
Ladiobutton	SettemoveExistingProductsAts535	1
equocator.	TELEPHONY PLATFORM	diabot:
Vecica V	TRACING LOGPATH	
temoveFile	UpgradeCode	{9F6A5348-FAOF-46A3-089F-448C15F765A4}
terroveln#ite	VALIDATED	1
amoveRecetry		in Please provide the path to the desired storage folder for logging files.
SecureObjects	WHUT BrowseToTracePathDio Pathento	Looping Files folder
SetReq	WHUE BrowseToTracePathOla Title	Logging File Path
ServiceControl	Well& BrowseToTracePathDig Warning	Due to the significant amount of storage that logging can potentially take, a folder
ServiceInstall	Weld InstalMode	InstallCustom
shortcut	WHUE Mode	Cilenthstall
Signature	WildRMOption	UseRM
TextStyle	INTERACIONEMIELLISENCE	
TypeLib	A 100 CONTRACT (MARKADO) CONTRACTOR (MARKADO)	
UlText	2	
decised.	Balandari - Platent	Based of the And Inc.
Res: \$1.	Property - 42 nove	Property - String[72], Key

## Verify the changes that the transform will make

This section describes how to apply the transform from within Orca to verify the changes contained within the transform.

To verify the changes contained within the transform

1. Select Apply Transform from the Transform menu.



2. Select the transform to open, in this example, MyTransform.mst.

Open						? 🔀
Look in:	CUserApps	sinstall	~	00	12 🖽	•
My Recent Documents Desktop My Documents	MyTransform	.mst				
My Computer	File name:	MyTransform.mst			~	Open
	Files of type:	Installer Transforms (*.mst)			~	Cancel
My Network		Open as read-only				

3. Note that changed table names - Feature and Property - in the Tables column are tagged with a green bar.

CUserApps.msi (transformed by MyTransform.mst) - Orca	
File Edit Tables Transform Tools Wew Holp	
D M 및 그는 환자 코는 바 M M	
Tables 6	
Brion	
EventMapping	
Extension	
Feature	
FeatureComponents	
File	
Helpfile	
HelpFileToNamespace	
HeipFitter	
HelpF therToNamespace	
HeizMametosce	
HeipPluan	
NINCustomAction	
kon	
bull ite	
Inkocator	
InstalExecute/Sequence	
Install.(Sequence	
IsolatedComponent	
LaunchCondition	
Linbox	
LociPermissions	
MM	
Media Noduk/Components	
ModuleCemponenti ModuleCependency	
ModuleExclusion	
ModuleScrature	
Mooreschastre	
MsAssembly	
Msilssembilitane	
MsEkisah	
Peopld	
Property	
PublishComponent	
Radiofution	
Rect.ocator	
ablec 81 No table is selected.	No column is selected.

4. Click **Feature** in the **Tables** column and verify that the changes you made are present in the **Feature** table, indicated by green boxes.

with the second state of the second sectors in the second s	med by MyTransform.mst) - Orca						
le Edit Tables Transform 1 D 🚅 Gil 3. No 181 (24)	T = C # D						
Tables A		Feature Pa Title	Description	Dit	1.	Directory	Attra
Error	HiddenFeature Common		FFFD45 SH		1	INSTALLOR	0
EventMapping	Feature Enhancement01	HiddenFeatur Enhancementt	Enhancement1	2	0		0
Extension	Feature Enhancement02	HiddenFeatur Enhancement2	Enhancement2	4	0		0
Feature	Feature Enhancement03	HiddenFeatur Enhancement3	Enhancement3	6	0		0
FeatureComponents	Feature Enhancement04	HiddenFeatur Enhancement4	Enhancement4	9	0		0
File	Feature Enhancement05	HiddenFeatur Enhancement5	Enhancement5	10	Ő.		0
Helpfile	Feature Enhancement06	HiddenFeatur Enhancementh	Enhancementó	12	0.		0
HelpFileToNamespace	Feature Enhancement07	HiddenFeatur Enhancement7			0		0
HelpFilter	Feature Enhancement08	HiddenFeatur Enhancement8			0		0
HelpFilterToNamespace	Feature Enhancement09	HiddenFeatur Enhancement9	Enhancement9	18	0		0
HelpMamespace	Feature Enhancement10	HiddenFeatur Enhancemen	Enhancemen_	20	0		0
HelpPlugn	Feature Enhancement11	HiddenFeatur Enhancemen			0		0
ININCLISTOMACTION	Feature Enhancement12	HiddenFeatur Enhancemen			0		0
loon	Feature Enhancement13	HiddenFeatur Enhancemen			0		0
hÆile	Feature Enhancement14	HiddenFeatur Enhancemen			ō.		0
Inkocator	Feature Enhancement15	HiddenFeatur Enhancemen	Enhancemen	30	0		0
InstalExecuteSequence	Feature Enhancement16	HiddenFeatur Enhancemen			ö		0
Install/ItSequence	Feature Enhancement17	HiddenFeatur Enhancemen			0		0
IsolatedComponent	Feature Enhancement18	HiddenFeatur Enhancemen			0		0
LaunchCondition	Feature Enhancement19	HiddenFeatur Enhancemen			ò		0
ListBox	Feature Enhancement20	HiddenFeatur Enhancemen			0		0
LockPermissions	Feature InteractionClient		Select Intera		1	INTERACTIV	0
MME	ICNE ExtraFeature	Feature ICNE ExtraFeature	Deserve a rest of the	ô.	1	and the set of the set	0
Media	Feature ICNE	Feature Inte Interaction Cl.	Standard ver	1	600	INTERACTIV	ġ.
ModuleComponents	ICOE ExtraFeature	Feature 100E ExtraFeature	Contraction of the contract	6	1	a statute statute statute	0
ModuleDependency	Feature ICOE	Feature Inte Interaction CL.	Marrison of In	5	R.	INTERACTIV	0
ModuleExclusion	Feature MINClientAdditionaFeature	Feature Inte Additional Fe				INTERACTIV	8
ModuleSchature	Feature OutlookDialing	Feature ININ., Outlook Dialing				INTERACTIV	0
MoveFile	Feature TAPI Cleanup	Client Clearup	C Dear is continue	6	1	INTERACTIV	
Msiassembly	Feature InterneExplorerIntegration	Feature ININ Internet Expl	Dial the curr	2		INTERACTIV	
MaassembMame	Feature GreatFlans	Feature July., MS Great Pla.				INTERACTIV	8
MsEleHash	Feature WindowsCalControlToolbar					INTERACTIV	0
Proald	Feature MicRMintegration	Feature Win MSCRM Inte				INTERACTIV	0
Property	Feature Interaction/M		Enables user		1	INTERACTIV	0
PublishComponent	Feature InteractorFax		Enables user		1	INTERACTIV	
RadioButton	Feature SIPSoftStation		Delivers audi			INTERACTIV	
RecLocator	LodateClent NoWebConfig		Retrieves Int		100	CONTRACTOR OF CONTRACTOR	0
Nectocator in the st	Feature - 40 rows	grader activel ()	NES BARE DR.	-		n is selected.	W

5. Click **Property** in the **Tables** column and verify that the changes you made are present, indicated in the **Property** table, indicated by green boxes.

e Edit Tables Transform 1	rmed by MyTransform.mst) - Orea-	50
	T=8 #3	
	A CONTRACTOR OF	
Tables 🔥		Value
Error	Manufacturer	Interactive Intelligence, Inc.
Even/Mapping	ProductCode	{F5236011-C0F8-4F06-8FF7-E1A300338CAF}
Extension	ProductLanguage	1033
Feature	ProductName	Interaction Center User Applications
FeatureComponents	ProductVersion	3.0.523
File	PRODUCTFOLDER	1CUser Apps
HelpFile	OLIENT INSTALLED	
HelpFileToNamespace	REMOVEOLDCLIENTAPPS	1
HelpFilter	SetRemoveExistingProductsAt1535	1
HelpFilterToNamespace	ALLUSERS	2
HelpNamespace	TRACING LOGPATH	and the second se
HelpPluain	ARPHELPTELEPHONE	+1 317.072.3000
ININCustomAction	ARPHEUPLINK	http://www.inin.com/Services/servicesoverview.asp
loon	ARFURLINFOABOUT	http://www.inin.com
InFile	MSIRESTARTMANAGERCONTROL	Disable
InLocator	MsiLogging	voicewarmup!
InstallExecuteSequence	CIC	1
InstallUSSequence	ARPPRODUCTICON	Maintcon
IsolatedComponent	REOUREDOTNET30	Yes
LaunchCondition	REQUIRED DIRECTX9	105
ListBox	DISAIN, FADVTSHORTCUTS	1
LockPermissions	Wintut Mode	ClientInstall
MIME	Wat InstalMode	InstallCustom
Media	Would BrowseToTracePathDig Title	Logging File Path
ModuleComponents		Please provide the path to the desired storage folder for logging files.
ModuleDependency	WWUE BrowseToTracePathDig Warning	
ModuleExclusion	WebUE BrowseToTracePathDig Pathinfo	Logging Files folder:
ModuleSignature	Default/IFont	Wald Font Normal
MoveEde	ErrorDialog	ErrorDig
MsiAssembly	ITEMCOUNT	0
MsiAssemblyName	VALIDATED	1
MsFileHath	APP NOT INSTALLABLE ON ICSERVER	1
Progid	AdminProperties	ACULABIADMINISTRATORS ACCOUNTNAME ARPHELPLINK ARPHELPTELEPHONE A
Property	SecureCustomProperties	24FPNETSECUREOLISTOMPROPERTIES: 24FPOUTLOOKSECUREOLISTOMPROPER
PublishComponent	INTERACTIVE INTELLIGENCE	d'un seranos.
RadioButton	VISEPVERMANE	M/CServer
Reducator M	- ALCOLOGICAL CONTRACT	CHARLES AND

6. Close the transform and exit Orca.

### Apply the transform to the base installation package

Copy the transform to the network share where the base ICUserApps.msi is located.

- From the domain controller, use Active Directory Users and Computers to select and open the base installation package you created in the "Create and deploy the base installation package" section. In this example, it is Interaction Center User Applications installation package.
- 2. Right-click the Interaction Center User Applications installation package and select Properties.

teraction Cente	er User Applications
Product informa	tion
Version:	3.0
Publisher:	
Language:	English (United States)
Platform:	Intel
upport informa Contact: Phone:	+1 317.872.3000
URL:	http://www.inin.com/Services/servicesoverview.a

3. Select the Modifications tab.

-					Mgvel	Jp
					Moye D	own
	a 1		1			
Ag	id	Bernove				

4. Click the Add button to add the transform to the IC User Applications installation package.

#### Note:

If the **Add** button is disabled in the Modifications tab, it is because you did not select **Advanced** on the **Software Installation Properties** dialog when the base installation package was created, as described in step 10 of "<u>Create and deploy the base</u> <u>installation package</u>". You will need to recreate the base installation package in order to continue.

5. Browse to the transform you created and click the **Open** button.

ben				?
Look jn:	CUsetApp		0000	<b></b> -
My Recent Documents	MyTransform	n.mst		
Desktop				
ly Documents				
My Computer				
My Network	File name:	MyTransform.mst	•	<u>O</u> pen
Places	Files of type:	Windows Installer transform pack	kages (".mst) 💌	Cancel

6. The transform is added to the installation package and is displayed in the **Modifications** tab.

ieneral   Dep	ployment   U	Jpgrades   Cal	tegories	Modificatio	ns Security
		ns allow you to n the order sho			
Modification	<b>r</b> ;				
\\Devdc\se	oftwareVICU	setApps\MyTr	ansform ma	t	Move Up
					Move Down
					The part of the second
•				×	
Add	Be	move		2	
•  [Agd	Be	move		Ľ	
Important! D	o not press	OK until all trar		added an	
Important! D	o not press	OK until all trar		added an	id ordered ons list box, an
Important! D correctly. Fo	o not press	OK until all trar		added an	
Important! D correctly. Fo	o not press	OK until all trar		added an	

7. Select the **Deployment** tab. Return to step 14 in "<u>Create and deploy the base installation package</u>" to deploy the base installation package plus the transform containing the changes.

# **Change Log**

The following changes have been made to this document since it was first distributed.

Date	Changes				
28-March-2012	Updated the document for Client Language Plugins for IC Language Packs, available in IC 4.0 SU 1.				
27-November-2012	<ul> <li>Revised the "Client Workstation Application Installs: Feature Names and Properties Tables" and created is section "Client Plugin Installs: Product Codes" to include the following new information:</li> <li>Windows 8 support for client workstation applications, available in IC 4.0 SU 3 or later.</li> <li>Interaction SIP Bridge plugin for IC User Applications, available in IC 4.0 SU 2.</li> <li>Microsoft Outlook Interaction Client Addin plugin for IC User Applications, available in IC 4.0 SU 3.</li> <li>Interaction Dialer client workstation installs and Client Plugins, available in Interaction Dialer 4.0 GA.</li> <li>Interaction Dialer Client Language Plugins, available in Interaction Dialer 4.0 SU 1.</li> </ul>				
27-November-2012	<ul> <li>Added these new sections for IC 3.0 to IC 4.0 client workstation application migrations:</li> <li>"Upgrade IC 3.0 client workstation applications to IC 4.0" in "Other uses for a group policy running a script" in "Create the Group Policy".</li> <li>"Sample Upgrade script for CIC client workstation applications" in "Sample Scripts".</li> </ul>				
22-October-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.				
31-March-2015	In "Client Workstation Application Installs: Feature Names and Properties Tables", updated the "IC User Applications (32-bit)" and "IC User Applications (64-bit)" sections for transition from Interaction Client .NET Edition to Interaction Desktop in CIC 2015 R3 or later.				
09-September-2015	<ul> <li>Made the following updates for removal of Interaction Client. NET Edition in CIC 2016 R1:</li> <li>"Client Workstation Application Installs: Feature Names and Properties Tables", updated the "IC User Applications (32-bit)" and "IC User Applications (64-bit)" sections.</li> <li>"Client Plugin Installs: Product Codes", update for "Microsoft Outlook Interaction Desktop Plugin for IC User Application" title.</li> </ul>				
09-September-2015	Updated document to reflect rebranding in CIC 2016 R1.				
21-March-2016	<ul> <li>Made the following updates:</li> <li>Updated copyright page.</li> <li>"Client Workstation Application Installs: Feature Names and Properties Tables", updated the "IC User Applications (32-bit)" and "IC User Applications (64-bit)" sections for new property IGNORE_MISSING_KBS (Microsoft SHA-256 support and Interaction Intelligence QoS driver issue for Windows 7 and Windows 2008 R2).</li> </ul>				
07-April-2017	<ul> <li>Added notes to indicate that Interaction Client Web Edition was removed starting with CIC 2017 R4.</li> <li>Updated copyright page.</li> <li>Added clarification to "Uninstall the software" section.</li> </ul>				
May-11-17	<ul> <li>Removed references to Interaction Client Web Edition and .NET Edition for CIC 2017 R4.</li> <li>Updated copyright page.</li> <li>Added clarification to "Uninstall the software" section.</li> </ul>				
September-27-17	<ul><li>Rebranding.</li><li>Updated title page, copyright page, terminology.</li></ul>				
05-October-2017	Added install command-line options to configure capture client to 32-bit and 64-bit properties that the user can set.				
06-February-2018	Conversion to HTML.				