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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/pureconnect.

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Introduction to Group Policy Deployment

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 PureConnect Documentation Library:
  - "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 PureConnect Documentation Library.
- **Group Policy deployment**, see the Microsoft TechNet articles at http://technet.microsoft.com/en-us/library/cc754948%28v=WS.10%29.aspx and http://technet.microsoft.com/en-us/library/cc782152%28v=WS.10%29.aspx.
- **Windows Installer from the command line**, see Microsoft TechNet article at http://technet.microsoft.com/en-us/library/cc787899(WS.10).aspx.
- **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 http://technet.microsoft.com/en-us/library/cc759262%28WS.10%29.aspx.

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.

In this section:

- Basic install
- Logging and silent flag
- Apply a transform
- Apply a patch
- Modify properties
- Apply patch and transform

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\ICUserApps_32bit.msi" /l*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

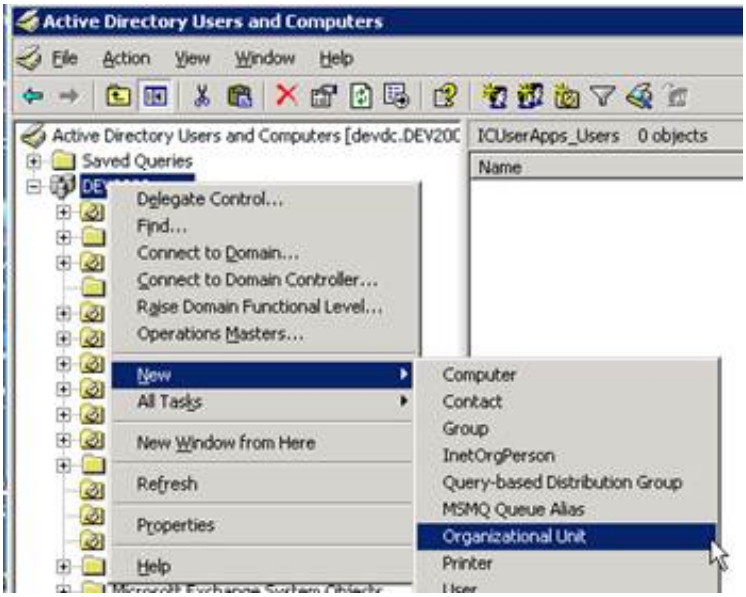
```
msiexec /i "\\SoftwarePC\IC client installs\ICUserApps_32bit_2015_R1.msi" /l*vx
"C:\temp\ICUserApps_32bit_2015_R1.log" TRANSFORMS="\\SoftwarePC\IC client
transforms\ICUserApps_32bit.mst" PATCH="\\SoftwarePC\IC client
patches\ICUserApps_32bit_2015_R1_Patch1.msp" /qn
```

```
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
```

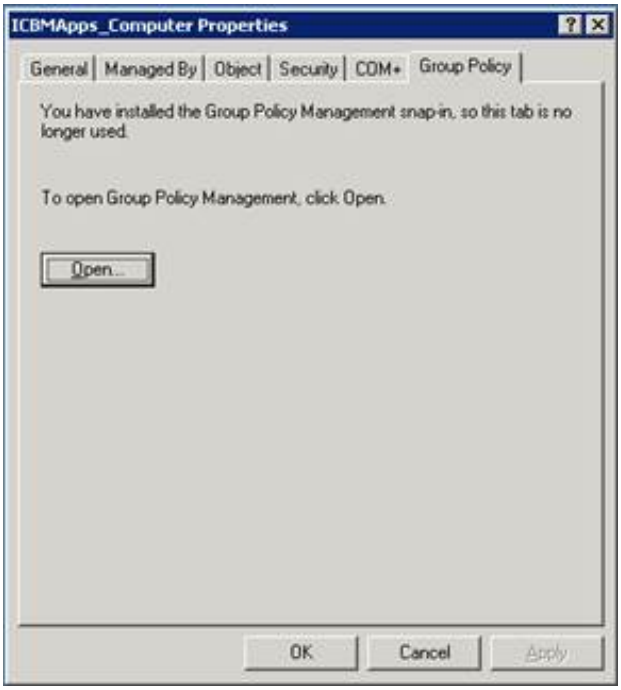
Create the Group Policy

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

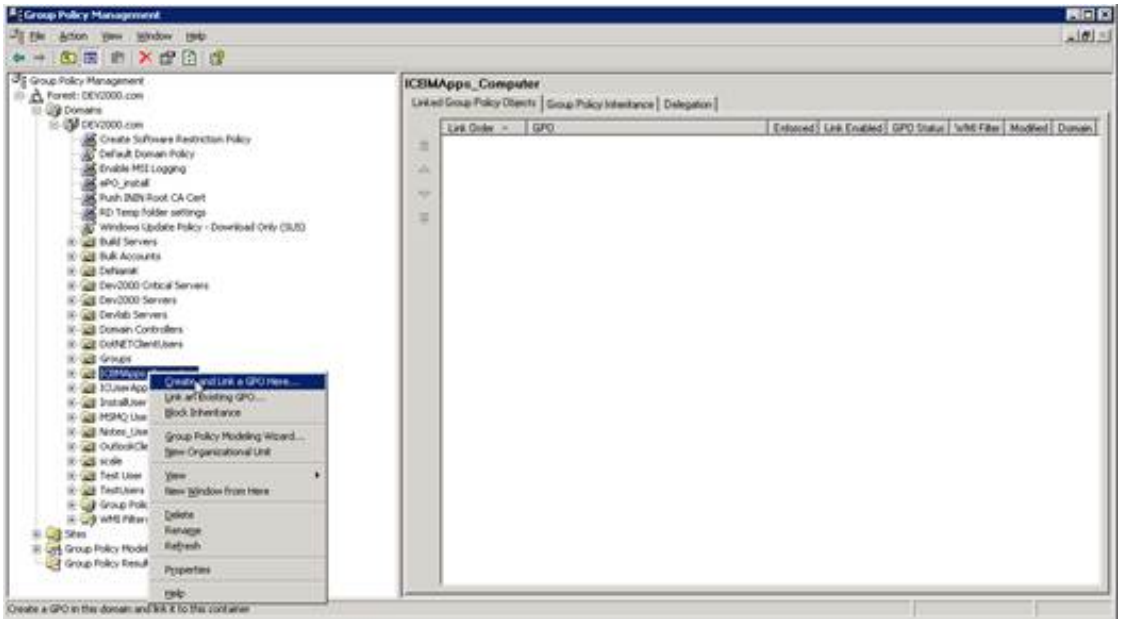
1. Open the Active Directory Users and Computers applet on the domain controller and create a new Organizational Unit (OU) to contain the computers for the client install. In this example, the OU is named `ICBMApps_Install`.



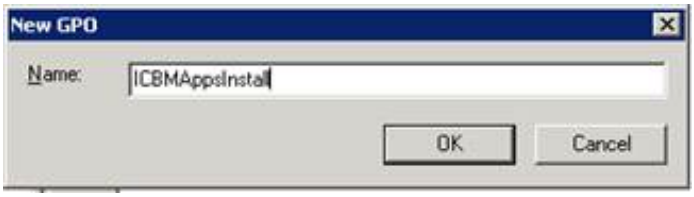
2. Right-click the new OU and select **Properties**.
3. Click the **Group Policy** tab and click the **Open** button to start the Group Policy Management snap-in.



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

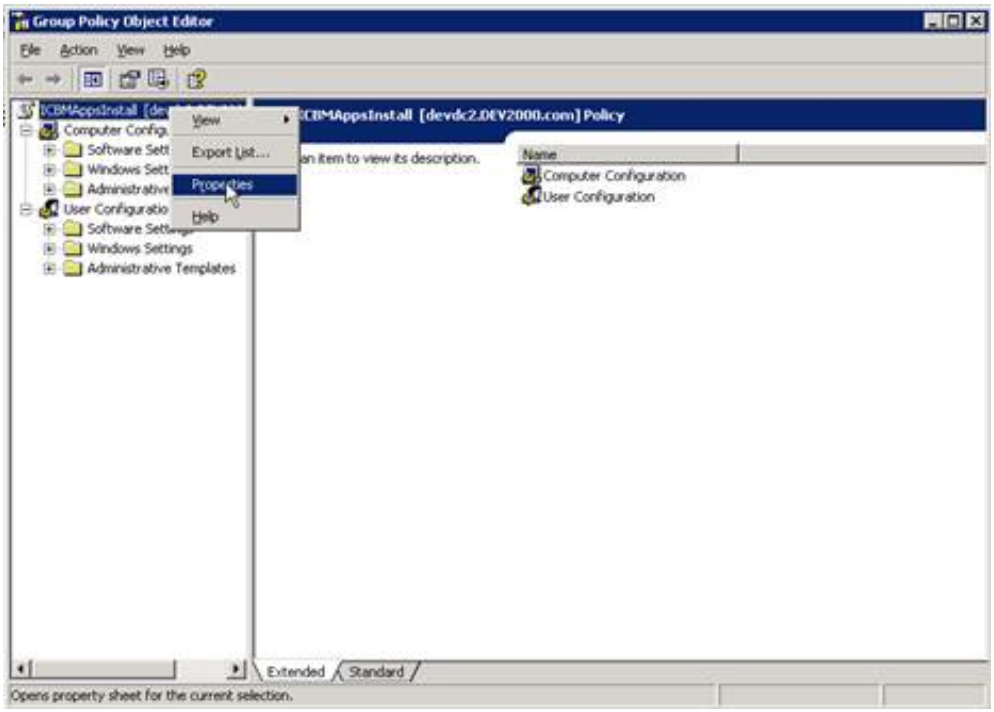


5. Give the GPO a name. In this example, the GPO is named `ICBMAppsInstall`.

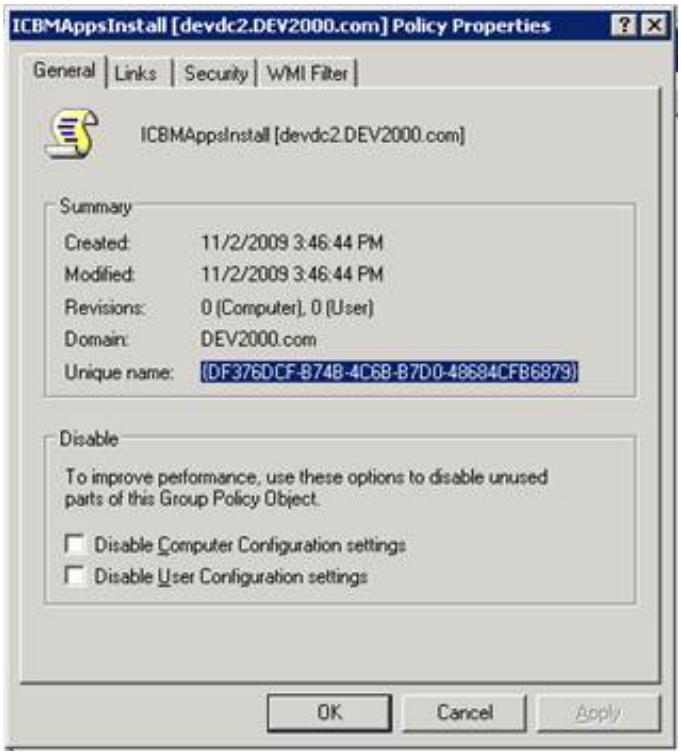


6. Right-click the GPO that is created and select **Edit** to start the Group Policy Object Editor.

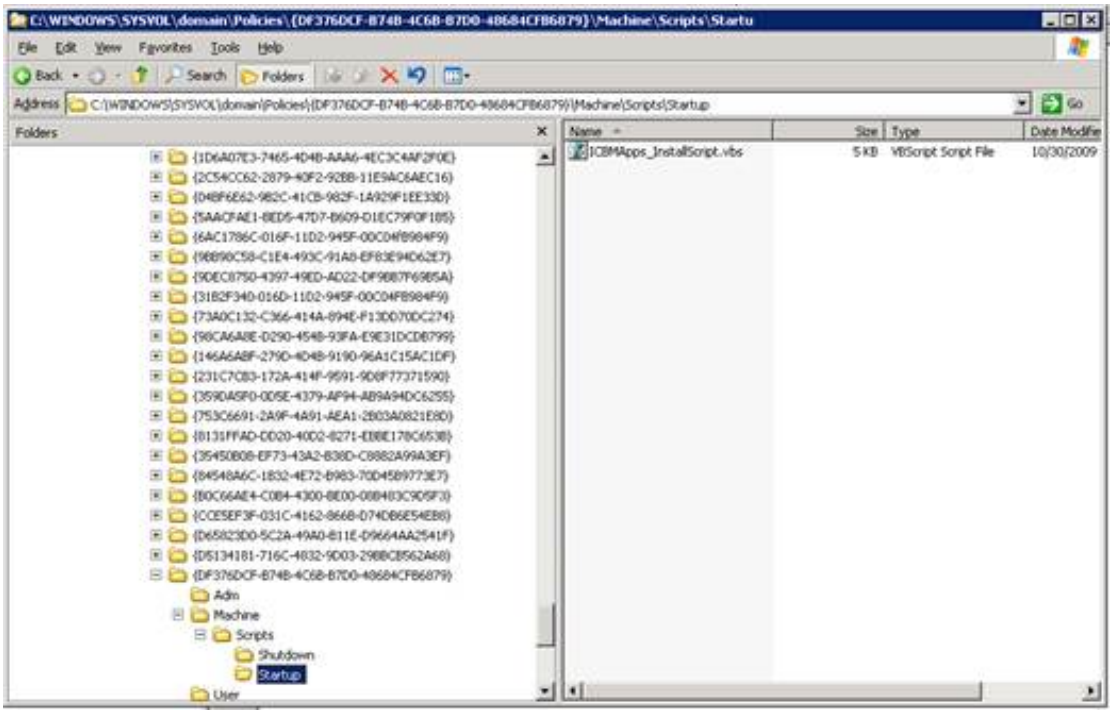
7. Right-click on the GPO name at the top of the tree and select **Properties**.



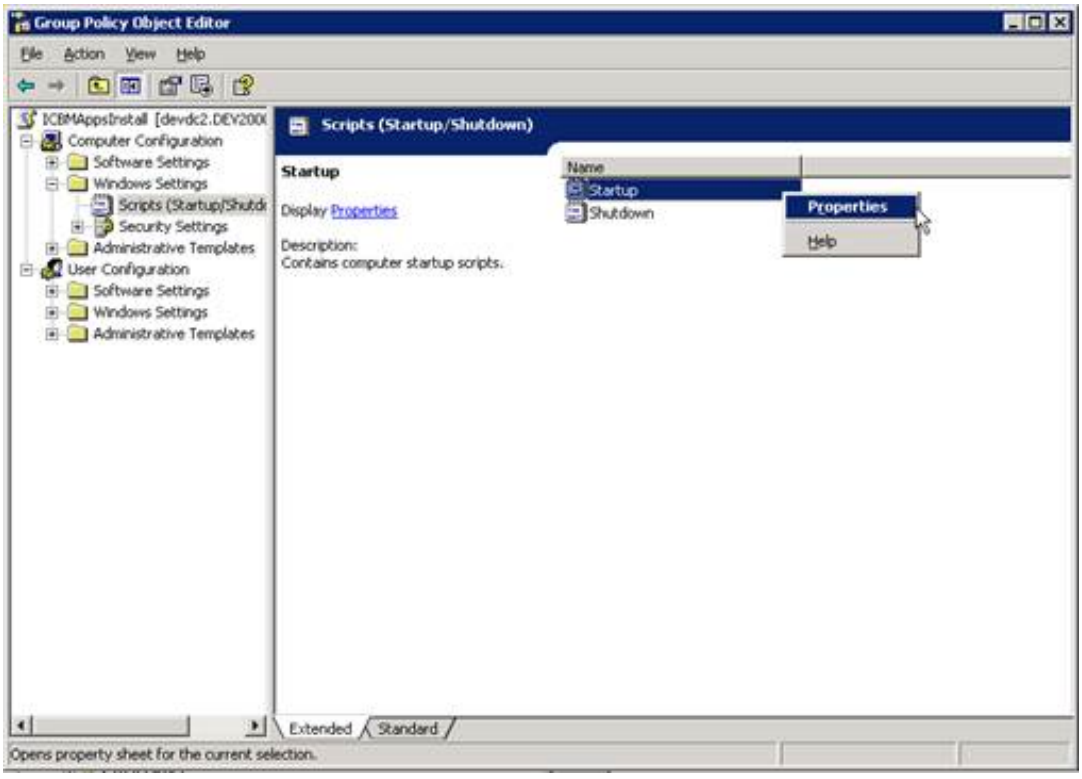
8. Click the **General** tab and note the **Unique Name** value. This value is used by Active Directory to create a folder where scripts relating to this group policy will reside on the domain controller.



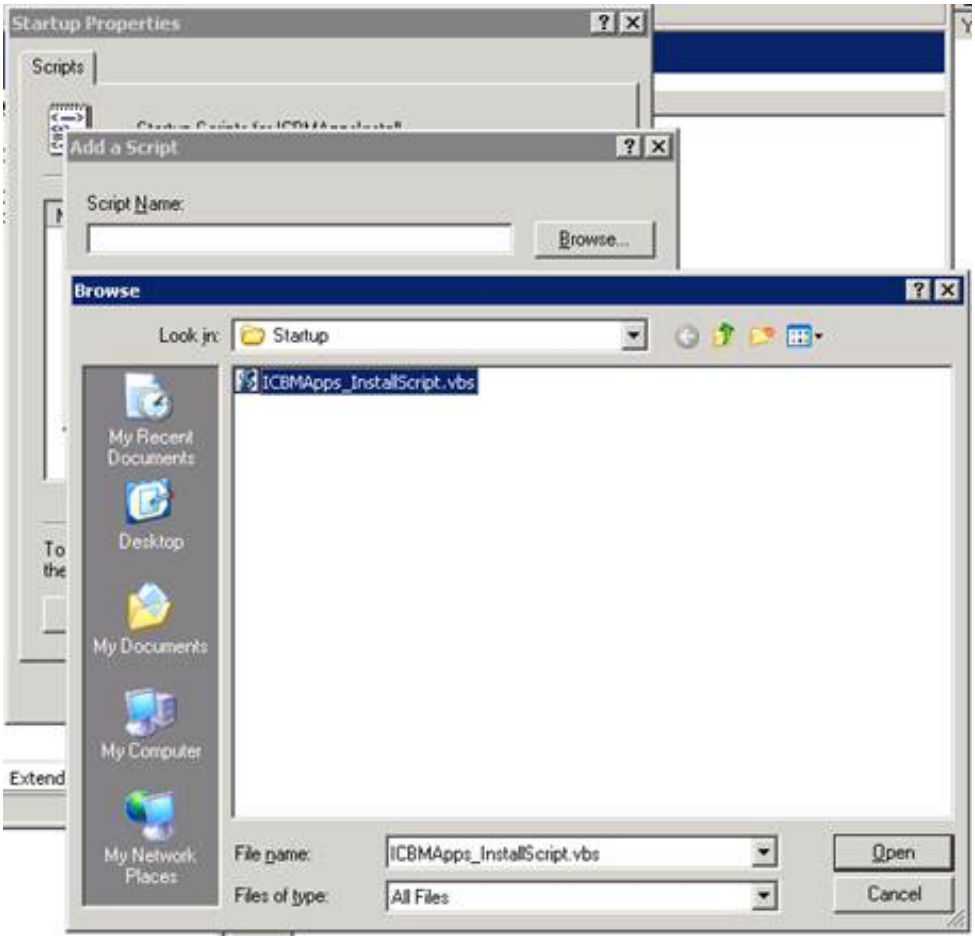
9. In Windows Explorer, locate the folder with the **Unique Name** value under the `Windows\SYSVOL\domain\Policies` folder. Place the script in the `Machine\Scripts\Startup` folder there. In this example the script is named `ICBMApps_InstallScript.vbs`. Windows Explorer can be closed after placing the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



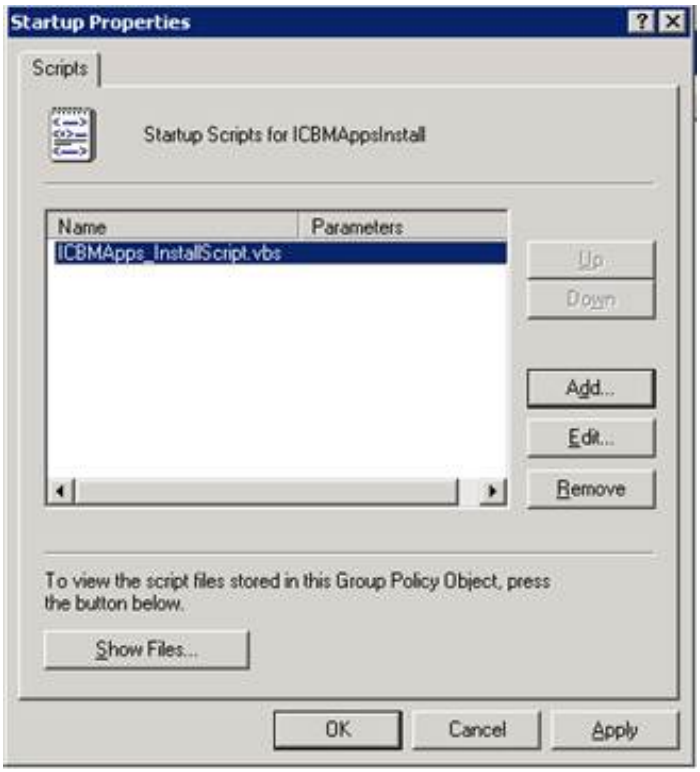
10. Go back to the Group Policy Object Editor and expand the **Computer Configuration** branch of the tree, and then the **Windows Settings** branch, and click **Scripts (Logon/Logoff)**.
11. Right-click the **Startup** script and select **Properties**.



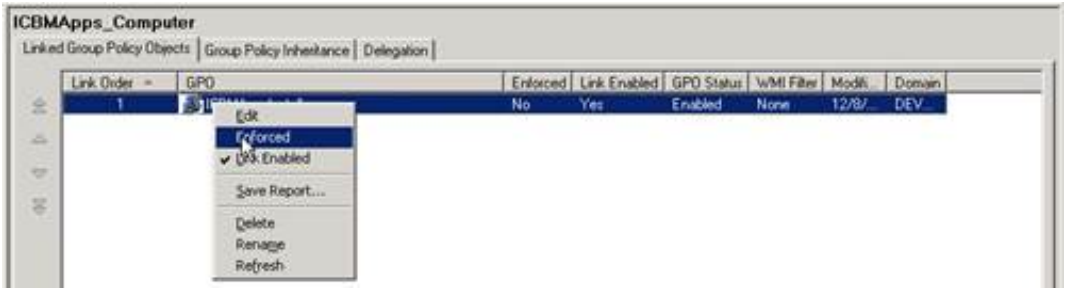
12. Click the **Add** button to add the script.
13. Click the **Browse** button to select the script or type its name in the **Script Name** field.



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



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



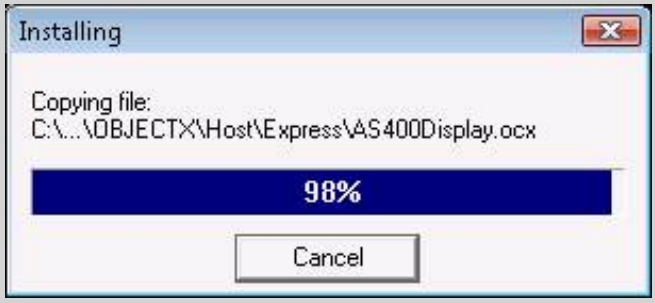
16. Add computers to the OU.
17. From the command line, type `gpupdate` to update the group policies for the domain.

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 20*XX* R*X* 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.

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-xxxxxxxxxxxx}" with the product's

GUID and
'"20XX_RX" with the release name (i.e., "2017_R4")
ICApp(0,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC Business

Manager Apps
ICApp(0,1) = "ICBusinessManagerApps_20XX_RX.msi"
ICApp(1,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC User

Apps (32_bit)
ICApp(1,1) = "ICUserApps_32_20XX_RX.msi"
ICApp(2,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC User

Apps (64_bit)
ICApp(2,1) = "ICUserApps_64bit_20XX_RX.msi"
ICApp(3,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC Server

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 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=""
'-----------------------------------------------------------------------------------------------------
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)
 &
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 Uninstall the software 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-xxxxxxxxxxxx}" 'IC Business
 Manager Apps
ICApp(0,1) = "ICBusinessManagerApps_20XX_RX.msi"
ICApp(1,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC User
 Apps (32_bit)
ICApp(1,1) = "ICUserApps_32_20XX_RX.msi"
ICApp(2,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC User
 Apps (64_bit)
ICApp(2,1) = "ICUserApps_64bit_20XX_RX.msi"
ICApp(3,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC Server
 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.

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 R1 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-xxxxxxxxxxxx}" with the product's


 GUID and
'"20XX_RX" with the release name (i.e., "2017_R4")
ICApp(0,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC Business


 Manager Apps
ICApp(0,1) = "ICBusinessManagerApps_20XX_RX.msi"
ICApp(1,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC User


 Apps (32_bit)
ICApp(1,1) = "ICUserApps_32_20XX_RX.msi"
ICApp(2,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC User


 Apps (64_bit)
ICApp(2,1) = "ICUserApps_64bit_20XX_RX.msi"
ICApp(3,0) = "{xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx}" 'IC Server


 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.
  This section includes: Features set to install level 1 (install by default) and Properties that the user can set
- IC Server Manager Applications.
  This section includes: Features set to install level 1 (install by default) and Properties that the user can set
- Interactive Update Client.
  This section includes: Features set to install level 1 (install by default) and Properties that the user can set
- Interaction Scripter Client.
  This section includes: Features set to install level 1 (install by default) and Properties that the user can set

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.

In this section:

- Features set to install level 1 (install by default)
- Features set to install level 100 (enabled but not installed by default)
- Properties that the user can set

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 PureConnect QoS Driver on Vista and Windows Server 2008.
Feature_ININQoS32_Win7_x86****	Invisible in Feature Tree	Installs the 32-bit PureConnect QoS Driver on Windows 7.
Feature_ININQoS32_Win10_x86****	Invisible in Feature Tree	Installs the 32-bit PureConnect QoS Driver on Windows 10.
Feature_ININQoS32_XP_x86****	Invisible in Feature Tree	Installs the 32-bit PureConnect 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 https://genesyspartner.force.com/customercare/pkb_Home?id= kA50B0000008R5H.

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>	
INTERACTIVEINTELLIGENCE	<installation directory>	Default is `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 https://genesyspartner.force.com/customercare/pkb_Home?id= kA50B0000008R5H .
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.
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. **Note:** 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>" or "https://servername:<portNumber>" Example: SRCC_HTTP_CONNECTION_URL="https://srccserver.com:8019" **Note:** 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" **Note:** 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 **Note:** 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.

In this section:

- Features set to install level 1 (install by default)
- Features set to install level 100 (enabled but not installed by default)
- Features set to install level 0 (disabled)
- Properties that the user can set

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.
Feature_ININQoS64_Win10_x86****	Invisible in Feature Tree	Installs the 64-bit PureConnect QoS Driver on Windows 10.
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 https://genesyspartner.force.com/customercare/pkb_Home?id= kA50B0000008R5H.

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>	
INTERACTIVEINTELLIGENCE	<installation directory>	Default is `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 https://genesyspartner.force.com/customercare/pkb_Home?id=kA50B0000008R5H.

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.
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. **Note:** 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>" or "https://servername:<portNumber>" Example: SRCC_HTTP_CONNECTION_URL="https://srccserver.com:8019" **Note:** 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" **Note:** 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 **Note:** 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 Feature Tree	Required
HiddenFeature_Common_Essentials	Invisible in Feature Tree	Required
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>	
INTERACTIVEINTELLIGENCE	<installation directory>	Default is `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>	
INTERACTIVEINTELLIGENCE	<installation directory>	Default is `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>	–
INTERACTIVEINTELLIGENCE	<installation directory>	Default is `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>	
INTERACTIVEINTELLIGENCE	<installation directory>	Default is `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:

- IC 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 *CIC Language Pack Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_language_pack/desktop/cic_language_packs.htm .

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 20*XX*R*X*
French Plugin for IC Business Manager Applications 20*XX*R*X*
German Plugin for IC Business Manager Applications 20*XX*R*X*
Japanese Plugin for IC Business Manager Applications 20*XX*R*X*
Polish Plugin for IC Business Manager Applications 20*XX*R*X*
Portuguese (Brazil) Plugin for IC Business Manager Applications 20*XX*R*X*
Spanish Plugin for IC Business Manager Applications 20*XX*R*X*
German Plugin for IC Server Manager Applications 20*XX*R*X*
Japanese Plugin for IC Server Manager Applications 20*XX*R*X*
Polish Plugin for IC Server Manager Applications 20*XX*R*X*
Spanish Plugin for IC Server Manager Applications 20*XX*R*X*
Dutch Plugin for IC User Applications 20*XX*R*X*
French Plugin for IC User Applications 20*XX*R*X*
German Plugin for IC User Applications 20*XX*R*X*
Japanese Plugin for IC User Applications 20*XX*R*X*
Polish Plugin for IC User Applications 20*XX*R*X*
Portuguese Plugin for IC User Applications 20*XX*R*X*
Spanish Plugin for IC User Applications 20*XX*R*X*

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 20*XX* R*X*
Chinese (Traditional) Plugin for IC Business Manager Applications 20*XX* R*X*
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 20*XX* R*X*
Chinese (Traditional) Plugin for IC Server Manager Applications 20*XX* R*X*
Arabic Plugin for IC User Applications 20*XX* R*X*
Chinese (Simplified) Plugin for IC User Applications 2015 R1
Chinese (Traditional) Plugin for IC User Applications 2015 R1
Hebrew Plugin for IC User Applications 20*XX* R*X*
Italian Plugin for IC User Applications 20*XX* R*X*
Korean Plugin for IC User Applications 20*XX* R*X*
Norwegian Plugin for IC User Applications 20*XX* R*X*
Russian Plugin for IC User Applications 20*XX* R*X*
Serbian Plugin for IC User Applications 20*XX* R*X*
Swedish Plugin for IC User Applications 20*XX* R*X*
Turkish Plugin for IC User Applications 20*XX* R*X*

Tier 3 Client Language Plugins

The following table shows the client language plugin names.

Client Language Plugin Name
Danish Plugin for IC User Applications 20*XX* R*X*

Microsoft Outlook Interaction Desktop Plugin for IC User Applications

The Microsoft Outlook Interaction Desktop Add in is a plugin for IC User Applications. For more information about this plugin, see Working with the Microsoft Outlook Interaction Desktop Add-In.

Client Plugin Name
Outlook Plugin for IC User Applications 20*XX* R*X*

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 20*XX*R*X*
Dialer Plug-ins for IC Server Manager Applications 20*XX*R*X*
Dialer Plug-ins for IC Session Manager Server 20*XX*R*X*

Interaction Dialer Client Language Plugins

This section provides the Interaction Dialer client language plugin names.

Tier 1 Client Language Plugins

Note:
For complete information on supported languages in Interaction Dialer, their current availability, and scope of localization for each language, see the PureConnect Outbound:Interaction Dialer and Interaction Scripter page at https://help.genesys.com/cic/desktop/interaction_dialer_landing.htm.

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 20*XX*R*X*
Spanish Plugin for Interaction Scripter.NET 20*XX*R*X*
French Plugin for Interaction Scripter.NET 20*XX*R*X*
Japanese Plugin for Interaction Scripter.NET 20*XX*R*X*
Dutch Plugin for Interaction Scripter.NET 20*XX*R*X*
Polish Plugin for Interaction Scripter.NET 20*XX*R*X*
Portuguese (Brazil) Plugin for Interaction Scripter.NET 20*XX*R*X*
Chinese (Simplified) Plugin for Interaction Scripter.NET 20*XX*R*X*

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.

In this section:

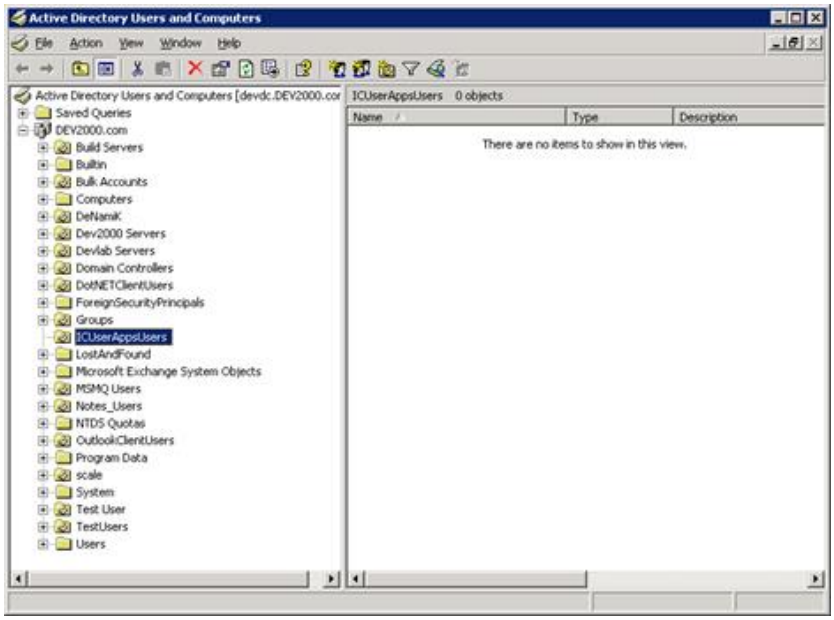
- Create and deploy the base installation package
- Customize the base installation package

Create and deploy the base installation package

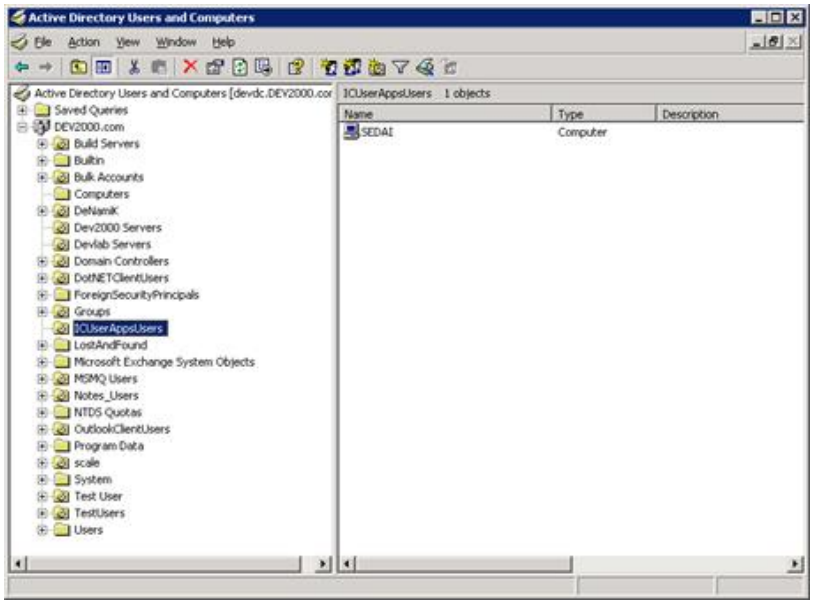
This section describes how to create and deploy a base installation package with the default feature components and default directory location to specified workstations for the IC User Applications installation program (`.msi`) file. The procedure is equally applicable to the other client workstation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

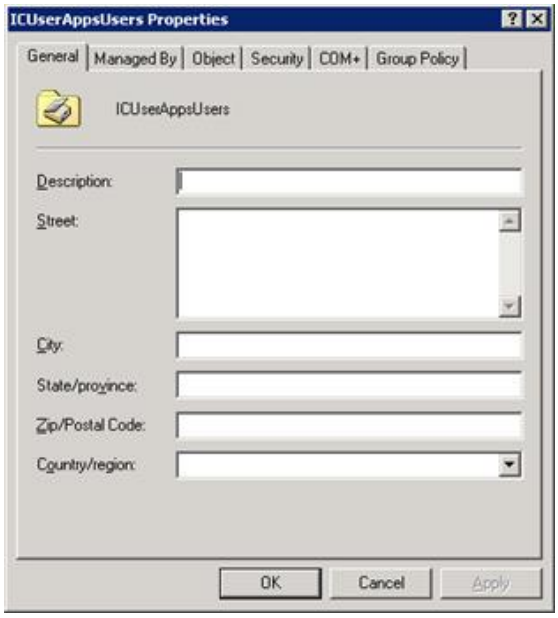
1. On the domain controller, open **Active Directory Users and Computers**.
2. Define a new organization unit (OU) under the Domain. In this example, the **ICUserAppsUsers** OU was created.



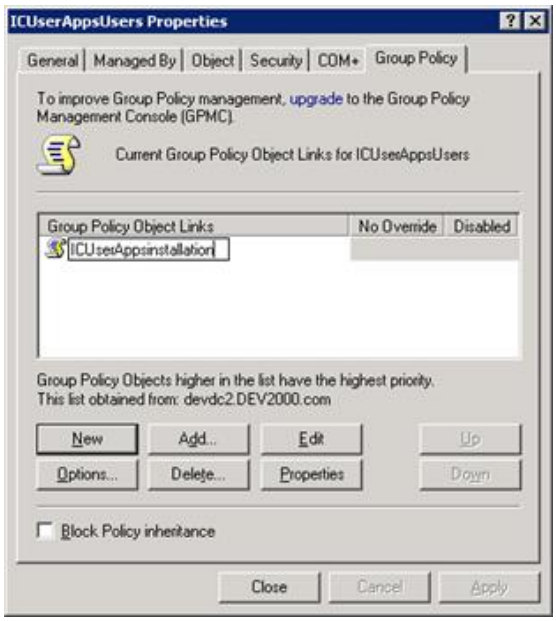
3. In the new OU, add the workstations that you wish to receive the software installation, in this case, the IC User Applications installation.



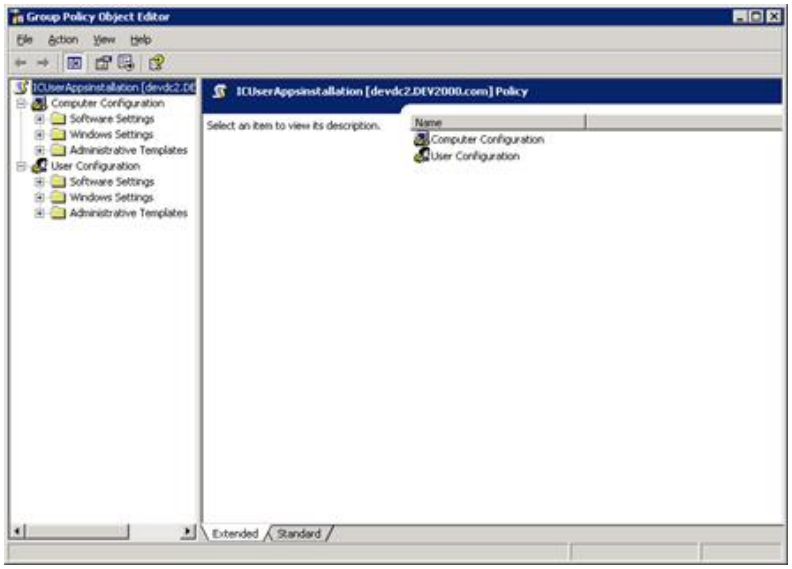
4. Right-click on the ICUserAppsUsers OU, and select **Properties**.



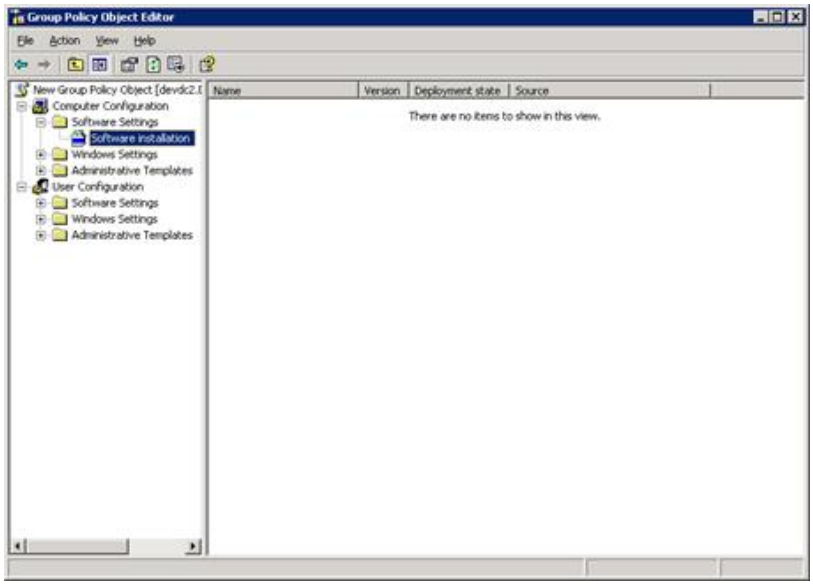
5. Select the **Group Policy** tab.
6. Select **New** to create a Group Policy Object and give it an appropriate name, for example, `ICUserAppsInstallation`.



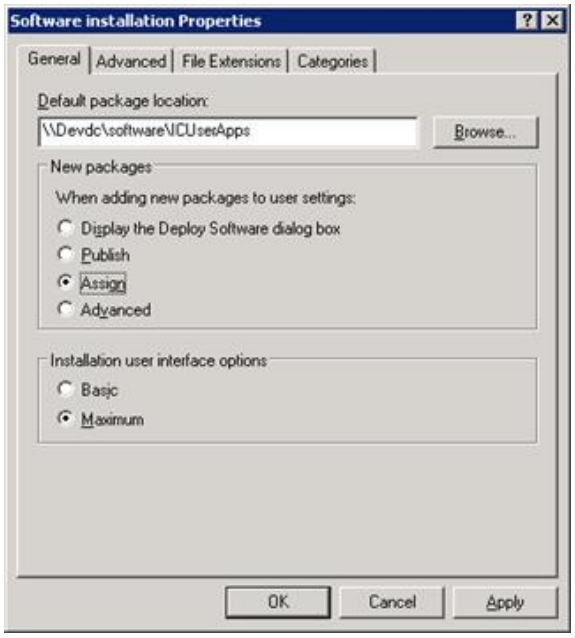
7. Highlight the ICUserAppsInstallation Group Policy Object and select **Edit** to open the Group Policy Editor.



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.



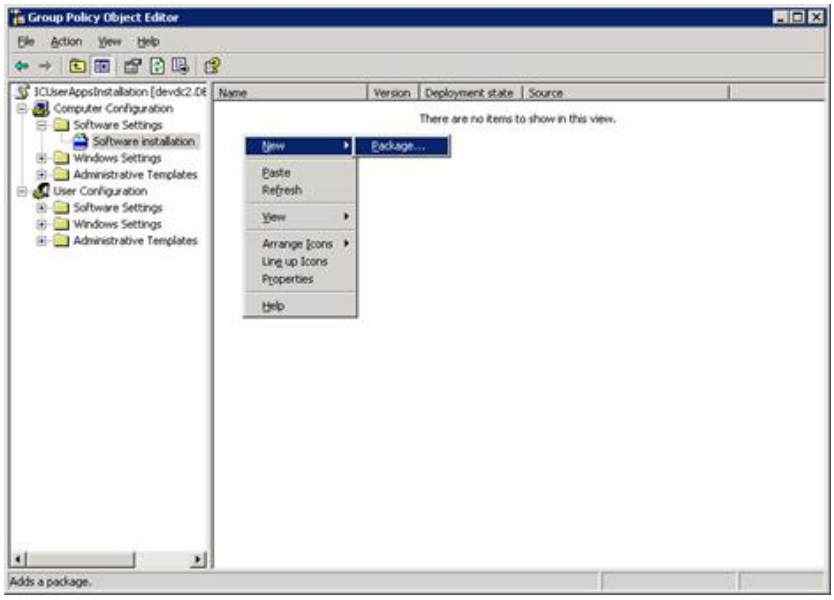
Under **New packages**, select **Assign**.

> **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.

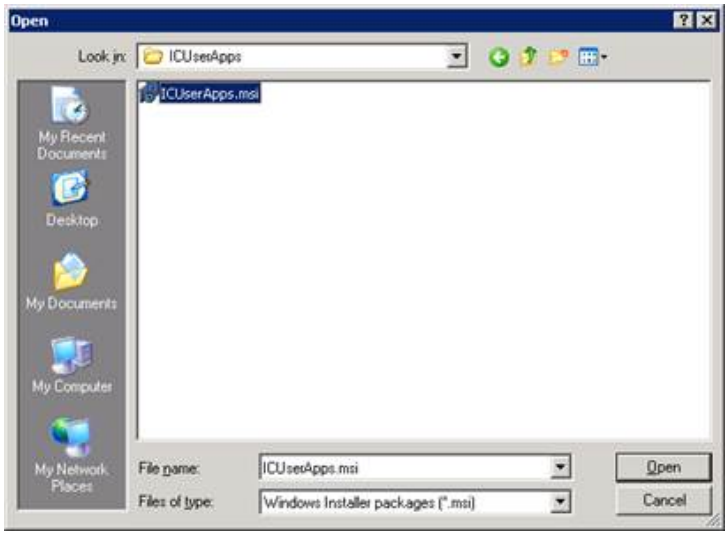
Under **Installation user interface options,** select**Maximum**.

Click **Apply** to return to the Group Policy Editor.

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

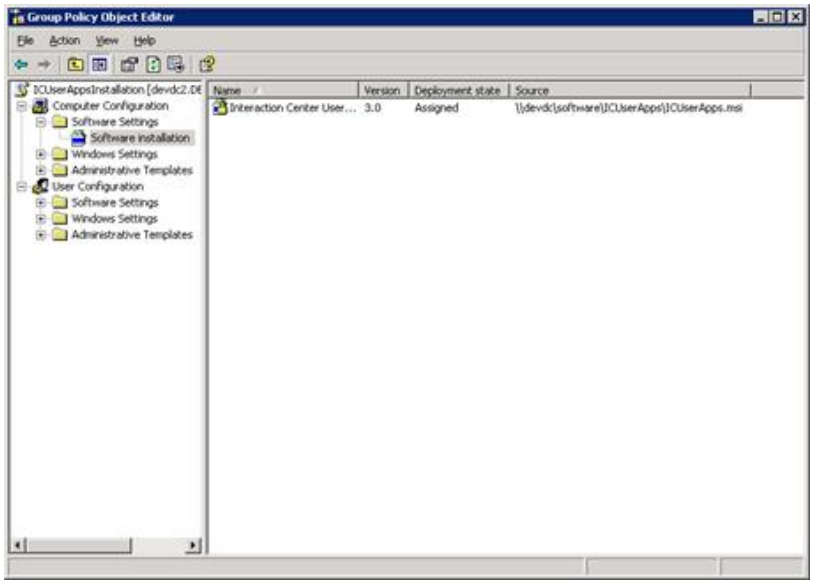


12. Select the installation program (`ICUserApps.msi`) from the network share (`ICUserApps`) and click **Open**.



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.



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**.

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 **CIC Server Installation** in the *PureConnect Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_installation_and_configuration/desktop/chapter_11_cic_server_installation.htm. You may also wish to refer to *Interactive Update Technical Reference* in the PureConnect Documentation Library.

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

In this section:

- Install the Orca database editor
- Create a transform
- Verify the changes that the transform will make
- Apply the transform to the base installation package

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 http://www.microsoft.com/downloads/details.aspx?FamilyID=0baf2b35-c656-4969-ace8-e4c0c0716adb&DisplayLang=en). 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.

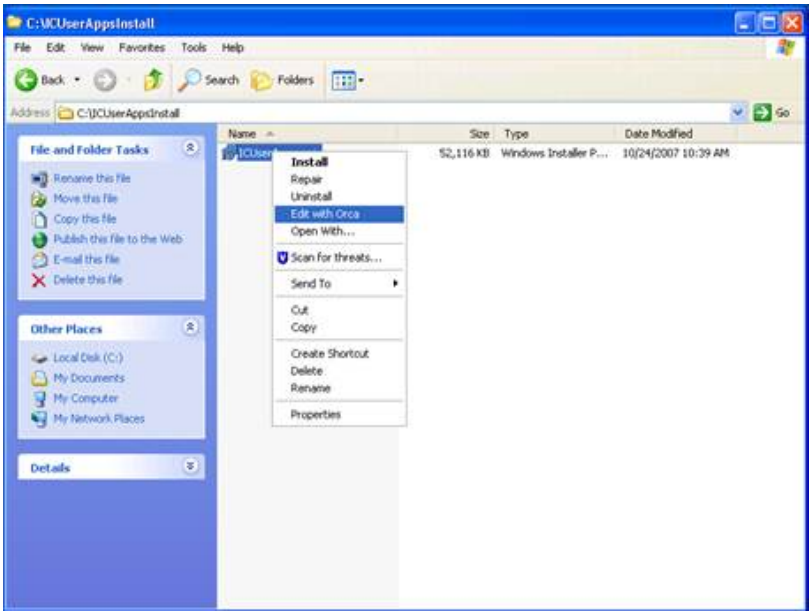
Create a transform

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

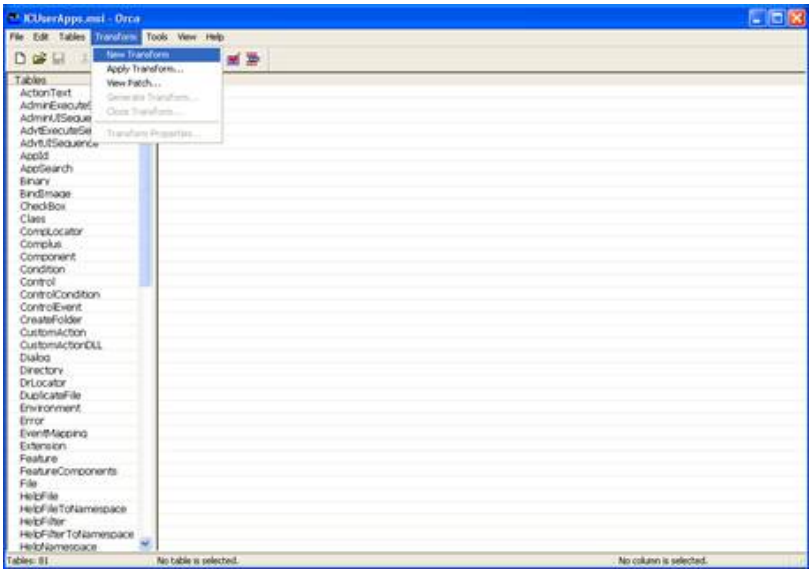
- The default Notifier (CIC Server) name will be specified.
- The default directory location will be changed from `C:\Program Files\Interactive Intelligence` to `D:\icuserapps`.
- The default Interaction Fax feature will be deselected.
- The Interaction Screen Recorder Capture Client feature will be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

To create the transform

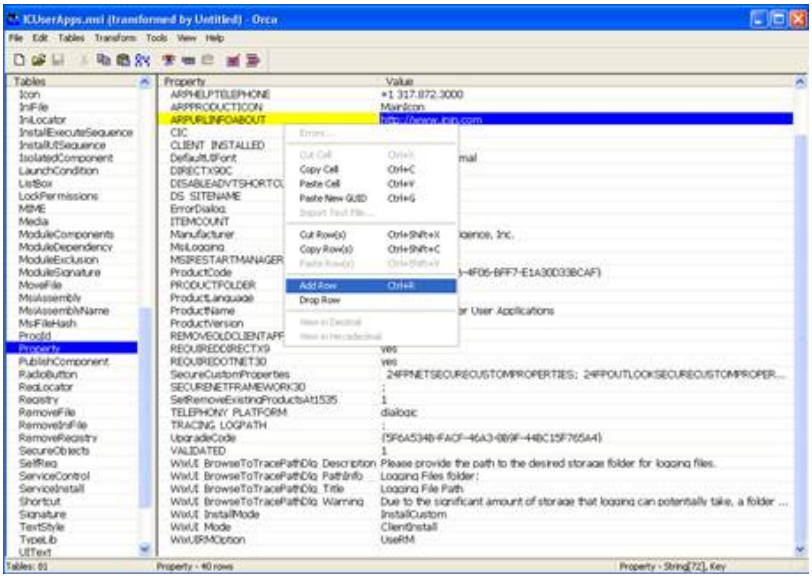
1. On the machine where Orca is installed, open Windows Explorer, locate the `ICUserApps.msi` file, right-click, and select **Edit with Orca** to open the Orca database editor.



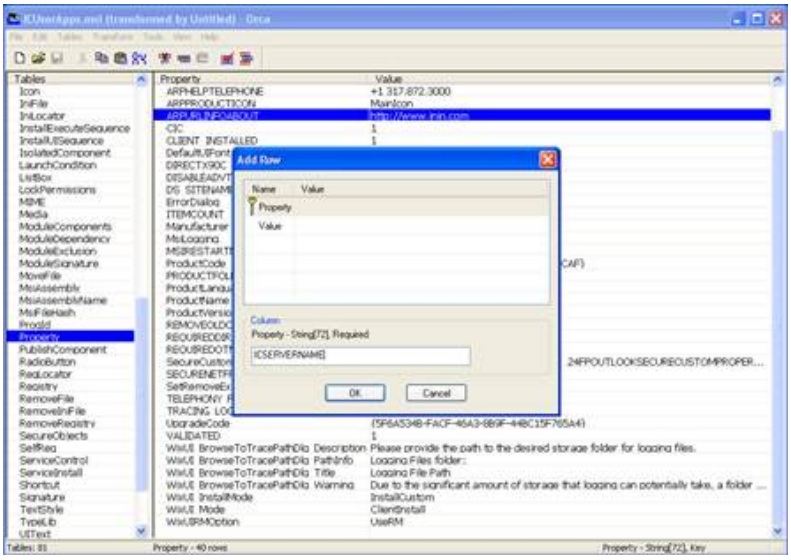
2. Select **New Transform** from the **Transform** menu.



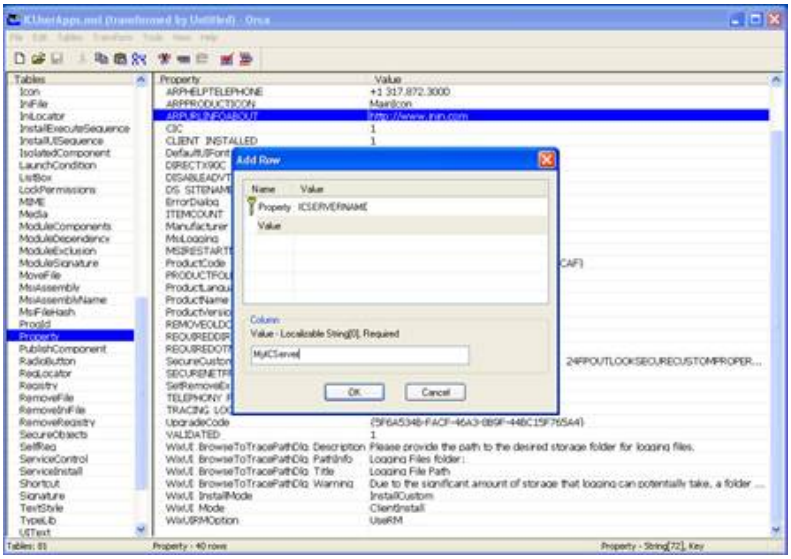
3. In the **Tables** column, click on the **Property** table, right-click in the right-side window and select **Add Row**.



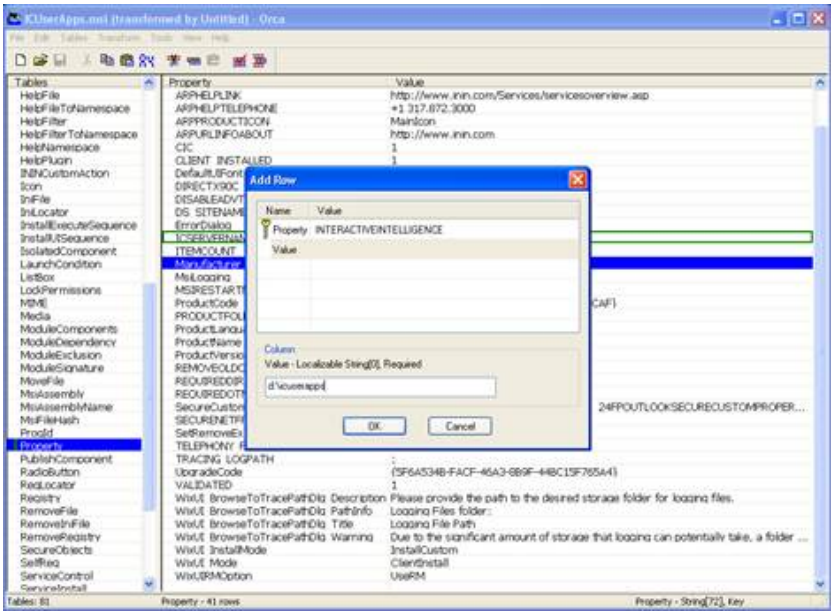
4. Click on **Property** in the **Add Row** dialog, and type the name of the first property to change: the default Notifier (CIC Server). The property that contains the Notifier (CIC Server) name is **ICSERVERNAME**. Type `ICSERVERNAME` in the **Property** field.



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.

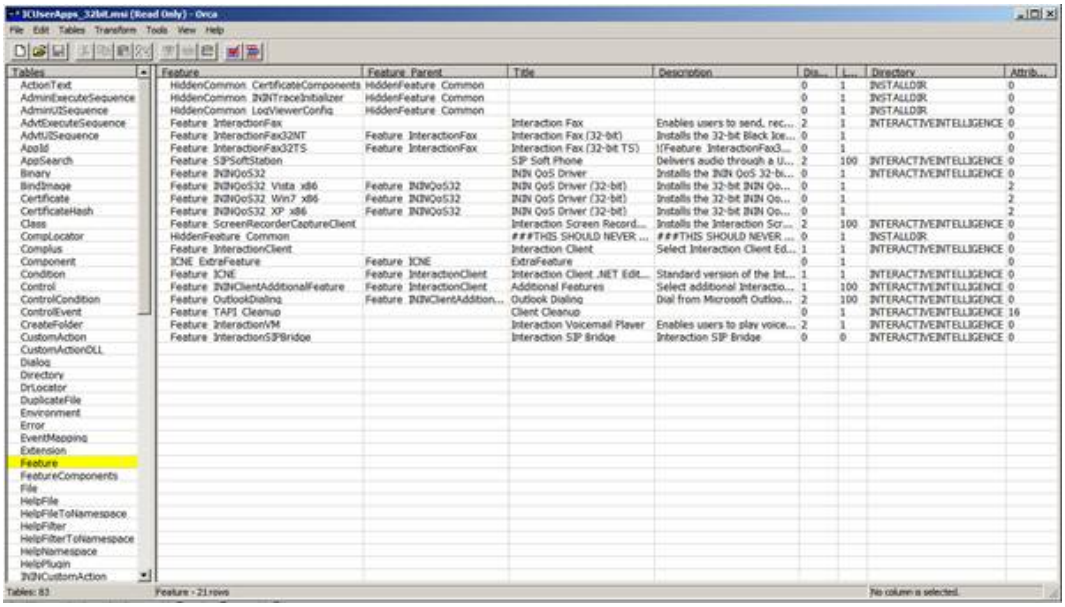


6. Click **OK** to close the **Add Row** dialog, and right-click in the right-side window again and select **Add Row.**
7. Enter the **Property** name and **Value** name for the second property to change: the default directory location.
   - The property that contains the default directory is named **INTERACTIVEINTELLIGENCE**.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



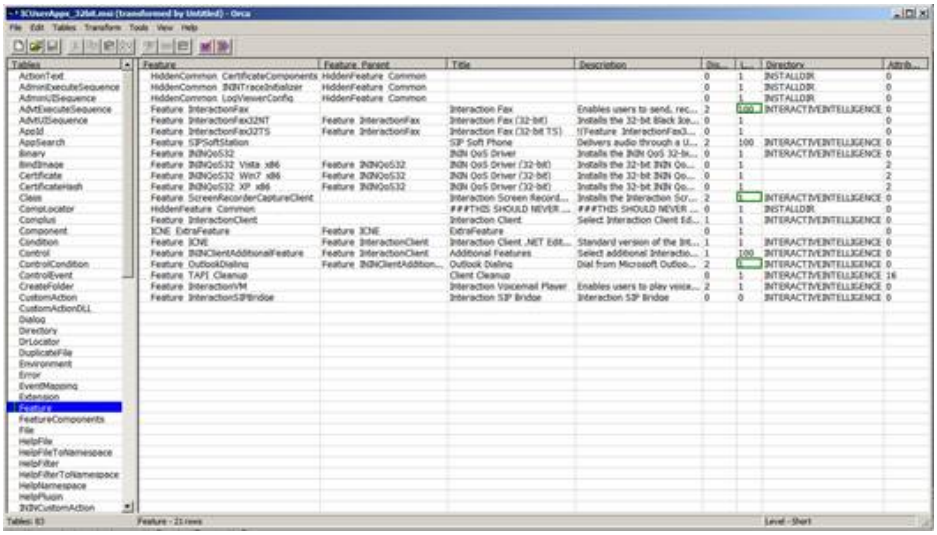
8. Close the **Add Row** dialog and click the **Features** table in the **Tables** column. Whether or not a feature is installed is determined by the value found in the **Level** column in the **Features** table. A value of **0** means a feature is disabled; a value of **1** means the feature is installed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

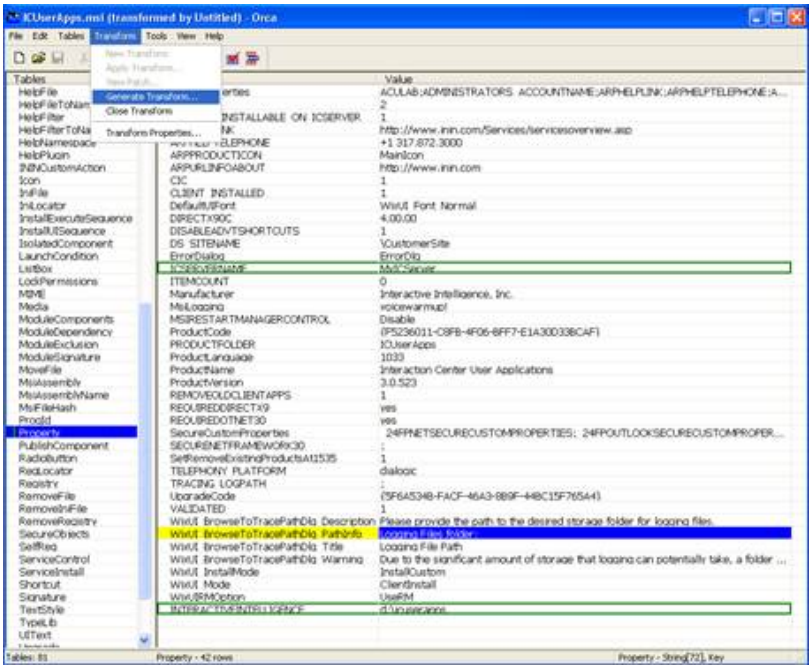


9. Make the desired Feature changes:
   - De-select **Feature_InteractionFax** so that the Level value is **100**.
   - Select **Feature_ScreenRecorderCaptureClient** so that the Level value is **1**.
   - Select **Feature_OutlookDialing** so that Level the value is **1**.

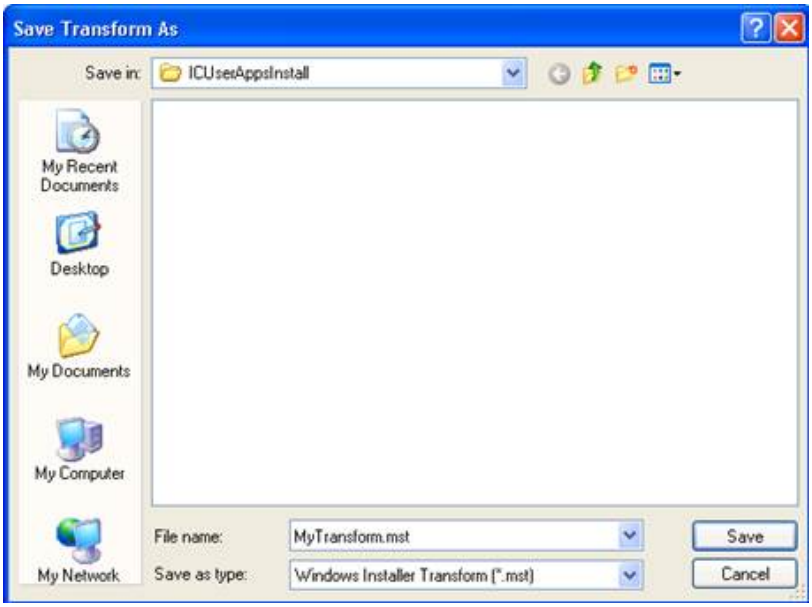
   Note that changes made to the selections are surrounded by green boxes.



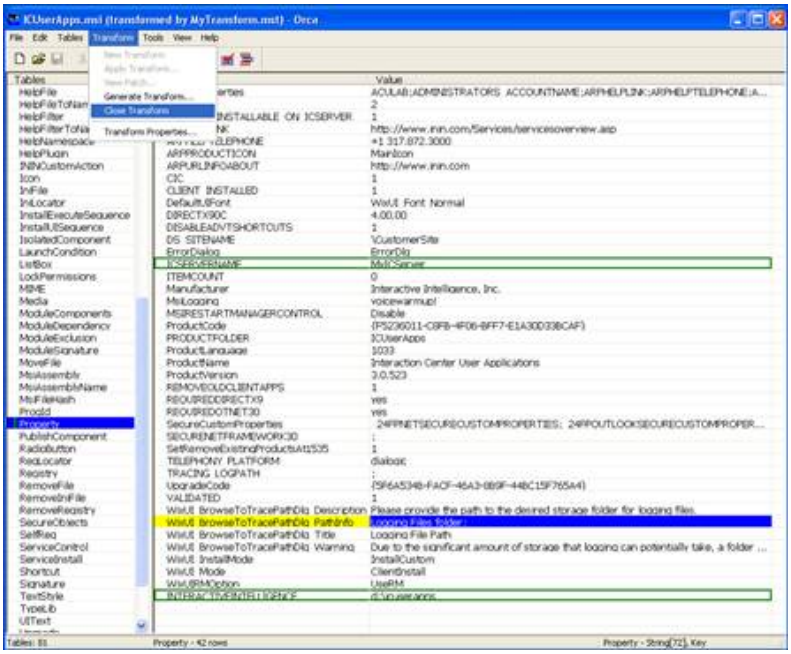
10. When all desired changes are made, select **Generate Transform…** from the **Transform** menu.



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.



12. Select **Close Transform** from the **Transform** menu.

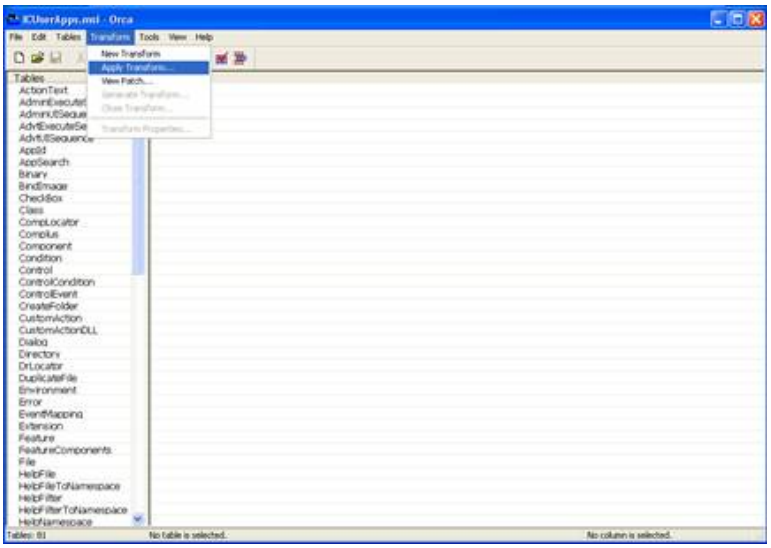


Verify the changes that the transform will make

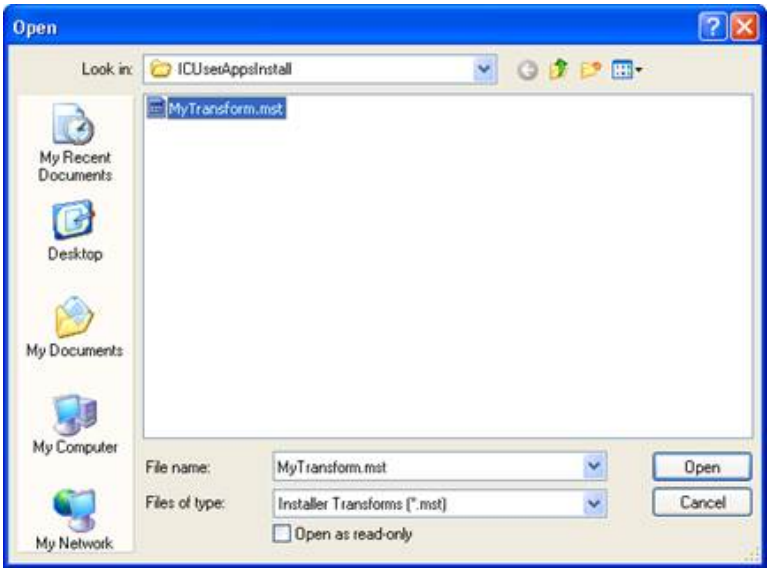
This section describes how to apply the transform from within Orca to verify the changes contained within the transform.

To verify the changes contained within the transform

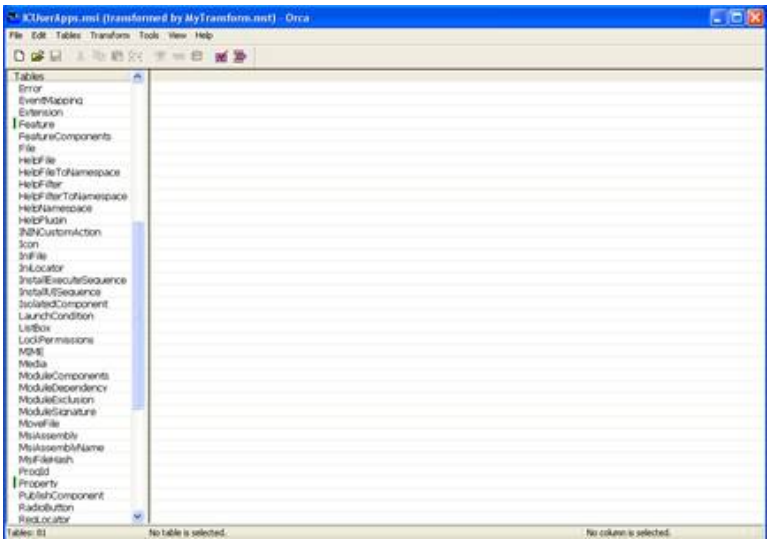
1. Select **Apply Transform** from the **Transform** menu.



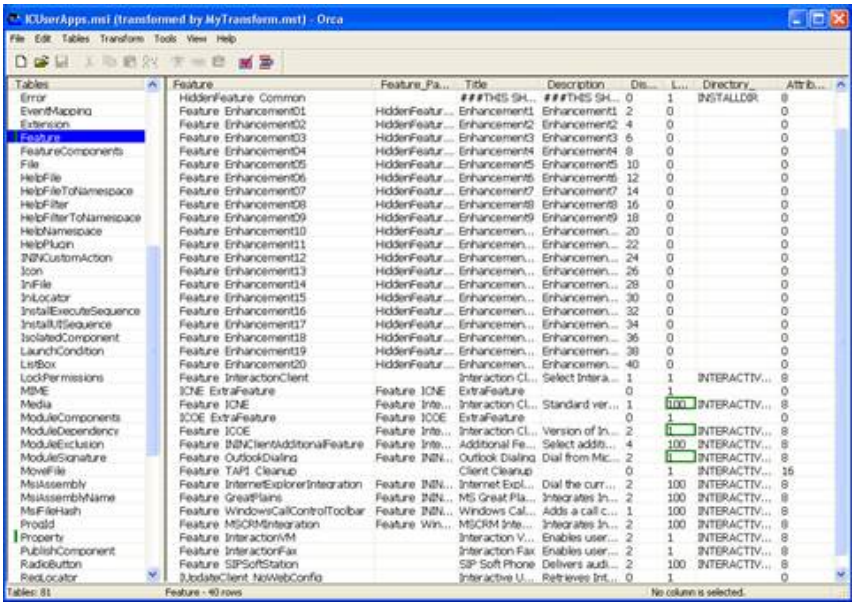
2. Select the transform to open, in this example, **MyTransform.mst**.



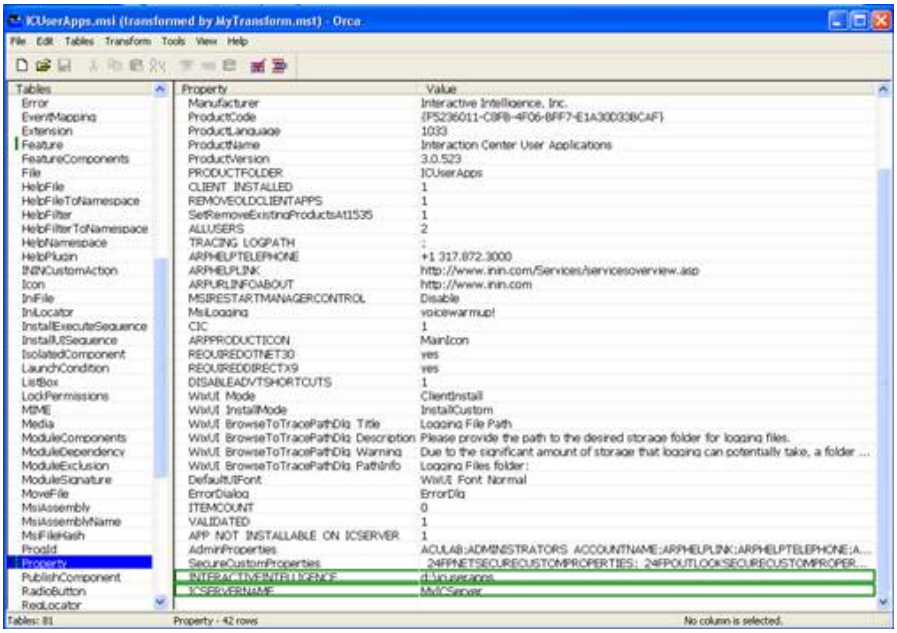
3. Note that changed table names - **Feature** and **Property** - in the **Tables** column are tagged with a green bar.



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



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.



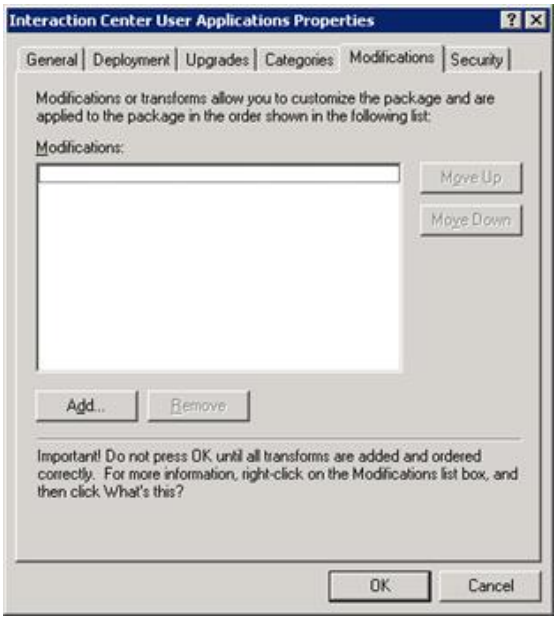
6. Close the transform and exit Orca.

Apply the transform to the base installation package

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

1. 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**.

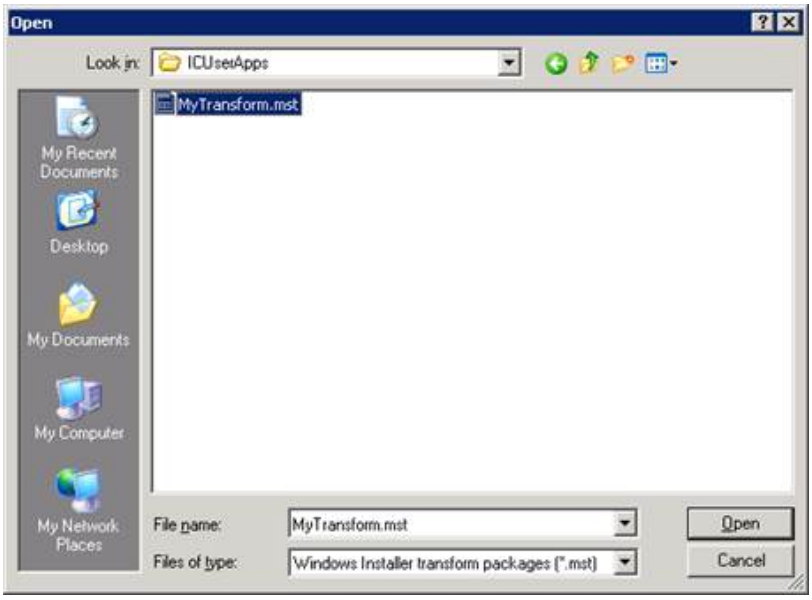
3. Select the **Modifications** tab.



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 "Create and deploy the base installation package". 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.



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

7. Select the **Deployment** tab. Return to step 14 in "Create and deploy the base installation package" 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	Revised the "Client Workstation Application Installs: Feature Names and Properties Tables" and created new section "Client Plugin Installs: Product Codes" to include the following new information: • Windows 8 support for client workstation applications, available in IC 4.0 SU 3 or later. • Interaction SIP Bridge plugin for IC User Applications, available in IC 4.0 SU 2. • Microsoft Outlook Interaction Client Addin plugin for IC User Applications, available in IC 4.0 SU 3. • Interaction Dialer client workstation installs and Client Plugins, available in Interaction Dialer 4.0 GA. • Interaction Dialer Client Language Plugins, available in Interaction Dialer 4.0 SU 1.
27-November-2012	Added these new sections for IC 3.0 to IC 4.0 client workstation application migrations: • "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". • "Sample Upgrade script for CIC client workstation applications" in "Sample Scripts".
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	Made the following updates for removal of Interaction Client. NET Edition in CIC 2016 R1: • "Client Workstation Application Installs: Feature Names and Properties Tables", updated the "IC User Applications (32-bit)" and "IC User Applications (64-bit)" sections. • "Client Plugin Installs: Product Codes", update for "Microsoft Outlook Interaction Desktop Plugin for IC User Application" title.
09-September-2015	Updated document to reflect rebranding in CIC 2016 R1.
21-March-2016	Made the following updates: • Updated copyright page. • "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).
07-April-2017	• Added notes to indicate that Interaction Client Web Edition was removed starting with CIC 2017 R4. • Updated copyright page. • Added clarification to "Uninstall the software" section.
May-11-17	• Removed references to Interaction Client Web Edition and .NET Edition for CIC 2017 R4. • Updated copyright page. • Added clarification to "Uninstall the software" section.
September-27-17	• Rebranding. • Updated title page, copyright page, terminology.
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.
04-October-2018	Updated links to KB articles.
26-July-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".
26-August-2019	In the Microsoft Outlook Interaction Desktop Plugin for IC User Applications topic, added link to to https://help.genesys.com/cic/mergedProjects/wh_icde/desktop/working_with_the_microsoft_outlook_interaction_client_add-in.htm.
30-April-2020	Updated links from my.inin.com to new locations.
03-June-2020	Removed "Upgrade CIC 3.0 client workstation applications to CIC 2015 R1 or later." Most, if not all, customers have already migrated from CIC 2.4/3.0 to a later release.
04-August-2020	Added QoS Features for Windows 10 to both "Features set to install level 1 (Install by default)" topics.