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Workspace Desktop Edition Deployment Guide

Installing The Interaction Workspace SIP Endpoint

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The Interaction Workspace SIP Endpoint is an optional plug-in for Interaction Workspace. It is available as a separate IP that you install from a separate CD/DVD. Install the Interaction Workspace SIP Endpoint after you install the Interaction Workspace application on your server, but before you run the Interaction Workspace Deployment Manager. If you deploy Interaction Workspace SIP Endpoint as part of a ClickOnce deployment, the behavior of the ClickOnce download depends on the privileges that are assigned to the agent who is logging in. If the agent is granted the privilege to execute a local Interaction Workspace SIP Endpoint, the following files are downloaded to the agent workstation:

- The SIP Endpoint Communication plug-in (part of Interaction Workspace runtime)
- The Interaction Workspace SIP Endpoint executable and associated assemblies.

Procedure

Installing the Interaction Workspace SIP Endpoint

Purpose: To install the Interaction Workspace SIP Endpoint on your web server, an agent workstation, or a development workstation.

Prerequisites

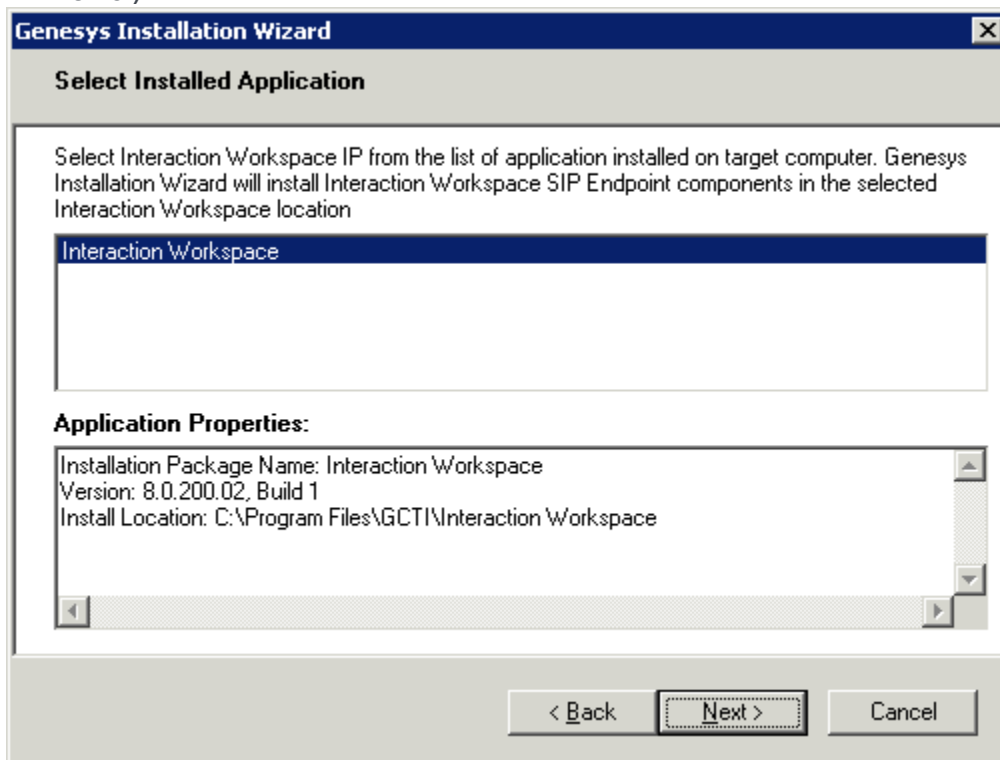
- .NET Framework 3.5, SP 1
- Install the Interaction Workspace application by using one of the following procedures:
 - **Deploying The ClickOnce Application On Your Web Server.** Choose this option if you want to deploy Interaction Workspace as a ClickOnce application.
 - **Installing The Interaction Workspace Developer Toolkit.** Choose this option if you want to deploy the Interaction Workspace developer package.
 - **Installing The Interaction Workspace Application.** Choose this option if you want to deploy a non-ClickOnce version of Interaction Workspace.

Start

1. On your desktop, open the Interaction Workspace SIP Endpoint disc or the Interaction Workspace SIP Endpoint IP and double-click the Setup.exe file.
You might be asked to reboot your system to delete or rename certain system files before the Installation Wizard runs.
The Genesys Installation Wizard launches and the Welcome panel is displayed.
2. On the Welcome panel, do one of the following:
 - Click Next to begin the installation procedure.

- Click Cancel to exit the Genesys Installation Wizard.
- Click About to open the Interaction Workspace SIP Endpoint ReadMe in your default browser.

If you clicked Next, the Select Installed Application panel is displayed (see the Figure - **Select Installed Application Panel of the Genesys Installation Wizard**).



Select Installed Application Panel of the Genesys Installation Wizard

- The Select Installed Application panel enables you to select the Interaction Workspace application instance to which you want to add Interaction Workspace SIP Endpoint as a plug-in. The Genesys Installation Wizard searches the target computer for an installed version of Interaction Workspace. Select the version of Interaction Workspace in the location in which you want Interaction Workspace SIP Endpoint to be installed. The Application Properties pane displays the name, version, and location of the selected Interaction Workspace application (see the Figure - **Select Installed Application Panel of the Genesys Installation Wizard**).
- After you have selected the version of Interaction Workspace that you want to use with Interaction Workspace SIP Endpoint, do one of the following:
 - Click Next to proceed to the next panel.
 - Click Cancel to exit the Genesys Installation Wizard.
 - Click Back to return to the previous panel.

If you clicked Next, the Ready to Install panel is displayed.

- On the Ready to Install panel do one of the following:
 - Click Install to install Interaction Workspace SIP Endpoint on your web server, development workstation, or agent workstation.
 - Click Back to return to the Select Installed Application panel.
 - Click Cancel to exit the Genesys Installation Wizard.

If you clicked Next, Interaction Workspace SIP Endpoint is installed in the location that you specified. When installation is complete, the Installation Complete panel is displayed.

- Click Finish to exit the Genesys Installation Wizard.

A folder that is named InteractionWorkspaceSIPEndpoint is created in the Interaction Workspace folder. The InteractionWorkspaceSIPEndpoint folder contains the Interaction Workspace SIP Endpoint application and associated files.

After the Interaction Workspace SIP Endpoint application is installed on the agent or developer workstation, or after it is downloaded by the ClickOnce application (see [Deploying The ClickOnce Application On Your Web Server](#)), and after the agent is granted permission to use the application, agents must login Interaction Workspace on a Place that is associated with a SIP DN to start the Interaction Workspace SIP Endpoint. The Interaction Workspace SIP Endpoint process is started automatically when Interaction Workspace application is being initialized.

End

Next Steps

- (Optional) If you are deploying Interaction Workspace as a ClickOnce application on your web server, go to [Deploying The ClickOnce Application On Your Web Server](#).
- Installation is complete. You can now provision Interaction Workspace SIP Endpoint functionality. Refer to:
 - [Interaction Workspace Functionality Overview](#).
 - [Provisioning Interaction Workspace](#).