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Workspace Desktop Edition Deployment Guide

Installing The Application

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Installing The Application

Install the out-of-the-box Interaction Workspace application on an end-user desktop. The installation contains only the agent application. Use these procedures if you are not going to use the ClickOnce centralized deployment.

Important

- Some releases of Workspace include Workspace language packs (localized User Interface and Help). These procedures include information about how to install language packs either as part of the Workspace deployment or after you have deployed Workspace.
- Genesys recommends that you always install the release of Workspace for which the language pack was developed rather than installing a language pack on a previously deployed release of Workspace. For example, you should not install an 8.5.1 language pack on top of an 8.5.0 release of Workspace; doing so might result in some UI text being displayed in English or some UI elements being incorrectly labelled.
- If you are not deploying from the Workspace International CD/DVD, you must **manually add Language Packs** to your deployment package.

Procedure: Installing the Interaction Workspace application on a client desktop

Purpose: To install the Interaction Workspace client application on your local agent workstation or virtual machine to test the Interaction Workspace application. **Prerequisites**

- .NET Framework 3.5, SP 1

Start

1. On your desktop, open the Interaction Workspace disc or the Interaction Workspace 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.

 **Note:** You might have to reboot more than once. If you do not want to reboot or if the warning message that requests a reboot is still displayed after you reboot, do the following to force the installation: In Registry Editor, rename the PendingFileRenameOperations in the following key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager to Start IP After setup is complete, you can rename the registry item back to the original value.

The Genesys Installation Wizard launches, and the Welcome panel is displayed.

2. On the Welcome panel, do one of the following:

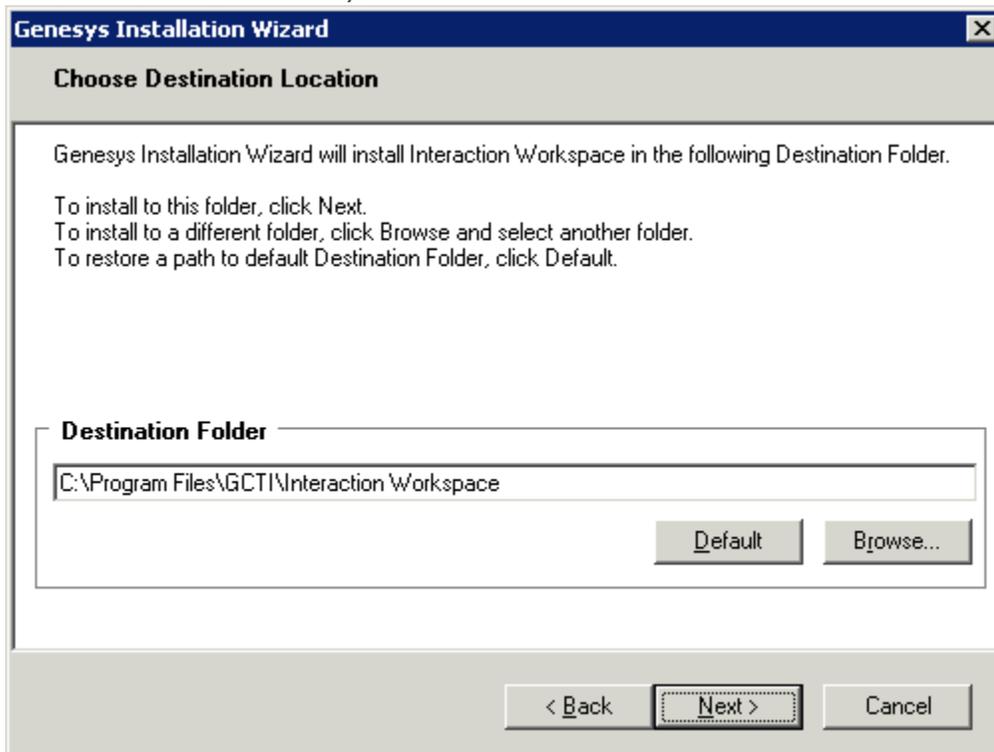
- Click Next to begin the installation procedure.
- Click Cancel to exit the Genesys Installation Wizard.
- Click About to open the Interaction Workspace ReadMe in your default browser.

If you clicked Next, the Select Options panel is displayed.

• On the Select Options panel, do one of the following:

- Choose Install Interaction Workspace application, and click Next.
- Click Back to return to the Welcome panel.
- Click Cancel to exit the Genesys Installation Wizard.

If you clicked Next, the Choose Destination Location panel is displayed (see the Figure - **Choose Destination Location panel of the Genesys Installation Wizard**).



Choose Destination Location panel of the Genesys Installation Wizard

• On the Choose Destination Location panel, specify the location on your agent workstation in which

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Interaction Workspace is to be installed by doing one of the following:

- Enter a location in the Destination Folder text box.
- Click Default to reset the location to the default location.
- Click Browse to navigate to a destination folder.
- With the destination folder specified, do one of the following:
 - Click Next.
 - Click Back to return to the Select Options panel.
 - Click Cancel to exit the Genesys Installation Wizard.

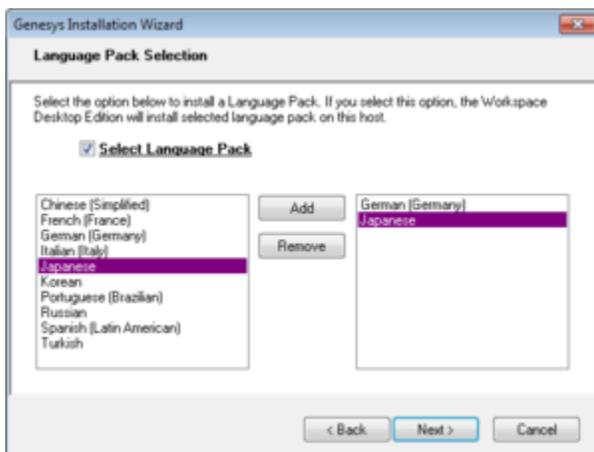
If you clicked Next, the Ready to Install panel is displayed.

- (Optional) If you are installing from the International DVD, the Language Pack Selection panel is displayed.



Language Pack Selection panel of the Genesys Installation Wizard

Select Select Language Pack to display the list of available language packs.



Adding and Removing languages by using the Language Pack Selection panel of the Genesys Installation Wizard

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To select a language for installation, select it in the left hand box then click **Add**. The language is moved to the right hand box. To de-select a language for installation, select it and click **Remove**. The language is moved back to the left hand box and will not be installed. After you have added to the right hand box the languages that you want to install, do one of the following:

- Click Next to continue the installation procedure.
 - Click Back to return to the Select Options panel.
 - Click Cancel to exit the Genesys Installation Wizard.
- On the Ready to Install panel, do one of the following:
 - Click Install to install Interaction Workspace on the client desktop.
 - Click Back to return to the Choose Destination Location panel.
 - Click Cancel to exit the Genesys Installation Wizard.

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

The Interaction Workspace agent application is installed by the Install Interaction Workspace application option into the folder that you specified (for more information about installation options, see the [Workspace Install Mode Deployment Packages Table - Interaction Workspace Install Mode Deployment Packages](#)).

- Click Finish to exit the Genesys Installation Wizard.
- (optional) [Procedure: Installing the Interaction Workspace SIP Endpoint](#).
- To launch the Interaction Workspace client application on the client desktop, select it from the Start menu or navigate to the installation folder that you specified and double-click the InteractionWorkspace.exe file.

The Interaction Workspace login window is displayed on the client desktop (see the Figure - **Interaction Workspace agent Login window with no connection parameters**). The connection panel of the login window indicates that no connection has been specified. Before the agent can log in, you must connect to the Interaction Workspace application in your Genesys Framework.



Interaction Workspace agent Login window with no connection parameters

- Click the More Options drop-down list to open the connection options panel (see the Figure - **Interaction**
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Workspace agent Login window with the connection-parameters panel displayed).



Interaction Workspace agent Login window with the connection-parameters panel displayed

- Enter the following information into the agent-login panel and the connection-parameters panel:
 - User Name--A valid user name that is configured in the Configuration Layer
 - Password--The valid password for the specified user name
 - Application Name--The name that is specified for the Interaction Workspace application object to which you want to connect
 - Host Name--The name of the web server.
 - Port--The port that is configured for your web-server application

See the Figure - **Interaction Workspace agent Login window with the connection-parameters panel displayed** for an example of how to populate the fields in the Interaction Workspace login window.

- Click Login to continue logging in to Interaction Workspace; click Cancel to close the agent-login window without logging in. Refer to *Interaction Workspace User's Guide* for more information on how to log in to Interaction Workspace and use the application.

End

Next Steps

- [Interaction Workspace Functionality Overview](#)
- [Provisioning Interaction Workspace](#)