

# **GENESYS**<sup>®</sup>

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# Workspace Desktop Edition Deployment Guide

Choose your deployment

# Choose your deployment

Choose one of the deployment options in the following tabs.

# 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.

Watch video: How to Deploy Languages in Workspace Desktop Edition (International) 8.5.1: Link to video

# Deploying the ClickOnce Application on your web server

### Procedures

1. Install the deployment package

Perform the Procedure: *Installing Workspace Deployment Package on the Windows operating system*, which guides you through the steps for installing Workspace on your Windows web server from the Workspace CD/DVD.

# [+] Procedure: Installing Workspace Deployment Package on the Windows operating system

**Purpose:** To install the deployment files for Workspace on the Windows web server.

# Tip

After running one of the Windows installers, inspect the directory tree of your system

to make sure that the files have been installed in the location that you intended.

#### **Prerequisites**

- Have Administrative rights to the web server
- Framework .NET 4.5 installed

#### Start

1. On your desktop, open the Workspace Desktop Edition CD/DVD or the Workspace Desktop Edition 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 Workspace Desktop Edition ReadMe file in your default browser.

If you clicked Next, the Genesys License Agreement panel is displayed.

3. On the Genesys License Agreement panel, read the DEVELOPER SOFTWARE LICENSE AGREEMENT.

If you accept the DEVELOPER SOFTWARE LICENSE AGREEMENT, check I accept Genesys License Agreement; if you do not accept the DEVELOPER SOFTWARE LICENSE AGREEMENT, click Cancel.

If you accepted the DEVELOPER SOFTWARE LICENSE AGREEMENT, do one of the following:

- Click Next to continue the installation procedure.
- Click Back to return to the Welcome panel.
- Click Cancel to exit the Genesys Installation Wizard.

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

- 4. On the Select Options panel, do one of the following:
  - Choose Prepare a ClickOnce package, and click Next.
  - Click Back to return to the Welcome panel.
  - Click Cancel to exit the Genesys Installation Wizard.

For more information about installation options, see the Table - Workspace Install Mode Deployment Packages.

If you clicked Next, the Choose Destination Location panel is displayed (see Figure - **Choose Destination Location panel of the Genesys Installation Wizard**) unless you are installing from the International DVD.

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

Senesys Installation Wizard	
Language Pack Selection	
Select the option below to install a Language Pack. If you select this o Desktop Edition will install selected language pack on this host.	the Workspace
Select Language Pack	
< Back.	Cancel

Language Pack Selection panel of the Genesys Installation Wizard

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

Genesys Installation Wizard			-8
Language Pack Selection			
Select the option below to install a Lar Desktop Edition will install selected lan	nguage Pack. If yo guage pack on thi	u select this option, the Workspace s host.	
Chinese (Simplified) French (France) Geman (Gemany) Italian (Fab) Josonate Korean Portuguese (Brazilian) Putuguese (Brazilian) Russian Spanich (Latin American) Turkish	Add	Geman (Gemany) Hapanese	
	< Ba	ck Next> Cance	-

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

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.
- 6. On the Choose Destination Location panel, specify the location on your web server in which Workspace is to be installed by doing one of the following:
  - Type 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.

Choose Destination Location	
Choose Destandoor Cocador	•
Genesys Installation Wizard will in Folder.	stall Workspace Desktop Edition in the following Destination
To install to this folder, click Next. To install to a different folder, click To restore a path to default Destin	K Browse and select another folder. Nation Folder, click. Default.
De dia dia Fatta	
Destination Folder	
Destination Folder C:\Program Files (x86)\GCTI\Wo	rkspace Desktop Edition
Destination Folder C:\Program Files (#86)\GCTI\Wo	rkspace Desktop Edition Default Browse
Destination Folder C:\Program Files (#86)\GCTI\Wo	rkspace Desktop Edition Default Browse
Destination Folder C:\Program Files (#86)\GCTI\W/o	rkspace Desktop Edition Default Browse
Destination Folder C:\Program Files (#86)\GCTI\W/o	rkspace Desktop Edition Default Browse

Choose Destination Location panel of the Genesys Installation Wizard

- 7. 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.

- 8. On the Ready to Install panel, do one of the following:
  - Click Install to install Workspace on your web server.
  - Click Back to return to the Choose Destination Location panel.
  - Click Cancel to exit the Genesys Installation Wizard.

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

The Figure - **Workspace content installed on the web-server host or workstation** shows the files that are installed by the Prepare a ClickOnce package option (for more information about installation options, see the Table - **Workspace Install Mode Deployment Packages**).

- The Workspace Desktop Edition folder contains the Interaction Workspace application files.
- The WorkspaceDeploymentManager folder contains the application files required for deployment, including the Deployment Manager application: InteractionWorkspaceDesktop.exe. This folder contains the following subfolder:
  - WebPublication—Contains the publish.htm and setup.exe (the bootstrap for client-side prerequisites). For more information, see the Procedure: Deploy the Workspace downloadable ClickOnce package on your web server.

C:\Program Files\GCTT\Intera	ction Workspace		
Ele Edit View Favorites Ion	ols Help		27
🔾 Back + 🔿 - 🐧 🔎 Search	Polders 6	× 5 🗉 ·	
Address 🛅 C:\Program Files\GCTI\I	nteraction Workspace		🔁 Go
interactionWorkspace □ InteractionWorkspaceDeploymentM □  p_description.xml ■ read_me.html	lanager		
4 objects	6.67 KB	My Computer	1.

Workspace content installed on the web-server host or workstation

- 9. Click Finish to exit the Genesys Installation Wizard.
- 2. Install the optional SIP endpoint and plugins

# [+] (optional) Procedure: Installing the Workspace SIP Endpoint

[Modified: 8.5.109.16, 8.5.114.08]

The Workspace SIP Endpoint is an optional plug-in or standalone application for Workspace. It is available as a separate IP that you install from a separate CD/DVD. You can install it in one of two modes, as a plugin that runs with Workspace Desktop Edition on the agent workstation, or as a standalone application that connects to Workspace running in a virtualized environment.

# Tip

Workspace also supports the Genesys Softphone in place of Workspace SIP Endpoint. To learn about the installation of Genesys Softphone, see Deploying Genesys Softphone in the Genesys Softphone Deployment Guide.

If you intend to create a ClickOnce package to install Workspace SIP Endpoint, install the Workspace SIP Endpoint *after* you install the Workspace application on your server, but before you run the Workspace Deployment Manager.

If you deploy 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 Workspace SIP Endpoint, the following files are downloaded to the agent workstation:

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

# Installing Workspace SIP Endpoint as a Workspace Desktop Edition plugin

Use the following procedure to install Workspace SIP Endpoint in environments where the Workspace application and Workspace SIP Endpoint run on the same workstation. Use the Installing the Standalone Workspace SIP Endpoint when you are running Workspace in a virtualized environment.

### Procedure

Installing the Workspace SIP Endpoint as a Workspace Desktop Edition plugin

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

#### Prerequisites

- .NET Framework 4.5
- The following Microsoft redistributable package(s) is/are required to be installed on the workstation where Workspace SIP Endpoint will execute. They are installed by the Installation Package if they are not already present on the target workstation, but if you are deploying Workspace and Workspace SIP Endpoint by using ClickOnce, you must plan the installation of the following packages on those workstations prior to enabling the ClickOnce deployment:
  - For 8.5.114.xx and higher
    - Visual C++ Redistributable for Visual Studio 2013: http://download.microsoft.com/download/2/E/ 6/2E61CFA4-993B-4DD4-91DA-3737CD5CD6E3/vcredist\_x86.exe
  - For 8.5.104.xx to 8.5.113.xx:
    - Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package MFC Security Update: http://download.microsoft.com/download/8/B/4/8B42259F-5D70-43F4-AC2E-4B208FD8D66A/ vcredist\_x86.EXE
    - Visual C++ Redistributable for Visual Studio 2013: http://download.microsoft.com/download/2/E/ 6/2E61CFA4-993B-4DD4-91DA-3737CD5CD6E3/vcredist\_x86.exe
  - 8.5.103.xx and lower:
    - Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package MFC Security Update: http://download.microsoft.com/download/8/B/4/8B42259F-5D70-43F4-AC2E-4B208FD8D66A/ vcredist\_x86.EXE
    - Visual C++ Redistributable for Visual Studio 2012 Update 4, 32-bits package only: http://www.microsoft.com/en-us/download/details.aspx?id=30679
- Install the 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 Workspace as a ClickOnce application.
  - Installing The Workspace Developer Toolkit. Choose this option if you want to deploy the Workspace developer package.
  - Installing The Workspace Application. Choose this option if you want to deploy a non-ClickOnce version of Workspace.

#### Start

1. On your desktop, open the Workspace SIP Endpoint disc or the Workspace SIP Endpoint IP and doubleclick 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 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		
Select Interaction Workspace IP fro Installation Wizard will install Interact Interaction Workspace location	m the list of application installed on target com tion Workspace SIP Endpoint components in t	puter. Genesy: he selected
Interaction Workspace		
Application Properties:	tion block on ann	
Application Properties; Installation Package Name: Interact Version: 8.0.200.02, Build 1 Install Location: C:\Program Files\G	tion Workspace ICTIVInteraction Workspace	
Application Properties: Instalation Package Name: Interact Version: 8.0.200.02, Build 1 Instal Location: C:\Program Files\G	tion Workspace ICTI Vinteraction Workspace	2
Application Properties: Installation Package Name: Interact Version: 8.0.200.02, Build 1 Install Location: C:\Program Files\G	tion Workspace iCTI Vinteraction Workspace	×

Select Installed Application Panel of the Genesys Installation Wizard

3. The Select Installed Application panel enables you to select the Workspace application instance to which you want to add Workspace SIP Endpoint as a plug-in.

The Genesys Installation Wizard searches the target computer for an installed version of Workspace. Select the version of Workspace in the location in which you want Workspace SIP Endpoint to be installed.

The Application Properties pane displays the name, version, and location of the selected Workspace application (see the Figure - **Select Installed Application Panel of the Genesys Installation Wizard**).

- 4. After you have selected the version of Workspace that you want to use with 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.

- 5. On the Ready to Install panel do one of the following:
  - Click Install to install 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, Workspace SIP Endpoint is installed in the location that you specified. When installation is complete, the Installation Complete panel is displayed.

6. Click Finish to exit the Genesys Installation Wizard.

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

After the 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 Workspace on a Place that is associated with a SIP DN to start the Workspace SIP Endpoint. The Workspace SIP Endpoint process is started automatically when Workspace application is being initialized.

- 7. To ensure that the supporting programs were installed correctly, check if the following programs are available in the "uninstall programs" view of the Control Panel on your Windows workstation:
  - Genesys Workspace SIP Endpoint <version>
  - Microsoft Visual C++ 2005 Redistributable (8.5.113.xx and lower)
  - Microsoft Visual C++ 2012 Redistributable (x86) 11.0.60.610

# [+] (optional) Procedure: Installing plugins for Workspace

Workspace enables you to install optional plug-ins for Workspace. Plug-ins, such as eServices Social Media interaction handling, are available as separate IPs that you install from a separate CD/DVD.

If you deploy a plug-in 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 plug-in, the plug-in is downloaded as part of the deployment.

The Procedure: Installing plug-ins for Workspace is a general procedure that describes how to install plug-ins for Workspace. The documentation for your plug-in provides specific information about how to install and deploy your plug-in.

# Consult the documentation that comes with your plug-in for specific information about how to install and provision your plug-in.

Before you install your plug-in, you must provision it in Genesys Administrator Extension (refer to the Genesys Administrator Extension documentation for more information) in the same way that you provision Workspace.

Workspace plug-ins come with <Plug-In Name>.apd and <Plug-In Name>.xml (privileges) files, both of type Workspace. Upload the <Plug-In Name>.apd file and attach the <Plug-In Name>.xml file to create the <Plug-In Name> Template.

The Workspace application object is created based on the Workspace Template.

When you provision the Privileges that are assigned to a Role, the list of Privileges that are available for the Workspace application type combine the privileges that are specified in the Workspace.xml and <Plug-In Name>.xml files.

# Important

Ensure that you do not use the template and metadata files "Workspace (Agent desktop).apd" and "Workspace (Agent desktop).xml" when working with plug-ins.

#### Procedure

Installing plug-ins for Interaction Workspace

#### **Purpose:**

To install plug-ins for Workspace on your web server, an agent workstation, or a development workstation.

#### Prerequisites

- .NET Framework 4.5
- Installation of the 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 Workspace as a ClickOnce application. Install the plug-ins after you install the Workspace application on your server, but before you run the Workspace Deployment Manager.
  - Installing The Developer Toolkit. Choose this option if you want to deploy the Workspace developer package. Refer to About Workspace Extension Samples and Deploying and Executing the Extension Samples for information about reorganizing files to enable the debugging of samples with plug-ins.
  - Installing The Workspace Application. Choose this option if you want to deploy a non-ClickOnce version of Workspace.

#### Start

1. On your desktop, open the disc that contains the plug-in IP or the plug-in 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 plug-in 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 Intera Installation V Interaction V	ction Workspace IP Vizard will install Inte Vorkspace location	<sup>9</sup> from the list of a eraction Workspr	pplication installed ce SIP Endpoint c	on target comp omponents in th	uter. Genesy e selected
Interaction	Workspace				
Applicatio	n Properties:				
	Package Name Inte	eraction Worksp	sce		
Installation Version: 8.0 Install Loca	200.02, Build 1 for: C:\Program File	sc\GCTI\Interact	ion Workspace		

Select Installed Application Panel of the Genesys Installation Wizard

3. The Select Installed Application panel enables you to select the Workspace application instance to which you want to add the plug-in.

The Genesys Installation Wizard searches the target computer for an installed version of Workspace. Select the version of Workspace in the location in which you want plug-in to be installed.

The Application Properties pane displays the name, version, and location of the selected Workspace application (see the Figure - **Select Installed Application Panel of the Genesys Installation Wizard**).

- 4. After you have selected the version of Workspace that you want to use with the plug-in, 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.

- 5. On the Ready to Install panel do one of the following:
  - Click Install to install the plug-in 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, plug-in is installed in the location that you specified. When installation is complete, the Installation Complete panel is displayed.

6. Click Finish to exit the Genesys Installation Wizard.

Plug-in files are copied into the target installation directory of the original Workspace deployment.

After the plug-in application is installed on the agent or developer workstation, or after it is downloaded by the ClickOnce application (see <u>Deploying The ClickOnce Application On Your Web Server</u>), and after the agent is granted permission to use the application, agents must login Workspace on a Place that is associated with a SIP DN to use the plug-in with Workspace. The plugin process is started automatically when Workspace application is being initialized.

End

# Tip

If you did not add Language Packs in the previous step, you can perform a manual installation at this point by using the manual procedure.

#### 3. Deploy the ClickOnce application on your web server

Use the Workspace Deployment Manager wizard or console to generate the file hierarchy that is required by the ClickOnce application on your web server.

During the deployment of the ClickOnce application, you are required to enter the following information in the Deployment Manager wizard (this information also has to be added to the silent.xml file to be used by the console):

- The deployment URL
- The deployment version
- The deployment certificate:
  - If you do have a deployment certificate, select the Sign with a provided certificate option, and then browse to select the certificate. You must also input the password in the dedicated text box.
  - If you do not have a deployment certificate, do not select the Sign with a provided certificate option. Without a signed package, a security warning is displayed whenever the client downloads the package.

Be sure to have this information ready before you begin.

The first two procedures: *Wizard: Deploy the Workspace downloadable ClickOnce package on your web server* or *Console: Deploy the Workspace downloadable ClickOnce package on your web server* contain the deployment steps for deploying Workspace on your web server. Choose which procedure you want to use.

# Tip

You can put the Workspace downloadable package in a shared directory instead of on your web server, and then install Workspace from a shared directory.

Choose one of the following two ways to deploy the ClickOnce application on your Web Server:

# [+] 3a. Wizard: Deploy the Workspace downloadable ClickOnce package on your web server

[Modified: 8.5.102.06]

**Purpose:** Deploy the Workspace downloadable package on your web server by using the Workspace Deployment Manager Wizard

### Important

The following procedure employs a Windows-based Deployment Wizard. If your HTTP server is running on a Solaris or Linux server, you must first build the deployment package on a computer that is running the Windows Operating System, and then copy the package to a compatible location on your Solaris or Linux HTTP server.

#### Prerequisites

- Install the Deployment Manager and associated files from the Genesys Workspace disc or download image. See the Procedure: Installing Workspace Deployment Package on the Windows operating system.
- Create an Application object of type Workspace from the Workspace Application template.
- Microsoft .NET Framework 4.5 installed on the computer on which you run the wizard. This can be the computer on which you run your web server.

#### Start

- 1. Open the InteractionWorkspaceDeploymentManager folder. This folder contains the application files required for deployment, including: InteractionWorkspaceDeploymentManager.exe.
- Launch the InteractionWorkspaceDeploymentManager.exe application by double-clicking the file or selecting it from the Start menu. The Deployment Manager installs the ClickOnce files on your web server. The Welcome pane of the Deployment Manager is displayed (refer to Figure - The Workspace Deployment Manager splash page).

Workspace Desktop Edition D	eployment Manager	$\times$
	Welcome to the Deployment Manager of Worksp Desktop Edition version 8.5. 148.04	ace
ି ଟ GENESYS	This Deployment Manager will guide you through the steps required to deploy Workspace Desktop Edition on your web server as a ClickOnce package.	
	< Back Next > Cancel	

The Workspace Deployment Manager splash page

- 3. Click Next to proceed with the installation. Click Cancel to cancel the deployment.
- 4. If you clicked Next, the Deployment Folder pane is displayed (refer to Figure Workspace Deployment Manager Deployment Folder pane). Specify the location on your server in which you want the ClickOnce files to be deployed. If you are deploying to a Solaris server or a Linux server, specify a local folder on the Windows-based computer on which you are running the

Deployment Wizard. From this location, you will build the deployment package that you must manually copy to your Solaris or Linux HTTP server.

🐻 Workspace Desktop Edition Deployment Manager			×
Destination Folder			°.
Specify the path where the deployment package will be copied			8
			_
Enter the path to the destination folder			
C. Inetpub Iwww.root Unteraction/Workspace			
< B	ack	Next >	Cancel

Workspace Deployment Manager Deployment Folder pane

- 5. Click Next to proceed with the installation. Click Cancel to cancel the deployment. Click Back to return to the previous panel.
- 6. If you clicked Next, the Package Information pane is displayed (refer to Figure Workspace Deployment Manager Package Information pane). This pane is filled-in automatically. Modify these parameters only if necessary.

You can change the application name, the publisher (which is displayed in the publish.htm page), and the base URL, which is the URL that corresponds with the virtual directory that is linked to the deployment folder.

There are one or more optional check boxes that you can use to add plug-ins to the Workspace application:

- Add custom files: Select to add custom content such as simple data files, including rebranding icons or sound files, or file assemblies that implement your Interaction Workspace Customization API.
- <plug-in name>: Select this option to use your installed plug-in, such as Workspace SIP Endpoint, Social Engagement plug-in, Localization Packs, and so on.

Click Next to proceed with the installation. Click Cancel to cancel the deployment. Click Back to return to the previous panel.

Application Name*:	Workspace Desktop Edition
dentity:	Allows multiple deployments on the same agent workstation
Bublisher*:	Genesys Telecommunications Laboratories
Application Group*:	Workspace Desktop Edition
	The following shortcut will be created in Windows Start Menu: Genesys Telecommunications Laboratories/Workspace Desktop E
Version*:	8.5.148.04 0
Binary Type*:	<ul> <li>32 bits. Consumes smaller memory footprint.</li> <li>64 bits. Allows migration from a package initially deployed in 8.1.2 or e Consumes larger memory footprint on 64 bits OS.</li> </ul>
Base <u>U</u> RL*:	http://DESKTOP-E13HSME/InteractionWorkspace/
	URL of the Vitual Directory corresponding to the deployment folder: http:///WebServerV/WitualDirectory1
Customization:	Add custom files

Workspace Deployment Manager Package Information pane

7. If you clicked Next, and if you selected Add Custom Files in the previous view, the Custom Files panel is displayed (refer to Figure - Interaction Workspace Deployment Manager Custom Files pane). This window enables you to add custom content to the out-of-the-box Interaction Workspace.

Add	Remove					
	File Name	Relative Path	DataFile	Optional	Group Name	_
•	AboutWindowLo	brand				
	LoginWindowLo	brand				
	Rebranding.xml	brand		10		
	SplashScreen.png	brand	E.	10		

Interaction Workspace Deployment Manager Custom Files pane

- Relative Path: The path where the file will be copied relative to the core Workspace installation directory.
- Data File: Not used This should be left unchecked.
- Optional: *Must* be checked if the file is part of an optional module that is loaded according to user privileges. A module is considered as optional if the value of the startupLoaded attribute is set to false in the .module.config file, and the same module is associated to a task in the same file.



• Group Name: For mandatory files (files that have Optional unchecked), always specify Core. For optional files, specify the group name that is assigned to the module description in the .module-config file by the clickOnceGroupsToDownload attribute. For example:

<task name="InteractionWorkspace.Custom.ThePrivilege" clickOnceGroupsToDownload="TheGroup" modulesToLoad="TheModule" />

The following table provides examples of settings for a typical optional module comprising a DLL, a dictionary file, and a .module-config file:

File Name	<b>Relative Path</b>	Data File	Optional	Group Name
.module-config file	<empty></empty>	unchecked	unchecked	Core
.dll file	<empty></empty>	unchecked	checked	<custom group=""></custom>
language file (.language- code.country- code.xml)	languages	unchecked	unchecked	Core

- 8. Click Next to proceed with the installation. Click Cancel to cancel the deployment. Click Back to return to the previous panel.
- 9. If you clicked Next, the Client Configuration pane is displayed (refer to Figure **Workspace Deployment Manager Client Configuration pane**). In this pane, provide the following information:
  - The address and port number of your local Genesys Configuration Server
  - The name of the Interaction Workspace (client) application that you created in the Configuration Layer by using Genesys Administrator Extension
  - (optional) To use Kerberos Single Sign-on (SSO), specify the Service Principal Name (SPN) Enabling Client-side Port Definition: To define the client-side port functionality, check Use Client-side Port by specifying the port number and/or the IP address. Checking this option enables the following two text fields: [Modified: 8.5.101.14]
  - Port Number: The port number that a client will use to make a TCP/IP connection to Configuration Server. If the value is empty, this parameter is not used.
  - IP Address: The IP address or the host name that a client will use to make a TCP/IP connection to Configuration Server. If the value is empty, this parameter is not used.

If you specify one or both values, they will be set in the InteractionWorkspace.exe.config file.

There are two additional options in this dialog box:

- Allow the end-user to change connection parameters on the login prompt: Enables agents to change their connection parameters when they log in.
- Force the end-user to upgrade to the latest available version: Disables the ability for agents to reject application updates that are pushed to agents.

unter the configuratio	n of the client application
Specify the host name application name	s/port number on which Genesys Configuration Server is running and the client
Host Name	135.39.45.46
Port Number	2020
Application Name	InteractionWorkspace812
Service Principal Na	me
I les Clesteide Pa	the snarthing the part of other and (or the ID address
Port Number	12345
IP Address	123.123.123.200
Enable IPv6	
IP Version Preference	e IPv4.IPv6
Allow the end-use	to change connection parameters on the login prompt
Force the end-use	r to upgrade to the latest available version

Workspace Deployment Manager Client Configuration pane

- 10. Click Next to proceed with the installation. Click Cancel to cancel the deployment. Click Back to return to the previous panel.
- 11. If you clicked Next, the Signing pane is displayed (refer to Figure Workspace Deployment Manager Signing pane). For more information about how to create or obtain a signing certificate, refer to the "ClickOnce Deployment and Authenticode" page on the Microsoft Developer Network web site:

http://msdn.microsoft.com/en-us/library/ms172240.aspx

👩 Workspace Desktop Edition Deployment Mana	ger		×
Signing Select the certificate to sign the installation package			00
Do not sign			
<ul> <li>Sign with a provided certificate</li> </ul>			
Select a certificate			
Certificate pfx			1.0
Password			
	< Back	Next >	Cancel

Workspace Deployment Manager Signing pane

- 12. Choose the type of signing certificate that you are using:
  - Click Do not Sign. If you do not provide a certificate, a security warning is displayed whenever the client downloads the package.

- Click Sign with a provided certificate to enable the Selects a certificate field.
- 13. Click the browse button to navigate to the certificate.
- 14. Enter the password for the certificate in the Password field.
- 15. Click Next to proceed with the installation. Click Cancel to cancel the deployment. Click Back to return to the previous panel.
- 16. If you clicked Next, the Ready to Build pane is displayed (refer to Figure Workspace Deployment Manager Ready to Build pane). This pane contains a summary of the files that will be deployed on your web server and a confirmation of the deployment URL.

TWorkspace Desktop Edition Deployment Manager
Ready to Build The deployment manager is ready to build the installation package
The application package 'Workspace Desktop Edition' version 851.03.10.0 will be deployed.         Image: Comparison of the sector of the s
< Back Next > Cancel

Interaction Workspace Deployment Manager Ready to Build pane

- 17. Click Next to complete the deployment. Click Cancel to cancel the deployment. Click Back to modify any of the previous panes.
- If you clicked Next, the Deployment Manager deploys the Workspace ClickOnce application in the path that you specified at the beginning of the wizard execution. This can be the appropriate place on your web server.

When the deployment is complete, the Deployment Finished pane is displayed (refer to Figure - **Workspace Deployment Manager Deployment Finished pane**). This pane contains messages that relate to the success of the deployment.



Interaction Workspace Deployment Manager Deployment Finished pane

19. Click Finish to close the Workspace Deployment Manager.

Deployment proceeds. When deployment is complete, the publish.htm web page is opened in your default browser automatically (refer to Figure - **Workspace publish.htm web page viewed through Microsoft Internet Explorer**).



Interaction Workspace publish.htm web page viewed through Microsoft Internet Explorer

The publish.htm web page confirms that the Workspace package is published and provides you with the version number.

If you have not installed the prerequisites, the page contains a link to the prerequisite installers.

20. If you are deploying on a Solaris or Linux HTTP server, copy the collection of files that was created by the Deployment Wizard on your Windows-based computer to your HTTP server.

#### End

#### **Next Steps**

- If you have not installed the prerequisites, in the publish.htm web page, click Install to launch setup.exe to install the prerequisite installers.
- If you already have installed the prerequisites, the application bootstrap either installs a new version automatically, upgrades your existing version, if necessary, or starts the application, if it is installed and up to date.

# [+] 3b. Console: Deploy the Workspace downloadable ClickOnce package on your web server

**Purpose:** Deploy the Workspace downloadable package on your web server by using the Workspace Deployment Manager Console (silent deployment).

### Important

The console mode enables administrators and solution designers to create a scriptbased ClickOnce deployment to automate deployment.

#### Prerequisites

- Install the Deployment Manager and associated files from the Genesys Workspace disc or download image. See the Procedure: Installing Workspace Deployment Package on the Windows operating system.
- Create an Application object of type Workspace from the Workspace Application template.
- Microsoft .NET Framework 4.5 installed on the computer on which you run the wizard. This can be the computer on which you run your web server.

#### Start

- 1. Open the WorkspaceDeploymentManager folder. This folder contains the application files required for deployment.
- Edit the silent.xml file (refer to an example below) to include the deployment parameters that you
  require, including any custom files (custom plugins) you want to install. The Table The deployment
  attributes that are contained in silent.xml file describes the parameters that you can specify.
- 3. Launch the InteractionWorkspaceDeploymentManager.exe application by using a command line like the following:

start /wait interactionworkspacedeploymentmanager.exe -s silent.xml

The following Command Line Arguments are supported:

- -s <silent\_file\_name>: (mandatory for console execution) This attribute specifies that the deployment manager will execute in console mode, and specifies the configuration file used for execution.
- -f <log\_file>: (optional) This attribute specifies the path and the name of the log file printed during the deployment manager execution.

Use the command start /wait if you want the script to wait for end of process execution.

4. If you are deploying on a Solaris or Linux HTTP server, copy the collection of files that was created by the Deployment Wizard on your Windows-based computer to your HTTP server.

#### End

#### **Next Steps**

- If you have not installed the prerequisites, in the publish.htm web page, click Install to launch setup.exe to install the prerequisite installers.
- If you already have installed the prerequisites, the application bootstrap either installs a new version automatically, upgrades your existing version, if necessary, or starts the application, if it is installed and up to date.

#### The deployment attributes that are contained in silent.xml file

#### XML Key Name: ApplicationToDeploy

Description: The application that Workspace Desktop Edition Deployment Manager will deploy. If the value is empty or WorkspaceDesktopEdition, deployment of Workspace Desktop Edition with or without plug-ins (Workspace SIP Endpoint can be a plug-in in this mode) If the value is WorkspaceSIPEndpoint, deployment of Workspace SIP Endpoint in standalone mode Default Value: Example: WorkspaceSIPEndpoint

#### XML Key Name: DeploymentDestinationFolder

Description: The path where the Deployment Manager console will copy the built ClickOnce package. This path can be the Production Web Site path or an interim storage from where another utility will have to push the package to the Production Web Site. Default Value: Example: c:\temp\depmgr

#### XML Key Name: EndUserConfigureClientSidePort

Description: When set to true, the Deployment Manager Console populates the client-side port/ address in the property file that is deployed with Workspace on the destination workstation. Default Value: false Example:

**XML Key Name**: EndUserClientSideTransportAddress

Description: The Client-Side Address that the deployed Workspace application will use to connect to Configuration Server. Default Value:

Example: 123.123.123.200

#### XML Key Name: EndUserClientSideTransportPort

Description: The Client-Side Port that the deployed Workspace application will use to connect to Configuration Server. Default Value:

Example: 12345

**XML Key Name**: EndUserConfigAllowUserToChangeConnectionParameters

Description: When set to true, the Configuration Server Host, Port, and Application Name can be edited in the login window of the deployed Workspace application (if the user clicks More). When set to false, the application will always use the parameters that are configured in this file. Default Value: false

Example:

XML Key Name: EndUserConfigApplicationName

Description: The Application Name that the deployed Workspace application will use to connect to Configuration Server. Default Value:

Example: InteractionWorkspace850

XML Key Name: EndUserConfigHost

Description: The Host Name that the deployed Workspace application will use to connect to Configuration Server. Default Value: Example: <your host name>

XML Key Name: EndUserConfigPort

Description: The Port that the deployed Workspace application will use to connect to Configuration Server. Default Value:

Example: 2021

XML Key Name: InformationApplicationName

Description: Name of the ClickOnce package.

The name of the .application file to be downloaded on the target workstation.

The icon on the target workstation desktop will have this name. Default Value: Workspace Example:

#### XML Key Name: InformationPublisher

Description: The name of the company that delivers the ClickOnce package. Default Value: Example: Genesys Telecommunications Laboratories, Inc

#### XML Key Name: InformationURL

Description: The URL Root from which the final ClickOnce package will be downloaded by end users. Default Value:

Example: http://<your host name>/InteractionWorkspace

#### XML Key Name: OptionsAllowsMultiDeployment

Description: When set to true, the ClickOnce package is built to allow distinct ClickOnce packages instances to be installed on the same target destination. Default Value: false Example:

#### XML Key Name: OptionsAllowUpgradeFrom812VersionsEndEarlier

Description: When set to false, the ClickOnce package includes a 32-bit version of the Workspace executable. This is the default mode when using a regular IP, and this is the recommended mode to optimize the memory footprint on an agent workstation.

The value true is required only if you deployed the ClickOnce packages with 8.1.2 versions or earlier and want to ensure a smooth upgrade without first uninstalling old versions. This deploys a 64-bit enabled .NET executable, which can run on a 32-bit OS, and which consumes a significantly higher memory footprint than a 32-bit-only executable when running on a 64 bits OS. Default Value: false Example:

# XML Key Name: PackagesToDeploy

Description: The list of optional file packages ("plug-ins") to be included in the ClickOnce package. Default Value:

Example: Sip Endpoint; Language Pack for French (France)

#### XML Key Name: SigningCertificateFileName

Description: The path to the certificate to be used to sign the package. Default Value: Example: c:\inetpub\InteractionWorkspace

#### XML Key Name: SigningPassword

Description: The password that is required to sign the ClickOnce package with the selected certificate. Default Value: Example: abcd

#### XML Key Name: SigningSignsWithProvidedCertificate

Description: When set to true, the Deployment Manager Console attempts to sign the ClickOnce package with the provided signing data. Default Value: false Example:

[Added: 8.5.102.06]

**XML Key Name**: EndUserConfigServicePrincipalName Description: Specifies the Service Principal Name to support Kerberos Single Sign On. Default Value: "" Example:

[Added: 8.5.101.14]

#### XML Key Name: EndUserConfigForceUpgrade

Description: Specify whether agents can reject ClickOnce upgrades when they are presented at login time. When set to true, agents are forced to upgrade to this new version of the application at next application start. When set to false, agents are prompted with the choice to upgrade immediately or later. Default Value:false Example:

The following is an example of a silent.xml file (refer to procedure 1b):

<?xml version="1.0" encoding="windows-1250"?>

<configuration>

<InformationApplicationName>Interaction Workspace</InformationApplicationName>

<InformationURL>http://BLSHGS1/InteractionWorkspace</InformationURL>

<InformationPublisher>Genesys Telecommunications Laboratories</InformationPublisher>

<DeploymentDestinationFolder>c:\temp\depmgr</DeploymentDestinationFolder>

<SigningSignsWithProvidedCertificate>false</SigningSignsWithProvidedCertificate>

<SigningCertificateFileName></SigningCertificateFileName>

<SigningPassword></SigningPassword>

<EndUserConfigHost>bsgenbruno811</EndUserConfigHost>

<EndUserConfigPort>2021</EndUserConfigPort>

<EndUserConfigApplicationName>InteractionWorkspace850</EndUserConfigApplicationName>

<EndUserConfigureClientSidePort>true</EndUserConfigureClientSidePort>

<EndUserClientSideTransportAddress>123.123.123.200</EndUserClientSideTransportAddress>

<EndUserClientSideTransportPort>12345</EndUserClientSideTransportPort>

<EndUserConfigAllowUserToChangeConnectionParameters>false</EndUserConfigAllowUserToChangeConnectionParameters>

<EndUserConfigAllowFrameworkInstall>false</EndUserConfigAllowFrameworkInstall>

<EndUserConfigServicePrincipalName>confserv/host:port</EndUserConfigServicePrincipalName>

<PackagesToDeploy>Sip Endpoint;Language Pack for French (France)</PackagesToDeploy>

<OptionsAllowsMultiDeployment>false</OptionsAllowsMultiDeployment>

<OptionsAllowUpgradeFrom812VersionsEndEarlier>false</OptionsAllowUpgradeFrom812VersionsEndEarlier>

<EndUserConfigForceUpgrade>false</EndUserConfigForceUpgrade>

</configuration>

Adding Custom Files to a console deployment

If you want to add custom files to your Workspace console deployment, such as a custom Workspace plugin, you can edit the silent.xml to specify the reference to the plugin deployment file, which describes the list of custom files of the plugin. The deployment file name can be anything, but it must have the file extension .deployment-config'.

In step 2 of the **3b. Console: Deploy the Workspace downloadable ClickOnce package on your web server** procedure, edit the **PackagesToDeploy** XML Key Name to specify the DeploymentName specified in the .deployment-config file that represents your plugin.

Create the .deployment-config file of your plugin using code which is similar to the following:

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <configSections>
    <sectionGroup name="applicationSettings"</pre>
type="System.Configuration.ApplicationSettingsGroup, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" >
      <section name="DeploymentManager.ApplicationSettings"</pre>
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0, Culture=neutral,
PublicKeyToken=b77a5c561934e089" requirePermission="false" />
    </sectionGroup>
  </configSections>
  <applicationSettings>
    <DeploymentManager.ApplicationSettings>
      <setting name="DeploymentName" serializeAs="String">
<value>theNameOfThePackageThatShowsUpAsPluginInInteractiveModeOrToBePopulatedInPackageToDeployInConsoleMode</va
      </setting>
      <setting name="MandatoryFiles" serializeAs="Xml">
        <value>
          <ArrayOfApplicationFile xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"</pre>
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
             <ApplicationFile FileName="PluginFile1"</pre>
RelativePath="emptyForInstallRootOrSubdirectoryName" DataFile="false" EntryPoint="false"
IsMainConfigFile="false" Optional="falseForConditionalByPrivilege"
GroupName="clickOnceGroupsToDownload" />
            <ApplicationFile FileName="PluginFile2AndSoOn"</pre>
RelativePath="emptyForInstallRootOrSubdirectoryName" DataFile="false" EntryPoint="false"
IsMainConfigFile="false" Optional="true" GroupName="clickOnceGroupsToDownload" />
           </ArrayOfApplicationFile>
        </value>
      </setting>
    </DeploymentManager.ApplicationSettings>
  </applicationSettings>
</configuration>
```

Change the following placeholders in the code to reflect your specific requirements:

- DeploymentName: The name of the module/plugin as reported in deployment manager (Wizard interface or in silent.xml file)
- ApplicationFile: Must be repeated for each file composing the plugin
  - FileName: Name of the file
  - RelativePath: Relative path of the file inside the plugin. Empty if located with the other core WDE files.
  - Optional: Set to true if the plugin should be downloaded only if a specific privilege is required.
  - GroupName: A group name that matches with the one defined in the .module-config file of the custom plugin
- 4. Enable the ClickOnce Package on your web server

Choose one of the following procedures depending on the web server in your environment:

# [+] 4a. (For Apache deployments) Configuring Apache to enable the ClickOnce package

#### **Purpose:**

By default, the Apache web server does not permit the download of documents of specific MIME types. Apache must be configured to enable the ClickOnce package.

#### Prerequisites

• Apache Server 2.x on any Operating System it supports.

#### Start

1. In the conf/mime.types file (in the Apache install folder), add the following lines:

application/x-ms-application application

application/x-ms-application manifest

application/octet-stream deploy

2. Save the file.

#### End

# [+] 4b. (For IIS Deployments) Configuring Microsoft IIS6 to enable the ClickOnce package

**Purpose:** Microsoft IIS must be configured to enable the ClickOnce package.

#### **Prerequisites**

• Microsoft IIS on any Operating System it supports

#### Start

- 1. From Administrative Tools, start Internet Information Services Manager.
- 2. Right click the tree leaf that represents your server.
- 3. Select Properties from the contextual menu.
- 4. In the Properties dialog box, click Mime Types.
- 5. Click New to add each of the following configuration pairs:
  - .application => application/x-ms-application
  - .manifest => application/x-ms-application
  - .deploy => application/octet-stream
- 6. Click 0K.
- 7. Click 0K to validate the new MIME types list.

#### End

5. Verify your configuration

Verify that Workspace was correctly deployed on your web server and client workstation.

### [+] Procedure: Configuration verification (Testing the client)

#### **Purpose:**

To ensure that the Workspace application was correctly deployed on your web server and client workstation.

#### Start

- 1. On a client workstation, open a new Internet browser window.
- 2. In the Address field, enter the URL of the Workspace web application:

http://<host>/<application name>/publish.htm

For example:

http://SUITE80/Workspace/publish.htm

3. Press Enter on your keyboard. The Workspace ClickOnce publish window opens (see the Figure - Workspace publish window).

Gene: Intera	sys Telecommunications Laboratories action Workspace
Name:	Interaction Workspace
Version:	8.5.000.21.0
Publisher:	Genesys Telecommunications Laboratories
The following	g prerequisites are required:
	JAET Framework 4.5
	rponents are already installed, you can launch the application now. Otherwise,

Workspace publish window

This window lists all of the prerequisites that should be installed before you launch Workspace for the first time.

- 4. If all prerequisites are installed, click launch to launch the Workspace installer application.
- 5. If a security-warning dialog box appears, click Install.

When installation is complete, a shortcut is placed on the desktop, after which the application launches. The Workspace agentlogin window is displayed.

- 6. 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
- 7. Click Login to continue logging in to Workspace; click Cancel to close the agent-login window without logging in.

Refer to Workspace User's Guide for more information about how to log in to Workspace and use the application.

#### End

#### **Next Steps**

Installation is complete. You can provision Interaction Workspace functionality:

- Workspace Functionality Overview
- Provisioning Functionality

# Rollback to a previous release of Workspace

# [+] Rollback to a previous release of Workspace by using ClickOnce

#### Purpose:

Rollback the software version installed on the end user (agent) workstation to the previously deployed release of your Workspace package after you have deployed a new version of your Workspace package by using ClickOnce. Here, 'Workspace package' defines the combination of the core Workspace product and the associated customization files.

#### Pre-requisites:

- Identify the out-of-the-box Workspace version that will host the downgrade package (refer to Restriction below).
- Identify the list of custom files (.dll, .module-config, .properties, .xml and so on) that comprise the downgrade package.

#### **Restriction**:

When you activate the **Force upgrade** option of the Deployment Manager, any package version that is downloaded to an end user (agent) workstation requires that the new package version has a version greater than the currently installed one. This means that the procedure above does not allow you to rollback installation on workstations to a version of the out-of-the-box Workspace product that is lower than the currently installed version (as the core Workspace version is used to build the ClickOnce package version). It only allows you to rollback to a previous version of the custom files associated to same of more recent version of out-of-the-box Workspace. To downgrade to an older version of out-of-the-box Workspace, when the **Force upgrade** option has been enabled, an explicit uninstall of the former package on the workstation is required before downloading the older version.

#### Start

- 1. Navigate to the location where the target out-of-the-box version comprising the downgrade package is available.
- 2. Execute the Workspace Deployment Manager (console or UI) of the Workspace version that must be part of this rollback.
- 3. Specify in the wizard execution or in the console configuration file, the list of custom files that must compose the rollback package.
- 4. Run the Deployment Manager to increment the package build number.
- 5. After the rollback package is created, push it to the web server.
- 6. Restart the agent application or, from the **Main Menu** select **Check and Update**. The agent is prompted to update to the new version.

#### End

# Deploying the Developer Toolkit on your development workstation

Use the Procedure: Installing Workspace Customization on the Windows operating system to install

the Workspace application and Developer's Kit on your development workstation. This procedure installs everything that is required to build and test a Workspace extension. For information about how to build a custom extension or customize Workspace, see the *Workspace 8.5*.*NET Developer's Guide & API Reference*.

#### Procedure

Installing Workspace Customization on the Windows operating system

**Purpose:** To install the deployment files for Workspace Customization on your development workstation.

#### Prerequisites

- Preparing The Configuration Layer
- Microsoft Visual Studio 2012, or higher, Express/Community Edition, or above
- .NET Framework 4.5

#### Start

- On your desktop, open the Workspace disc or the 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.
   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 Workspace ReadMe file in your default browser.

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

- 3. On the Select Options panel, do one of the following:
  - Choose Install Interaction Workspace Developer Toolkit, and click Next.
  - Click Back to return to the Welcome panel.
  - Click Cancel to exit the Genesys Installation Wizard.

For more information on installation options, see the Table - Workspace Install Mode Deployment Packages.

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			
Genesys Installation Wizard will install Workspa Folder.	ce Desktop Ec	Stion in the followin	g Destination
To install to this folder, click Next. To install to a different folder, click Browse and To restore a path to default Destination Folder,	select another click. Default.	folder.	
Destination Folder			
C:\Program Files (x86)\GCTI\Workspace Desi	top Edition		
C:\Program Files [x86]\GCTI\\w'orkspace Desi	top Edition	Default	Biowse

Choose Destination Location panel of the Genesys Installation Wizard

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

Genesys Installation Wizard	×		
Language Pack Selection			
Select the option below to install a Language Pack. If you select this option, the Workspace Desktop Edition will install selected language pack on this host.			
Select Language Pack			
	_		
< Back Next > Cance			
Language Pack Selection panel of the Genesys Installation Wizard	d		

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

Genesys Installation Wizard			
Language Pack Selection			
Select the option below to install a Lan Desktop Edition will install selected lan	guage Pack. If you guage pack on this	a select this option, the Workspace a host.	
Chinese (Simplified) French (France) German (Germany) Italian (Frady) <u>Reporter</u> Korean Portuguese (Brazilian) Russian Spanin (Latin American) Turkish	Add	German (Germany) Hapanese	
	Ba	ck Next> Cance	-

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

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.
- 5. On the Choose Destination Location panel, specify the location on your development workstation in which the Workspace customization files are to be installed by doing one of the following:
  - Type 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.
- 6. 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.

- 7. On the Ready to Install panel do one of the following:
  - Click Install to install the Interaction Workspace customization files.
  - Click Back to return to the Choose Destination Location panel.
  - Click Cancel to exit the Genesys Installation Wizard.

If you clicked Install, the Workspace customization files are installed in the location that you specified (see the Figure - **Contents of the Workspace install disc or image copied onto the web-server host**).



Contents of the Workspace install disc or image copied onto the webserver host

The Workspace folder contains the following:

- The Bin folder, which contains the Workspace API
- The Doc directory, which contains the *Workspace 8.5 .NET Developer's Guide & API Reference* (WorkspaceSDKNet.chm)
- The Workspace folder, which contains Workspace application files
- The WorkspaceDeploymentManager folder, which contains the application files that are required to deploy customized code, including the Deployment Manager application

(InteractionWorkspaceDeploymentManager.exe), and the following subfolder:

- WebPublication"Contains the publish.htm file.
- The Samples directory, which contains code samples that demonstrate Genesys best-practices recommendations for developers
- 8. When installation is complete, the Installation Complete panel is displayed.
  - Click Finish to exit the Genesys Installation Wizard.

#### End

#### **Next Steps**

- (optional) The Procedure: Installing the Workspace SIP Endpoint.
- Refer to the *Workspace 8.5 .NET Developer's Guide & API Reference* for information about how to use the toolkit and samples to customize Workspace.

# Non-ClickOnce deployment

#### Installing the Workspace application

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

#### Procedure

Installing the Workspace application on a client desktop

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

#### Prerequisites

• .NET Framework 4.5

#### Start

- On your desktop, open the Workspace disc or the 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. 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 Workspace ReadMe in your default browser.

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

- 3. On the Select Options panel, do one of the following:
  - Choose Install 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).

Genesys Installation Wizard			×
Choose Destination Location			
Genesys Installation Wizard will install Worksp Folder. To install to this folder, click Next. To install to a different folder, click Browse and To restore a path to default Destination Folder.	ace Desktop Ed d select another , click Default.	Stion in the following	Destination
Destination Folder			
C:\Program Files (x86)\GCTI\Workspace Des	iktop Edition		
		Default	Biowse
	< <u>B</u> ack	Next >	Cancel
Choose Destination Location pane	el of the Ge	enesys Install	ation Wizard

4. (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.

Select the option below to install Desktop Edition will install selecte	a Language Pack. If y Id language pack on t	ou select this option, the Works his host.	pace
Select Language	Pack		
Chinese (Sinplified) French (France) German (Germany) Italian (Italia) Rorean Portuguese (Brazilian) Russian Spanish (Lafin American) Turkish	Add	German (Getthany) Jopanese	

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

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.
- 5. On the Choose Destination Location panel, specify the location on your agent workstation in which 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.
- 6. 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.

- 7. On the Ready to Install panel, do one of the following:
  - Click Install to install 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 Workspace client application is installed in the location that you specified. When installation is complete, the Installation Complete panel is displayed.

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

- 8. Click Finish to exit the Genesys Installation Wizard.
- 9. (optional) Procedure: Installing the Workspace SIP Endpoint.

10. (optional) To use Kerberos Single Sign-on (SSO), edit the login.kerberos.service-principal-name option in the interactionworkspace.exe.config property file to add the following line:

```
<appSettings>
...
<add key="login.kerberos.service-principal-name" value="<SPN Name"/>
<add key="login.url" value="tcp://<host><port>/AppName" />
<add key="login.connections.parameters.isenable" value="false" />
...
</appSettings>
```

- 11. (optional) To include custom packages, add the customization resources that are required for your final installation.
- 12. If you executed at least one of the steps 9 to 11:
  - a. Prepare your final package by using the updated file set.
  - b. Push your custom package to the agent workstations.
- 13. To launch the 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 Workspace login window is displayed on the client desktop (see the Figure - **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 Workspace application in your Genesys Framework.

Workspace Desktop Edition 8.5.000	0.21.0
User Name	
Password	
O More	
Log In	Cancel

Workspace agent Login window with no connection parameters

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

Desktop Editio	n 8.5.000.21.0	
User Name		
Password		
Application Name:	InteractionWorkspace	2
Host Name:	bs813wintpl	•
Port:	2020	-
Less		
Log In		Cancel

Workspace agent Login window with the connection-parameters panel displayed

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

16. Click Login to continue logging in to Workspace; click Cancel to close the agent-login window without logging in.

Refer to Workspace User's Guide for more information about how to log in to Workspace and use the application.

#### End

#### **Next Steps**

• Workspace Functionality Overview and Provisioning Workspace

# Installing Workspace Desktop Edition in Silent mode for Windows

To install Workspace Desktop Edition in Silent mode:

- 1. Update the **genesys\_silent.ini** file by making the following modifications:
  - Agree with license agreement by setting required option: LicenseAgreement=Accepted.
  - Add the path to the Workspace Desktop Edition directory. For example, InstallPath=C:\Program Files (x86)\GCTI\Workspace Desktop Edition.
  - Choose installation mode option from one of the following supported values:
    - **INTEGRATOR -** Prepare a ClickOnce package.
    - DEVELOPER Install Developer Toolkit.
    - **USER -** Install application.

#### InstallMode = <INTEGRATOR, DEVELOPER or USER installation mode of Workspace Desktop Edition on this box>

- If you are *installing/upgrading* Workspace Desktop Edition, specify the version, build number before the installation:
- Specify whether Workspace Desktop Edition can dynamically modify the Genesys Softphone configuration by using the **Connector=<Disable or Enable>** parameter.
  - Mode= <FirstInstall or Upgrade of Workspace Desktop Edition on this box>
  - IPVersion= <current (before upgrade) version of Workspace Desktop Edition on this box>
  - IPBuildNumber= <current (before upgrade) build number of Workspace Desktop Edition on this box>
- 2. Execute the following command:
  - setup.exe /s /z"-s 'FullPathToGenesysSilentConfigurationFile' -sl
  - 'FullPathToGenesysSilentResultFile' -t
  - 'FullPathToGenesysSilentInstallationListingFile'" where:
  - /s specifies that the installation is running in InstallShield Silent Mode.
  - /z passes the Genesys Silent mode silent parameters to the installation.
    - -s specifies the full path to the silent configuration file. The <Full path to Genesys Silent Configuration file> is optional. If the <Full path to Genesys Silent Configuration file> parameter is not specified, the installation uses the genesys\_silent.ini file in the same directory where the setup.exe file is located.

# Important

Enclose the value of the **<Full path to Genesys Silent Configuration file>** parameter by apostrophes (') if the parameter contains white symbols.

 -sl specifies the full path to the installation results file. If the <Full path to Genesys Installation Result file> parameter is not specified, the installation creates the genesys\_install\_result.log file in the <System TEMP folder> directory.

# Important

Enclose the value of the **<Full path to Genesys Installation Result file>** parameter in apostrophes (') if the parameter contains white space characters.

 -t specifies the full path to the installation listing file for debugging. The <Full path to Genesys Installation listing file> parameter is optional and should be used for silent installation debugging purposes.

### Important

Enclose the value of the **<Full path to Genesys Installation listing file>** parameter in apostrophes (') if the parameter contains white space characters.

The InstallShield setup.exe installer requires that:

- There is *no* space between the /z argument and quotation mark. For example, /z"-s" is valid, while /z"-s" is not valid.
- There is a space between the -s,-sl parameters and quotation mark. For example, /z"-s c:\temp\genesys\_silent.ini" is valid, while /z "-sc:\temp\genesys\_silent.ini" is not valid. For example, setup.exe /s /z"-s 'C:\8.5.151.01\windows\b1\ip\genesys\_silent.ini' -sl 'C:\temp\silent setup.log' -t 'C:\temp\Genesys LP Installation.log'".
- After executing this command, verify that Workspace Desktop Edition is installed in the C:\<Workspace Desktop Edition Directory>, and that the silent\_setup.log file has been created in the C:\temp\ directory.

For information about silent language pack installation, see the Adding and removing Language Packs.