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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.

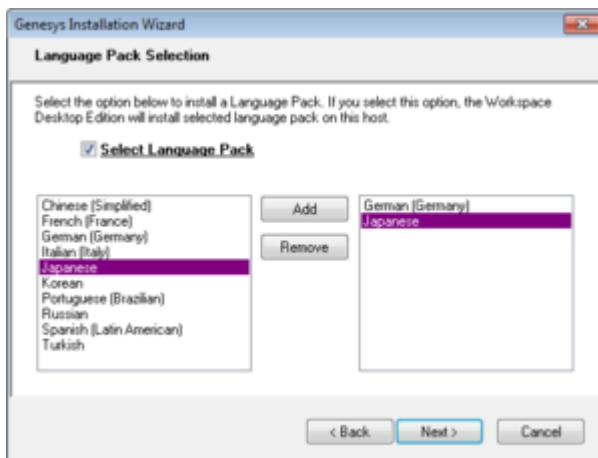
5. (Optional) If you are installing from the International DVD, the Language Pack Selection panel is displayed.

Choose your deployment



Language Pack Selection panel of the Genesys Installation Wizard

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

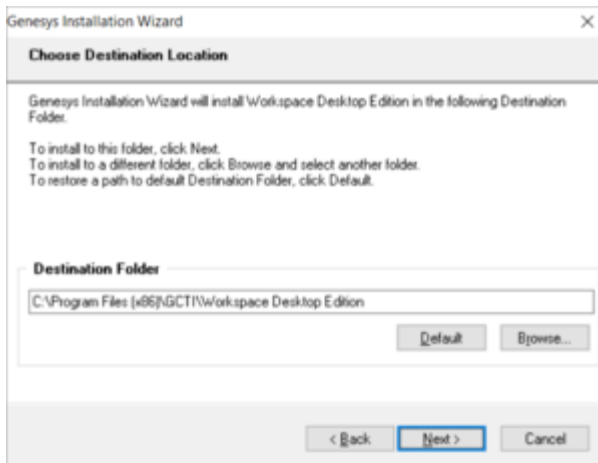


Adding and Removing languages by using the Language Pack Selection panel of the Genesys Installation Wizard

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 your deployment



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.

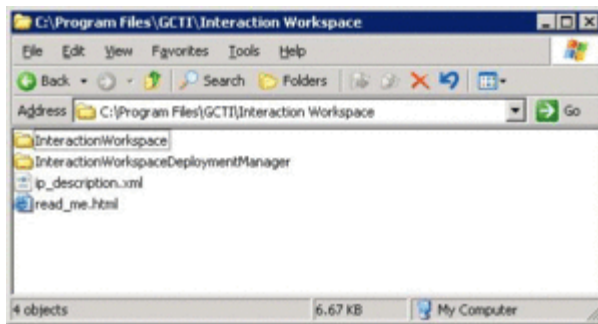
8. On the Ready to Install panel, do one of the following:

- 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](#).



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

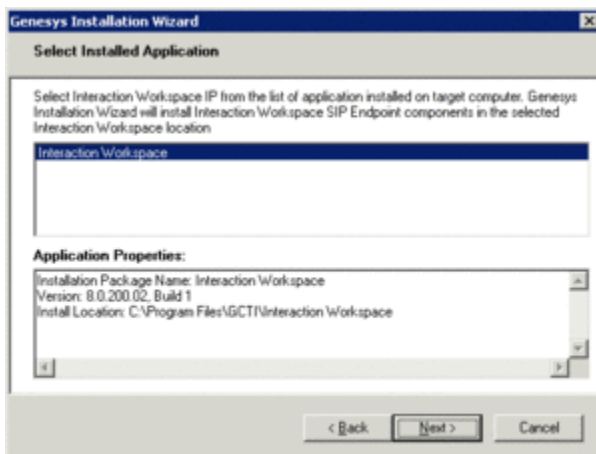
1. On your desktop, open the Workspace SIP Endpoint disc or the Workspace SIP Endpoint IP and double-click the Setup.exe file.

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 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

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.

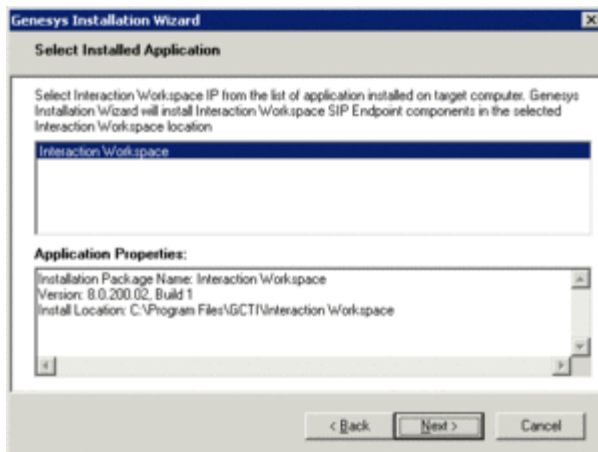
You might be asked to reboot your system to delete or rename certain system files before the Installation Wizard runs.

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**).

Choose your deployment



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 [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 use the plug-in with Workspace. The plug-in 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

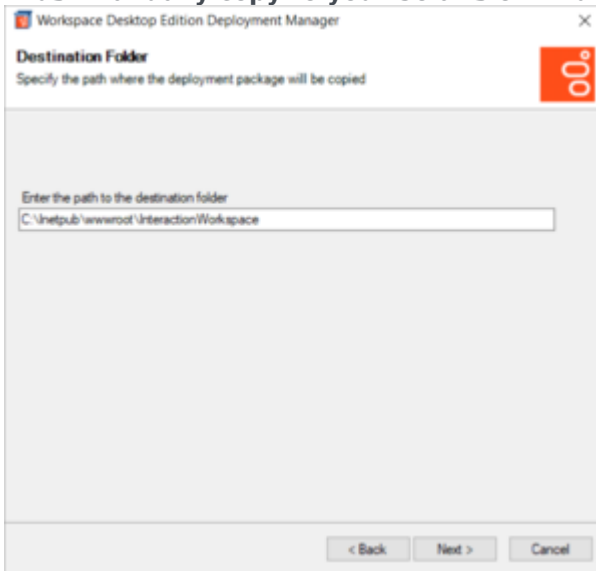
1. Open the InteractionWorkspaceDeploymentManager folder. This folder contains the application files required for deployment, including: InteractionWorkspaceDeploymentManager.exe.
2. Launch the InteractionWorkspaceDeploymentManager.exe application by double-clicking the file or selecting it from the 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**).



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 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.**

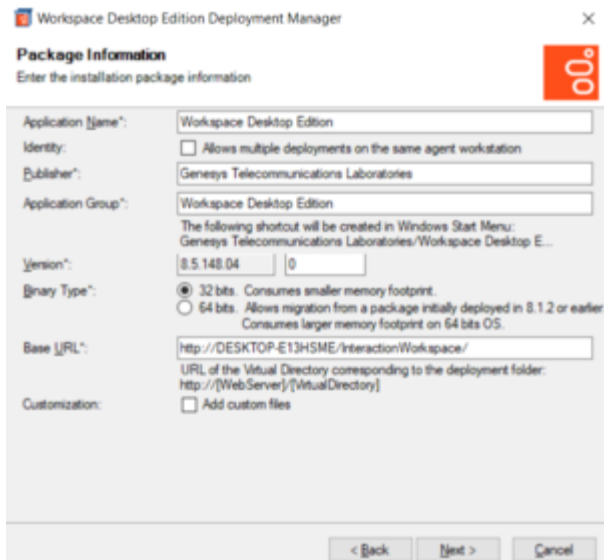
You can change the application name, the publisher (which is displayed in the publish.htm page), and the base URL, which is the URL that corresponds with the virtual directory that is linked to the deployment folder.

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.

Choose your deployment



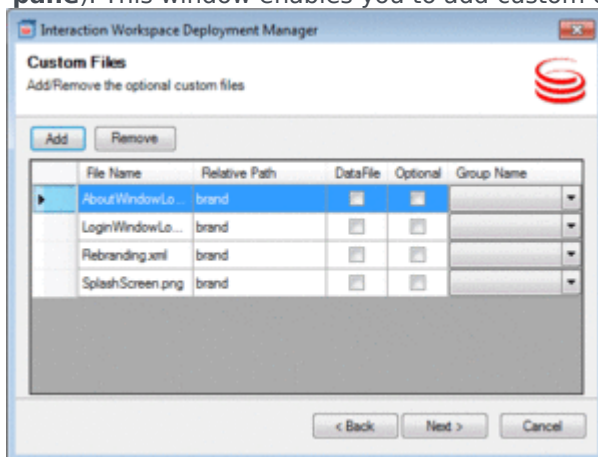
The screenshot shows the 'Package Information' window of the 'Workspace Desktop Edition Deployment Manager'. It contains the following fields and options:

- Application Name:** Workspace Desktop Edition
- Identity:** ☐ Allows multiple deployments on the same agent workstation
- Publisher:** Genesys Telecommunications Laboratories
- Application Group:** Workspace Desktop Edition
- Version:** 8.5.148.04
- Binary Type:** ☒ 32 bits. Consumes smaller memory footprint. ☐ 64 bits. Allows migration from a package initially deployed in 8.1.2 or earlier. Consumes larger memory footprint on 64 bits OS.
- Base URL:** http://DESKTOP-E13H5ME/Interaction/Workspace/
- Customization:** ☐ Add custom files

Navigation buttons at the bottom: < Back, Next >, Cancel.

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.



The screenshot shows the 'Custom Files' window of the 'Interaction Workspace Deployment Manager'. It has a title bar 'Interaction Workspace Deployment Manager' and a subtitle 'Custom Files'. Below the subtitle is the text 'Add/Remove the optional custom files'. There are 'Add' and 'Remove' buttons. A table lists the following files:

File Name	Relative Path	Data File	Optional	Group Name
AboutWindowLo...	brand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
LoginWindowLo...	brand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rebranding.xml	brand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
SplashScreen.png	brand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Navigation buttons at the bottom: < Back, Next >, Cancel.

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.

Important

The .module.config file that core Workspace uses for module declaration, as well as any language dictionary file required by the module, must be specified as NOT optional so that they are loaded unconditionally at Workspace start-up.

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

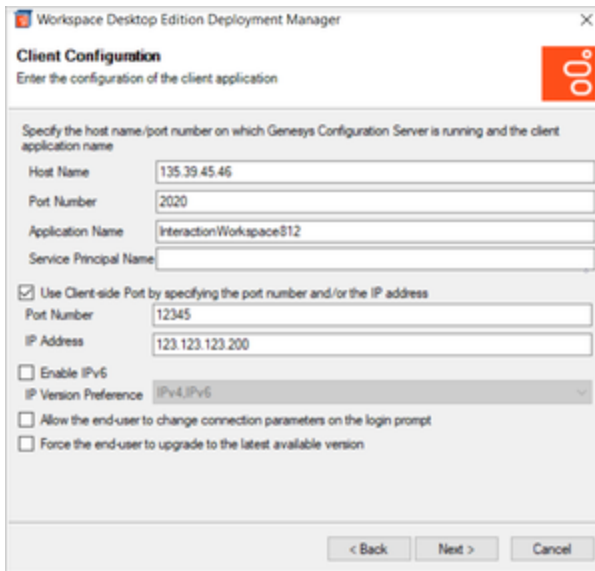
8. Click **Next** to proceed with the installation. Click **Cancel** to cancel the deployment. Click **Back** to return to the previous panel.
9. If you clicked **Next**, the **Client Configuration** pane is displayed (refer to Figure - **Workspace Deployment Manager Client Configuration pane**). In 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.

Choose your deployment

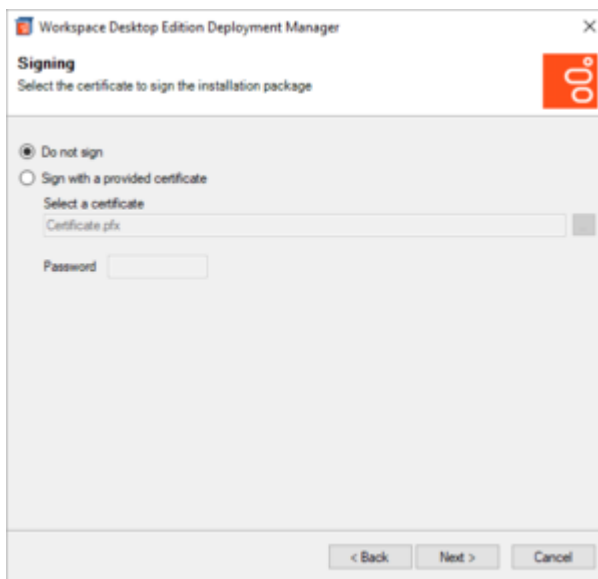


The screenshot shows the 'Client Configuration' pane of the 'Workspace Desktop Edition Deployment Manager'. The title bar includes the application name and a close button. The pane has a sub-header 'Client Configuration' and a description 'Enter the configuration of the client application'. It contains several input fields: 'Host Name' (135.39.45.46), 'Port Number' (2020), 'Application Name' (InteractionWorkspaceS12), and 'Service Principal Name'. There are checkboxes for 'Use Client-side Port by specifying the port number and/or the IP address' (checked), 'Enable IPv6', 'Allow the end-user to change connection parameters on the login prompt', and 'Force the end-user to upgrade to the latest available version'. A dropdown menu for 'IP Version Preference' is set to 'IPv4,IPv6'. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

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>



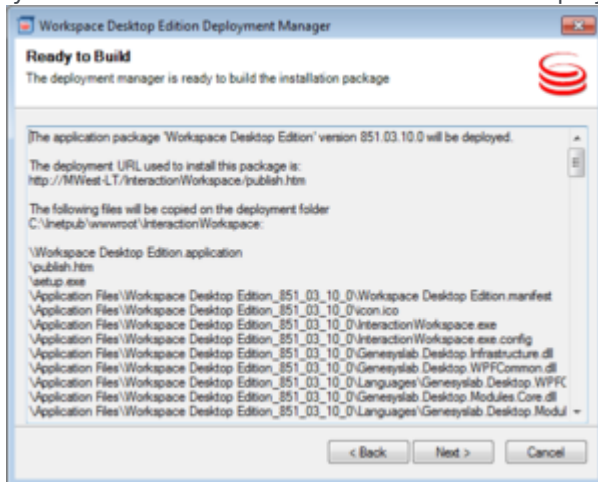
The screenshot shows the 'Signing' pane of the 'Workspace Desktop Edition Deployment Manager'. The title bar includes the application name and a close button. The pane has a sub-header 'Signing' and a description 'Select the certificate to sign the installation package'. It contains two radio buttons: 'Do not sign' (selected) and 'Sign with a provided certificate'. Below the 'Sign with a provided certificate' option are fields for 'Select a certificate' (Certificate file), 'Password', and a 'Browse' button. At the bottom are '< Back', 'Next >', and 'Cancel' buttons.

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.

Choose your deployment

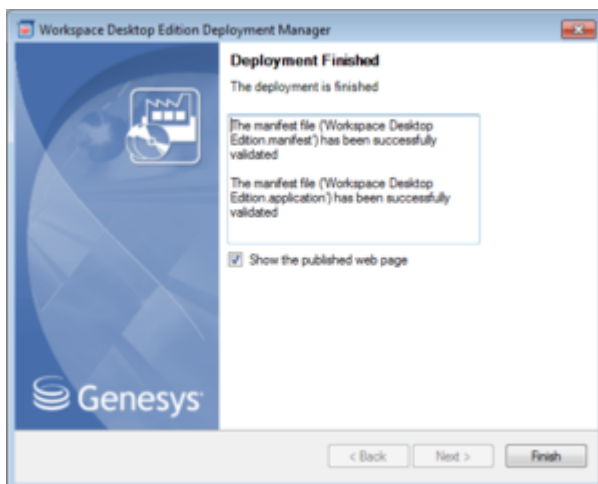
- Click Sign with a provided certificate to enable the Selects a certificate field.
13. Click the browse button to navigate to the certificate.
 14. Enter the password for the certificate in the Password field.
 15. Click Next to proceed with the installation. Click Cancel to cancel the deployment. Click 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.



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.
18. 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.

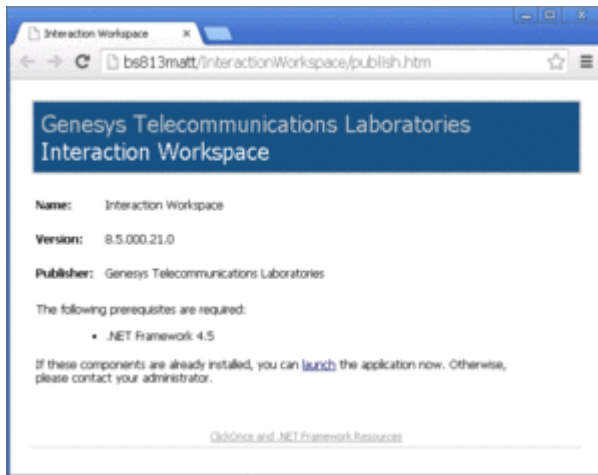
When the deployment is complete, the Deployment Finished pane is displayed (refer to Figure - **Workspace Deployment Manager Deployment Finished pane**). This pane contains messages that relate to the success of the deployment.



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 script-based 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.
2. 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>
```

Choose your deployment

```
<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"
      type="System.Configuration.ApplicationSettingsGroup, System, Version=2.0.0.0,
      Culture=neutral, PublicKeyToken=b77a5c561934e089" >
      <section name="DeploymentManager.ApplicationSettings"
        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</value>
      </setting>

      <setting name="MandatoryFiles" serializeAs="Xml">
        <value>
          <ArrayOfApplicationFile xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
            xmlns:xsd="http://www.w3.org/2001/XMLSchema">
            <ApplicationFile FileName="PluginFile1"
              RelativePath="emptyForInstallRootOrSubdirectoryName" DataFile="false" EntryPoint="false"
              IsMainConfigFile="false" Optional="falseForConditionalByPrivilege"
              GroupName="clickOnceGroupsToDownload" />
            <ApplicationFile FileName="PluginFile2AndSoOn"
              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 OK.
7. Click OK 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)

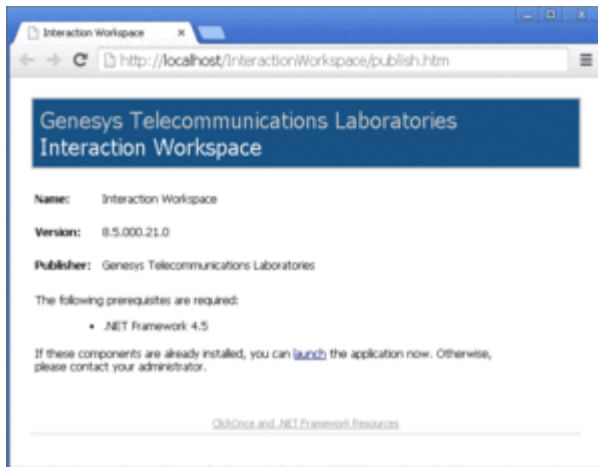
Purpose:

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).

Choose your deployment



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 agent-login 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 or 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

1. 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.

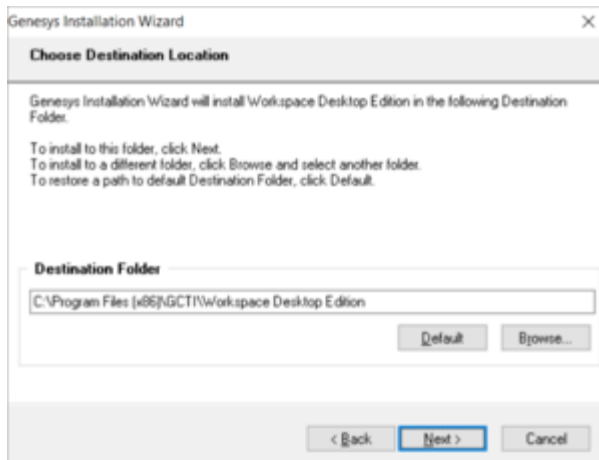
If you clicked Next, the Select Options panel is displayed.

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 your deployment



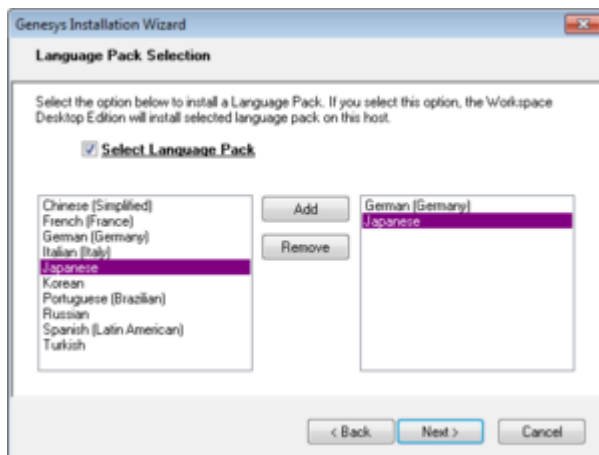
Choose Destination Location panel of the Genesys Installation Wizard

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



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

Choose your deployment

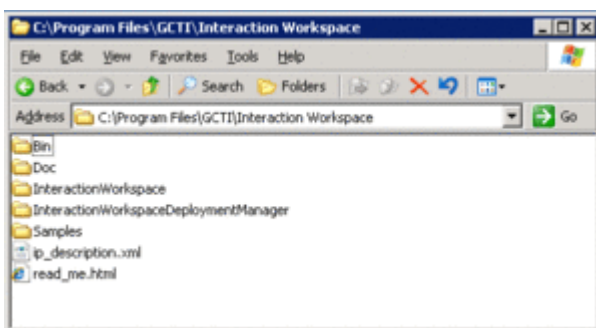
To select a language for installation, select it in the left hand box then click **Add**. The language is moved to the right hand box. To de-select a language for installation, select it and click **Remove**. The language is moved back to the left hand box and will not be installed. After you have added 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 web-server 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

1. 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.

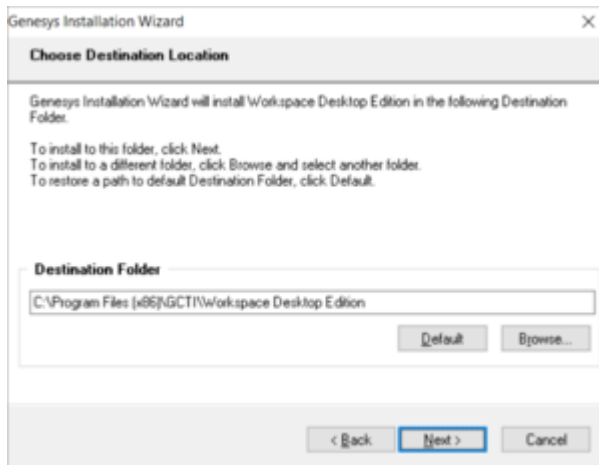
2. On the Welcome panel, do one of the following:
 - Click Next to begin the installation procedure.
 - Click Cancel to exit the Genesys Installation Wizard.
 - Click About to open the Workspace ReadMe in your default browser.

Choose your deployment

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

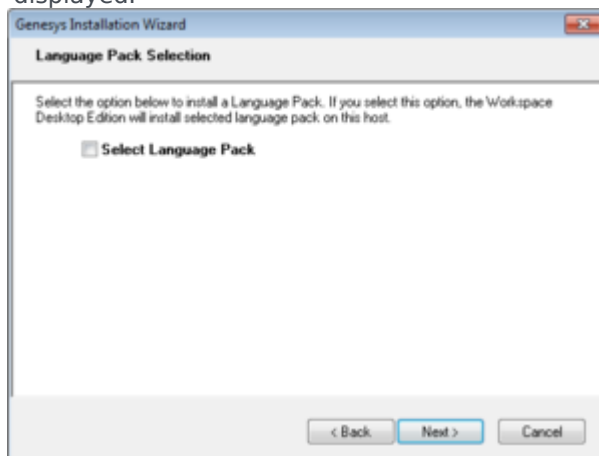
3. On the Select Options panel, do one of the following:
 - Choose Install Workspace application, and click Next.
 - Click Back to return to the Welcome panel.
 - Click Cancel to exit the Genesys Installation Wizard.

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



Choose Destination Location panel of the Genesys Installation Wizard

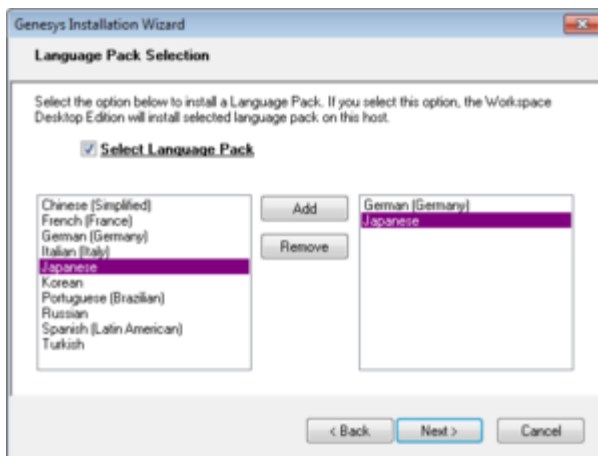
4. (Optional) If you are installing from the International DVD, the Language Pack Selection panel is displayed.



Language Pack Selection panel of the Genesys Installation Wizard

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

Choose your deployment



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](#)).

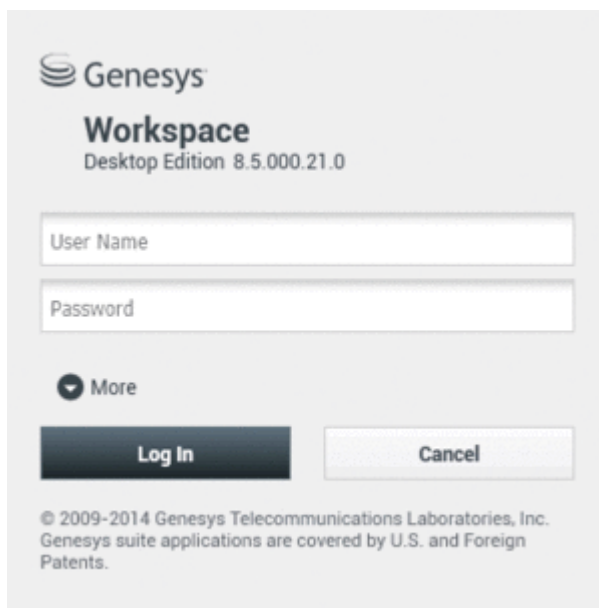
8. Click Finish to exit the Genesys Installation Wizard.
9. (optional) Procedure: [Installing the Workspace SIP Endpoint](#).

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 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**).

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'".
3. 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](#).