

# Installation **POWERplay** Pro/Station



## Installation manual for tenants

11/13/2019

### Product line neo, version 6.x

The described functions can be used with the following ASC products:

EVOIPneo

EVOLUTIONneo / XXL / eco

EVOflex (country-specific)

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## 1 General information

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## 2

## Introduction

This manual describes the installation of the client software for the application POWERplay Pro and POWERplay Station.

**POWERplay Pro**

POWERplay Pro is a client application for searching and replaying recorded conversations. The user has the possibility to systematically search for conversations, listen in on current conversations (*Monitoring*), replay several conversations at the same time or listen to parts of a conversation in an endless loop.

POWERplay Pro can be used from every computer in the system with a LAN or WLAN connection to the replay server.

The application does not require a browser environment.



If the languages Chinese or Japanese are supposed to be available for this client application, it is a precondition that the operating system supports the respective language. If this is not the case, the Chinese and Japanese characters may be depicted incorrectly. Language support has to be activated manually in the operating system then.



POWERplay Pro is a client application. It has to be installed on each client computer which is supposed to use it.

**POWERplay Station**

POWERplay Station is a client application for searching and replaying recorded conversations on terminated archive media of other *neo* and V10 systems. The user has the possibility to systematically search for conversations, replay several conversations at the same time or listen to parts of a conversation in an endless loop.



Data which has been encrypted with one of the following methods cannot be replayed:

- *neo* key management
- RSA key management

To replay archive media, no connection to the replay server is required.

The application does not require a browser environment.



If the languages Chinese or Japanese are supposed to be available for this client application, it is a precondition that the operating system supports the respective language. If this is not the case, the Chinese and Japanese characters may be depicted incorrectly. Language support has to be activated manually in the operating system then.

POWERplay Station requires its own *neo* server system. The *neo* software and POWERplay Pro must have been installed on it. For this *neo* server system, only the license POWERplay Station is required. Upon installing the optional license POWERplay Station, replay of terminated archive media of other *neo* and V10 systems is activated.

### 3 System requirements

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#### 3 System requirements



For basic information about the necessary hardware and software components refer to the installation manual *Installation requirements*.

### 4 Installation requirements



For basic information about the used default ports refer to the installation manual *Installation requirements* in chapter *Communication matrix*.



If you have configured customer-specific ports, you have to open them in the firewall separately.

#### 4.1 Licenses

##### ASC

License name	Number	Description
POWER <sup>play</sup> Pro	1 per concurrent user	License required for using POWER <sup>play</sup> Pro.

Tab. 1: Licenses of ASC

License name	Number	Description
POWER <sup>play</sup> Station	1 per system	This license enables you to replay terminated archive media of other <i>neo</i> systems.

Tab. 2: Optional license of ASC

#### 4.2 Information

Before you start the installation, make sure that the following information is available:

- IP address of the replay server

## 5 Overview install and configure product

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### 5 Overview install and configure product

The following steps have to be carried out:

1. Install the POWER~~p~~l~~a~~y Pro software on the client computers (see [chapter "Install client software", p. 9](#)).

## 6

## Installation

## 6.1

## Install client software



Note that the installation of client software requires administrator rights to be carried out.



During the installation routine a check is run to determine whether the required Java version has been installed on the user's computer. If this is not the case, Java Runtime Environment is installed before the installation of the POWERplay Pro software. When cancelling the installation, you cannot use the application POWERplay Pro.

1. Insert the installation medium for the POWERplay Pro software.
2. Open the directory of the POWERplay Pro software.
3. From the context menu of the file *setup.exe*, select the menu item *Run as Administrator*.
  - ⇒ The version of Java Runtime Environment is checked.
  - If the required version has not been installed, then the InstallShield Wizard for Java JRE appears.

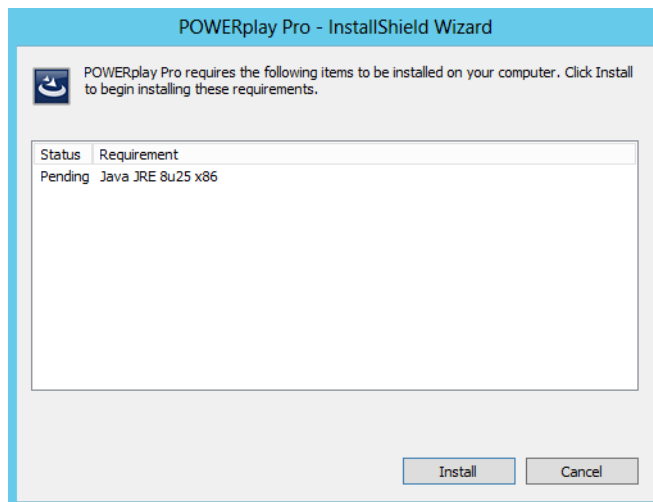


Fig. 1: InstallShield for Java Runtime Environment

4. To cancel the installation completely, click on the button *Cancel*. To start the installation, click on the button *Install*.
  - ⇒ The installation progress is displayed.

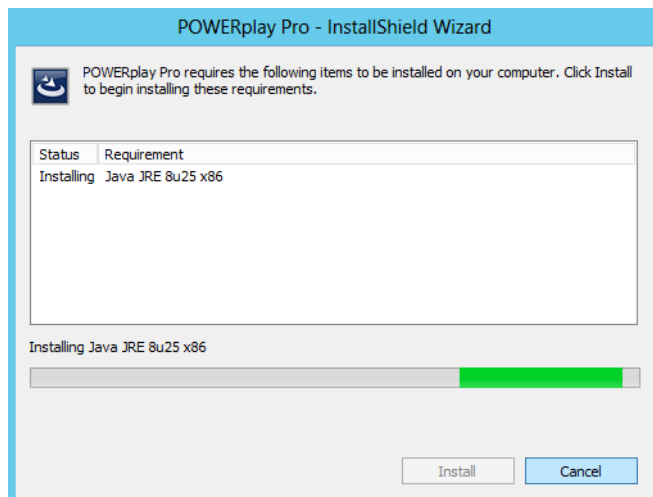


Fig. 2: Information about the installation progress

- ⇒ Once Java Runtime Environment has been installed, the InstallShield Wizard for the installation of the POWERplay Pro software appears.
- On the welcome screen, click on the button *Next* to continue.
  - If required, change the target directory by clicking on the button *Change*.

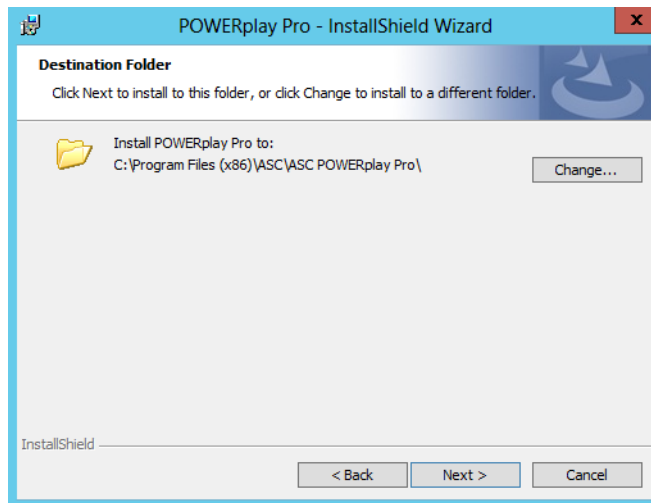


Fig. 3: Change target directory

- Select a target directory.
- Click on the button *OK* to apply the path settings.
- Click on the button *Next* to continue.
- Enter the IP address of the replay server of your system.

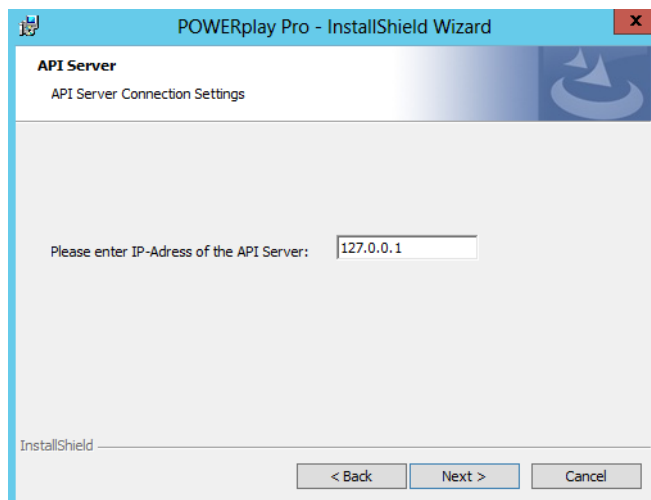


Fig. 4: Configure replay server

- Confirm the entry by clicking on the button *Next*.
- Select whether the application is supposed to be available for all users of the computer or only for the administrator.  
Start the installation by clicking on the corresponding button:
  - *Anyone who uses this computer* - application available for all users
  - *Only for me* - application is available only for the currently logged-in user

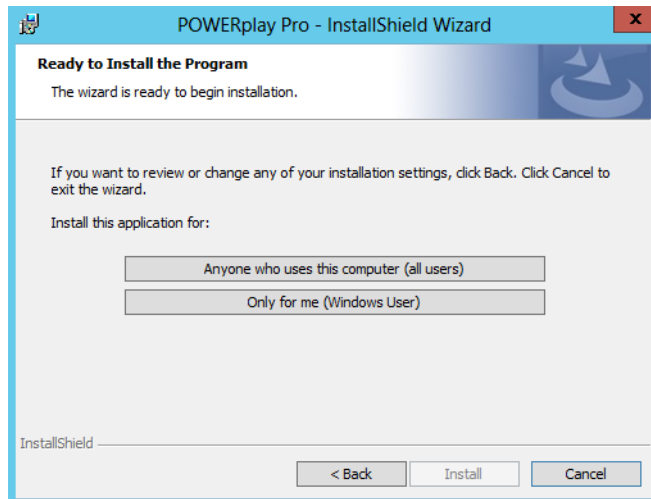


Fig. 5: Start installation

⇒ The installation progress is displayed.

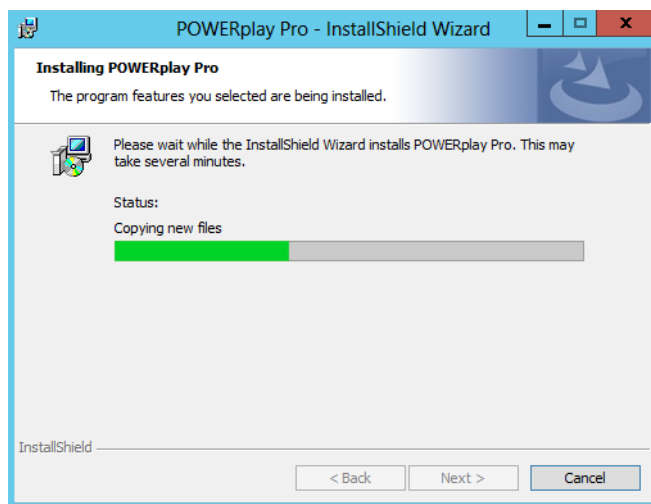


Fig. 6: Information about the installation progress

13. Click on the button *Finish* to finish the installation of the POWERplay Pro software.

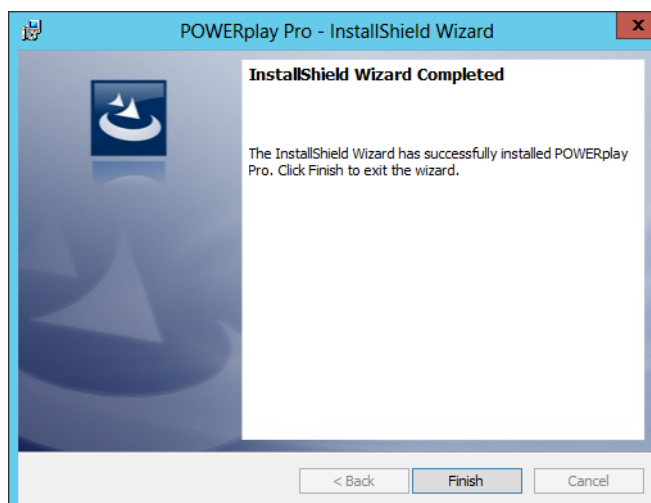


Fig. 7: Finish installation

## 6.2 Install client software via MSI



Basic information about the installation via [MSI](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx) can be found at: [https://msdn.microsoft.com/en-us/library/cc759262\(v=ws.10\).aspx](https://msdn.microsoft.com/en-us/library/cc759262(v=ws.10).aspx).

To install the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

You can install with the following command:

```
msiexec.exe /i "POWERplay Pro.msi" /quiet
```

<i>/i</i>	Installation of the software packet "POWERplay Pro.msi"
<i>/quiet</i>	Starts the installation in the background.

To define the default installation in greater detail, you can add the following parameters:

<i>CONNECTIP=</i>	IP of the recording server, e. g. 192.168.169.143
<i>ALLUSERS=""</i>	"" User-dependent
	"1" Computer-dependent
	"2" Computer-dependent installation, but installs user-dependently if the executing user does not have any access rights to this computer.

Example for the user-dependent installation of *POWERplay Pro* in the background with the IP address 192.168.168.143 for the recording server.

```
msiexec.exe /i "POWERplay Pro.msi" /quiet CONNECTIP=192.168.169.143 ALLUSERS=""
```



Further information about the parameters for ALLUSERS can be found at [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

## 7

## Start application

Optionally, the application POWERplay Pro can be started via Single Sign On (SSO) or via active authentication. To this end, 2 different program icons are created on the desktop during the installation.

- See [chapter "Single Sign On", p. 13](#)
- See [chapter "Active authentication", p. 13](#)

In addition, you have the possibility to create and configure a shortcut on the desktop which allows starting the application without having to enter the login data every time.

- See [chapter "Create program icon for automatic login", p. 17](#)

## 7.1

## Single Sign On



Fig. 8: Start application - Single Sign On

When starting the application by logging in via Single Sign On (SSO), active authentication is omitted. You are automatically logged in with your Windows login data.

Precondition: The function Single Sign On (SSO) has been activated by the administrator during the configuration of the system.

1. Double-click on the program icon for SSO.
  - ⇒ Connection establishment to the replay server is started directly.
  - ⇒ POWERplay Pro is started as soon as the connection has been established successfully.



If the login via SSO fails, an error message and the login window appear. Proceed as described in [chapter "Active authentication", p. 13](#).

## 7.2

## Active authentication



Fig. 9: Start application - Active authentication

When starting the application via active authentication, you have to enter your login data.

1. Double-click on the program icon for active authentication.
  - ⇒ The following window appears:




Fig. 10: Login window


**SSL encryption**

Determines whether an [SSL](#) encryption protocol for secure data transmission in the Internet is used.

Select the respective option in the drop-down list.

 **automatic** = [SSL](#) encryption protocol is only used if an [SSL](#) connection can be established.

The application will first try to establish an [SSL](#) connection. If this attempt fails, a standard connection without [SSL](#) is established.

 **always** = [SSL](#) encryption protocol is always used. Only [SSL](#) connections are accepted. If only a connection without [SSL](#) is available, it will not be used but an error message will be displayed.

 **never** = [SSL](#) encryption protocol is never used.

**Combination user**

Switches to the combination user login window, see [chapter "Combination user login"](#), p. 15.

**Single user**

Switches to the single user login window, see [chapter "Single user login"](#), p. 15.



Activates the [SSO](#) login, see [chapter "Single Sign On"](#), p. 13.

(Activate SSO login)



Deactivates the [SSO](#) login.

(Deactivate SSO login)



Creates a new server connection, see [chapter "Create new server connection"](#), p. 16.

(New)



Deletes a created server connection, see [chapter "Delete server connection"](#), p. 17.

(Delete)

**Settings**

Opens the window containing the server settings, see [chapter "Edit server connection"](#), p. 17.

**Login**

Starts the application.

**Close**

or



Cancels the login process.

**Help**

Opens the online help.

There are the following options to navigate in the online help:

- Navigation bar on the left of the window
- Contents (via the menu item *Contents* in the header)
- Cross reference to additional information at the bottom of the page

In general, there are the following login options:

- Single user = normal user login, see [chapter "Single user login", p. 15](#)
- Combination user, see [chapter "Combination user login", p. 15](#)



Your system administrator will tell you which login you have to use.

### 7.2.1

#### Single user login



Fig. 11: Login window (example)

1. Enter your user name and the password.
2. Select the IP address of the server name of the recording server that the application accesses.
3. Click on the button *Login*.  
⇒ The application is started.

### 7.2.2

#### Combination user login

For safety reasons, it may be sensible to assign a combination user to a user. That way it can be ensured for instance that a supervisor only accesses recorded conversations when a member of the work council is present.

If a combination user has been defined, the actual user is only allowed to log in when the combination user has logged in, too. If entering the login data of a combination user is required, proceed as follows:

1. In the login window, click on *Combination User*.



Fig. 12: Login window (example)


2. The window *Combination User* appears.



Fig. 13: Login window combination user login (example)

3. Enter your user name and your password as well as the user name and password of your combination user.
4. Select the IP address of the server name of the recording server that the application accesses.
5. Click on the button *Login*.  
⇒ The application is started.

### 7.2.3 Create new server connection

1. In the window *Server*, click on the icon  (*New*).  
⇒ The following window appears:

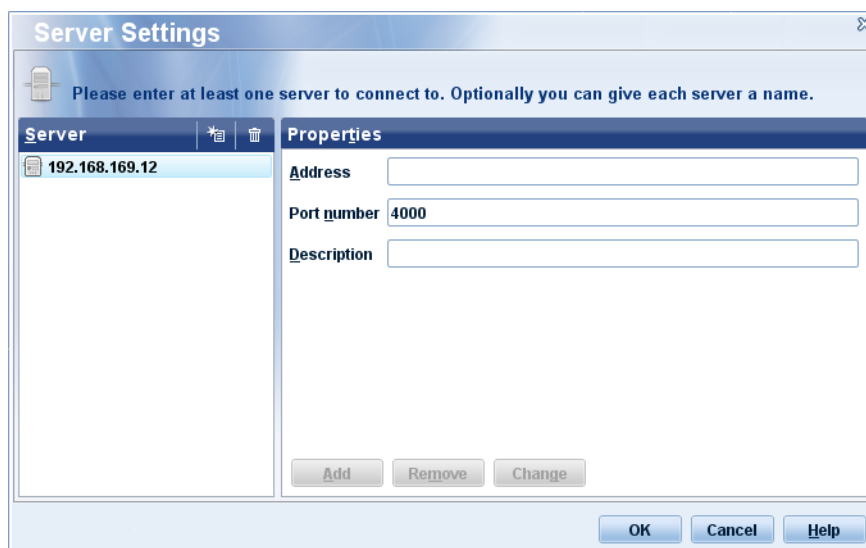



Fig. 14: Create new server connections (example)

2. Enter the IP address or the server name and the port number for the connection to a replay server.  
Optionally, you can enter a description of the server. If you do not enter a description, the IP address or the server name will be inserted automatically upon adding the server connection.
3. Click on the button *Add*.
4. To save the entries and close the window, click on the button *OK*.  
To discard the entries and close the window, click on the button *Cancel*.

#### 7.2.4 Delete server connection

1. In the window *Servers*, select the server connection you would like to delete.
2. Click on the icon  (*Delete*).  
⇒ The selected server connection is deleted.

#### 7.2.5 Edit server connection

1. In the window *Server*, select the server connection that you would like to edit.
2. Click on *Settings*.  
⇒ The following window appears:

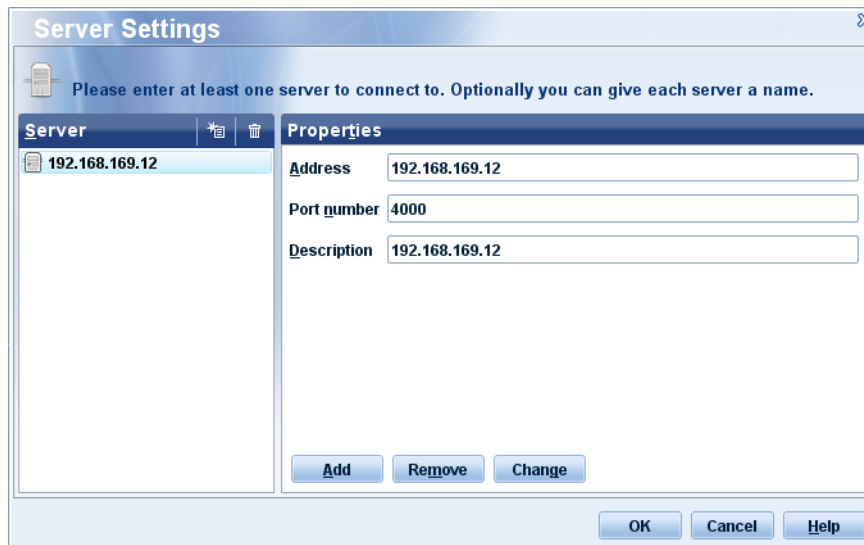


Fig. 15: Edit server connection (example)

3. Change the values of the server connection.
4. To change the entries, click on the button *Change*.  
To add the entries as new server connection, click on the button *Add*.
5. To save the entries and close the window, click on the button *OK*.  
To discard the entries and close the window, click on the button *Cancel*.

#### 7.3 Create program icon for automatic login

1. Open the installation directory of the application (e. g. *C:\Program Files (x86)\ASC\ASC POWERplay Pro*).
2. Create a shortcut on the desktop for the file *powerplay.exe*.
3. Right-click on the program icon of the new shortcut.  
⇒ The context menu appears.
4. Select the menu item *Properties*.
5. Click on the tab *Shortcut*.
6. In the entry field *Destination*, add the following parameters to the entry:

Parameter	Description	Example
<i>ServerAddress</i>	IP address or name of the replay server.	<i>192.168.169.143</i>
<i>ServerPort</i>	Port of the replay server.	<i>4000</i>
<i>PrimaryLogin</i>	Login name of the employee for whom the automatic login is configured.	<i>kschneider</i>

Parameter	Description	Example
<i>PrimaryPassword</i>	Password of the employee for whom the automatic login is configured.	YZ4711

- Example for the added entry:  
"C:\Program Files\ASC\ASC POWERplay Pro\powerplay.exe" -ServerAddress "192.168.169.143" -ServerPort 4000 -PrimaryLogin "kschneider" -PrimaryPassword "YZ4711"
7. Click on the button *OK* to save the change.
- ⇒ By double-clicking on the new program icon, the user (in the example above *kschneider*) can start the application without entering login data.

### ATTENTION!

**Consider that the password has not been encrypted in the shortcut and thus can be read by anyone who has access to the shortcut.**

Only create such a shortcut if you are sure that no unauthorized persons can gain access to the shortcut.

### 8 Update

There are no updates available for client applications.

To install a more recent version of the client application, proceed as follows:

1. Uninstall the current version of the client application.
2. Install new version of the client application.

## 9 Maintenance and troubleshooting

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### 9 Maintenance and troubleshooting



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If problems with the installed software or inexplicable error messages occur, please contact your local ASC support or the ASC support by calling +49 700 27278776.

Do not use the functions *Repair* and *Modify* in the setup menu!

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Before the application can be uninstalled, you have to exit it.

## 10.1

## Uninstall client software

1. Insert the installation medium for the POWERplay Pro software.
2. Open the directory of the POWERplay Pro software.
3. From the context menu of the file *setup.exe*, select the menu item *Run as Administrator*.
4. On the welcome screen, click on the button *Next* to continue.
5. In the window *Program Maintenance*, select the option *Remove*.

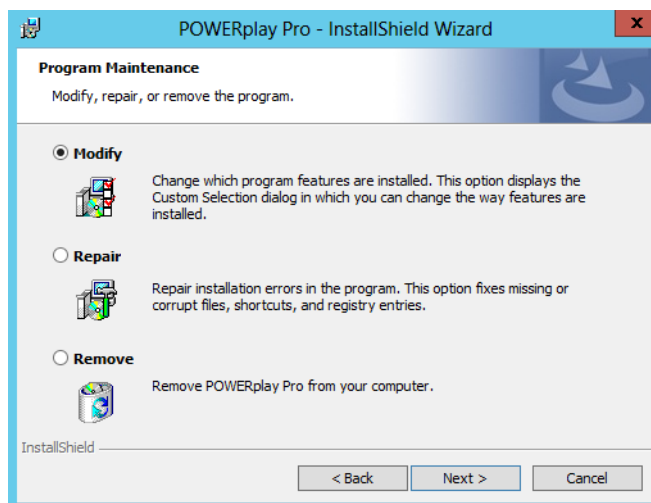


Fig. 16: Uninstall software

6. Confirm the selection by clicking on the button *Next*.
7. To actually uninstall the application, confirm the security prompt by clicking on the button *Remove*.

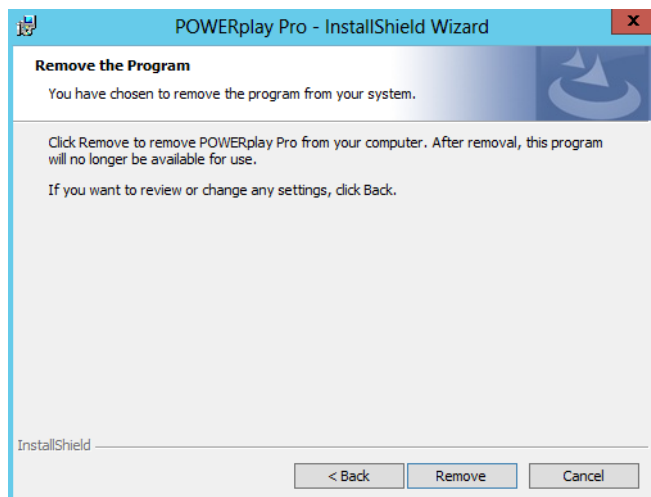


Fig. 17: Confirm uninstallation

8. Finish the uninstallation by clicking on the button *Finish*.

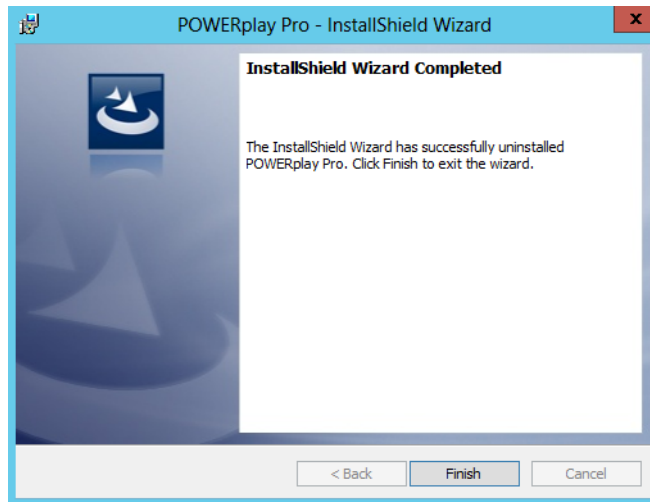


Fig. 18: Finish uninstallation

- ⇒ Uninstallation of the software is being finished.
- ⇒ The program icons are being removed from the desktop and from the start menu of Windows.



Programs such as Java which may have been installed automatically since they are necessary to use the application are not removed automatically but have to be uninstalled manually if required.



If the computer has to be rebooted, a separate window with a corresponding message will appear.

## 10.2

### Uninstall client software via MSI

To uninstall the software via MSI, the file *msiexec.exe* has to be executed with the respective parameters.

1. For the uninstallation, enter the following command in the command line prompt:

*msiexec.exe /x "POWERplay Pro.msi" /quiet*

<i>/x</i>	Uninstalls the software packet " <i>POWERplay Pro.msi</i> "
<i>/quiet</i>	Uninstalls in the background

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## Glossary

### MSI

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Microsoft Installer or Windows Installer provides a runtime environment for installation routines on a Microsoft Windows operating system.

### RSA

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RSA is one of the first public-key cryptosystems and is widely used for secure data transmission. In such a cryptosystem, the encryption key is public and it is different from the decryption key which is kept secret (private). In RSA, this asymmetry is based on the practical difficulty of the factorization of the product of two large prime numbers, the "factoring problem". [1] A user of RSA creates and then publishes a public key based on two large prime numbers, along with an auxiliary value. The prime numbers must be kept secret. Anyone can use the public key to encrypt a message, but with currently published methods, and if the public key is large enough, only someone with knowledge of the prime numbers can decode the message feasibly. (Source: Wikipedia 24th April 2018)

### SSL

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Secure Socket Layer

### SSO

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Single Sign On; Simplified login mode. After a one-off authentication at one workplace users will be able to use all services and applications that they have been authorized for from this workplace. They do not have to authenticate for the individual applications again.