

Installation **DOWNLOAD**client



Installation manual for tenants

9/10/2019

Product line neo, version 6.x

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

EVOIPneo

EVOLUTIONneo / XXL / eco

INSPIRATIONneo

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2 Introduction

This manual describes the installation of the client software for the application *DOWNLOADclient*.

The application *DOWNLOADclient* searches for and saves audio files including their additional data locally on the client computer. The connection is established via the ASC web service.

The application *DOWNLOADclient* can be configured according to the requirements of different users or to reflect specific search settings.

The configuration is saved in an *XML* file and read out by the service *ASC Conversation Download*. The service *ASC Conversation Download* reads out the name of the *XML* file from the file *ASCConversationDownload.ini* and employs it. By default, the service uses the configuration file saved in *C:\ProgramData\ASC\ConversationDownload*.

The following output formats are supported:

- *WAVE* file (mono and stereo) for the audio data
- *XML* file for the additional data, transcriptions, and for SMS

The following languages are supported:

- German
- English
- Spanish

The application does not require a browser environment.



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

3 System requirements

3 System requirements



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

4 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

License name	Number
DOWNLOAD <u>client</u>	1 license per concurrent user

Tab. 1: Licenses

5 Overview install and configure product

The following steps have to be carried out:

1. Install the DOWNLOADclient software on the client computers (see [chapter "Install client software", p. 9](#)).
2. Configure the ASC web service, see [chapter "Configure web service", p. 12](#).
3. Configure the options for use of the application DOWNLOADclient.



For information about configuring the application DOWNLOADclient refer to the user manual DOWNLOADclient.



For information about the configuration of users refer to the administration manual for tenants *User management for tenants*.

6

Installation

6.1

Install client software



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

1. Insert the installation medium for the DOWNLOAD_{client} software.
2. Open the directory of the DOWNLOAD_{client} 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. If required, change the target directory by clicking on the button *Change*.

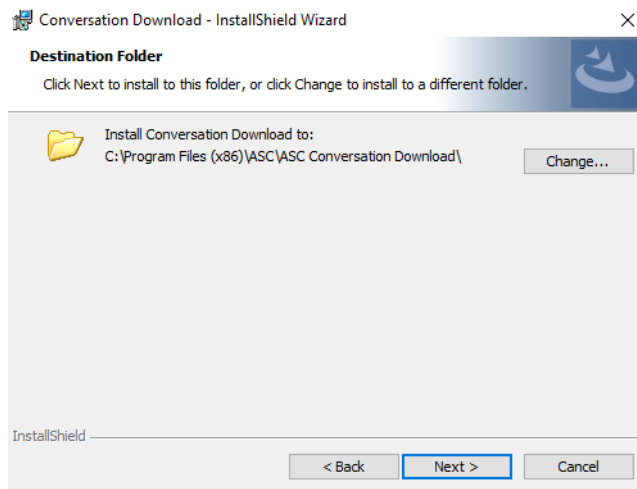


Fig. 1: Change target directory

6. Select a target directory.

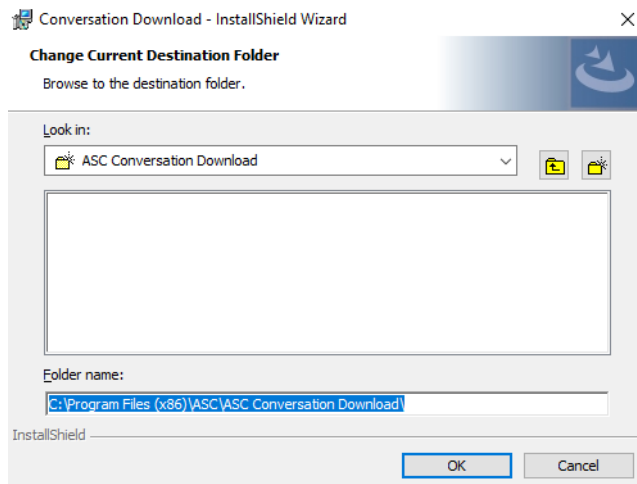


Fig. 2: Select target directory

7. Click on the button *OK* to save the setting.
8. Click on the button *Next* to continue.
9. Click on the button *Install* to start the installation process.

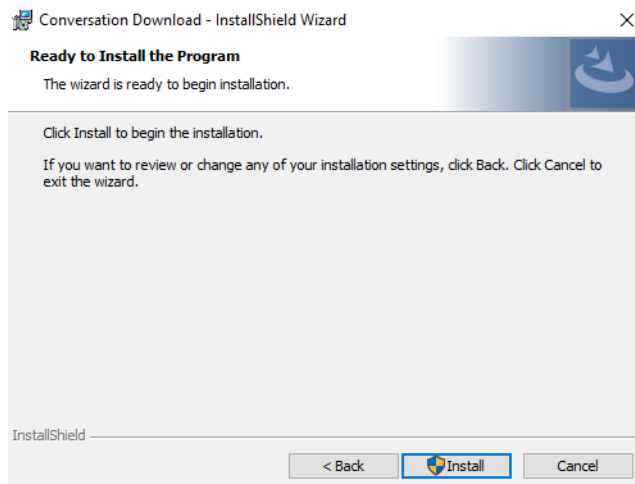


Fig. 3: Start installation

⇒ The installation progress is displayed.

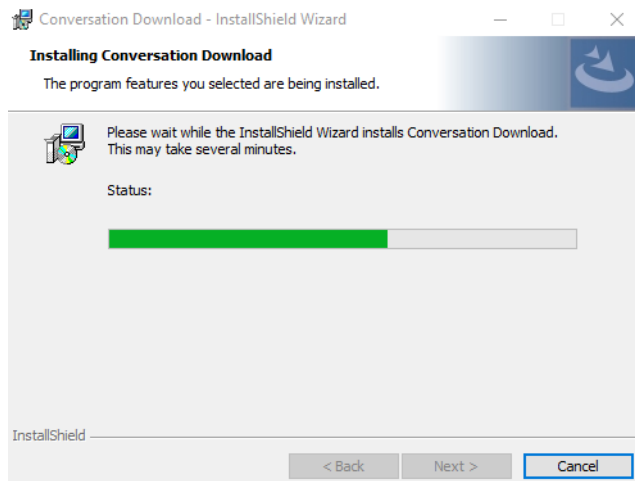


Fig. 4: Information about the installation progress

10. Finish the installation of the **DOWNLOADclient** software by clicking on the button *Finish*.

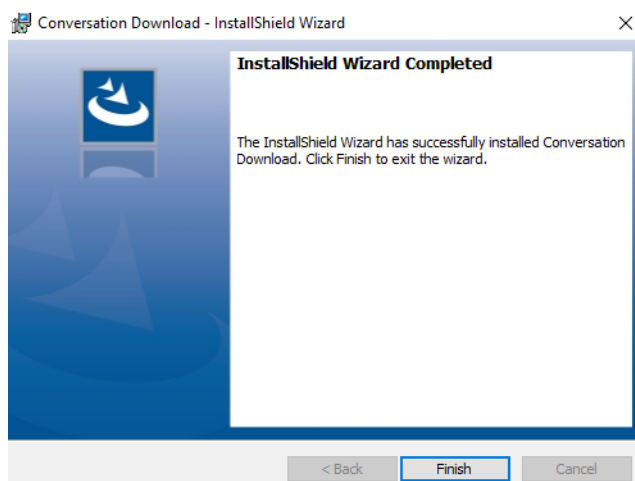


Fig. 5: Finish installation

6.2

Install Download Client via MSI



Basic information about the installation via **MSI** 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 "Conversation Download.msi" /quiet
```

<i>/i</i>	Install the software packet " <i>Conversation Download.msi</i> "
<i>/quiet</i>	Starts the installation in the background.

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

<i>ALLUSERS=""</i>	<i>""</i> User-dependent
	<i>"1"</i> Computer-dependent
	<i>"2"</i> 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 *DOWNLOADclient* in the background with the IP address 192.168.168.143 for the recording server and the IP address 192.168.168.144 for the failover recording server with activated autostart:

```
msiexec.exe /i "Conversation Download.msi" /quiet CONNECTIP=192.168.169.143 CONNECTIPBACKUP=192.168.169.144 SHOULDSTART="1" ALLUSERS=""
```

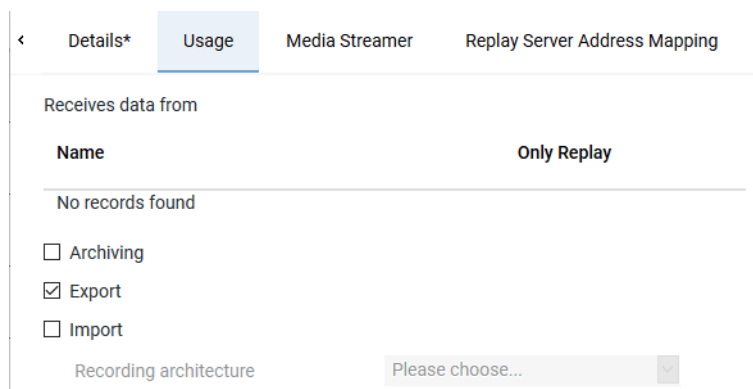


Further information about the parameters for *ALLUSERS* can be found at [https://msdn.microsoft.com/en-us/library/aa367559\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/aa367559(v=vs.85).aspx).

7

Configure web service

1. Start the application System Configuration.
2. Log in as system administrator.
3. Select the menu item *Setup > Servers* in the navigation bar.
4. Select the appropriate server from the list.
5. Click on the tab *Usage*.
6. In the group field *Data Processing*, activate the check box *Export*.



< Details* Usage Media Streamer Replay Server Address Mapping

Receives data from

Name	Only Replay
No records found	

☐ Archiving
☒ Export
☐ Import

Recording architecture Please choose...

Fig. 6: Configure export



For more information about the configuration of the web service refer to the administration manual *User management* for tenants or system providers.

8 Start application

For the manual start, a program group is created in the start menu of Windows and a program icon is placed on the desktop.

1. To start the application manually, click on the DOWNLOADclient program icon.



Fig. 7: Program icon

9 Update

9 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.

10 Maintenance and troubleshooting



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!

11

Uninstalling



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

11.1

Uninstall client software

1. Insert the installation medium for the **DOWNLOADclient** software.
2. Open the directory of the **DOWNLOADclient** 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*.

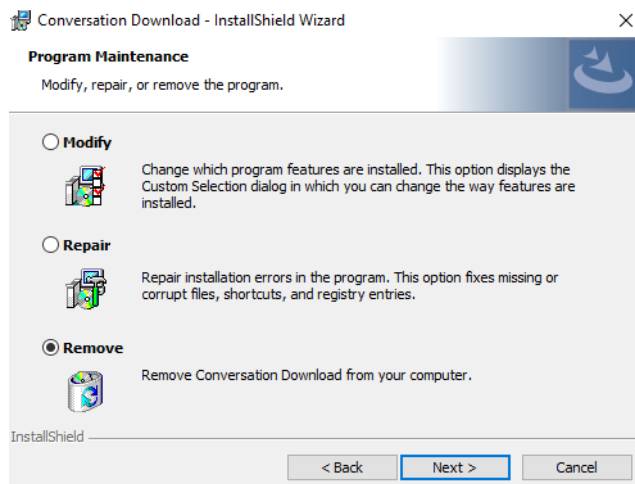


Fig. 8: Uninstall software

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*.

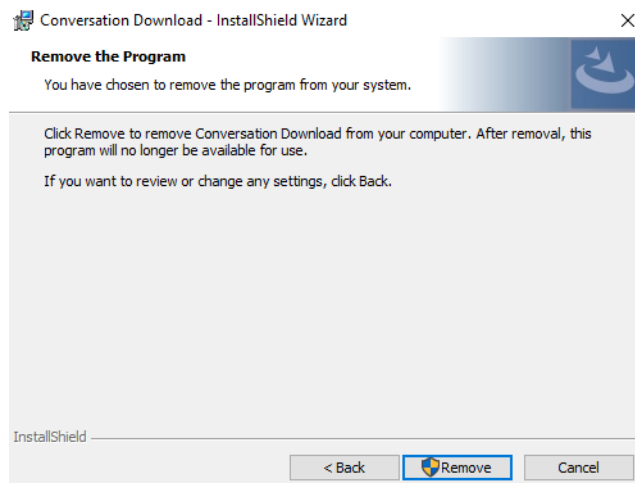


Fig. 9: Confirm uninstallation

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

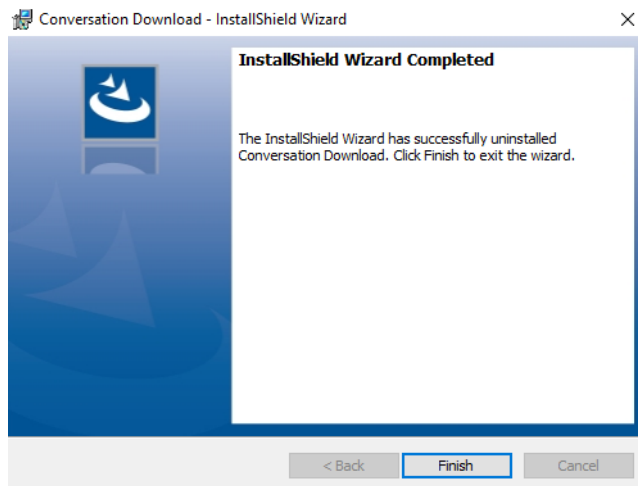


Fig. 10: Finish uninstallation

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



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

11.2

Uninstall Download Client 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 "Conversation Download.msi" /quiet

<i>/x</i>	Uninstalls the software packet " <i>Conversation Download.msi</i> "
<i>/quiet</i>	Uninstalls in the background

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Glossary

MSI

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

WAVE

The WAVE file format is a container format to digitally save audio files. It is based on the Resource Interchange File Format (RIFF) which is defined by Microsoft for Windows. A WAVE file already contains information about the format of the audio data before the audio data are actually stored.

XML

Extensible Markup Language is a human-readable and machine-readable language which defines a set of rules for encoding documents.