Evolve IP – Installation manual OCC 7 Agent & Webadministrator

PROPRIETARY AND CONFIDENTIAL
VERSION 1.0

November 21, 2017

1.   Introduction

This user manual is written especially for users who are going to work with OCC. During the delivery of your OCC tenant you have received the user credentials for your organisation. In this manual we will explain which simple steps you need to take to install the OCC application on the users desktop.

Note! For a succesfull installation **Internet Explorer, Google Chrome or Mozilla Firefox** is required.

2.   Installation of agent

Before you are going to start the installation you will need to add *occ7.mtel.eu to the trusted sites when you make use of Internet Explorer. Go to Internet Options and select the Security tab. Select Trusted Sites and click on Sites.

A pop-up to add sites to the trusted sites will be showed. Type *.occ7.mtel.eu and press the Add button.
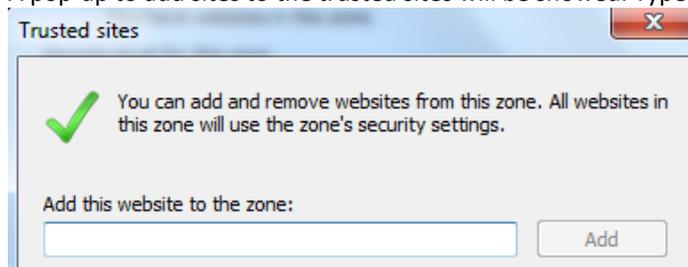
Make sure that the checkmark for security verification is uncheckt:
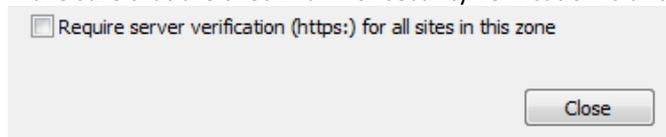
Besides editing Trusted Sites you will need to make 1 change to the Custom level security of Internet options. Go to Internet Options → Security → Custom Level. Go to Access data sources across domains and select Enable:
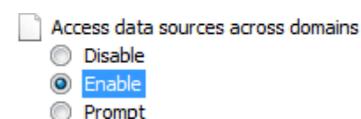
To perform the installation it is required that the person who performs the installation is administrator of that PC and logs in with the administrator profile on that PC. The installation will be succesfull when the installation is done with a different user profile even when this user has administrator rights.

◈ CCSPClientInstallationService 7

The installation will be completely automatically after you have run the installation file described above as administrator. The following components will be installed besides the CCSPClientinstallationService.

◈ CCSPClientReportingService 7
◈ CCSPClientTrayApp 7
◈ CCSPClientUploadsService 7
◈ CCSPScreenRecordingService 7
◈ CCSPSIPService 7
◈ CCSPTouchPointConnector 7

Installation steps

De application need to be installed via this .msi. The administrator need to login as administrator on that particular PC. The .msi need to be installed via a command prompt run as administrator. Note: When you also need to install the wedadministrator on the same pc the first 3 steps described below need tob e followed.

Step 1: Start command prompt as administrator
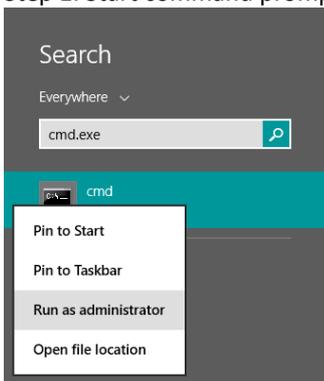
Step 2: Via the command prompt go to the location where the .msi is located. In this example the .msi is located on the desktop of this user.
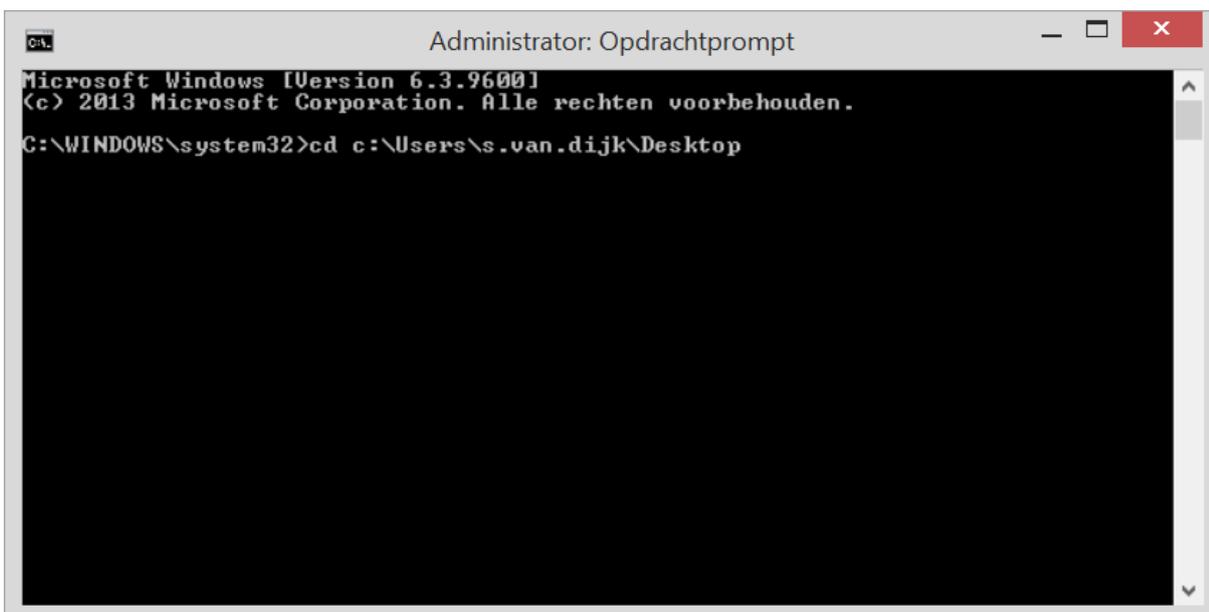
Step 3: Install the file via msiexec. Note: When you install the webadministrator .msi you will need to go tot hat file instead of CCSPClientinstallationService.msi.
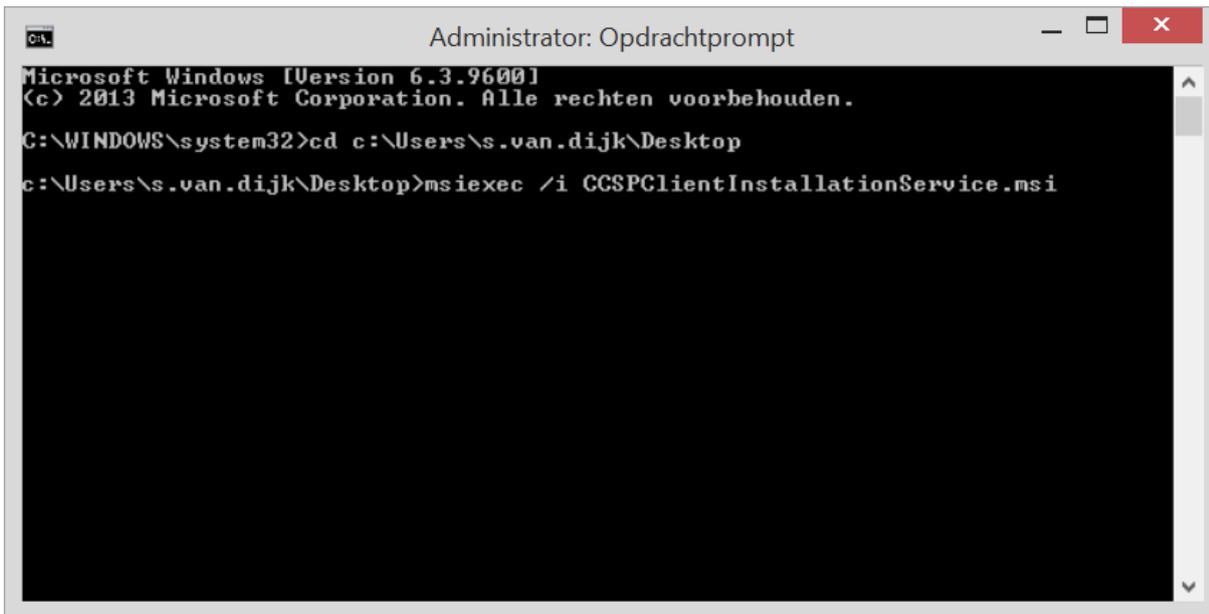

Step 4: Installshield Wizard

Select: I accept the terms in the license agreement and click Next.
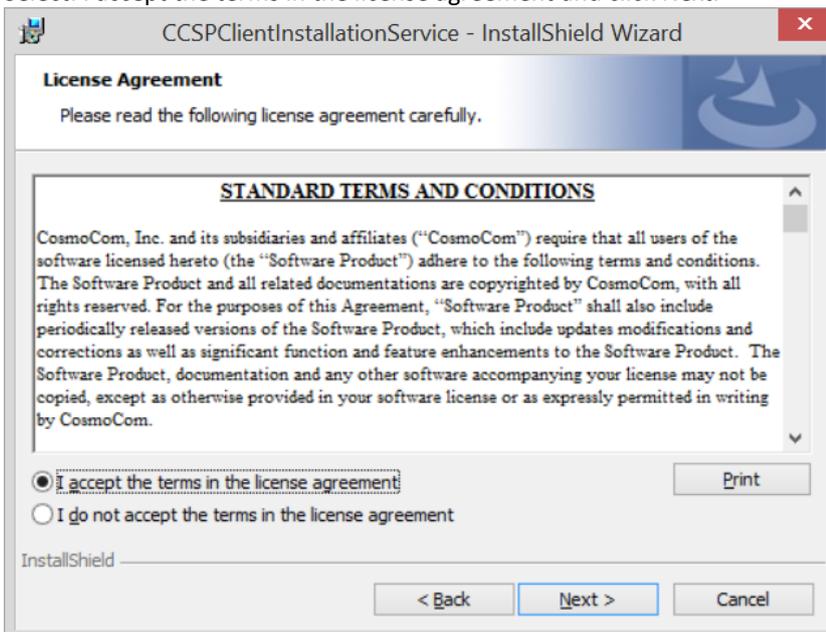
Check mark Use https for WCF and Connectors URLs and select Next.
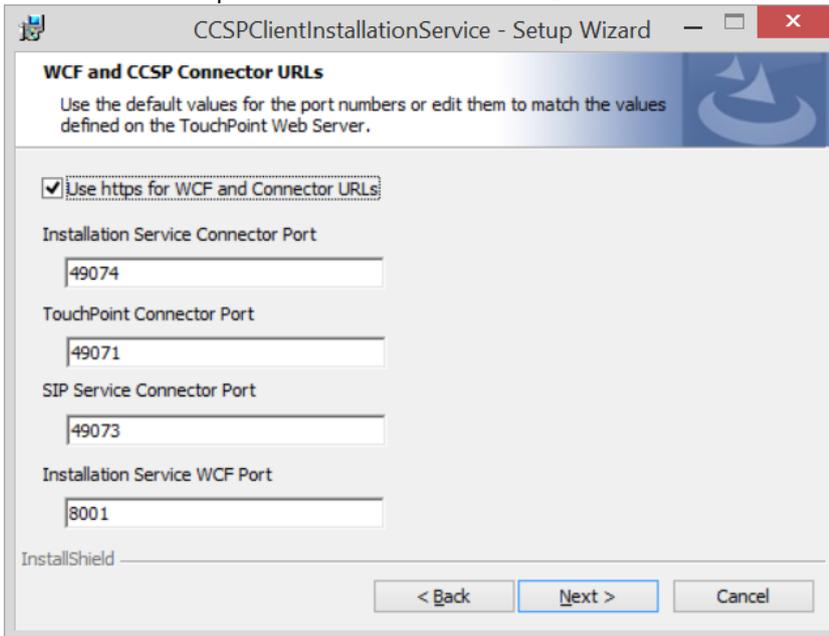
Press install to complete the installation.
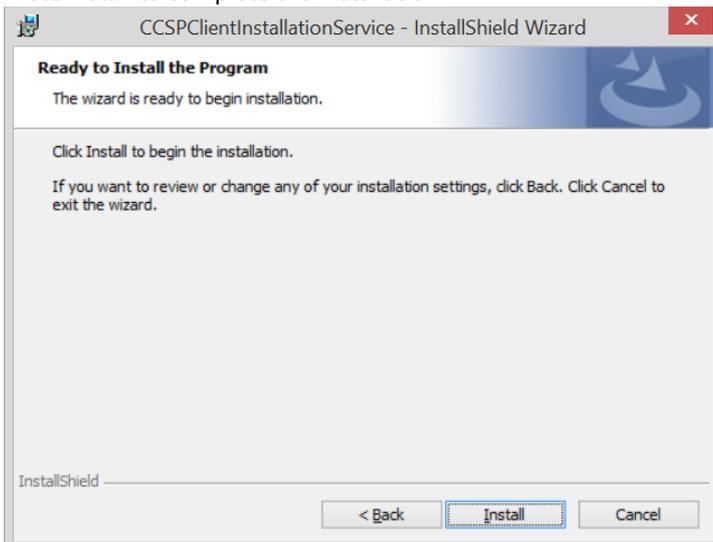
2.1. Run the application

Type the URL as received in the delivery letter.

https://web.occ7.mtel.eu/touchpoint

The following screen will be opened. The system will now perform some checks and completes the installation.

A few services will be installed on your PC. Based on the speed of your PC you will see green checkmarks when the installation of a service is completed.

3. Login

When the Agent software is installed completely the login screen will appear.

Enter your user name: e.g. jane.doe@klantnaam.occ7.mtel.eu
Enter your password that belongs to your profile en select the language you would like to use from the pulldown menu. For more information about the agent interface see User manual Agent and Supervisor.

4. Installation of webadministrator

The installation of the administrator.msi need to be done in the same way as the agent software. The installation need to be done by a PC administrator. Repeat the steps described for the installation of the agent. When you reach step 3 you will need to select the administrator.msi.

Note! After installation of the webadministrator you will need to add mtel.eu to your comptability mode in your Internet Explorer browser.

Note! To use the webadministrator the security level need to be adjusted to Low.

Note! Go to internet options en select the tab "Security". Go to "Trusted Sites" and click on "Custom Level".
- Every ActiveX-setting in the list need to be Enabled, except "*Automatic prompting for ActiveX controls*" this option should be "**disabled**" staan.
- "Access data sources across domains" must be **enabled.**
- Allow Scriplets **"enabled"**.
- **Enable** "Script ActiveX controls marked safe for scripting".
- **Disable** "Display video and animation on a webpage that does not use external media player".
- **Enable** "Allow scripts to run".
- Select at User verification for users **"Prompting for username and password".**
- Click **OK**.