GENESYS™

# Workspace Desktop Edition Deployment Guide

## Installing The Interaction Workspace Developer Toolkit

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# Installing The Interaction Workspace Developer Toolkit

## Contents

Use Procedure: Installing Interaction Workspace Customization on the Windows operating system to install the Interaction Workspace application and Developer's Kit on your development workstation. This procedure installs everything that is required to build and test an Interaction Workspace extension. For information about how to build a custom extension or customize Interaction Workspace, see the *Interaction Workspace 8.1 .NET Developer's Guide & API Reference*.

## 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.

## Procedure: Installing Interaction Workspace Customization on the Windows operating system

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

- Preparing The Configuration Layer
- Microsoft Visual Studio 2008 or Microsoft Visual Studio 2008 Express Edition
- .NET Framework 3.5, SP 1

**Start**

1. On your desktop, open the Interaction Workspace disc or the Interaction 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.

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|---|---|
| | 💡 **Note:** You might have to reboot more than once. If you do not want to reboot or if the warning message that requests a reboot is still displayed after you reboot, do the following to force the installation: In Registry Editor, rename the PendingFileRenameOperations in the following key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\ Control\Session Manager to Start IP After setup is complete, you can rename the registry item back to the original value. |

The Genesys Installation Wizard launches and the `Welcome` panel is displayed.

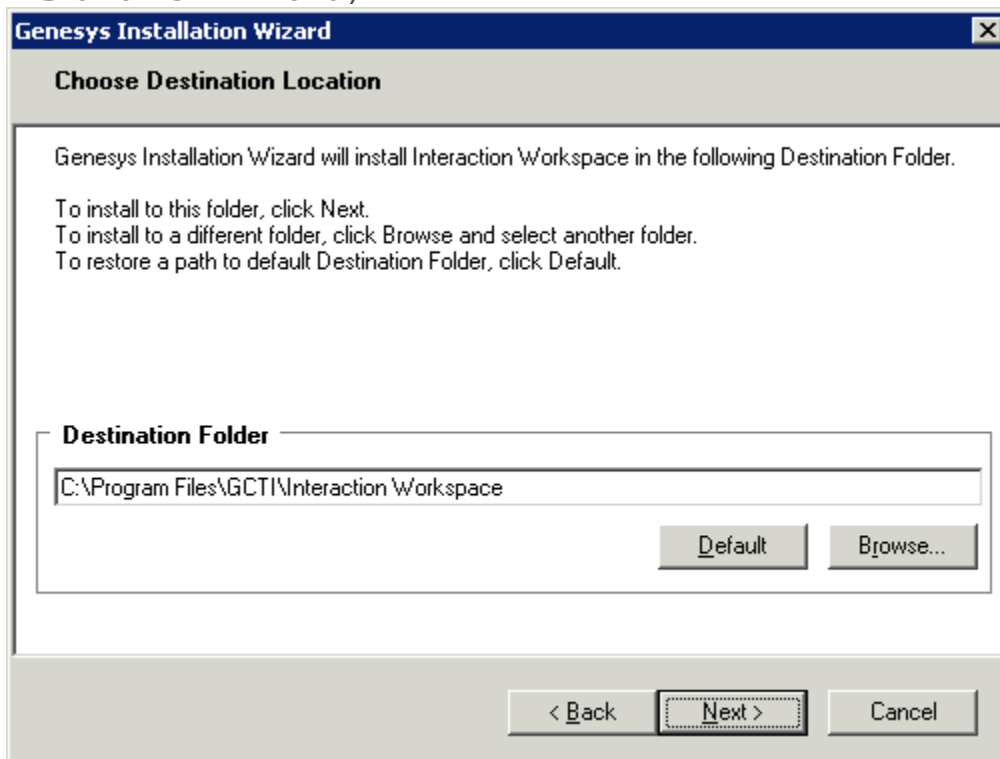2. On the `Welcome` panel, do one of the following:

- Click Next to begin the installation procedure.
- Click Cancel to exit the Genesys Installation Wizard.
- Click About to open the Interaction Workspace ReadMe file in your default browser.

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

- 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 4 - **Interaction Workspace Install Mode Deployment Packages**.
If you clicked Next, the `Choose Destination Location` panel is displayed (see the Figure - **Choose Destination Location panel of the Genesys Installation Wizard**).
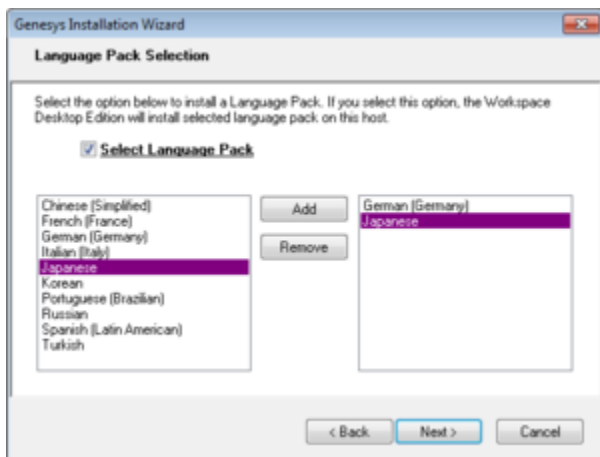
Choose Destination Location panel of the Genesys Installation Wizard

- (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

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:
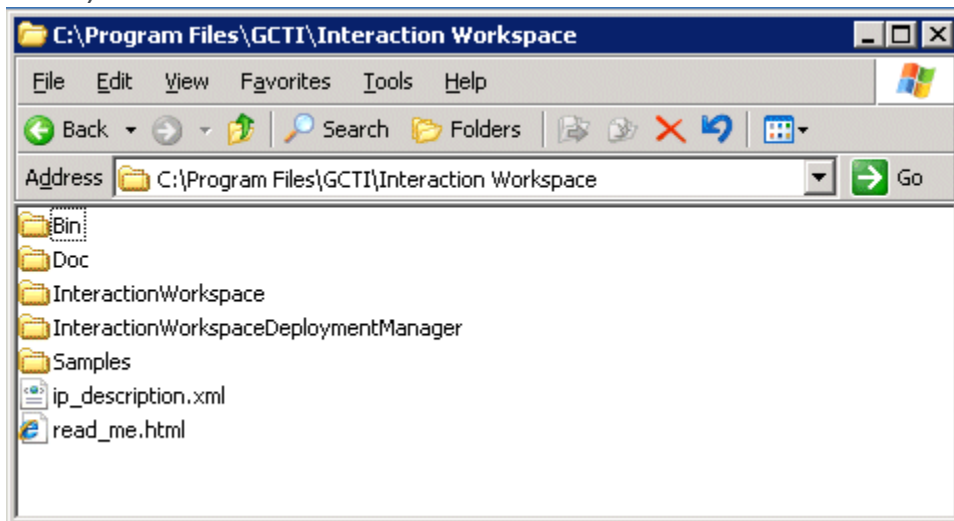
- Click Next to continue the installation procedure.

- Click Back to return to the Select Options panel.

- Click Cancel to exit the Genesys Installation Wizard.

- On the Choose Destination Location panel, specify the location on your development workstation in which the Interaction 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.

- 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.

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



Contents of the Interaction Workspace install disc or image copied onto the web-server host

The Interaction Workspace folder contains the following:

- The `Bin` folder, which contains the Interaction Workspace API

- The `Doc` directory, which contains the *Interaction Workspace 8.1 .NET Developer's Guide & API*

> _Reference_ (`InteractionWorkspaceSDKNet.chm`)

- The `InteractionWorkspace` folder, which contains Interaction Workspace application files

- The `InteractionWorkspaceDeploymentManager` 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 `publish.htm` and `setup.exe` files (the bootstrap files for client-side prerequisites)

- The `Samples` directory, which contains code samples that demonstrate Genesys best-practices recommendations for developers

- When installation is complete, the `Installation Complete` panel is displayed.

   - Click `Finish` to exit the Genesys Installation Wizard.

**End**

**Next Steps**

- (optional) Procedure: Installing the Interaction Workspace SIP Endpoint.

- Refer to the Interaction Workspace 8.1 .NET Developer's Guide & API Reference for information about how to use the toolkit and samples to customize Interaction Workspace.