



A MITEL
PRODUCT
GUIDE

Unify OpenScape Concierge

OpenScape Concierge V4R2

Client Setup

Installation Guide

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1 About this manual

1.1 Terms and notation

This section describes the terms and notation used in this manual.

1.1.1 Style

Table: Style

Convention	Meaning
Bold	On-screen buttons and icons, menu items
Cursive bold	Database names, variables, fields, file names
UPPERCASE	Buttons (SHIFT, CTRL, ALT)
<i>Italics</i>	Commands, examples, folder names
Courier	Output texts and error messages, parameters, source text

1.1.2 Terminology

The following terms describe actions that should be performed using the keyboard or mouse, as well as the command button statuses on the screen.

Table: Terminology

Term	Meaning
Press	Press a key on the keyboard.
Input	Enter letters, numbers, database names, variables.
Enter	Press the confirmation key (ENTER or Return).
Double-click	Click the left mouse button twice quickly.
Right-click / right mouse button	Click the right mouse button once.
Select or highlight	Click an item once with the left mouse button.
Drag	Select an object and click and hold the left mouse button while moving the object to a new position.
Drop	Release the left mouse button to drop the dragged object. This can only occur after you have dragged an item.
Active / released	Active commands are displayed as black text on the screen. This means that they are available to the user. Active icons are displayed in their usual colors if available.
Deactivated / not released	Deactivated command buttons and icons are displayed in gray on the screen, meaning that they are not available to the user.
Button / icon	Buttons for performing functions.

1.1.3 Notes

The following notes are used in this manual:

NOTE:

Identifies useful information which is important for the working process.

IMPORTANT:

Indicates a situation that could result in functional disorders or damage to property.

1.2 Abbreviations

Table: Abbreviations

Abbreviation	Name
ACD	Automatic Call Distributor
DB	Database
DNIT	Directory Number Information and Translation (AMO in HiPath 4000)
MLHG	Multi-Line Hunt Group
OSC	OpenScape Concierge
OSCC	OpenScape Contact Center
OSCC-E	OpenScape Contact Center Extensions
OS4000 /OS4K	OpenScape 4000
OSV	OpenScape Voice
SID	System IDentifier
SW	Software

2 General

IMPORTANT:

As this manual is subject to change make sure, before using it, you have the current version!

OpenScape Concierge V4 is the successor of OpenScape Contact Center Extensions (OSCC-E) V3R1.

2.1 Introduction

The OpenScape Concierge Client setup consists of two separate setups:

- Concierge (OpenScape Concierge Client, Data Center and Layout Management)
- Management Applications (System Management)

During the installation of both types of modules the setup routine asks for the hostname of the main OS Concierge server and – in case it is necessary – the hostname of the standby server machine. No further information is required here. The client application logs on to one of the server machines first and retrieves all necessary information to properly start up from there.

NOTE:

As the server setup installs all clients automatically on the OS Concierge server, the Client setup routines cannot be executed on the server again.

2.2 Additional documentation

- OpenScape Concierge Server, Installation Guide
- OpenScape Concierge Configuration, Administrator Documentation
- OpenScape Concierge, Administrator Documentation
- OpenScape Concierge, User Guide

2.3 Staff prerequisites

The manual was written for technical specialists (e.g. administrators of the OpenScape Contact Center and personnel responsible for integrating, installing and managing the software). The following prerequisites are required:

- Knowledge of OSV / OS400 / OSCC administration
- Successful OpenScape Concierge Service Training participation

2.4 Hard- and software requirements

IMPORTANT:

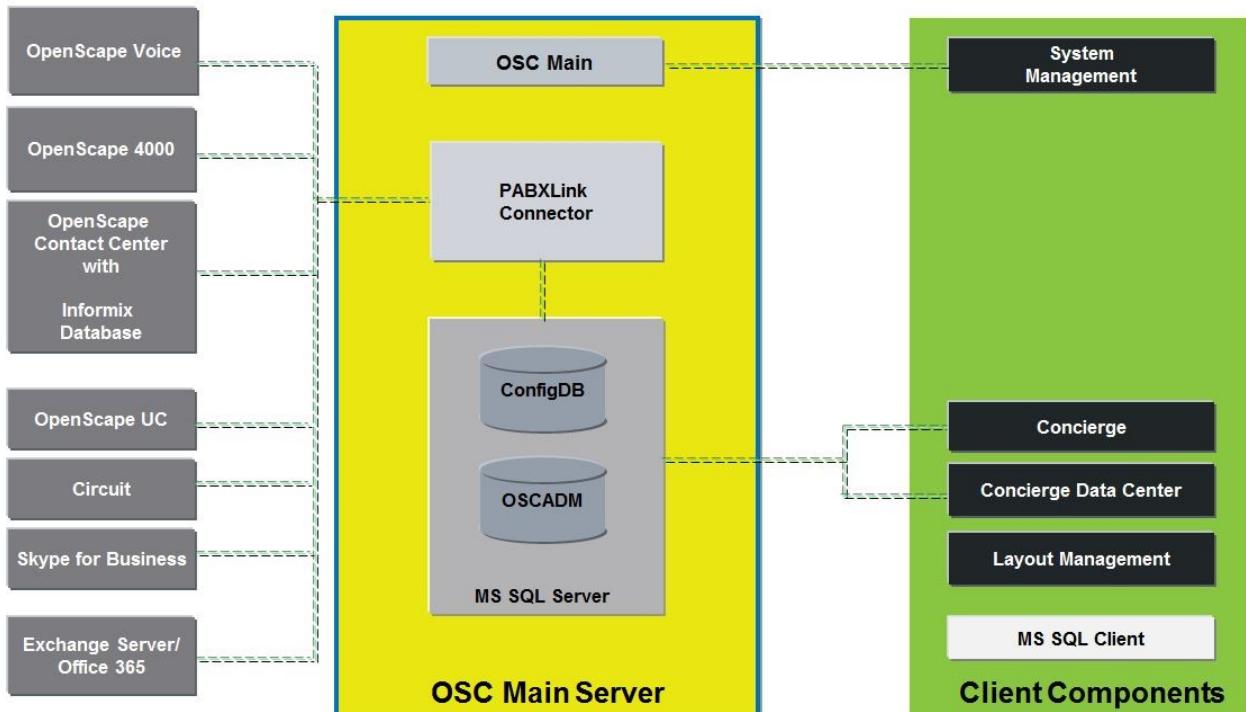
For hardware and software requirements please refer to **OpenScape Concierge Capacity and Sizing Guideline** and the **Release Note**!

Please check carefully which operating systems are supported!

2.5 Client modules and components

The following client modules and components can be installed via separate setup routines:

Client module	Component
OpenScape Concierge Client Setup, Concierge	Concierge Client Concierge Management <ul style="list-style-type: none">• Data Center• Layout Management
OpenScape Concierge Client Setup, Management Application	System Management



The picture displays the different OSC client components that might run on a client's PC (left), the server with the corresponding databases (middle) and the communication platforms with OpenScape Contact Center (right).

The black squares on the client PC represent the Concierge components and the Management components which are installed with the corresponding setup routines.

The MS SQL client (that usually comes with the Operating System) is required for the client to access the database(s) on the server.

With the System Management application the OSC Server settings are configured e.g. hostnames, port numbers, activated features, passwords etc.

The OpenScape Concierge components rely on data provided by the OpenScape Concierge Admin database (OSCADM) and the contact data provided by the ConfigDB.

3 Checking installation requirements

Before the installation of OpenScape Concierge V4 client components it has to be checked that no older client version is installed on the system.

→ These versions must be uninstalled ahead of a new installation.

3.1 Before starting the OpenScape Concierge client installation

Check that the components listed in the following table are installed and can be run.

Proceed as follows:

Check the following table items in strict sequence:

No.	Component	Status
1.	Make sure that you have the actual patches on client Windows operating system.	
2.	The OpenScape Concierge server is installed and configured properly. (Best practise testing is to run the corresponding applications on the server itself.)	
3.	The OpenScape Concierge license file is active on the server and contains the corresponding Client licenses.	
5	For System Management .Net 4.5 is required / it is provided thru netsetuposc	

Continue with installation, refer to chapter 4 for Concierge and/or chapter 5 for Management Applications.

4 Installing OpenScape Concierge applications

4.1 Name resolution

IMPORTANT:

Only **Server Host Names** must be entered during installation and configuration – DO NOT enter IP addresses. In case name resolution is not guaranteed by **DNS** within the network, name resolution must be made by entries in the **hosts** file!

4.2 Start installation

IMPORTANT:

Check and provide the following prerequisites which are absolutely required for a successful setup:

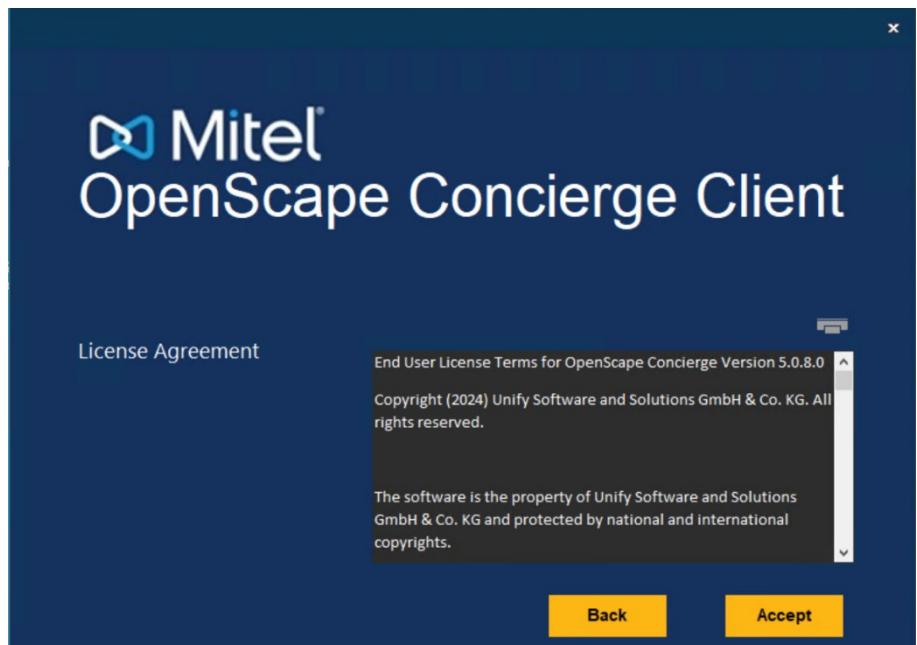
- You have to use a local user account with administration rights.

Proceed as follows:

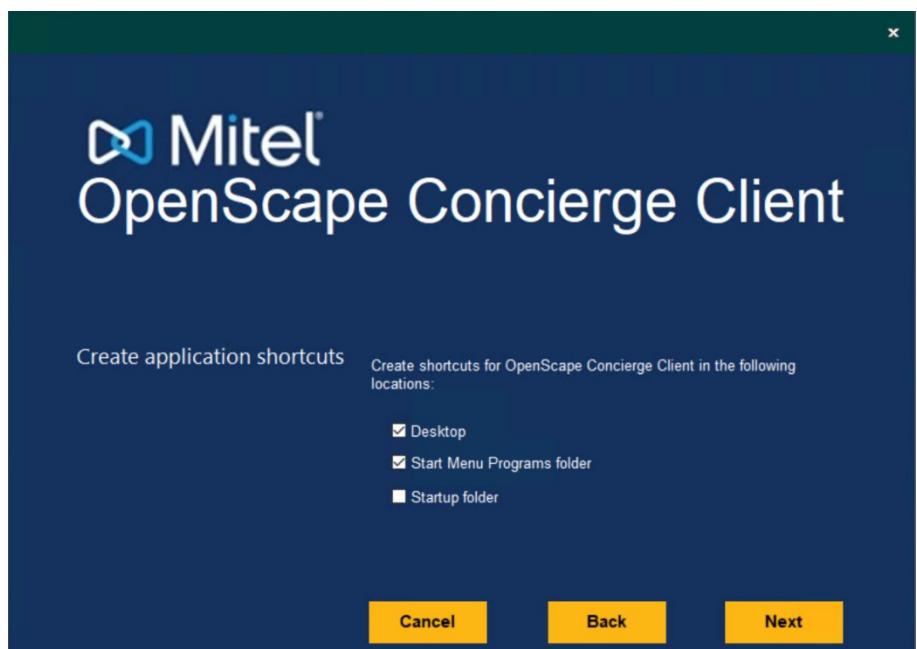
1. There are two possibilities to start the setup program:
 - OSC DVD Image V4 R0/OpenScape Concierge Client Setup/Concierge/Concierge-Setup.exe.
 - Map network drive with
\\<OS Concierge server name>\netsetuposc
then start Concierge-Setup.exe
2. The "Welcome to the OpenScape Concierge Setup Wizard" window opens:



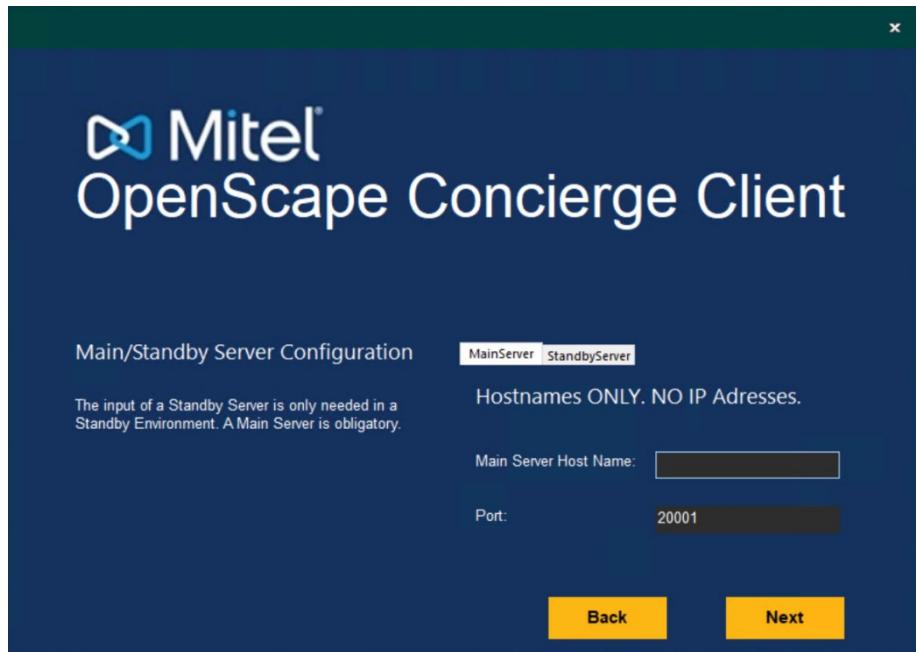
3. Click **Next**. The End User License Agreement (EULA) is displayed.



4. The License Agreement (EULA) needs to be accepted. Click **Accept** if you agree.



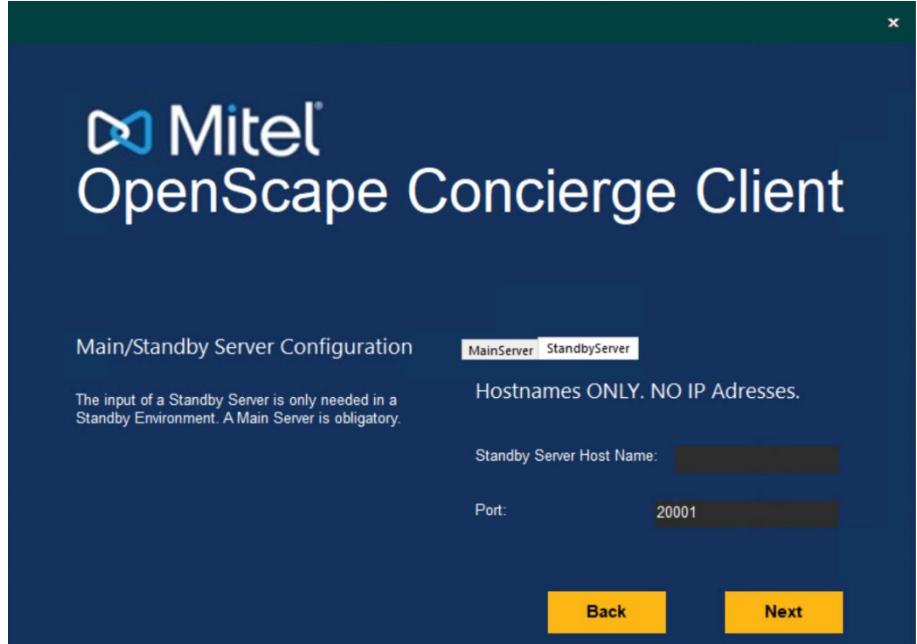
5. The setup offers the creation of application shortcuts. Select the desired locations and click **Next**.



6. The setup requires the **Main Server Host Name** and the **Port** number to connect to. Insert the required parameters.

IMPORTANT:

Enter the **Server Host Name** of the OS Concierge server and NOT the IP address. In case name resolution is not guaranteed by **DNS** within the network, name resolution must be made by entries in the **hosts** file!



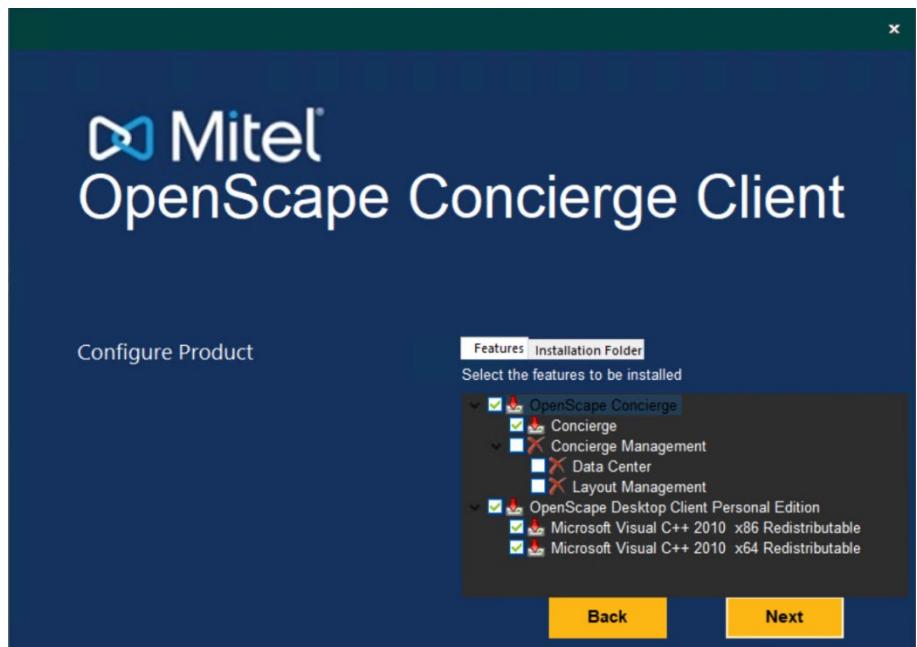
7. **Redundant systems only**

In case the system is deployed in a redundant mode, change to the tab

StandbyServer next to the tab **MainServer** tab and insert the required **Standby Server Host** name and **Port** number. Click **Next**.

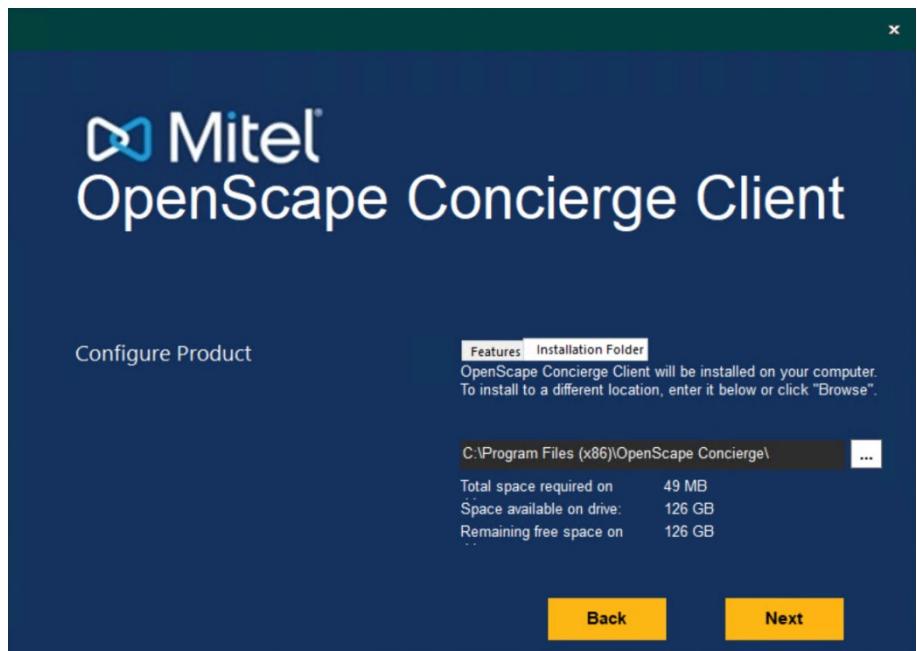
IMPORTANT

The client connects to the Main Server's Connect Balancing component. If this cannot be reached the client will try to reach the Standby server. Is a connection established the client receives all necessary information from the server!

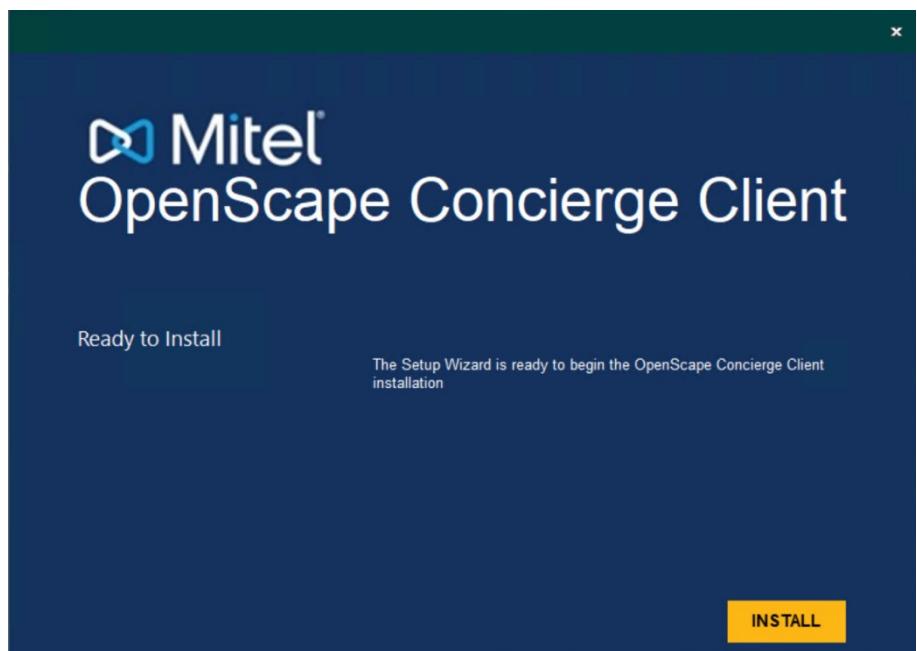


8. Configure the Product Features / applications you want to install on the PC by setting the corresponding checkmarks

- for an attendant workplace ->Concierge client only
- for a management workplace ->the necessary Concierge Management applications.



9. Change to the tab **Installation Folder** to view or modify the folder where the applications will be installed. The required and available disk space is displayed. Click **Next** to proceed.



10. Press the **INSTALL** button. The installation will proceed with administration privileges.
11. The setup performs the installation. This might take several minutes.



12. The setup finished the installation. Click **Finish** to finalize the installation.

4.3 Monitoring success

The Client setup creates shortcuts as configured during the installation. Check the availability of the corresponding icons for a first test if the installation of the Client applications was successful.

In a second step try to connect the OS Concierge server to see if the parameters are correct and a connection can be established.

Finally, these are the only options that can be modified and might be faulty during the installation routine.

IMPORTANT

The server connection parameters are the only local configuration settings of the OpenScape Concierge client applications. They can be found and modified in the corresponding INI files of a given application's installation folder – see 7.1 Logon to client application failed.

4.3.1 Check Concierge icons

During installation the following new icons are created as desktop shortcuts if configured correspondingly during installation.

Table: Icons and their meaning

Icon	Meaning
	OSConcierge Client Graphical user interface for attendant console

Icon	Meaning
	OSCDataCenter Database client for direct access to the OSConcierge database (for administrators)
	OSCLayoutManagement Administration interface for custom setup of the attendant console (for administrators)

4.3.2 Log on to Concierge Client

The „OpenScape Concierge“ application is started via the OSConcierge icon on the desktop or via the Start Menu. For accessing its database Concierge tries to reach the Main Server as configured during the installation setup.

REMARK

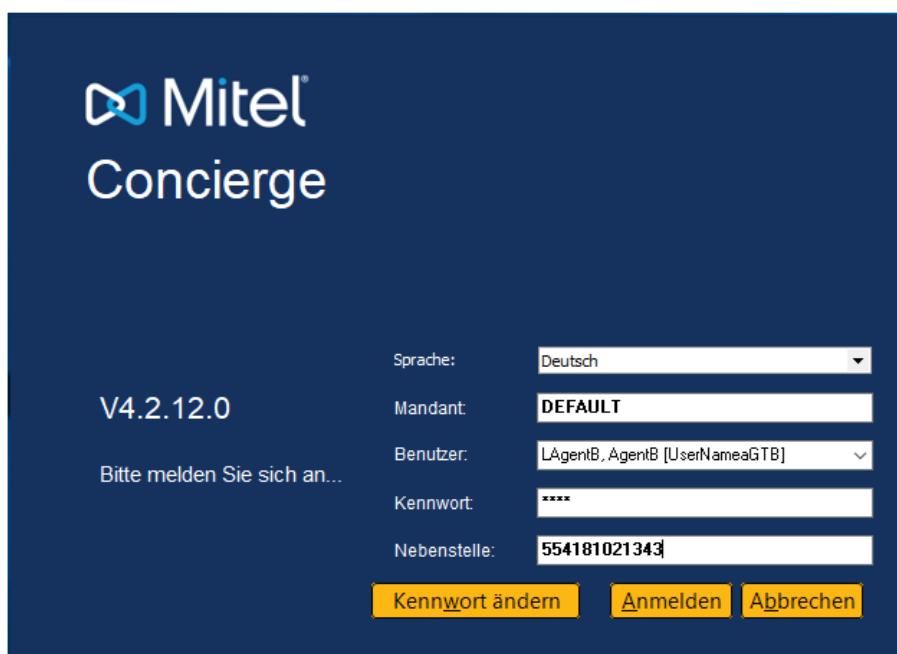
For testing an application running on a client PC, first check that the server is configured properly. To ensure this the corresponding client application can be started on the server. If this does not work please fix the problem on the server first before trying to connect via network from a client PC.

If the connection to the server can be established the logon window will appear.

Concierge Professional:



Concierge Plus:



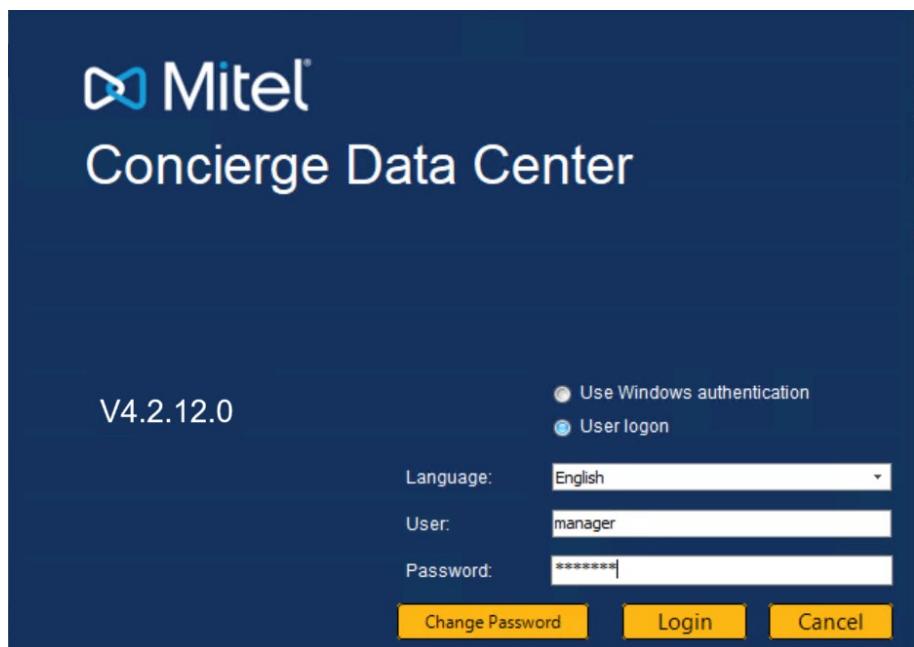
NOTE:

In case only basic installation and configuration on the OS Concierge server has been completed, only the pre-configured attendant “User” with password “user” is available for logon.

4.3.3 Log on to Data Center

The Concierge **Data Center** application is started via the OSCData Center icon on the desktop or via the Start Menu. For accessing its database (OSCADM) Data Center tries to reach the Main Server as configured during the installation setup and gathers the Database access information.

If the connection to the server can be established the logon window will appear. That means the corresponding parameters on the client side are okay.



NOTE:

In case only basic installation and configuration on the OS Concierge server has been completed, only the pre-configured user "systemmanager" with password "manager" and the user "manager" with password "manager" are available for logon.

Error Message

In case you get an error message, that "No configuration is available", check on your Main Server whether the CPS (Concierge Provider Service) is up and running.

5 Installing OpenScape Concierge management application

5.1 Name resolution

IMPORTANT:

Only **Server Host Names** must be entered during installation and configuration – DO NOT enter IP addresses. In case name resolution is not guaranteed by **DNS** within the network, name resolution must be made by entries in the **hosts** file!

5.2 Start installation

IMPORTANT:

Check and provide the following prerequisites which are absolutely required for a successful setup:

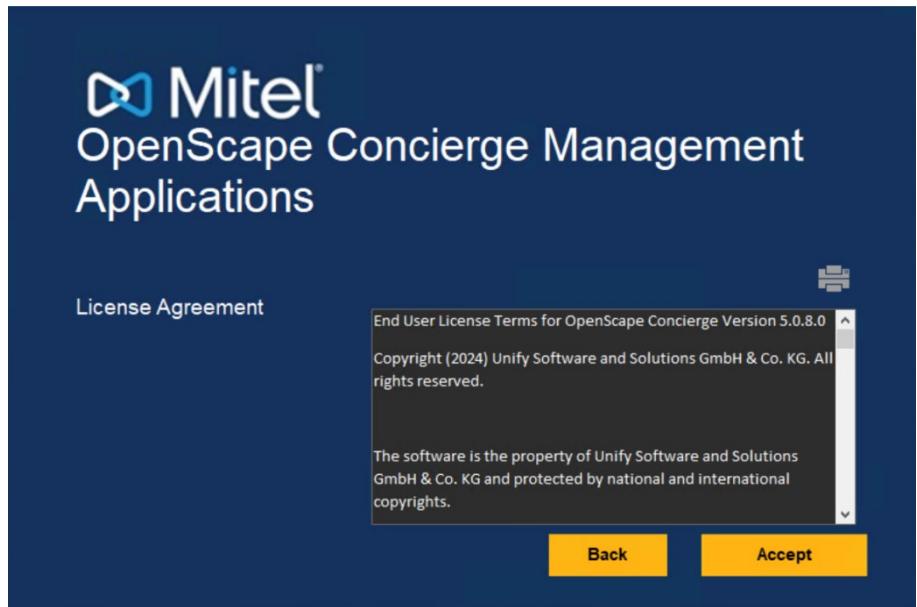
- You have to use a local user account with administration rights.

Proceed as follows:

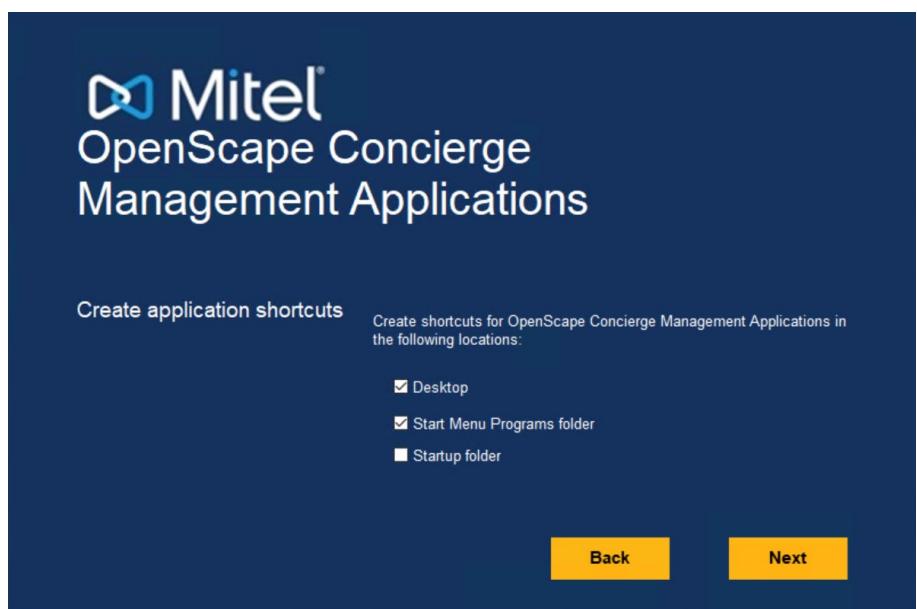
1. There are two possibilities to start the setup program:
 - OSC DVD Image V4 R0/OpenScape Concierge Client Setup/Management Applications/ManagementApplications-Setup.exe.
 - Map network drive with
\\<OSC server name>\netsetuposc
then start ManagementApplications-Setup.exe
2. The "Welcome to the OpenScape Contact Center Extensions Management Applications Setup Wizard" window opens:



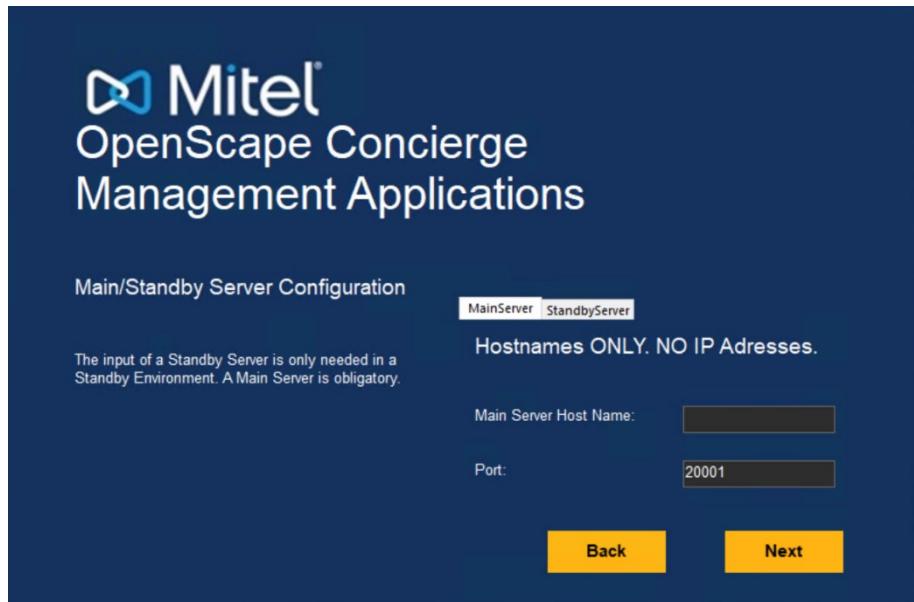
3. Click **Next**. The End User License Agreement (EULA) is displayed.



4. The EULA needs to be accepted. Click **Accept** if you agree.



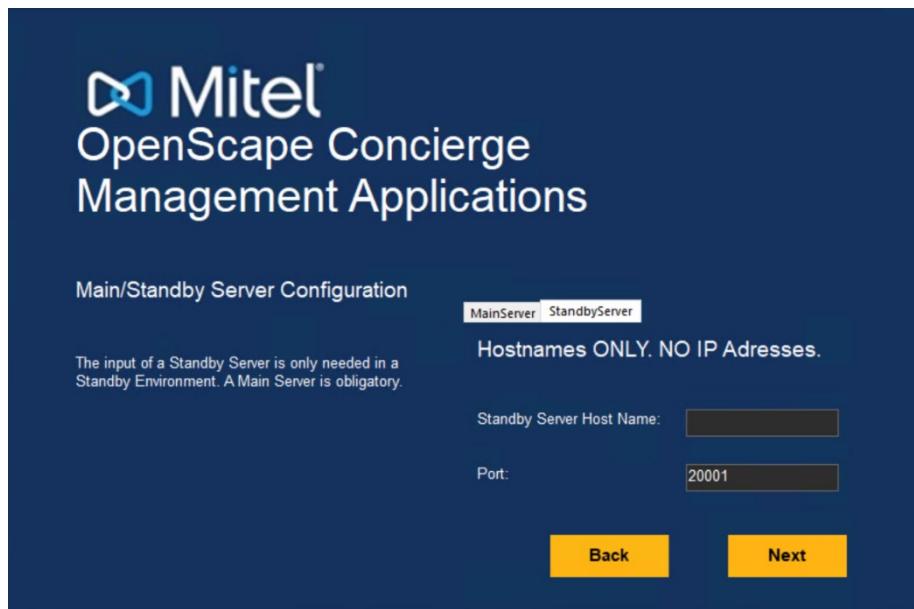
5. The setup offers automatic creation of application shortcuts. Select the desired locations and click **Next**.



6. The setup requires the **Main Server Host Name** and the **Port** number to connect to. Insert the required parameters.

IMPORTANT:

Enter the **Server Host Name** of the OS Concierge server and NOT the IP address. In case name resolution is not guaranteed by **DNS** within the network, name resolution must be made by entries in the **hosts** file!

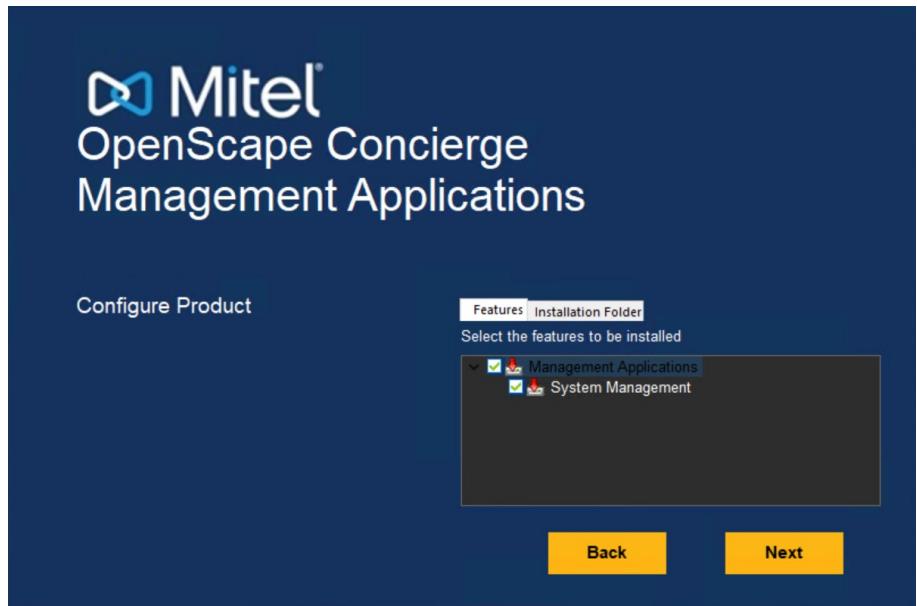


7. **Redundant systems only**

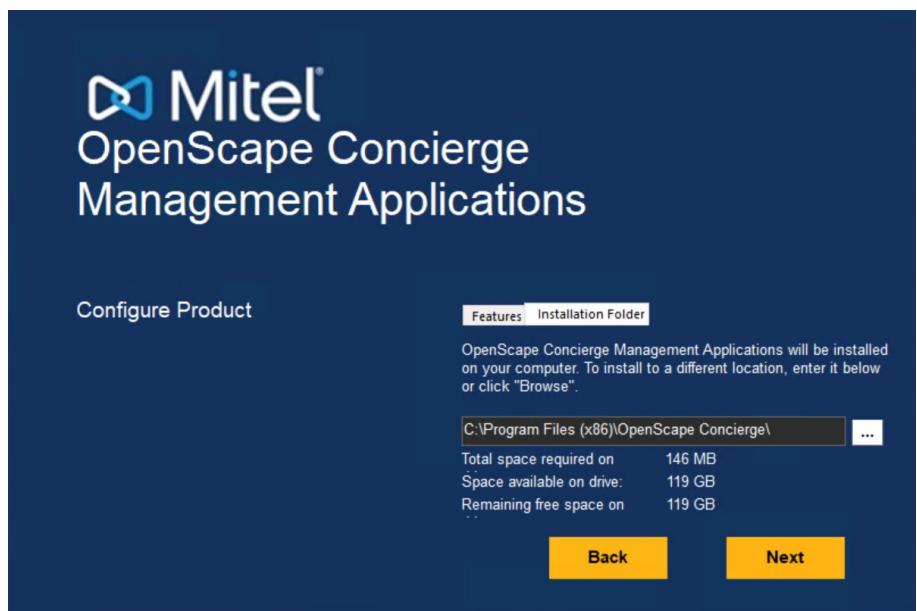
In case the system is deployed in a redundant mode, change to the tab **StandbyServer** next to the tab **MainServer** tab and insert the required **Standby Server Host** name and **Port** number. Click **Next**.

IMPORTANT:

The client connects to the Main Server's Connect Balancing component. If this cannot be reached the client will try to reach the Standby server. Is a connection established the client receives all necessary information from the server!



8. Configure the Product Features / applications you want to install on your PC by setting the corresponding checkmarks for Configuration Management and/or System Management.



9. Change to the tab **Installation Folder** to view or modify the folder where the applications will be installed. The required and available disk space is displayed. Click **Next** to proceed.



10. Press the **INSTALL** button. The installation will proceed with administration privileges.
11. The setup performs the installation. This might take several minutes.



12. The setup finished the installation. Press **Finish** to finalize the installation.

5.3 Monitoring success

The Client Setup creates shortcuts as configured during the installation. Check the availability of the corresponding icons for a first test if the installation of the Client applications was successful.

In a second step try to connect the OS Concierge server to see if the parameters are correct and a connection can be established.

Finally these are the only options that can be modified and might be faulty during the installation routine.

IMPORTANT

The server connection parameters are the only local configuration settings of the OpenScape Concierge client applications. They can be found and modified in the corresponding INI files of a given application's installation folder.

5.3.1 System Management

5.3.1.1 Check System Management icon

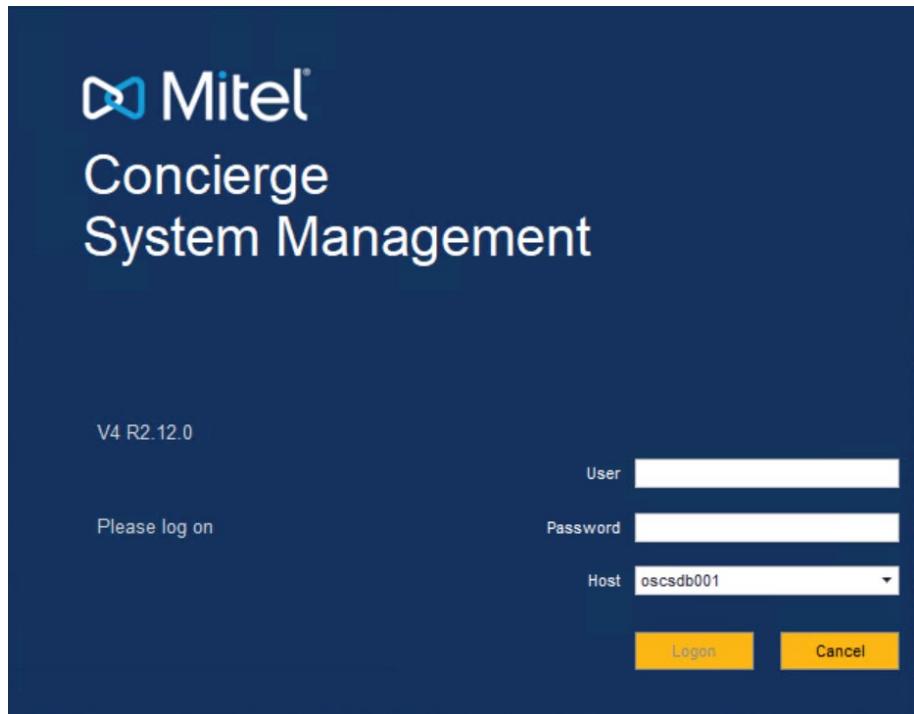
During installation the following new icon is created as desktop shortcut if configured correspondingly during installation.

Icon	Meaning
	System Management Opens the graphical user interface of the System Management.

5.3.1.2 Log on to System Management

Start the System Management by double clicking on the **System Management** icon on the desktop.

If the connection to the server can be established the logon window will appear.



When logging on for the first time, log on with:

User name: `systemmanager` and password: `manager`

Please check section "7.1 Logon to client application failed" in case you encounter any problems.

6 Performing program modifications

If setup is started again once installation is complete, program administration starts and allows a modification of the installed files. Proceed as follows:

1. Start the setup program from the installation DVD:
for Concierge: OSC DVD Image V4 R0/OpenScape Concierge Client Setup/Concierge/Concierge-Setup.exe.
for Management Applications: OSC DVD Image V4 R0/OpenScape Concierge Client Setup / Management Applications/ Management Applications-Setup.exe.
or from the shared drive on the Server
Under the path \\<OS Concierge server name>\netsetuposc.
2. This window opens:



3. Click the **Modify**, **Repair** or **Remove** button to proceed:
 - Use **Modify** to add or remove modules
 - Choose **Repair** to repair the installed modules on the system.
 - To uninstall the whole application choose **Remove**

7 Troubleshooting

For detailed information on the configuration options of each module refer to section 0

Additional documentation.

7.1 Logon to client application failed

In case you encounter a problem logging on to the client applications (Concierge Client, Concierge Management applications or System Management):

Check on Client PC:

1. Have you entered the correct Main Server name during installation?

- Check the INI file in the application's installation folder for the corresponding Server settings:
Concierge = *OSConcierge.ini*
DataCenter = *OSCDaCenter.ini*
Layout Management = *OSCLayoutManagement.ini*

System Management = *SystemManagement.ini*

Configuration Management = *ConfigurationManagement.ini*

- Remember that only **Server Host Names** and NOT IP addresses are allowed - in case name resolution is not guaranteed by **DNS** within the network, name resolution must be made by entries in the **hosts** file!

Check on Main Server:

2. The OS Concierge main server with all components is up and running?

- Main Server
- Standby Server (in case you have a redundant environment)
- Concierge Provider Service
- SQL Server (in case you have external DBs)

7.2 Trace file location for the OpenScape Concierge client

If errors arise during installation, the following diagnostic data is collected and made available to the service engineer to facilitate troubleshooting. This data can be used for diagnostic purposes.

The log files are available on the client under:

<Drive>:\Users\<UserAccount>\AppData\Local\Unify\OpenScape Concierge

<Drive>:\Program Files (x86)\OpenScape Concierge\LogDir

HINT:

A speed-dial button, for example called "Report Trouble", can be configured for troubleshooting purposes if a trace is enabled. A phone number should be assigned which does not exist in the communication system. This button should be clicked in case an error occurs. Because an incorrect phone number is defined for this button, an announcement such as "Number dialed is unavailable" can be played and the call can be ended.

The effect of dialing this unavailable number is that the error can be found again more easily on the basis of the phone number in the trace file.

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