



A MITEL
PRODUCT
GUIDE

Unify OpenScape Xpressions V7

Client Installations

Installation Guide

01/2020

Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Europe Limited. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos, and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel"), Unify Software and Solutions GmbH & Co. KG or its affiliates (collectively "Unify") or others. Use of the Trademarks is prohibited without the express consent from Mitel and/or Unify. Please contact our legal department at iplegal@mitel.com for additional information. For a list of the worldwide Mitel and Unify registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2024, Mitel Networks Corporation

All rights reserved

Contents

1 About this Manual	7
1.1 This Manual's Target Group	7
1.2 Manual Structure	7
1.3 Format Conventions in this Manual	9
1.4 Further Manuals on the XPRServer and its Client Components	10
1.4.1 User Documentation on the Client Applications	10
1.4.2 Continuative Administration Documentation on the XPRServer	11
1.5 Data Protection and Data Security	13
2 General Considerations	15
2.1 Usage Requirements	15
2.2 TheXPRServer Clients	15
2.3 General Client Installations Information	17
3 Installing the Outlook Forms for Microsoft Outlook 2010 and further versions	19
3.1 Outlook Forms	19
3.2 Features	21
3.3 Installation Control via the setup.ini	22
3.3.1 Properties	22
3.3.2 Options	23
3.3.2.1 Controlling the Setup Process as Regards User Activity and Display	24
3.3.3 Registry keys	24
3.3.4 OutlookForms installation components	29
3.4	Installation of the Outlook Forms via commandline (MSI Installer) 31
3.4.1 Outlook Forms prerequisites	31
3.5 Installation	33
3.6 Public Folders on Exchange 2016 and further versions	37
3.6.1 Exchange 2010/2013 versus Exchange 2016	37
3.6.2 Public Folders access rights	37
3.6.3 Replication conflicts	37
4 Installing the Client Integrations (Click-to-Dial Feature)	39
4.1 Functions	39
4.2 Supported Clients	40
4.3 Installation Requirements	40
4.4 Setup Adjustments	41
4.5 Installation	42
4.6 Updating and uninstalling via the Installation File	49
4.6.1 Changing Program Settings	50
4.6.2 Updating or repairing the Program	51
4.6.3 Uninstalling the Program	52
5 Installation of the XPRClient Communications	53
5.1 Starting the Installation Routine	53
6 Installing the cyViewer	57
7 Installing the MSP TAPI Service Provider (MSPTSP)	61
7.1 Starting the Installation Routine	62

Contents

8 Installation of the MAPI Fax Printer Driver	65
8.1 Installation Control via the <i>setup.ini</i>	65
8.1.1 Properties	65
8.1.2 Prerequisites	66
8.1.3 Options	67
8.1.3.1 Controlling the Setup Process as Regards User Activity and Display	67
8.1.3.2 Installation Log	68
8.1.3.3 Options for a Reinstallation	69
8.1.4 Registry Keys	70
8.2 Installation of the MAPI Fax Printer Driver	71
8.3 Configuring the Printer Driver	73
8.4 Update and Uninstallation	75
8.4.1 Update	75
9 Uninstalling Client Programs	77
Index	78

History of Changes

Date	Changes	Reason
2011-10-27	New note: In case of <i>Windows Vista</i> and <i>Windows 7</i> , clients must be installed via the “Run as administrator” option.	Review
2012-01-09	Corrected description of the optiClient 130 silent installation. See Section 3.7, “ Bulk Rollout by Silent Installation ”, on page 42.	CQ00188348
2012-01-12	New feature for the LocalFormsSMTP. The LocalFormsSMTP may be optionally set up without Outlook profile. See Section 6.3.1, “ Preliminary Remarks ”, on page 69.	RQ00030468
2012-05-03	Client Integrations: Section about how to control the setup via the config.ini and description of the features Modify, Repair and Remove added. See Section , “ Installing the Client Integrations (Click-to-Dial Feature) ”, on page 39.	CQ00195697
2012-05-14	New routine of setting up the Microsoft Outlook conference extensions. See Section 4.2, “ Installation of the Conference Extension ”, on page 59.	CQ00192956
2012-05-29	SAP Business ByDesign Integration and ACD Supervisor (MMCC) deleted.	FRN 5712
2013-02-01	Restriction on terminal server operation of the optiClient Extensions: Dialing from the global Outlook address book is not supported on a terminal server.	CQ00244014
2013-03-05	New note that refers to the need of specifying the OpenScape Web Client URL when setting up the Client Integrations.	CQ00234792
2014-01-27	Revision	Re-branding
2014-10-10	Restriction on terminal server operation of the MAPI fax printer driver removed.	V7R1.4
2014-10-23	64-bit Outlook versions are not supported by optiClient.	CQ00317872
2015-09-29	How to install/uninstall plugins into Sametime and Notes	CQ00326920
2016-07-08	Deleted references to “Exchange Server 2003” and “Microsoft Outlook 2003”. Added new chapter “ Installing the Outlook Forms for Microsoft Outlook 2010 and further versions ”.	UCBE-6622
2016-12-20	Added new sections: Section 3.3.3, “ Registry keys ” and Section 3.3.4, “ OutlookForms installation components ”	UCBE-9324
2017-02-28	Updated Section 8.3.3 Registry Keys, added the Specific Features	UCBE-10094
2017-02-28	New Section 13.1.4 Registry Keys	UCBE-10094
2017-10-03	Updated Chapter 13 Installation of the MAPI Fax Printer Driver	UCBE-12956
2017-10-24	Updated Chapter 3.2.1 Hardware and Software Requirements	review
2017-12-12	Updated - Chapter 8.3.3 Registry keys - Chapter 8.3.4 OutlookForms installation components - Chapter 8.4.1 Outlook Forms prerequisites	UCBE-14423
2018-01-12	Updated Chapter 8.3.3 Registry keys	UCBE-14790
2018-03-20	Updated Chapter 8.1 Outlook Forms	UCBE-15427
2018-03-20	Updated Chapter 8.3.3 Registry keys	UCBE-15425
2018-03-29	Updated Chapter 8.3.3 Registry keys	UCBE-15523
2018-05-21	Updated Chapter 8.3.3 Registry keys	UCBE-15971
2019-03-28	Updated Chapter 13.1.4 Registry Keys	UCBE-19192

History of Changes

Date	Changes	Reason
2019-04-09	Added: - Chapter 8.6 Public Folders on Exchange 2016 and further versions - Chapter 8.6.1. Exchange 2010/2013 versus Exchange 2016 - Chapter 8.6.2 Public Folders access rights - Chapter 8.6.3 Replication conflicts	UCBE-19224
2019-09-23	Updated: - Chapter 8.3.1: Properties - Chapter 8.3.4: OutlookForms installation components - Chapter 8.4.1 Outlook Forms prerequisites	UCBE-21118
2019-09-24	Updated: - Chapter 8.3.3 Registry keys	UCBE-20246

1 About this Manual

This section provides information on the following topics:

• This Manual's Target Group	from page 7
• Manual Structure	from page 7
• Format Conventions in this Manual	from page 9
• Further manuals on the <i>XPR</i> server and its client components	from page 10
• Data Protection and Data Security	from page 13

1.1 This Manual's Target Group

This manual addresses system administrators who are in charge of installing client applications.

These instructions contain important information about how to set up clients. Please follow these instructions precisely to avoid faulty client setups and to profit from these applications as much as possible.

1.2 Manual Structure

The instructions on hand are divided into the following chapters:

[Chapter 1, “About this Manual”](#)

This chapter informs you about the structure and use of these operating instructions.

[Chapter 2, “General Considerations”](#)

In this chapter you find general information about the *OpenScape Xpressions V7* server clients.

This chapter provides information about how to set up the clients that are part of the *OpenScape Xpressions V7* server scope of delivery.

[Chapter 3, “Installing the OpenScape Xpressions V7 optiClient Extensions”](#)

[Chapter 4, “Installing the Conference Extension for Microsoft Outlook”](#)

[Chapter 5, “Installing the Conference Extension for Lotus Notes”](#)

[Chapter 6, “Installing the Client Components for Microsoft Outlook 2007 at an SMTP Server”](#)

[Chapter 7, “Installing the Client Components for Microsoft Outlook 2007 at an Exchange Server”](#)

About this Manual

Manual Structure

[Chapter 3, “Installing the Outlook Forms for Microsoft Outlook 2010 and further versions”](#)

[Chapter 4, “Installing the Client Integrations \(Click-to-Dial Feature\)”](#)

[Chapter 5, “Installation of the XPRClient Communications”](#)

[Chapter 6, “Installing the cyViewer”](#)

[Chapter 7, “Installing the MSP TAPI Service Provider \(MSPTSP\)”](#)

[Chapter 8, “Installation of the MAPI Fax Printer Driver”](#)

[Chapter 9, “Uninstalling Client Programs”](#)

1.3 Format Conventions in this Manual

In the manual on hand the following conventions apply:

Italic	The names of products as well as the names of referenced manuals are printed in <i>Italic</i> .
<i><Italic></i>	<i></Italic></i> in pointed brackets indicates parameters the value of which needs to be written in an entry field, for example.
Font Courier	Examples of screen messages and responses that you make to input requests or entries in initialization files are printed in <i>Courier</i> .
Boldface	In Boldface appear descriptions of folders, tabs, menu options, commands and buttons.

In the manual on hand the following notes are used:

NOTE: Indicates useful information that points to a specialty or facilitates working.

IMPORTANT: Signals information of high priority. The corresponding notes must be heeded to avoid damages to the system or loss of data.

About this Manual

Further Manuals on the XPRServer and its Client Components

1.4 Further Manuals on the XPRServer and its Client Components

1.4.1 User Documentation on the Client Applications

The following manuals describe how to use the features provided by the *OpenScape Xpressions V7server* via the single clients:

- ***OpenScape Xpressions V7 Client Applications***

This manual provides an overview of all clients available in the *OpenScape Xpressions V7* server context. In this manual you also find the operating instructions for clients that are not dealt with in separate manuals.

- ***OpenScape Xpressions V7 optiClient 130***

This manual describes how to operate the CTI client *optiClient 130*.

- ***OpenScape Xpressions V7 Microsoft Outlook Extensions***

Describes how to operate the Outlook Extensions for using *Microsoft Outlook* at an *OpenScape Xpressions V7* server via SMTP/POP as well as for using *Microsoft Outlook* as client at an Exchange server.

- ***OpenScape Xpressions V7 Lotus Notes Extensions***

Describes how to operate the *OpenScape Xpressions V7* features via Lotus Notes.

- ***OpenScape Xpressions V7 Communications***

This manual describes how to operate *Communications*, the administrative desktop client of the *OpenScape Xpressions V7* server.

- ***OpenScape Xpressions V7 Web Assistant***

This manual describes how to operate this *OpenScape Xpressions V7 client*. The *OpenScape Xpressions V7 Web Assistant* is a convenient, browser-based application you can deploy for using as well as managing and configuring the *OpenScape Xpressions V7* system.

1.4.2 Continuative Administration Documentation on the XPRServer

You find additional administrative information for using the clients in the following documentations:

- **Release Notes**
Supplemental information for using the client applications is available in the Release Notes on the *OpenScape Xpressions V7* server.
- **OpenScape Xpressions V7 Release Notice**
Information about operating systems deployable for the *OpenScape Xpressions V7* server or operating system versions for the client components. Informs also about possible restrictions on using the *OpenScape Xpressions V7* server and its components.
- **OpenScape Xpressions V7 Server Administration**
This manual informs about the structure of the entire system. Here you find a description of the *OpenScape Xpressions V7* kernel functions and of the available APIs. This manual is for *OpenScape Xpressions V7* server administrators and describes in detail the product in its maximum configuration level. Here a detailed *OpenScape Xpressions V7* system configuration description is given.
- **OpenScape Xpressions V7 Server Installation**
The installation manual describes the linear *OpenScape Xpressions V7* system setup as well as the retrospective setup of additional features and program components. Beyond that you are comprehensively informed about the installation and configuration of the communication hardware used. A corresponding guide supports a possible hardware conversion.
- **OpenScape Xpressions V7 optiClient 130, Administrator Manual**
This manual describes the administration of the CTI client *optiClient 130*.
- **OpenScape Xpressions V7 Exchange Gateway**
This manual describes the setup and administration of the *OpenScape Xpressions V7* server connection to *Microsoft Exchange Server 2003*, *Microsoft Exchange Server 2007*, and *Microsoft Exchange Server 2010*. Via this connection you can use the services Fax, SMS, Voicemail and CTI, which the *OpenScape Xpressions V7* server provides in a Unified Messaging solution, via *Microsoft Outlook*.
- **OpenScape Xpressions V7 Lotus Notes Gateway**
This manual describes the setup and administration of the *OpenScape Xpressions V7* server connection to *Lotus Notes*. Via this connection you can use the services Fax, SMS, Voicemail and CTI, which the *OpenScape Xpressions V7* server provides in a Unified Messaging solution, via the *Lotus Notes* interface.

About this Manual

Further Manuals on the XPRServer and its Client Components

- ***OpenScape Xpressions V7 SAP R/3 Gateway***

This manual describes the setup and administration of the *OpenScape Xpressions V7* server connection to an SAP R/3 environment. Via this connection you can use the services Fax, SMS, Voicemail and CTI, which the *OpenScape Xpressions V7* server provides in a Unified Messaging solution, via the SAP GUI.

- ***OpenScape Xpressions V7 Multi Tenancy***

This manual describes the planning, installation and administration of a multi-tenant solution. In case of this solution the services of the *OpenScape Xpressions V7* server are made available to different tenants in a way that the tenants can use the *OpenScape Xpressions V7* services independently from each other.

1.5 Data Protection and Data Security

This system also processes and uses personal data for purposes such as call detail recording, displays, and customer data acquisition.

In Germany, the processing and use of such personal data are subject to various regulations, including the regulations of the Federal Data Protection Law (Bundesdatenschutzgesetz = BDSG). For other countries, please follow the appropriate national laws. The aim of data protection is to protect the rights of individuals being affected by use of their personal data.

In addition, the aim of data protection is to prevent the misuse of data when it is processed and to ensure that one's own interests and the interests of other parties which need to be protected are not affected.

NOTE: The customer is responsible for ensuring that the system is installed, operated and maintained in accordance with all applicable labor laws and regulations and all laws and regulations relating to data protection, privacy and safe labor environment.

Employees of Unify Software and Solutions GmbH & Co. KG are bound to safeguard trade secrets and personal data under the terms of the company's work rules.

In order to ensure that the statutory requirements during service – whether during “on-site service” or during “remote service” – are consistently met, you should always observe the following rules. You will not only maintain the interests of your and our customers, you will also avoid personal consequences.

A conscientious and responsible approach helps protect data and ensure privacy:

- Ensure that only authorized persons have access to customer data.
- Take full advantage of password assignment options; do not allow unauthorized persons to gain access to passwords by writing them down on a piece of paper or via other means.
- Ensure that no unauthorized person is able to process (store, modify, transmit, disable, delete) or use customer data in any way.
- Prevent unauthorized persons from gaining access to data media such as backup disks or printed reports. This applies to service calls as well as to storage and transport.
- Ensure that storage media which are no longer required are completely destroyed. Ensure that no sensitive documents are left unprotected.

Work closely with your customer contact; this promotes trust and reduces your workload.

About this Manual

Data Protection and Data Security

2 General Considerations

In this chapter you find general information about the *XPR* server clients.

NOTE: You find information about the browser-based clients *OpenScape Xpressions V7 Web Assistant* and *OpenScape Xpressions V7 Web Client* in respective client manuals.

2.1 Usage Requirements

The usage requirements on the *OpenScape Xpressions V7* client components are contained in the *OpenScape Xpressions V7 Release Notice* manual.

2.2 TheXPRServer Clients

You can combine the *XPR* server clients in two groups:

- Administrative clients for configuring the *OpenScape Xpressions V7* server or its components.
- User clients that enable the user to handle his/her communications using e-mail, fax, voicemail and telephony features.

IMPORTANT: Whether you can use a client for administering the *XPR* server or as communications tool depends on the privileges with which you are logged in at the system.

This manual describes the following client installations:

- *optiClient Extensions* with the following components
 - *optiClient 130*, the *XPR* server CTI client with the adjustments required for the *Lotus Notes* integration.
 - *Local Forms SMTP*, the Outlook Extensions if *Microsoft Outlook* is used as mail client at an SMTP server.
 - *Server Based Forms Client Component*, the Outlook Extensions if *Microsoft Outlook* is used as mail client in an Exchange server environment.

General Considerations

The XPRServer Clients

- The conference extension for *Microsoft Outlook* used for scheduling and initiating telephone, web and combined telephone/web conferences from *Microsoft Outlook*.
- The conference extension for *Lotus Notes* used for scheduling and initiating telephone, web and combined telephone/web conferences from *Lotus Notes*.
- *Communications*
Communications is an *OpenScape Xpressions V7* client with a graphical user interface; it enables the operation and administration of all functions provided by the *OpenScape Xpressions V7* server.
- *CyViewer*
The *CyViewer* is a client program for viewing fax messages and playing voicemails. It can be integrated in any IMAP-based client environments (for example Novell Groupwise etc.).
- *MSPTSP (MSP TAPI Service Provider)*
The *MSPTSP (MSP TAPI Service Provider)* is a TAPI service provider that allows so called first party CTI for many applications. This could e.g. be a call function out of *Microsoft Outlook*.
- *MAPI fax printer driver*
The *MAPI fax printer driver* enables the direct transmission of documents as fax message from any application via the *Microsoft MAPI interface*.

Integrating *OpenScape Xpressions V7* features in foreign systems via a client plug-in requires preparative installation works on the foreign systems. You find information about this in the manuals that deal with connecting foreign systems to an *XPR* server. These are, for example:

- The Outlook Extensions - described in the *OpenScape Xpressions V7 Microsoft Exchange Gateway* manual
- The Lotus Notes Extensions - described in the *OpenScape Xpressions V7 Lotus Notes Extensions* manual.

2.3 General Client Installations Information

Depending on the installation status of the underlying operating system version, the client programs setup can be initiated by some preparing installation steps for the runtime environment (Visual C++ YYYY Redistributable Package). These preparing installations are performed automatically and are adjusted to the client to be currently installed.

General Considerations

General Client Installations Information

3 Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

The Outlook Forms are used if messages are sent and received in *Microsoft Outlook* via *Microsoft Exchange Server* or by a SMTP server if, for example, Microsoft Outlook is used as a client for the XPR server.

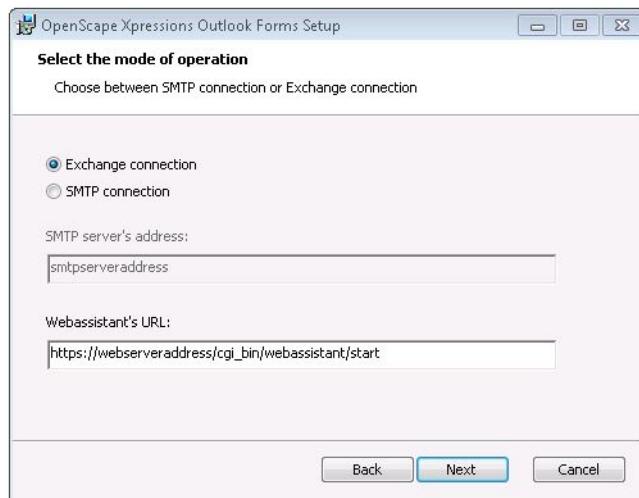
You can use the Outlook Forms on systems with *Microsoft Outlook 2010* and further versions unrestrictedly.

3.1 Outlook Forms

The Outlook Forms are an Outlook plug-in that integrates the XPR server features in Outlook. The Outlook Forms are available in two specifications:

- As local forms SMTP for operating *Microsoft Outlook* at an SMTP server.
- As a server-based client component for operating *Microsoft Outlook* at *Exchange Server*.

The mode operation choice is done on this setup step:



NOTE: By choosing the **Exchange connection** option, the Outlook Forms is internally configured to work along with the Exchange server which should be already configured on the user's Outlook profile.

NOTE: If the user wants to use a SMTP connection, the **SMTP connection** option should be checked and the **SMTP server's address** field should be filled with the Xpressions SmtpApI address. The **Webassistants's URL** field is used to create a WebAssistant button on Outlook and is configured by replacing the webserveraddress by the Xpressions server FQDN.

NOTE: OutlookForms do not accept e-mail address in 'To' field ('To (Voice)', 'To (Fax)', 'To (SMS)'). This is valid for 'New', 'Forward' and 'Reply to All' Forms.

'To' field will always try to resolve the number or contact to the Xpressions user address (e.g. VOICE/<user/number>).

If the user doesn't have a Voice, Fax or SMS number on the address book, a message will popup.

Only Carbon Copy ('Cc') field can be used to send a copy of the message using e-mail addresses, according to the configuration from registry.

Please check 'DisableEmailOnCC' and 'CCAcceptOnlyMail' registry keys description in [Section 3.3.3, "Registry keys"](#).

3.2 Features

The Outlook Forms provides additional features to everybody using Microsoft Outlook as client:

- Icon forms

Representation of specific message icons in the inbound journal of Microsoft Outlook for different message types

- Message forms

- Simplified addressing method when fax messages are sent or polled.
- Convenient SMS message transmission
- Forwarding of inbound messages independent from service (fax, e-mail or voice message) to one or several addresses. The message can previously be extended with a text and/or voice comment. The voice annotation can be recorded via telephone or via a microphone connected to the sound card.
- Answering incoming messages. Depending on the service, different answering options are available. The message is then immediately furnished with the originator address, if it is contained in the system. The message can previously be extended with a text and/or voice comment. The voice annotation can be recorded via telephone or via a microphone connected to the sound card.

NOTE: If the message is addressed to several recipients (for example as Carbon Copy, Cc), the reply can be simultaneously sent to all original recipients.

- Transmission of new voice messages.
- Reading or listening to incoming fax and voice messages in the preview window.
- When you open such messages with a double-click, a convenient fax editing function is available so that you can add text or graphic elements to incoming fax messages before they are forwarded. Voice messages can be played back either via sound card or the individual telephone and extended with a voice annotation before they are forwarded.
- With *optiClient 130* you can use the full XPR server CTI functionality from within Outlook.

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation Control via the setup.ini

3.3 Installation Control via the setup.ini

The defaults in the available `setup.ini` are generally sufficient for a normal setup. If required, you can set some parameters for controlling the setup process. You can edit the following sections of the `setup.ini` for this purpose:

- Properties
- Options
- Registry keys

To adjust the parameters, edit the file `setup.ini` with a text editor, for example *Notepad*.

3.3.1 Properties

Under **Properties** you can enter parameters that are usually given to the installing program as command line subcommands.

The following parameters are accepted for Outlook Forms under Properties:

Parameters	Description	Possible Value
SMTPMODE	Enable SMTP connection	0: for Exchange connection 1: for SMTP connection
SMTPADDRESS	The SMTP server address	<SMTP server address>
WEBASSISTANTLINK	URL for the Web Assistant	<a href="https://<Xpressions Server address>/cgi_bin/webassistant/start">https://<Xpressions Server address>/cgi_bin/webassistant/start
DIRCONFIGURABLE	The path where the forms will be installed	C:\<Custom install directory>\
AUTONAMERESOLUTION	Deactivates the automatic fax number resolution to an Exchange user	0: Disable option 1: Enable option
NOFAXBTN	Deactivates the fax icon and form	0: Disable option 1: Enable option
NOSMSBTN	Deactivates the SMS icon and form	0: Disable option 1: Enable option
NOVMBTN	Deactivates the voice mail icon and form	0: Disable option 1: Enable option
NOWEBASSISTANTBTN	Web Assistant not to be displayed in the toolbar	0: Disable option 1: Enable option
TIFONLYFAXATTACH	Determines that only Tif images will be considered faxes by Fax Form	0: Disable option 1: Enable option

Parameters	Description	Possible Value
NOZEROOUT	Enforce that for outgoing fax and SMS messages the leading area code "0" is not omitted when an address is selected from the address book. Example: in case of an Outlook-conformable phone number such as +49(02404)901100, the 0 of (02404) is not cut.	0: Disable option 1: Enable option
DISABLELCSEARCH	Deactivates the Local Address Book Search	0: Disable option 1: Enable option
SUBSTITUTEFORPLUS	Automatically replace the leading + character by any digit combination. For this purpose, write the desired digit combination in the value field.	
TEXTLENGTH	Restrict the number of characters in an SMS message. This may be required if you have defined, for example, for SMS code automatically enclosed in each message must then be deduced from the maximum number of possible characters.	
DELIVERYRECEIPT	Suppresses a requested delivery receipt for SMS messages	0: Disable option 1: Enable option
READRECEIPT	Suppresses a requested read receipt for SMS messages	0: Disable option 1: Enable option
INSTALLFAXPRINTER	Install the Fax Printer Drivers	0: Disable option 1: Enable option
FG3	Install the Fax Printer Fax G3	0: Disable option 1: Enable option
FG4	Install the Fax Printer Fax G4	0: Disable option 1: Enable option

3.3.2 Options

Under **Options** you can decide for the setup process:

- Whether it is to be interactive (thus requiring user action), or silent, (thus being invisible for the user).
- Whether it is to be logged and where the log file is to be stored.

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation Control via the setup.ini

- How a re-installation is to be performed.

3.3.2.1 Controlling the Setup Process as Regards User Activity and Display

You can default the setup process here.

The following parameters are available for the display options:

Parameter	Description	Equivalent command line parameter
FULL	The setup is displayed with all dialogs and the user needs to perform the installation interactively.	/qf
Basic	Once the setup has been started, it proceeds without user interaction. You can merely trace the setup process by watching a progress bar.	/qb
Reduced	Once the setup has been started, it proceeds without user interaction. All setup dialogs are displayed, though.	/qr
None	The setup proceeds without displaying a single installation dialog.	/qn

Example:

```
[Options]
Display=Full (default)
```

3.3.3 Registry keys

In this section you can, for example, configure the program for specific operation environments or restrict the available functional range.

Automatic number filtering

Key	Software\Wow6432Node\Cycos AG\ExchForms Client
Name	AutoNameResolution
Type	[REG_DWORD]
Default Value	1
Description	“0” deactivates the automatic fax number resolution to an Exchange user.

Restricting the functional range

The entire functional range is usually installed. However, you can exclude every single form from the installation. For this purpose, set the corresponding entry to 1.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name NoFaxBtn

Type [REG_DWORD]

Default Value 0

Description "1" deactivates the fax icon and form.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name NoFaxViewForm

Type [REG_DWORD]

Default Value 0

Description "1" deactivates the Fax Form Viewer control.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name NoSMSBtn

Type [REG_DWORD]

Default Value 0

Description "1" deactivates the SMS icon and form.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name NoVMBtn

Type [REG_DWORD]

Default Value 0

Description "1" deactivates the voice mail icon and form.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name NoVoiceViewForm

Type [REG_DWORD]

Default Value 0

Description "1" deactivates the Voice Form control.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name NoWebAssistantBtn

Type [REG_DWORD]

Default Value 0

Description "Enter a "1" here if the icon for starting the *Web Assistant* is not to be displayed in the toolbar.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation Control via the setup.ini

Name	TifOnlyFaxAttach
Type	[REG_DWORD]
Default Value	0
Description	"1" determines that only Tif images will be considered faxes by the Fax Form

Changing the Telephone Number

Keep area code "0"

Key	Software\Wow6432Node\Cycos AG\ExchForms Client
Name	NoZeroCut
Type	[REG_DWORD]
Default Value	0
Description	With "1" you can enforce that for outgoing fax and SMS messages the leading area code "0" is not omitted when an address is selected from the address book. Example: In case of an Outlook-conformable phone number such as +49 (02404) 901100, the 0 of (02404) is not cut.

Replacing the +-prefix with an arbitrary string

Key	Software\Wow6432Node\Cycos AG\ExchForms Client
Name	SubstituteForPlus
Type	[REG_SZ]
Default Value	-
Description	Is used to automatically replace the leading + character by any digit combination. For this purpose, write the desired digit combination in the value field.

Disabling the Local Address Book search

Key	Software\Wow6432Node\Cycos AG\ExchForms Client Name
Name	DisableLCSearch
Type	[REG_DWORD]
Default Value	0
Description	With "1" the Local Address Book Search is deactivated.

Notifications

Key	Software\Wow6432Node\Cycos AG\ExchForms Client\SMS
Name	DeliveryReceipt
Type	[REG_DWORD]

Default Value 0

Description Changing this value to "0" suppresses a requested delivery receipt for SMS messages.

Key Software\Wow6432Node\Cycos AG\ExchForms Client\SMS

Name ReadReceipt

Type [REG_DWORD]

Default Value 0

Description Changing this value to "0" suppresses a requested read receipt for SMS messages.

SMS

Key Software\Wow6432Node\Cycos AG\ExchForms Client\SMS

Name TextLength

Type [REG_DWORD]

Default Value 612

Description This instruction is used for restricting the number of characters in an SMS message. This may be required if you have defined, for example, for SMS messages a prefix (or a suffix) on the XPR server. The number of characters of this SMS code automatically enclosed in each message must then be deduced from the maximum number of possible characters

Specific Features

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name ShowFromField

Type [REG_DWORD]

Default Value 0

Description Changing this value to "1" adds the field "From:" on all XPR Forms.

Key Software\Wow6432Node\Cycos AG\ExchForms Client

Name FaxCoverADQueryEnabled

Type [REG_DWORD]

Default Value 0

Description Setting this value to "1" the Fax Cover feature will be activated on the OutlookForms.

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation Control via the setup.ini

Key	Software\Wow6432Node\Cycos AG\ExchForms Client\FAX
Name	CoverPageList
Type	[REG_SZ]
Default Value	""
Description	This field is a "fallback" when the Fax Cover names can't be retrieved from the AD blob. The field should be populated with the exact XPR fax covers given names separated by a semi-colon (;) (i.e.: Faxcover1;Faxcover2;Faxcover3).

Key	SOFTWARE\Wow6432Node\Cycos AG\ExchForms Client
Name	MsgClassDynCheck
Type	[DWORD]
Default Value	0
Description	When Outlook forms and Fusion for Office is used, the message need to be dynamically changed when the email message is loaded. To enable this feature, the MsgClassDynCheck must be set to 1.

Mail

Key	SOFTWARE\Wow6432Node\Cycos AG\ExchForms Client
Name	CCAcceptOnlyMail
Type	[DWORD]
Default Value	0 (<i>Disabled</i>)
Description	This registry keys can be used to set the 'Cc' field address resolution. By enabling (set to 1) this registry key the CC field will only accept Email addresses and will not resolve the user voicemail address.

Key	SOFTWARE\Wow6432Node\Cycos AG\ExchForms Client
Name	DisableEmailOnCC
Type	[DWORD]
Default Value	0 (<i>Disabled</i>)
Description	This registry keys can be used to set the 'Cc' field address resolution. By enabling (set to 1) this registry key the CC field will not accept Email addresses and will resolve the user voicemail address.

Public Folders

Key	SOFTWARE\Wow6432Node\Cycos AG\ExchForms Client
Name	CheckPublicFolders
Type	[DWORD]
Default Value	0 (<i>Disabled</i>)
Description	This registry key will handle the Public Folders check avoiding delay during Outlook startup. Additionally, only IPM.NOTE messages classes will be checked. Messages with message classes different than IPM.NOTE will not be handled.

Exchange

Key	HKLM\SOFTWARE\Wow6432Node\Cycos AG\ExchForms Client
Name	ExAddressType
Type	[REG_SZ]
Default Value	-
Description	Registry key for assigning different Exchange address types, so that users can be assigned to the single XPR servers. Remark: If this key is missing, the Outlook forms use the Exchange address type MRS available by default

For scaling reasons you need to adjust the Exchange address types “Fax” and “Voice” for outgoing messages. This is, for example, the case when several XPR systems are operated at an Exchange environment. Using a customer-specific script, you can add this registry key during the rollout process to ensure that a special Exchange address type is assigned to the users of a specific XPR system. When using Outlook forms the address type stored here is read out and used instead of the value available by default.

Example: A fax shall be sent via the address **MRS_US:FAXG3/4711** instead of the default address **MRS:FAXG3/4711**. In this case the value is set to **MRS_US** via the key **ExAddressTyp**.

3.3.4 OutlookForms installation components

The OutlookForms setup installs some components which are needed for the correct functioning of the package.

The following components are installed:

- OpenScape Xpressions MSP
- OpenScape Xpressions MSP (64 bits)

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation Control via the setup.ini

- OpenScape Xpressions ActiveX Controls 32 bits
- OpenScape Xpressions Outlook Forms
- Fax Printer Driver
- cyMapi 32 bits (depends on Outlook Version)
- cyMapi 64 bits (depends on Outlook Version)

3.4 Installation of the Outlook Forms via commandline (MSI Installer)

IMPORTANT: Before Installing Outlookforms.msi via command prompt the prerequisite files must be manually installed depending on the OS and Outlook versions. Please refer to [Section 3.4.1, “Outlook Forms prerequisites”](#).

The Outlookforms.msi file is available at the following folder on the product carrier:

XpressionsInstall\AddOn\Client\OutlookForms

It is possible to install Outlook Forms via command line, as follows:

msiexec /i OutlookForms.msi [<msiexec options>] [<properties>]

- <msiexec options>

The following <msiexec options> are the most commonly used on mass-rollout installations:

- to take full installation logs

/l*vx <filename>

- to install msi in quiet mode without User Interface

/qn

NOTE: To control the client installation you can use different options. The options are entered via command line parameters. You find details on this under: [https://msdn.microsoft.com/en-us/library/windows/desktop/aa367988\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/aa367988(v=vs.85).aspx)

- <properties>

The following <properties> can be set for OutlookForms.msi command line parameters. Detailed description for each registry option can be found in [Section 3.3.1, “Properties”](#).

3.4.1 Outlook Forms prerequisites

The Outlook Forms prerequisites installation files are available at the following folder on the product data carrier:

XpressionsInstall\AddOn\Client\OutlookForms\Prerequisites\

or in the \Prerequisites folder inside the OutlookForms hotfix.

Before installing OutlookForms.msi via command prompt the following prerequisites files must be installed depending on OS and Outlook versions:

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation of the Outlook Forms via commandline (MSI Installer)

Prerequisite file	Action
vstor4_32.exe	Must be installed ONLY on x86 OS
vstor_4_64.exe	Must be installed ONLY on x64 OS
vcredist_x86.exe	Must be always installed
vcredist_x64.exe	Must be installed ONLY on x64 OS
activex_32.msi	Must be installed ONLY for Outlook 2010/2013 32 bits
activex_64.msi	Must be installed ONLY for Outlook 2010/2013 64 bits
ClientPrinterDriver.msi	This component installation is optional
msp.msi	Must be always installed
msp64.msi	Must be installed ONLY on x64 OS
cymapi32.msi	Must be installed ONLY for Outlook 2010(and higher) 32 bits
cymapi64.msi	Must be installed ONLY for Outlook 2010(and higher) 64 bits

3.5 Installation

How to set up the Outlook Forms for Microsoft Outlook at an Exchange server:

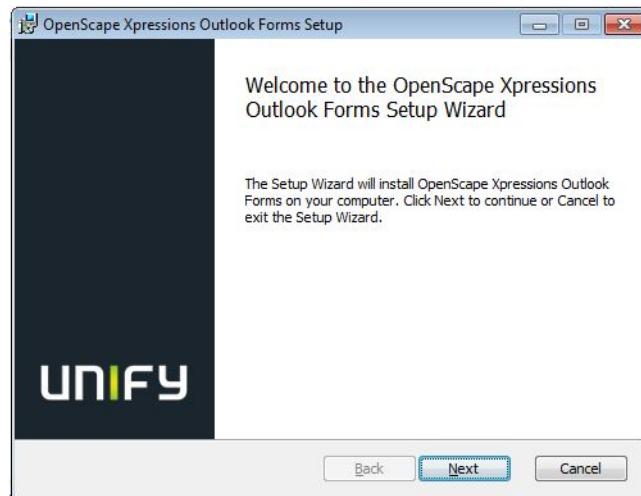
1. Close *Microsoft Outlook*.
2. Start the `setup.exe` file from the following directory on the product data carrier:

`XpressionsInstall\AddOn\Client\OutlookForms`

NOTE: In case of an installation on the operating systems Windows Vista, Windows 7 and Windows 8, you must start the setup via context menu with the "*Run as administrator*" option.

NOTE: If required, your system is first updated with the *Visual C++ <YYYY> Redistributable Package*.

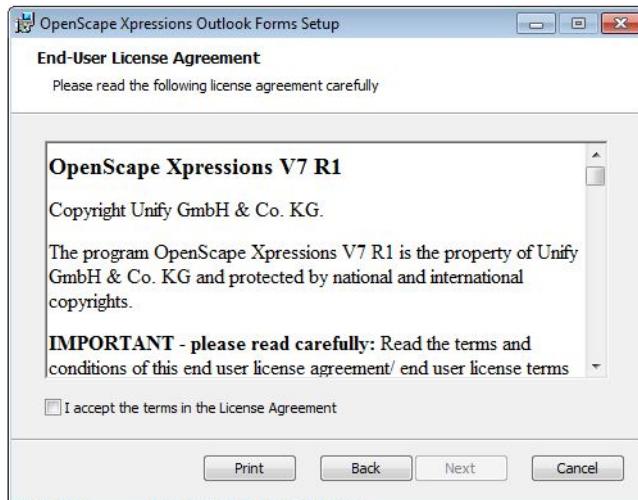
Up comes this dialog:



3. Click on **Next** to start the setup. Up comes this dialog:

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

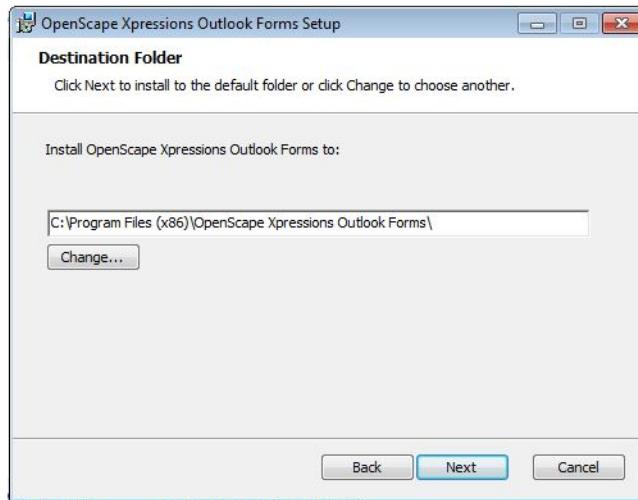
Installation



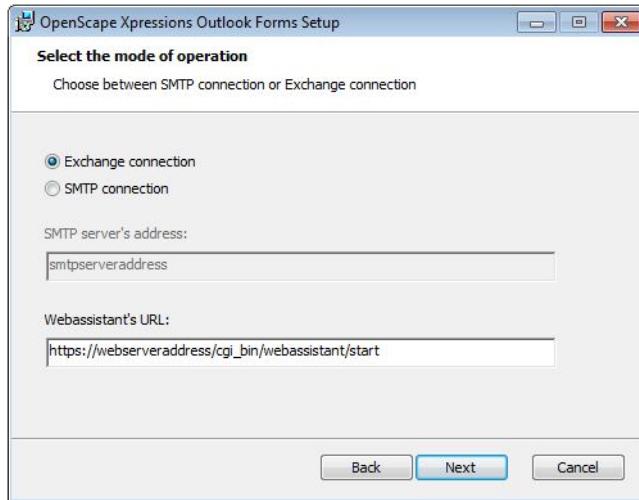
Select the **I accept the terms in the License Agreement** option. This activates the **Next** button. Continue the installation with a click on the **Next** button.

NOTE: Using the **Print** button you can print out a copy of the end-user license agreement.

Then click **Next**. Up comes this dialog:



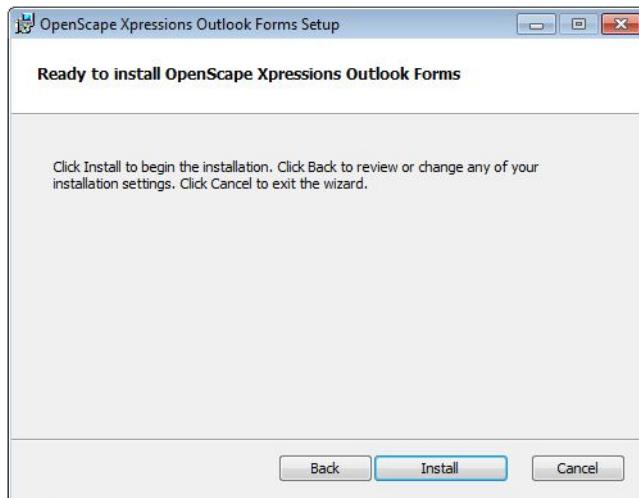
4. Select the Destination Folder. Click **Next**.



5. Select the mode of operation of the Outlook Forms
 - Exchange connection
 - SMTP connection
 - Set the SMTP server's address field. If you are unsure about this matter, please consult your system administrator.

Enter the URL to access the *Web Assistant*. This information is required so that you can start the *Web Assistant from within Microsoft Outlook*. If you are unsure about this matter, please consult your system administrator.

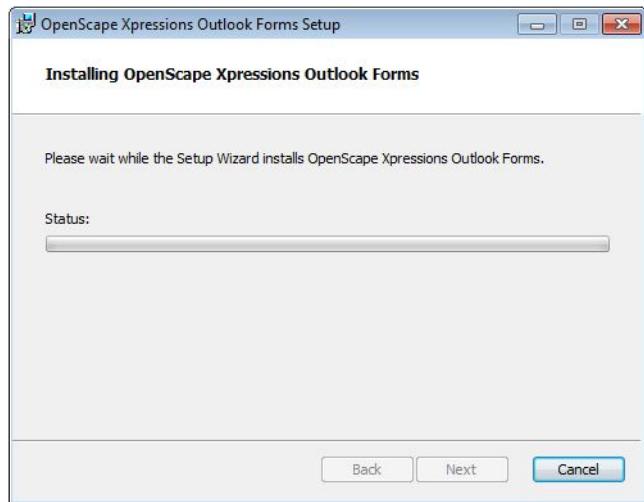
6. Click on **Install** to start the installation.



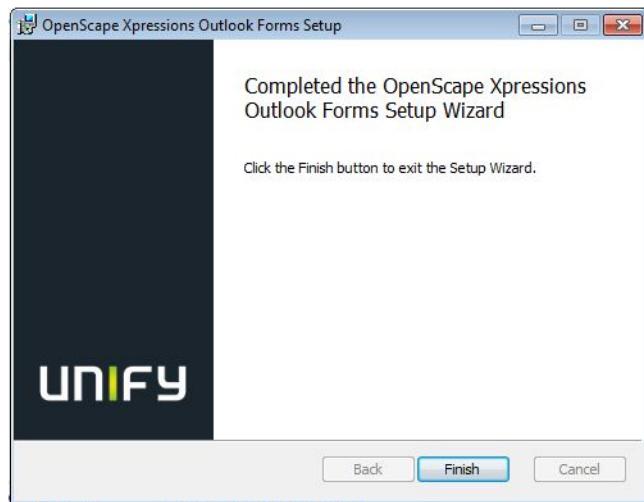
7. The following dialog opens, displaying the installation progress:

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Installation



Up comes this dialog:



8. Click **Finish**.

The Outlook Forms setup for Microsoft Outlook 2010 and further versions setup is now complete.

3.6 Public Folders on Exchange 2016 and further versions

Starting on Exchange 2016, the Xpressions - Exchange integration has changed from the former MAPI Exchange connector (E2k7Apl/ExumApl) to the Exchange Web Services and SMTP connections (EwsApl/SmtpApl).

Therefore, the **OutlookForms** functioning has also changed. This chapter describes some configurations needed to use Public Folders to store Xpressions' messages on such environments.

3.6.1 Exchange 2010/2013 versus Exchange 2016

The main difference (from the OutlookForms point of view) between Exchange 2016 and older versions is that the MAPI interface has been deprecated on the 2016 version. So, the OutlookForms have to use the SMTP mode to detect Voice/FAX messages on the Outlook mailbox.

This demands some extra configuration to the OutlookForms to work properly with the Public Folders.

3.6.2 Public Folders access rights

The Exchange administrator needs to provide at least "Viewer" access on the Public Folders root(IPM_SUBTREE) to all users that are going to access messages from the Public Folders.

Also, the user will need at least "Editor" access to the specific folders where the messages will be stored.

3.6.3 Replication conflicts

To avoid replication conflicts on the Public Folders, the Exchange administrator has to change the value of the PR_RESOLVE_METHOD property in the respective folder.

The administrator may choose the most suitable value for the users:

0:RESOLVE_METHOD_DEFAULT

Default handling of message conflicts.

1:RESOLVE_METHOD_LAST_WRITER_WINS

Last writer will win the conflict.

2:RESOLVE_METHOD_NO_CONFLICT_NOTIFICATION

Installing the Outlook Forms for Microsoft Outlook 2010 and further versions

Public Folders on Exchange 2016 and further versions

Same steps as the RESOLVE_METHOD_DEFAULT, except that the contacts defined on a folder and the modifiers of a message are not notified.

For more details, please, check this article:

<https://support.microsoft.com/en-hk/help/980047/xadm-how-to-disable-public-folder-conflict-message-notification>

The MFCMAPI tool can be used for editing the property value:

<https://github.com/stephenegriffin/mfcmapi/releases/tag/17.0.17099.01>

4 *Installing the Client Integrations (Click-to-Dial Feature)*

The *Client Integrations* setup lets you use the *Click-to-Dial* feature independently from an installation of the CTI client *optiClient 130*. Thus you can implement and use this feature in a variety of clients.

4.1 Functions

The *Click-to-Dial* feature allows initiating a phone call via any journal entries from the clients for which this feature has been installed.

NOTE: For some clients, this feature can also be installed during the *optiClient 130* setup:

The *Click-to-Dial* feature provides the following functions:

- Calling back originators of any messages.
- Direct calling, for example via any contact, calendar and job entries that contain contact information.
- After initiating a call, the call control in the *XPR Web Client* opens automatically if the URL of the *XPR Web Client* is entered in the *Client Integrations* setup.
- Direct calling via marked phone numbers on internet pages for the browsers *Microsoft Internet Explorer* and *Mozilla Firefox*.

NOTE: The feature for initiating a call from internet pages is not provided via the *optiClient 130* setup.

4.2 Supported Clients

The *Click-to-Dial* feature can be installed for the following clients using the *Client Integrations* setup:

- *Microsoft Outlook*
- *Lotus Notes*

NOTE: In Lotus Notes you can use the Click-to-Dial feature for contact entries only.

- *Sametime Connect*
- *Sametime Connect for Notes 8*
- *Microsoft Internet Explorer*
- *Mozilla Firefox*

NOTE: The *Click-to-Dial* feature does not support *SAP Business ByDesign Collaboration Window*, but this support can be configured via the *optiClient 130* setup.

4.3 Installation Requirements

The following requirements must be complied with for setting up the Client Integrations:

- The **.Net Framework 3.5** must be present on the workstation.
- The installation requires administrative privileges on the system on which the setup is to occur.
- The *Click-to-Dial* feature is always installed for all users who deploy this system.
- Before you start the setup, you need to shut down the application for which you want to install the Click-to-Dial feature. If you fail to do so, an error message will inform you during the setup that a relevant application is still active and must be shut down before the installation is performed.

Please heed the following additional points:

- Only the Client Integrations components for which a corresponding client application is already available are provided in the setup for installation.

- Only the Client Integrations components that have not yet been installed on the workstation are provided in the setup for installation.
- If the Click-to-Dial browser plug-in has already been optionally installed via the OpenScape Xpressions Web Client, the missing components can be additionally installed during the Client Integrations setup.

4.4 Setup Adjustments

As a rule, the setup need not be adjusted. For a Large Rollout, the required parameters are applied by group policy instead of by manipulating the msi-files. The values for the Domino server name and the Web Client URL are set via registry keys. The following parameters can be set via group policy:

- The Domino server name: [Type String]

HKEY_LOCAL_MACHINE\Software\Siemens\NotesConfiguration\Servername

- The Web Client URL: [Type String]

HKEY_CLASSES_ROOT\mmo\WebURL

For some commands it is possible to hand parameters over to the .msi installation package directly via the config.ini. The following commands can be handed over via the config.ini:

- WebClientAddress=

Via this command the Web Client URL is directly handed over to the msi package.

- CommandLine=

Via this command the parameters allowed for executing the Windows Installer can be handed over. For example, with Commandline=\qn setup is carried out automatically without the user having to make any entries (silent mode).

- Activation=0

NOTE: This command must be manually supplemented in the [WiseInstaller] rubric.

Supplement this command if the Click-to-Dial browser plug-in is at first to be disabled after the installation. You need to activate it manually then via the configuration dialog of the respective browser application (Microsoft Internet Explorer or Mozilla Firefox).

- RequestString=

Without significance here.

Installing the Client Integrations (Click-to-Dial Feature)

Installation

4.5 Installation

NOTE: The language in the setup dialogs is exclusively English.

How to install the *Click-to-Dial* feature for the above clients:

1. Shut down the application program(s) for which you install the Client Integrations, for example *Microsoft Outlook* or *Lotus Notes* or both.
2. Start the `InstallClientIntegrations.exe` installation file from the following directory on the product data carrier:

`AddOn\Client\OptiClientExtensions\OsciClientIntegrations`

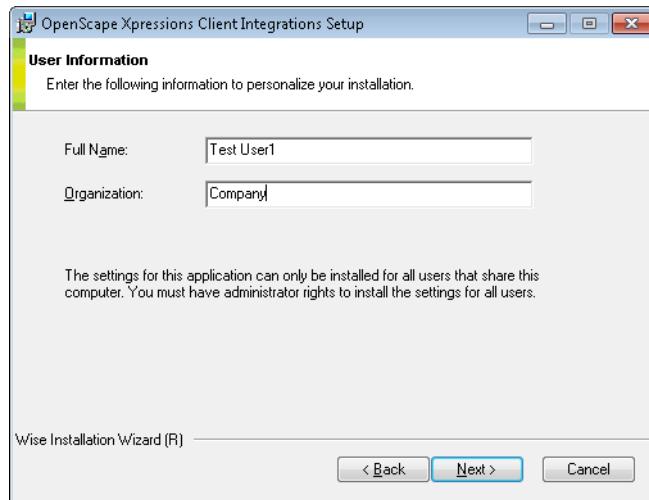
NOTE: In case of an installation on the operating systems *Windows Vista*, *Windows 7* and *Windows 8*, you must start the setup via context menu with the "Run as administrator" option.

NOTE: If required, your system is first updated with the *Visual C++ <YYYY> Redistributable Package*.

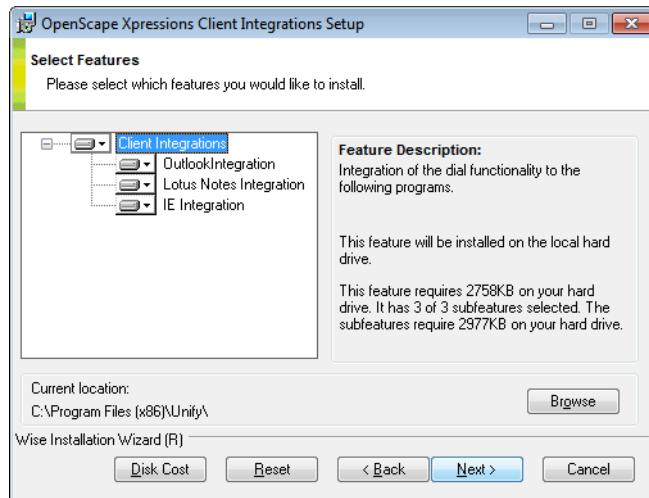
Up comes this dialog:



3. Click on **Next >** to start the setup. Up comes this dialog:



4. In the **Full Name** field specify your name and in the **Organization** field enter the company name. Then click on **Next**. Up comes this dialog:



5. Select the client application(s) for which you **do not** wish to install the Client Integrations. The Click-to-Dial feature is already selected for installation on all available client applications that can be used for the Client Integrations.

- If you do not want to install a component, click on the arrow icon in the list field and select in the context menu the **Entire feature will be unavailable** option.
- You can click on the **Reset** button to return to the previous setting after performing a setting.
- With a click on the **Disk Cost** button you can have the drive environment of this system displayed for localizing possibly available free memory.

The following components can be installed:

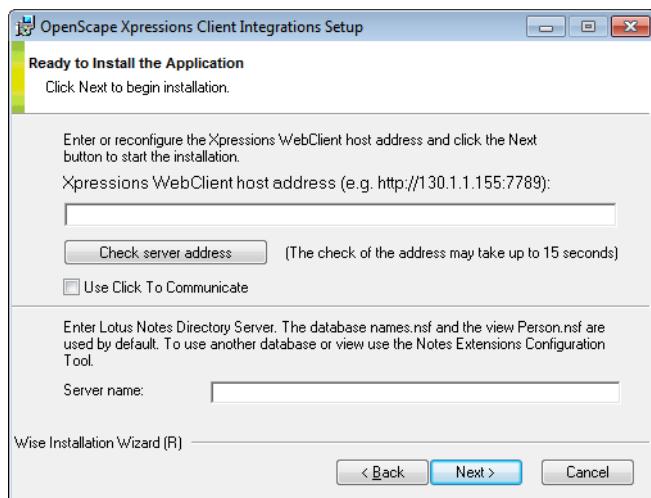
Installing the Client Integrations (Click-to-Dial Feature)

Installation

- *Microsoft Outlook*
- *Lotus Notes*
- *Sametime Connect*
- *Sametime Connect for Notes 8*
- *Microsoft Internet Explorer*
- *Mozilla Firefox*

Setup always occurs in the directory . . . \Program Files\Siemens. If you wish to perform the installation in another directory, select it via the **Browse** button.

6. After you have defined your setup defaults click on **Next >**. The following configuration dialog opens:



7. Specify the URL for your web client in the input line under **OpenScape WebClient host address**. The call is initiated via the web client. You can use the IP address (example: <http://100.100.100.100:7789>) or the server name (example: <https://webclient.company.com>) for specifying the host address.

NOTE: Remember to select the secured access (<https://...>) depending on the installation.

NOTE: For the understanding of this optional configuration: When the dial command is given, a pipe to the optiClient 130 is opened, which is then used to execute the dialing. If the pipe cannot be opened because the

optiClient 130 is not installed, the dial command is sent to the OpenScape Web Client. Therefore, this entry is only required if the optiClient 130 has not been installed.

8. Click on the **Check server address** button. If the specified server address is valid, the following message of success is issued:



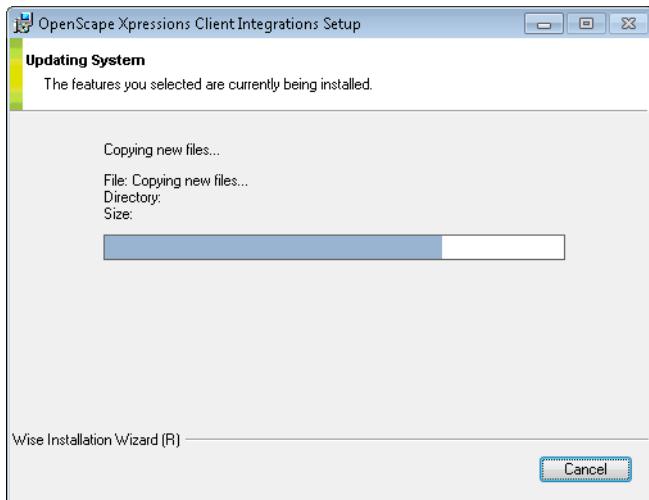
If the specified server address is invalid, the following error message is issued:



9. You can use the **Use Click To Communicate** option to have the Web Client call control open automatically when you initiate a call via the Click-to-Dial feature. Select this option to enable this behavior.
10. For connecting a *Lotus Notes* server, specify the path to the directory server in the next input line. You enter the information in the format `<domain/server>` (example: **Sametime/Data**).
This enables direct dialing from the default Notes directory without any previous configuration.
11. Click on **Next** to start the setup.
The next dialog displays the setup progress.

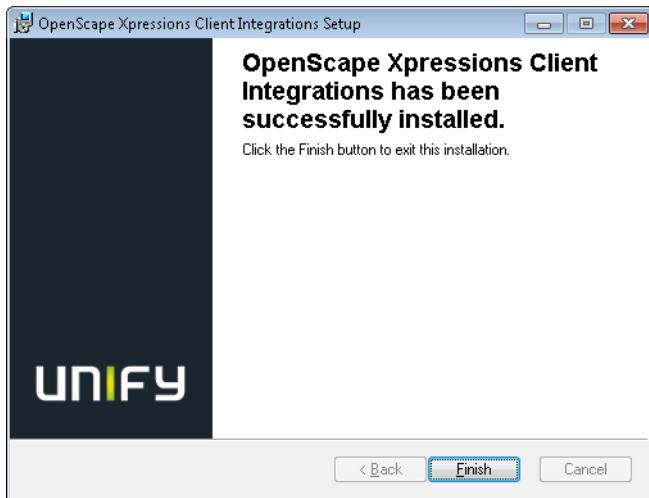
Installing the Client Integrations (Click-to-Dial Feature)

Installation



A click on **Cancel** aborts the setup.

12. After you have completed the installation, the following dialog will be displayed:



13. Click on **Finish** to complete the setup.

You have now installed the *Click-to-Dial* feature for the selected client application(s).

The Sametime dial button is installed when running the OSCIClientIntegrations setup and the user has Sametime installed on the client machine. If the user doesn't have the button installed after running the OSCIClientIntegrations setup, the user should proceed with the following instructions:

The following components are used for Sametime integration:

- com.cycos.sametime.libs (plugin of common libraries)
- com.cycos.sametime.contacts (plugin of syncing contacts with cyphone using sqlite)
- com.cycos.sametime.cyphone (plugin of making call with a contact using cyphone)
- com.cycos.sametime.plugins.feature (feature of description of cycos plugins and definition of all used plugins)

Output directory of daily build:

- java\ eclipse\ plugins\ *.jar (all plugin files)
- \features\ ** (feature directory)

How to install plugins into Sametime 7.5.1:

1. Copy all plugin files (e.g eclipse\plugins*.jar) into Sametime plugins directory (e.g. C:\Program Files\IBM\Sametime Connect\plugins).
2. Copy all feature directories (e.g. eclipse\features*) into Sametime features directory (e.g. C:\Program Files\IBM\Sametime Connect\features).

How to uninstall plugins from Sametime 7.5.1:

1. Delete all plugin files from Sametime plugins directory.
2. Delete all feature directories from Sametime features directory.

How to update plugins into Sametime 7.5.1:

1. Follow instructions to uninstall plugins from Sametime.
2. Follow instructions to install plugins into Sametime.

Installing the Client Integrations (Click-to-Dial Feature)

Installation

How to install plugins into Notes 8/9:

1. Test in Notes 8 installation directory (e.g. C:\Program Files\IBM\Lotus\Notes\framework\shared), whether Sametime was installed.
If YES, proceed to step 2
If NO, exit setup.
2. Copy all plugin files and feature directory into where Sametime was installed (e.g. C:\Program Files\IBM\Lotus\Notes\framework\shared).
3. Run "rcplauncher.bat" in installed feature directory (e.g. C:\Program Files\IBM\Lotus\Notes\framework\shared\eclipse\features\com.cycos.sametime.plugins.feature_x.x.x.xxxxx).

How to uninstall plugins from Notes 8/9:

1. Run "rcplauncher.bat uninstall" in installed feature directory (e.g. C:\Program Files\IBM\Lotus\Notes\framework\shared\eclipse\features\com.cycos.sametime.plugins.feature_x.x.x.xxxxx).
2. Delete all of our plugin files and feature directory from Notes 8 installation directory.

How to update plugins into Notes 8/9:

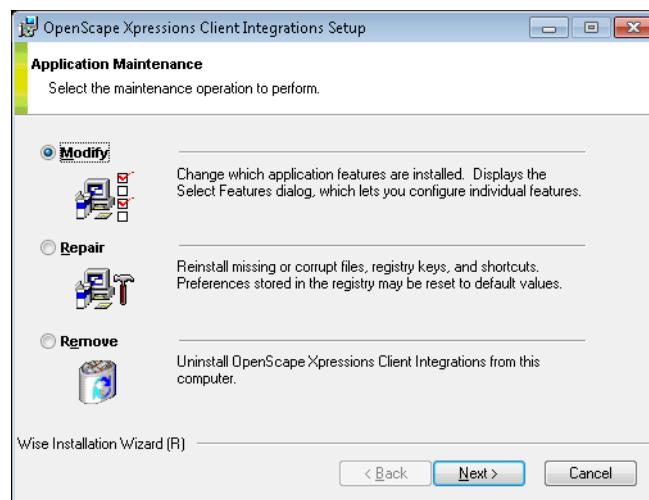
1. Follow instructions to uninstall plugins from Notes 8/9.
2. Follow instructions to install plugins into Notes 8/9.

4.6 Updating and uninstalling via the Installation File

After the installation you can invoke the setup routine once more for performing the following maintenance works:

- Changing the setup settings performed during the initial installation.
- Repairing the application if program errors occur or a new program version shall be installed.
- Uninstalling the application.

After you have started the setup routine anew, a selection dialog opens in which you can select and execute the desired operation.



The following operations are available:

- **Modify:** Select this option if you wish to change the application settings you performed during the previous installation.
- **Repair:** Select this option if the application does not work properly owing to missing or defective files. The application will be completely reinstalled.
- **Remove:** Select this option if you wish to remove the application from your workstation.

Installing the Client Integrations (Click-to-Dial Feature)

Updating and uninstalling via the Installation File

4.6.1 Changing Program Settings

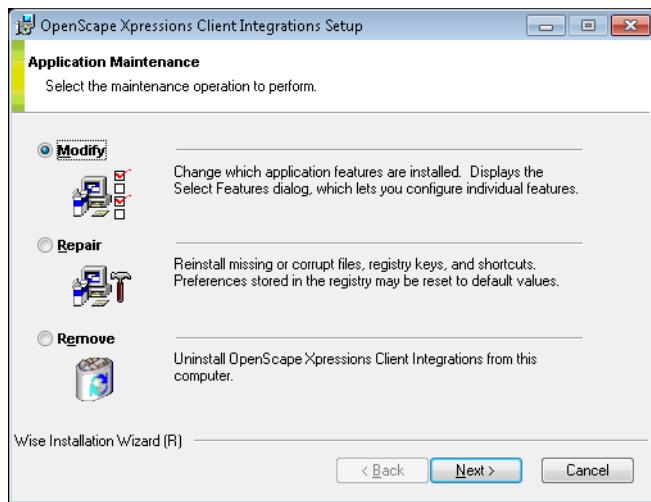
How to change the settings performed during the Client Integrations installation:

3. Start the `InstallClientIntegrations.exe` setup file.

You find them in the following directory on the product data carrier:

`AddOn\Client\OptiClientExtensions\OsciClientIntegrations`

The following maintenance dialog opens:



4. Select the maintenance option **Modify**.
5. Click on **Next >** to initiate the selected operation. You will be guided through setup steps you ran through during the initial installation and can adjust your settings.

4.6.2 Updating or repairing the Program

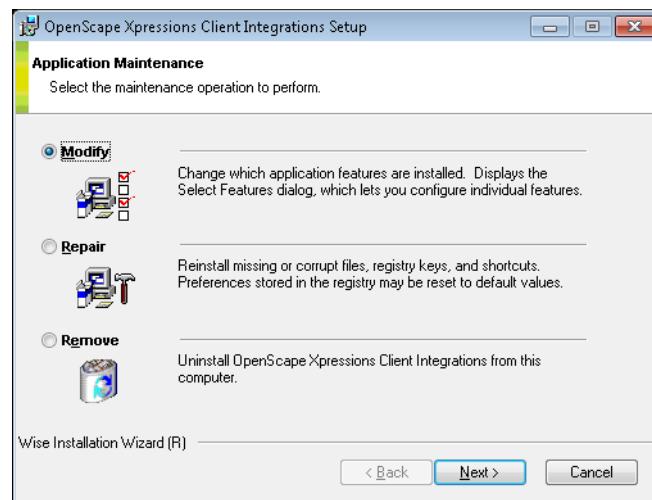
How to install a more recent version of the application or perform a reinstallation because of errors in the application:

1. Start the `InstallClientIntegrations.exe` setup file.

You find them in the following directory on the product data carrier:

`AddOn\Client\OptiClientExtensions\OsciClientIntegrations`

The following maintenance dialog opens:



2. Select the maintenance option **Repair**.

3. Click on **Next >** to initiate the selected operation.

The setup routine starts. The application will be completely reinstalled.

Installing the Client Integrations (Click-to-Dial Feature)

Updating and uninstalling via the Installation File

4.6.3 Uninstalling the Program

NOTE: The Client Integrations application should be uninstalled in the usual way via the **Control Panel > Programs and Features**.

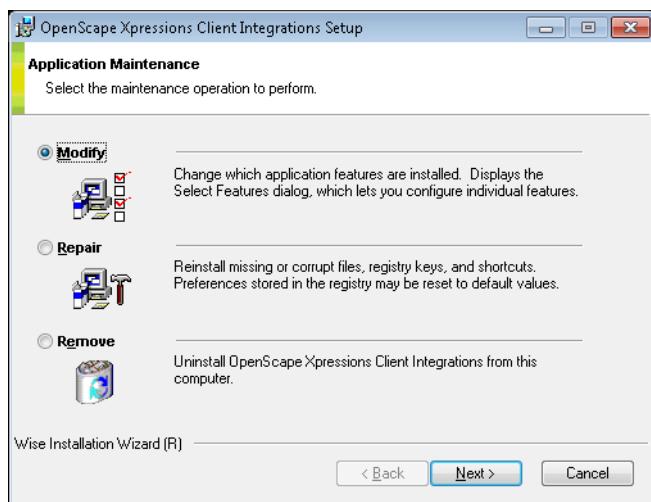
How to remove the application completely from your workstation via the setup:

Start the `InstallClientIntegrations.exe` setup file.

You find them in the following directory on the product data carrier:

`AddOn\Client\OptiClientExtensions\OsciClientIntegrations`

The following maintenance dialog opens:



4. Select the maintenance option **Remove**.

5. Click on **Next >** to initiate the selected operation.

The uninstallation routine starts and the application is removed completely from your system.

5 Installation of the XPRClient Communications

5.1 Starting the Installation Routine

Communications is an Xpressions client with a graphical interface you can use for operating and managing all features provided by the *XPR* server.

The *XPR* client *Communications* is automatically installed subsequent to the *XPR* server setup, if this component has been selected in the *XPR* server setup. How to integrate this component in the *XPR* server setup during the server's installation is described in the *Server installation* manual.

Communications can also be installed manually if this setup is to occur retrospectively. We describe this manual installation in the following.

How to install the Xpressions client *Communications*:

1. Start the `setup.exe` installation file from the following directory on the product data carrier:

`XpressionsInstall\AddOn\Client\Communications`

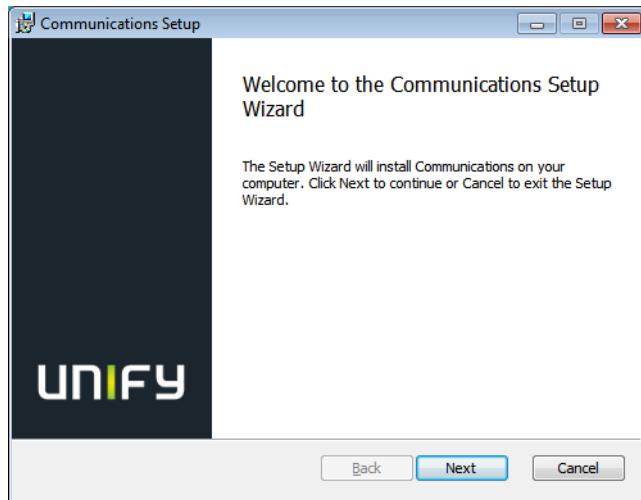
NOTE: In case of an installation on the operating systems *Windows Vista*, *Windows 7* and *Windows 8*, you must start the setup via context menu with the "Run as administrator" option.

NOTE: If required, your system is first updated with the *Visual C++ <YYYY> Redistributable Package*.

Up comes this dialog:

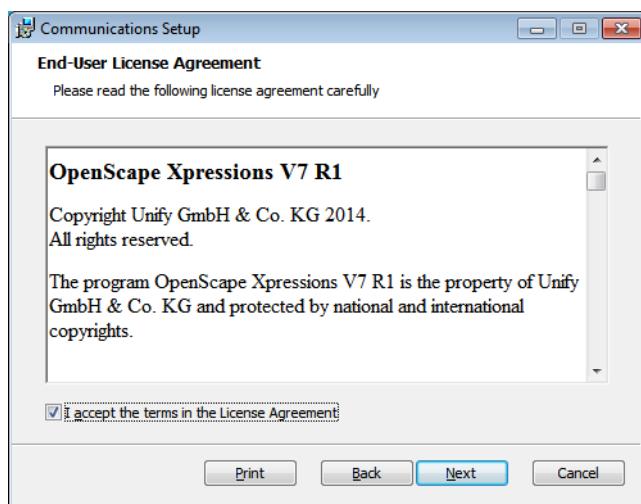
Installation of the XPRClient Communications

Starting the Installation Routine



2. Click **Continue**.

Up comes this dialog:



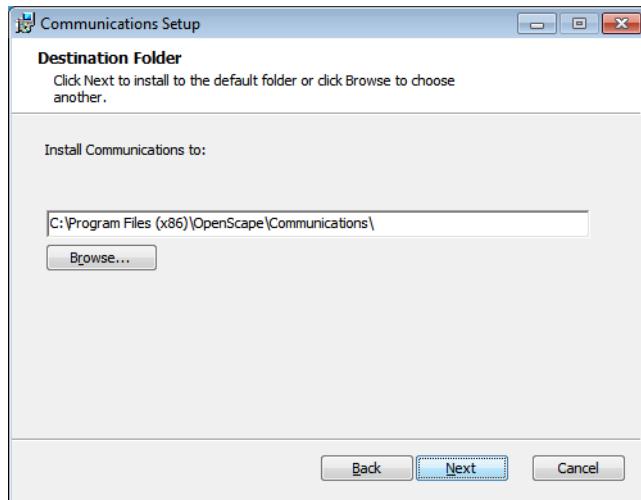
Select the **I accept the terms in the License Agreement** option. This activates the **Next** button. Continue the installation with a click on the **Next** button.

NOTE: Using the **Print** button you can print out a copy of the end-user license agreement.

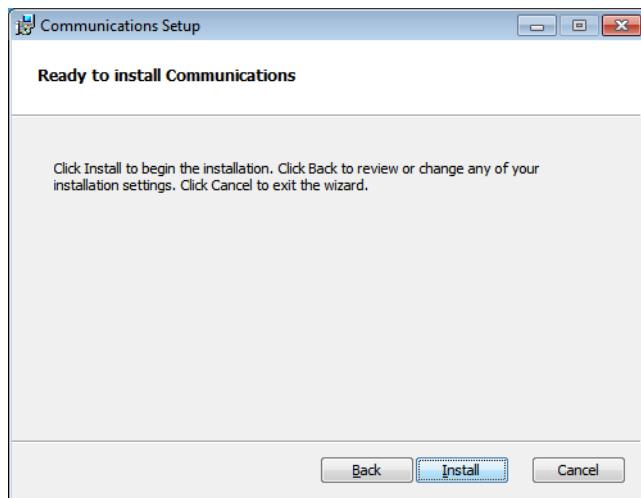
Up comes this dialog:

Installation of the XPRClient Communications

Starting the Installation Routine



3. In this dialog you can see or freshly specify the target directory for the setup. Click on the **Browse** button to select a directory for the installation. We recommend to copy the default. Click the **Next** button. Up comes this dialog:

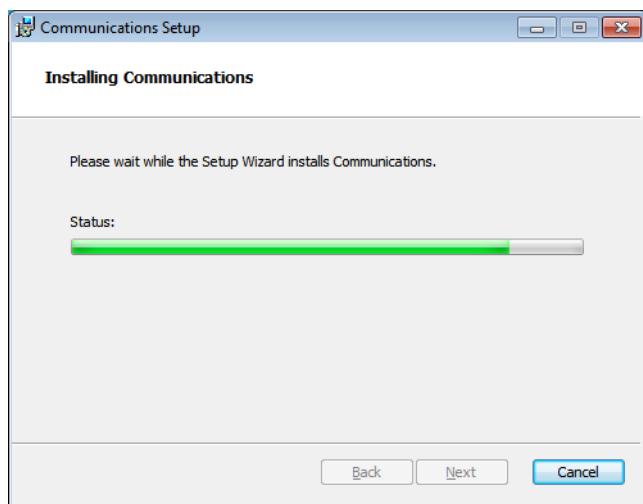


Installation of the XPRClient Communications

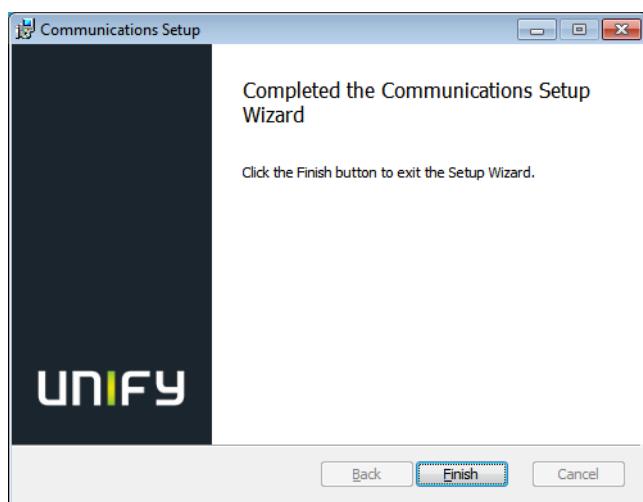
Starting the Installation Routine

4. Click on **Install** to start the installation.

Setup is being performed. The installation progress is displayed in the following dialog.



Up comes this dialog:



5. Click **Finish**.

The *Communications* setup is now complete.

6 Installing the cyViewer

You install the *CyViewer* by locally executing the corresponding `setup.exe`.

You find the installation file on the product data carrier in the directory:

`XpressionsInstall\AddOn\Client\CyViewer`

NOTE: In case of an installation on the operating systems *Windows Vista*, *Windows 7* and *Windows 8*, you must start the setup via context menu with the "Run as administrator" option.

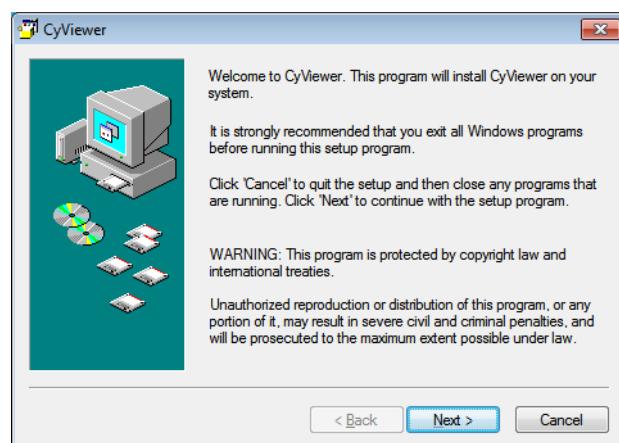
The setup does not require any user entries except for a possible installation directory change. Merely confirm the individual installation steps with **Next** and **Finish**.

NOTE: The OpenScape Xpressions V7 service provider will be automatically installed in the course of the CyViewer installation if the provider has not been installed on the client computer yet.

During the installation the *CyViewer* registers with the system for the TIF and WAV file types. This enables you to automatically start the *CyViewer* with a doubleclick on such files.

The setup steps are:

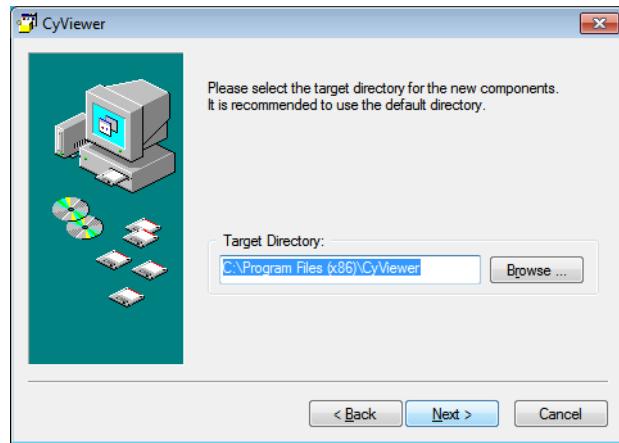
1. After the *cyViewer* setup program start, the following dialog opens:



2. Click **Continue**.

Up comes this dialog:

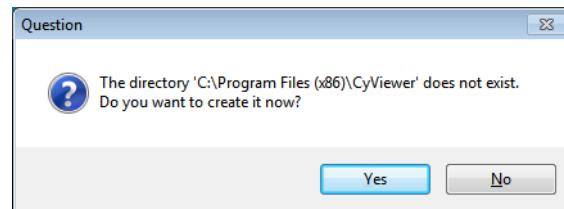
Installing the cyViewer



3. In this dialog you can see or freshly specify the target directory for the setup.

We recommend to copy the default. Click the **Next** button.

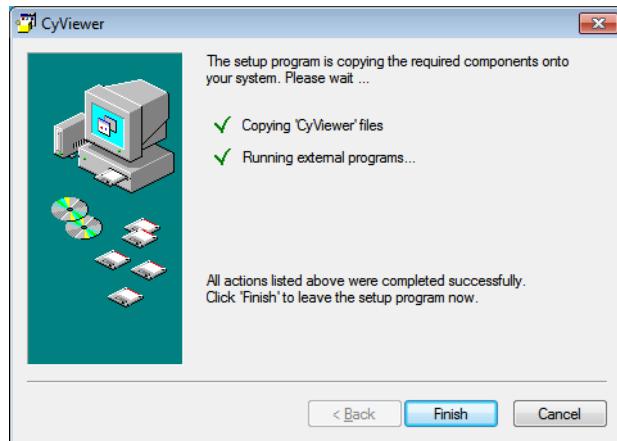
Up comes this dialog:



4. Click the **Yes** button to create the setup directory in the suggested path.

NOTE: If you want to change the name and path of the setup directory at this stage, click on **No**. This opens file selection dialog in which you can freely specify the file name and path for the setup directory.

5. Then follows the installation. In the next dialog you can trace the setup progress:



- You can recognize an action just carried out by the pointed bracket preceding the corresponding text, which is set off in bold.
- A successfully accomplished installation step is indicated with a green tick.
- If an installation step goes wrong, the corresponding entry is preceded with a red cross. In this case please check the installation preconditions and restart the setup program.

As soon as all setup steps have been executed successfully, the **Finish** button in the current dialog becomes active.

6. Click the **Finish** button to complete the installation.

The *cyViewer* installation is now complete.

Installing the cyViewer

7 Installing the *MSP TAPI Service Provider (MSPTSP)*

The *MSPTSP* is a TAPI service provider transforming the TAPI commands into CTI transactions of the *XPR* server. Communication, as is customary with the *XPR* server, is handled via the MSP. However, a particularity is that the *MSPTSP* runs as service provider in the operating system's system context and thus cannot use the perhaps already configured user profiles of the MSP since it is not authorized to access these data. So for the *MSPTSP* a separate user profile must be configured, which is valid for the computer the *MSPTSP* runs on. Of course, login via the Windows account is also impossible for this reason.

The *MSPTSP (MSP TAPI Service Provider)* enables creating a call function from within, for example, *Microsoft Outlook*, with *Microsoft Outlook* providing an outbound-call option only. Additional options are available for specific applications (the second column states the respectively associated TAPI feature):

MSPTSP Features	TAPI Features
Answering a call	Answer
Forwarding without consultation	BlindTransfer*
Call completion, e. g. callback when busy	CompleteCall
Three-party conference after consultation	CompleteTransfer
Forwarding after consultation	CompleteTransfer
Rejecting an inbound call	Drop
Hang up	Drop
Call diversion	FORWARD
Please do not disturb	FORWARD
Hold	HOLD
Call	MakeCall
Picking up a call	PICKUP
Forwarding before accepting a call	Redirect
Three-party conference	Setup Conference
Consultation	SetupTransfer**
Alternating between	SwapHold
Unhold	

* Blind Transfer: an incoming call will be transmitted to another extension even if the line is busy or the corresponding subscriber cannot be reached. In this case, the caller has to call again because he/she will not be automatically put through to the other party once the line is free again.

** For the Setup Transfer you have the possibility to forward a call or to set up a three-party conference.

The *MSPTSP* supports several lines at a time, for example, an active and a held call. The *MSPTSP* enables foreign, also TAPI-based applications to access *XPR*-CTI features via third-party TAPI clients as well.

Installing the MSP TAPI Service Provider (MSPTSP)

Starting the Installation Routine

7.1 Starting the Installation Routine

The *MSP TAPI Service Provider (MSPTSP)* is installed by locally executing the corresponding `setup.exe`.

You find the installation file on the product data carrier in the directory:

`XpressionsInstall\AddOn\Client\MspTsp`

NOTE: In case of an installation on the operating systems *Windows Vista*, *Windows 7* and *Windows 8*, you must start the setup via context menu with the "Run as administrator" option.

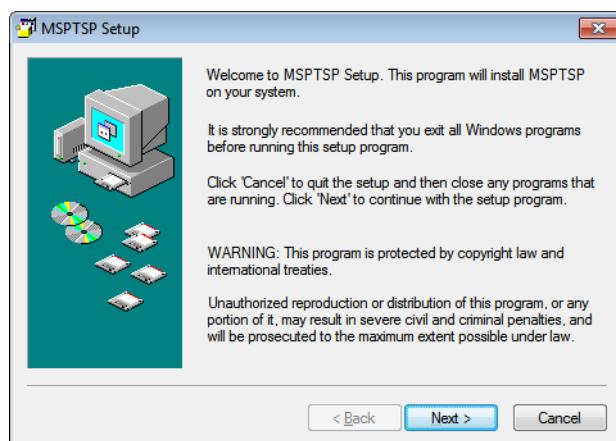
The setup does not require any user entries except for a possible installation directory change. Merely confirm the individual installation steps with **Next** and **Finish**.

NOTE: The OpenScape Xpressions V7 service provider will be automatically installed in the course of the CyViewer installation if the provider has not been installed on the client computer yet.

The setup copies the *MSPTSP* files to the selected system directory and installs the *MSPTSP*. If the *MSP* has not been installed yet, the *MSPTSP* setup will install the *MSP* prior to the actual *MSPTSP* installation.

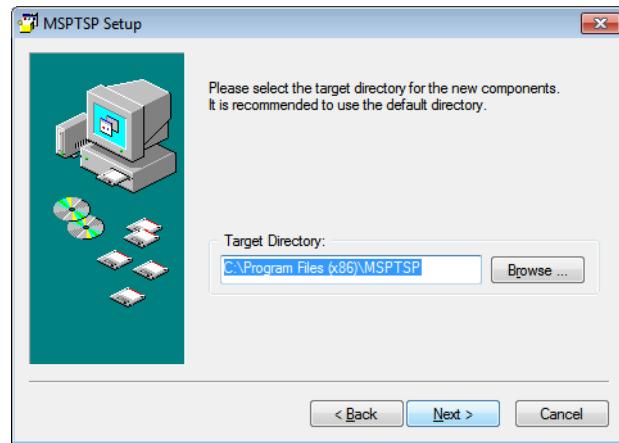
The setup steps are:

1. After the *MSPTSP* setup program start, the following dialog opens:



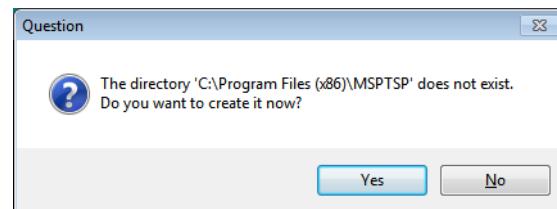
2. Click **Continue**.

Up comes this dialog:



3. In this dialog you can see or freshly specify the target directory for the setup. We recommend to copy the default. Click the **Next** button.

Up comes this dialog:



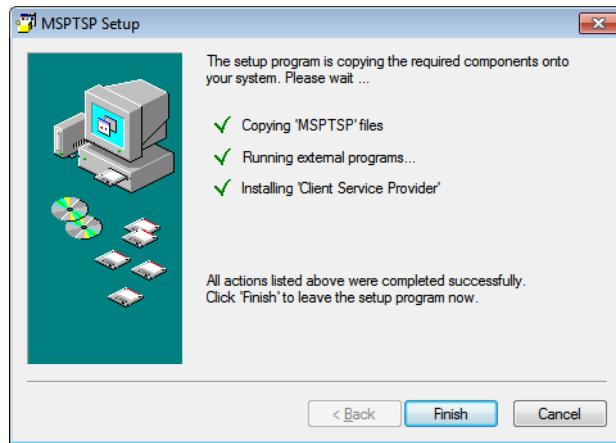
4. Click the **Yes** button to create the setup directory in the suggested path.

NOTE: If you want to change the name and path of the setup directory at this stage, click on **No**. This opens file selection dialog in which you can freely specify the file name and path for the setup directory.

5. Then follows the installation. In the next dialog you can trace the setup progress:

Installing the MSP TAPI Service Provider (MSPTSP)

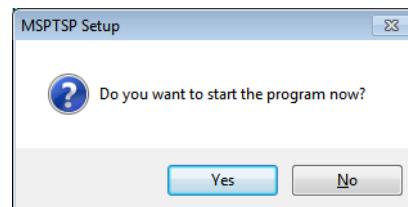
Starting the Installation Routine



- You can recognize an action just carried out by the pointed bracket preceding the corresponding text, which is set off in bold.
- A successfully accomplished installation step is indicated with a green tick.
- If an installation step goes wrong, the corresponding entry is preceded with a red cross. In this case please check the installation preconditions and restart the setup program.

As soon as all setup steps have been executed successfully, the **Finish** button in the current dialog becomes active.

6. Click the **Finish** button to complete the installation.
Up comes this dialog:



7. Click on the desired option.

The *MSPTSP* installation is now complete.

8 Installation of the MAPI Fax Printer Driver

You can use the MAPI fax printer driver to send documents via the Microsoft MAPI interface as fax message from any application. This requires the installation of a printer driver named **Tiff Fax G3 TurboBits Printer** for Standard Fax G3 or **Tiff Fax G4 TurboBits Printer** for colored fax documents according to the G4 standard on the system that is directly connected to the MAPI interface. The document is sent to the printer driver via the **Print** function in the currently open application, and transmitted as fax message from there.

8.1 Installation Control via the `setup.ini`

The defaults in the available `setup.ini` are generally sufficient for a normal setup. If required, you can set some parameters for controlling the setup process. You can edit the following sections of the `setup.ini` for this purpose:

- [Properties](#)
- [Prerequisites](#)
- [Options](#)

To adjust the parameters, edit the file `setup.ini` with a text editor, for example *Notepad*.

8.1.1 Properties

Under **Properties** you can enter parameters that are usually given to the installing program as command line subcommands.

The following parameters are accepted for the MAPI Fax Printer Driver under Properties:

`[Properties]`

`FG3=1`

Via this property you can choose whether to install or not a MAPI fax printer driver of type FaxG3.

`FG4=1`

Via this property you can choose whether to install or not a MAPI fax printer driver of type FaxG4.

Installation of the MAPI Fax Printer Driver

Installation Control via the `setup.ini`

8.1.2 Prerequisites

Under **PreRequisites** you specify the programs that may have to be installed first to ensure a successful setup process. Such programs can be, for example, runtime updates for the operating system as in our case.

IMPORTANT: It's not recommended to change the Prerequisites section.

8.1.3 Options

Via the **Options** section you decide for the setup process:

- Whether it is to be interactive (thus requiring user action), or silent, (thus being invisible for the user).
- Whether it is to be logged and where the log file is to be stored.
- How a re-installation is to be performed.

8.1.3.1 Controlling the Setup Process as Regards User Activity and Display

You can default the setup process here.

The following parameters are available for the display options:

Parameter	Description	Equivalent command line parameter
FULL	The setup is displayed with all dialogs and the user needs to perform the installation interactively.	/qf
Basic	Once the setup has been started, it proceeds without user interaction. You can merely trace the setup process by watching a progress bar.	/qb
Reduced	Once the setup has been started, it proceeds without user interaction. All setup dialogs are displayed, though.	/qr
None	The setup proceeds without displaying a single installation dialog.	/qn

Example:

[Options]

Display=Full (default)

Installation of the MAPI Fax Printer Driver

Installation Control via the `setup.ini`

8.1.3.2 Installation Log

Here you can default whether the setup process is to be logged in a log file and define a storage location for the file.

To create the log file, integrate the commented command **Logging=** in the control flow. To this, remove the semicolon that precedes this command line. A log file named `ClientPrinterDriver.msi.log` will be created on the `%tmp%` directory.

Example:

[Options]

`Logging=ClientPrinterDriver.msi.log (default)`

8.1.3.3 Options for a Reinstallation

If a re-installation is required, it can be bound to different conditions. For example, a re-installation can be forced. In other words, the re-installation is enforced independent from the available version or state of the installation. The following parameters are available for the re-installation:

Parameter	Description	Equivalent command line parameter
P	Re-installation only if the file is missing.	/fp
O	Re-installation only if the file is missing or an older version is installed.	/fo
E	Re-installation only if the file is missing or the same/an older version is installed.	/fe
D	Re-installation only if the file is missing or a version is to be installed that deviates from the installed one.	/fd
C	Re-installation only if the file is missing or the checksum deviates from the calculated one.	/fc
A	Performing a forced re-installation. In other words, the re-installation is enforced independent from the available version or state of the installation.	/fa
U	Re-installation overwrites all required user-specific registry entries.	/fu
M	Re-installation overwrites all required computer-specific registry entries.	/fm
S	Re-installation overwrites all existing links.	/fs
V	Installation version from the source with buffering of the local packet.	/fv

NOTE: You can use a combination of several parameters.

Example:

[Options]

ReinstallMode=vomus (default, re-installation with v+o+m+u+s)

Installation of the MAPI Fax Printer Driver

Installation Control via the `setup.ini`

8.1.4 Registry Keys

In this section you can, for example, configure the program for specific operation environments or restrict the available functional range.

Basic Configuration

Key	Software\Wow6432Node\PP-COM\FaxMon
Name	OutlookForms
Type	[REG_DWORD]
Default Value	0
Description	Changing this value to "1" forces the FaxMapi to use the new OutlookForms settings.

Key	Software\Wow6432Node\PP-COM\FaxMon
Name	SendMethod
Type	[REG_DWORD]
Default Value	0 (<i>Microsoft MAPI</i>)
Description	Defines which client will be addressed by the driver. Possible values: 0 Microsoft MAPI 2 None 6 Lotus Notes 7 Communications 8 Microsoft Outlook

NOTE: It's not recommended to use the **Microsoft MAPI** option when working with Microsoft Outlook on Windows 10. The specific option **Microsoft Outlook** must be used.

Key	Software\Wow6432Node\PP-COM\FaxMon
Name	LotusDir
Type	[REG_SZ]
Default Value	"c:\windows\temp"
Description	Indicates in which directory the Lotus Notes application is installed.

OutlookForms Mode Configuration

The following keys are shared with the OutlookForms since they affect the same features on both sides.

Key	Software\Wow6432Node\Cycos AG\ExchForms Client
Name	AutoNameResolution
Type	[REG_DWORD]
Default Value	1
Description	Defines if the AutoNameResolution feature will be enabled (1) or disabled on OutlookForms.

Key	Software\Wow6432Node\Cycos AG\ExchForms Client
Name	ShowFromField
Type	[REG_DWORD]
Default Value	0
Description	Defines if the FromField feature will be enabled (1) or disabled on OutlookForms.

8.2 Installation of the MAPI Fax Printer Driver

NOTE: The language in the setup dialogs is exclusively English.

1. Open the following directory on the product data carrier:
XpressionsInstall\AddOn\Client\FaxMapi\MSI
2. Start the respective `setup.exe`.

NOTE: If required, your system is first updated with the *Visual C++ <YYYY> Redistributable Package*.

NOTE: In case of an installation on the operating systems *Windows Vista*, *Windows 7* and *Windows 8*, you must start the setup via context menu with the "Run as administrator" option.

The setup routine will install all needed components without user interaction:

Installation of the MAPI Fax Printer Driver

Installation of the MAPI Fax Printer Driver

After the installation you can follow the path **Start > Devices and Printers** to check whether the printer has been installed on your system. In our case, the list of available printers then features the **Tiff Fax G3 TurboBits Printer**.

IMPORTANT: The **Tiff Fax G3 TurboBits Printer** must not be renamed.

8.3 Configuring the Printer Driver

During the **Tiff Fax G3 TurboBits Printer** printer driver configuration you can default the client program via which fax messages are to be sent. You do this subject to the clients installed.

How to select the client application for fax transmission:

1. Select **Start > Devices and Printers**. The directory of the printer drivers installed on your system opens.
2. In the **Printers and Faxes** section, select the **Tiff Fax G3 TurboBits Printer** item.
3. Click on **Print server properties** in the menu.
4. The **Print Server Properties** dialog opens.
5. Switch to the **Ports** tab. The link list with the available ports and the printers connected to them opens.
6. Select the port **PPFAX** with the linked printer **Tiff Fax G3 TurboBits Printer**.
7. Click on the **Configure Port** button. The **Fax Port Settings** dialog opens.
8. Select the client application for sending your fax message.

NOTE: You can only send fax messages successfully if you select a client application that is installed on your workstation.

The following settings are available:

- **Communications**

This option is automatically set if the MAPI fax printer driver is set up with the installation of the *XPR Communications* client. This enables the transmission of your fax messages via the *XPR Communications* client.

- **Microsoft MAPI**

Default after the MAPI fax printer driver installation. This setting applies if you want to send your fax messages from *MS Outlook* using the default form for mail transmission.

- **Microsoft Outlook**

If you want to send your fax messages from *MS Outlook* via the fax form of the *XPR Microsoft Outlook Extensions*.

- **Lotus Notes**

Installation of the MAPI Fax Printer Driver

Configuring the Printer Driver

This option is automatically set if the MAPI fax printer driver is set up with the installation of the *XPR Lotus Notes Extensions* client. This enables the transmission of your fax messages via *Lotus Notes*.

- **None**

When you select this option, the generated fax document is stored as fax file (format: *xxxxxx.TIF*) under the path displayed in the directory selection (default: *c:\windows\temp*).

NOTE: You can select your output directory via the **Directory** window.

8.4 Update and Uninstallation

8.4.1 Update

How to install a current version of the *MAPI Fax Printer Driver*:

1. Start the current `setup.exe` of the *MAPI Fax Printer Driver* setup program.

You find this setup program on the product data carrier in the directory:
`XpressionsInstall\AddOn\Client\FaxMapi`

The setup will update/repair the needed files without user interaction.

You have now completed the installation and the setup wizard closes.

NOTE: You can also uninstall the MAPI Fax Printer Driver in a manner customary in Windows. See [Section , “Uninstalling Client Programs”, on page 77](#).

Installation of the MAPI Fax Printer Driver

Update and Uninstallation

9 Uninstalling Client Programs

Client components are removed as is customary in Windows.

Proceed as follows:

1. Invoke the **Add/Remove Software** feature via **Start > Control Panel**.
In this way the list of application programs already installed is displayed.
2. In this list select the component you want to remove.
3. Click the **Change/Remove** button to start the associated uninstallation program.
Then follow the instructions shown in the upcoming dialogs to remove the client components from the system.

Index

C

click-to-dial feature for other client applications 39
Communications installation 53
Conventions 9
cyViewer installation 57

D

Data Protection and Data Security 13

E

ExAddressType 29

F

formats in the manual 9

M

MAPI fax printer driver 65
 configuration 73
 installation control 65
 setup options 67
 update and uninstallation 75
Microsoft Outlook extensions at an Exchange server
 features 21
 installation 33
MSP TAPI Service Provider (MSPTSP) installation 61
MSPTSP (MSP TAPI Service Provider) 61

O

Outlook extensions
 Microsoft Outlook at an Exchange server 19

R

Reference manuals 11
Registry entries
 Current_User\ExchForms Client
 NoFaxBtn 25
 NoNumberOnlyResolution 24
 NoSMSBtn 25
 NoVMBtn 25
 NoVoiceViewForm 25
 NoWebAssistantBtn 26
 NoZeroCut 26
 SubstituteForPlus 26
 HKLM + HKCU...\ExchForms
 Client\CCAcceptOnlyMail 28
 HKLM + HKCU...\ExchForms
 Client\DisableMailonCC 28

HKLM + HKCU...\ExchForms Client\Fax Cover AD
 Query Enabled 27, 28
HKLM + HKCU...\ExchForms
 Client\MsgClassDynCheck 28
HKLM + HKCU...\ExchForms Client\SMS
 DeliveryReceipt 26
 ReadReceipt 27
 TextLength 27, 29, 70

S

Stand-alone click-to-dial feature 39

T

Tiff Fax G3 TurboBits printer 65
Tiff Fax G4 TurboBits printer 65

U

Uninstalling client applications 77
uninstalling client applications 77
Usage requirements for the client components 15

