



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

Unify OpenScape 4000, Attendant Console AC-Win SL V3

Service Manual

06/2020

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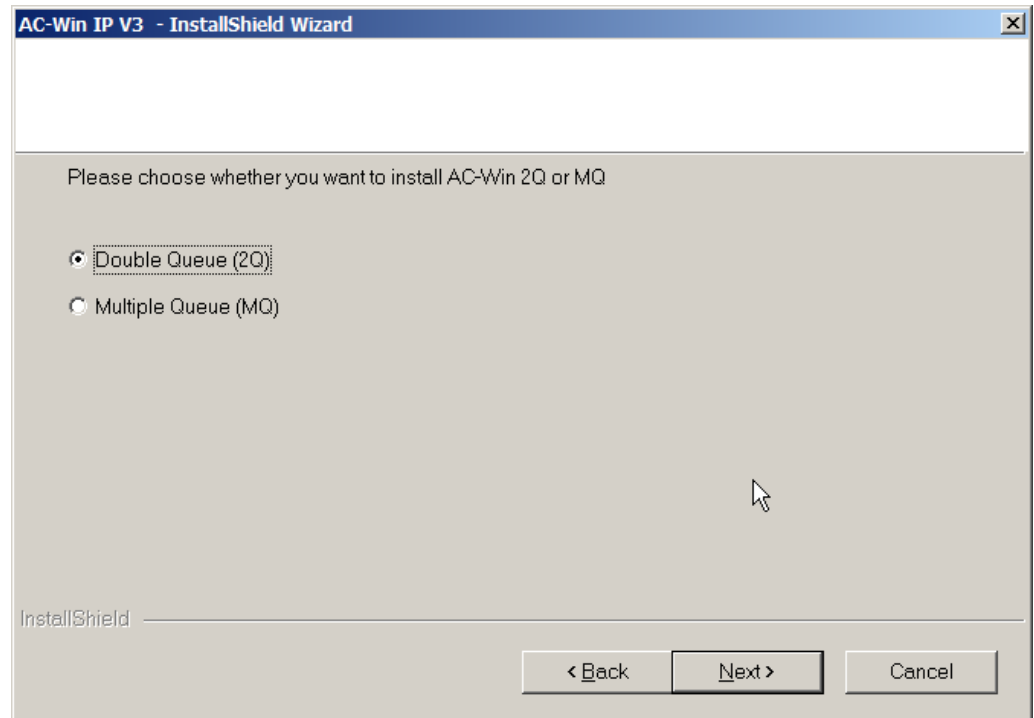
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1 General information

AC-Win IP is the first enhanced attendant console type connected to OpenScape 4000 via IP. AC-Win 2Q SL V3 and AC-Win MQ SL V3) were put on one product CD ROM.

During installation, you can decide which AC-Win type should be installed (see figure).



Both enhanced attendant console types (AC-Win 2Q SL V3 and AC-Win MQ SL V3) run on Windows operating system. Please see the Release Notes for the current supported Windows versions.

AC-Win 2Q SL V3 and AC-Win MQ SL V3 is supported starting with OpenScape 4000 V8R0 communication platform and ONLY with:

- SoftGate virtual gateways vHG3500 (Q2330-X)
- STMIX Gateway Board (Q2343-X)

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WARNING

DMC is NOT supported on AC-Win SL V3!

The corresponding applications to AC-Win MQ SL V3

General information

New Functionality in AC-Win SL V3

- DS-Win V4
- BLF-Win V4

are not included in the AC-Win CD-ROM and must therefore be ordered separately.

NOTE: Up-to-date information on the currently released correction version from AC-Win SL V3 can also be found in the **readme.txt** file on the installation CD ROM.

1.1 New Functionality in AC-Win SL V3

All existing AC-Win variants are so-called "stimulus terminals" of OpenScape 4000 switching technology. All switching features are provided by the switching platform on which AC-Win is operating and not by AC-Win itself.

There are no new features in AC-Win SL V3 with the exception of the IP connection.

1.2 Minimum Hardware Requirements

- Processor: Pentium 4 or similar with ≥ 1.7 GHz
- Main memory: 2 GByte RAM
- Hard disk memory: 256 MByte RAM
- CD ROM or DVD drive
- Display: CRT- or LCD-monitor ≥ 19 "
- Sound Card with active speakers or Multimedia Keyboard.

1.3 Software Requirements

Please see the Release Notes for the current supported Windows versions

For simultaneous use of DS-Win and/or other additional applications, a PC with corresponding capabilities should be used.

1.4 The AC-Win SL V3 Release Package

AC-Win SL V3 consists of one software CD ROM (part number: P30152-P1110-P30).

The attendant console PC required for AC-Win SL V3 is not a direct component of the release package and must be ordered separately and must meet minimum hardware requirements refer to Section 1.2 on page 1-6.

The following PCs are currently on offer

- Entry System AC-Win IP
- Standard System AC-Win IP

The Entry System aims for customers who do not run additional applications on that PC. If additional applications like DS-Win, BLF-Win run on the same PC the more powerful Standard System is necessary.

1.4.1 Software Components

The following directories can be found on the product CD ROM:

- **\Manuals Common:** Service Manual, COM Documentation and COM examples
- **\Manuals2Q:** All manuals for AC-Win 2Q SL V3
- **\ManualsMQ:** All manuals for AC-Win MQ SL V3
- **\Program Files:** The AC-Win SL V3 installation files
- **\all Users:** Files accessible by all users
- **\common:** common used files

After installing on the hard disk of the AC-Win PC, the following directories with access rights for all users are generated besides the program directories:

- **\Data** Default configuration files for AC-Win (for example, color settings, ring tones, etc.)
- **\Log** Log files generated by AC4-Diag, notebook and Redial
- **\Template** Directory of all possible AC-Win windows
- **\Workspace** Default and user-specific Workspace files

After the installation of AC-Win 2Q SL V3 an additional folder appears:

- **\Wav** folder for the AC-Voice WAV files

General information

The AC-Win SL V3 Release Package

These directories are stored in the directory
"%ALLUSERSPROFILE%"<enterprise>\AC-Win IP\.

The variable "%ALLUSERSPROFILE%" is common used for "C:\ProgramData"
or "C:\Documents and Settings\All Users".

1.4.2 Handset and Headset

Only certified USB Hand-/Headsets may be used with AC-Win SL V3.

For details regarding released Headsets, please refer to:

- Release Notes of the respective client under SWS
- OpenScape Ready Certifications

1.4.3 Part Numbers

The following order items were introduced for **OpenScape 4000** (AYA205, AYA206 and AYA207):

LM/PHW : L30220-Y600-A205	ITEM no: AYA205
AC-WIN SL V3	
(AC-WIN 2Q SL V3 / MQ SL V3)	
consisting of:	
1 P30152-P1110-P30 CD-ROM	
1 F31505-K88-P30 AC-Win SL V3 License	
<i>Note: AC-Win SL can be configured on STMIX, OpenScape Access, SoftGate, OpenScape 4000 Branch</i>	

For **Upgrading from AC-Win IP V1/V2 to AC-Win SL V3**, use the following order items:

LM/PHW : L30220-Y600-A206	ITEM no: AYA206
AC-WIN SL Upgrade of AC-Win IP V1.0/V2	
(AC-WIN 2Q SL V3/ MQ SL V3)	
consisting of:	
1 P30152-P1110-P30 CD-ROM	
1 F31505-K88-P31 AC-Win SL upgr. IPV1.0/V2	
<i>Note: AC-Win SL can be configured on STMIX, OpenScape Access, SoftGate, OpenScape 4000 Branch</i>	

For **Upgrading from AC-Win XP to AC-Win SL V3**, use the following order items:

LM/PHW : L30220-Y600-A207	ITEM no: AYA207
AC-WIN SL Upgrade of AC-Win XP	
(AC-WIN 2Q SL V3/ MQ SL V3)	
consisting of:	
1 P30152-P1110-P30 CD-ROM	
1 F31505-K88-P32 AC-Win SL Migr. XP	
<i>Note: AC-Win SL can be configured on STMIX, OpenScape Access, SoftGate, OpenScape 4000 Branch</i>	

1.5 User and Administrator manuals

All User and Administrator manuals are provided in PDF format on the AC-Win SL V3 CD ROM as soon as they are released.

For more information on this, see the CD ROM directory:

...\Manuals 2Q

...\ManualsMQ

All manuals in the following language variants

- German
- English

are also accessible in electronic format (electronic documentation) on the Unify Documentation Center server (see http://apps.g-dms.com:8081/techdoc/search_en.htm), where they can be downloaded.

List of the available manuals:

- **AC-Win IP 2Q V3 User Manual**
- **AC-Win IP 2Q V3 Administration Manual**
- **AC-Win MQ SL V3 User Manual**
- **AC-Win MQ SL V3 Administration Manual**

1.6 Additional documents on the CD ROM

The following manuals can also be found on the CD ROM:

- Description of the **OLE V2.0 Interface** with sample programs under
...*Manuals Common\COM-Interface*
- Description of the **Registration Database** parameters under
...*Manuals 2Q*
...*Manuals MQ*
- The **Service Manual** (this document) under
...*Manuals Common\Service-Manual*

General information

Additional documents on the CD ROM

2 Configuration in OpenScape 4000

Administration and Maintenance (AM):

Specific configurations within the administration and maintenance (AM) are necessary for operating an AC-Win 2Q IP/AC-Win MQ IP (AC-Win SL V3) attendant console using IP on an OpenScape 4000:

First the attendant consoles must be set up using the AMO ACSU. The parameters to be set up for this can vary according to the communication platform:

Example:

EINR-ACSU: vfnu, lage, wabe, cos, lcos, rngz1, rngz2, sprkz, ntvf,
ACTYPE=ACW2QIP;

An attendant console must be assigned to an attendant console group before it can be activated. Attendant console groups are set up and modified with the AMO VFGR.

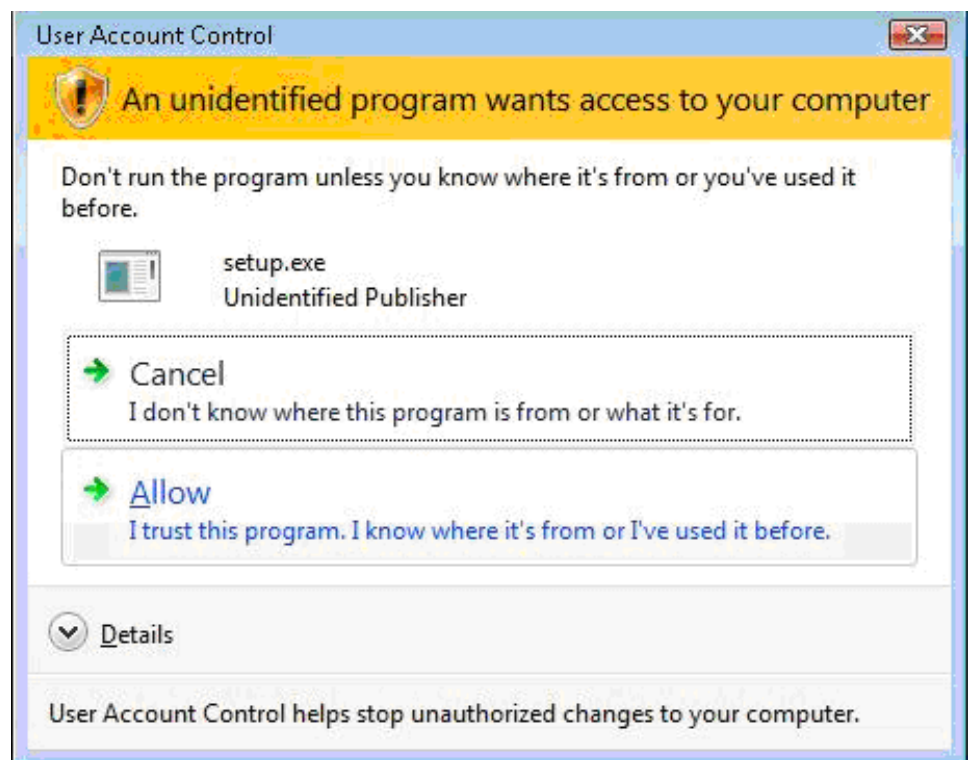
NOTE: Missing of TGRP parameter in AMO TACSU will lead to phantom ringing problems in AC-Win Application. Therefore, this parameter must be filled in for PENs used by AC-Win.

3 Software Installation/Initial Operation

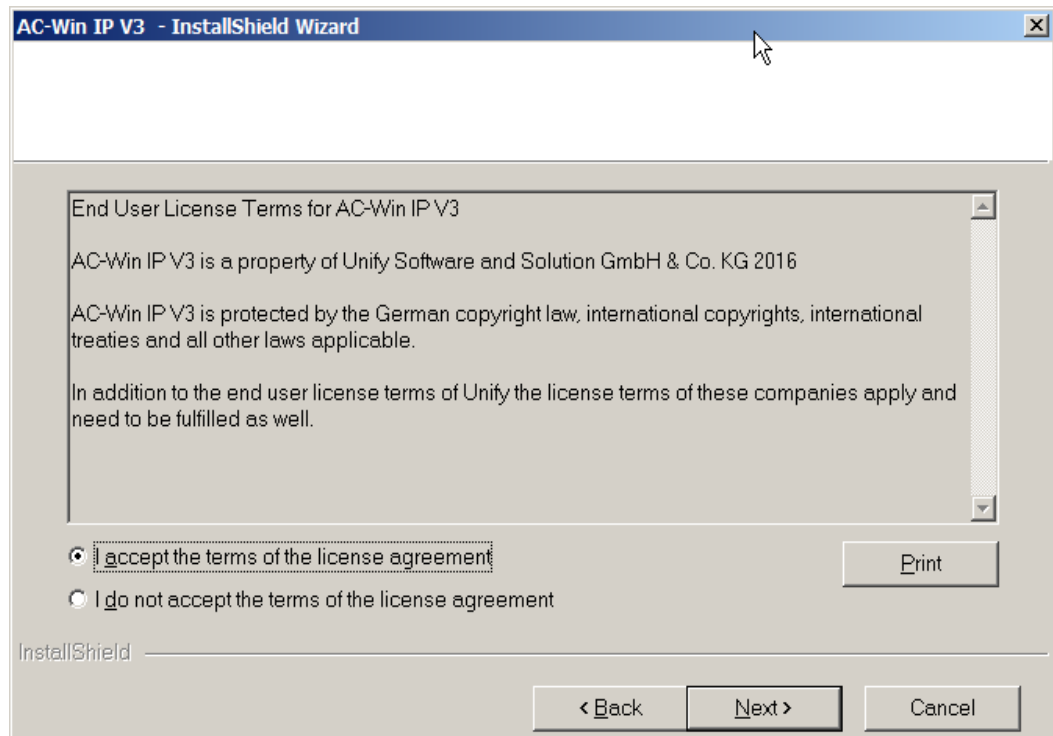
IMPORTANT: Please note the minimum requirements on the PC listed in Section 1.2.

3.1 Software Installation

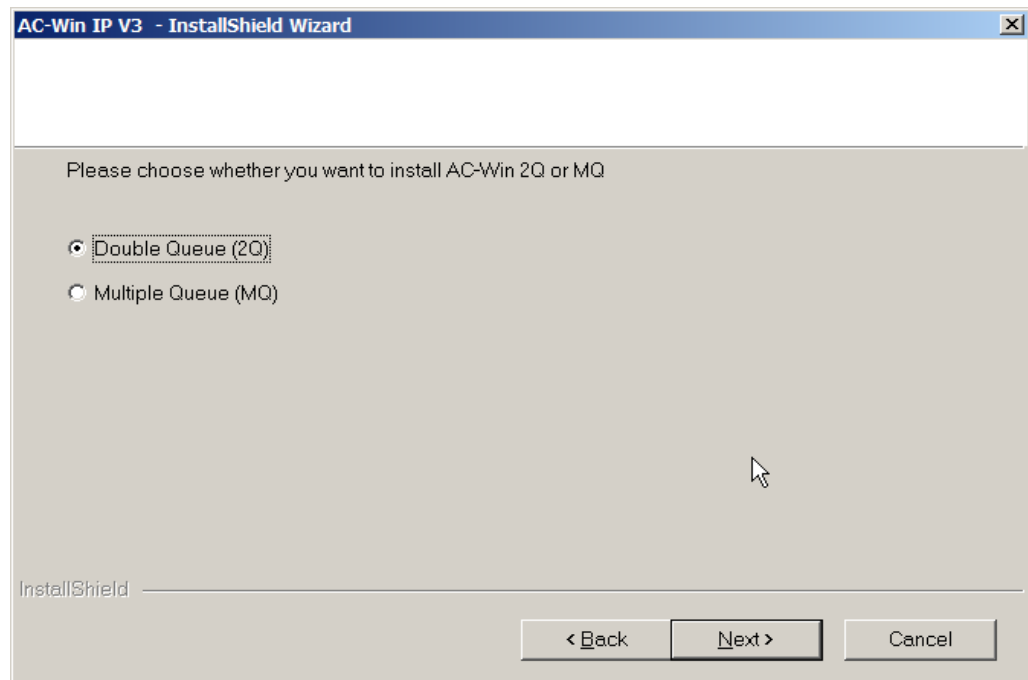
1. Start the PC (if you have not already done so).
2. Insert the AC-Win IP installation CD ROM.
Please ensure that no other applications are open during installation.
3. If Microsoft WSE 2.0 SP3 is not yet installed on the PC,, please do so. The MSI package with the name „Microsoft WSE 2.0 SP3.msi“ is in the root directory of the CD. Only the Runtime package is necessary in order to install the AC-Win IP software.
4. If you like to update an existing AC-Win IP installation please use the file UpdateACWin.bat in the root directory of the CD. When starting this Batch-file an update will be executed without inquiry and display output. Before executing this file shutdown AC-Win.
5. Start the "setup.exe" file on the CD ROM or DVD drive with the "**Run...**" command on the start bar (or use Windows Explorer). The following dialogue appears:



6. Click on **Allow**. If AC-Win is already installed the setup executes an Upgrade.



7. Read EULA statement and agree to can continue installation.

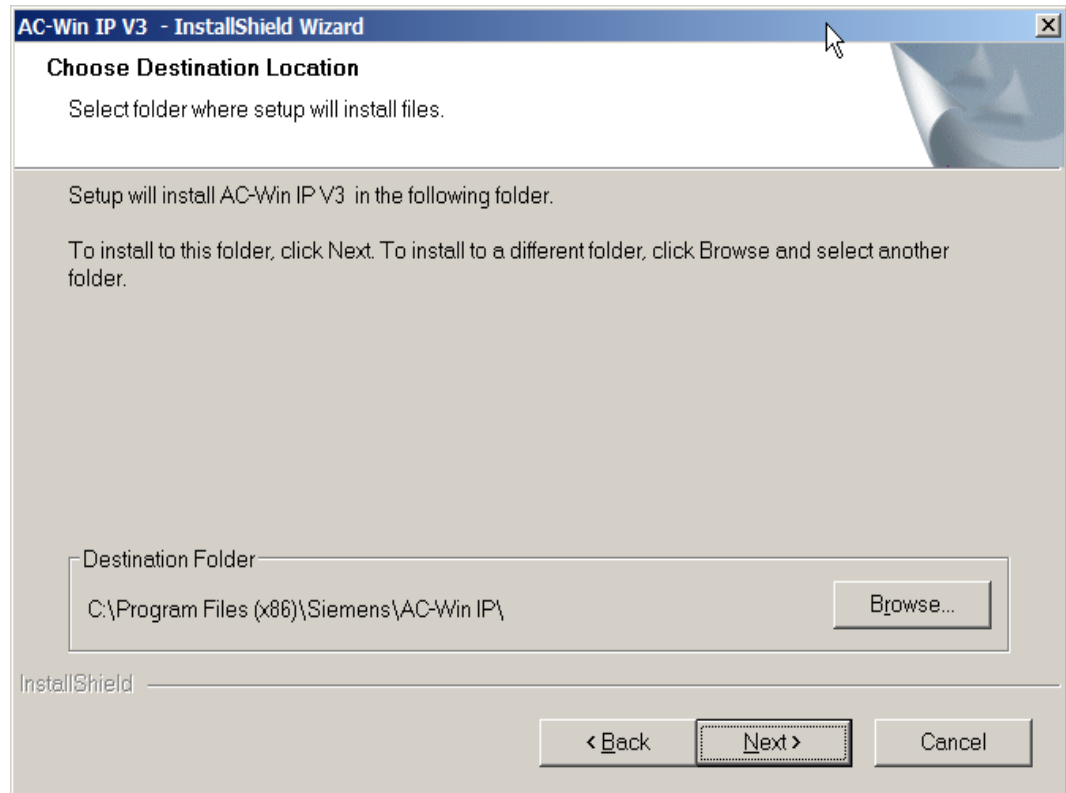


8. Select the attendant console type (AC-Win 2Q IP or AC-Win MQ IP) you would like to install and click the **Next** button.

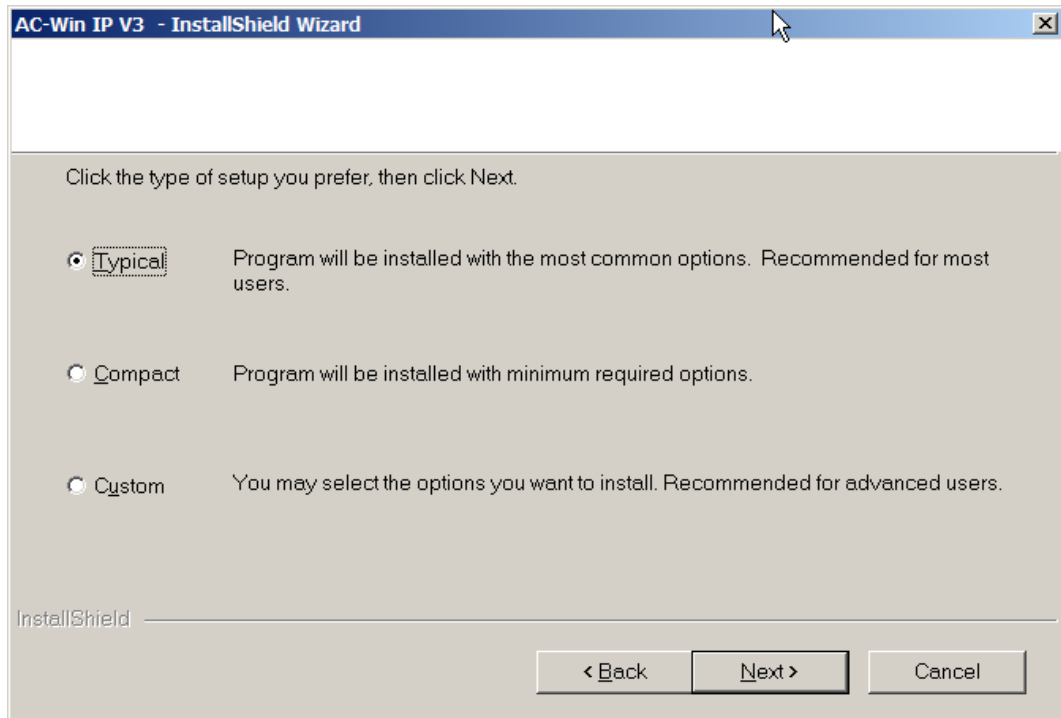
Note: It is not possible to install or operate both attendant console types on one PC at the same time.

The InstallShield® is now started.

If no Framework 2.0 is installed on the PC, this program will now be installed and configured automatically.

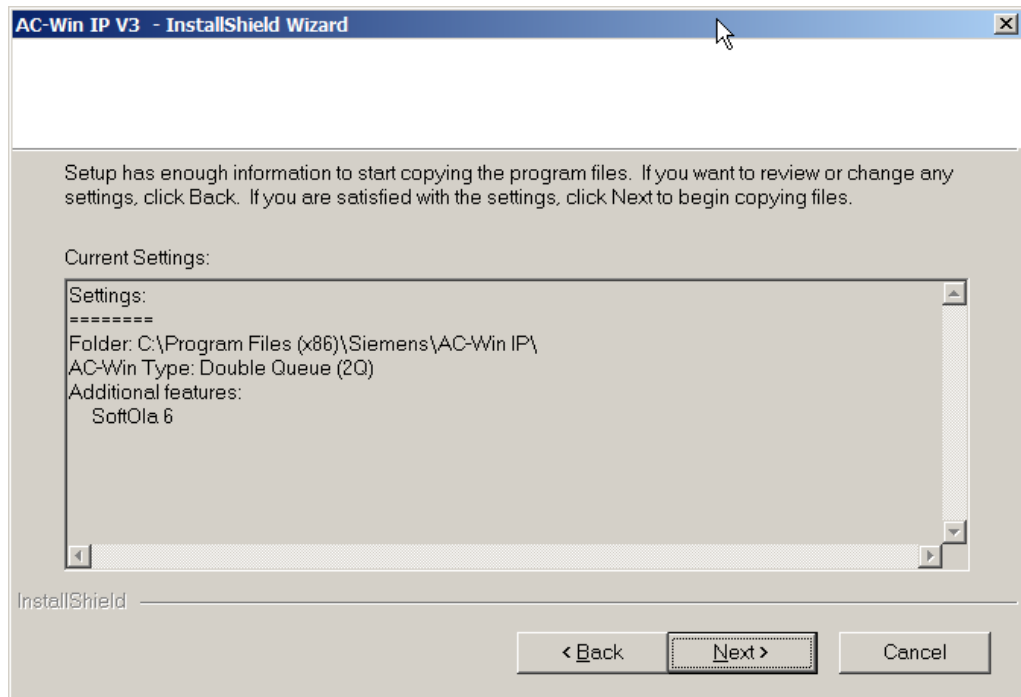


9. Specify the destination folder in which you would like Setup to install AC-Win IP. You can choose the recommended folder or use the **"Browse"** button to specify a different folder. Click **"Next"**.



10. Select the Setup Type. If you select "Typical" or "Compact" AC-Win will be installed without CAP-FaultManagement. If you select the the Setup-Type "Custom", proceed with step 14.

11. Check in the following window the correct entries.



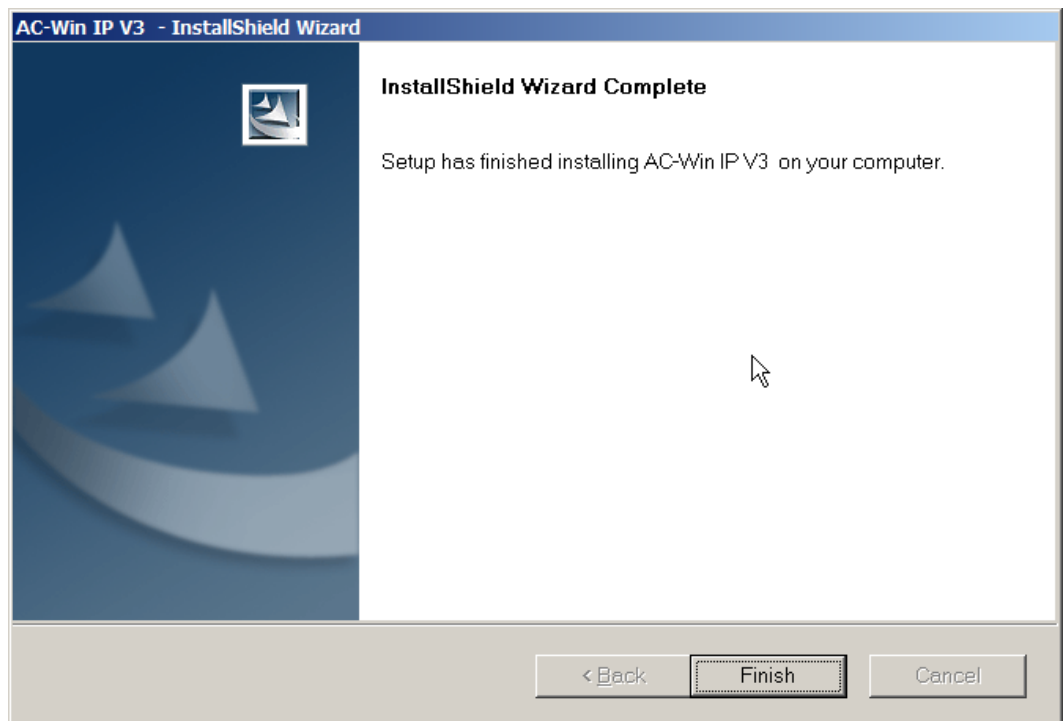
The "**Back**" button allows you to go back one step and correct your entries.

All available languages will be installed. During the initial start of AC-Win English is displayed by default and must be changed to the desired language during the installation process.

12. If all the information is correct, click "**Next**".

The installation program then starts to copy the necessary data onto your hard disk. This can take some time depending on your type of computer.

After all the data has been copied, the following window appears.

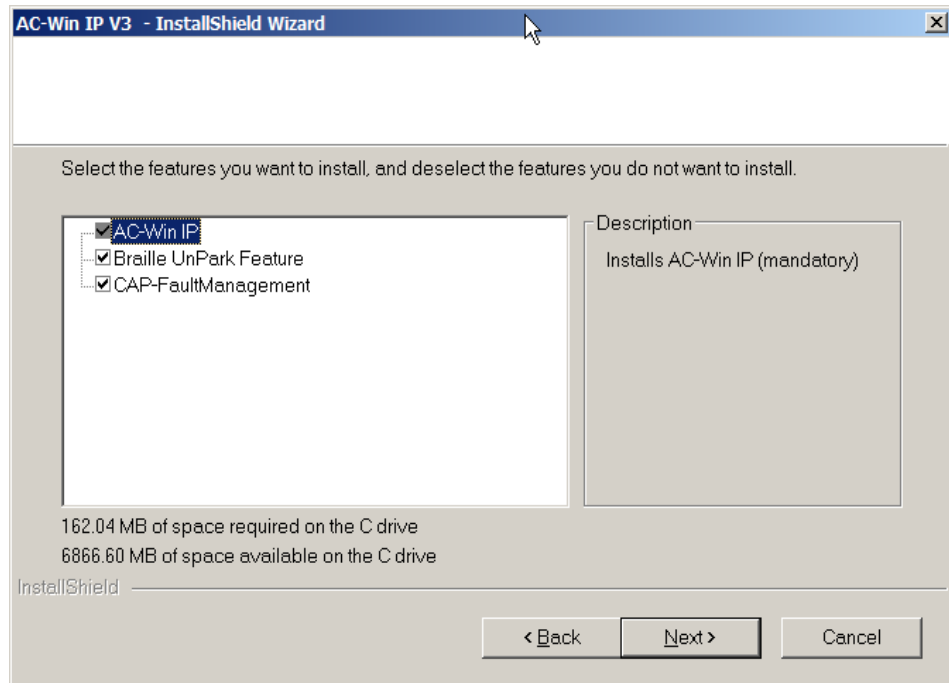


13. Click the "**Finish**" button to complete the installation.

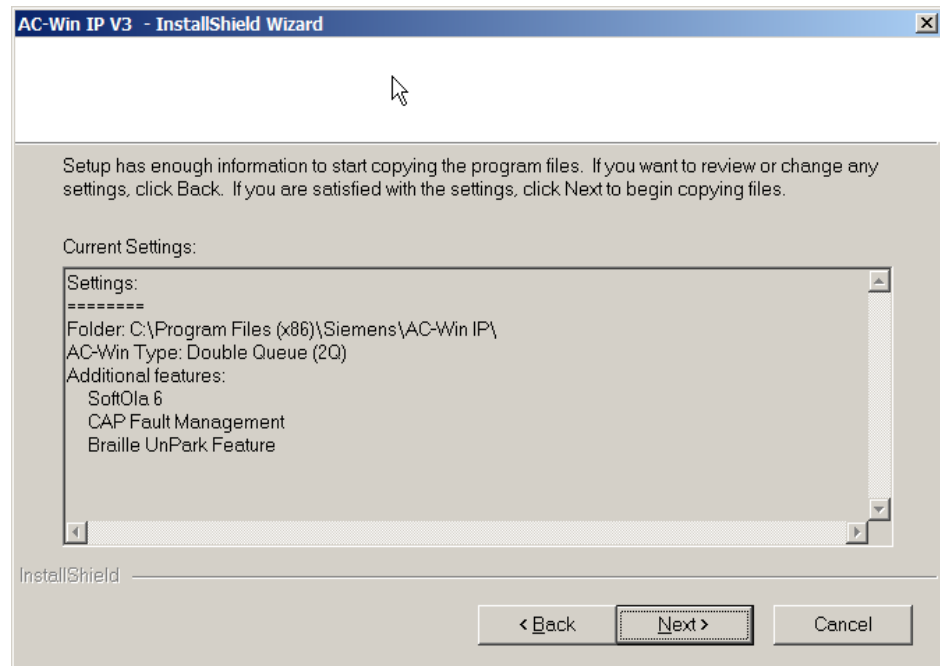
AC-Win can now be started.

The AC-Win IP configuration will be started. Please refer also to the file readme.txt for the most recent information.

14. If you have selected in step 10 the Setup-Type "Custom", the following window appears:



15. Select if CAP-Faultmanagement should be installed or not. AC-Win will be installed in any case and therefore cannot be deactivated. Click on **Next>**.



NOTE: SoftOla 6 will always be installed during AC-Win installation.

If you selected CAP-FaultManagement to be installed, the AC-Win-Setup calls the CAP-FaultManagement-Setup before the end of the installation process. Some entries have to be made there. You'll find detailed information in the manual CAP-FaultManagement. The AC-Win program CD contains this manual.

16. If all the information is correct, click "**Next**".

The installation program then starts to copy the necessary data onto your hard disk. This can take some time depending on your type of computer.

Software Installation/Initial Operation

Signal and payload encryption (SPE)

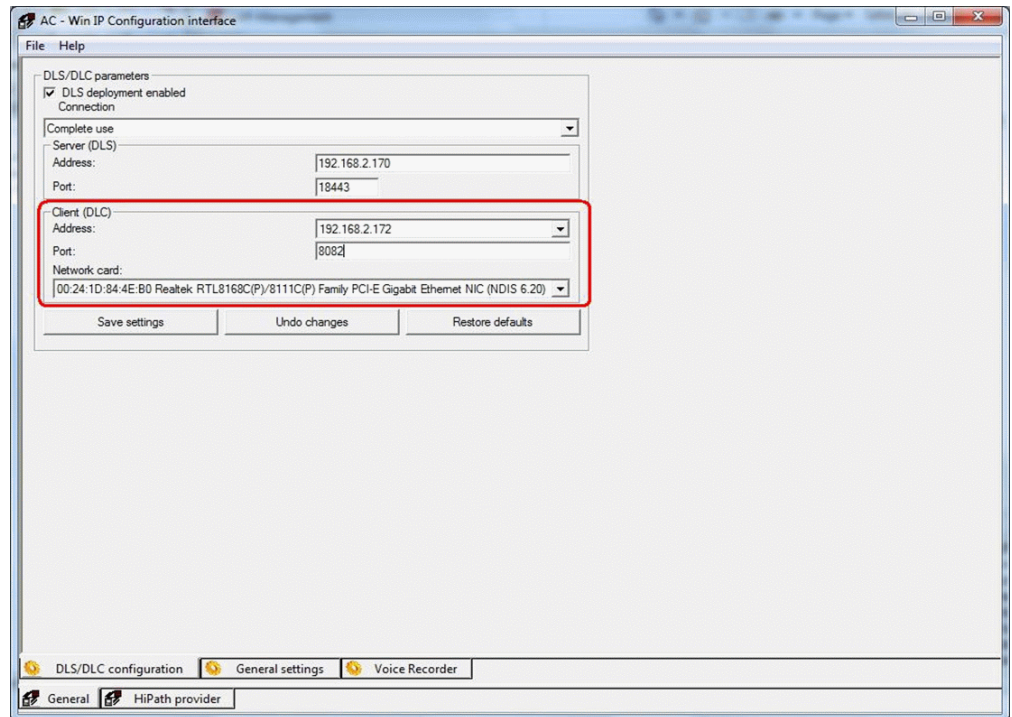
3.2 Signal and payload encryption (SPE)

If Microsoft WSE 2.0 SP3 is not yet installed on the PC, please do so. The MSI package with the name “Microsoft WSE 2.0 SP3.msi” is in the root directory of the CD. Only the Runtime package is necessary in order to install the AC-Win IP software.

You must change in the ACConfig at the Signalling and Payload Encryption the Type of connection to TLS. AC-Win number (admin number) must also have a password, same password also set in OpenScape 4000.

The screenshot shows the 'AC - Win IP Configuration interface' window. The 'Main connection parameters' section includes fields for 'Registration address' (192.168.2.190), 'Admin number' (14014), 'Admin password' (masked with asterisks), and 'Retype admin password' (masked with asterisks). The 'H235 security' section has a 'Security mode' dropdown set to 'None', a 'Gatekeeper ID' field, and a 'Time Window(Sec.)' field set to '110'. The 'Signalling and Payload Encryption (SPE)' section has a 'Type of Connection' dropdown set to 'TLS', a 'CorNet TLS port number' field set to '4061', and a 'TLS H.225 port number' field set to '1300'. The 'Mixer and Wave settings' section has three dropdowns: 'Mixer' (Handset (USB Audio Device)), 'Microphone' (Handset (USB Audio Device)), and 'Speaker' (Handset (USB Audio Device)). At the bottom, there are buttons for 'Save settings', 'Undo changes', and 'Restore defaults'. The status bar at the very bottom shows 'Main connection', 'Port restrictions', 'Licensing', 'Bandwidth reduction', 'Fallback connection', 'Quality of Service', and 'General' (selected) and 'HiPath provider'.

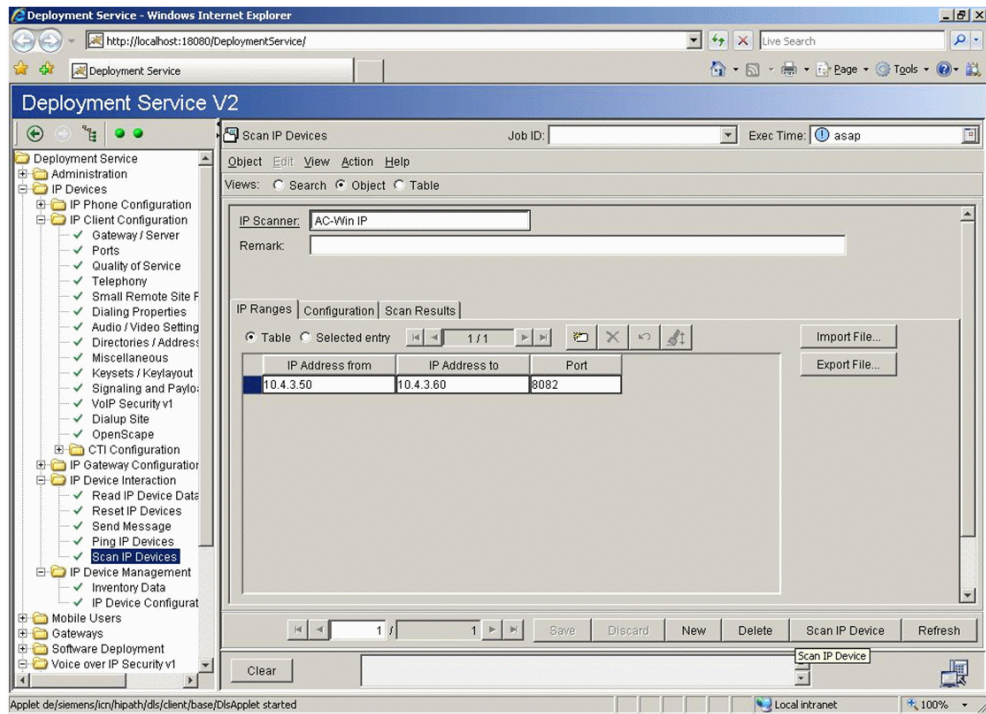
For DLS/DLC connection you must be carefully if you have more LAN cards to match IP address and MAC address.



These are the settings for AC-Win IP. The settings for OpenScape 400 & DLS must be done according to document - **OpenScape 4000 V8 IP Solutions - Section: Signaling and Payload Encryption (SPE)**. AC-Win IP can be assimilate with an IP phone/terminal.

3.3 Basic steps of DLS settings for AC-Win IP.

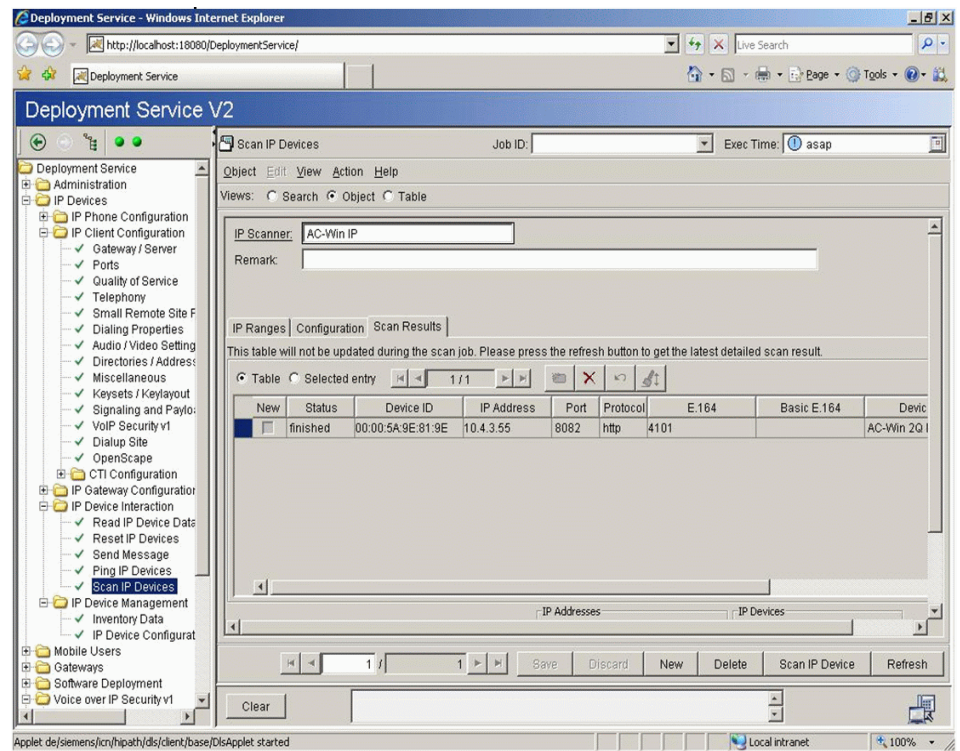
First step is to search AC-Win IP. For this you need to create a new search or to use an existing one. You can define a range of IP to search in and the port (same port defined in AC-Win IP config).



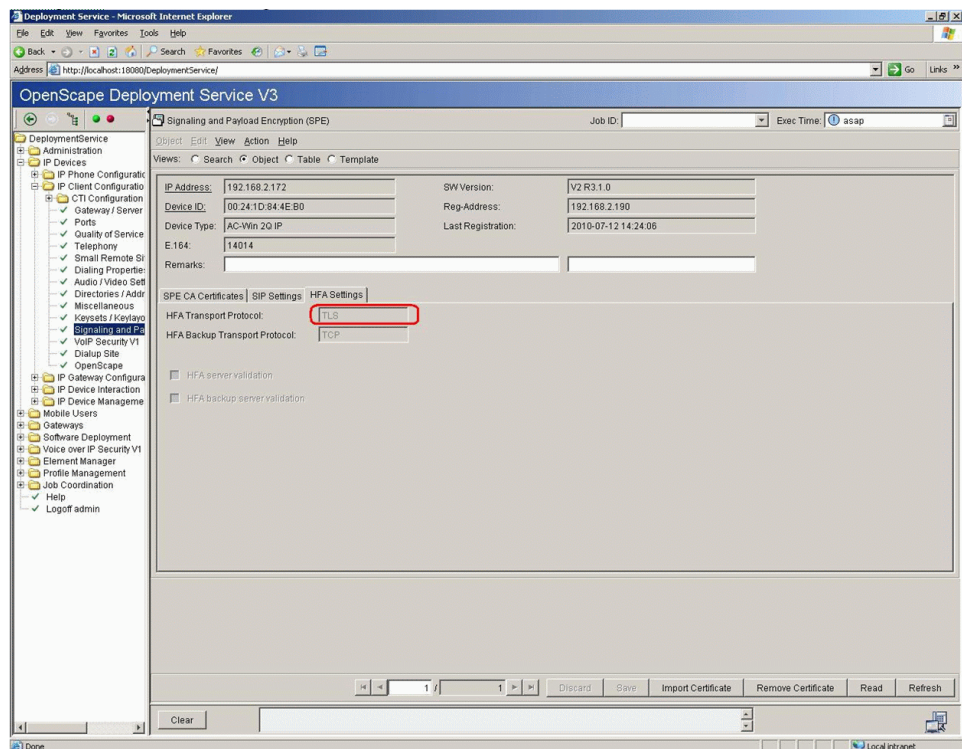
Result of the scan should return the AC-Win IP address, number and AC-Win type (DQ or MQ as shown in the picture below).

Software Installation/Initial Operation

Basic steps of DLS settings for AC-Win IP.



Important is the tab HFA Settings where you should have TLS – this means that DLS scan recognize AC-Win is using TLS.



3.4 Initial Operation

In order to operate AC-Win IP, enter the

- IP address of the Gateway (HG3500),
- AC-Win number,
- used Head-/Handset and
- license server.

Optionally you may enter the address of the DLS. The initial language is set to Englisch, and may be changed if desired.

The Configuration Interface will be displayed after the installation. With *Start->Programs->AC-Win ...->AC-Win IP Configuration* the Interface can also be started.

Please note that Windows administrator rights are necessary while executing the AC-Win IP configuration. You will get a similar message when starting the AC-Win IP configuration as you get while starting the setup.

3.4.1 Enter the general data

After the start of AC-Win IP Configuration the following window appears:

1. Enter the following values in the “Main connection parameters” field.

Main connection parameters	
Registration address	10.4.6.20
Admin number	4113
Admin password	****
Retype admin password	****
Emergency call number	

- „Registration address“ is the IP address of the STMI card.
- „Admin number“ is the number assigned to the Admin identifier.

Software Installation/Initial Operation

Initial Operation

- „Admin password“ is the password of the Admin identifier. In case the number of the OpenScape 4000 is password- protected, enter a password here. **This password is case-sensitive!** If the fields remain empty, AC-Win may be started with the identifier Admin without password.
 - Emergency call number: Enter the Emergency call number in this field.
2. Enter the following values in the “H323 security” field.

H235 security	
Security mode	None
Gatekeeper ID	
Time Window[Sec.]	90

- “Security mode”: select the security mode.
 - “Gatekeeper ID”: enter the ID of the Gatekeeper.
 - “Time Window (Sec.)”: enter a value (in seconds) for the Time Window.
3. Enter the following values in the “Signalling and Payload encryption (SPE)” field:

Signalling and Payload Encryption [SPE]	
Type of Connection	TCP
CorNet TLS port number	4061
TLS H.225 port number	1300

- Type of connection: select TCP, if no encryption is required **or** TLS for SPE-encryption.
 - Cornet TLS Port: this port is used for the signalling.
 - TLS H.225 Port: this port is used for the voice connection to the common gateway.
The values entered here must correspond with the values at the common gateway.
4. Enter the following values in the “Mixer and Wave settings” field.

Mixer and Wave settings	
Mixer	Realtek AC97 Audio
Microphone	Realtek AC97 Audio
Speaker	Realtek AC97 Audio

- Mixer: select a mixer from the list.
- Microphone: select a microphone from the list

- Speaker: select a speaker from the list

7

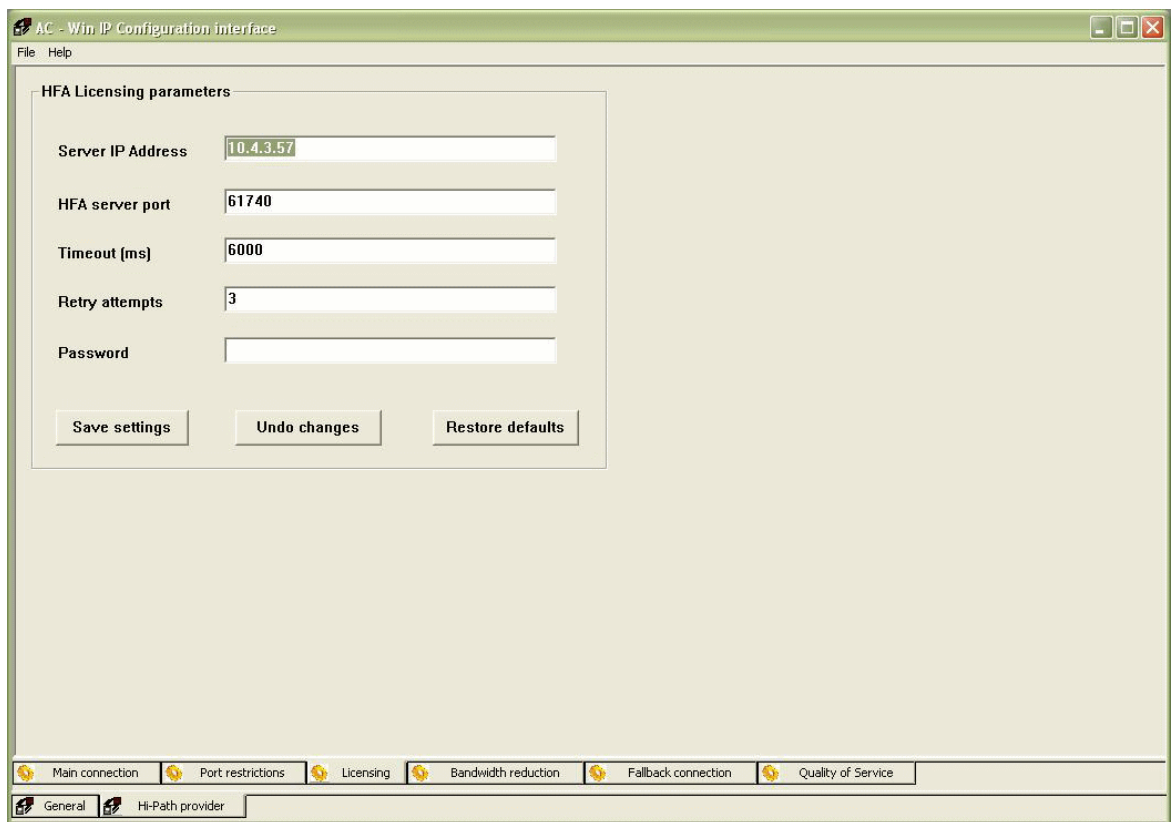
WARNING

These data must be set otherwise AC-Win will not operate!

5. Click on „**Save settings**“.

3.4.2 Setting up Licensing

1. To set up Licensing change to the „Licensing“ tab.



2. Please enter the „Server IP Address“. This is the address of the PC where the CLA (Agent) part of the Licensing runs.
3. After completing the Licensing settings close AC-Win IP and restart the PC. AC-Win is ready to operate.

3.5 Operating with restricted User Rights

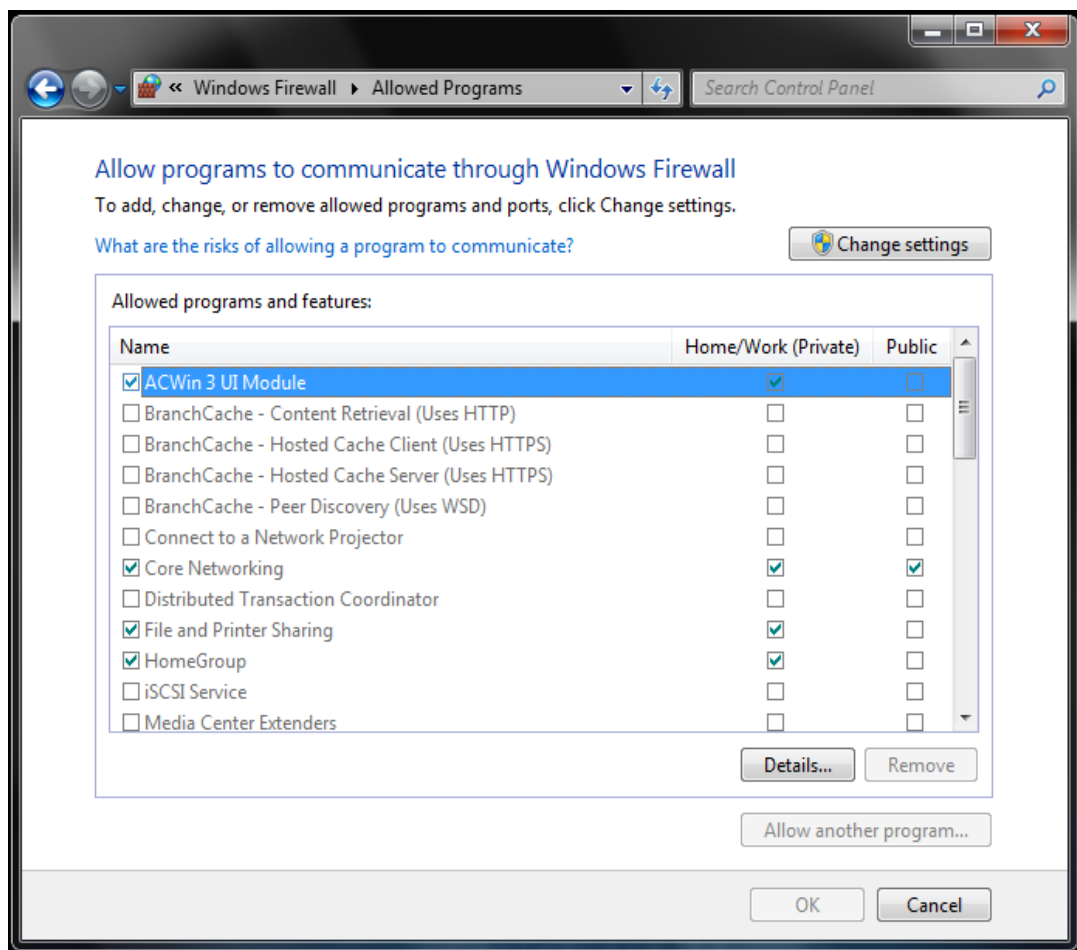
In order to install AC-Win IP Windows administrator rights are necessary. This applies also when starting the AC-Win IP configuration.

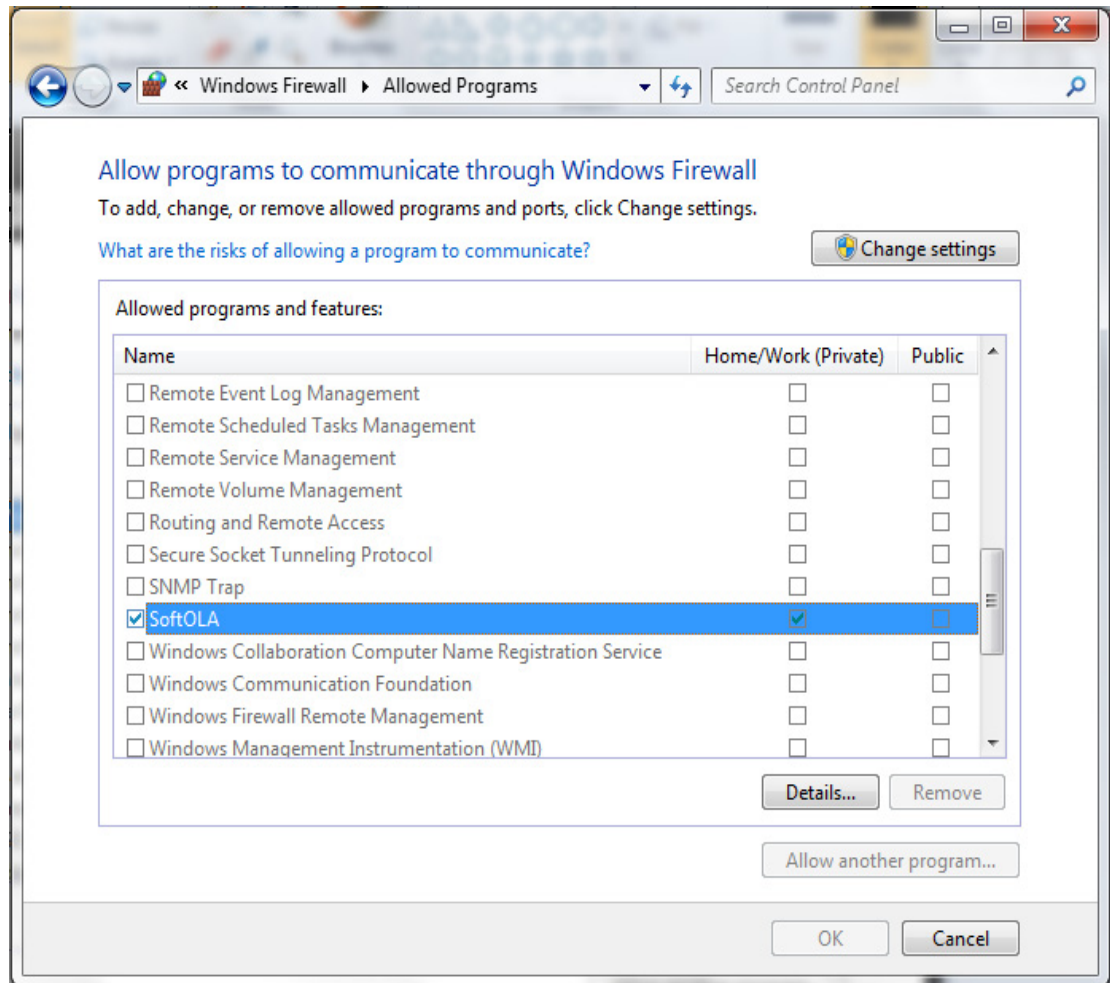
If AC-Win IP is used with restricted windows rights (normal user) no warning should be displayed while starting AC-Win.

3.6 Firewall settings

Firewall settings are normally adjusted during the AC-Win setup. If you change the firewall settings manually please pay attention to the following screens.

1. Set the restrictions for **AC-Win** and **SoftOLA** as shown below.





3.7 Specialties while operating Microsoft Windows

Starting other applications

AC-Win is able to start other applications with parameters. Therefore quotation marks (") are not set automatically in the entries of the Registry-Key LaunchApp.

Please add to the related entries (directory- and filename) with quotation marks e.g.

"C:\Program Files\Unify\DS-Win V4\DS-Win.lnk".

3.7.1 Log-Files

The Log files are stored by default in the log subdirectory. Since this directory, as all other directories is "hidden" under C:\ProgramData or C:\Documents and Settings\All Users you need to activate the "show hidden files and folders" option in the Windows Explorer in order to view the log files.

3.7.2 Focus change at ringing call

To give AC-Win the focus at a ringing call the installation sets the registry entry **ForegroundLockTimeout** in the following registry branches to 0:

- HKCU\Control Panel\Desktop and
- HKU\Default\Control Panel\Desktop

This does not work if a Windows user was set up after the installation. In this case start AC-Win and execute a Logoff/Logon for the new Windows user. After this operation the focus change should work.

4 Trouble Report and Error Correction Procedure

4.1 Trouble Reports in the GSI.Flow

After reaching T40 and general supply release, problems and error messages can only be entered in the International GSI.Flow tool via Level 1 and Level 2 support.

All AC-Win TRs are located under the product structure:

- Product Family: Clients - Devices
- Product Group : Attendant
- Product Type: AC WIN

Matching Case Tracking System

Case Number	Status	P	Workgroup	Product Fa...	Product Gro...	Product Type	Problem Description	Customer Name	SLA Name	Create Date	Status Id
NA02532268	Pending	3	Hipath 4000/...	CLIENTS - D...	ATTENDANT	AC WIN	MA14-CI-2006063320. Verm...	MA14_ETM STADT...	AUT_Spe...	08.11.2006 12:33:24	Dispatch
NA02530581	Assigned	2	HC APPLICA...	CLIENTS - D...	ATTENDANT	AC WIN	ESKL_IBS Der Kunde hat a...	ThyssenKrupp Förde...	SLA-Stand...	07.11.2006 17:13:44	
NA02526579	Resolved	2	Hipath 4000/...	CLIENTS - D...	ATTENDANT	AC WIN	nst 3494 (Vermittlung) faellt i...	AMT DER STMK.LA...	AUT_Stand...	06.11.2006 13:14:44	
NA02521206	Pending	2	HC APPLICA...	CLIENTS - D...	ATTENDANT	AC WIN	Alle Vermittlungsplätze fallen ...	Aachener und Muen...	SLA-Stand...	02.11.2006 12:25:44	Other Ass
NA02520171	Resolved	2	Hipath 4000/...	CLIENTS - D...	ATTENDANT	AC WIN	Vermittlungsplatz 30161 erh...	AMT DER KAERNT...	AUT_Stand...	02.11.2006 09:08:52	
NA02514095	Resolved	2	Hipath 4000/...	CLIENTS - D...	ATTENDANT	AC WIN	vermittelt 2777 ACWin k...	BMW AUSTRIA GE...	SLA-Stand...	30.10.2006 10:38:47	

Modify Case Tracking System NA02532268

Case Tracking System V03.03.01

CIC Case Number 100_000300198679_00
Case Number NA02532268
Status Pending
Status Identifier Dispatch Order
Case Type Problem Case
Priority 3

Create Date 08.11.2006 12:33:24
Level RCC
Site AUT
Workgroup Hipath 4000/Hicom 300
Owner pillerm1
Assigned Individual pillerm1

Problem Description (Customer Language)
 MA14-CI-2006063320. Vermittlungs PC >

Attachments Customer
Integration Contract
Worklogs Intervention
MAC Author
ext.Vendor Data Requester
Additional Fields Product
Resolution

Product Family CLIENTS - DEVICES
Product Group ATTENDANT
Product Type AC WIN
Product Description Maintenance Release
Product Distribution Local Regional Global
Product Version XP
SW Version P30152-P1111-B1-03 (V5.0)
Milestone M3
Solution PFV

PARKID 90110772
System Serial Number
Included Equipment
Product Startup
NE Site Name
Service Code
NE-ID
Link to Product Information
HoCo

Customer Reported Symptom 1
Customer Reported Symptom 2
Customer Reported Error Code
Additional Product Info

1 Selected Number 1 of 61 fuchsc remedy02.sie.siemens.at

4.1.1 Preliminary On-Site Diagnosis

The following on-site diagnoses must be performed before submitting a TR to GSI.Flow:

- To log a problem in connection with AC-Win SL V3, AC-Diag and if necessary, the SoftOLA-Tracer must be activated (see Registration Database).
- For cases where the cause of the problem is unclear (AC-Win error or OpenScape 4000 attendant console error), an OpenScape trace must additionally be generated.
IMPORTANT: Message length 256 bytes, trace entire AC warnings (CP+PP).
- Specify OpenScape variant used at the customer's site (see AMO APS).
- Specify the AC-Win PC type used at the customer's site (including hardware configuration).
- Specify the software installed in addition to AC-Win on the AC-Win computer.
- Create a screenshot of the error situation (hard copy, by simultaneously pressing the SHIFT+PRINT keys, pasting into the Paint program with Insert, then saving as a bitmap) and add the *.bmp file to the TR.

4.1.2 Diagnostic data to be submitted for every TR

Submit the following diagnostic data with the TR:

- The exact description of the error. In particular: how the error can be reproduced. Which actions were performed before the error occurred? Check whether the error AC-Win or the OpenScape 4000 call processing has to be assigned.
- Create a screenshot of the error situation (hard copy, by simultaneously pressing the ALT+PRINT keys, pasting into the Paint program with Insert, then saving as a bitmap) and add the *.bmp file.
- The current software version (e.g. V3 R1.1.0) of AC-Win SL V3 (Menu Help - > AboutAC-Win).
- AC-Diag error trace.
- SoftOLA error trace.
- OpenScape error trace (length of message 256 bytes, AC messages: CP+PP).
- The Workspace file used by the customer (File menu - Save Workspace As...).

- PC type and hardware configuration used (RAM, HDD, assigned memory etc....).
- The version of the Windows operating systems, which service pack (control panel). Please see the Release Notes for the current supported Windows versions
- Which other applications/processes are running? Call up the Task Manager (right-click any free area on the toolbar and select Task Manager from the context menu) and make a screenshot of the Processes and System Performance tabs (hard copy, press the ALT+PRINT keys at the same time, then insert the contents of the clipboard into the Paint program and save).
- Is there any additional hardware being used (blind attendant console, company, type etc.)?

NOTE: Current escalation requirements are defined under <http://prodsu.mch4.global-intra.net/Checklisten/coc/Standard%20Ticket%20Procedure%20for%20AC.pdf>

4.2 PRB Pre-Revision Bug Fix Procedure

For every correction (Release or Patch) there is a pre-revision bug fix procedure (PRB). A correction must be brought to the customer after the initial generation of a PRB by an GVS technician. The corresponding MSC number is identified by GVS.

4.2.1 Software Release as Full Package

New software releases as full packages with complete installation packages (e.g. Minor Release as Full package) are released:

- If priority errors have been identified in the software and must be resolved individually.
- At regular intervals, when low priority errors are summarized.
- In cases where new features and OpenScape adjustments require it.

IMPORTANT: All corrected errors in a CV can be referred to in the "readme.txt" file.

4.2.2 Software Release as Delta Package

New software releases as Delta packages are released:

- Priority errors are identified in the software and these can be resolved by exchanging only a few AC-Win files

IMPORTANT: All errors corrected with a patch are listed in the "readme.txt" file.

4.2.3 G-DMS (Global Document Management System)

All PRBs (Pre-Revision Bug Fixes) (as releases or batches) and all release messages are archived with the G-DMS tool: <https://www.g-dms.com/livelink/livelink.exe>.

AC-Win SL V3:

Knowledge Base -> Service Knowledge Base ->Enterprise Service Knowledgebase -> Clients & Devices -> Attendant -> AC Win IP-> AC-Win SL V3.

5 Technical Operating Instructions

5.1 Switching to AC-Win SL V3

Always format the hard disk completely and reinstall Windows when updating from AC-Win XP to AC-Win SL V3. This procedure is also necessary when updating from AC-Win IP V1.0 or AC-Win 2Q IP to AC-Win IP MQ.

An automatic script-controlled installation update is not possible.

IMPORTANT: Check before installing Windows whether the existing AC-Win PC actually meets the minimum hardware prerequisites (Section 1.2).

Also check whether your PC components are compatible with Windows operating systems. You can find more information on compatibility at the following URL: www.microsoft.com/hcl/.

RECOMMENDATION: AC-Win SL V3 will run on any standard PC that fulfills the minimum HW requirements depending on installed Windows version.

Please see the Release Notes for the current supported Windows versions.

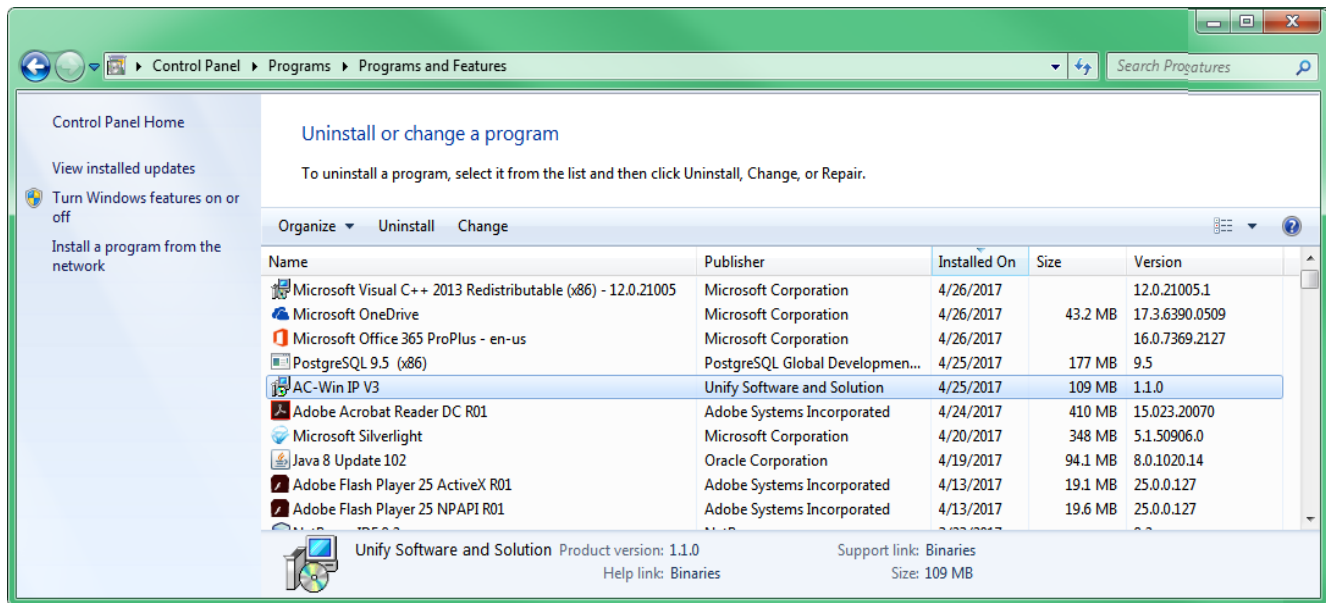
5.2 Reinstallation of AC-Win SL V3

For information about the Reinstallation of AC-Win SL V3 see [Section 3.4, "Initial Operation"](#) and Section "Configuration settings" in the Administrator manual.

5.3 Uninstallation of AC-Win IP V3

An AC-Win IP variant can be uninstalled at any time. Open the "Control Panel" folder (under **Start -> Settings**) and start the application "Software". Select AC-Win IP V3 and click the "Change/Remove" button (see figure).

AC-Win 2Q IP or AC-Win MQ IP are now removed from your system.



5.4 Compatibility with DS-Win

AC-Win SL V3 can only be operated with DS-Win V4.

The communication with DS-Win is executed via Port 54700 by default. The Port may be changed in the Windows Registry (HKLM\Software\Unify\ACWin\IP\connection\socket-port-ole-interface).

Please change the parameter HKLM\Software\Unify\ACWin\IP\connection\socket-timeout-result only, if absolutely necessary. This parameter shows the time in milliseconds during that AC-Win expects an answer from DS-Win.

If you change the Port please note, that also the DS-Win configuration file DSWin_View_config.xml in the directory ProgramData\<enterprise>\DS-Win V4\Config must be changed accordingly.
Entry <entry key="AcWinPort">54700</entry>

5.5 Compatibility with BLF-Win

AC-Win SL V3 can only be operated with BLF-Win V4.

5.6 Compatibility with Third Party Software

NOTE: AC-Win IP is an important and very reliable OpenScape 4000 application. Only certified and released third-party software may be installed and operated on the AC-Win PCs.

Currently these are:

- MS Office Package
- Internet Explorer
- Virus scanner
- DS-Win V4
- BLF-Win V4

NOTE: If a customer has installed other than the aboved mentioned software the Unify support will be suspended!

5.7 Compatibility with AC-Voice

During the installation process of AC-Win 2Q SL V3 the AC-Voice application will be installed automatically.

The administration of AC-Voice is described in the Administrator Manual AC-Win 2Q SL V3

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