T-Metrics ACD Agent Installation
Updated: 11/09/2021

Contents

Remove any previous versions of T-Metrics Software:

1. Remove any previous versions of the T-Metrics ACD Agent
2. Remove any previous versions of the T-Metrics Name Space
3. **Delete the C:\Tmetrics folder**

Installation via Software Center:

1. From the start menu choose Microsoft Endpoint Manager -> Software Center
2. Double click on Launchpad
3. Click the Install button

Installation via Download:

1. Download and run "Launchpad Setup.exe"
   https://phcfg.nebraska.edu/tmetrics/Launchpad_Setup.exe

   NOTE: If you do not have the needed version of Microsoft Visual C++ or Microsoft .NET Framework installed, you will be prompted to install them from the internet.
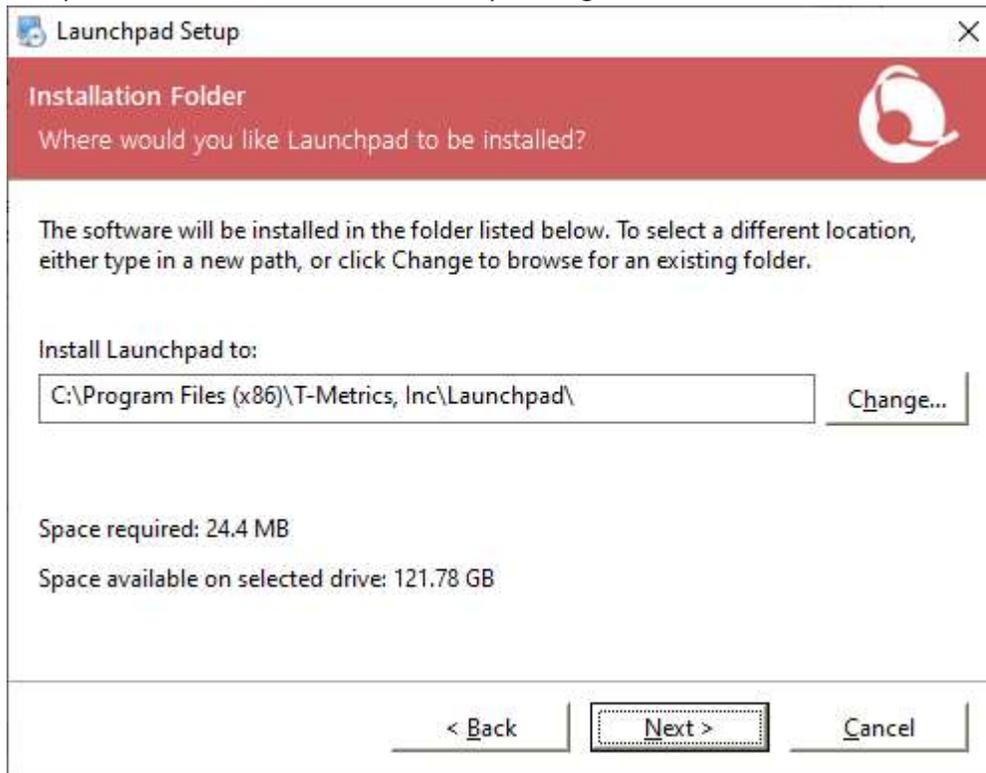
2. Once the prerequisites are satisfied you will see the T-Metrics installer Welcome message. Just click Next.
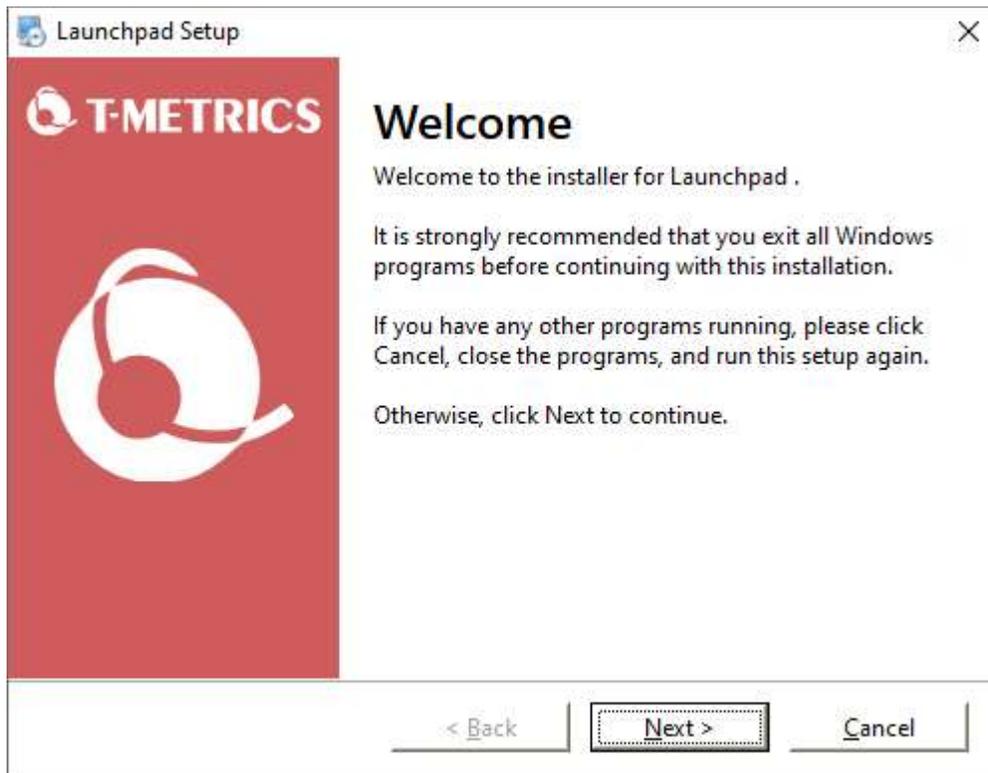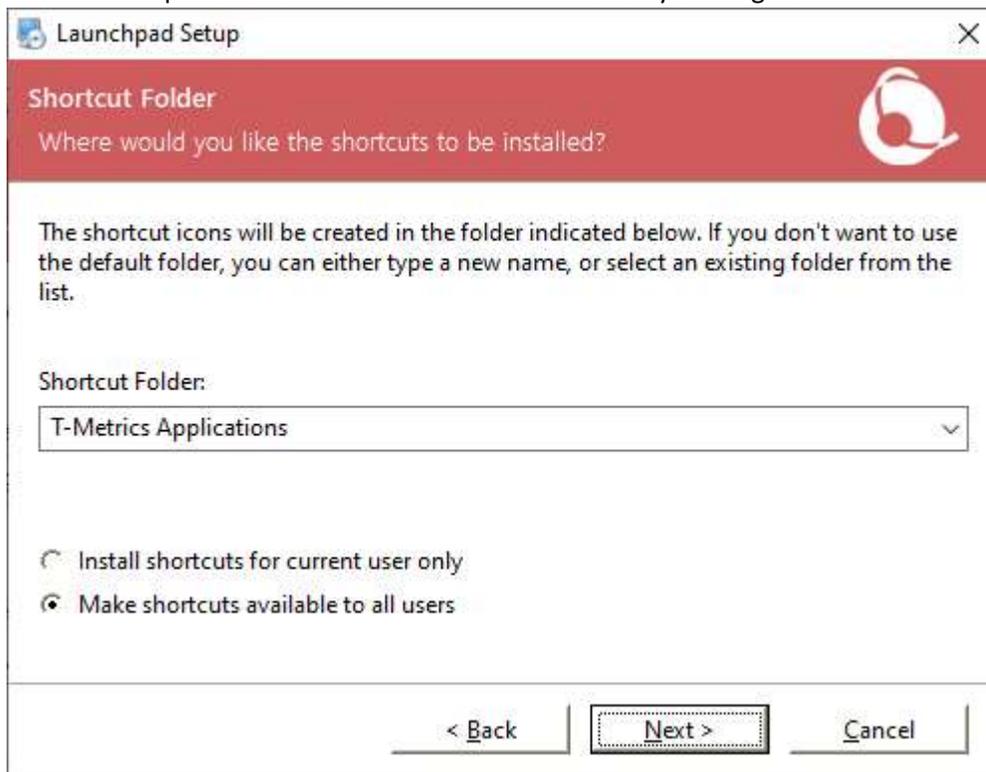

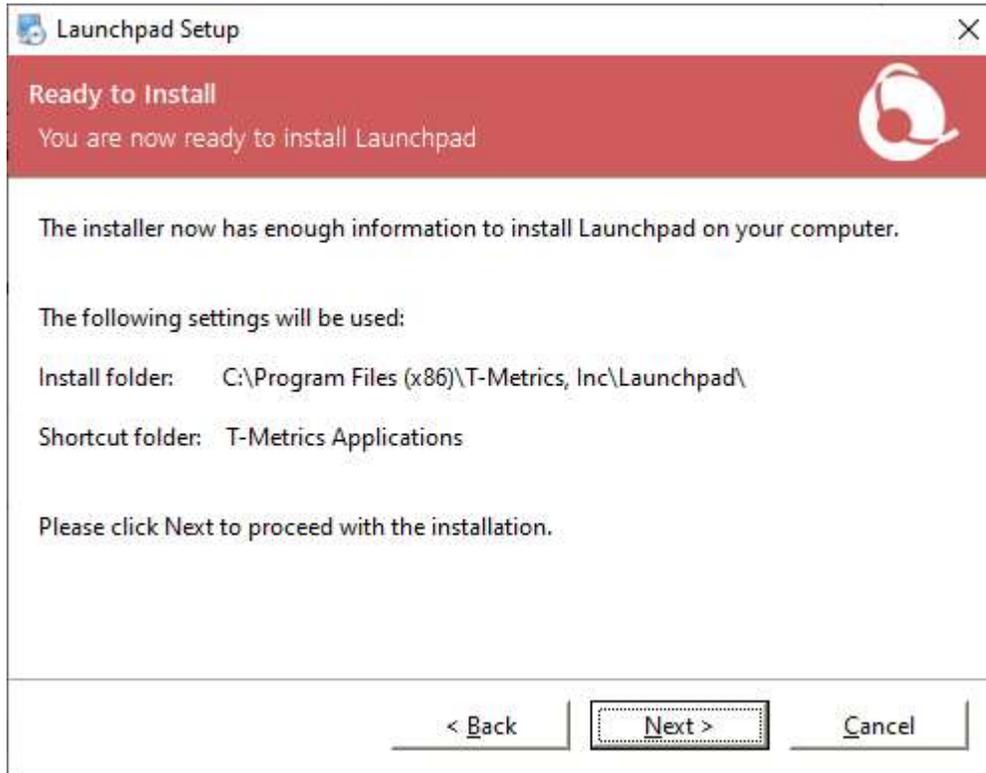
3. When prompted Agree to the licensing terms.
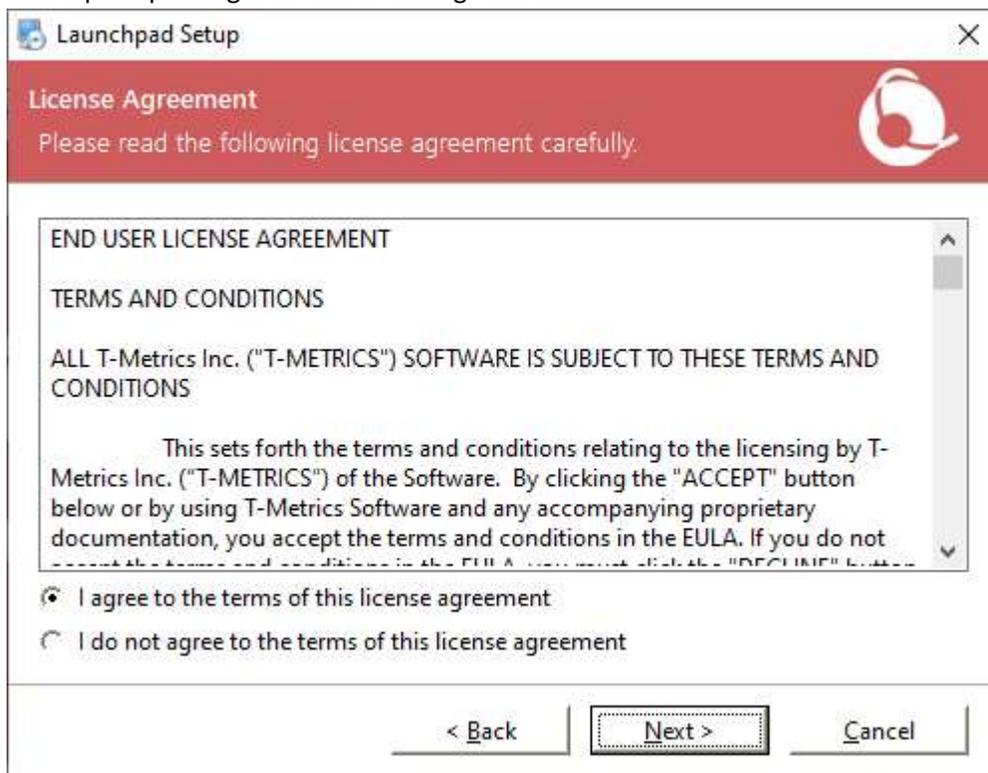
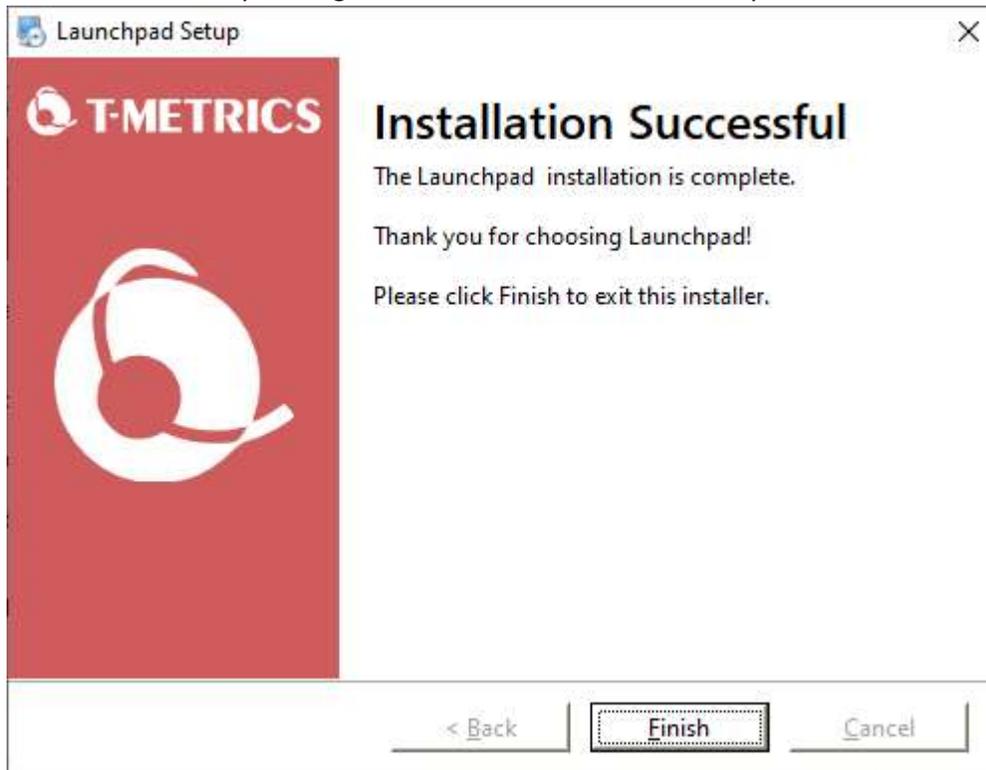4. Accept the default installation location by clicking Next.

5. Allow Launchpad shortcuts to be created for all users by clicking Next

6. Start the software installation by clicking Next

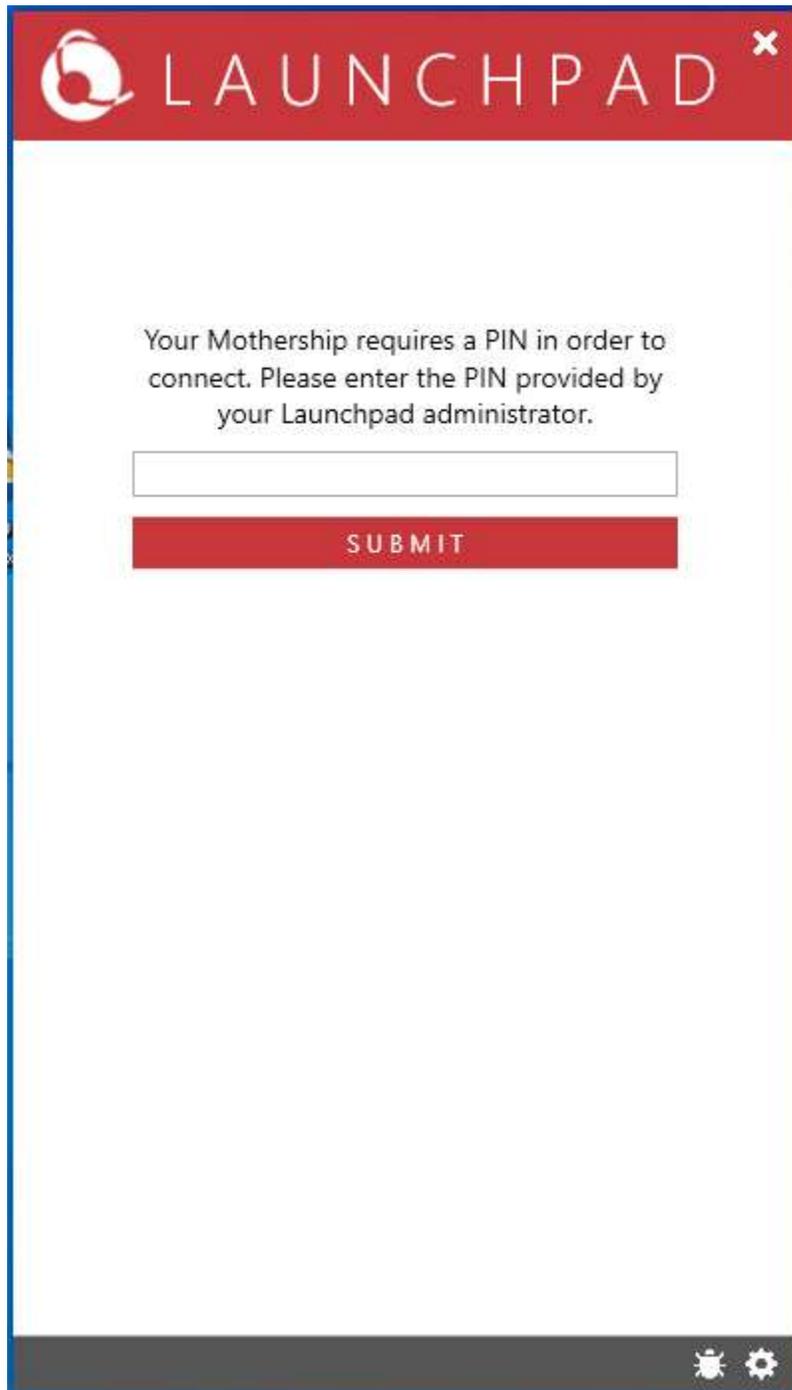7. Close the installer by clicking Finish on the Installation summary screen.

Starting Launchpad for the first time:

Run Launchpad for the first time.

If you get prompted by Launchpad for a PIN enter in the following number

Launchpad PIN = 277381

When you start Launchpad you will need to login using your True You username and password. Your username should be in the following format.

NEAD\12345678

It is helpful in the future if you check the "Remember my username" check box.

The login process will send you a duo push that you will need to confirm. If you do not use the Duo Mobile app you may need to specify how you want to authenticate using Duo. Look at Appendix #1 of this document for information on how to do this.

Once you are logged in you will see the ACD Agent listed. If this is the first time you have logged in, the ACD Agent Module installation will begin automatically.

Once the ACD Agent Module installation process is complete Start the ACD Agent module by double clicking on it.

If you are prompted to enter a primary ACD DN, Press OK.
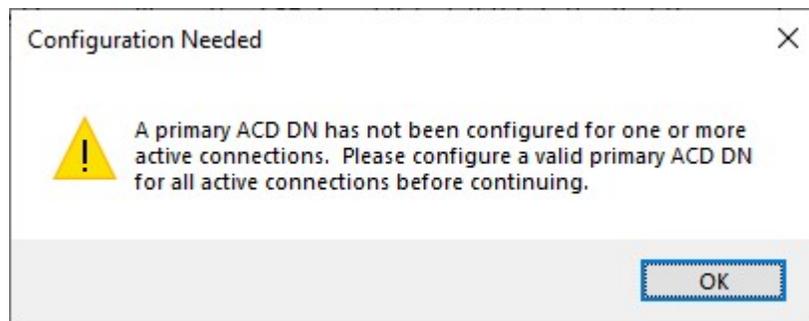
The Options window will open.
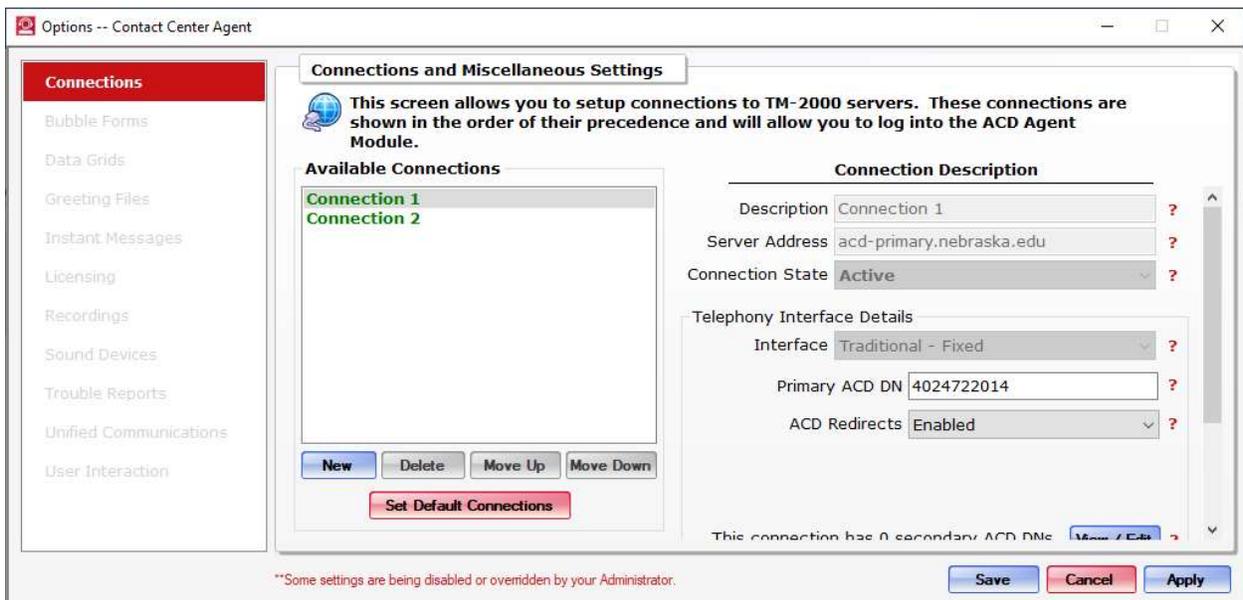
Enter the Primary ACD DN (your 10 Digit telephone number) for both Connection 1 and Connection 2

Press Save

If you are prompted to make these the Default Connection Settings press Yes. If not press the Red :Set Default Connections" button and then choose yes.

At this point the ACD Agent Module should connect to the server and allow you to login.

Appendix #1: DUO 2 Factor Login Options

By default, Duo will send you a push to the Duo app on your cell phone. If, however you do not typically use the Duo Mobile app you can add a command to the end of your password providing a passcode or instructing Duo to call your phone.

Type…	To…
password,passcode	Log in using a passcode, either generated with Duo Mobile, sent via SMS, generated by your hardware token, or provided by an administrator. Examples: "mypass123,123456" or "mypass123,1456789"
password,push	Push a login request to your phone (if you have Duo Mobile installed and activated on your iOS, Android, or Windows Phone device). Just review the request and tap "Approve" to log in.
password,phone	Authenticate via phone callback.
password,sms	Get a new batch of SMS passcodes. Your login attempt will fail – log in again with one of your new passcodes

You can also add a number to the end of these factor names if you have more than one device registered. For example, push2 will send a login request to your second phone, phone3 will call your third phone, etc.