# **T-Metrics ACD Agent Installation**

Updated: 11/09/2021

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## 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.

Launchpad Setup			>
<b>icense Agreement</b> Please read the following lice	nse agreement ca	arefully.	Ô.
END USER LICENSE AGREEME	Т		^
TERMS AND CONDITIONS			
ALL T-Metrics Inc. ("T-METRIC CONDITIONS	S") SOFTWARE IS S	SUBJECT TO THESE TE	RMS AND
This sets forth the to Metrics Inc. ("T-METRICS") of below or by using T-Metrics S documentation, you accept th	erms and condition the Software. By c oftware and any ac ne terms and condi	ns relating to the licer licking the "ACCEPT" companying proprie tions in the EULA. If y	hsing by T- button tary you do not
<ul> <li>I agree to the terms of this I</li> <li>I do not agree to the terms</li> </ul>	icense agreement of this license agre	ement	
	< <u>B</u> ack	Next >	<u>C</u> ancel

4. Accept the default installation location by clicking Next.

Launchpad Setup	×
nstallation Folder Where would you like Launchpad to be installed?	l Q
The software will be installed in the folder listed below. To select either type in a new path, or click Change to browse for an existi	a different location, ing folder.
C) Deservers Files (c) 6(1) T. Metrice (and) supervised	
C:\Program Files (xoo)\1-Metrics, Inc\Launchpad\	C <u>h</u> ange
Space required: 24.4 MB	<u>Ch</u> ange

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

🛃 Launchpad Setup		×
Shortcut Folder Where would you like the sh	ortcuts to be installed?	l Q
The shortcut icons will be crea the default folder, you can eit list.	ited in the folder indicated below. I ner type a new name, or select an e	f you don't want to use xisting folder from the
Shortcut Folder:		
T-Metrics Applications		~
<ul> <li>Install shortcuts for curren</li> <li>Make shortcuts available t</li> </ul>	t user only o all users	
	< <u>B</u> ack	Cancel

6. Start the software installation by clicking Next



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

占 Launchpad Setup		×
	Installation Successful The Launchpad installation is complete. Thank you for choosing Launchpad! Please click Finish to exit this installer.	
	< Back Einish Cance	1

## 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.

👵 L A U N C H P A I	D	×
Log in to your Contact Center Account		
Username NEAD		
Password Remember my username		
Automatically log me in S U B M I T		
Smart Card Login		
	۲	\$

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.

Configur	ration Needed	×
	A primary ACD DN has not been configured for one or more active connections. Please configure a valid primary ACD DN for all active connections before continuing.	
	ОК	

The Options window will open.

Connections	Connections and Miscellaneous Settings				
Bubble Forms	This screen allows you to setup con shown in the order of their preceder Module.	nections to TM-2000 servers. Thes ice and will allow you to log into the	e connections are ACD Agent		
	Available Connections	Connection Des	cription		
	Connection 1	Description Connection 1		?	
Instant Messages	Connection 2	Server Address acd-primary.nebr	aska.edu	?	
		Connection State Active		?	
		Telephony Interface Details			
		Interface Traditional - Fixe	d	?	
Trouble Reports		Primary ACD DN 402472	2014	?	
Unified Communications		ACD Redirects Enabled	l	~ ?	
	New Delete Move Up Move Down				
	Set Default Connections				
		This connection has 0 secondary			

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.

Туре	То
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.