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# **Live Expert Station Admin Guide**

***Release 7.7.0***

**ClairVista, LLC**

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## ADMIN GUIDE

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**Note:** A PDF version of this guide is available for [download](#).

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### 1.1 Preparation & Installation

Table 1.1: System Requirements

Name	Description
Operating System	Microsoft® Windows® 8/8.1, Microsoft Windows 7
CPU Type	Core i5 or better
Network	1 Mbps or better
Memory	4 GB RAM
Display Resolution	HD: 1920x1080 Dual screen: 1280x1024 Single screen: 1280x1024
Drivers	Device drivers for camera, microphone, barcode scanner, magnetic stripe reader, etc.

### 1.2 Configuration

#### 1.2.1 Getting Started

The Live Expert Enterprise enables you to add new Stations and configure their settings accordingly. It is also where you will be able to retrieve a Station's ID number, which you will need to specify with each installation.

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**Important:** The Live Expert Enterprise is available at: <https://liveexpert.net>.

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#### 1.2.2 Station Admin Tool



Before you can use a Station for the first time, start the LE Station Admin Tool. A shortcut can be found on the desktop after installation, or the application itself can be found in the same location as the LE Station installation.

The screenshot shows the 'Live Expert Station Admin Tool' window. It features a logo on the left with the text 'Live Expert Station Admin Tool' and 'CLAIRVISTA'. On the right, there are four input fields: 'Station ID', 'Login Host', 'Login Password', and 'Admin Password'. The 'Station ID', 'Login Host', and 'Login Password' fields have red borders, while the 'Admin Password' field has a green border. There are buttons for 'Advanced View', 'Test Login', 'Save', and 'Start Station'.

### Station ID

An integer value representing the Station you created in the Live Expert Enterprise.

### Login Host

The hostname or ip address of the Live Expert Enterprise.

### Login Password

The password configured for the Station in the Live Expert Enterprise to sign in on startup.

### Admin Password

A local administration password used to manage a Station's camera device settings, view error messages, and access the Station's log. Every LE Station should be configured to meet your individual use case. There are two types of configuration available to you, the Station's Application Properties and the home screen's Button Layout. The corresponding XML documents can be found in your LE Station's Installation Directory.

### 1.2.3 Button Layout

You may also wish to configure your home screen's button layout by editing `ButtonLayout.Data.xml`. Here, additional buttons can be added and configured similarly to the ones provided for you. Please note that each `ButtonID` and `ExpertCategoryID` should be unique, corresponding to an incremental integer and expertise category, respectively.

#### Call Routing

Call routing functionality can be configured by adding an additional value as follows:

```
<CallRoutingUrl>...</CallRoutingUrl>
```

## 1.3 LE Station Printer Setup

The LE Station application gives customers the ability to print content seen on the content display on the printer attached to the LE Station PC. The LE Station will print to the printer designated as the default printer in Windows.

### 1.3.1 Dual-Screen Station Setup

#### Primary and Secondary Display

In the two-display LE Station mode the top display must be set as the primary display and the bottom display is set as the secondary display in the Windows Display Properties.

#### Attaching the Video Cables

Dual display video cards have two video ports, either two DVI, two VGA or a mix of DVI and VGA. Plug the adapter for the top (primary) display into the video port labeled (1) or primary. Plug the adapter for the bottom (secondary) display into the port labeled (2) or secondary.

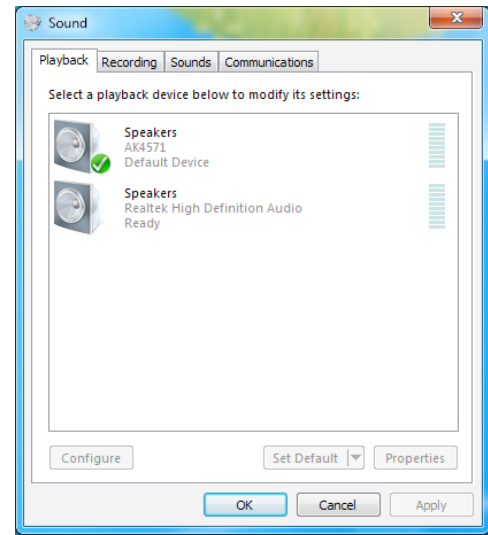
#### Windows Display Configuration

In the Settings tab of the Windows Display Properties Control Panel, ensure that Display 1 is directly above Display 2 as is shown in the figure below. Hovering the mouse over the second display icon should reveal a tool tip displaying, (0,1024). This indicates the second display is correctly positioned below the primary. The Screen resolution for both displays should be set to its native 1280 by 1024 pixels.

### 1.3.2 Audio Configuration

The standard Live Expert audio device implementation consists of a headset and microphone combination for the Expert Studio and an external conference speakerphone for the LE Station.

## Sound

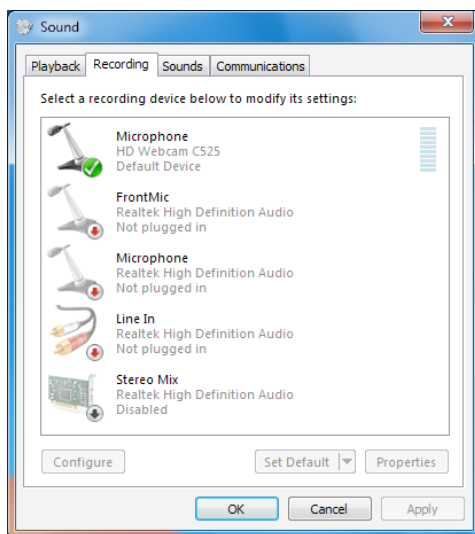


The following describes the properties that will need to be set in the Windows 7 Sound control panel along with tips for managing the audio input and output devices.

Once the devices are correctly set up in the Windows Sound & Audio Devices Properties, it is also important to confirm the default settings in the LE Station's configuration file (DefaultSoundLevel and DefaultRecordingLevel). The purpose for these settings is that customer or employees may adjust the volume settings on the LE Station and the application will reset to these default values for the beginning of each video call to ensure a great experience for the customer and easily manageable experience for the expert agent.

## Playback

In the following example, the Default devices are set to the AK4571 value, representing the Phoenix Duet Conference Phone used in an LE Station implementation.



## Recording

Recording devices can be configured from another tab.

## Microphone Properties

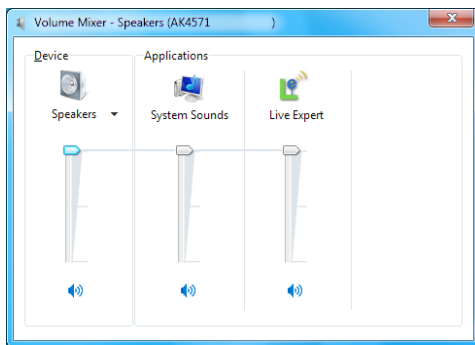
**General** These settings likely do not need adjustment.

**Listen** “Listen to this device” should not be checked.

**Levels** The Volume properties does not likely need adjustment. The LE Station’s volume is controlled by the LE Station application. The LE Studio’s volume is expected to be manually managed by the agent via the Windows 7 volume controls.

**Advanced** Depending upon the sound card being used, there may be advanced volume settings that provide better sound playback quality. If advanced settings exist, they should be tested for their effects on sound quality.

## Volume Mixer



The Sound playback and Sound recording Default devices should be set to the appropriate device for each the LE Station and LE Studio. For the LE Station using an external conference speakerphone, the speakerphone device should be selected. For the Expert Studio using a combination microphone and headphone headset, the PC’s sound card should be selected if the headset uses a mini-jack interface or the headset name should be selected if the headset uses a USB interface.

Depending upon the device being used, other Volume and Advanced settings may exist and may enhance the quality of the sound. If other properties exist, they should be tested.

## Voice

Repeat the steps used for the Audio properties for Voice playback and Voice recording properties. Additionally, it is recommended to perform the Test hardware routine using the Test hardware button on the Voice property panel.

## LE Station Web Browsing Features

The LE Station includes two security-related web browsing features: pop-up blocking and a URL blacklist. The LE Station’s implementation of the Microsoft Internet Explorer rendering object blocks all pop-up whether they occur from anchor tags or javascript pop-ups. In addition, the LE Station contains a configurable blacklist file. Any URL contained on a line in the blacklist will not be clickable in the LE Station web browser. The blacklist is contained

by default in `C:\Program Files\LiveExpert\Data\blacklist.txt`. The file is structured so that there should be only one URL per line. The application assumes a wildcard on both ends of the URL.

Examples:

- `clairvista.com` (blocks anything with `clairvista.com` in the URL)
- `clairvista.com/news/` (blocks anything in the news directory at `clairvista.com`)
- `clairvista.com/news/download.exe` (blocks the `download.exe` file in the news directory at `clairvista.com`)

## 1.4 Quick Tips

Most software—including Microsoft Windows, touchscreen utilities, and video camera tools—are not configured with settings ideal for a consumer-facing kiosk by default. The following items may help to enhance your end user experience, ease system maintenance, and reduce security risks.

### 1.4.1 ClearType Text Tuner

In Windows 7, search for `Adjust ClearType text` and select `Turn on ClearType`.

### 1.4.2 Display settings

Hide the Start menu and Task Bar  
Turn off balloon assistants  
Turn off screen saver  
Set Windows Explorer Start Navigation event sound to off  
Scaling, rotation

### 1.4.3 Power Settings

Turn off sleep and hibernate

### 1.4.4 Printer Settings

Set desired header and footer for IE printing

### 1.4.5 Video Camera Settings

Turn off Logitech Quick Assist

### 1.4.6 Touchscreen

Many touchscreen drivers and software include the ability to register touch feedback sounds. In standard Live Expert deployments, those sounds are turned off as Live Expert provides visual feedback in the form of button state changes rather than audible sounds.



### 1.4.7 Time Synchronization

To reduce the change of clock drift and possible resulting speech and audio delays in extended video calls, keeps the clocks on the Windows PCs running the LE Station and LE Studio applications synchronized with a time server via the built-in Windows Internet Time capability or other time synchronization method.

## 1.5 Automatic Station Startup

To automate the startup of the LE Station, add a batch script to the Windows Startup folder to run the shortcut that created for you on the Windows Public Desktop:

startStation.bat

```
start "" "%PUBLIC%\Desktop\LE Station.lnk" /secondary
exit
```

startStation.bat (Legacy Windows XP Implementations Only)

```
start "" "%ALLUSERSPROFILE%\Desktop\LE Station.lnk" /secondary
exit
```

## 1.6 Station Kiosk Security

The following recommendations help secure a consumer-facing kiosk, reducing the risk of malicious behavior.

### 1.6.1 Creating a Limited-User Account

For consumer-facing kiosk use of the LE Station create an administrator account (e.g. “admin”) and a separate limited-user account (e.g. “kiosk”) using unique passwords. If prompted, choose to “Sign in without a Microsoft account” and create a “Local account”. Before continuing additional configuration, log-in once with the newly created user, “kiosk”.

### 1.6.2 LE Station Administration

Once you have installed the LE Station, it is strongly encouraged to set a password for local administration of the application. Run “StationAdminTool.exe” and update the value for “Admin Password”. The LE Station system controls dialog is accessible by double-clicking the lower right-hand corner of the application. The local administration password (see above) is required to be granted access to the application’s log, status, and camera configuration.

### 1.6.3 Automatic Logon

By setting up automatic logon, Microsoft Windows will always sign in as “kiosk” unless you hold the Shift key in anticipation of the logon screen.

1. Log-in as an administrator, “admin”.
2. Run the Registry Editor.
3. Locate the following registry key: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon`

4. Modify the values as shown in the table below. If a value does not exist, create it by selecting **Edit > New** from the menu. Reference: <http://technet.microsoft.com/library/cc939702>
5. Quit the Registry Editor.
6. Restart the computer.

Name	Type	Data
AutoAdminLogon	String (REG_SZ)	1
DefaultUserName	String (REG_SZ)	kiosk
DefaultPassword	String (REG_SZ)	*****
ForceAutoLogon	String (REG_SZ)	1

Reference: <http://technet.microsoft.com/library/cc939702>

## 1.6.4 Local Group Policy Settings

The Group Policy Object Editor is a Microsoft Management Console (MMC) Snap-in that can further restrict access to the user “kiosk” via configuration of a Group Policy Object (GPO).

1. Log-in as an administrator, “admin”.
2. Run the Microsoft Management Console (Windows key+R, “mmc.exe”).
3. Add the Group Policy Object Editor Snap-in (Ctrl+M, Add, OK).
4. Browse for a Group Policy Object (Browse...).
5. Create a GPO for the “kiosk” user (Users > “kiosk” > OK > Finish).

**Warning:** Any settings that you enable will be applied to ALL of the Computers, Users, and/or Groups included in its GPO. Please exercise caution.

### Ctrl+Alt+Del Options

Enabling these settings allow you to remove options other than “Log off” when receiving a Ctrl+Alt+Del key combination, exclusively for the user named “kiosk”:

#### User Configuration > Administrative Templates > System > Ctrl+Alt+Del Options

- Lock the computer
- Change a password
- Start Task Manager

To hide fast user switching, create a separate GPO for the computer and enable “Hide entry points for Fast User Switching”. This setting will apply to all users including administrators.

Reference: <http://technet.microsoft.com/library/cc725970>

## 1.6.5 Replacing the Windows User Interface

After setting up your limited-user, “kiosk”, you can replace the standard interface to drastically limit the access a person has while signed in.

**Warning:** Incorrectly modifying the Windows Registry (e.g. modifying the Shell value of the Winlogon key under HKEY\_LOCAL\_MACHINE would effectively replacing the default user interface for all users including administrators) may cause serious issues if not done properly. Please exercise caution.

1. Log-in as a limited user, “kiosk”.
2. Run the Registry Editor as an administrator.
3. Locate the following registry key: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\IniFileMapping\system.ini\boot
4. Modify the value as shown in the table below.
5. Locate the following registry key: HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Exp
6. Modify the values as shown in the table below. If a value does not exist, create it by selecting Edit > New from the menu.
7. Quit the Registry Editor.
8. Restart the computer.

## 1.7 Ongoing Maintenance

### 1.7.1 LE Station Access

Because the LE Station is designed to run in a consumer-facing kiosk application, it executes in a full-screen mode to reduce the likelihood that individuals can gain access to unauthorized components of the Windows environment. The LE Station also contains a component that will restart the application in the event that it fails. However, from time to time, retail store employees or service people may need access to the Windows XP environment. In these cases, the LE Station has a System Controls password form required to successfully stop the LE Station application. Double-clicking on the retail logo in the bottom right-hand corner of the screen will engage the System Controls dialog password form. The password is maintained by the Live Expert system administrator and set in the LE Station’s configuration file.

### 1.7.2 Content Management

LE Station content such as images, buttons, messages and movies are stored in the Live Expert directory in Program Files. For each language, there are directories for each type of content in the respective language directory:

**English** C:\Program Files (x86)\LiveExpert\Languages\EN\

**Spanish** C:\Program Files (x86)\LiveExpert\Languages\SP\

The following are the directories and their purposes:

- ... \Languages\\*\*\Images\ Images used throughout the application, including backgrounds, messages, labels and buttons or controls used in the attract loop mode.
- ... \Languages\\*\*\Movies\ Video files used for the attract loop, the message for when agents are busy. It also contains the logo that is displayed during video call setup and restart.
- ... \Languages\\*\*\Movies\productMovies\ Video files that are used by the Expert to share information with the customer. These can demonstration, how-to or other types of content.

### 1.7.3 Attract Loop Buttons and Menus

The buttons displayed on the content (or bottom) display during the LE Station's attract loop mode, along with their size, layout and behavior and specified in:

C:\Program Files\LiveExpert\Languages\EN\Data\Reference

### 1.7.4 Daily Windows Restarting

To better ensure smooth system performance, restarting the Windows XP operating system once daily during off-peak times is recommended.

### 1.7.5 Windows Event Logging

The Live Expert applications log various errors to the Windows Event Log. Warnings and Informational level messages are recording the Live Expert log in the user home directory.

### 1.7.6 Starting and Stopping LE Station from Command Line

The LE Station application can be started from a command line prompt. To stop the LE Station, it's process must be stopped.

Any time new applications updates, configuration file changes or content updates are made, the application must be stopped and started for updates and changes to take effect.

### 1.7.7 Windows DPI Scaling

The Windows operating system has a feature called DPI Scaling that increases the sizes of some elements like images and text. On most computers this defaults to 100%. In rare occasions the default may be greater, in which case it will need to be adjusted for the LE Station to display properly.

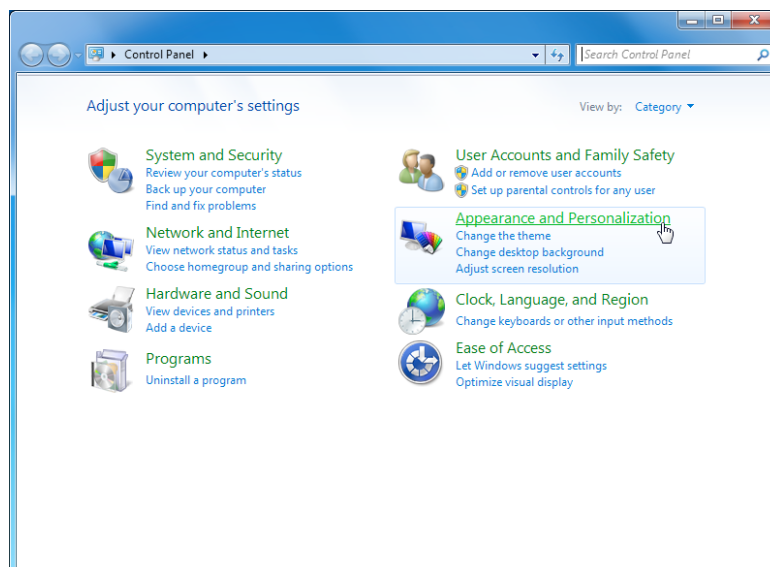


Fig. 1.1: Open Appearance and Personalization in the Control Panel.

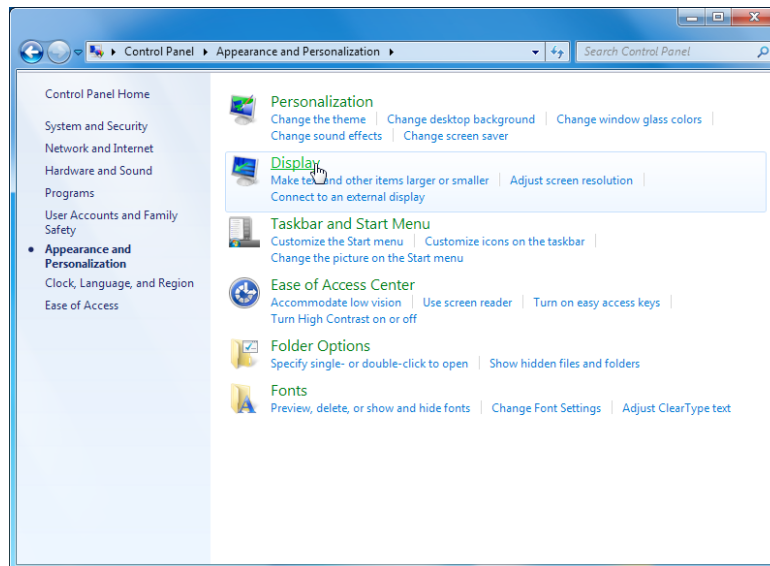


Fig. 1.2: Select the Display category.

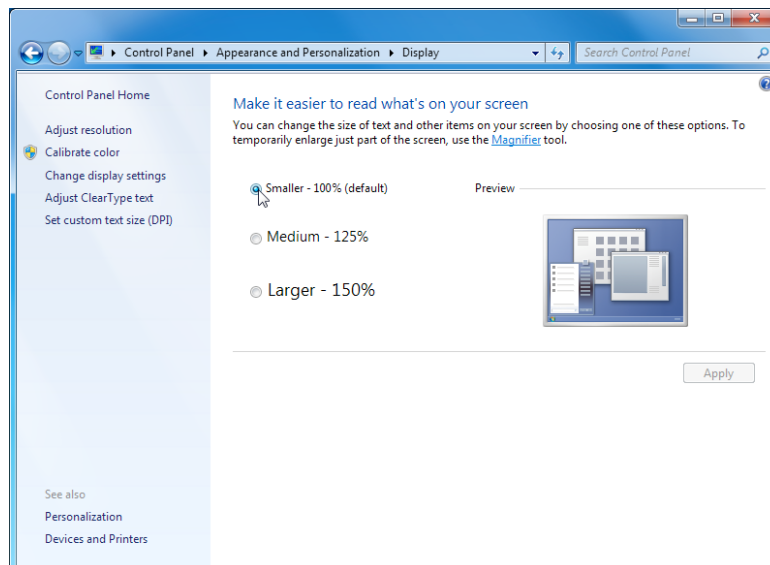


Fig. 1.3: Select the option for Smaller - 100% (default)