Live Expert Studio Admin Guide

Release 7.7.0

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1 Studio Silent Install Guide **1**
1.1 Overview 1
1.2 Installation Requirements 1
1.3 Downloading the Prerequisites and Installer 2
1.4 Installing the Prerequisites and the LE Studio Updater 2

2 Rolling back to a previous LE Studio version **3**

3 LE Studio Eye Gaze Solutions **9**
3.1 Second Display 9
3.2 Two-way Mirror 10

CHAPTER

ONE

STUDIO SILENT INSTALL GUIDE

Note: A PDF version of this guide is available for `download`.

The purpose of this document is to provide instructions for silently installing the LE Studio application.

1.1 Overview

The LE Studio installer installs a LE Studio software update service whose purpose is to continually check in with the Live Expert software update server to ensure the LE Studio is always up to date. When first installed, the LE Studio updater will downloand and install the current production version of the application. The software update service will then continue to automatically keep the LE Studio up to date as new versions are released.

1.2 Installation Requirements

The LE Studio installation is comprised of installing both the application's dependcies and the application's software update service.

1.2.1 Prerequisites

The following is the list of software required by the LE Studio.

1. Visual Studio 2008 C++ Redistributable (x86)
2. Visual Studio 2010 C++ Redistributable (x86)
3. Visual Studio 2013 C++ Redistributable (x86)
4. Flash ActiveX:
5. Flash Plugin:
6. .NET 3.5
7. .NET 4.0
8. DirectX 9.c

1.2.2 LE Studio Installer

The LE Studio installer is a single download.

1.3 Downloading the Prerequisites and Installer

The prerequisites and LE Studio installer are available at:

https://www.dropbox.com/sh/9h18vnvy4xf9892/AAAxU054RiZCn4R4ye9e21Zqa

1.4 Installing the Prerequisites and the LE Studio Updater

Each of the prerequisite and Studio Installer packages can be intalled from the command line with the parameters described below.

Table 1.1: Silent Install Instructions

Package	Command Line Exe & Parameters
Visual Studio 2008 C++ Redistributable (x86)	vcredist_x86.exe /q
Visual Studio 2010 C++ Redistributable (x86)	vcredist_x86.exe /q
Visual Studio 2013 C++ Redistributable (x86)	vcredist_x86.exe /q
Flash ActiveX	install_flash_player_17_active_x.exe -install
Flash Plugin	install_flash_player_17_plugin.exe -install
.NET 3.5	dotnetfx35.exe /q /norestart
.NET 4.0	dotNetFx40_Full_x86_x64.exe /q /norestart
DirectX 9.c	DXSETUP.exe /silent
LE Studio Meta-Installer	MetaInstallerLEStudio.exe /silent /install

CHAPTER

TWO

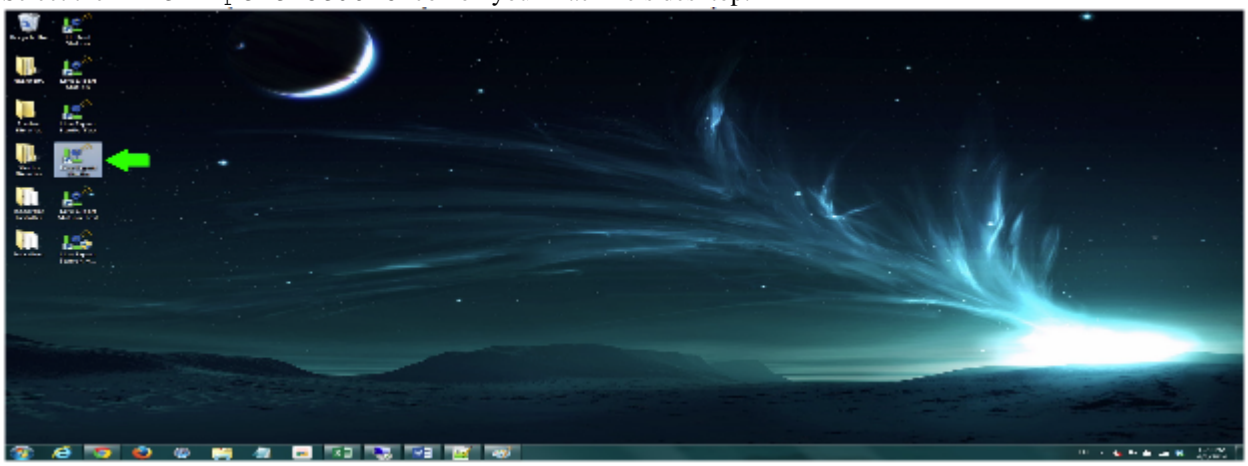
ROLLING BACK TO A PREVIOUS LE STUDIO VERSION

Note: A PDF version of this guide is available for `download`.

If it is necessary to roll back to a previous version of LE Studio, there are easy steps to get there. In order to perform a valid roll back, the correct LE Studio version number is needed. To find this number, follow the below steps:

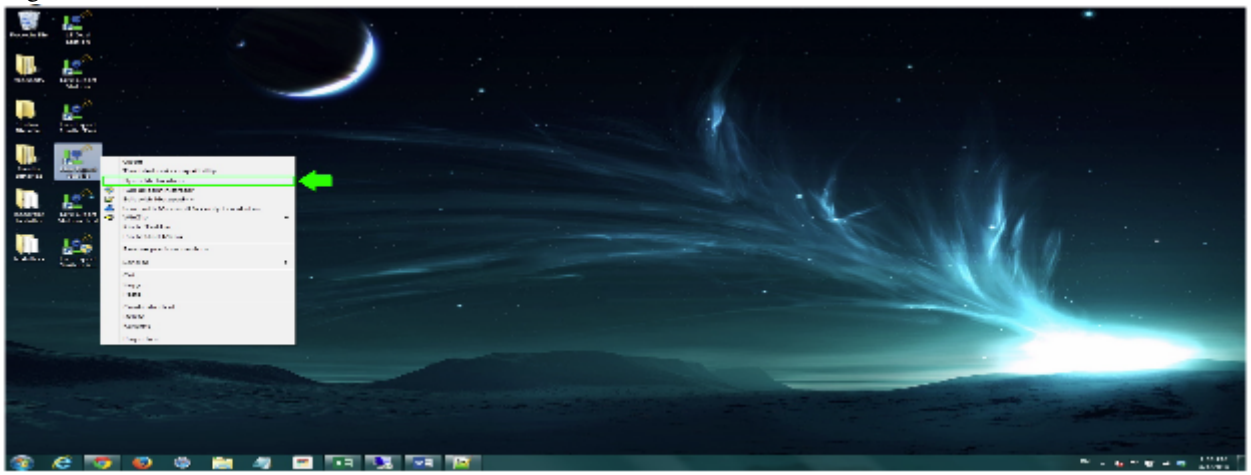
Step 1:

Select the `Live Expert Studio` icon on your machine's desktop.



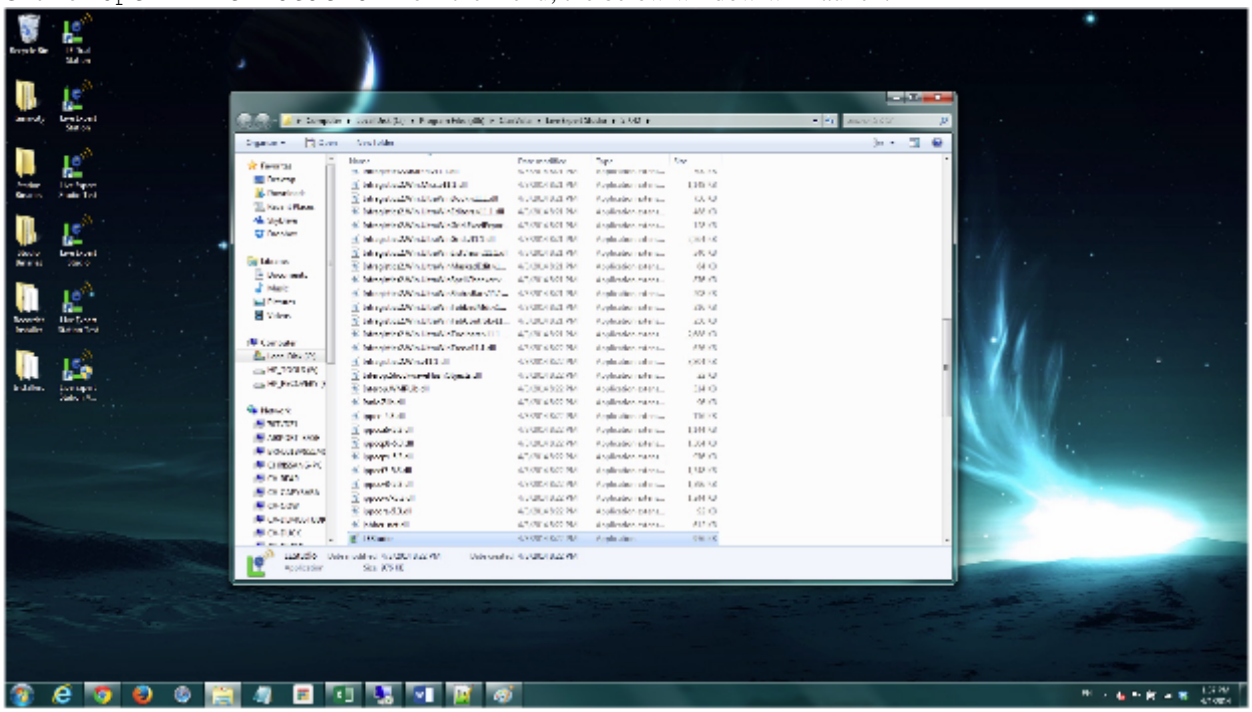
Step 2:

Right click `LE Studio`.



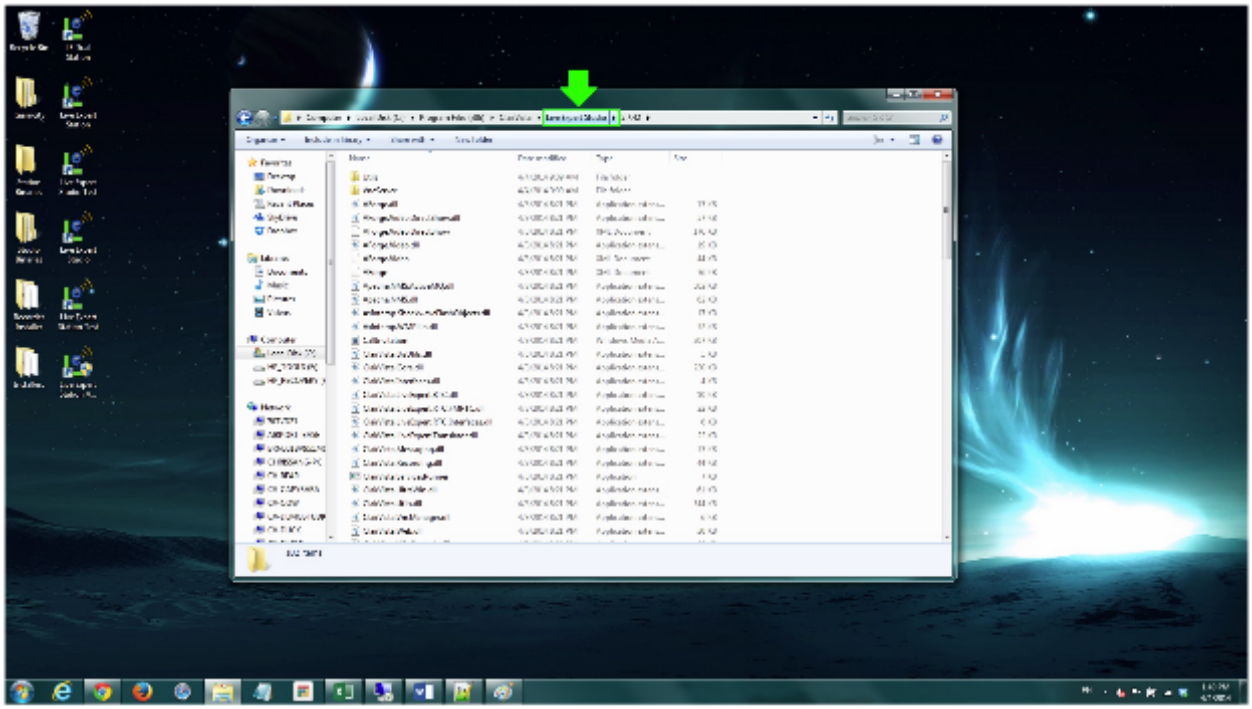
Step 3:

Click on `Open File Location` from the menu; the below window will launch:



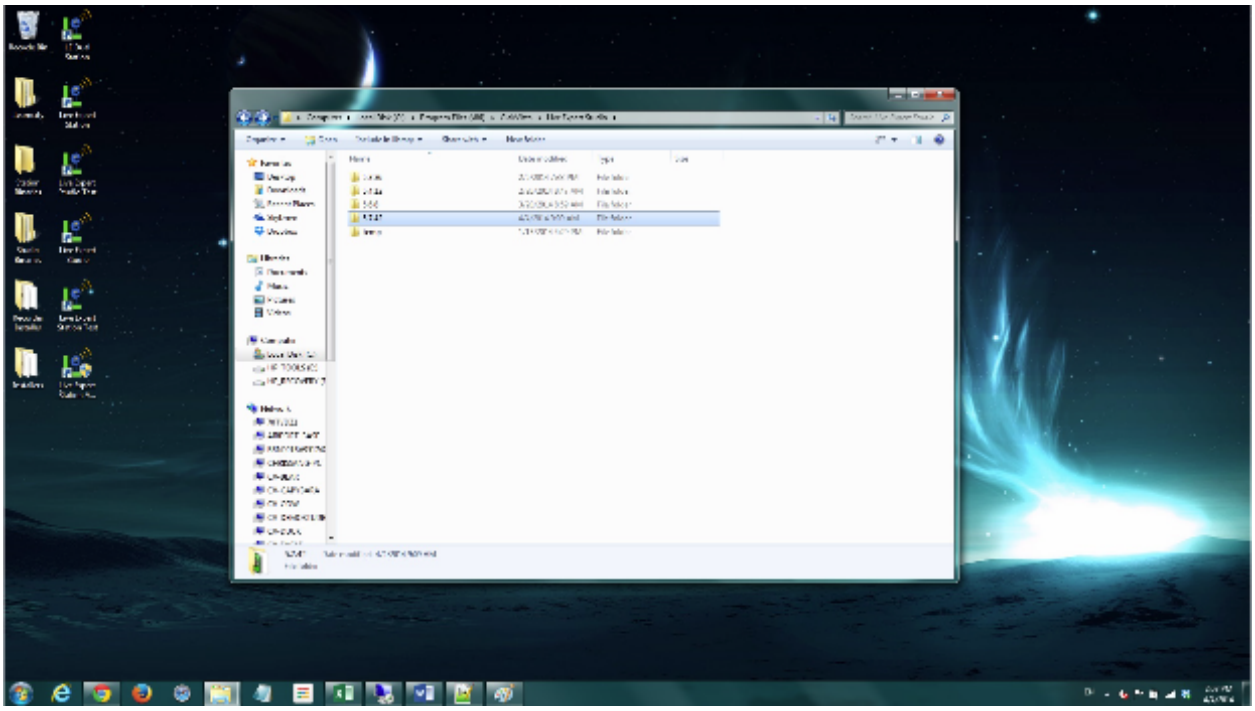
Step 4:

In the file path bar, click on `Live Expert Studio`.



Now you will be at the below window:

Note: This folder location is home to the latest/current version (in this case 5.7.42) and the last three previous LE Studio versions (5.6.8, 5.4.12, and 5.3.36) that have been deployed to your environment.



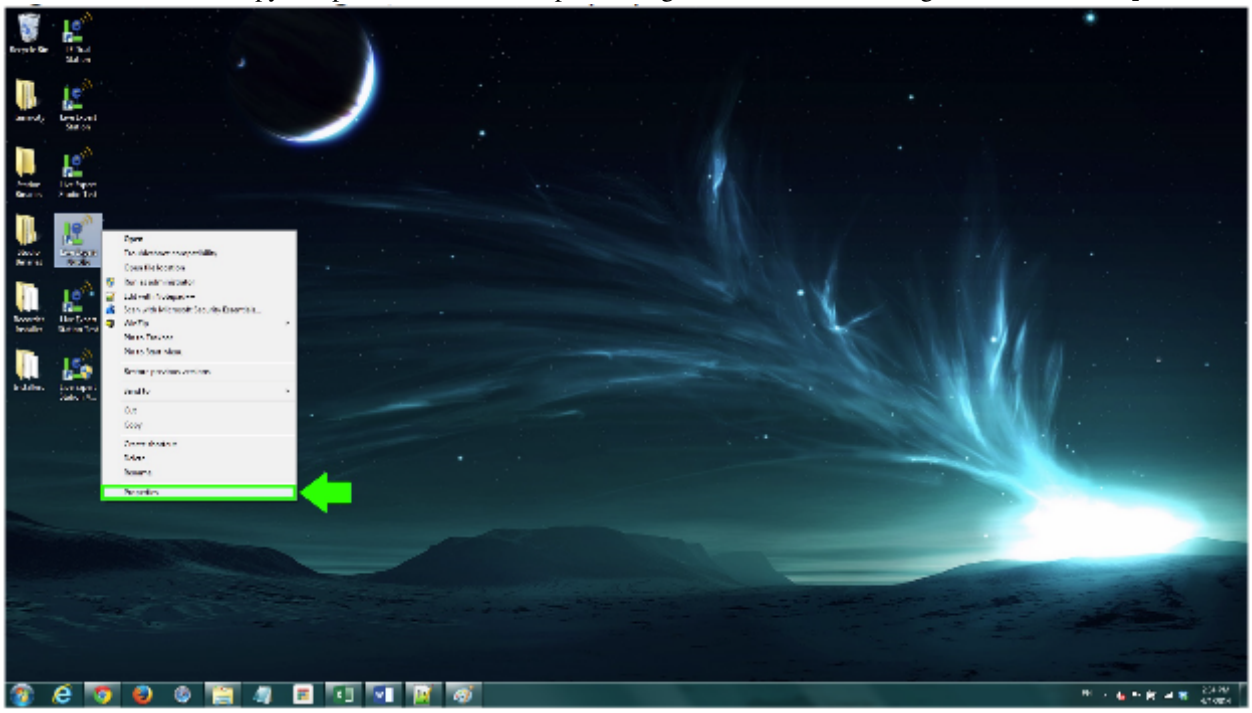
Step 5:

Now that the previous version numbers have been noted, we can roll back the LE Studio version number properly. In this case, as seen above, our current version is 5.7.42 and we want to go back to the 5.6.8 LE Studio.

Close the explorer window from Step 4.

Step 6:

Select `LE Studio`; copy and paste it on the desktop. Now, right click `LE Studio` again and select `Properties`.

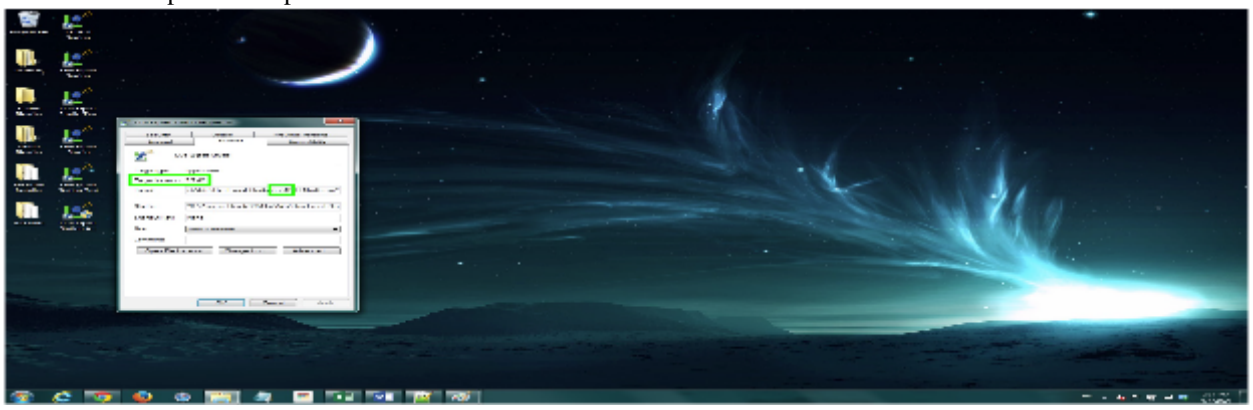


Step 7:

The `Properties Window` will now launch.

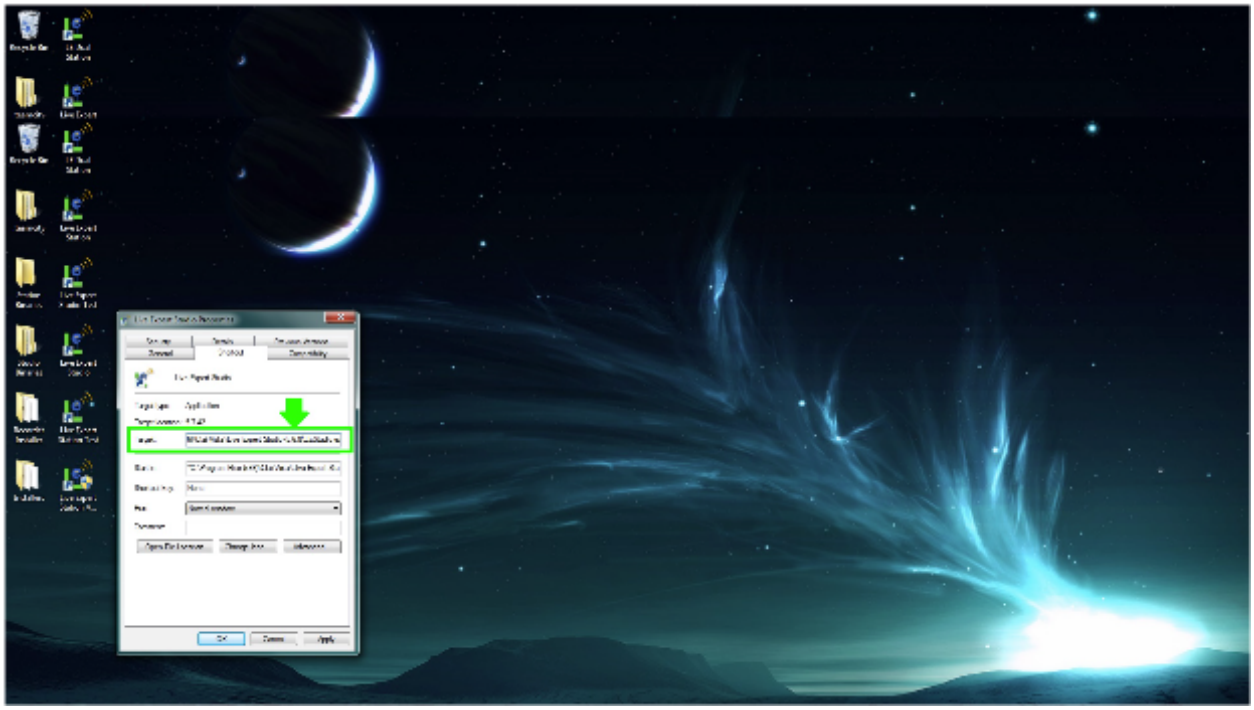
Note: In the shortcut section, the target location is the current LE Studio version (5.7.42). We want to roll this back to 5.6.8.

See the next step to accomplish this.



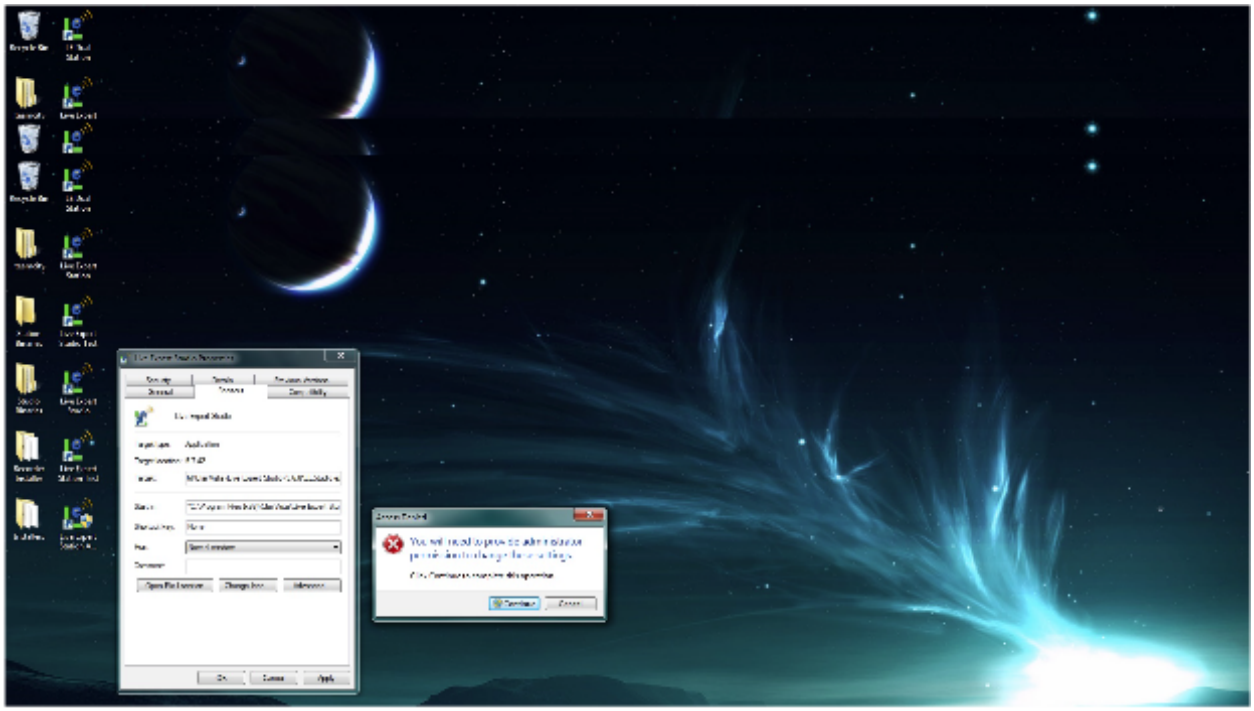
Step 8:

Put your cursor in the target text box, delete the current target (5.7.42 in this case), and add the version you wish to roll back to. In this case, 5.6.8 is what we are rolling back to.



Step 9:

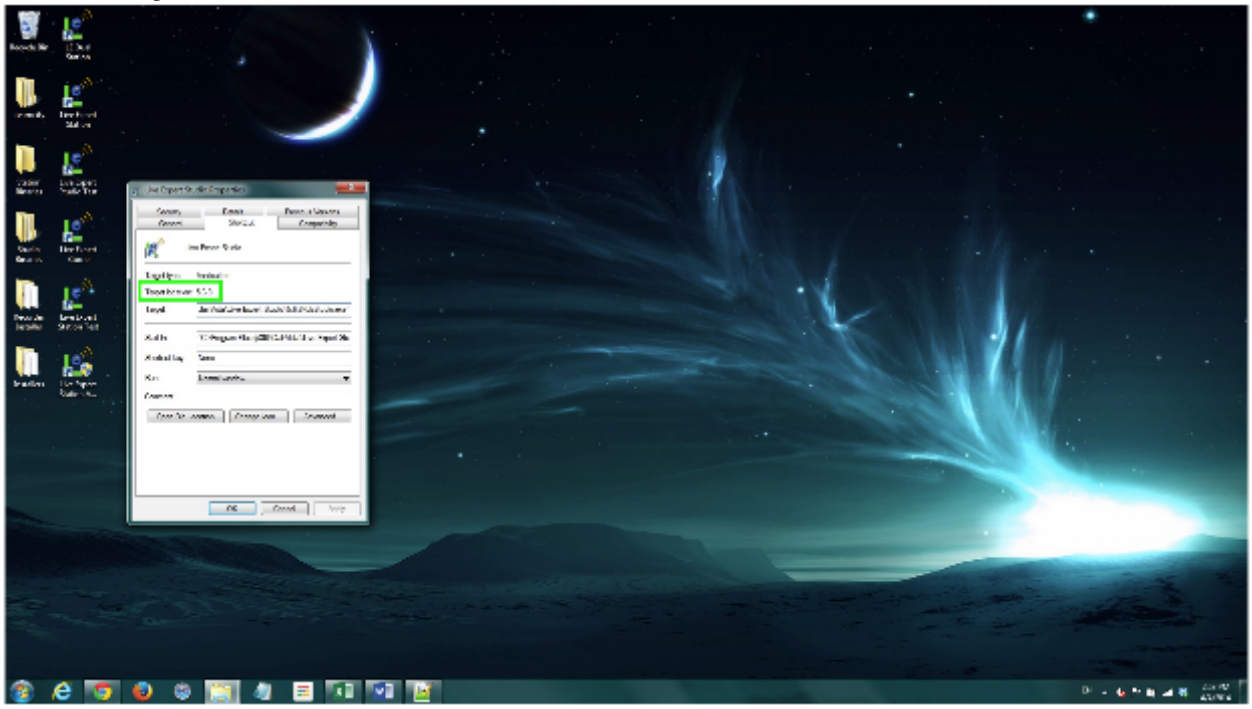
1. Click `Apply`
2. The below access denied window will launch if you need to provide administrator permission to perform the change.
3. Click `Continue`
4. Click `OK` in the property window.



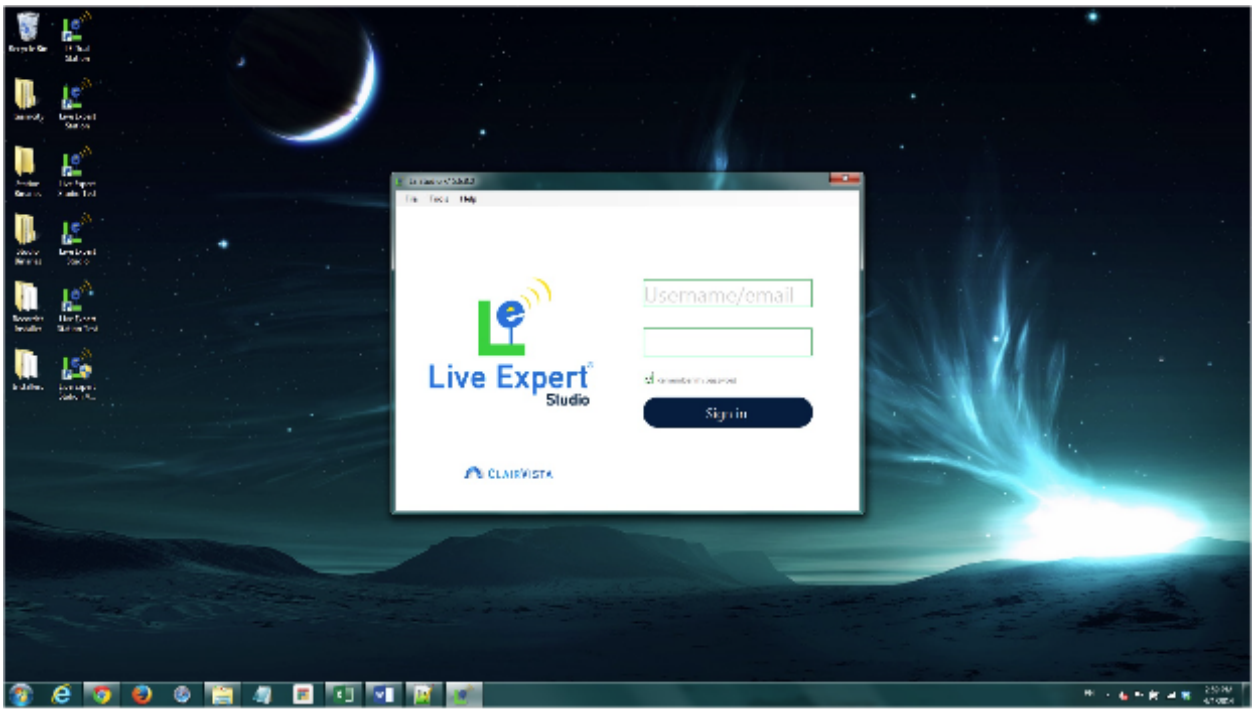
Step 10:

Verify that the LE Studio version has been changed to 5.6.8. To do so, simply right click `LE Studio` once more and select `Properties`.

Note: The Target Location now reads 5.6.8.



LE Studio has now been successfully rolled back to the previous version and is ready to use. Thanks for using Live Expert!


Live Expert
Studio
Username/email
Sign in

CHAPTER

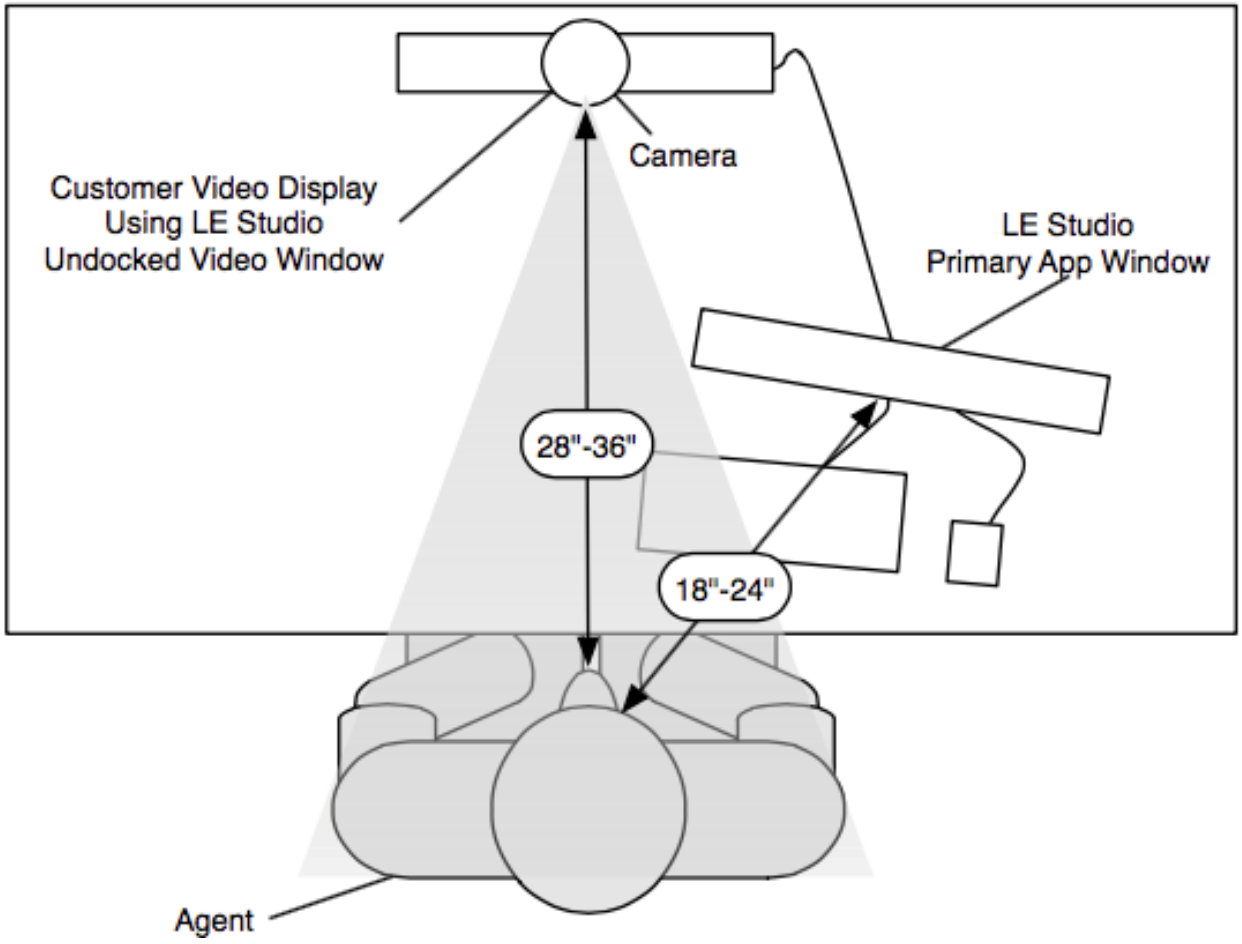
THREE

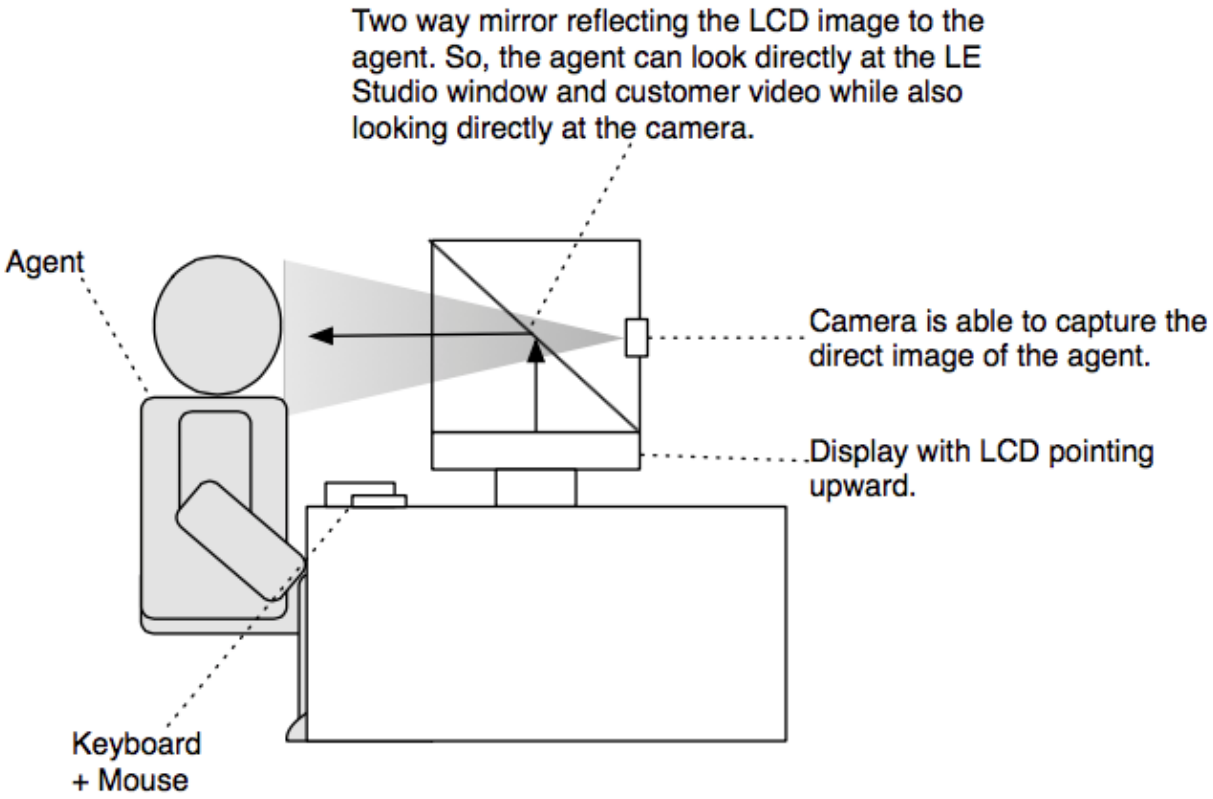
LE STUDIO EYE GAZE SOLUTIONS

Note: A PDF version of this guide is available for `download`.

3.1 Second Display

The following diagram demonstrates how to setup a second display exclusively for customer video:



3.2 Two-way Mirror

The following diagram demonstrates how to setup a two-way mirror to allow the agent to look directly at the camera while viewing the LE Studio monitor: