

# Desktop - Installation of NiCE/WFM/inContact & CXOne Screen Recorder

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Title

Desktop - Installation of NiCE/WFM/inContact & CXOne Screen Recorder

Purpose:

This software suite is required for PARs within Elevate365

Required Information to be documented in each Incident:

Contact Name.Contact Number.Contact Email Address.Computer Service Tag.Computer IP Address.

Details/Scenarios/Notes

To install the CXOne Screen Recorder, we must verify the following are present:

.NET 3.5, Azul JRE, NiCE/WFM/inContact RCP client.

Installation Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Verify .NET 3.5 is present. Installers will not run without this.

5.

Pull down the two following directories to C:\Installs on the target device:

\\SCCMWRKCSPD01\CM\_WRK\_Content\Content\Software\NICE-

WFM\\SCCMWRKCSPD01\CM\_WRK\_Content\Content\Software\CXOne Screen Recorder

6.

Go to C:\Installs\NICE- WFM

7.

Install azul\_jre\_update-r7\_v3.3.msi with administrator privileges, when prompted, select C:\Installs\NICE- WFM\Nice-Addons as the destination.

8.

Go to C:\Installs\NICE- WFM\Nice-Addons

9.

Install NICE Player Codec Pack.msi with administrator privileges (user input dialogue may appear behind installation window).

10.

Install NICE Player.msi with administrator privileges (user input dialogue may appear behind installation window).

11.

Return to C:\Installs\NICE- WFM and install rcp-installer-7.2.9.2.exe with administrator privileges. Currently supported version as of 9/2023 is 7.2.9.2.

12.

Select OK on English for setup language (should be default setting):

13.

Click Next to set installation destination as C:\Program Files (x86)\NICE\_WFM (should be default setting, may be prompted to confirm directory creation):

14.

Ensure the WFM Application Server settings are as follows:

Hostname: wfm4596858-nicewfm.niceincontact.com

Port: 443

SSL Enabled.

15.

Select English as the installed application language (should be default setting):

16.

Click Next to set the business-type to "Contact Center," (should be default setting):

17.

Ensure both checkboxes for creating shortcuts are selected.

18.

The application will now install (user input dialogue may appear behind installation window).

19.

Open an elevated Command Prompt.

20.

Change the directory to that of the CXOne Screen Recorder

cd C:\Installs\CXOne Screen Recorder

21.

Enter the following installation string:

```
Msiexec /I ScreenAgent-64bit-2.1.79.msi  
ACCESS_KEY_ID=NH53V5WBQP5BX66N2WNJZOPW42MCR7NC4JVLFRX5BAC65JAYYBRA====  
ACCESS_KEY_SECRET=X2RU2C3F2HUEAMFYIDKTSN2JH5ZAMUNN7OUIB7TKAI7NTTJ23VCQ  
==== REGION_TYPE=NA1 /log install.log
```

22.

An installation dialogue will appear onscreen for approximately 2-10 seconds.

23.

Reboot once the dialogue completes/disappears.

\*\*\*INSTALLATION NOT COMPLETE UNTIL SYSTEM REBOOTS.\*\*\*

24.

Follow the resolution process.

25.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Software

Service

FSS

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry / Help

Resolution Subcategory

Software

Resolution Service

DTI-EUX-FSS Ticket Allocation - L1

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-FSS Ticket Allocation - L1

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