



OpenSpan Studio

Installation Instructions

Version 7.1

27 March 2015

Use this table to quickly find the information you need:

For information on	See
What you need to run OpenSpan Studio	"Minimum Requirements" on page 2
Using the Setup wizard to install Studio	"Installing OpenSpan Studio Using the Setup Wizard" on page 3
Installing Studio from the command line	"Installing OpenSpan Studio Via the Command Line" on page 9

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Contents

1 Installing OpenSpan Studio

2 Minimum Requirements

3 Installing OpenSpan Studio Using the Setup Wizard

9 Installing OpenSpan Studio Via the Command Line

Chapter 1: Installing OpenSpan Studio

This document describes the step-by-step instructions for installing the OpenSpan Studio 7.1 standalone edition. OpenSpan offers two editions of OpenSpan Studio to support the different needs of our users:

OpenSpan Studio	OpenSpan Studio is a complete standalone version built for developers who do not have Microsoft Visual Studio 2010 installed. As part of the OpenSpan Studio installation, the Microsoft Visual Studio 2010 Isolated Shell is installed, which provides the IDE foundation for OpenSpan Studio and a familiar, feature-rich development environment.
OpenSpan Plug-in for Microsoft Visual Studio 2010	The OpenSpan Plug-in for Microsoft Visual Studio 2010 integrates with Visual Studio 2010, so you can leverage Microsoft developer tools to rapidly create OpenSpan projects from within Visual Studio. Refer to <i>OpenSpan Plug-in for Microsoft Visual Studio 2010 7.1 Installation Instructions</i> for guidance on installing the OpenSpan Plug-in.

Note Both editions include support for all features of the OpenSpan IDE and you can switch between editions as your needs and environment change.

This chapter includes these topics:

- “Minimum Requirements” on page 2
- “Installing OpenSpan Studio Using the Setup Wizard” on page 3
- “Installing OpenSpan Studio Via the Command Line” on page 9

Minimum Requirements

The minimum configuration required to run OpenSpan Studio is shown here:

Component	Requirement
Processor	1.6 GHz or faster processor
RAM	<ul style="list-style-type: none"> 1 GB of RAM for a 32-bit operating system 2 GB of RAM for a 64-bit operating system <p>Note: Add 512 MB if you are running in a virtual machine.</p>
Disk Space	3.1 GB
Operating system	<p>These Windows operating systems are supported:</p> <ul style="list-style-type: none"> Microsoft Windows XP with Service Pack 3 (32-bit) Windows 7 (32- and 64-bit) Windows Server 2003 SP2 (32- and 64-bit) Windows Server 2008 SP2 (32- and 64-bit) Windows Server 2008 R2 (64-bit)
Browser	<p>Microsoft Internet Explorer versions 7-10 (32-bit) and Internet Explorer version 11 (32- and 64-bit) are recommended. OpenSpan offers limited support for these other browsers:</p> <ul style="list-style-type: none"> Google Chrome* versions 38-47. Mozilla Firefox** versions 31-39. Mozilla Firefox ESR** versions from 31.6.0-38.3.0 (expected to work until Firefox ESR 38.8.0, which is due to reach its end of life on May 31, 2016).
Other applications	<p>You must also have these applications:</p> <ul style="list-style-type: none"> Microsoft Visual Studio 2010 with Service Pack 1 Microsoft .NET Framework 4.0 or 4.5 Microsoft Windows Installer 3.1 or higher <p>Note: If you do not have the correct versions of these applications, the Setup wizard will download and install them. For more information, see the following knowledge base article:</p> <p>What pre-requisites does the OpenSpan Setup wizard install?</p>

* The Chrome extension requires OpenSpan version 7.1.49.0 or higher. For more information, see the [OpenSpan Knowledge Base](#).

** The Firefox extension requires OpenSpan version 7.1.41.0 or higher. For more information, see the [OpenSpan Knowledge Base](#).

Note All applications integrated via the OpenSpan Platform must run at the same integrity level. The sole exception is that this version of OpenSpan supports Internet Explorer protected mode.

Installing OpenSpan Studio Using the Setup Wizard

Follow these steps to install the standalone version of OpenSpan Studio:

1. Download and unzip the OpenSpan Studio setup file into a temporary folder location.

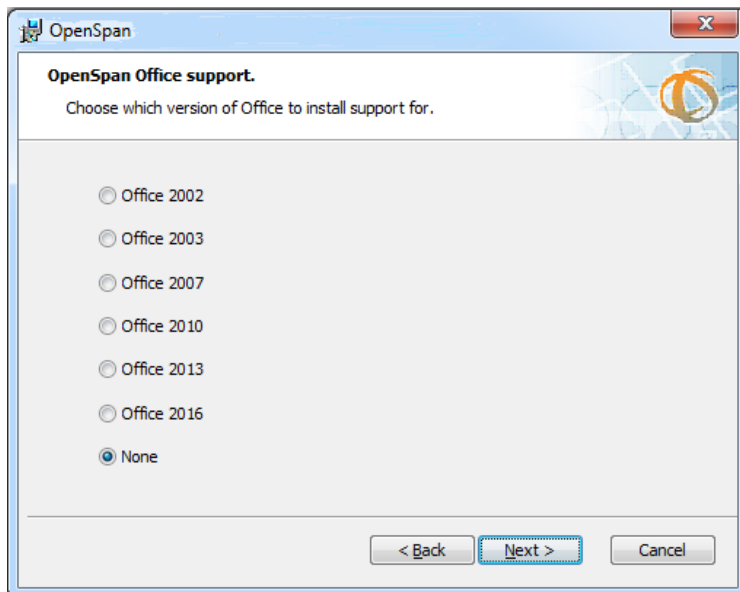
Note For best results, install from a local drive, not a mapped drive.

2. Launch the setup executable file (OpenSpanStudioVS2010Setup.exe). Be sure to right click and select Run as Administrator.

The OpenSpan Studio for Microsoft Visual Studio 2010 Setup wizard starts.

Note The OpenSpan Software Installation Service performs prerequisites system and machine checks before installing OpenSpan software on your machine. If any programs required to run OpenSpan Studio are missing, you will be prompted to install them.

3. Click Next to continue. The OpenSpan Office support panel appears.



4. Select the version of Microsoft Office installed on this machine. Select None if Office is not installed on this machine, the installed version is not listed, or if you do not plan to integrate Microsoft Office.

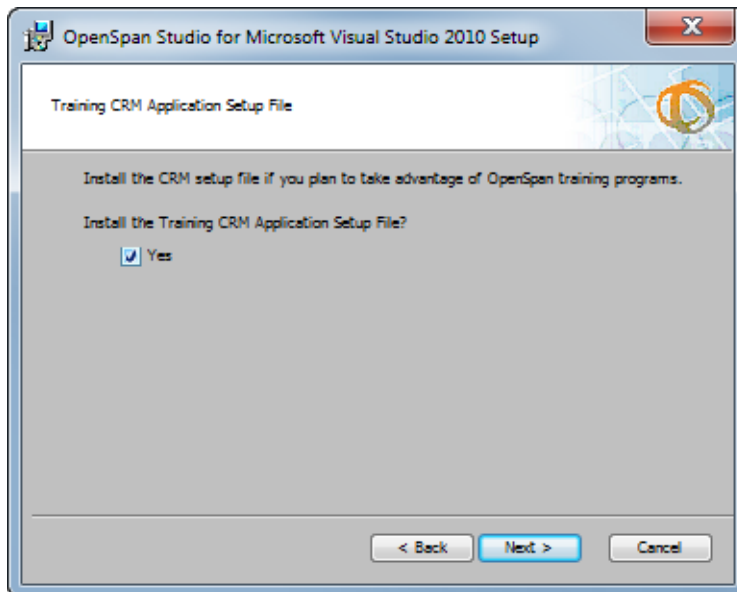


OpenSpan Studio includes connectors you can use in automations to, for instance, write data to cells in Excel spreadsheets, schedule appointments in Outlook, or write and read text from Word documents. On this panel, you enable those connectors for your version of Office.

Please note that OpenSpan only works with 32-bit versions of Microsoft Office 2002, 2003, and 2007.

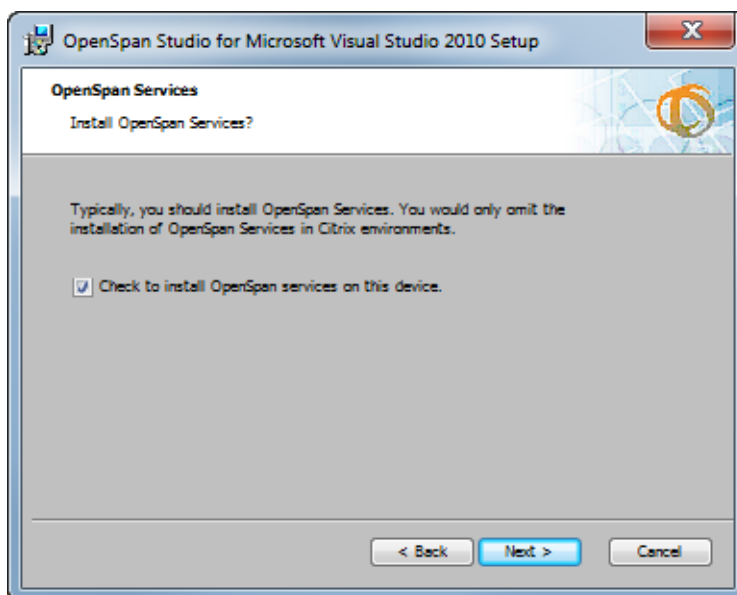
Click Next to continue.

The Install Training CRM Application Setup File panel appears.



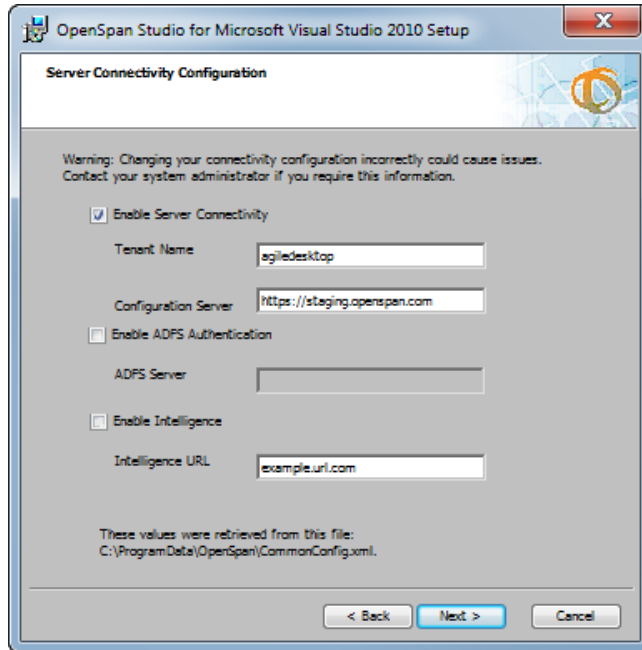
5. Click Yes to install sample CRM application setup file that is used with OpenSpan training. Leave this box unchecked if you do not want to install sample CRM application.

Click Next to continue. The OpenSpan Services panel appears.



6. Make sure the box is checked to install OpenSpan services — unless instructed otherwise by OpenSpan Support. Then click Next.

The Server Connectivity Configuration panel appears.



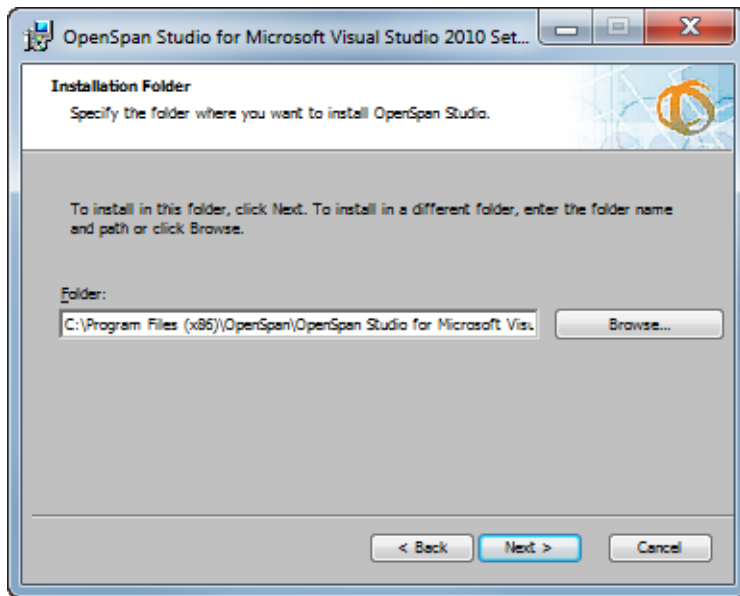
The system retrieves values from the CommonConfig.xml file and displays them the following fields. If you need to change any of these values, do so and click Next. If you are unsure what to enter, check with your System Administrator. Typically, the displayed values will be correct for your installation.

Field	Description
Enable Server Connectivity	Check this box to indicate that you want to connect to OpenSpan Management Console (OMC) and to enable the Tenant Name and Configuration Server fields.
Tenant Name	The tenant name assigned to your company or organization. This is typically the company name, omitting any non-alphanumeric characters.
Configuration Server	The name (type) of the configuration server. Configuration servers are used to authenticate and deliver configuration settings.
Enable ADFS Authentication	This box enables an Active Directory Federation Services (ADFS) server. You enable an ADFS server to implement single sign-on using the identity of the currently logged in Windows user. Note: An ADFS server entry is optional. If omitted, OpenSpan Management Console users are prompted to enter their email address and password.
ADFS Server	The name of the ADFS server.
Enable Intelligence	Check this box to indicate that you want to connect to the OpenSpan Workforce Intelligence™ server and to enable the Intelligence URL field.
Intelligence URL	Enter the URL of the Workforce Intelligence server.

Note You can change these values after the OpenSpan Studio is installed.

When finished, click Next to continue.

The Select Installation Folder panel appears.

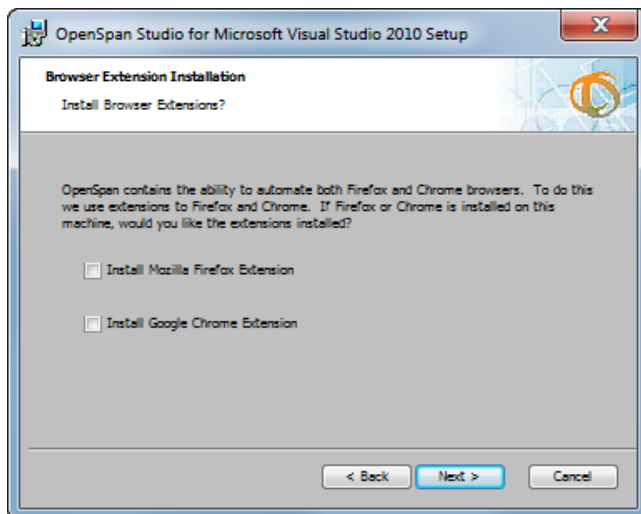


7. Accept the default installation folder for OpenSpan Studio or click Browse to select a different location.

Note The default OpenSpan Studio installation folder is \Program Files, which is protected by default in Windows 7. So, for OpenSpan Studio to save files and folders on Windows 7 machines, you must either...

- Give to all potential users full control permissions to the OpenSpan Studio program folder
- Install OpenSpan Studio to a location other than the \Program Files folder.

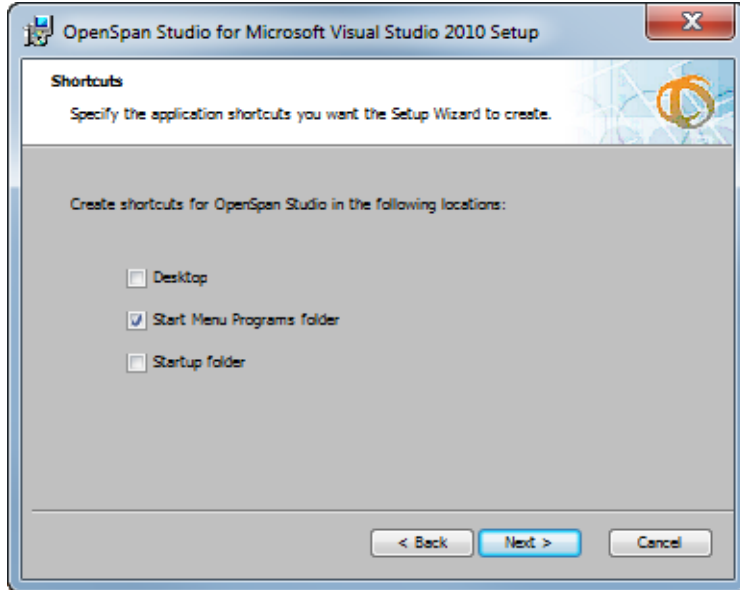
Click Next to continue. The Browser Extension Installation panel appears.



8. Check the appropriate browser extension boxes if you plan to automate other browsers in addition to Internet Explorer. OpenSpan offers limited support for the browsers shown on this panel. For more information, visit the OpenSpan Knowledge Base:

[Studio | Browsers](#)

Click Next to continue. The Configure Shortcuts panel appears.

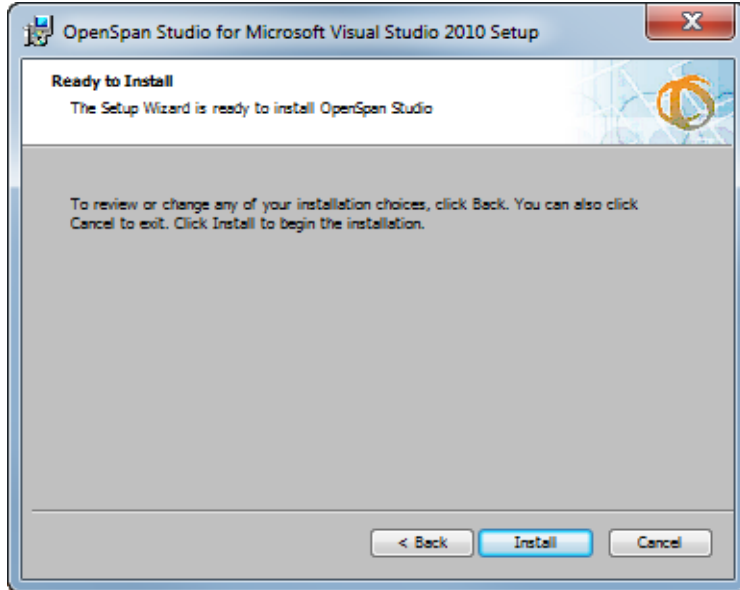


9. Choose from these options:

Click	If you want
Desktop	An OpenSpan Studio shortcut created on the desktop.
Start Menu Programs folder	A program group and shortcuts created on the Start menu.
Startup folder	OpenSpan Studio to start automatically each time Windows starts.

Click Next to continue.

The Ready to Install panel appears.



10. Click Install to begin the OpenSpan Studio installation.

The Installing OpenSpan Studio for Microsoft Visual Studio 2010 panel shows the installation progress. When the installation finishes, the Completing the OpenSpan Studio for Microsoft Visual Studio 2010 Setup Wizard panel appears.

11. Click Finish to exit the Setup wizard.

OpenSpan Studio is now installed and ready to use.

Installing OpenSpan Studio Via the Command Line

You can bypass the Setup wizard and install OpenSpan Studio via the command line using the OpenSpanStudioVS2010Setup.exe program. Here is an example of the command line syntax:

```
OpenSpanStudioVS2010Setup.exe (switches) (parameters)
```

This table shows the command line switches you can use:

Switch	Description
/? or /help	Displays a Help dialog.
/exebasicui	Launches the .exe setup with only a basic user interface.
/exelang <locale>	Launches the .exe setup using the language you specify using a locale code, such as 1033 for English - United States.
/exelog <path>	Tells the system to create a log file in the location you specify.
/exenoui	Launches the .exe setup with no user interface.
/exenoupdates	Launches the .exe setup without checking for a newer version.
/extract <folder>	Extracts all of the files in the folder you specify. Here is an example: /extract c:\openspan
/i	Installs the system.
/L*v	Tells the program to log all install information including that generated by the v (verbose) option. Include the name of the log file you want to use.
/listlangs	Lists the languages supported by in this version.
/password <password>	Specifies the password the proxy will use.
/qn	(Silent Mode). Installs the system with no user interaction at all.
/qn+	Installs the system with no user interaction except for a modal dialog that appears at the end.
/username <name>	Specifies the user name the proxy will use.
<msiOptions>	Lists the options to use when you run the .msi package. For more information on these options, see the Microsoft TechNet web site: http://technet.microsoft.com/en-us/library/cc759262%28v=WS.10%29.aspx

This table shows the command line parameters you can use:

Parameter	Description
AI_DESKTOP_SH={0,1}	Enter one (1) to create desktop icons. The default is zero (0), which does not create desktop icons.
AI_QUICKLAUNCH_SH={0,1}	Enter one (1) if you want the installation program to add an icon to the Windows Quick Launch toolbar. The default is zero (0), which tells the program not to add the icon.
AI_STARTMENU_SH={0,1}	Enter zero (0) if you do not want the installation program to create a Start menu program folder. The default is one (1), which tells the program to create a Start menu folder

Parameter	Description
AI_STARTUP_SH={0,1}	Enter one (1) if you want the installation program to add an icon in the Startup folder. The default is zero (0), which tells the program not to add an icon.
ALLUSERS={"" ,0,1,2}	You have these options: "" = Forces a per user install. 0 = Installs per user. 1 = Installs per machine, for all users. 2 = If the user has administrator rights, it installs per machine. If the user does not have administrator rights, it installs per user. For example, to force a per user install, you would enter: ALLUSERS="" To install per machine, for all users you would enter: ALLUSERS=1
APPDIR=	Use this parameter to override the default installation folder. The default is blank, which tells the program to install OpenSpan Studio into the default folder.
INSTALL_OFFICE={0,2002,2003,2007,2010,2013,2016}	Enter the version of Microsoft Office installed on the computer. The default is zero (0), which indicates Microsoft Office is not installed on this machine, the installed version is not listed, or if you do not plan to integrate with Microsoft Office.
INST_CHROME={0,1}	Enter one (1) to install the Chrome extension. This lets you interrogate and automate Chrome. If omitted, the Chrome extension is not installed. Note: You must have build 7.1.49.0 or higher to install the Chrome extension.
INST_FIREFOX={0,1}	Enter one (1) to install the Firefox extension. This lets you interrogate and automate Firefox. If omitted, the Firefox extension is not installed. Note: You must have build 7.1.41.0 or higher to install the Firefox extension.
INST_SERVICES={0,1}	Enter zero (0) if you do not want OpenSpan Services and the OpenSpan Driver Service installed. The default is one (1), which installs these services. Typically, you should accept the default. You would only set this parameter to zero (0) in Citrix environments where you could not install these services.
MSIINSTALLPERUSER={"" ,1}	If you want the Installer to install the dual-purpose package in the per-machine installation context, set this parameter to an empty string ("") and set the ALLUSERS parameter to 2. To have the Installer install the dual-purpose package in the per-user installation context, set this parameter to one (1) and set the ALLUSERS parameter to 2. Note: If the ALLUSERS parameter is set to something other than 2, the Installer ignores this parameter.

Here is an example:

```
OpenSpanStudioVS2010Setup.exe /qn+ /L*v LogFileName.txt INSTALL_OFFICE=2016
AI_STARTMENU_SH=1 AI_DESKTOP_SH=1
```

INDEX

Symbols

.NET Framework requirements 2

A

Active Directory Federation Services (ADFS) 5

ADFS Server field 5

administrator rights 10

AI_DESKTOP_SH parameter 9

AI_QUICKLAUNCH_SH parameter 9

AI_STARTMENU_SH parameter 9

AI_STARTUP_SH parameter 10

ALLUSERS parameter 10

APPDIR parameter 10

C

Chrome extension 2, 10

Citrix 10

command line

parameters 9

switches 9

company name 5

Configuration Server field 5

CRM application 4

D

desktop icon 9

desktop shortcut 7

disk space requirements 2

E

Enable ADFS Authentication field 5

Enable Intelligence field 5

Enable Server Connectivity field 5

F

Firefox extension 2, 10

I

installation folder 6

INSTALL_OFFICE parameter 10

INST_CHROME parameter 10

INST_FIREFOX parameter 10

INST_SERVICES parameter 10

integrity level 2

Intelligence URL field 5

M

mapped drives 3

Microsoft Office 3, 10

Microsoft Visual Studio

requirements 2

Microsoft Windows

Installer 2

requirements 2

MSIINSTALLPERUSER parameter 10

O

- OpenSpan Driver Service 10
- OpenSpan Services 10
- OpenSpan Studio
 - plug-in version 1
 - requirements 2
 - standalone version 1
- OpenSpan training 4
- OpenSpan Workforce Intelligence™ 5
- OpenSpanRuntimeEntSetup.exe program 9
- OpenSpanStudioVS2010Setup.exe
 - program 3, 9

P

- prerequisites 3
- processor requirements 2
- Program Files folder 6

Q

- Quick Launch toolbar 9

R

- Run as Administrator option 3

S

- Setup wizard 3
- shortcuts 7
- single sign-on 5
- Start menu folder 9
- Start Menu Programs Folder option 7
- Startup folder 7, 10

T

- Tenant Name field 5

V

- virtual machine requirements 2