



AssistEdge Engage 1.1

Client Downloadable
Software



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Revision History

Product Version	Revision Version	Revision Date	Change description
Engage 1.1	1.0	15 July 2020	Final Release

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Introduction

1.1 About AssistEdge Engage

AssistEdge Engage harnesses the power of Intelligent automation to empower enterprise customer care teams with smart features. Its unified dashboard non-intrusively integrates with disparate applications and technologies to provide a relevant and contextual view. It delivers a strong Attended Automation capability with guided assistance to agents, enabling customers to be serviced faster and better. AssistEdge Engage has proven reduced average handling times, improved productivity, decreased operational costs and a better customer experience. Easy to integrate and deploy, AssistEdge Engage makes it possible for businesses to maximize the returns from their existing contact center investments.

1.2 Scope of the Manual

This document contains information on third-party software that needs to be downloaded by customers for setting up AssistEdge platform. The document provides details on the context of usage and methods to download the required open-source and commercial software.

2 Server Side Software

This section lists the required prerequisite third-party software needed for running AssistEdge server-side components.

System	Licensed Software
Application/Web Server	Windows Server 2012 R2 <ul style="list-style-type: none"> ▶ IIS 8.5 ▶ Microsoft .Net Framework 4.6 Windows server 2016 <ul style="list-style-type: none"> ▶ IIS 10 ▶ Microsoft .Net Framework 4.6
Database server(s)	Oracle <ul style="list-style-type: none"> ▶ Oracle 11G ▶ Oracle 12C on Windows Server 2012 R2 SQL <ul style="list-style-type: none"> ▶ SQL Server 2016 on Windows server 2016 / Windows Server 2012 R2 ▶ SQL Server 2012 on Windows server 2012 R2
Load Balancer / Proxy for cluster setups	<p>If you are deploying the product in a cluster set up, it is recommended to have Load Balancer and Proxy software based on customer's standard operating environment.</p>
Valid SSL certificate issued by trusted certificate authority	<p>A valid SSL certificate is required for secure connectivity between different components (HTTPS). The certificate must be issued by a trusted certificate authority.</p>

3 Components Required for Database

Following components are required if you are using Oracle Database. These files are required to be placed on the web server. For detailed instructions, please refer to the section **Oracle Database Prerequisites** in the **AE-RPA- Installation Guide**.

Component	Assembly	Version	Reference
Oracle.ManagedDataAccess	Oracle.ManagedDataAccess.dll	18.3.0	https://www.nuget.org/packages/Oracle.ManagedDataAccess . License: https://www.oracle.com/technetwork/licenses/distribution-license-152002.html
Oracle.ManagedDataAccess.EntityFramework	Oracle.ManagedDataAccess.EntityFramework.dll	18.3.0	https://www.nuget.org/packages/Oracle.ManagedDataAccess.EntityFramework License: https://www.oracle.com/technetwork/licenses/distribution-license-152002.html

Optionally, it will be helpful to have database browsing tool based on the choice of DB.

- ▶ If Oracle DB - Toad (compatible with installed Oracle version) or Oracle SQL Developer (compatible with installed Oracle version) with Oracle Client.
- ▶ If MSSQL DB - SQL Server Management Studio (compatible with installed MS SQL Server).

4 Client Tools - Third Party Prerequisite Software

Component	Licensed Software	Software Required For Automation
Automation Studio	<p>Required Software</p> <ul style="list-style-type: none"> ▶ Windows 7/8.1/10 ▶ .NET Framework 4.6 	<p>Optional Software</p> <ul style="list-style-type: none"> ▶ IE 10/11 ▶ Firefox 63 to 74 ▶ Chrome 68 to 81
Customization	<p>Following software is optionally required for custom development like Microbots, Custom Apps, Custom Authentication etc.</p> <p>Microsoft Visual Studio 2013/2015 (Community).</p> <p>Version control software for maintaining any custom development. An existing version control software can be used.</p>	<p>(Refer user manual for “Automation” on higher version of Chrome and Firefox.)</p> <ul style="list-style-type: none"> ▶ Java needed based on the target automation application client software ▶ Emulators from the below list for mainframe application automation: <ul style="list-style-type: none"> • Attachmate Reflection Standard Suit 2011 • Attachmate Extra Xtreme • Passport HIO • Rumba 9.5s
Engage	<p>Required Software</p> <ul style="list-style-type: none"> ▶ Windows 7/8.1/10 (32-bit or 64-bit) ▶ .Net framework 4.6 	<ul style="list-style-type: none"> ▶ Microsoft Office 2013(Windows 7/8.1) ▶ Microsoft Office 2016(Windows 10) ▶ SAP GUI 740 or above (Only if SAP Thick Client automation is used) ▶ Adobe reader 11 <div data-bbox="1065 1352 1507 1619" style="border: 1px solid black; background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;"> <p>Note: Refer the Automation Use Case Specific Components section in this document for additional libraries that are required specific to application automations.</p> </div>

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Automation Use Case Specific Components

Component	Required For	Assembly	Version	Reference
Passport Host Integration Objects (HIO)	Passport HIO enables Windows users to securely connect to applications running on IBM Mainframe Systems	AxInterop.PASSTERMLib.dll Interop.PASSHIOLib.dll Interop.PASSTERMLib.dl006C	Latest	
Mainframe automation Assembly which comes with the licensed version of Attachmate EXTRA	If client wants to automate Mainframe applications using Attachmate EXTRA emulator	Interop.Extra.dll	9.3.1	https://www.microfocus.com/products/extra/overview
Mainframe Attachmate Reflection	If client wants to automate Mainframe applications using Attachmate Reflection emulator	Attachmate.Reflection.dll Attachmate.Reflection.Emulation.dll Attachmate.Reflection.Emulation.IbmHosts.dll Attachmate.Reflection.Emulation.OpenSystems.dll Attachmate.Reflection.Framework.dll	16.1	https://www.microfocus.com/products/reflection/overview
Microsoft OneNote Office Interop Assemblies	To use OneNote OCR feature	Interop.Microsoft.Office.Interop.OneNote.dll	1.1.0.0	https://www.nuget.org/packages/Interop.Microsoft.Office.Interop.OneNote/
SAP Thick Client Interop Assemblies	To use SAP Thick Client automation	Interop.SAPFEWSELib.dll Interop.SAPROTWR.dll	SAP ECC 6 EHP 4 or later	Download and install the SAP GUI from SAP Site. After downloading and installing it, Interop.SAPFEWSELib.dll and Interop.SAPROTWR.dll could be located at C:\Program Files\SAP\FrontEnd\SapGui\SapDtsCOMFramework\
Rumba Terminal Emulator	To use Rumba emulator for mainframe application automation	ehlapi32.Dll	9.5	https://www.microfocus.com/products/rumba/overview

AccessDatabaseEngine 2007	Required for Advanced Loop activity	AccessDatabaseEngine.exe	2007	It is a free software and can be downloaded from Microsoft website by searching for Microsoft Access Database Engine 2010 .
MySQL.Data.8.0.15	To automate process using Execute DB Query with MySQL database	MySQL.Data.dll	8.0.15	https://downloads.mysql.com/archives/c-net/ Download and install MySQL connector after selecting 8.0.15 in the "Product Version" dropdown. After downloading and installing it copy MySQL.Data.dll to ACE and Robot folders

Note: With the URLs mentioned in the above "Reference" column, you can either download the assemblies or you will get the reference to procure any licensed software. All the above mentioned Interop assemblies are auto-generated by visual studio when referenced with their respective COM component. These COM components are bundled with either licensed or free software mentioned in "Component" column.

Thank you

