



AssistEdge Engage 1.0

**AE-Engage-FOSS and Third
Party Client Download
Software**

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Revision History

Product Version	Revision Version	Revision Date	Change description
1.0	1.0	13/09/2019	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 about prerequisites with EdgeVerve AssistEdge Engage 1.0.

EdgeVerve acknowledges that the following components are required for the provided product “EdgeVerve AssistEdge Engage 1.0” covered in this documentation.

1.3 Naming Conventions

Acronym	Expansion
AE	AssistEdge
RPA	Robotic Process Automation

2 Components to be downloaded

Component	Needed for	Assembly	Version	Reference
Microsoft Office Interop Assemblies	To use Document Parser feature	Microsoft.Office.Interop.Excel.dll	14.0	http://www.microsoft.com/en-in/download/details.aspx?id=3508
Oracle.ManagedDataAccess	Required if client wants to use Oracle Database	Oracle.ManagedDataAccess.dll	18.3.0	https://www.nuget.org/packages/Oracle.ManagedDataAccess License: https://www.oracle.com/technetwork/licenses/distribution-licenses-152002.html
Oracle.ManagedDataAccess.EntityFramework	Required if client wants to use Oracle Database	Oracle.ManagedDataAccess.EntityFramework.dll	18.3.0	https://www.nuget.org/packages/Oracle.ManagedDataAccess.EntityFramework License: https://www.oracle.com/technetwork/licenses/distribution-licenses-152002.html
Passport Host Integration Objects (HIO)	Passport HIO enables Windows users to securely connect to applications running on IBM Mainframe Systems	AxInterop.PASSTMLib.dll Interop.PASSHIOLib.dll Interop.PASSTEMLib.dll006C	Latest	-
Mainframe automation	If client wants to	Interop.Extra.dll	9.3.1	https://www.attachmate.com

Assembly which comes with the licensed version of Attachmate EXTRA	automate Mainframe applications			com/products/extra/
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/attachmate/
Microsoft OneNote Office Interop Assemblies	To use OneNote OCR feature	Interop.Microsoft.Office.OneNote.dll	1.1.0.0	https://www.nuget.org/packages/Interop.Microsoft.Office.OneNote/
SAP Thick Client Interop Assemblies	To use SAP Thick Client automation	Interop.SAPFEWSELlib.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.SAPFEWSELlib.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/
AccessDatabaseEngine 2007	To automate process using Execute DB Query with Excel as datasource	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://dev.mysql.com/downloads/connector/net/ Download and install MySQL connector. 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.

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Required Third Party Prerequisite Software

System	Licensed Software
Application/Web Server	<p>Windows Server 2012 R2</p> <ul style="list-style-type: none"> ▶ IIS 8.5 ▶ Microsoft .Net Framework 4.6 ▶ Valid SSL certificate issued by trusted certificate authority <p>Windows server 2016</p> <ul style="list-style-type: none"> ▶ IIS 10 ▶ Microsoft .Net Framework 4.6 ▶ Valid SSL certificate issued by trusted certificate authority
Database server(s)	<p>Oracle</p> <ul style="list-style-type: none"> ▶ Oracle 12C on Windows Server 2012 R2 Oracle 11g on Windows Server 2008 R2 <p>SQL</p> <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
Development	<ul style="list-style-type: none"> ▶ Windows 7/8.1/10 ▶ Microsoft Visual Studio 2013/2015 (Community) Microsoft .NET Framework 4.6 ▶ IE 10/11 ▶ Firefox 63 ▶ Chrome 68 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: Refer user manual for “Automation” on higher version of chrome and FireFox.</p> </div>

	<ul style="list-style-type: none"> ▶ If DB is MS SQL Server then SQL Management Studio (compatible with installed MS SQL Server) ▶ If DB is Oracle then Toad (compatible with installed Oracle version) or Oracle SQL Developer (compatible with installed Oracle version) with Oracle Client ▶ For working with Oracle DataModel in Visual Studio, download Oracle Developer tools from https://www.oracle.com/technetwork/topics/dotnet/downloads/index.html <p>Optional Software</p> <ul style="list-style-type: none"> ▶ Attachmate Reflection Standard Suit 2011(For Mainframe Application automation only) ▶ Attachmate Extra Xtreme (For Mainframe Application automation only) ▶ Eclipse Ganymede or above (When java development is required) ▶ Passport HIO (For Mainframe Application automation only) ▶ Version control software (Existing Version control software can be used) ▶ Microsoft Office 2013(Windows 7/8.1) (Required only when Excel parser is used) ▶ Microsoft Office 2016(Windows 10) (Required only when Excel parser is used) ▶ Fiddler - Latest Version ▶ Adobe reader 11 ▶ Rumba 9.5s
<p>Agent Desktop or VM</p>	<ul style="list-style-type: none"> ▶ Windows 7/8.1/10 (32 or 64 bit machine) ▶ IE 10/11 ▶ Firefox 63 ▶ Chrome 68

Note: Refer user manual for “Automation” on higher version of chrome and FireFox.

- ▶ .Net framework 4.6

Optional

- ▶ Microsoft Office 2013(Windows 7/8.1)
- ▶ Microsoft Office 2016(Windows 10)
- ▶ Attachmate Emulator 9.3.1 or Passport Host Integration Objects, Attachmate Extra Xtreme (Only if Mainframe application is integrated)
- ▶ SAP GUI 740 or above (Only if SAP Thick Client automation is used)
- ▶ Rumba 9.5

Thank you

