



OfficeStatus Deployment Guide

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1 Deploying OfficeStatus

1.1 Introduction

OfficeStatus is a powerful employee status management software solution that leverages the power of a distributed, service-oriented architecture to provide:

- **"Install anywhere" client capability** - OfficeStatus Windows Client can connect to an OfficeStatus Server installation via a local area network, over the Internet, etc. Users can also interact with the system through a rich web-based client interface.
- **Deep scalability** - A single OfficeStatus Server installation can service thousands of end users with its efficient, light-weight web service connection model and proven Microsoft technology stack.
- **Remote administration** - All system administration functions are available from within the OfficeStatus web interface.
- **Low maintenance** - OfficeStatus includes its own maintenance service, which runs in the background and helps keep the system lean and stable.

Deploying OfficeStatus within your organization involves a few simple steps:

1. Establish prerequisites.
2. Install OfficeStatus Server.
3. Optionally install OfficeStatus Client on each user's desktop (Group Policy Deployment is supported).

Note: Step 3 above is entirely optional. If you prefer, you could have end users interact with OfficeStatus through its rich web interface. See this help topic for details.

The remainder of this guide discusses each of these steps in detail.

1.2 OfficeStatus Server Components

OfficeStatus leverages the power of a standards-based, service-oriented architecture to provide a robust and scalable operational platform for employee status management.

When the OfficeStatus Server installation package is complete, the following list of components will have been created or installed:

- An OfficeStatus Windows user account (local or on the target domain) *
- The OfficeStatus operational database and associated login (installed on the target database server instance)
- The OfficeStatus Maintenance system service (a Windows system service)
- The OfficeStatus web components, including the web interface and web service (hosted within IIS)

* During product installation, you will be asked to create (or identify) a Windows account specifically for use by OfficeStatus. The OfficeStatus software components will listed above will execute under the identity of this user account. This approach allows the OfficeStatus installer to assign a minimal number of rights and privileges to the OfficeStatus user account in order to do its job, thus minimizing security exposure.

2 Server Requirements

2.1 Server Requirements Overview

The OfficeStatus Server installation package has the following requirements:

- A Microsoft Windows Server operating system (see topic)
- A Microsoft SQL Server database server - **the installer includes** an option to install SQL Server Express 2005, and other free options are also available (see topic)
- Internet Information Services web server (included with Windows Server operating system)
- The Microsoft .NET Framework Version 3.5 Service Pack 1 (or later)
- Microsoft Windows Installer v3.1 or later

The help topics that follow describe these requirements in more detail.

2.2 Minimum Hardware Requirements

The server hardware upon which you elect to install OfficeStatus Server should meet the following minimum requirements:

- Any modern Pentium-grade server CPU (600 MHz minimum, 1GHz or better recommended)
- 256MB RAM minimum (512MB or more recommended)
- 500MB of free disk space (including space required for .NET 3.5 SP1)
- Network connectivity (e.g. LAN, WAN, Internet, etc.)

If you elect to install one of the supported databases on the same machine as OfficeStatus, then you'll need to meet the minimum requirements for the chosen database platform as well.

2.3 Supported Operating Systems

OfficeStatus Server supports the following list of Windows operating systems:

- Windows Server 2008 (any edition, any release)
- Windows Server 2003 SP2 or later (any edition)
- Windows Server 2000 SP4 or later (any edition)

Both 64 and 32 bit operating system environments are fully supported.

When installing or configuring one of these supported operating systems for use with OfficeStatus, please be sure to install the optional Internet Information Services (IIS) web server components as well.

Configuring Windows Server 2008

Windows Server 2008 environments should have the ASP.NET role (any any dependencies) installed.

1. Open the Windows Server 2008 Server Manager.
2. In the server management tree, click Roles.
3. If IIS 7 has not yet been installed on this server, select Add Roles and add the Web Server (IIS) role before proceeding.
4. Select Add Role Services.

5. Select ASP.NET and accept any feature dependency notices that appear.
6. Complete the Add Role Services wizard.

2.4 Supported Databases

Like many modern business software applications, OfficeStatus relies on a back-end relational database for its data storage requirements. You can either establish a database server instance prior to installing OfficeStatus Server, or use the named instance of SQL Server Express 2005 SP4 that is included with the OfficeStatus Server installer.

OfficeStatus was designed to support a range of Microsoft database platforms, some of which are entirely free.

Supported **commercial** SQL Server platforms include:

- SQL Server 2008 (Standard, Workgroup, Web, or Enterprise Editions)
- SQL Server 2005 (Standard, Workgroup, or Enterprise Editions)
- SQL Server 2000 SP4 (Standard, Enterprise Editions)

Supported **free** SQL Server database platforms:

- SQL Server 2008 Express Edition - **FREE**
- SQL Server 2005 Express Edition - **FREE**
- MSDE 2000 SP4 - **FREE**

If you already have a licensed copy of SQL Server running on your local area network, then you don't need to take any additional steps. OfficeStatus Server will automatically recognize existing SQL Server instances during installation, and you'll have the option to select one.

If you don't already have a licensed version of SQL Server running, we recommend using SQL Server 2005 Express Edition or SQL Server 2008 Express Edition. SQL Server Express 2005 and 2008 are free, light-weight, easy-to-use versions of the commercial SQL Server engines. They are generally appropriate for OfficeStatus installations with 25 to 100 users, depending upon usage and configuration. Note that existing MSDE 2000 databases can also be upgraded to SQL Server 2005 Express.

IMPORTANT: The OfficeStatus Server installation includes the ability to install a local, named instance of SQL Server Express 2005 SP4. When this option is chosen, the installer will automatically target this database instance in subsequent installation steps.

Whether you install the database server software on the *same* computer as OfficeStatus Server or on a *different* computer (on the same network) is entirely up to you. OfficeStatus will handle both scenarios equally well, with a very small performance gain (unnoticeable in the majority of cases) being derived from having the database available locally (e.g. on the same computer).

The OfficeStatus Server installation package will handle the creation of an OfficeStatus database (including required login, schema, and default data).

3 Client Requirements

3.1 Windows Client vs. Web Interface

OfficeStatus provides two separate end user interface options:

1. **OfficeStatus Web Interface** - End users can log into the OfficeStatus web interface via the same web address (URL) that administrators use. Mobile device users will be presented with a simplified, small-screen user experience. Normal users will not have access to any administrative functions through the web interface.
2. **OfficeStatus Windows Client** - End users can install and use the OfficeStatus Windows Client on their computer for an even richer experience that more deeply integrates into their Windows operating system.

Note that OfficeStatus users can switch freely between these two user interfaces as needed. For example, a user may have OfficeStatus Windows Client installed on their office workstation for normal daily use, but then elect to log into the OfficeStatus Web Interface when they're traveling with a company laptop (or working from a home computer).

Regardless of which interface your end users employ, they will have a rich and highly interactive experience. However, each interface has its own distinct advantages:

OfficeStatus Windows Client:

- Can run automatically when Windows starts up, with optional auto-login capability.
- Runs within the user's Windows notification area (e.g. system tray) for extremely convenient access.
- Provides rich (and configurable) status watch and note arrival pop-up notifications.
- Allows for a richer overall user experience (typical of desktop applications).
- Offers smart "auto-sensing" technology that can detect an end user's status based upon activity or environmental events.

OfficeStatus Web Interface:

- Usually requires no software component installation on the end user's computer (they use a supported web browser).
- Allows end users to configure their own contact information (OfficeStatus Windows Client does not).
- Can work with non-Windows operating systems, as long as they have a supported web browser installed.
- Provides a more immediate, real-time view of underlying data (OfficeStatus Windows Client relies more heavily upon caching).
- Needn't be upgraded separately when new versions of OfficeStatus are released.
- Supports most modern mobile devices.
- Provides access to administrative features (admin role members only).

3.2 Mobile Device Support

The OfficeStatus mobile web interface provides a means for OfficeStatus users to access the system through the web browser included with their mobile device. It contains a **subset** of the functionality included in the normal OfficeStatus web interface (which is accessible through a normal desktop web browser).

When an OfficeStatus user accesses the web interface from a web browser on a supported mobile device, they will be presented with the OfficeStatus mobile web interface. This interface is optimized for

presentation on small-screen devices. Since it is a web interface, it can be accessed from anywhere that network / Internet connectivity is available.

Supported Mobile Devices

The OfficeStatus mobile web interface was designed to function on iPhone, Android, BlackBerry, Windows Phone 7, and newer Symbian devices. Any device running the Opera Mini web browser is also supported. The target device must be running a modern web browser with reasonable Javascript and CSS support. The minimum supported screen resolution is 240x320.

Accessing the Mobile Web Interface

When an end user accesses your OfficeStatus web interface through a supported mobile device, they will automatically be redirected to the mobile web interface.

The mobile web interface can also be accessed directly by appending `"/mobile/"` to the end of your normal OfficeStatus web address, like this:

`http://your-officestatus-web-address/mobile/`

The precise composition of the web address above will depend upon the choices made during installation of OfficeStatus Server.

3.3 OfficeStatus Windows Client

3.3.1 Windows Client Requirements

OfficeStatus Windows Client is a desktop client application that can be installed on the computers of one or more OfficeStatus end users. It provides deep integration with the host Windows operating system.

More details about how the OfficeStatus Windows Client differs from the Web Client Interface can be found [here](#).

OfficeStatus Client has the following requirements:

- A Windows desktop operating system (Windows XP or later)
- The Microsoft .NET Framework Version 2.0 Service Pack 2 (or later)

The OfficeStatus Windows Client installation package automatically installs (or upgrades) the Microsoft .NET Framework requirement on the target computer (if needed).

Note: Both 32 and 64 bit environments are fully supported by OfficeStatus Windows Client.

3.3.2 Supported Operating Systems

OfficeStatus Windows Client is supported on the following Microsoft Windows desktop operating systems:

- Windows 7 (all editions)

- Windows Vista (all editions)
- Windows XP Home, Pro, or Media Center Edition (SP1 or SP2)

For Windows XP client installations, SP2 or better is generally recommended (but SP1 is also supported).

Note: Both 32 and 64 bit environments are fully supported by OfficeStatus Windows Client.

3.4 OfficeStatus Web Interface

3.4.1 Web Interface Requirements

Access to the OfficeStatus Web Interface requires only that your users have a supported browser installed. Options include:

- Microsoft Internet Explorer (version 6.0 or later)
- Firefox (version 1.5 or later)
- Google Chrome (version 0.2 or later)
- Safari (version 3.0 or later)

This broad range of web browser support effectively makes OfficeStatus accessible to users running nearly any modern desktop operating system.

The OfficeStatus Web Interface also supports most modern **mobile** devices. See this help topic for details.

4 Installing OfficeStatus Server

4.1 Preparing for Installation

Prior to launching the OfficeStatus Server installer, please ensure that your Windows Server host has the following components installed:

1. Internet Information Services (with ASP.NET)
2. Microsoft Windows Installer v3.1 or later
3. Microsoft .NET Framework v3.5 SP1 or later (will be downloaded and installed if not already present)

Note: The host computer may need to be restarted in support of one or more of the above prerequisites (please plan accordingly).

Important: We strongly recommend that you back up production systems prior to making significant software changes.

4.2 Guided Installation Steps

4.2.1 Starting the Installation Process

After executing the OfficeStatus Server installation package, you'll be asked to accept the license agreement (you can't proceed without doing so) and prompted for a file system installation path (by default, OfficeStatus Server installs into your Program Files system folder).

Once that information is established, the installer will begin interactive configuration of the system for

use with OfficeStatus Server. Once this configuration process is completed, the installation will be finalized by copying files into place, registering system services and components, etc.

4.2.2 Selecting a Website

OfficeStatus Server requires a website for hosting two of its primary components - the web interface (for admin, normal, and mobile users) and the web service used by OfficeStatus Windows Client. A single Internet Information Services (IIS) website (or virtual directory) will host these services.

During installation, OfficeStatus Server will display a drop-down box listing of all IIS websites available on the host server. On a fresh Windows Server installation, there will be only one IIS website available for selection - the "default" website. If you'd like to create a new IIS website specifically for OfficeStatus Server, use the "Create new website" link to do so now.

You will also have a choice of installing the OfficeStatus web components into the root of the selected website (e.g. <http://your-website/>) or in a new virtual directory (e.g. <http://your-website/OfficeStatus>).

Note: If you elect to install into the root of an existing website, OfficeStatus Server will re-configure that website for its own use.

Important: The choices you make in this step will determine the final web address (URL) for your OfficeStatus Server installation. This web address can then be accessed directly (through a web browser) by administrators (for system management functions) or end users (for normal client interactions with the system). This web address will also be used by OfficeStatus Windows Client during login.

4.2.3 Establishing a Windows Account

All of the major OfficeStatus Server software components run under the identity of a single Windows user account. In this installation step, you will have the option of either creating such an account, or selecting an existing one. In either case, the installer will handle the work for you (e.g. create a new account or validate an existing one).

For any new OfficeStatus Server installation, we **strongly** recommend that you create a new Windows user account. Doing so will ensure that the user account has the minimal set of security privileges required to operate the various OfficeStatus Server components. You have the option of creating this account on the host computer (as a local user), or within a Windows domain that you specify.

If you elect to have OfficeStatus Server run under the identity of an existing account, it is recommended that you limit the rights and privileges of that account according to your usage plans. This is generally considered an advanced option, and should be evaluated carefully for security risk potential within your specific environment.

During the final step of the OfficeStatus Server installation, the host Windows account will be granted the minimum rights and permissions required to allow it to function appropriately.

Components that assume the identity of this Windows account include:

- The IIS host website (anonymous user account)
- The OfficeStatus Maintenance system service
- The OfficeStatus database (associated Windows login)

4.2.4 Installing the Database

OfficeStatus Server is backed by a managed SQL Server database, the creation and configuration of which is handled automatically by the product installer. A full list of supported databases (many of which are free) is provided here.

The OfficeStatus Server installer will prompt you to choose a specific SQL Server instance which will host the OfficeStatus database. You can either enter a known SQL Server address into the specified field, or click the drop-down arrow to build a list of available SQL Servers on the local network (including the local host computer)¹. If you elected to install a named instance of SQL Server Express 2005 SP4 during the OfficeStatus Server installation process, the server instance will automatically be preset to "(local)\OfficeStatus".

In order to create and configure the OfficeStatus database, the installer must log in to your SQL Server database as a System Administrator (e.g. member of the "sysadmin" role). Two different authentication methods are supported:

- **Windows Integrated** - The Windows account under which you're currently logged in must be a SQL Server database administrator.
- **SQL Server** - Uses a built-in SQL Server account which is configured as a database administrator.

The OfficeStatus Server installer will use this information in the final stages of installation to do the following:

- Create a database named "OfficeStatus"
- Create a SQL Server login bound to the Windows user account specified in an earlier installation step
- Assign OfficeStatus database ownership to the SQL Server login

Tip 1: When installing OfficeStatus Server on the same machine that hosts a *default* instance of SQL Server Express, the SQL Server instance address will be "(local)\SQLEXPRESS". If you installed SQL Express during the OfficeStatus Server installation, the instance address will be "(local)\OfficeStatus".

Tip 2: If your current, logged-in user account is not a SQL Server system administrator, you can always use the "sa" account for this step (as long as your SQL Server instance has mixed mode authentication enabled).

1. The SQL Server discovery mechanism can only find a specific SQL Server instance if its SQL Browser service is enabled.

4.2.5 Creating an OfficeStatus Admin Account

OfficeStatus Server requires that at least one administrative user account exists so that the system can be managed once it is fully established.

This step of the installation process asks for the administrative user account details, including the user name, first and last name, password, etc.

IMPORTANT: The OfficeStatus administrative username and password you specify in this step will be used to sign into the OfficeStatus web interface for the first time (and subsequently used to perform administrative functions, etc.).

You can also enter the SMTP address of a mail server that OfficeStatus Server can use to send outbound notification email messages (among other things). This step is optional, and can always be configured later from within the administrative section of the OfficeStatus web interface.

4.2.6 Review Installation Options

Finally, you'll be asked to review your installation choices prior to finalizing your OfficeStatus Server installation.

If you need to make any changes, please click the Back button now and do so.

Once you click the finish button the installation summary screen, the OfficeStatus Server installation will be finalized.

4.2.7 Finishing the Installation

Once the OfficeStatus Server installation process has completed successfully, you will have the option of launching the web interface. It is recommended that you do so to ensure that everything is functioning as expected.

A shortcut for accessing the OfficeStatus web interface will also be created on your Windows desktop (as well as in the OfficeStatus program group of your Start Menu).

When accessing the web interface, you will be asked for a username and password. Enter the **OfficeStatus administrative account** credentials that you provided during the guided OfficeStatus Server installation process (see related help topic).

Finally, please be sure to make a note of your chosen OfficeStatus Server web address (as specified in the first installation interview step), as you may need this during OfficeStatus Windows Client installations.

4.3 Troubleshooting

The OfficeStatus Server installer has been developed to make product installation as smooth and straight-forward as possible. Almost no manual configuration is required in the vast majority of cases.

If, however, you do run into trouble during the installation process, please ensure that:

1. You're logged on with as a Windows system administrator
2. Your server computer meets the software requirements (see related help topic)
3. You have administrative access to a new or existing SQL Server database instance (see related help topic)

The OfficeStatus Server installation process will create a log file named "install.log" in the root of your selected installation path (below Program Files, by default). This log file may contain additional details on the nature of the installation failure.

If you require assistance in troubleshooting your OfficeStatus Server installation, please submit a technical support request through the Support section of our product website. It would be our pleasure to assist you.

5 Installing OfficeStatus Windows Client

5.1 Windows Client Installation Overview

The OfficeStatus Windows Client installation package is primarily responsible for copying files to the user's computer and creating associated shortcuts.

IMPORTANT: OfficeStatus Windows Client requires Microsoft .NET Framework version 2.0 (service pack 2) or later. If this prerequisite is not present on the target computer, the installer will download it automatically and prompt the user to install it. If preferred, this process can be avoided by having the .NET Framework 2.0 (SP2) or later installed on the target computer prior to installing OfficeStatus Windows Client.

5.2 Silent Installations

It can be useful to initiate a silent installation of OfficeStatus Windows Client, particularly in environments where Group Policy Deployment (or some other form of managed deployment technology) is being used.

Use the "/qn" command line switch to install OfficeStatus Windows Client silently. Command line example:

```
officestatus_client_v2.exe /qn
```

Note that the path to the installation executable will likely need to be fully qualified.

You may also specify the target installation folder by using the "APPDIR" parameter, like this:

```
officestatus_client_v2.exe /qn APPDIR="c:\myinstall"
```

The command line above will result in OfficeStatus Windows Client being installed silently into the "c:\myinstall" folder. The target folder will be created automatically if it does not already exist.

Important: To achieve a completely silent installation, the Microsoft .NET Framework (v2.0 SP2 or later) must be pre-installed on the target computer. Otherwise, the end user may be prompted to accept the Microsoft's license agreement for this product, regardless of whether or not the "/qn" switch is used.

5.3 ClientInstall.ini

When OfficeStatus Client is installed and starts up for the first time, the user is asked to authenticate by providing a username, password, and OfficeStatus service address.

The OfficeStatus service address is the URL to your organization's OfficeStatus server installation (the one you chose during the server installation process). It generally takes the form of *http://www.yourdomain.com/officestatus/* (or similar).

Once an OfficeStatus user enters the web service address into the appropriate field during authentication, OfficeStatus Client will remember the setting and it won't have to be entered again. It would be useful, however, if end users never had to know (or enter) the OfficeStatus service address at all, and that's where the ClientInstall.ini file comes in. During the installation process, OfficeStatus Client will check the installation source folder for the presence of a ClientInstall.ini file. If it finds one, it uses the

contents of this file to establish a default OfficeStatus web service address location.

The format of the ClientInstall.ini file is simple. Here's an example:

```
[Startup Defaults]
WebServiceAddress=http://www.yourdomain.com/officestatus/
```

Save this file into the folder that contains the osclient.exe client installation executable on your network. Then be sure to run OfficeStatus client installations from this location, and the ClientInstall.ini file settings will be honored.

Note that the use of ClientInstall.ini is entirely optional - if it exists, it is used. Otherwise it isn't.

This deployment technique helps to reduce the amount of information an OfficeStatus user needs to get up and running with OfficeStatus Client.

Important: The OfficeStatus Server installation process automatically generates a ClientInstall.ini file in the same folder from which it was installed.

5.4 Finishing the Installation

Once the OfficeStatus Windows Client installation process has completed successfully, you will be provided with an option to launch the software immediately. Is it recommended that you do so to ensure that everything functions as expected.

When OfficeStatus Windows Client is launched, it will prompt the user for the following:

1. An OfficeStatus account username
2. An OfficeStatus account password
3. The OfficeStatus Service web address

The first and second (authentication) fields correspond to the user account name and password that was created through the administrative section of the OfficeStatus web interface (please see our OfficeStatus admin guide for details).

The third field is the service address of your OfficeStatus Server installation, specified during the "Selecting a Website" phase of the server installation process (see related page link below). It will generally be in the form of "http://your-domain.com/OfficeStatus/" or something similar. Note that you have the service address default to a specific value by using the ClientInstall.ini file generated by the OfficeStatus Server installation process.

A shortcut to OfficeStatus Windows Client will be created in the startup group of the end user's Windows Startup Menu, so that it will be started automatically on boot-up.

5.5 Group Policy Deployment

If your organization uses Windows Active Directory services, you may wish to consider using it to deploy OfficeStatus Windows Client to multiple domain users at once. This prevents IT staff from needing to go from one machine to another in order to install OfficeStatus Windows Client.

In order to deploy OfficeStatus Client using GPO, you'll need the MSI version of the installation package,

which can be downloaded from the download page of the OfficeStatus website.

There are separate OfficeStatus Windows Client builds for 32 and 64 bit workstations. Please note that the 32-bit OfficeStatus Client build will also work (and is fully supported) in 64-bit environments. In cases where you have a mix of 32 and 64 bit workstations, you may elect to deploy the 32-bit build alone for the sake of simplicity.

Once downloaded, place the MSI installation package in a shared network folder. Ideally, the shared network folder will also contain a ClientInstall.ini generated by the OfficeStatus Server installation process. For more information on how the ClientInstall.ini file is generated and used, please see OfficeStatus deployment Quick Start Guide.

From here, you will need to create a group policy object on your domain controller to handle distribution of the OfficeStatus Windows Client MSI package. This is a fairly straight-forward process, and Microsoft provides detailed instructions on doing so here:

<http://support.microsoft.com/kb/816102>

Another useful guide on GPO deployment is published by our installation technology provider, and is available here:

<http://www.advancedinstaller.com/user-guide/tutorial-gpo.html>

Note: The same command line switches described here can be used with the GPO installers to support silent installations and/or specify the target installation folder.

IMPORTANT: When planning a GPO deployment of OfficeStatus Windows Client, the Microsoft .NET Framework (v2.0 SP2 or later) must already be present on target computers. Unlike the normal OfficeStatus Windows Client installer package, the MSI installers do **NOT** automatically download and install this requirement.

6 Upgrading

6.1 Upgrade Overview

The OfficeStatus software solution is comprised of components that are installed either on the server or client side.

Each OfficeStatus software component has a four-part **service version number** associated with it (e.g. 2.0.0.0). The first two parts of the service version number indicate the major and minor service version, respectively.

Whenever OfficeStatus Windows Client connects to OfficeStatus Server, the major and minor digits of the service version number are compared. In order for the client and server components to communicate, OfficeStatus Windows Client cannot report a service version number that is higher than that of OfficeStatus Server. If the client reported service version number is higher than that of the server, OfficeStatus Windows Client will report an error.

This compatibility check ensures that server components expose the communications interfaces that the client components expect.

Viewing Component Service Versions

To view the service version number of OfficeStatus Server, log into the web-based interface as an administrator. Then navigate to Administration | Help | About OfficeStatus.

To view the service version number of OfficeStatus Windows Client, navigate to Help | About.

Upgrade Version Rule

This information can be distilled into the following simple rule:

When upgrading to a newer major / minor version (e.g. 1.0.x.x to 1.5.x.x), upgrade OfficeStatus Server first, then upgrade OfficeStatus Client installations.

Doing so will always ensure proper communications compatibility between client and server components.

6.2 Upgrading OfficeStatus Server

When upgrading your OfficeStatus solution deployment, we recommend the following steps:

1. Backup your OfficeStatus database and host environment
2. Execute the new version installer on the OfficeStatus Server host computer

The first step (backing up your existing OfficeStatus database) is optional, but *strongly* recommended.

Once the upgrade process starts, the installation process may need to upgrade OfficeStatus database (schema and/or data) to support the newer release.

6.3 Upgrading OfficeStatus Windows Client

To upgrade OfficeStatus Windows Client to a newer version, perform the following actions on the end user's workstation:

1. Shut down (terminate) OfficeStatus Windows Client.
2. Optionally uninstall the existing version of OfficeStatus Windows Client.
3. Execute the newer version installation program.

When the installation begins, it will automatically uninstall the previous version of OfficeStatus Windows Client first, and then install the latest version. If the previous version cannot be uninstalled automatically for some reason, you will be prompted to do so before installation can proceed.

Note: During the OfficeStatus Windows Client upgrade process, certain user interface customizations may be reset in order to ensure the availability of new functionality.

7 Client Configuration

7.1 Managing Client Settings

OfficeStatus provides powerful, centralized management of most client settings, including the ability to:

- Define default settings for client environments
- Determine whether or not the clients settings can be overridden by users (e.g. locking down settings)
- View (and optionally remove) client setting overrides on a per-user basis

Client settings are managed via the Administrative section of the web interface (navigate to *Administration >> Tools >> Client Settings*).

For additional discussion on this topic, please refer to the Client Settings topic of the **OfficeStatus Web Admin Guide**.

7.2 Telephony Integration

OfficeStatus Windows Client (v3.0 and later) has the ability to monitor a telephony device and respond to the following events:

- Inbound call connected
- Outbound call connected
- Call disconnected

These events, in turn, can be configured to trigger a change in user status.

Requirements

OfficeStatus telephony integration is embedded within OfficeStatus Windows Client, and supports TAPI versions 1.3 through 2.3.

The Telephony Application Programming Interface (TAPI) is a Microsoft Windows programming interface that provides computer telephony integration and enables PCs running Microsoft Windows to use telephone services. Different versions of TAPI are available on different versions of Windows. TAPI allows applications to control and monitor telephony functions between a computer and telephone network for data, fax, and voice calls.

In order to use TAPI support provided within OfficeStatus Windows Client, you must install and configure the appropriate TSP (TAPI Service Provider) driver on the end user's workstation. Please see your telephony equipment provider's documentation for further instructions.

Your telephony environment will need to support call answer detection (most PBX solutions do) to work with OfficeStatus Windows Client.

Once the workstation environment is properly configured, OfficeStatus Windows Client users can specify the telephony device (line) to monitor within the *Telephony Events* tab of the preferences window. Please see the Windows Client Guide for further details.