

## **Agent PC Configuration Guide v2.1**

By Jahanzeb Khan

15/11/2016



## Version Control

Date	Version	Author/Editor	Title/Contact Number	Description
15/11/2016	1	Jahanzeb Khan	Support Engineer 00971 559573701	Created document
15/11/2016	2	Jateen Sharma	Support Manager MEA 00971 501294359	Reviewed and edited document

### Address:

Dubai Internet City  
Phone: 0097144464100  
Building EIB 05, Office 411  
P.O.BOX – 500173  
Dubai, UAE  
Phone: 0097144464100  
[www.vocalcom.ae](http://www.vocalcom.ae)



## Table of Contents

<b>1. Procedure.....</b>	<b>4</b>
<b>2. Screenshots .....</b>	<b>5</b>
2.1. Disable Windows Firewall .....	5
2.2. Disable Windows Defender:.....	6
2.3. IE Settings:.....	7
2.3.1. Security Settings .....	7
2.3.2. Privacy Settings.....	8
2.3.3. General Settings .....	9



## 1. Procedure

Please go through steps below and for more details and snapshots' elaboration refer to chapter 2 of this document:

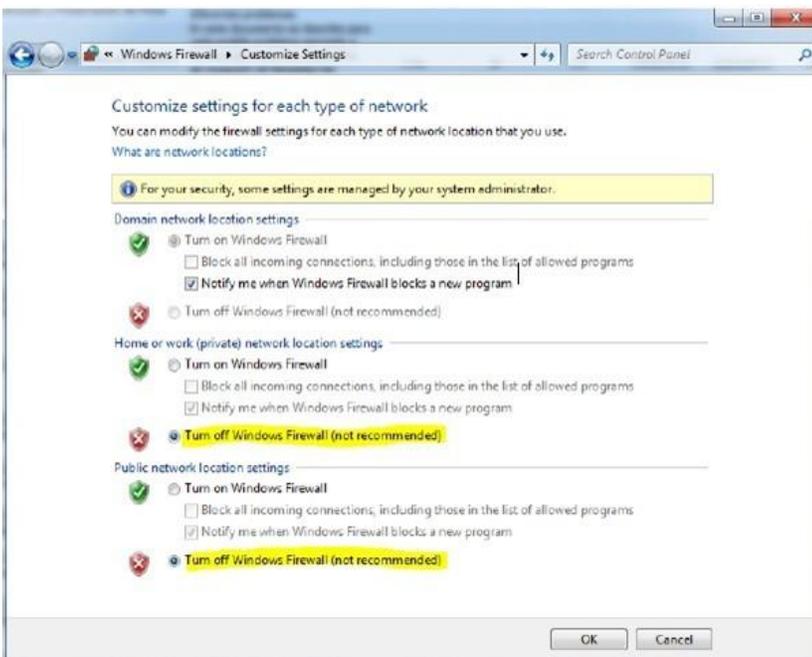
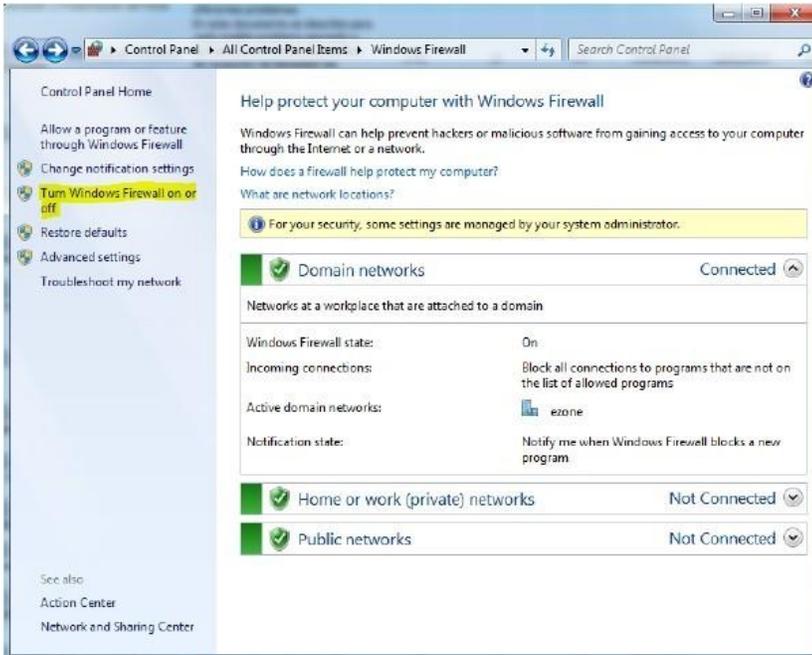
1. Check if computer name is not already used in the network (this action require a restart of the computer to take effect)
2. The first launch of Vocalcom Hermes Net Application in the agent PC, need to be done with user with full administrator right to be able to install and register the necessary application ActiveX. After that any user connected to the configured PC can use the application.
3. Disable Windows Firewall
4. If Windows 7 or 8, disable Windows Defender
5. If headsets are equipped by a sound device, disable the integrated soundcard one
6. It is recommended to have the latest version of IE installed.
7. Add the web server IP to trusted sites in Internet Options, and then allow all ActiveX to that group except "Only Allow approved domains to use ActiveX" which must be disabled in IE settings under trusted sites. Enable "Access data sources across domains" under miscellaneous.
8. Under `Privacy` tab of Internet Options, disable the popup blocker, and it's recommended to allow cookies
9. When agent's interface is loaded, open Soft tab on right top side of the screen, click on "Soft phone" and select input and output devices to use.
10. Make sure that web server IP which was added in trusted sites is not added in compatibility view settings.



## 2. Screenshots

### 2.1. Disable Windows Firewall

Go to start -> Control Panel -> Windows firewall -> Turn Windows Firewall on or off and check the box to disable firewall.



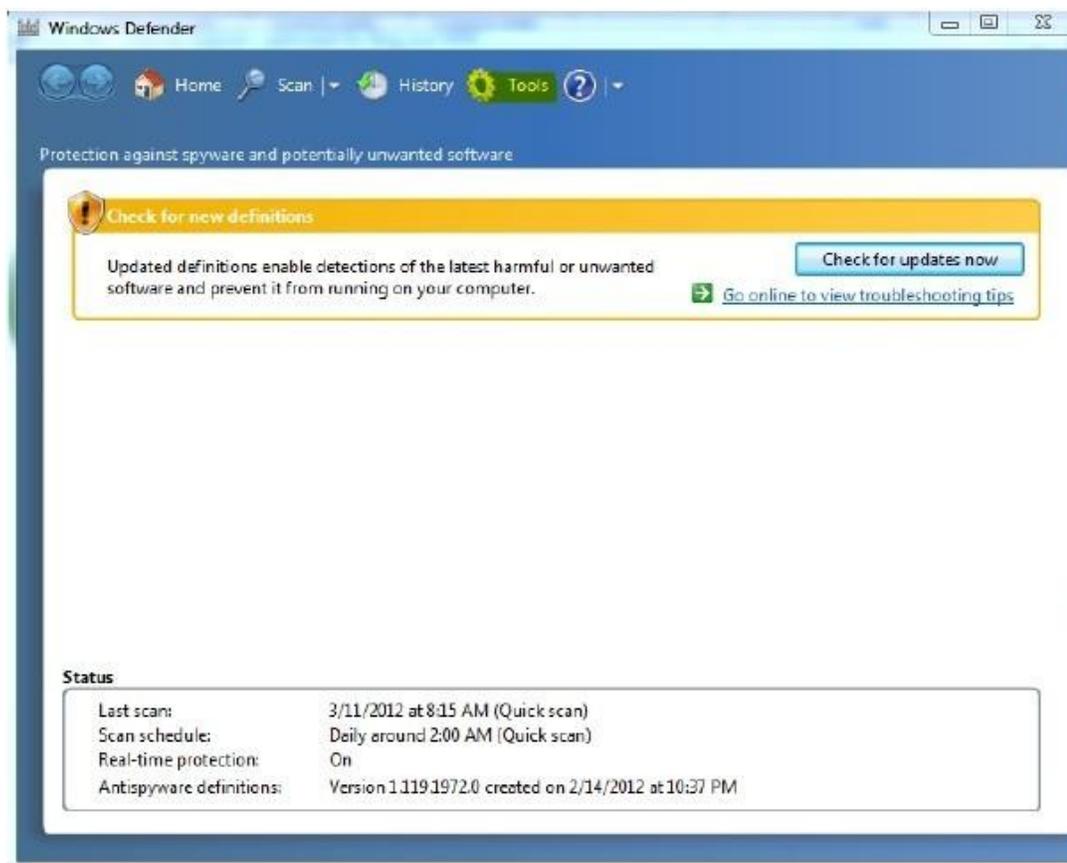
For the PC managed by a Domain server, the security Policies need to allow traffic on the below port to VOCALCOM server (both directions):



Role	Module	Port	Protocol	Action
Agent	http	80	TCP	Permit
	https	443	TCP	
	Proxy	9990 – 9999	TCP	
	ScreenSharing	5002	TCP	
	SoftPhone	49152 – 49351	UDP	
	RTP			
	Softphone	50000 – 50199	UDP	
	SIP	5060	UDP/TCP	

## 2.2. Disable Windows Defender:

Go to start ->Control Panel ->Windows Defender ->Tools->Options->Administrator and uncheck the box use this Program.

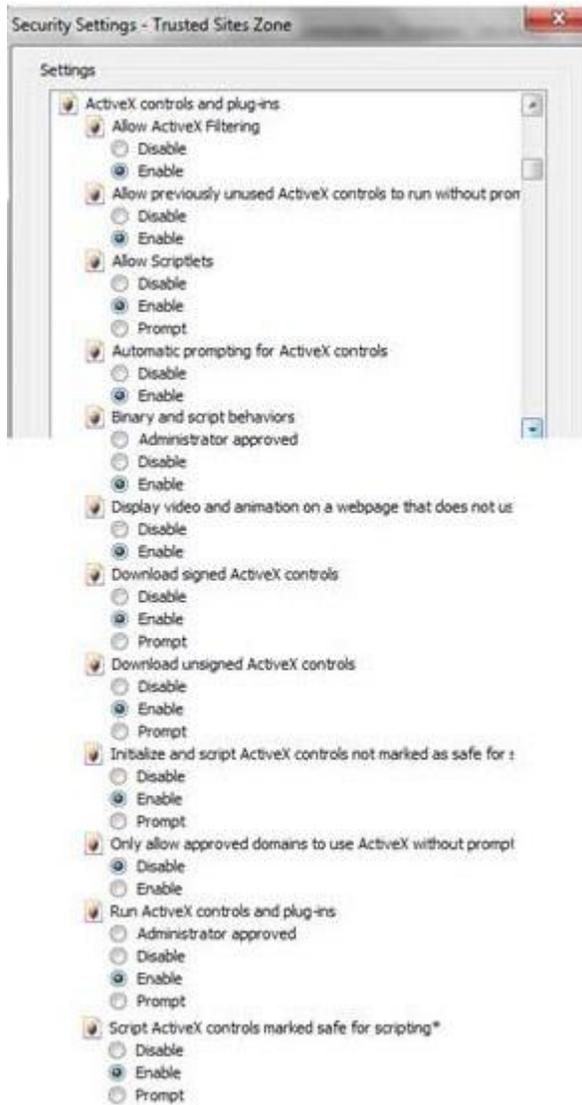


## 2.3. IE Settings:

### 2.3.1. Security Settings

You need to add the IP address of Vocalcom to trusted sites.

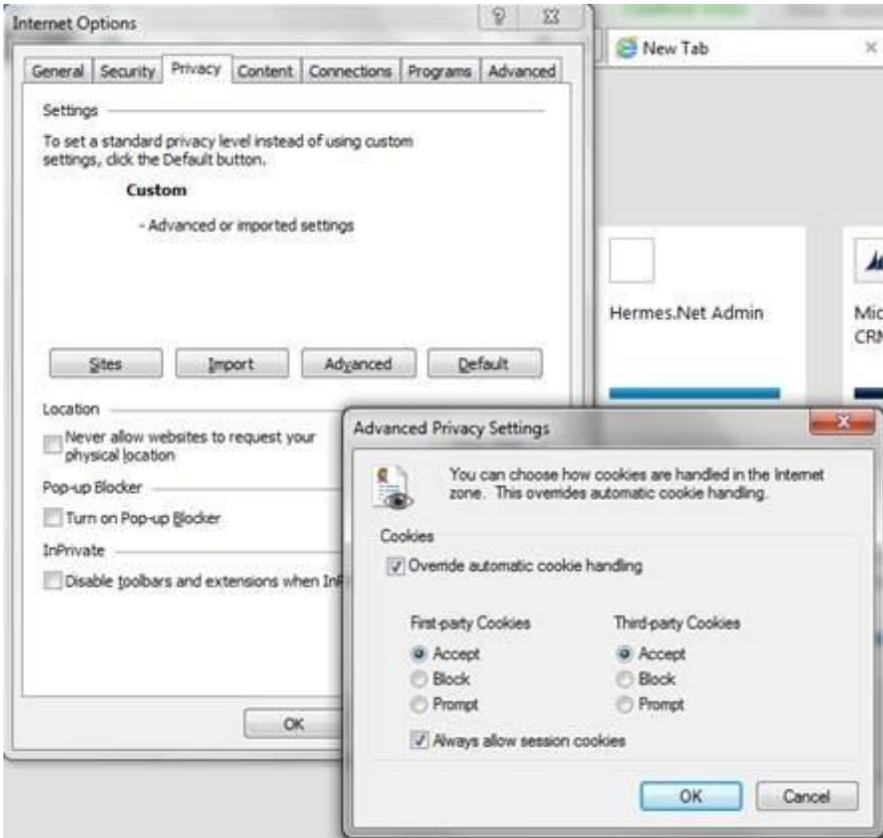
Then on Customer Level... you need to ensure the below are checked:



### 2.3.2. Privacy Settings

On the privacy tab you need to uncheck “Turn on Pop-up blocker” and “Disable toolbar and extensions...”

In Advanced Privacy Settings you need to do the following configurations:



### 2.3.3. General Settings

On the General tab make sure you uncheck “Delete browsing history on exit”.

End of Document

