



IMPACT 360°

Content Producer


Installation and Upgrade Guide

Version 11.1

Document Revision 1.00

VERINT.

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11/540,185; US 11/540,320; US 11/540,900; US 11/540,902; US 11/567,808; US 11/567,852; US 11/583,381; US 11/608,340; US 11/608,350; US 11/608,358; US 11/616,490; US 11/621,134; US 11/691,530; US 11/692,983; US 11/693,828; US 11/693,923; US 11/693,933; US 11/712,933; US 11/723,010; US 11/742,733; US 11/752,458; US 11/776,659; US 11/824,980; US 11/831,250; US 11/831,257; US 11/831,260; US 11/831,634; US 11/844,759; US 11/872,575; US 11/924,201; US 11/937,553; US 11/959,650; US 11/968,428; US 12/015,375; US 12/015,621; US 12/053,788; US 12/055,102; US 12/057,442; US 12/057,476; US 12/107,976; US 12/118,789; US 12/118,792; US 12/164,480; US 12/245,781; US 12/326,205; US 12/351,370; US 12/416,906; US 12/464,694; US 12/466,673; US 12/483,075; US 12/497,793; US 12/497,799; US 12/504,492; US 12/539,640; US 12/608,474; US 12/628,089; US 12/630,030; US 12/684,027; US 12/686,213; US 12/708,558; US 12/725,127; US 12/753,137; US 12/762,402; US 12/768,194; US 12/792,796; US 12/840,227; US 12/840,233; US 12/852,144; US 12/879,868; US 12/887,059; US 12/887,089; US 12/888,445; US 12/891,620; US 12/915,868; US 12/915,941; US 12/916,006; US 12/940,508; US 12/942,111; US 12/964,891; US 13/005,996; US 13/008,283; US 13/011,870; US 13/011,871; US 13/016,998; US 13/036,923; US 13/096,145; US 13/096,148; US 13/096,153; US 13/114,620; US 13/149,655; US 13/155,343; US 13/182,672; US 13/187,438; US 13/189,514; and other U.S. and International Patents and Patents Pending.

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About This Guide

The *Content Producer Installation and Upgrade Guide* describes how to install or upgrade the Content Producer application. Content Producer is used to create slides and clips for use as training material that can be used with your organization's eLearning system.

Intended Audience

This guide is designed to be used by:

- Verint and Business Partner professional services staff responsible for planning and setting up systems.
- Customers' IT staff responsible for system maintenance.
- Instructional Content Developers
- Managers and Supervisors
- eLearning Administrators

Related Documents

The following documents are referenced in this document:

- *Content Producer User Guide*

The following documents are related to this document:

- *eLearning Administration Guide*
- *eLearning Student Guide*

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Pre-Installation Requirements and Prerequisites

This chapter provides a brief overview of the Content Producer application, and describes system requirements and installation prerequisites to ensure the successful installation and operation of the application.

This chapter contains the following sections:

- [Overview](#), page 7
- [Content Producer Components](#), page 7
- [System Requirements](#), page 7
- [Installation Prerequisites](#), page 8

Overview

Content Producer is comprised of authoring, editing, and conversion tools to develop learning clips that engage your audience and provide educational information about a specific topic.

Content Producer is used as a standalone product.

If you use Content Producer with the Impact 360 suite, you can create clips from recorded segments of customer interactions captured by such applications as Quality Monitoring 10 SP3 or later, Impact 360 Recording, or Quality Monitoring 11. You can then deliver the learning clips via the eLearning Lesson Management system.

Content Producer Components

Content Producer has two components:

- **Content Producer Author**

Use this component to create/publish clips.

- **Content Producer Editor**

Use this component to import/record audio or video contact files (WAV or AVI).

Consult your *Content Producer User Guide* for details on using Content Producer and its components.

System Requirements

- **Software Requirements**

- Operating systems supported:

- Microsoft Windows 7
- Microsoft Vista
- Microsoft Windows XP Professional 32-bit version, Service Pack 2
- Microsoft Windows 2003 Standard Edition 32-bit version, Service Pack 2
- Microsoft Windows 2000 Professional 32-bit version, Service Pack 4

- Other software

- Microsoft DirectX9C - Will be installed as part of Windows XP Service 2 or later. For earlier OS versions, you will need to manually install DirectX.
- Adobe® Flash® Player plugin version 7 or later (version 10.x) for viewing Content Producer clips

- **Verint Playback:** Required if you want to produce clips with interactions from Quality Monitoring 10 SP3 or Quality Monitoring 11. (This package is not required for interactions from Quality Monitoring 7.8 SP1.) Prior to installing this package, you must install:
 - Microsoft Visual C++ 2008 runtime (not SP1)
 - Microsoft .NET Framework 2.0
 - Microsoft XML (MSXML) 4.0 SP3
 - Microsoft DirectX 9C or later

SEE ALSO For information about how to install the Verint Playback, see the *Impact 360 Desktop Deployment Reference and Installation Guide*.



- **Hardware Requirements**

- Intel PIII/AMD K6 550 MHz. For optimal performance, the following is recommended: Intel P4, Intel Centrino, Intel Xeon, or Intel Core Duo (or compatible)
- 512+ MB RAM (1GB Recommended for optimal performance)
- 16 Bit+ Video card - 800x600 minimum resolution (1024x768 recommended)
- 5+ GB Hard Drive with 500+ MB free disk space

- **Browsers Supported**

- Microsoft Internet Explorer 8.0
- Microsoft Internet Explorer 7.0
- Microsoft Internet Explorer 6.0, Service Pack 2 for Windows XP
- Microsoft Internet Explorer 6.0, Service Pack 1 for Windows 2003

- **Media Formats Supported**

- Content Producer Author supports the following formats: JPG, GIF, TIFF, BMP, PNG, MP3, AIFF, AU, SWF(Created in Adobe® Flash® Editor version 8 or earlier)
- Content Producer Editor supports the following formats: AVI, WAV

Installation Prerequisites

To install Content Producer, the following is required:

- Content Producer installation file

Available on the Impact 360 Desktop Applications Installation media or from the Verint Portal's Impact 360 Version 11 Tools folder.

Alternatively, you can download the latest version from the customer support site at <http://producerservices.verint.com/> and click the **Content Producer 11.1.0 Installer** link.

- License code
The license code is required to activate Content Producer after installation. You will receive the code with your Impact 360 Version fulfillment package.
- Internet access for registering Content Producer and upgrading to newer versions

Installing Content Producer

This chapter describes how to install Content Producer, once you have received a licensed version of the product.

This chapter contains the following sections:

- [Installing Content Producer](#), page 11
- [Activating and Registering Your License](#), page 17
- [Activating and Registering a License on a Desktop without an Internet Connection](#), page 20

Installing Content Producer

The Content Producer installation file and the license code are included with your Impact 360 fulfillment package or, alternatively, you can download the installation file from our support site at this URL address: <http://producerservices.verint.com>.

For more details on system requirements and prerequisites prior to installation, see [Chapter 1 "Pre-Installation Requirements and Prerequisites"](#).

Once the installation is complete, you must activate Content Producer's license. You can also use Content Producer's Preferences options to configure the application.

See:

- [Installing Content Producer](#), page 12
- [Activating and Registering Your License](#), page 17
- [Activating and Registering a License on a Desktop without an Internet Connection](#), page 20

Installing Content Producer

NOTE

If you have the Verint Multimedia Support Package 9.3 application installed on your system, uninstall the application before starting the Content Producer installation. If you do not uninstall this package, you will be prompted during the Content Producer installation to remove it before continuing with the installation.

NOTE

If, during the course of the installation, Content Producer detects that you do not have Microsoft DirectX installed, you are prompted to install the Microsoft DirectX. For details, see “[Installing Microsoft DirectX](#)” on page 16.

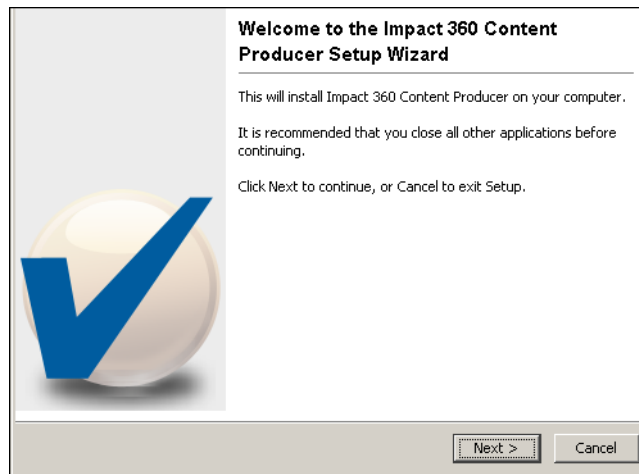
- 1 Access the Content Producer license file in your fulfillment package DVD and select the Content Producer installer file.

NOTE

Alternatively, you can open the support site at <http://producerservices.verint.com/> and click the **Content Producer 11.1.0 Installer** link.

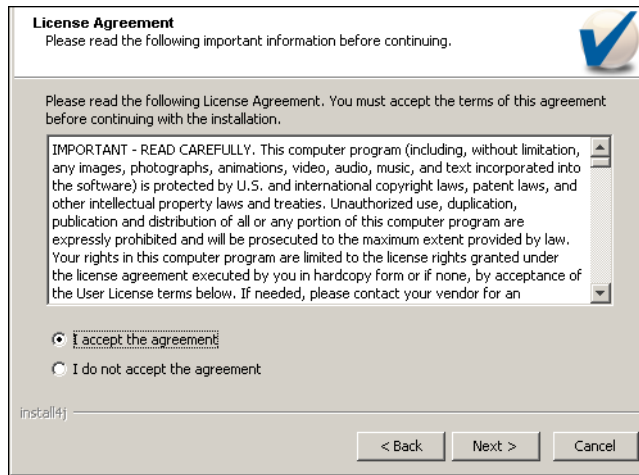
- 2 In the CD's file directory, locate and double-click the **ContentProducer11.1.0.exe** file.

The first window in the Installation Wizard window is displayed.



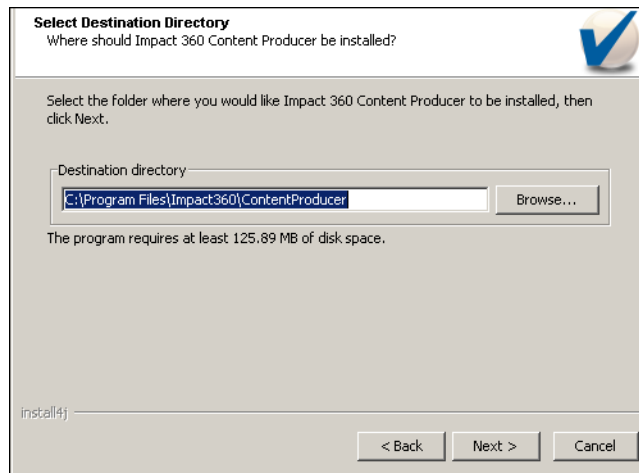
3 Click **Next**.

The **License Agreement** window is displayed.



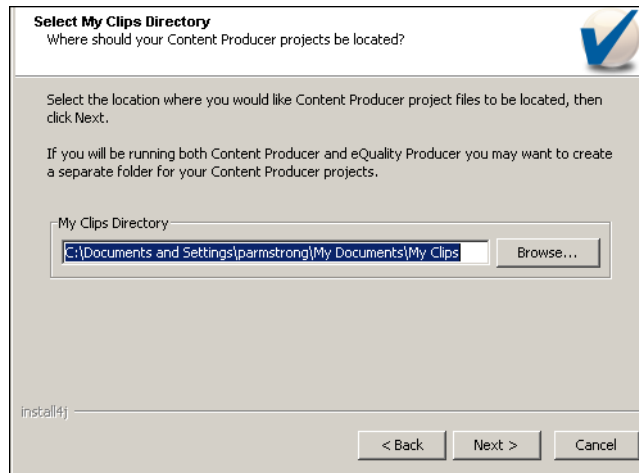
4 On the **License Agreement** window, click **I accept the agreement** option, and then click **Next**.

The **Select Destination Directory** window is displayed.



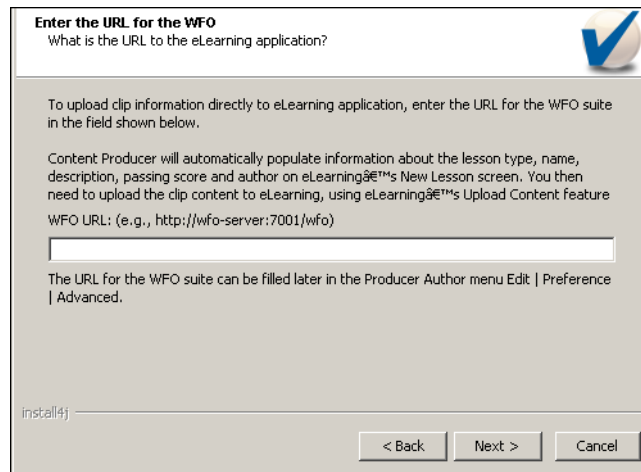
- 5 If you want to change the default destination, click the **Browse** button, navigate to and then select another directory in which you want to store the program files. Click **Next**.

The **Select My Clips Directory** window is displayed.



- 6 If you want to change the default destination for clip files generated by Content Producer, navigate to and select another directory. Click **Next**.

The **Enter the URL for the Impact 360** window is displayed.

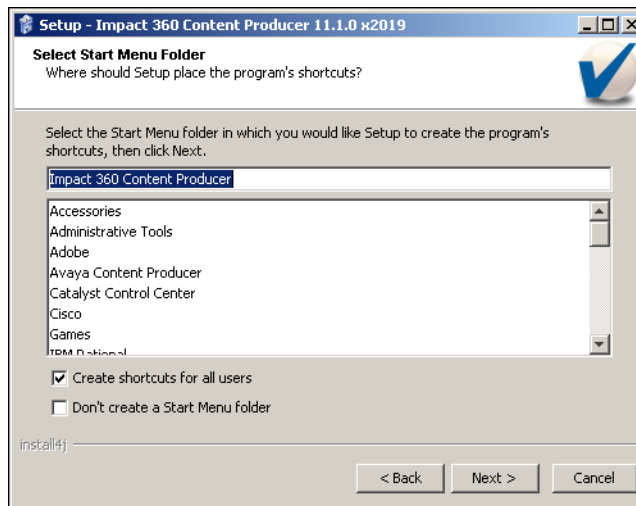


- 7 If you want to configure Content Producer to automatically populate lesson information on the Impact 360 eLearning Lesson Details page, type the URL for the Impact 360 suite. Click **Next**.

NOTE After Content Producer is installed, you can add or modify the Impact 360 suite URL in Content Producer Author. Click **Edit** > **Preference** > **Advanced**.

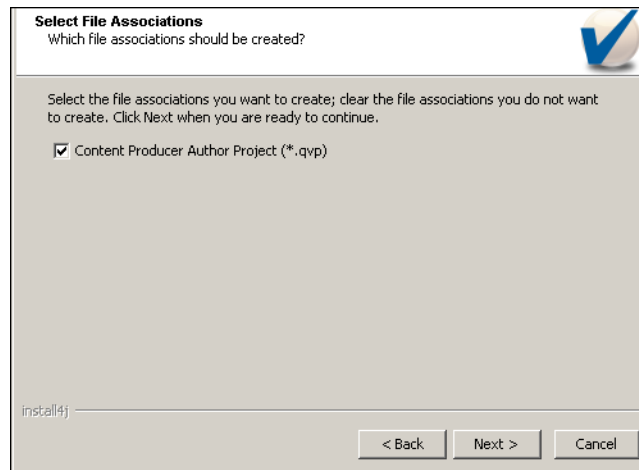


The Select Start Menu Folder window is displayed.



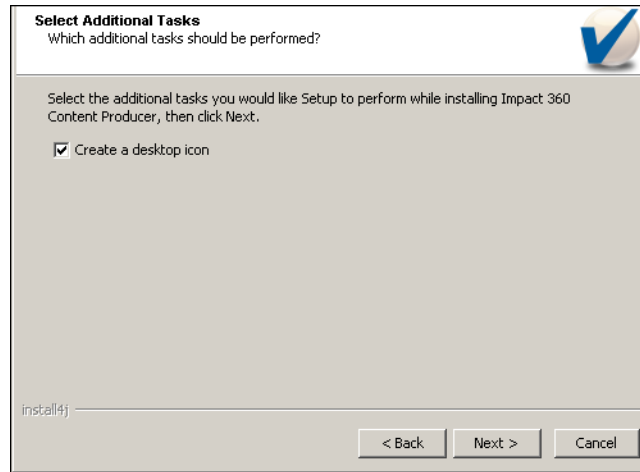
- 8 If you want to change the default Start Menu folder in which Content Producer's shortcuts are saved, select a folder from the list box. Click Next.

The File Associations window is displayed.



9 Click **Next**.

The **Select Additional Tasks** window is displayed.





10 Click **Next**.

The installation process begins, and its progress is displayed on the **Installing** window. When the process is complete, click **Finish** to end the installation.



NOTE If your system has the Verint Multimedia Support Package 9.3 application installed, a warning message appears during the installation to indicate that you must first uninstall this application before resuming your installation.

Once the installation is complete, shortcuts for Content Producer components appear on your desktop, as follows:

-  Content Producer Author
-  Content Producer Editor

You can also access Content Producer components by clicking **Start > Content Producer**.

11 To activate your license, see [“Activating and Registering Your License”](#) on page 17.

Installing Microsoft DirectX

If Content Producer detects you do not have Microsoft DirectX installed or your system requires an updated version of DirectX, the **Welcome to setup for DirectX** window opens:

To install Microsoft DirectX

1 Click the **I accept the agreement** button to confirm you accept the terms of the licensing agreement, and then click **Next**.

The **Installing Microsoft DirectX** window is displayed, indicating that components are downloading, and showing the time left for the process to complete. It may take several minutes.

- 2 When the process is complete, click **Next** to open the **Restart Computer** window.
- 3 When you are ready to restart your computer, click **Finish**.

Activating and Registering Your License

Once you install Content Producer, you need to activate and register your license.

If you are activating and registering your license on a desktop...	See...
with an Internet connection	“Activating and Registering a License on a Desktop with an Internet Connection” on page 18.
without an Internet connection	“Activating and Registering a License on a Desktop without an Internet Connection” on page 20.

NOTE

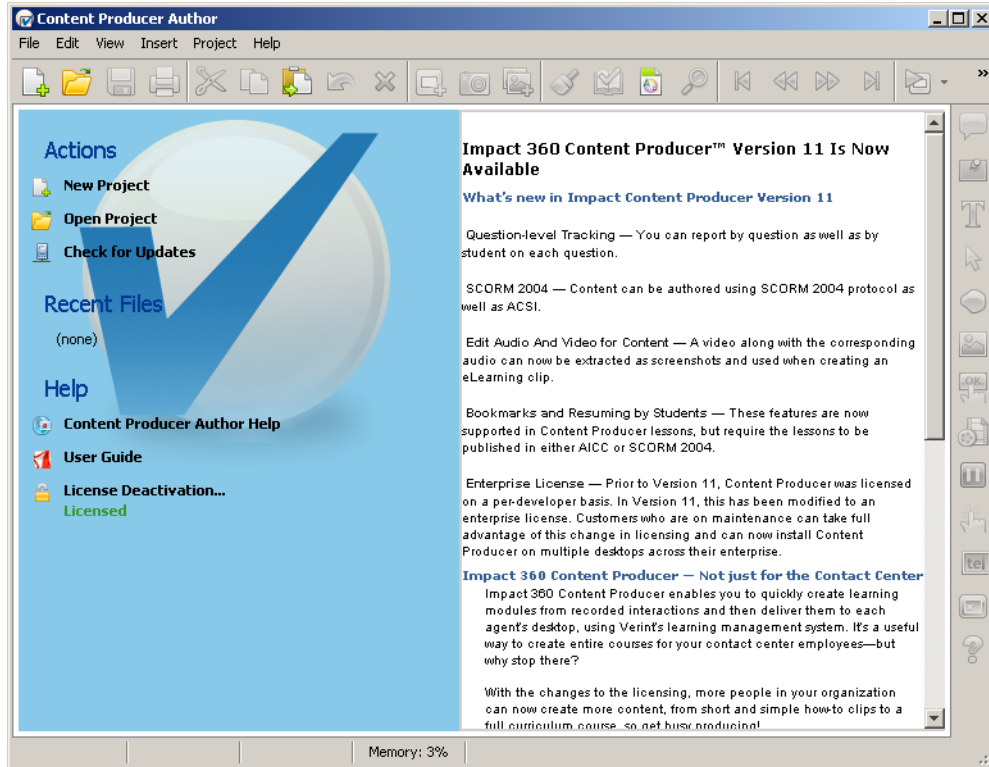


If you are accessing the Internet using a proxy server, you need to set proxy server preferences first, so that you can activate your license, receive updates, and access Content Producer Help and support site. For details, see [Step 5](#) in the procedure [“Setting Preferences in Content Producer”](#) on page 22.

Activating and Registering a License on a Desktop with an Internet Connection

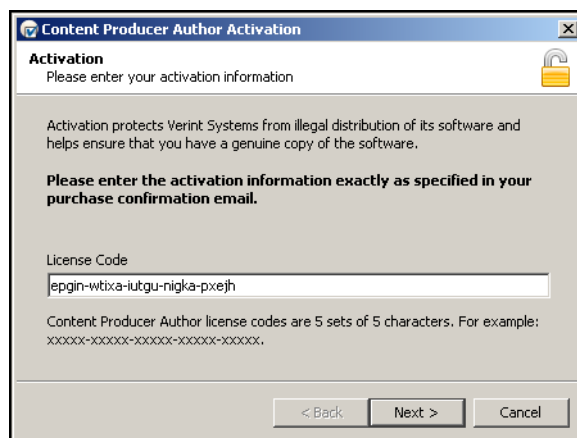
- 1 Click **Start > Content Producer > Content Producer Author**.

The Content Producer main window opens.

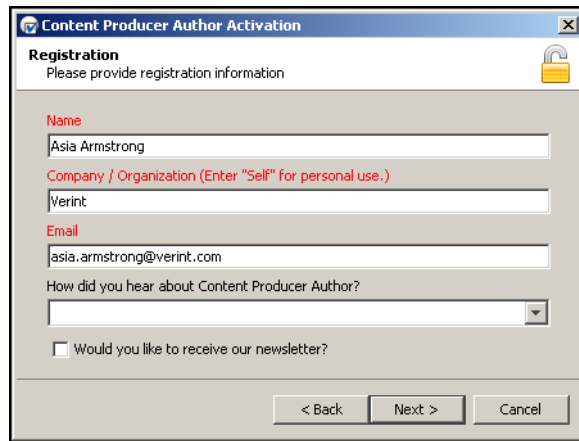


- 2 In the left pane, select **License Activation**.

The **License Activation** dialog box opens.



- 3 In the **License Code** box, type the license code that you received, and then click **Next**. If you entered the code correctly, the **Registration** dialog box opens.

The image shows a dialog box titled "Content Producer Author Activation" with a sub-header "Registration". Below the sub-header is the instruction "Please provide registration information" and a yellow padlock icon. The form contains several fields: "Name" with the text "Asia Armstrong", "Company / Organization (Enter 'Self' for personal use.)" with the text "Verint", "Email" with the text "asia.armstrong@verint.com", and a dropdown menu for "How did you hear about Content Producer Author?". At the bottom, there is a checkbox labeled "Would you like to receive our newsletter?" which is currently unchecked. Navigation buttons for "< Back", "Next >", and "Cancel" are located at the bottom right of the dialog box.

- 4 Type the appropriate details in the dialog box, and then click **Next**.

A progress window is displayed, and if the activation is successful, the window refreshes with the **Successful** dialog box.

- 5 Click **Finish** to complete the process and close the dialog box.

In the Content Producer main window, in the **Help** area, **Licensed** appears under the **License Deactivation** item. You are now ready to use Content Producer.

NOTE



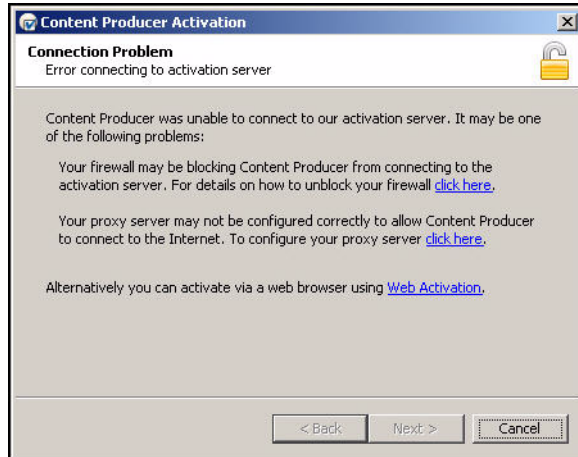
If the license activation process is not successful, though you entered the correct license key, contact your Verint support consultant.

- 6 To configure Content Producer by setting preferences, see ["Setting Preferences in Content Producer"](#) on page 22.

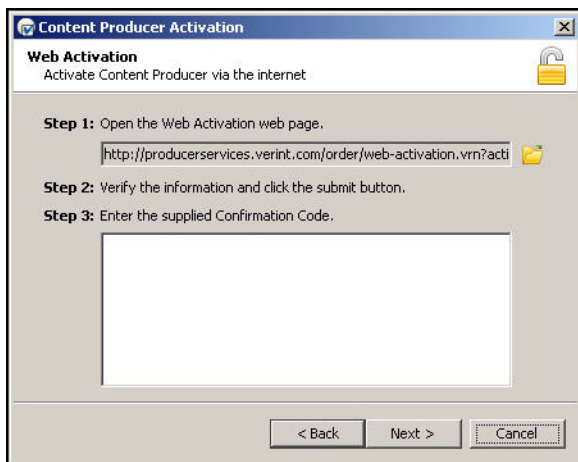
Activating and Registering a License on a Desktop without an Internet Connection

- 1 Follow steps 1 to 4 in the procedure “[Activating and Registering a License on a Desktop with an Internet Connection](#)” on page 18.

Because your desktop does not have an Internet connection, the **Connection Problem** window is displayed.



- 2 Click the **Web Activation** link.
The **Web Activation** window is displayed.



- 3 From the **Step 1: Open the Web Activation Web** page box, copy the URL address.



Because you do not have an Internet connection, copy the URL address to a text file, and save the file to a disk. Insert the disk and open the file on a desktop that has an Internet connection, and from the text file, copy the URL address again.

- 4 At a desktop that has an Internet connection, open a web browser, and paste the URL into the browser's address box. Click **ENTER**.

The online **Web Activation** window is displayed.

Web Activation

This page allows you to activate your product if you are unable to connect your product to the internet. Please fill out the following information and hit the submit button.

License: *

Machine ID: *

Name:

Company:

Email:

How did you hear about ViewletBuilder?

Would you like to receive our newsletter?

* Required information

- 5 Click **Submit**.

The **Web Activation** window refreshes, showing the confirmation code in the **Confirmation Code** box.

Web Activation

Your machine has been activated, please copy the confirmation code and paste it back into the Content Producer activation wizard.

Confirmation Code:

License:

Machine ID:

Name:

Company:


Email:

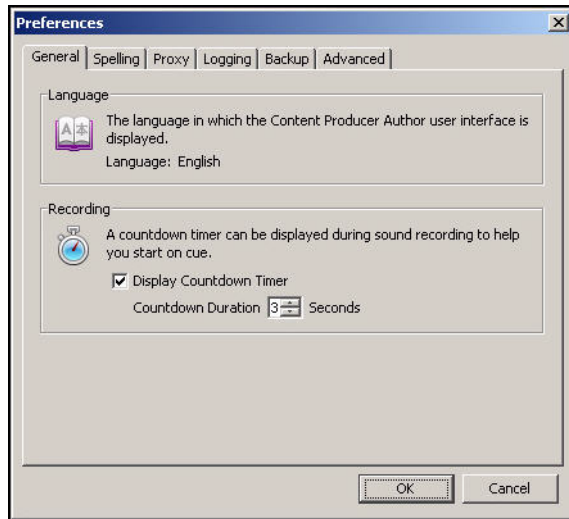
How did you hear about Content Producer?

Would you like to receive our newsletter? No

- 6 Copy the confirmation code, using the same method you used in step 3 (for example, by copying it to a text file and saving it to disk), and then close the page.
- 7 Return to the desktop without an Internet connection for which you are activating and registering the license. In the **Web Activation dialog** box, paste the confirmation code from step 6 into the **Step 3: Enter the supplied Confirmation Code** text box.
- 8 Click **Next**.
- The confirmation code is verified, and your license is activated. You can begin using Content Producer.
- 9 To configure Content Producer by setting preferences, see [“Setting Preferences in Content Producer”](#) on page 22.

Setting Preferences in Content Producer

- 1 Launch Content Producer by clicking the Content Producer Author icon  on your desktop, or by clicking **Start > Content Producer > Content Producer Author**.
- 2 On the menu bar of the Content Producer main window, click **Edit > Preferences**. The **Preferences** dialog box opens.



- 3 To set recording countdown timing preferences, click the **General** tab. Make the changes you want in the **Recording** areas of the tab.
- 4 To choose a dictionary and spelling preferences (such as whether or not to check for upper and lowercase words), click the **Spelling** tab. Make changes as required.
- 5 If you access the Internet with a proxy server, you must set proxy server preferences so that you can activate your license, receive Content Producer updates, and access the Help files and the support site. Click the **Proxy** tab and do the following:
 - Check the **Use a proxy server** box
 - Enter the proxy server's IP address and port number in the **Address** and **Port** boxes.

NOTE Ensure that you type the proxy servers' IP address, not a URL address, in the **Address** box.



- If the server requires login authentication, check the **User proxy authentication** box, and type the login name and password in the **Login** and **Password** boxes.

- 6 To create log files that record issues that arise while you are using Content Producer, click the **Logging** tab, and do the following:
- In the **Output Window** area, select a logging option from the **Report** drop-down list box.

For...	Select...
normal day-to-day application use	Display Errors Only This option only logs application error events.
troubleshooting issues	Display All Information This option logs all application event types including information events for successful operations. It impacts application performance.

- In the **Log File** area, select the options for outputting log records to a file.
- 7 To enable backup file options, click the **Backup** tab.
- 8 To change Java virtual machine settings, click the **Advanced** tab.
- 9 Click **OK** to save your preferences and close the dialog box.

Upgrading Content Producer

Once you have installed Content Producer, you can find out about and upgrade to new releases.

This chapter contains this section:

- [Checking For and Upgrading to the Most Recent Content Producer Release](#), page 25
- [Upgrading From Pre-7.8.x Versions of Content Producer](#), page 27

Checking For and Upgrading to the Most Recent Content Producer Release

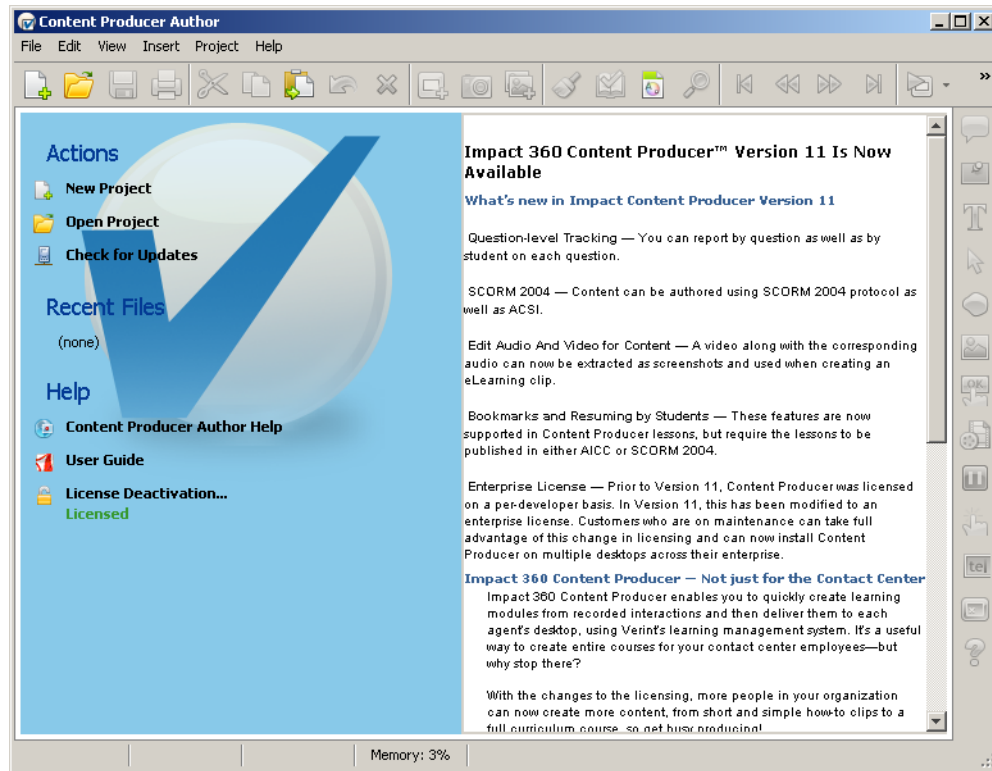
You can check for the latest Content Producer release from the Content Producer Author Welcome window.

Note that if your company's firewall prevents automatic registration or updates, you must first configure the appropriate proxy information, as described in step [Step 5](#) in the procedure "[Setting Preferences in Content Producer](#)" on page 22.

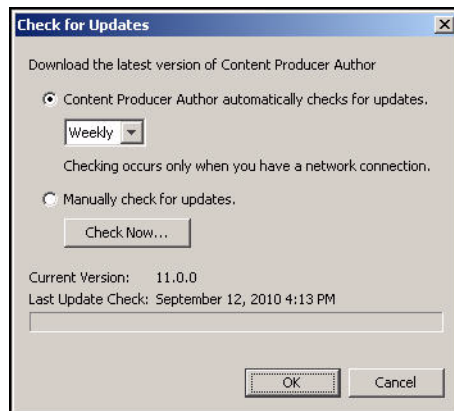
To successfully upgrade to the most recent Content Producer release, see "[Checking for and upgrading to the most recent Content Producer release](#)" on page 26.

Checking for and upgrading to the most recent Content Producer release

- 1 Launch Content Producer to open the **Welcome to Producer** window.



- 2 In the **Actions** area, click **Check for Updates**.
The **Check for Updates** dialog opens.



- 3 Choose one of these options:
 - Select the **Content Producer automatically check for updates** option, and from the drop-down list box, select the time interval within which you want the system to check for updates: **Daily, Weekly, Monthly**. The default is **Weekly**.
 - Select the **Manually check for updates** option. Choosing this option prohibits the system from automatically checking for updates.
- 4 To immediately check for updates, click **Check Now** then click **OK**.
- 5 You either get a message with information about updates, or a message that your version of Producer is up-to-date.

NOTE

During an upgrade, the **My Documents\My Clip Assets Library** folder is renamed, such that a number which includes the date of the upgrade is attached to the folder name (for example, the new name of the old folder might be: **My Clip Assets_Library_11.1.3010_20110802**).

If you created your own HTML frame template in the previous version of Content Producer, you can retrieve your template from this folder. Because the HTML frames are changed in the new release, the best practice is to customize your HTML frames using the latest version's templates.

Upgrading From Pre-7.8.x Versions of Content Producer

- 1 Click **Start > Settings > Control Panel > Add or Remove Programs**.
- 2 In the **Add or Remove Programs** window, locate the pre-7.8.x version of Producer that you want to remove, and select it.
- 3 Click **Remove**.

Once the uninstall process ends, the pre-7.8.x version of Producer is removed from your system.
- 4 Install the new release of Content Producer, as described in the procedure "[Installing Content Producer](#)" on page 11.



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