ContentAgent Installation Guide



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Contacting Telestream

To obtain product information, technical support, or provide comments on this guide set, contact us using our web site, email, or phone number as listed in the table below.

Resource	Contact Information
ContentAgent Technical Support	Web Site: http://www.telestream.net/telestream- support/contentagent/support.htm Support Web Mail: http://www.telestream.net/telestream- support/contentagent/contact-support.htm Email: casupport@telestream.net
	US Product Support: (866) 464-4636 (6am-6pm Pacific Monday-Friday) International Enterprise Support: +49 228 280 9141
Telestream, LLC	Web Site: www.telestream.net Sales and Marketing Email: info@telestream.net Telestream, LLC 848 Gold Flat Road Nevada City, CA. USA 95959
International Distributor Support	See www.telestream.net for your regional authorized Telestream distributor.
Telestream Technical Writers	Email: techwriter@telestream.net If you have comments or suggestions about this guide or other Telestream guides, please email us.

Table of Contents

Copyrights and Trademark Notices	
Contacting Telestream	
	به ما م£: م
IntroductionError! Bookmark no	it define
Windows Server 2012 R2 Installation	
Windows Server 2016 Installation	
Windows Server 2019 Installation	
Windows 10 Installation	

Windows Server 2012 R2 Installation

Operating System preliminary steps

Welcome to the ContentAgent Server 2012 R2 installation guide. Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

1. Run Start->Administrative Tools->Server Manager->Add Roles and Features



- 2. Add/install the following features:
 - _ 🗆 X Add Roles and Features Wizard DESTINATION SERVER Select features WIN-106546F13O3 🔥 The destination server has a pending restart. We recommend that you restart the destination server before either installing o... × Select one or more features to install on the selected server. Before You Begin Installation Type Features Description Server Selection Quality Windows Audio Video Management OData IIS Extension Server Roles Experience (qWave) is a networking platform for audio video (AV) Media Foundation (Installed) Features streaming applications on IP home Message Queuing networks. gWave enhances AV Confirmation Multipath I/O streaming performance and Network Load Balancing reliability by ensuring network quality-of-service (QoS) for AV applications. It provides mechanisms Quality Windows Audio Vide for admission control, run time monitoring and enforcement,
- Quality Windows Audio Video Experience

• Windows Process Activation Service (including .NET Environment 3.5)

Server Roles	Telnet Server	generalizes the IIS process model,
Features	TFTP Client	All the features of IIS that were
Confirmation Results	User Interfaces and Infrastructure (Installed) Windows Biometric Framework Windows Feedback Forwarder Windows Identity Foundation 3.5 Windows Internal Database Windows PowerShell (3 of 5 installed)	previously available only to HTTP applications are now available to applications hosting Windows Communication Foundation (WCF) services, using non-HTTP protocols IIS 8.5 also uses Windows Process Activation Service for message-
	 Windows Process Activation Service Process Model .NET Environment 3.5 Configuration APIs Windows Search Service 	based activation over HTTP.

• .NET Framework 3.5/4.5 Features

Select features		DESTINATION SERVER WIN-106S46F13O3
Before You Begin	Select one or more features to install on the selected sen	ver.
Installation Type	Features	Description
Server Selection	NET Framework 3.5 Features	.NET Framework 4.5 provides a
Server Roles	INET Framework 4.5 Features (2 of 7 installed)	 comprehensive and consistent programming model for quickly and
Features	Background Intelligent Transfer Service (BITS)	easily building and running
Confirmation	BitLocker Drive Encryption	applications that are built for various platforms including desktop PCs,

Desktop Experience



3. Disable User Account Control settings (bring the slider down completely). *Run Start -> UAC (user account control)*



- 4. Reboot your system
- 5. Install the latest Windows updates and reboot your system again.

6. Open Windows Services: *Run Start -> Services*



Change the following Windows services to start automatically:

- Windows Audio
- Windows Audio Endpoint Builder

🧠 Volume Shadow Copy	Manages	Running	Manual	Local Syste
🔅 WebClient	Enables		Manual (Trig	Local Service
🧠 Windows Audio	Manages		Manual	Local Service
🔍 Windows Audio Endpoint Builder	Manages		Manual	Local Syste
🤐 Windows Color System	The Wcs	Running	Manual	Local Service
🎧 Windows Connection Manager	Makes a		Automatic (T	Local Service
ଭ Windows Driver Foundation - User-mo	Creates a		Manual (Trig	Local Syste

ame:	Audiosry				
me:	Windows A	ludio			
Description: Manages audio for Windows-based programs. If this service is stopped, audio devices and effects will not					
ecutable					
ws\Syste	em32\svcho	st.exe + Lo	calServiceNet	work Restricted	
e:	Automatic			~	
atus:	Stopped				
t	Stop		Pause	Resume	
pecify th	e start parar	meters that a	apply when you	u start the service	
	n: ecutable ws\Syste be: atus: t pecify th	n: Manages a service is s ecutable: ws\System32\svchc ve: Automatic atus: Stopped t Stop pecify the start para	n: Manages audio for Win service is stopped, aud ecutable: ws\System32\svchost.exe +k Loo be: Automatic atus: Stopped t Stop pecify the start parameters that a	n: Manages audio for Windows-based p service is stopped, audio devices and ecutable: ws/System32/svchost.exe + LocalServiceNett pe: Automatic atus: Stopped t Stopped t Stop Pause pecify the start parameters that apply when you	

ContentAgent Installer:

Please ensure that your system does not have an existing instance of SQL Express or

SQL Standard installed before you continue.

You will need the following installation components from your support representative:

- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator

CA_App_Unzipper.exe	
ContentAgent 3_10_0_2 Installer.exe	
ContentAgent_3_10_0_7.r6u	
S LicenseEntitlementGeneratorCore.exe	
Update_3-10-b6_x64_Filters-110221.r6u	J

If you are missing any of these components, please contact casupport@telestream.net

As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file.

Right click your file -> Properties -> "unblock" -> OK



You are now ready to run the ContentAgent base installer. Run as admin if necessary. *Right click -> Run as administrator*:



The installAware Wizard may take a moment to load:



You will be presented with a ContentAgent prerequisites screen. Click Next to continue:



You may be prompted to reboot during the prerequisites installation:



Click OK and wait for your system to finish rebooting.

At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



Select the full feature set and click Next to continue:

ContentAgen	t - InstallAware Wizard	- 🗆 X
ContentAgent Setup	D RC	отб
Select features to install: • Full Installs all features for the product • Custom Select features to include and exclude from the product • Minimum Installs the least required features for the product	P <u>r</u> oduct install path: <u>C:\Program Files (x86)\R00T6</u>	Browse
	< Previous Next >	Cancel

Choose the default installation path and click Next to continue:



Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:

Conte	entAgent - InstallAware Wizard	<u> </u>
Vecima Technology (UK) Ltd ContentAgent Se	etup	ROOTE
ContentAgent Setup is complete.		n Of Ehman O
You have successfully completed the InstallAwar Wizard.	Control Sector Secto	
	< Previous	Finish Cancel

Software update:

To install the latest Software update, you will need the following components from your support representative:

- CA_App_Unzipper.exe
- ContentAgent Software update (.r6u extension)
- Filterpack (.r6u extension)
 - 1. Set the CA_App_Unzipper.exe to run as admin. *Right click -> properties -> compatibility -> Run this program as an administrator*:

low do	I choose compatibility settings manually?
Comp	atibility mode In this program in compatibility mode for:
Wind	ows 8 v
8-bit	256) color V In in 640 x 480 screen resolution rable display scaling on high DPI settings
🖌 Ru	n this program as an administrator

2. Drag and drop the ContentAgent Software update.r6u file over the CA_App_Unzipper.exe

File Home	Share	View	1		
← → ~ ↑ 🗖	> This	PC > Downloads > CA_Installer			
A Quick accord		Name	Date modified	Туре	Size
		CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
Desktop	×	🔜 ContentAgent 3_10_0_2 Installer.exe 🕂 O	pen with CA_App_Unzipper	Application	2,699,625 KB
🕂 Downloads 🛛 🖈	СontentAgent_3_10_0_7.rби	13/05/2021 17:46	R6U File	532,765 KB	
Documents	*	Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window with the following options:



Select option 1 and hit the Enter key.

The contents of the r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.



3. Drag and drop the Filterpack.r6u file over the CA_App_Unzipper.exe

File Home	Share	View			
← → * ↑ 📘	> Thi	s PC > Downloads > CA_Installe			
- Quick access		Name	Date modified	Туре	Size
		🕼 CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
Desktop	×	ContentAgent 3_10_0_2 Installer.exe + 0	pen with CA_App_Unzipper	Application	2,699,625 KB
- Downloads	R	ContentAgent_3_10_0_7.r6u	13/05/2021 17:46	R6U File	532,765 KB
Documents	*	Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window running an "install.bat". When successfully updated, the commandline window will disappear.



Verify your installation components have successfully installed: You should see the following directories on your system:

C:\Program Files\ROOT6\Filters

C:\Program Files (x86)\ROOT6\ContentAgent

C:\Program Files (x86)\ROOT6\ContentCentral

C:\Program Files (x86)\ROOT6\JobAgent

4. You will need to download and install .net version 4.8 onto your system.



Any version of .net 4.8 will suffice. If you already have .net 4.8 installed, then you can skip this step.

You can check your .net installation in Control Panel: *Run start->Control Panel->Programs and Features*

Reboot your system after your .net 4.8 installation is complete.

Licensing:

Before you can launch ContentAgent, you will need to obtain a license. If you do not have a valid license, then you will see this screen:



To request a new license, launch the LicenseEntitlementGeneratorCore.exe. You can obtain this from your support representative. Click on "Generate Entitlement" and fill out the form.

ONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST GENI	ERATOR		×
Licensing Mode			
GENERATE ENTITIEMENT			
Select Product			
Product			
CONTENTAGENT			•
Your Information			
C			
Telestream			
Contract Name	Canta at Number		
Hank Franklinson	0891 50 50 50		7
			_
Email hank franklinson@telestream net			
Individual i			-
Address 1	Postcode / ZIP		-
123 Fake Street	NA		_
System Information			
ContentCentral Computer Name			
Telestream-PC3000			
MAC Addresses			
ADDRESS			
38-EA-A7-5D-05-3B			
ADD DELETE		REFRE	SH
	CREATE ENTITLEMENT		

When you have finished filling out the form, click on the "Create entitlement" button and save your license entitlement file to the location of your choice.

You will need to send this file to <u>casupport@telestream.net</u> – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

If your system is offline, please email <u>casupport@telestream.net</u> to obtain your offline license. Your offline license will live in this directory: C:\ProgramData\Root6\ContentAgent\Data

The license file is called: "main_r_4"

Database Permissions:

When you have Launched ContentAgent for the first time, you may run into a connection string error:



Click OK to continue. Check the Integrated Security box -> Test Connection -> Save Changes and relaunch:

	ContentAgent Database Connection I	Manager
CONTE	NTABENT	RDDT6 TECHNOLOGY
	Database Connection Mana	iger
	Scan for Database Instances	
localhost\S0	QLEXPRESS	~
Username		
Password		
	> Ir	ntegrated Security 🗹
	Scan for Database	s
Databases	ContentCentralDB	~
	Test Connection	
Save	Changes and relaunch ContentCentr	al Exit
eady		

On a new Server OS installation or major release update, you may come across a *database creation permissions error* when launching ContentAgent for the first time.



This can be due to administrative restrictions which do not allow us to automatically create a "*ContentCentral*" user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

- 1. Shutdown ContentAgent (*end ContentCentral service from task manager (or system tray) if necessary*)
- Open SQL Management Studio select the following options and connect: Server type: Database Engine Server name: localhost\sqlexpress Authentication: Windows Authentication
- 3. Expand security -> right click Logins -> New Login



- 4. In the *General* page: select *SQL server authentication*
- 5. Create a Login name called "ContentCentral"
- 6. Enter a new password "ContentAgent1"
- 7. Uncheck *Enforce password expiration*

Select a page	Script 🔻 🖪 Help		
General Server Roles User Mapping Securables Status	Script Help Login name: Windows authentication SQL Server authentication Password: Confirm password: Specify old password Old password:	ContentCentral	Search
Connection	Enforce password policy Enforce password expira User must change passw Mapped to certificate Mapped to asymmetric key Map to Credential	tion vord at next login	• • Add
Server: localhost\sqlexpress Connection: ROOT6\zaki View connection properties	Mapped Credentials	Credential Provider	
Progress			Remove
Ready	Default database:	master	•

8. Select the *Server Roles* page and *enable all Server role* options:

🗄 Login - New	
Login - New Select a page General Server Roles User Mapping Securables Status	Script File Help Server role is used to grant server-wide security privileges to a user. Server roles: Dulkadmin dbcreator dbcreator diskadmin Drocessadmin
	 public securityadmin serveradmin setupadmin sysadmin

9. Select the *User Mapping* page and map the following 4 databases: *ContentCentralDB, master, model and msdb*

Login Properties - ContentCentral						
Select a page General Server Roles	Script	▼ 📑 Help				
Securables	Users map	Users mapped to this login:				
Status	Map	Database ContentCentralArchiveDB	User			
	V	ContentCentralDB	ContentCentral			
	V	master	ContentCentral			
	V	model	ContentCentral			
	V	msdb	ContentCentral			
		tempdb				
	√ Guest	account enabled for: Content(CentralDB CentralDB			
Connection	🔽 db ac	cessadmin				
Server: localhost\sqlexpress	✓ db_ba ✓ db_da	ckupoperator tareader				

- 10. Enable all database role memberships for each database.
- 11. Select *Status*. Under *permission to connect* select *Grant*. Under *Login* select *Enabled*.

Login Properties - ContentCentral			
Select a page Page General	🔄 Script 🔻 🛐 Help		
Server Roles User Mapping Securables Status	Settings		
	Permission to connect to database engine:		
	Grant		
	Deny		
	Login:		
	Enabled		
	Disabled		
	Status		
	SQL Server authentication:		
	Login is locked out		

- 12. Click "OK".
- 13. Expand Databases -> *Right click ContentCentralDB -> Properties:*



- 14. Select the *Permissions page -> highlight ContentCentral -> Grant all Explicit permissions in the list.*
- 15. Click "OK" and close Management Studio.
- 16. Navigate to your ContentCentral installation folder:

C:\Program Files (x86)\ROOT6\ContentCentral

- 17. Edit your ContentCentral config file: ContentCentral.exe.Config
- 18. Locate your connection strings:

ContentCentralDB;User ID=ContentCentral;Password=ROOT6

ContentCentralArchiveDB;User ID=ContentCentral;Password=ROOT6

19. Change the *Password* value to = "*ContentAgent1*" (as setup earlier).

<connectionstrings></connectionstrings>
<pre><add connectionstring="Data</pre></td></tr><tr><td>Source=localhost\<u>SQLEXPRESS;Initial Catal</u>og=ContentCentralArchiveDB;Integrated Security=True;User</td></tr><tr><td><pre>ID=ContentCentral Password=ContentAgent1 providerName=" contentcentral.properties.settings.contentcentralarchivedbconnectionstring"="" name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" system.data.sqlclient"=""></add></pre>

20. Save and close your ContentCentral.exe.Config file.

ContentAgent should now launch without any database permission errors.

Take note - a manual ContentAgent installation *will overwrite* all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will *not overwrite* the config files.

It is a good idea to make a copy of the ContentCentral.exe.Config file and place it in a folder called **DO_NOT_DELETE** (within the ContentAgent installation directory).

Name	Date modified	Туре	Size
퉬 ContentAgent	06/07/2018 22:01	File folder	
퉬 ContentAgentSendToTools	08/11/2017 16:42	File folder	
퉬 ContentCentral	08/03/2018 09:09	File folder	
DO_NOT_DELETE_CC_PASSWORD	08/07/2018 19:20	File folder	
Filters	22/03/2018 17:32	File folder	

Software Login:

Default login - "user" and "user" or "admin" and "admin"

ease login to	o Conte	entAge	nt
Username	user		
Password	****		
Auto login			LOGIN

Windows Server 2016 Installation Operating System preliminary steps

Welcome to the ContentAgent Server 2016 installation guide. You will need to install the Windows Server 2016 Standard (Desktop Experience) Operating System:

elect the operating system you want to install		
Operating system	Architecture	Date modified
Windows Server 2016 Standard	v64	0/12/2016
Windows Server 2016 Standard (Desktop Experience)	x64	9/12/2016
WINDOWS Server 2010 Datacenter	X04	9/12/2010
Windows Server 2016 Datacenter (Desktop Experience)	x64	9/12/2016

Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

7. Run Start->Administrative Tools->Server Manager->Add Roles and Features

	1 Configure this local server
QUICK START	2 Add roles and features
	3 Add other servers to manage
AT'S NEW	4 Create a server group
	5 Connect this server to cloud services

- 8. Add/install the following features:
 - Quality Windows Audio Video Experience

📥 Add Roles and Features Wizard		– 🗆 X
Select features		DESTINATION SERVER WIN-7HJ70FG8KJL
Before You Begin Installation Type	Select one or more features to install on the selected server.	Description
Server Selection Server Roles	IP Address Management (IPAM) Server SINS Server service	Quality Windows Audio Video Experience (qWave) is a networking platform for audio video (AV)
Features Confirmation Results	LPR Port Monitor Management OData IIS Extension Media Foundation Media Foundation Multipath I/O MultiPoint Connector Network Load Balancing Deer Name Percention Protocol Quality Windows Audio Video Experience RAS Connection Manager Administration Kit (CMA	streaming applications on IP home networks. qWave enhances AV streaming performance and reliability by ensuring network quality-of-service (QoS) for AV applications. It provides mechanisms for admission control, run time monitoring and enforcement, application feedback, and traffic prioritization. On Windows Server

• Windows Process Activation Service (including .NET Environment 3.5)



.NET Framework 3.5/4.6 Features

.



When you have selected your required features, you may need to specify an alternate source path to complete your .net 3.5 installation. Click on "Specify an alternate source path":

onfirm installa	tion selections	WIN-7HJ70FG
Do you need to specif Before You Begin Installation Type	y an alternate source path? One or more installation selections are missing source to install the following roles, role services, or features on selected server, Restart the destination server automatically if required	e files on the destinati , CICK INSTAIL
Server Selection Server Roles Features	Optional features (such as administration tools) might be displayed on the been selected automatically. If you do not want to install these optional their check boxes.	his page because they have features, click Previous to c
Confirmation Results	.NET Framework 3.5 Features .NET Framework 3.5 (includes .NET 2.0 and 3.0) .NET Framework 4.6 Features ASP.NET 4.6 Quality Windows Audio Video Experience Windows Process Activation Service .NET Environment 3.5 Process Model	

Locate your "side-by-side" (SxS) folder and paste the path in the window below: In this example, it is located inside our installation media (iso): D:\sources\sxs. *Click "OK"->Install:*

🛓 Add Roles and Features Wizard		×
Specify Alternate Source Path		
Some servers might not have all source might not have been installed, or might	files available to add all roles, role services, or features. The source files have been removed by users after the operating system was installed.	2
If the server on which you want to instal try to get files by using Windows Update	Il roles or features does not have all required source files, the server car e, or from a location that is specified by Group Policy.	n
You can also specify an alternate path fo source path or file share must grant Rea security reasons), or to the computer (lo access is not sufficient.	or the source files, if the destination server does not have them. The ad permissions either to the Everyone group (not recommended for ocal system) account of the destination server; granting user account	
The following are examples of a valid so the E: drive contains the Windows Serve	ource file path where the destination server is the local server, and wher er installation media.	e
Source files for .NET Framework 3.5 Feat the side-by-side store (SxS) folder: E:\Sources\SxS\	tures are not installed as part of a typical installation, but are available i	in
Source files for other features are availab indicate the index of the image from wh WIM:E:\Sources\Install.wim:4	ble in the Install.wim file. Add the WIM: prefix to the path, and a suffix t nich to get source files. In the following example, the index is 4:	to
Path: D:\sources\sxs		
	OK Cancel	

9. Disable User Account Control settings (bring the slider down completely). *Run Start -> UAC (user account control)*

<u>Tell me n</u>	nore about User /	Account Control settings	
- -	- -	Never notify me when: Apps try to install software or make changes to my computer I make changes to Windows settings 	
-	-		
1	-	1 Not recommended.	

- 10. Reboot your system
- 11. Install the latest Windows updates and reboot your system again.
- 12. Open Windows Services: *Run Start -> Services*

Search	
Everywhere V	
Services	
Component Services	

Change the following Windows services to start automatically:

- Windows Audio
- Windows Audio Endpoint Builder

🤹 Volume Shadow Copy 🔍 WebClient	Manages Enables	Running	Manual Manual (Trig	Local Syste Local Service
😪 Windows Audio	Manages		Manual	Local Service
🍓 Windows Audio Endpoint Builder	Manages		Manual	Local Syste
🤐 Windows Color System	The Wcs		Manual	Local Service
🔍 Windows Connection Manager	Makes a	Running	Automatic (T	Local Service
🔍 Windows Driver Foundation - User-mo	Creates a		Manual (Trig	Local Syste

General	Log On	Recovery	Dependencies		
Service	name:	Audiosrv			
Display	name:	Windows A	Audio		
Descrip	tion:	Manages a service is s	audio for Window stopped, audio de	s-based pr evices and	effects will not
Path to	executabl	e: em32\svcho	ost exe -k LocalS	erviceNetv	work Restricted
Startup	type:	Automatic	1		~
			·		
	status:	Stopped			
Service		Stop	Pa	use	Resume
Service	Start				

ContentAgent Installer:

Please ensure that your system does not have an existing instance of SQL Express or SQL Standard installed before you continue.

You will need the following installation components from your support representative:

- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA App Unzipper.exe
- License entitlement generator

CA	4_App_Unzipper.exe
Co	ontentAgent 3_10_0_2 Installer.exe
Co	ontentAgent_3_10_0_7.r6u
🛞 Lie	censeEntitlementGeneratorCore.exe
Up	odate_3-10-b6_x64_Filters-110221.r6u

If you are missing any of these components, please contact casupport@telestream.net

As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file. *Right click your file -> Properties -> "unblock" -> OK*

Security:	This file came from a	nother	/ Upblack
	computer and might l	be blocked to	
	help protect this com	parol.	

You are now ready to run the ContentAgent base installer. Run as admin if necessary. *Right click -> Run as administrator*.



The installAware Wizard may take a moment to load:



You will be presented with a ContentAgent prerequisites screen. Click Next to continue:



You may be prompted to reboot during the prerequisites installation:



Click OK and wait for your system to finish rebooting.

At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:



Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:

ContentAg	ent - InstallAware Wizard	x
ContentAgent Setu	dr	ROOTE
ContentAgent Setup is complete.	import () Burr Dies () Jobs ()	WATCH COLEMAN CO
You have successfully completed the InstallAware Wizard.	A series of the	
	< Previous	Finish Cancel

Software update:

To install the latest Software update, you will need the following components from your support representative:

• CA_App_Unzipper.exe

- ContentAgent Software update (.r6u extension)
- Filterpack (.r6u extension)
 - 5. Set the CA_App_Unzipper.exe to run as admin. *Right click -> properties -> compatibility -> Run this program as an administrator*.

Run	compatibility tro	ubleshooter	111202
<u>ow da</u>	I choose comp	atibility settings ma	inually?
Comp	atibility mode in this program i	in compatibility mod	de for:
Wind	lows 8		~
Settin	as		
	gs educed color ma	ode	
8-bit	(256) color	~	
R	ın in <mark>640 x</mark> 480	screen resolution	
🗌 Di	sable display sc	aling on high DPI s	settings
🖌 Ru	in this program	as an administrator	

6. Drag and drop the ContentAgent Software update.r6u file over the CA_App_Unzipper.exe

File Home	Share	View	1		
$\leftrightarrow \rightarrow \star \uparrow$	📙 > Thi	s PC > Downloads > CA_Installer			
4 Outstand		Name	Date modified	Type	Size
	55	CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
Desktop	Desktop 🖈	ContentAgent 3_10_0_2 Installer.exe + Op	pen with CA_App_Unzipper	Application	2,699,625 KB
- Download	ds 📌	ContentAgent_3_10_0_7.r6u	13/05/2021 17:46	R6U File	532,765 KB
📋 Documer	nts 🖈	Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window with the following options:



Select option 1 and hit the Enter key.

The contents of the r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.

	C:\CA_Installer\CA_App_Unzipper.exe
××××× CA_App_Un	zipper version 2.3.0.6 *****
use -deleteold	to remove other app folders when installing individual apps
Unzipping Conte to C:\Users\A Are you install (1) ContentAge (2) ContentAge (3) standalone (4) standalone (5) standalone (6) abort oper 1 Installing Cont	ntAgent_3_10_0_7.r6u DMINI~1\AppData\Local\Temp\f7a9171e-da0e-4eb5-af5d-70e84ee6c35a ing a nt with ContentCentral and JobAgent nt without ContentCentral but with JobAgent JobAgent ContentCentral ContentAgent ation entAgent_full_3_10_0_7_Test4
Unzipping Conte Unzipping Conte	ntCentral ntAgent
Unzipping JobHg	ent

7. Drag and drop the Filterpack.r6u file over the CA_App_Unzipper.exe

File Home	Share	View			
← → ~ ↑ 📙	> This	s PC > Downloads > CA_Installe			
- Quick access		Name	Date modified	Туре	Size
Desktop Downloads	* * *	CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
		ContentAgent 3_10_0_2 Installer.exe + 0	pen with CA_App_Unzipper	Application	2,699,625 KB
		ContentAgent_3_10_0_7.r6u	13/05/2021 17:46	R6U File	532,765 KB
		Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window running an "install.bat". When successfully updated, the commandline window will disappear.



Verify your installation components have successfully installed: You should see the following directories on your system:

C:\Program Files\ROOT6\Filters

C:\Program Files (x86)\ROOT6\ContentAgent

C:\Program Files (x86)\ROOT6\ContentCentral

C:\Program Files (x86)\ROOT6\JobAgent

8. You will need to download and install .net version 4.8 onto your system.



Any version of .net 4.8 will suffice. If you already have .net 4.8 installed, then you can skip this step.

You can check your .net installation in Control Panel: *Run start->Control Panel->Programs and Features*

Reboot your system after your .net 4.8 installation is complete.

Licensing:
Before you can launch ContentAgent, you will need to obtain a license. If you do not have a valid license, then you will see this screen:



To request a new license, launch the LicenseEntitlementGeneratorCore.exe. You can obtain this from your support representative. Click on "Generate Entitlement" and fill out the form.

CONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST GEN	ERATOR	- D >
Licensing Mode		
GENERATE ENTITLEMENT LOAD LICENSE		
Select Product		
Product		
CONTENTAGENT		•
Your Information		
Company		
Telestream		
Contact Name	Contact Number	
Hank Franklinson	0891 50 50 50	
Email		
hank.franklinson@telestream.net		
Address 1	Postcode / ZIP	
123 Fake Street	NA	
System Information		
ContentCentral Computer Name		
Telestream-PC3000		
MAC Addresses		
ADDRESS		
38-EA-A7-5D-05-3B		
ADD DELETE		REFRESH
	CREATE ENTITLEMENT	

When you have finished filling out the form, click on the "Create entitlement" button and save your license entitlement file to the location of your choice.

You will need to send this file to <u>casupport@telestream.net</u> – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

If your system is offline, please email <u>casupport@telestream.net</u> to obtain your offline license. Your offline license will live in this directory: C:\ProgramData\Root6\ContentAgent\Data

The license file is called: "main_r_4"

Database Permissions:

When you have Launched ContentAgent for the first time, you may run into a connection string error:



Click OK to continue. Check the Integrated Security box -> Test Connection -> Save Changes and relaunch:

		.90.
	Scan for Database Instances	8
localhost\SG	LEXPRESS	~
Username		
Password		
	> I	ntegrated Security
	Scan for Databas	es
Databases	ContentCentralDB	~
	Tet Orangia	
	Test Connection	

On a new Server OS installation or major release update, you may come across a *database creation permissions error* when launching ContentAgent for the first time.



This can be due to administrative restrictions which do not allow us to automatically create a "*ContentCentral*" user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

- 21. Shutdown ContentAgent (*end ContentCentral service from task manager (or system tray) if necessary*)
- 22. Open SQL Management Studio select the following options and connect: Server type: Database Engine Server name: localhost\sqlexpress Authentication: Windows Authentication
- 23. Expand security -> right click Logins -> New Login



- 24. In the *General* page: select *SQL server authentication*
- 25. Create a Login name called "*ContentCentral*"
- 26. Enter a new password "*ContentAgent1*"
- 27. Uncheck *Enforce password expiration*

Select a page	Script - B Help		
🚰 General 🚰 Server Roles			
😭 User Mapping	Login name:	ContentCentral	Search
Status	Windows authentication		
	SQL Server authentication		
	Password:	•••••	
	Confirm password:	••••••	
	Specify old password		
	Old password:		
	Enforce password policy		
	Enforce password expira	tion	
	User must change passv	vord at next login	
	Mapped to certificate		
	Mapped to asymmetric key		
Connection	Map to Credential		▼ Add
Server: localhost\sqlexpress	Mapped Credentials	Credential Provider	
Connection: ROOT6\zaki			
View connection properties			
Progress		-	Remove
Ready	Default database:	master	-
40 p.4	Defects languages	<default></default>	-

28. Select the **Server Roles** page and **enable all Server role** options:

🔒 Login - New	
Login - New Select a page General Server Roles User Mapping Securables Status	Script Help Server role is used to grant server-wide security privileges to a user. Server roles: Dulkadmin
	 ✓ dbcreator ✓ diskadmin ✓ processadmin ✓ public ✓ securityadmin ✓ serveradmin ✓ setupadmin ✓ sysadmin

29. Select the *User Mapping* page and map the following 4 databases: *ContentCentralDB, master, model and msdb*

Login Properties - ContentCe	entral			
Select a page	Script	🕶 📑 Help		
User Mapping	Users mapped to this login:			
Securables	Мар	Database	User	
		ContentCentralArchiveDB		
	V	ContentCentralDB	ContentCentral	
	V	master	ContentCentral	
	v	model	ContentCentral	
	V	msdb	ContentCentral	
		tempdb		
	☑ Guest : Database	account enabled for: Content	CentralDB CentralDB	
Connection	🔽 db ac	cessadmin		
Server: localhost\sqlexpress	✓ db_ba ✓ db_da	ckupoperator tareader		

- **30.** Enable all database role memberships for each database.
- 31. Select *Status*. Under *permission to connect* select *Grant*. Under *Login* select *Enabled*.

Login Properties - ContentCentral			
Select a page General Server Roles User Mapping Securables Status	🔄 Script 🔻 📑 Help		
	Settings		
	Permission to connect to database engine:		
	Grant		
	Deny		
	Login:		
	Enabled		
	O Disabled		
	Status		
	SQL Server authentication:		
	Login is locked out		

- 32. Click "OK".
- 33. Expand Databases -> *Right click ContentCentralDB -> Properties:*



- 34. Select the *Permissions page -> highlight ContentCentral -> Grant all Explicit permissions in the list.*
- 35. Click "OK" and close Management Studio.
- 36. Navigate to your ContentCentral installation folder:

C:\Program Files (x86)\ROOT6\ContentCentral

- 37. Edit your ContentCentral config file: ContentCentral.exe.Config
- **38.** Locate your connection strings:

ContentCentralDB;User ID=ContentCentral;Password=ROOT6

ContentCentralArchiveDB;User ID=ContentCentral;Password=ROOT6

39. Change the **Password** value to = "**ContentAgent1**" (as setup earlier).

<connectionstrings></connectionstrings>
<pre><add connectionstring="Data</pre></td></tr><tr><td>Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralArchiveDB;Integrated Security=True;User</td></tr><tr><td><pre>ID=ContentCentral Password=ContentAgent1 providerName=" contentcentral.properties.settings.contentcentralarchivedbconnectionstring"="" name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" system.data.sqlclient"=""></add> </pre>
Advancements of the constraint of the processing of the constraint of the constra

40. Save and close your ContentCentral.exe.Config file.

ContentAgent should now launch without any database permission errors.

Take note - a manual ContentAgent installation *will overwrite* all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will *not overwrite* the config files.

It is a good idea to make a copy of the ContentCentral.exe.Config file and place it in a folder called **DO_NOT_DELETE** (within the ContentAgent installation directory).

Name	Date modified	Туре	Size
퉬 ContentAgent	06/07/2018 22:01	File folder	
ContentAgentSendToTools	08/11/2017 16:42	File folder	
퉬 ContentCentral	08/03/2018 09:09	File folder	
DO_NOT_DELETE_CC_PASSWORD	08/07/2018 19:20	File folder	
Filters	22/03/2018 17:32	File folder	

Software Login:

Default login - "user" and "user" or "admin" and "admin"

ease login to	o Conte	entAge	nt
Username	user		
Password	****		
Auto login			LOGIN

Windows Server 2019 Installation Operating System preliminary steps

Welcome to the ContentAgent Server 2019 installation guide. You will need to install the Windows Server 2019 Standard (Desktop Experience) Operating System:

elect the operating system you want to install		
Operating system Windows Server 2019 Standard	Architecture	Date modified
Windows Server 2019 Standard (Desktop Experience)	хб4	10/29/2018
Windows Server 2019 Datacenter	x64	10/29/2018
Windows Server 2019 Datacenter (Desktop Experience)	x64	10/29/2018

Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

13. Run Start->Administrative Tools->Server Manager->Add Roles and Features



- 14. Add/install the following features:
 - Quality Windows Audio Video Experience



• Windows Process Activation Service (including .NET Environment 3.5)



.NET Framework 3.5/4.7 Features

Add Roles and Features Wiz	ard	– 🗆 X
Select features		DESTINATION SERVER WIN-2VLP07QCD3Q
Before You Begin	Select one or more features to install on the selected serv	ver.
Server Selection Server Roles	Vert Framework 3.5 Features INET Framework 4.7 Features (2 of 7 installed)	.NET Framework 3.5 combines the power of the .NET Framework 2.0
Features	Background Intelligent Transfer Service (BTIS) BitLocker Drive Encryption	APIs with new technologies for building applications that offer

When you have selected your required features, you may need to specify an alternate source path to complete your .net 3.5 installation. Click on "Specify an alternate source path":



Locate your "side-by-side" (SxS) folder and paste the path in the window below: In this example, it is located inside our installation media (iso): D:\sources\sxs. *Click "OK"->Install:*

2	a Add Roles and Features Wizard	×
	Specify Alternate Source Path	
	Some servers might not have all source files available to add all roles, role services, or features. The source files might not have been installed, or might have been removed by users after the operating system was installed.	
	If the server on which you want to install roles or features does not have all required source files, the server can try to get files by using Windows Update, or from a location that is specified by Group Policy.	
	You can also specify an alternate path for the source files, if the destination server does not have them. The source path or file share must grant Read permissions either to the Everyone group (not recommended for security reasons), or to the computer (local system) account of the destination server; granting user account access is not sufficient. The following are examples of a valid source file path where the destination server is the local server, and when	e
	the E: drive contains the Windows Server installation media.	
	Source files for .NET Framework 3.5 Features are not installed as part of a typical installation, but are available in the side-by-side store (SxS) folder: E:\Sources\SxS\	n
	Source files for other features are available in the Install.wim file. Add the WIM: prefix to the path, and a suffix t indicate the index of the image from which to get source files. In the following example, the index is 4: WIM:E:\Sources\Install.wim:4	0
	Path: D:\sources\sxs	
	OK Cancel	

15. Disable User Account Control settings (bring the slider down completely). *Run Start -> UAC (user account control)*

Alway	ys notify		
-	-	Never notify me when:	
		 Apps try to install software or make changes to my computer 	
-	-	I make changes to Windows settings	
-	-		
	_	Not recommended.	

- 16. Reboot your system
- 17. Install the latest Windows updates and reboot your system again.

18. Open Windows Services: *Run Start -> Services*

Search Everywhere ~	
services	<mark>م</mark>
Services	
Component Services	

Change the following Windows services to start automatically:

- Windows Audio
- Windows Audio Endpoint Builder

🤹 Volume Shadow Copy	Manages	Running	Manual	Local Syste
🔍 WebClient	Enables		Manual (Trig	Local Service
🥋 Windows Audio	Manages		Manual	Local Service
🥋 Windows Audio Endpoint Builder	Manages		Manual	Local Syste
🤐 Windows Color System	The Wcs	Running	Manual	Local Service
🤹 Windows Connection Manager	Makes a		Automatic (T	Local Service
🍓 Windows Driver Foundation - User-mo	Creates a		Manual (Trig	Local Syste

vs-based programs. If this 🔨
vs-based programs. If this 🔥
vs-based programs. If this 🔨
evices and effects will not
~
ause Resume

ContentAgent Installer:

Please ensure that your system does not have an existing instance of SQL Express or SQL Standard installed before you continue.

You will need the following installation components from your support representative:

- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator

1	CA_App_Unzipper.exe
CIL	ContentAgent 3_10_0_2 Installer.exe
	ContentAgent_3_10_0_7.r6u
8	LicenseEntitlementGeneratorCore.exe
	Update_3-10-b6_x64_Filters-110221.r6u

If you are missing any of these components, please contact casupport@telestream.net

As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file. *Right click your file -> Properties -> "unblock" -> OK*

Attributes:	Read-only Hidd	len	Advanced
Security:	This file came from anoth computer and might be b help protect this compute	ler locked to	Unblock

You are now ready to run the ContentAgent base installer. Run as admin if necessary. *Right click -> Run as administrator*.

File Home Sha	re View Manage				
€ 🗇 ד ↑ 📕 ד	This PC ► Local Disk (C:) ► CA_Installer				v ¢
☆ Favorites	Name	D	ate modified	Туре	Size
Desktop	ContentAgent 3_10_0_2 Installer.exe	-1	0.000 0000 100.01	Annlication	2,699,625 KB
Downloads Recent places			Run as administ	rator	
ma necent places			Troubleshoot co	mnatibility	

The installAware Wizard may take a moment to load:



You will be presented with a ContentAgent prerequisites screen. Click Next to continue:

Content	Agent - InstallAware Wizard	- 🗆 X
Vecima Technology (UK) Ltd ContentAgent Pre	erequisites	ROOTE
Setup will install the following components: Microsoft Visual C++ Additional Runtime 11.0 (includes MFC) (Microsoft Visual C++ Minimum Runtime 11.0 (includes ATL) Microsoft Visual C++ Minimum Runtime 11.0 (includes ATL) Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) (x Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) (x Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) Set Pack 1 Microsoft Visual C++ Runtime 6.0 (includes ATL and MFC) Set Pack 1 Microsoft Visual C++ Runtime 6.0 (includes ATL and MFC) Set Pack 1 Microsoft Visual C++ Runtime for Visual Studio 2017 (x86) Microsoft Visual C++ Runtime for Visual Studio 2017 (x86) Microsoft Visual C++ Runtime for Visual Studio 2017 (x86) Microsoft Visual C++ Runtime for Visual Studio 2017 (x84) Microsoft SQL Server Management Tools 17.3 Apple Software Update Apple Application Support Quick Time V7	x64) 64) C) C) C) C) C) C) C) C) C) C) C) C) C)	
	<	Previous Next > Cancel

You may be prompted to reboot during the prerequisites installation:



Click OK and wait for your system to finish rebooting.

At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:



Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:



Software update:

To install the latest Software update, you will need the following components from your support representative:

- CA_App_Unzipper.exe
- ContentAgent Software update (.r6u extension)
- Filterpack (.r6u extension)
 - 9. Set the CA_App_Unzipper.exe to run as admin. *Right click -> properties -> compatibility -> Run this program as an administrator*:

neral	Compatibility	Security	Details	Previous Versions	í.
this p	rogram isn't wo	rking corre	ctly on thi	s version of Windows	
y runn	ing the compat	ibility troubl	eshooter.		
Run	compatibility tr	oubleshoot	er		
low do	l choose com	patibility se	ttings mar	nually?	
Comp	atibility mode				
R	un this program	in compati	bility mod	e for:	
Wind	dows 8			~	
Settin	gs				
R	educed color m	iode			
8-bit	(256) color	Ŷ	1		
	un in 640 x 480	screen res	solution		
	sable display s	caling on h	igh DPI s	ettings	
R	in this program	as an adm	inistrator	1	

10. Drag and drop the ContentAgent Software update.r6u file over the CA_App_Unzipper.exe

File Home	Share	View			
← → ~ ↑ 📘	> This	PC > Downloads > CA_Installer			
4 Outstand		Name	Date modified	Туре	Size
Quick access		CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
Desktop	Ħ	ContentAgent 3_10_0_2 Installer.exe + Op	en with CA_App_Unzipper	Application	2,699,625 KB
Downloads	A	ContentAgent_3_10_0_7.r6u	13/05/2021 17:46	R6U File	532,765 KB
Documents	*	Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window with the following options:

\$	C:\CA_Installer\CA_App_Unzipper.exe	x
<mark>*****</mark> CA_App_Unziŋ ***** © ROOT6 2019 use −deleteold to	pper version 2.3.0.6 ***** ***** remove other app folders when installing individual apps	^ ≡
Unzipping Content to C:\Users\ADM Are you installing (1) ContentAgent (2) ContentAgent (3) standalone Jo (4) standalone Co (5) standalone Co (6) abort operati 1_	gent_3_10_0_7.r6u NI~1\AppData\Local\Temp\121408a0-ccf6-4403-84ea-adf620e83dd with ContentCentral and JobAgent without ContentCentral but with JobAgent obAgent intentCentral intentAgent ion	Ь

Select option 1 and hit the Enter key.

The contents of the r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.

	C:\CA_Installer\CA_App_Unzipper.e	xe 💶 🗖	
***** CA_App_Unzipper version 2.3.0.6 ***** ****** © ROOT6 2019 ***** use -deleteold to remove other app folders when installing individual apps	CA_App_Unzipper version 2.3.0.6 ***** © ROOT6 2019 ***** deleteold to remove other app folders when instal	ing individual apps	^ =
<pre>Unzipping ContentAgent_3_10_0_7.r6u to C:\Users\ADMINI~1\AppData\Local\Temp\f7a9171e-da0e-4eb5-af5d-70e84ee6c35a Are you installing a (1) ContentAgent with ContentCentral and JobAgent (2) ContentAgent with ContentCentral but with JobAgent (3) standalone JobAgent (4) standalone ContentCentral (5) standalone ContentAgent (6) abort operation 1 Installing ContentAgent_full_3_10_0_7_Test4 Unzipping ContentCentral Unzipping ContentCentral Unzipping JobAgent</pre>	<pre>ping ContentAgent_3_10_0_7.r6u C:\Users\ADMINI~1\AppData\Local\Temp\f7a9171e-da0 ou installing a ContentAgent with ContentCentral and JobAgent ContentAgent without ContentCentral but with JobA standalone JobAgent standalone ContentCentral standalone ContentAgent abort operation lling ContentAgent_full_3_10_0_7_Test4 ping ContentAgent ping JobAgent</pre>	e-4eb5-af5d-70e84ee6c35a gent	

11. Drag and drop the Filterpack.r6u file over the CA_App_Unzipper.exe

File Home	Share	View			
← → • ↑ 📘	> This	s PC > Downloads > CA_Installe			
4.0.:		Name	Date modified	Туре	Size
Cuick access		CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
Desktop	A	ContentAgent 3_10_0_2 Installer.exe 🕇 이	pen with CA_App_Unzipper	Application	2,699,625 KB
- Downloads	A	ContentAgent_3_10_0_7.r6u	13/05/2021 17:46	R6U File	532,765 KB
Documents	*	Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window running an "install.bat". When successfully updated, the commandline window will disappear.



Verify your installation components have successfully installed: You should see the following directories on your system:



12. You will need to download and install .net version 4.8 onto your system.



Any version of .net 4.8 will suffice. If you already have .net 4.8 installed, then you can skip this step.

You can check your .net installation in Control Panel: *Run start->Control Panel->Programs and Features*

Reboot your system after your .net 4.8 installation is complete.

Licensing:

Before you can launch ContentAgent, you will need to obtain a license. If you do not have a valid license, then you will see this screen:



To request a new license, launch the LicenseEntitlementGeneratorCore.exe. You can obtain this from your support representative. Click on "Generate Entitlement" and fill out the form.

CONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST	GENERATOR	- 🗆 X
Licensing Mode		
GENERATE ENTITLEMENT LOAD LICENSE		
Select Product		
Product		
CONTENTAGENT		•
Your Information		
Company		
Telestream		
Contact Name	Contact Number	
Hank Franklinson	0891 50 50 50	
Email		
hank.franklinson@telestream.net		
Address 1	Postcode / ZIP	
123 Fake Street	NA	
System Information		
ContentCentral Computer Name		
Telestream-PC3000		
MAC Addresses		
ADDRESS		
38-EA-A7-5D-05-3B		
ADD DELETE		REFRESH
	CREATE ENTITLEMENT	

When you have finished filling out the form, click on the "Create entitlement" button and save your license entitlement file to the location of your choice.

You will need to send this file to <u>casupport@telestream.net</u> – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

If your system is offline, please email <u>casupport@telestream.net</u> to obtain your offline license. Your offline license will live in this directory: C:\ProgramData\Root6\ContentAgent\Data

The license file is called: "main_r_4"

Database Permissions:

When you have Launched ContentAgent for the first time, you may run into a connection string error:

Conten	ntCentral		X
ContentCentral is unable to connect to the string.	e database spe	c <mark>ified in</mark> you	ur connection
Please click on OK to launch the database ContentCentral if you wish to edit the conf	connection m figuration file	anager or ca yourself.	ancel to quit
		OK	Cancel

Click OK to continue. Check the Integrated Security box -> Test Connection -> Save Changes and relaunch:

	ContentAgent Database Connection Ma	anager
CONTE	NTABENT	ROOT6 TECHNOLOGY
	Database Connection Manage	er
	Scan for Database Instances	
localhost\SC	QLEXPRESS	~
Username Password		arated Security 🔽
	Scan for Databases	
Databases	ContentCentralDB	~
	Test Connection	
Save	e Channes and relatinch ContentCentral	Evit
Save	e onanges and relation opnichtochtral	
Ready		

On a new Server OS installation or major release update, you may come across a *database creation permissions error* when launching ContentAgent for the first time.



This can be due to administrative restrictions which do not allow us to automatically create a "*ContentCentral*" user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

- 41. Shutdown ContentAgent (*end ContentCentral service from task manager (or system tray) if necessary*)
- 42. Open SQL Management Studio select the following options and connect: Server type: Database Engine Server name: localhost\sqlexpress Authentication: Windows Authentication
- 43. Expand security -> right click Logins -> New Login



- 44. In the *General* page: select *SQL server authentication*
- 45. Create a Login name called "*ContentCentral*"
- 46. Enter a new password "*ContentAgent1*"
- 47. Uncheck *Enforce password expiration*

Select a page	Pour Pur		
General	Script 🔻 🚺 Help		
Server Roles User Mapping Securables Status	Login name: Windows authentication SQL Server authentication Password: Confirm password: Specify old password Old password: Enforce password expira Serforce password expira User must change passw Mapped to certificate	ContentCentral	Search
	Mapped to asymmetric key		-
Connection	Map to Credential		- Add
Server: localhost\sqlexpress Connection: ROOT6\zaki View connection properties	Mapped Credentials	Credential Provider	
Progress			Remove
Ready	Default database: Default language:	master <default></default>	•

48. Select the *Server Roles* page and *enable all Server role* options:



49. Select the *User Mapping* page and map the following 4 databases: *ContentCentralDB, master, model and msdb*

Login Properties - ContentCe	entral				
Select a page General Server Roles User Mapping Securables Status	Script	🕶 📑 Help			
	Users mapped to this login:				
	Мар	Database	User		
		ContentCentralArchiveDB			
	V	ContentCentralDB	ContentCentral		
	V	master	ContentCentral		
	v	model	ContentCentral		
	V	msdb	ContentCentral		
		tempdb			
	☑ Guest : Database	account enabled for: Content	CentralDB CentralDB		
Connection	🔽 db ac	cessadmin			
Server: localhost\sqlexpress	✓ db_ba ✓ db_da	ckupoperator tareader			

- 50. Enable all database role memberships for each database.
- 51. Select *Status*. Under *permission to connect* select *Grant*. Under *Login* select *Enabled*.

Login Properties - ContentCe	entral
Select a page General	🔄 Script 🔻 🛐 Help
Server Roles	Settings
Status	Permission to connect to database engine:
	Grant
	O Deny
	Login:
	Enabled
	Disabled
	Status
	SQL Server authentication:
	Login is locked out

- 52. Click "OK".
- 53. Expand Databases -> *Right click ContentCentralDB -> Properties:*



- 54. Select the *Permissions page -> highlight ContentCentral -> Grant all Explicit permissions in the list.*
- 55. Click "OK" and close Management Studio.
- 56. Navigate to your ContentCentral installation folder:

C:\Program Files (x86)\ROOT6\ContentCentral

- 57. Edit your ContentCentral config file: ContentCentral.exe.Config
- 58. Locate your connection strings:

ContentCentralDB;User ID=ContentCentral;Password=ROOT6

ContentCentralArchiveDB;User ID=ContentCentral;Password=ROOT6

59. Change the *Password* value to = "*ContentAgent1*" (as setup earlier).

<connectionstrings></connectionstrings>
<pre><add connectionstring="Data</pre></td></tr><tr><td>Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralArchiveDB;Integrated Security=True;User</td></tr><tr><td><pre>ID=ContentCentral Password=ContentAgent1 providerName=" contentcentral.properties.settings.contentcentralarchivedbconnectionstring"="" name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" system.data.sqlclient"=""></add> </pre>
Advancements of the constraint of the processing of the constraint of the constra

60. Save and close your ContentCentral.exe.Config file.

ContentAgent should now launch without any database permission errors.

Take note - a manual ContentAgent installation *will overwrite* all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will *not overwrite* the config files.

It is a good idea to make a copy of the ContentCentral.exe.Config file and place it in a folder called **DO_NOT_DELETE** (within the ContentAgent installation directory).

Name	Date modified	Туре	Size
퉬 ContentAgent	06/07/2018 22:01	File folder	
퉬 ContentAgentSendToTools	08/11/2017 16:42	File folder	
퉬 ContentCentral	08/03/2018 09:09	File folder	
DO_NOT_DELETE_CC_PASSWORD	08/07/2018 19:20	File folder	
Filters	22/03/2018 17:32	File folder	

Software Login:

Default login - "user" and "user" or "admin" and "admin"

ease login to	o Conte	entAge	nt
Username	user		
Password	****		
Auto login			LOGIN

Windows 10 Installation

Operating System preliminary steps

Welcome to the ContentAgent Windows 10 installation guide. You will need to install the Windows 10 Professional Operating System:

elect the operating system you want to instal	()	
Operating system	Architecture	Date modified
Windows 10 Home	x64	09/04/2021
Windows 10 Home N	хб4	09/04/2021
Windows 10 Home Single Language	x64	09/04/2021
Windows 10 Education	x64	09/04/2021
Windows 10 Education N	x64	09/04/2021
Windows 10 Pro	хб4	09/04/2021
Windows 10 Pro N	x64	09/04/2021

Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

19. Run Start->Control Panel->Programs->Programs and Features->Turn Windows Features on or off

0	Programs and Features		8		·- 🗆	Х
÷	🗸 🔿 👻 🛧 🖬 > Control Par	nel > Programs > Programs and Features	×	õ	Search Programs and Features	م
	Control Panel Home	/ Uninstall or change a program				
	View installed updates	To uninstall a program, select it from the list a	and then c	lick Uni	install, Change, or Repair.	
•	Turn Windows features on or off	Organize 🔻				0

- 20. Enable the following features:
 - .NET Framework 3.5/4.8 Features

Programs and Features					_		×
\leftarrow \rightarrow \checkmark \bigstar Control Panel \Rightarrow Programs \Rightarrow Programs and Features \checkmark \eth Search			Programs and F	eatures	<i>م</i>		
Control Panel Home View installed updates	Windows Features	-		×	ıge, or Repair.		
VIUM WINDOWS features on or off To turn a feature on, select its check box. To turn a feature off, or check box. A filled box means that only part of the feature is tu			ff, clear s turne	r its d on.	1	Insta	? lled On
×	INET Framework 3.5 (includes .NET 2.0 INET Framework 4.8 Advanced Services Active Directory Lightweight Directory	and 3.0) 5 Services		^	tion tion	22/0 22/0	6/2021 6/2021

21. Disable User Account Control settings (bring the slider down completely). *Run Start -> UAC (user account control)*

Alway	/s notify		
-	-	 Never notify me when: Apps try to install software or make changes to my computer I make changes to Windows settings 	
Neve	-	1 Not recommended.	

22. Disable Windows Defender "Check apps and files"

Run Start->Windows Security->App & browser control->Reputation based protection settings->Off



Check apps and files

Microsoft Defender SmartScreen helps protect your device by checking for unrecognized apps and files from the web.

Check apps and files is off. Your device may be vulnerable. Dismiss
Off
Off

- 23. Reboot your system
- 24. Install the latest Windows updates and reboot your system again.

ContentAgent Installer:

Please ensure that your system does not have an existing instance of SQL Express or SQL Standard installed before you continue.

You will need the following installation components from your support representative:

- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator

	CA_App_Unzipper.exe
CHI	ContentAgent 3_10_0_2 Installer.exe
	ContentAgent_3_10_0_7.r6u
0	LicenseEntitlementGeneratorCore.exe
	Update_3-10-b6_x64_Filters-110221.r6u

If you are missing any of these components, please contact casupport@telestream.net

As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file. *Right click your file -> Properties -> "unblock" -> OK*

Attributes:	Read-only H	idden	Advanced
Security:	This file came from an computer and might b help protect this comp	other e blocked to uter.	Unblock

You are now ready to run the ContentAgent base installer. Run as admin if necessary. *Right click -> Run as administrator*.

File Home Sha	re View Manage				
€ 💿 ▾ ↑ 🎩 ▸	This PC → Local Disk (C:) → CA_Installer				v ¢
☆ Favorites	Name	D	ate modified	Туре	Size
Desktop	ContentAgent 3_10_0_2 Installer.exe	1.	00000	Application	2,699,625 KB
Downloads			Run as adminis	trator	
head to be a set of the set		-	Tranklashert	and a state of the	

The installAware Wizard may take a moment to load:



You will be presented with a ContentAgent prerequisites screen. Click Next to continue:

Content	tAgent - InstallAware Wizard	_ 🗆 X
Vecima Technology (UK) Ltd ContentAgent Pro	erequisites	ROOTE
Setup will install the following components: Microsoft Visual C++ Additional Runtime 11.0 (includes MFC) Microsoft Visual C++ Additional Runtime 11.0 (includes ATL) Microsoft Visual C++ Minimum Runtime 11.0 (includes ATL) Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) Microsoft Visual C++ Runtime 10.0 (includes ATL and MFC) Se Pack 1 Microsoft Visual C++ Runtime 8.0 (includes ATL and MFC) Se Pack 1 Microsoft Visual C++ Runtime 6.0 (includes ATL and MFC) Se Pack 1 Microsoft Visual C++ Runtime 6.0 (includes ATL and MFC) Se Pack 1 Microsoft Visual C++ Runtime for Visual Studio 2017 (x86) Microsoft Visual C++ Runtime 12.0 x86 (includes ATL and MFC) Microsoft Visual C++ Runtime 14.0 Update 1 (x86) Microsoft Visual C++ Runtime 14.0 Update 1 (x86) Microsoft Visual C++ Runtime for Visual Studio 2017 (x64) Microsoft SQL Server Express 2014 with Service Pack 2 (x64) Microsoft SQL Server Express 2014 with Service Pack 2 (x64) Microsoft SQL Server Express 2014 with Service Pack 2 (x64) Microsoft SQL Server Express 2014 with Service Pack 2 (x64) Microsoft SQL Server Express 2014 with Service Pack 2 (x64) Microsoft SQL Server Express 2014 with Service Pack 2 (x64) Microsoft SQL Serv	x64) 64) 64) C) C) C) D	ALTER OF A DELETION OF A DELET
		< Previous Next > Cancel

You may be prompted to reboot during the prerequisites installation:



Click OK and wait for your system to finish rebooting.

At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:

	ContentAgent - Instal	IAware Wizard	_
Vecima Technology (UK) Ltd ContentAgen	t Prerequis	sites	ROOTE
Setup will install the following componer	ts:	The man	
Microsoft Visual C++ Runtime 12.0 x64 (includes Microsoft Visual C++ Runtime for Visual Studio 20 Microsoft Visual C++ Runtime for Visual Studio 20 QuickTime V7	ATL and MFC) 17 (x84) 17 (x84)		
	17446	ENTAGENT	and the second second
			O BumDisc O Junio
		< Previous	Next > Cancel

After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:

ContentAgent	- InstallAware Wizard
ContentAgent Setup	ROOTE
Please exit all applications before continuing with the installation. Some components may require that you restart your computer if files being updated are currently in use.	ROOT6 LIMITED ^
	Preamble IMPORTANT! THIS IS THE LICENCE AGREEMENT THAT YOU ARE REQUIRED TO ACCEPT BEFORE USING ROOT6 LIMITED SOFTWARE. CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS LICENCE AGDEEMENT REFODE USING THIS I have read, understood and agreed to the terms of the End User License Agreement and so signify by clicking 'I accept the terms of the License Agreement' and proceeding to use this product.
To install, you must accept the End User License Agreement.	☑ I accept the terms of the License Agreement
	< Previous Next > Cancel

Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:



Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:


Software update:

To install the latest Software update, you will need the following components from your support representative:

- CA_App_Unzipper.exe
- ContentAgent Software update (.r6u extension)
- Filterpack (.r6u extension)

13. Set the CA_App_Unzipper.exe to run as admin. *Right click -> properties -> compatibility -> Run this program as an administrator*:

neral	Compatibility	Security	Details	Previous Versions
this p runn	rogram isn't wo ing the compat	king corrections ibility troubl	ctly on thi eshooter	s version of Windows,
Run	compatibility tr	oubleshoot	er	
ow do	l choose com	patibility set	ttings mar	nually?
Comp	atibility mode			
	un this program	in compati	bility mod	e for:
Wind	dows 8			~
Settin	gs			
R	educed color m	ode		
8-bit	(256) color	Ý	Ī	
	ın in 640 x 480	screen res	solution	
	sable display s	aling on hi	iah DPI s	ettinas
V R	in this program	as an adm	inistrator	1
Ch	nange settings f	or all users	F	
			079-04	10.72
	Γ	OK		Cancel App

14. Drag and drop the ContentAgent Software update.r6u file over the CA App Unzipper.exe



You will be presented with a commandline window with the following options:

4	C:\CA_Installer\CA_App_Unzipper.exe	-		x
***** CA_A	pp_Unzipper version 2.3.0.6 ***** AT6 2019 *****			^
use -delet	eold to remove other app folders when installing individual	apps		=
Unzipping to C:\Us Are you in (1) Conte (2) Conte (3) stand (4) stand (5) stand (6) abort 1_	ContentAgent_3_10_0_7.r6u ers\ADMINI~1\AppData\Local\Temp\121408a0-ccf6-4403-84ea-adf6 stalling a ntfgent with ContentCentral and JobAgent alone JobAgent alone ContentCentral alone ContentCentral alone ContentAgent operation	20e8	(3dd)	D

Select option 1 and hit the Enter key.

The contents of the.r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.



15. Drag and drop the Filterpack.r6u file over the CA_App_Unzipper.exe

File Home	Share	View			
← → * ↑ 📙	> This	s PC > Downloads > CA_Installe			
- Quick accore		Name	Date modified	Туре	Size
		🕼 CA_App_Unzipper.exe	13/05/2021 17:46	Application	670 KB
Desktop	ContentAgent 3_10_0_2 Insta	ContentAgent 3_10_0_2 Installer.exe + 0	pen with CA_App_Unzipper	Application	2,699,625 KB
	A	ContentAgent_3_10_0_7.r6u	13/05/2021 17:46	R6U File	532,765 KB
Documents	*	Update_3-10-b6_x64_Filters-110221.r6u	13/05/2021 17:46	R6U File	208,736 KB

You will be presented with a commandline window running an "install.bat". When successfully updated, the commandline window will disappear.



Verify your installation components have successfully installed: You should see the following directories on your system:

C:\Program Files\ROOT6\Filters

C:\Program Files (x86)\ROOT6\ContentAgent

C:\Program Files (x86)\ROOT6\ContentCentral

C:\Program Files (x86)\ROOT6\JobAgent

Licensing:

Before you can launch ContentAgent, you will need to obtain a license. If you do not have a valid license, then you will see this screen:



To request a new license, launch the LicenseEntitlementGeneratorCore.exe. You can obtain this from your support representative. Click on "Generate Entitlement" and fill out the form.

CONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST GENERATOR	- 0	×
Licensing Mode		
GENERATE ENTITLEMENT LOAD LICENSE		
Select Product		
Product		
CONTENTAGENT		•
Your Information		
Company		
Telestream		
Contact Name	Contact Number	
Hank Franklinson	0891 50 50 50	
Email		
hank.franklinson@telestream.net		
Address 1	Postcode / ZIP	
123 Fake Street	NA]
System Information		
ContentCentral Computer Name		-
Telestream-PC3000		_
MAC Addresses		
ADDRESS		
38-EA-A7-5D-05-3B		
ADD DELETE	REFRES	H
COEATE		
CREATE		_

When you have finished filling out the form, click on the "Create entitlement" button and save your license entitlement file to the location of your choice.

You will need to send this file to <u>casupport@telestream.net</u> – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

If your system is offline, please email <u>casupport@telestream.net</u> to obtain your offline license. Your offline license will live in this directory: C:\ProgramData\Root6\ContentAgent\Data

The license file is called: "main_r_4

Software Login:

Username	user	_
Password	****	

Default login - "user" and "user" or "admin" and "admin"