

TelephoneIntegration for MS CRM 2013

Version 6.3, October 2013

Server Installation Guide

(How to install/uninstall TelephoneIntegration Server for MS CRM 2013)

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1 Common Information

Before installing **TelephoneIntegration Server for MS CRM 2013**, please read this document and follow the steps carefully.

If you need to reach us, see the Contact page.

1.1 Intended Audience

This guide is intended for system administrators who are familiar with the following administrative tasks:

- Maintaining and configuring SQL Server databases
- Maintaining and configuring IIS based Web Sites / Applications
- Maintaining and configuring a Microsoft CRM Server

The installation consists of the following steps: Follow each of the following steps, to complete the installation:

- Installing TelephoneIntegration Server for MS CRM 2013
- Configuring TelephoneIntegration

2 License

The product comes with a 14-days trial license. Information about licensing can be found on www.mscrm-addons.com

3 Prerequisites

3.1 Microsoft .NET Framework 4.0 RTM is required

The RTM version of Microsoft .NET Framework 4.0 is required. Client Runtime is not sufficient.

3.2 Supported CRM Versions

Microsoft Dynamics CRM 2011 RC1 Version 5.0.9688.34 and higher

3.3 Windows Identity Foundation

Will be installed as part of the Telephone Integration Server Setup



3.4 Supported Operating Systems

Windows Vista 32/64bit Windows 7 32/64bit Windows 8 32/64bit Windows Server 2008 32/64bit Windows Server 2008 R2 32/64bit Windows Server 2012

4 Installation

You could install Telephone Integration Server for Microsoft Dynamics CRM 2013 on any supported operating system which is able to connect to your CRM 2013 Server.

During the installation you have to specify at least one organization in which Telephone Integration Server will be installed. After the setup is completed, you could start the Telephone Integration Server Configuration in the Windows Start Menu to install and configure Telephone Integration Server into another CRM Organization.

4.1 Introduction

Run the Telephone Integration Server for MS CRM 2013 Setup file. The following window will appear:

🚏 Telephone Integration Server for M5 CRM 2013 🛛 🛛 🔀				
	Welcome to the Installer for Telephone Integration Server for MS CRM 2013 , Version 6.1			
MSCIM-add Your company for h	The Installer will install Telephone Integration Server for MS CRM 2013 on your computer. To continue, click Next.			
Hons: COM	WARNING: This program is protected by copyright law and international treaties.			
	< Back Next > Cancel			

Click [Next] to proceed.

INFORMATION: If an upgrade is detected, a message will be shown and the setup will go to <u>chapter</u> <u>4.4</u> directly after accepting the EULA 4.2



4.2 EULA (End User License Agreement)

1	Telephone Integration Server for MS CRM 2013	×			
	License Agreement Please read the following license agreement carefully.	om			
	FORM OF END USER LICENSE AGREEMENT	-			
	MSCRM-ADDONS.COM SOFTWARE LICENSE AGREEMENT				
	IMPORTANT: THIS SOFTWARE LICENSE AGREEMENT ("LICENSE AGREEMENT") IS A LEGAL AGREEMENT BETWEEN CLIENT AND MSCRM-ADDONS.COM. READ IT CAREFULLY BEFORE USING THE SOFTWARE. IT PROVIDES A LICENSE TO USE THE SOFTWARE AND CONTAINS WARRANTY INFORMATION, LIABILITY DISCLAIMERS AND				
	I accept the terms in the license agreement Print I do not accept the terms in the license agreement				
Ir					

Click [Next] to proceed.

4.3 Folder Selection

Here it's possible to set the installation directory.

🙀 Telephor	📅 Telephone Integration Server for MS CRM 2013 🛛 🛛 🗙				
	on Folder It to install to this folder, or clicl to install to a different folder.		mscrm-a	ddons.com	
	Install Telephone Integration C:\Program Files (x86)\PTM E Integration Server for MS CRI	DV-Systeme GmbH		Change	
InstallShield -		< Back	Next >	Cancel	

Click [Change] to specify a different installation path. Click [Next] to proceed.



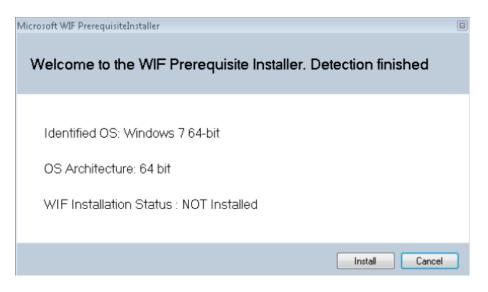
4.4 Confirm Installation

To start the installation, click on [Install]. To change the settings, click on [Back].

🚏 Telephone Integration Server for M	5 CRM 2013 X
Ready to Install the Program The wizard is ready to begin installation	mscrm-addons.com
Click Install to begin the installation.	
If you want to review or change any of exit the wizard.	your installation settings, click Back. Click Cancel to
InstallShield	
	< Back Install Cancel

4.5 Install Windows Identity Foundation

To use Telephone Integration Server for MS CRM 2013 you have to install the Windows Identity Foundation.





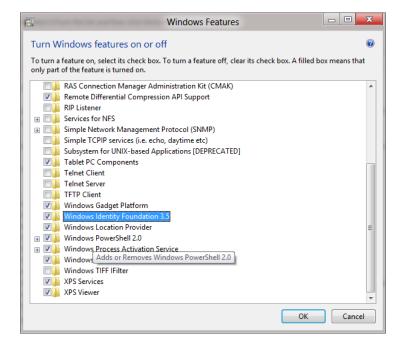
4.5.1 How to install Windows Identity Foundation

Windows 8 WIF Framework installation (WindowsIdentityFoundation) Filed Under (CRM 2011 | DocumentsCorePack 2011 | TelephoneIntegration 2011)

Windows 8 has the WIF Framework built in therefore our installers will fail for now trying to update the WIF on windows 8 clients.

To activate WIF on Widnows 8 run Control Panel > Programs and Features > Turn Windows Features on or off.

Then check the "Windows Identity Foundation 3.5" check box in the Windows Features dialogue box and click OK:



4.5.2 How to install mscrm-addons for CRM 2013 online

When using CRM 2013 online it is important that the server part of the addon is installed somewhere on your network. This can be installed locally on a PC or anywhere else on one of the supported operating systems (listed below).

Following steps explain how to install the server part of Documents Core Pack and Telephone Integration on your system. Both client and server must be installed! How to install TI for CRM 2013 Online:

- Download the TI package for CRM 2013 (The install package is for Online and On premise).
- Copy the Server installer to the correct PC and start the setup.
- Please configure TI according to our Server install guide.
- Open the license manager and upload the license key.



Server part installation requirements:

- Microsoft .NET Framework 4.0
 - Supported Operating Systems:
 - Windows 7 32/64bit
 - Windows Vista 32/64bit
 - Windows Server 2008 32/64bit
 - Windows Server 2008 R2 32/64bit
- The server part installation is vital for the configuration of DCP and TI.
- The client part is installed locally.

4.6 Configure CRM Server

To configure your CRM Server, select your Profile or create a new profile and select your CRM Server type:

ogon information						
Welcome to your CRM Connection setup.						
Please specify your connection details to connect to CRM. If you do not know the connection details, please contact your system administrator						
CRM Connection Advanced Settings	Log					
Existing Profiles		▼ Manage				
Select your Crm Type						
Standard (onPremise)	IFD (Hosted)	🔿 Crm Online				
CRM Server-Url:						
http:// 👻						
Authenticated as:						
	ough information to retrieve organizations					
Username	Domain Pass	word				
	Retrieve all Organizations					
Organization information:						
Friendly name Unique nam	e ServiceURL					
<u>p</u>						
Reset LiveID Cache		OK Cancel				

Enter the CRM server name and add your login credentials by filling in the field's: [username], [password] and [domain] or choose the default credentials (Integrated security). As soon as the Organizations are retrieved, select the Organization you want to connect and press the "OK"-button.



Welcome to your CRM Connection setup. Please specify your connection details to connect to CRM. If you do not know the connection details, please contact your system administrator CRM Connection Advanced Settings Log Existing Profiles [HKLM] cm2013 · Contoso Manage Select your Cm Type Standard (onPremise) IFD (Hosted) Crm Online CRM Server-Unt http:/// image crm2013 crm2013 contoso Password contoso Password contoso Contos	ogon information						
system administrator CRM Connection Advanced Settings Log Existing Profiles [HKLM] cm2013 · Contoso Select your Cim Type Select your Cim Type Select your Cim Type Select your Cim Type CRM Server-Urt Inttp:// Crm 2013 Authenticated as: Use default Credentials contoso\administrator Username administrator Domain contoso Password Contoso Conto	Welcome to your CRM Connection setup.						
Existing Profiles [HKLM] crm2013 - Contoso Manage Select your Crm Type Standard (onPremise) IFD (Hosted) Crm Online CRM Server-Urit: http:// crm2013 crm2013 Authenticated as: Use default Credentials contoso \administrator Username administrator Domain contoso Password xeccesses Organization information: Friendly name Unique name ServiceURL Contoso Contoso Contoso Contoso Contoso 		nnection details to conn	ect to CRM. If you do not know th	e connection details, plea	ase contactyour		
Select your Cm Type Select your Cm Type Standard (onPremise) CRM Server-Urt: http:// http:/// crm2013 Authenticated as: Use default Credentials contoso\administrator Username administrator Domain contoso Password ***********************************	CRM Connection Adv	vanced Settings 🛛 Log					
Standard (onPremise) IFD (Hosted) CRM Server-Url: Inttp:// Authenticated as: Use default Credentials Contoso Password Image: Contoso Organization information: Friendly name Unique name ServiceURL Image: Contoso	Existing Profiles	[HKLM] crm2013 - Cont	0\$0	•	Manage		
CRM Server-Url: http:// crm2013 Authenticated as: Username administrator Domain contoso Password ************************************	Select your Crm Type	e ———					
http:// crm2013 Authenticated as:	 Standard (onP 	'remise)	C IFD (Hosted)	C Cr	m Online		
Authenticated as: Use default Credentials Username administrator Domain contoso Password ************************************	CRM Server-Url:						
Use default Credentials contoso\administrator Username administrator Domain contoso Password	http:// 💌 crm	2013					
Username administrator Domain contoso Password	-Authenticated as: -						
Username administrator Domain contoso Password Retrieve all Organizations	🔲 Use default Cred	lentials contoso\admi	nistrator				
	Username adminis	trator [Domain contoso	Password ********			
Friendly name Unique name ServiceURL Contoso Contoso Contoso			Retrieve all Organizations				
Friendly name Unique name ServiceURL Contoso Contoso Contoso							
Contoso Contoso							
Reset LivelD Cache		Controlo	0011000				
Reset LivelD Cache							
Reset LiveID Cache OK Cancel							
	Reset LiveID Cac	he		0K.	Cancel		

If you chose to edit an existing connection Profile, you will see the following dialog. If you want to create a new Profile click "Create", or click "Update" if you want to update an existing profile. You can also click the "Cancel"-button if you want to go back.

ProfileOptions	×
Create Save the connection in a new profile and save for further use	
Update Update the selected profile with your changes	
Cancel Cancel your changes and return to profile dialog	



If you created a new profile, click the "Save"-button to save your Profile.

Save Profile			×
Profilename:	crm2013 - Contoso		
		Save	Cancel

Following window appears:

Contoso: Allow setup to changing security roles 🛛 🛛 🔀	
Setup is about to apply the following security roles to all users: mscrm-addons general security role TelephoneIntegration Security Role If you want to skip this step, please press No. ATTENTION : Bypassing this step requires you to either manually assign the roles to all users or to include the required rights into your existing security roles!	
Yes No	

Click [Yes] to continue.



4.7 TelephoneIntegration Setup

This tool can be used to setup the general ribbon integration into CRM and specify which entities should be searched by CTI and which entities should be enhanced by adding the Call functionality to its ribbon in CRM.

Contoso: Telephone Integration Server Config						
Welcome to the TelephoneIntegration Setup Use this tool to setup the general ribbon integration into CRM and specify which entities should be searched by CTI and which entities should be enhanced by adding the Call functinality to its ribbon in CRM						
Crm Ribbon Advanced						
Ribbon Integration Options						
Callbutton Call number		Advanc	ed			
Enable number selection from ribbon						
Entity Configuration						
Display Name 🛆	Select	View				
Account		Fields				
Address						
Campaign						
Campaign Activity						
Campaign Response						
Case						
Chat						
Competitor						
Connection						
Contact		Fields	1			
Contract						
Contract Line			-			
DCP SPS Site Config 2011						
DocumentsCorePack Template						
Change Configure Service OK Cancel						



If you choose an entity with a double-click following window appears:

Fields							
Select fields for Entity:Address							
Specify the details on how this entity should be treated:							
Phone# : Check the attributes, that contain phone numbe			сп				
Details : Specify the columns, that should be shown in the							
Call Title : Specify one attribute, that will be used as the he	eadline of a ca	311					
Search in this Entity on incoming calls							
Activate dialing out on this entity							
Available Fields							
Attribute Name	Phone#	Details	Call Title	H			
(LU) Created By							
(LU) Created By (Delegate)							
(LU) Currency							
(LU) Modified By							
(LU) Modified By (Delegate)							
(LU) Owner							
(LU) Owner							
(LU) Owning Business Unit							
(LU) Parent							
Address Contact							
StatusCode							
Values:							
				_			
		ок	Cancel				
				_			

Within this window you can specify the details on how this entity should be treaded.



If you switch to the [Advanced]-tab within the TelephoneIntegration Setup-window following features can be set:

- Call History options (Organization or User Owned)
- Lync Chat options
- Enable Predictive Dialer
- Dialing from Relations

Contoso: Telephone Integration Server Config
Welcome to the TelephoneIntegration Setup Use this tool to setup the general ribbon integration into CRM and specify which entities should be searched by CTI and which entities should be enhanced by adding the Call functinality to its ribbon in CRM
Crm Ribbon Advanced
Call History options
Organization owned User Owned All users in the same Only the owner can Organization can view the Call history view the Call history in CRM
Lync Chat options Account : Save SIP Contact : Save SIP into
Lead : Save SIP into
Predictive Dialer options
Enable Enabling this feature will enhance the CampaignActivty Entity in CRM with additional fields for the predictive dialing features of mscrm-addons.com CTI
Dialing from Relations
Enabled for all users C Disable for all users C Client side enabled
Dialing from relations can be enabled or disabled for all users or left to the client installations to decide on a perUser basis
ChangeOK



4.8 Finish Setup

The Telephone Integration Server Configuration will start automatically for the organization you selected during the setup.

🛃 Telephone Integration Serv	rer for MS CRM 2013	X
	InstallShield Wizard Completed	
Mour company for Mis-CRIM ADD-ON	The InstallShield Wizard has successfully installed Telephone Integration Server for MS CRM 2013. Click Finish to exit the wizard.	
DO ONSI		
	< Back Finish Cancel	

5 TelephoneIntegration Configuration

In the TelephoneIntegration Configuration you are able to select the entities that are used by the TI-Client to search for numbers on incoming Calls and to activate the dial-out option. Open Configuration TelephoneIntegration Server for MS CRM 2013 from the start menu (www.mscrm-addons.com) and choose the connection (Usually you just need to hit OK).

Organization o 'lease select an orga unctionalities, like co	nization in the	-			Telep	CIM- a hone Inf S CRM 2	ddon tegration 013	s .co
				Αv	ailable Orga	nizations:		
Friendly name	Unique i	name	Installation State		BuildNr.	Genera	CoreSo	
💞 Contoso	Contoso		TelephoneIntegrati	on is INSTALLED	6.1	2013.2	2013.2	



- **Reinstall/Upgrade** click here to reinstall/upgrade TelephoneIntegration Server
- LicenseManager here you have an overview of your license
- Launch config click here to specify new Entities which should be searched by CTI and which entities should be enhanced by adding the Call functionality to its ribbon to CRM (see screenshot below).

Contoso: Telephone Integration Server Config			
Welcome to the TelephoneIntegration S Use this tool to setup the general ribbon integration in entities should be searched by CTI and which entities so adding the Call functinality to its ribbon in CRM	to CRM ai		
Crm Ribbon Advanced			
Ribbon Integration Options			
Callbutton Call number		Advand	ed I
Enable number selection from ribbon			
I Enable number selection from fibbon			
Entity Configuration			
Display Name 🛆	Select	View	
Account		Fields	
Address		Fields	
Campaign			
Campaign Activity			
Campaign Response			
Case			
Chat			
Competitor			
Connection			
Contact		Fields	
Contract			
Contract Line			
DCP SPS Site Config 2011			
DocumentsCorePack Template			
Configure Service	ок	Can	cel

- **Uninstall** click here to uninstall TelephoneIntegration Server for MS CRM 2013. For more information please read <u>chapter 8</u>.
- **Get IFD Setup** click <u>here</u> to register and download trial versions from <u>www.mscrm-addons.com</u>.



6 License Management

6.1 License Manager

Open TelephoneIntegration License Manager from the start menu (<u>www.mscrm-addons.com</u>) and choose the connection (usually you just need to hit OK).

😒 License Manager				
License Manager			mscrm-add Telephone Integrat for MS CRM 2013	ons.com
C TelephoneIntegration	Current system inform	ation - Contoso@http:/	/crm2013	•
PowerSearch	Your license is Valid			
-	General license inform	nation		
P DocumentsCorePack		LicenseValue	Systemvalue	Status
	Licensemodel			0
	Licensekey (Trial)	Trialkey		0
	BusinessUnit			
	Number of site licenses			
	Licenses for Readonly Users Expiration		- 1 - 40	
	Support	10/7/2013 8:58:49 AM (10 day	s iertj	-
	Issued product	TelephoneIntegration		
	·			
	License Status	Inse information LicenseValue LicenseValue Systemvalue Status I I Contoso Contoso Contoso I I I I I I I I I I I I I I I I I I		
	LicenseState		trial	∆
	_			▼
	Select license file:			*
				Close

While the Trial version is enabled you will see the screenshot above.

To install a license select the Open Button and you will be prompted to select the license file. Opening the license file will display the following dialog:



ows you to verify licens			
	e Validity		
our license is Valid			
	How to solve user a	ccess issues!	
General license informa	ation		
	LicenseValue	Systemvalue	Status
censemodel	perUser		0
censekey .	AKMSBJNq8Hije3hiygx1NO	Licensekey installed	0
usinessUnit	Contoso	Contoso	
serinformation	fullAccess	accessDenied	*
umber of user licenses	25	0	*
censes for Readonly Users	0	0	
xpiration	9/25/2014 12:00:00 AM	364 days left	1
upport	9/25/2014 12:00:00 AM	364 days left	*
sued product	TelephoneIntegration	TelephoneIntegration	*
ersion upgrade covered	9/25/2014 12:00:00 AM	1/1/0001 12:00:00 AM	*
icense Status			
censeState		valid	*
censeState		accessDenied	*

The selected license is valid, but unless you enabled the user in the CRM (See => 6.2) to be able to use CTI the user will see the accessDenied status.

The user who installs TelephoneIntegration does not need to have a license, only users that actually use the client need an active license. After installing the license the LicenseManager will display the license as in the next picture.



ense Manager			MSCIM-add Telephone Integrat for MS CRM 2013	ons.cor
TelephoneIntegration	Current system inform Your license is Valid	ation - Contoso@http://	/crm2013	
PowerSearch		How to solve use	er access issues!	
	General license inform	nation		
2		LicenseValue	Systemvalue	Status
DocumentsCorePack	Licensemodel	perUser		0
	Licensekey	AKMSBJNq8Hije3hiygx1NO	Licensekey installed	0
	BusinessUnit	Contoso	Contoso	*
	Userinformation	fullAccess	accessDenied	*
	Number of user licenses	25	0	*
	Licenses for Readonly Users	0	0	*
	Expiration	9/25/2014 12:00:00 AM	364 days left	*
	Support	9/25/2014 12:00:00 AM	364 days left	*
	Issued product	TelephoneIntegration	TelephoneIntegration	*
	Version upgrade covered	9/25/2014 12:00:00 AM	1/1/0001 12:00:00 AM	*
	License Status			
	LicenseState		valid	*
	LicenseState		accessDenied	*
	Select license file:			*

You can see in this Example that the Telephone Integration has a valid license but the user's license access is denied.

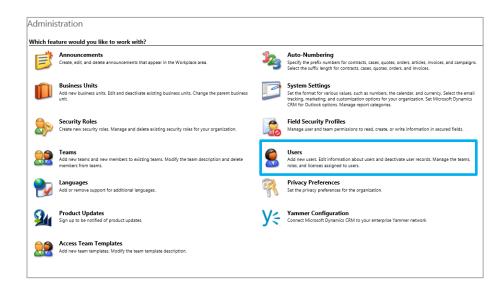
6.2 Per User Licensing (Default for Telephone Integration 2013)

Open CRM go to Settings on the Ribbon/Administration/Users and select the required user. See screenshots below:

All	Administration - Microsoft Dy	ynamics CRM - Dashboards: S	ales Activity Social Dashboard -
4] 📀 💽 🗢 🔟 http://crm2	2013/Contoso/main.aspx#2490415	51 PT 🛃 📶
4	Microsoft Dynamics CRM	1 🗸 🏚 SETTINGS 🗸 🗛	dministration
		System	1
<	Lu	\$ 0	
	DYNAMICS MARKETPLACE	ADMINISTRATION	DATA MANAGEMENT

Server Installation Guide





Mi	icrosoft Dynamics CRM 🗸 🏾 🏦	SETTIN	GS ∽ Admini	stration				Create	CRM System Contoso		۵
CR	RM for Outlook See how CRM for Outlook ma	akes you even	more productive.	Get CR	M for Outlook						
⊢ N	iew 🔩 New Multiple Users 🗋 CO	PY A LINK	▼ 🕑 RUN REF	PORT *	EXPORT TO E	XCEL ***					
H	Enabled Users -						Search for reco	rds		\$	С
/	Full Name 🛧		Territory	Site		Business Unit	Title	Main Phone	Address 1: Latitu	/ T /	ð
	Chris Ashton					Contoso					
	CRM System					Contoso					
	David Alexander					Contoso	Marketing Repr	425-555-0100			(
	Jeff Phillips					Contoso					
	Jill Frank					Contoso	Sales Represent	425-555-0100			(
	Jim Hance					Contoso	Customer Care	425-555-0100			
	Ken Mallitt					Contoso					
	Lori Penor					Contoso	Sales Represent	425-555-0100			
	Maria Cameron					Contoso	Customer Care	425-555-0100			1
	Mark Harrington					Contoso	Sales Represent	425-555-0100			
	Nancy Anderson					Contoso	VP of Sales	425-555-0100			
	Terry Adams		North America			Contoso	Sales Represent	425-555-0100			
	Walter Harp					Contoso	Sales Manager	425-555-0100			

If you choose the required User following window appears:

Microsoft Dynamics CRM 🗸 👘 SETTING	S 🗸 Administration CRM System 🗸		(+) Create	CRM System Contoso		٥	?
CRM for Outlook See how CRM for Outlook makes you even r	sore productive. Get CRM for Outlook						×
🔜 SAVE & NEW 🕂 NEW 🐴 CONNECT 🔻 💐 APP	ROVE EMAIL 💐 REJECT EMAIL 🚥				Ŷ	Ŷ	al.
CRM System							
Intermediate the second sec	ntire organization.						
Summary							^
ACCOUNT INFORMATION	POSTS		TEAMS		+	11	
User Name * CONTOSO\Administrator	Enter post here	POST	Team Name ↑				
	Both Auto posts User posts		Contoso				
USER INFORMATION	Issue with printing 3D models						

Click on the dropdown button next to user and choose "information" (see screenshot above) and scroll down until you see the "Per User Licensing for TelephoneIntegration for MS CRM 2013". Click next on "Activate User" to set the license for this user on "Yes" (see next screenshot)



Per User Licensing for Telephone Integration for MS CRM 2013

Activate User

Yes

After that click on "Save & New" in the ribbon:



When you open license manager again license state should be valid now.

🚭 License Manager				
License Manager			mscrm-addor Telephone Integration for MS CRM 2013	is .com
C TelephoneIntegration	Current system inform	ation - Contoso@http://	/crm2013	
8 PowerSearch	Your license is Valid			
	General license inform	nation		
DocumentsCorePack		LicenseValue	Systemvalue	Status
	Licensemodel	perUser		0
	Licensekey	AKMSBJNq8Hije3hiygx1NO	Licensekey installed	0
	BusinessIInit	C	Contoso	
	Userinformation	Contoso fullAccess	Contoso	
	Number of user licenses	25	accessPossible	- <u></u>
	Licenses for Readonly Users		0	
	Expiration	9/25/2014 12:00:00 AM	363 days left	- <u></u>
	Support	9/25/2014 12:00:00 AM	363 days left	
	Issued product	TelephoneIntegration	TelephoneIntegration	
	Version upgrade covered		1/1/0001 12:00:00 AM	
	License Status			
	LicenseState		valid	*
	LicenseState		accessPossible	*
	Select license file:			v
			[Close



7 Security Roles

General securityroles for all products:

The following securityrole is required by all our products.

• MSCRM-Addons General Security Role

This security role contains the basic requirements for using the product itself and to be able to perform the licensecheck.

Productspecific securityroles:

Following Securityroles are required only by specific products. All users that should work with the products require both the MSCRM-Addons General Security Role and the product specific security roles.

DocumentsCorePack:

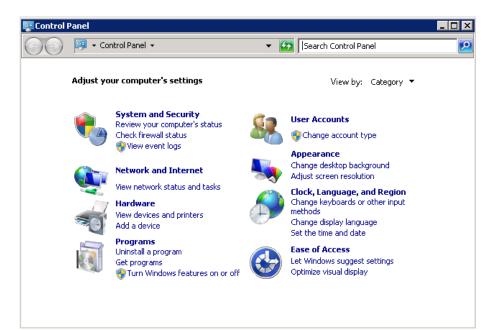
• DocumentsCorePack Security Role

TelephoneIntegration:

• TelephoneIntegration Security Role

8 Uninstall

To uninstall TelephoneIntegration Server for MS CRM 2013 select Programs in Control Panel.





Search for TelephoneIntegration Server CRM 2013 in "Uninstall or change a program" to uninstall TelephoneIntegration Server. Follow the Instructions to uninstall TelephoneIntegration Server.

	ograms 🝷 Programs and Features		🝷 🔯 Search Pro	ograms and Features	
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and the	en click Uninstall, Change, or Re	epair.		
Turn Windows features on or off					
Install a program from the network	Organize 🔻 Uninstall				· 🔞
1 A A	Name A	Publisher	+ Install + Siz	e 🗸 Version	1.
	Microsoft SQL Server Data Tools - Database Proj	Microsoft Corporation	7/24/2013	201 KB 10.3.20116.0	
	Microsoft SQL Server System CLR Types	Microsoft Corporation	7/24/2013	2.53 MB 10.51.2500.0	
	Microsoft System CLR Types for SOL Server 2012	Microsoft Corporation	7/24/2013	809 KB 11.0.2100.60	
	Microsoft System CLR Types for SQL Server 2012	Microsoft Corporation	7/24/2013	2.16 MB 11.1.3000.0	
	Microsoft URL Rewrite Module 1.1 for IIS 7	Microsoft Corporation	7/31/2013	888 KB 7.1.0470.0	
	Microsoft Visual C++ 2008 Redistributable - x64 9	Microsoft Corporation	7/31/2013	788 KB 9.0.30729	
	Microsoft Visual C++ 2008 Redistributable - x64 9	Microsoft Corporation	9/25/2013	788 KB 9.0.30729.6161	
	Microsoft Visual C++ 2008 Redistributable - x86 9	Microsoft Corporation	7/24/2013	599 KB 9.0.30729.4974	
	Microsoft Visual C++ 2008 Redistributable - x86 9	Microsoft Corporation	9/25/2013	600 KB 9.0.30729.6161	
	Microsoft Visual C++ 2010 x64 Redistributable	Microsoft Corporation	7/24/2013	13.8 MB 10.0.40219	
	Microsoft Visual C++ 2010 x86 Redistributable	Microsoft Corporation	7/24/2013	11.1 MB 10.0.40219	
	Microsoft Visual C++ 2010 x86 Runtime - 10.0.4	Microsoft Corporation	7/24/2013	15.9 MB 10.0.40219	
	腸 Microsoft Visual Studio 2010 Shell (Integrated) - ENU	Microsoft Corporation	9/25/2013	542 MB 10.0.40219	
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9 Contact

If you have questions to the product send an Email to <u>support@mscrm-addons.com</u> or visit our blog <u>http://blogs.mscrm-addons.com</u>

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