

ContentAgent Installation Guide



Version 3.10

July 2021

310112

telestream

Copyrights and Trademark Notices

Copyright © 7/2/21 Telestream, LLC and its Affiliates. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, altered, or translated into any languages without written permission of Telestream, LLC. Information and specifications in this document are subject to change without notice and do not represent a commitment on the part of Telestream. Specifications subject to change without notice.

Telestream, CaptionMaker, Cerify, CardAgent, ContentAgent, Episode, Flip4Mac, FlipFactory, Flip Player, Gameshow, GraphicsFactory, Lightspeed, MetaFlip, Post Producer, Prism, ScreenFlow, Split-and-Stitch, Switch, Tempo, TrafficManager, Vantage, VOD Producer, and Wirecast are registered trademarks and Aurora, Cricket, e-Captioning, Inspector, iQ, iVMS, iVMS ASM, MacCaption, Pipeline, Sentry, Surveyor, Vantage Cloud Port, CaptureVU, Cerify, FlexVU, Prism, Sentry, Stay Genlock, Aurora, and Vidchecker are trademarks of Telestream, LLC and its Affiliates. All other brand, product, and company names are the property of their respective owners and are used only for identification purposes.

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

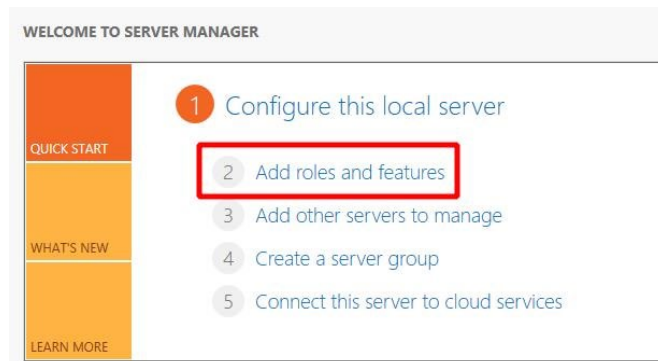
Copyrights and Trademark Notices	
Contacting Telestream	
Introduction	Error! Bookmark not defined
Windows Server 2012 R2 Installation	
Windows Server 2016 Installation	
Windows Server 2019 Installation	
Windows 10 Installation.....	

Windows Server 2012 R2 Installation

Operating System preliminary steps

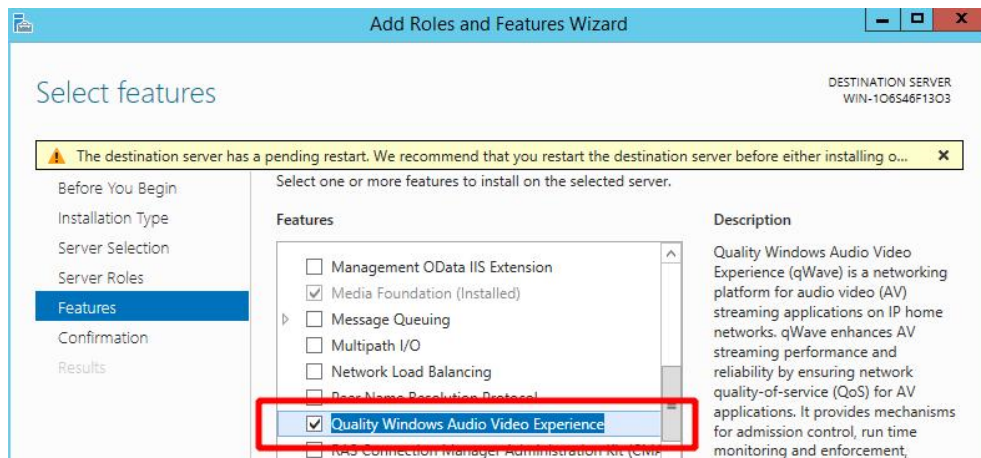
Welcome to the ContentAgent Server 2012 R2 installation guide. Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

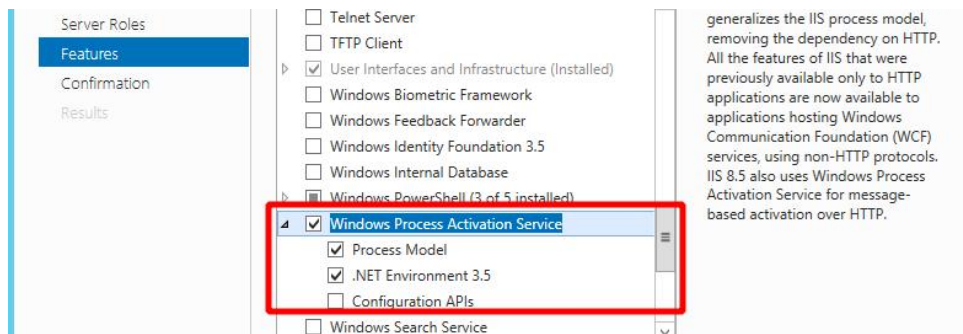


2. Add/install the following features:

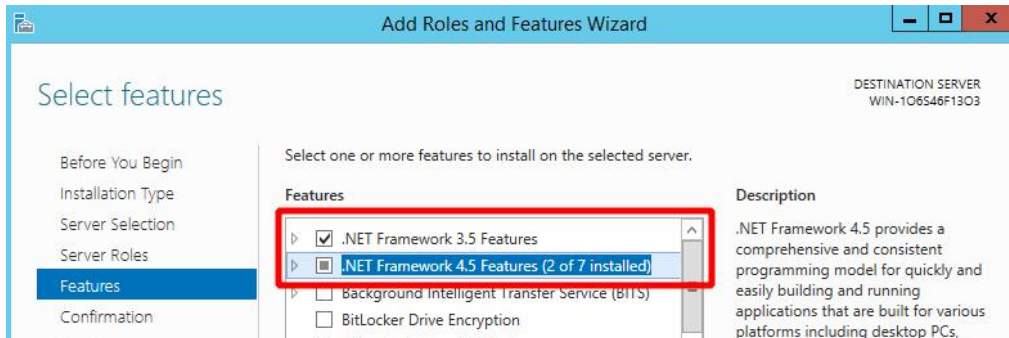
- Quality Windows Audio Video Experience



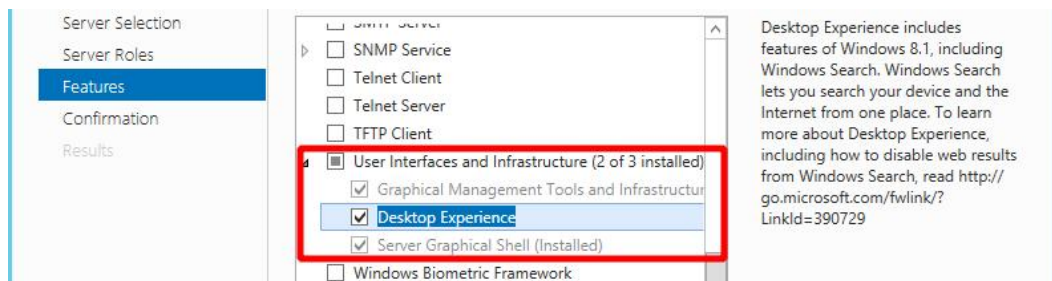
- Windows Process Activation Service (including .NET Environment 3.5)



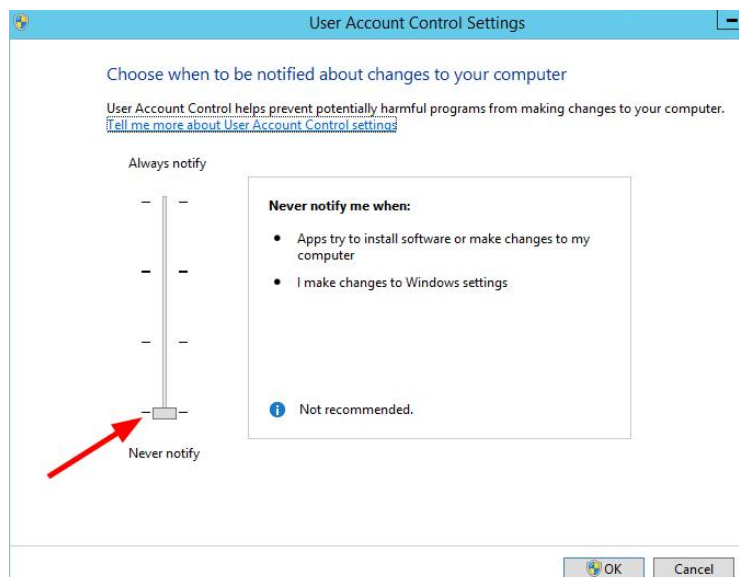
- .NET Framework 3.5/4.5 Features



- Desktop Experience

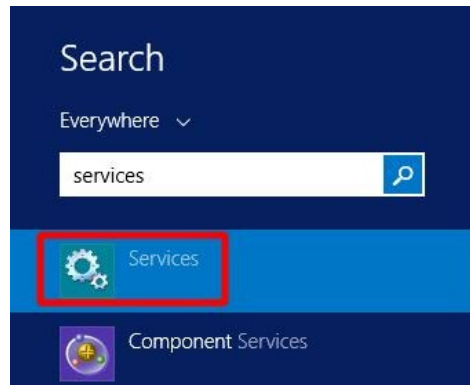


3. Disable User Account Control settings (bring the slider down completely).
Run Start -> UAC (user account control)



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

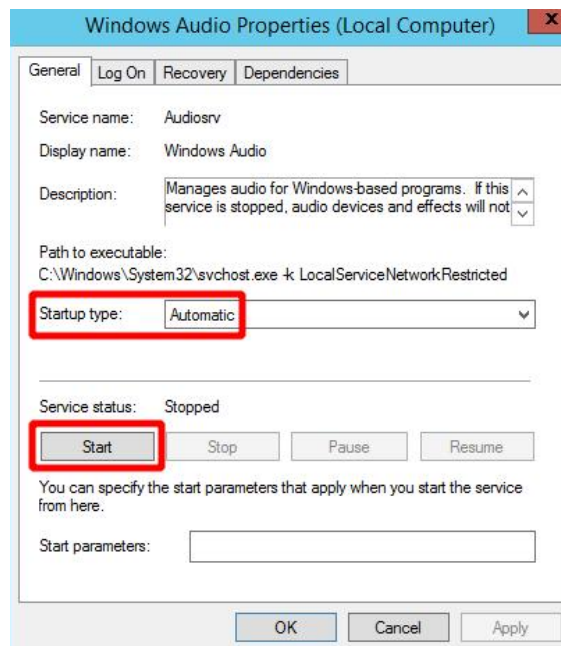
6. Open Windows Services: **Run Start -> Services**



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...		Manual	Local Service
Windows Connection Manager	Makes a...	Running	Automatic (T...	Local Service
Windows Driver Foundation - User-mo...	Creates a...		Manual (Trig...	Local Syste...



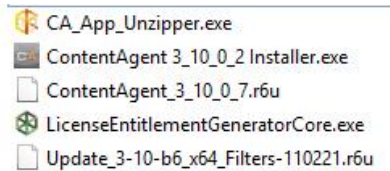
ContentAgent Installer:

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:

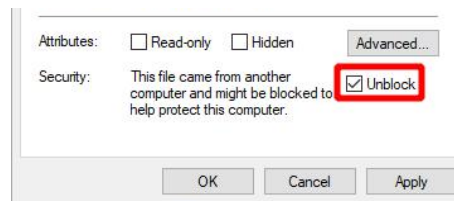
- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator



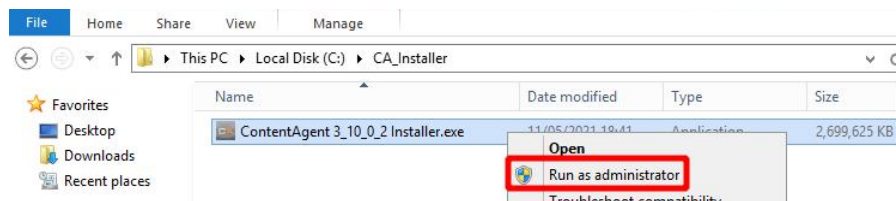
If you are missing any of these components, please contact casupport@telestream.net

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.

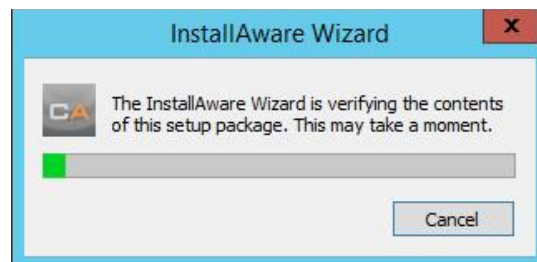
Right click your file -> Properties -> “unblock” -> OK



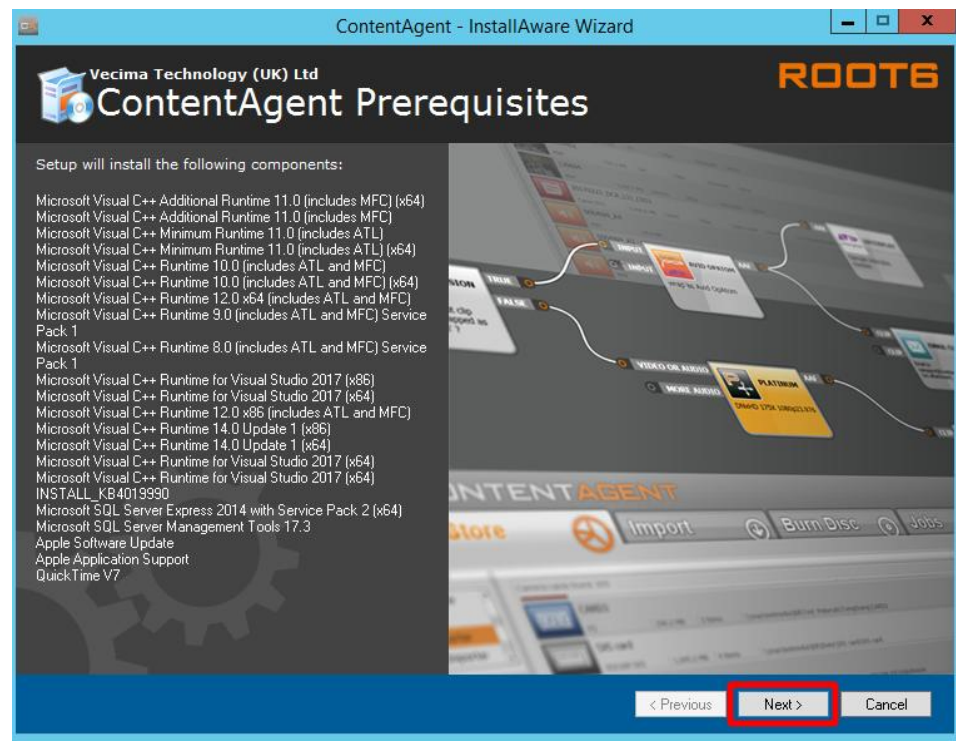
You are now ready to run the ContentAgent base installer. Run as admin if necessary. **Right click -> Run as administrator.**



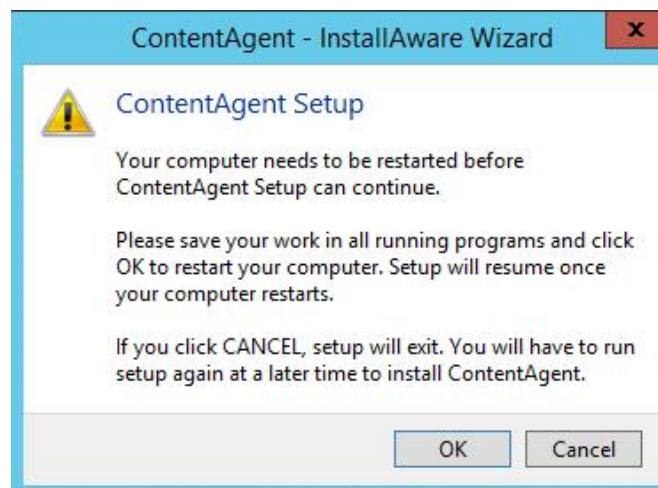
The installAware Wizard may take a moment to load:



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

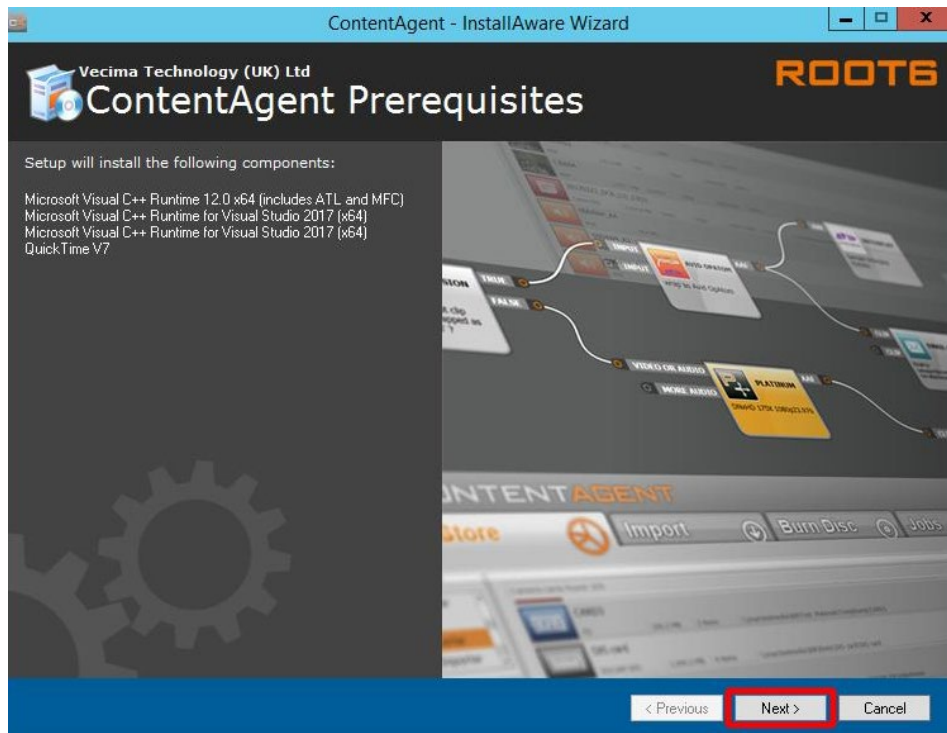


You may be prompted to reboot during the prerequisites installation:

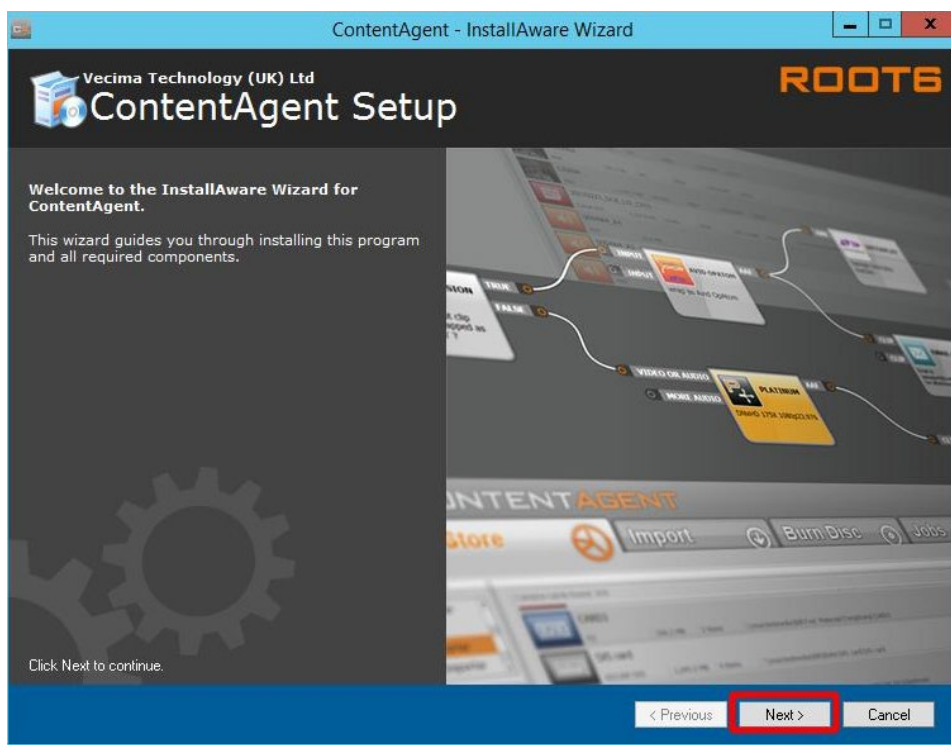


Click OK and wait for your system to finish rebooting.

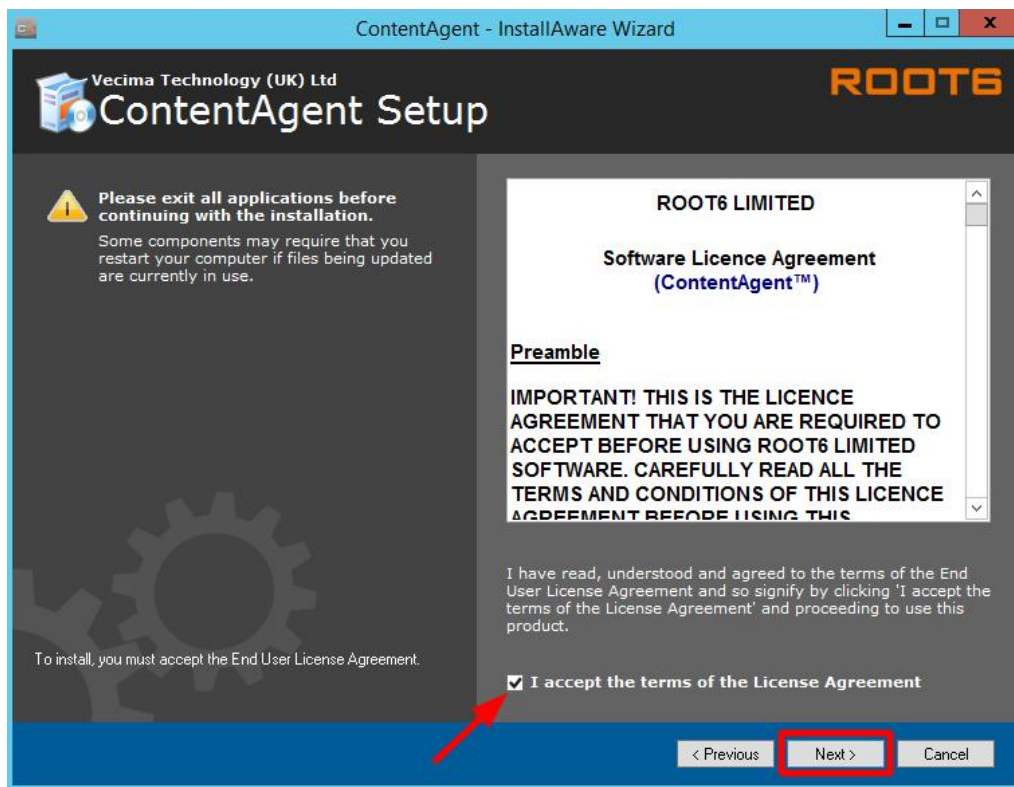
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



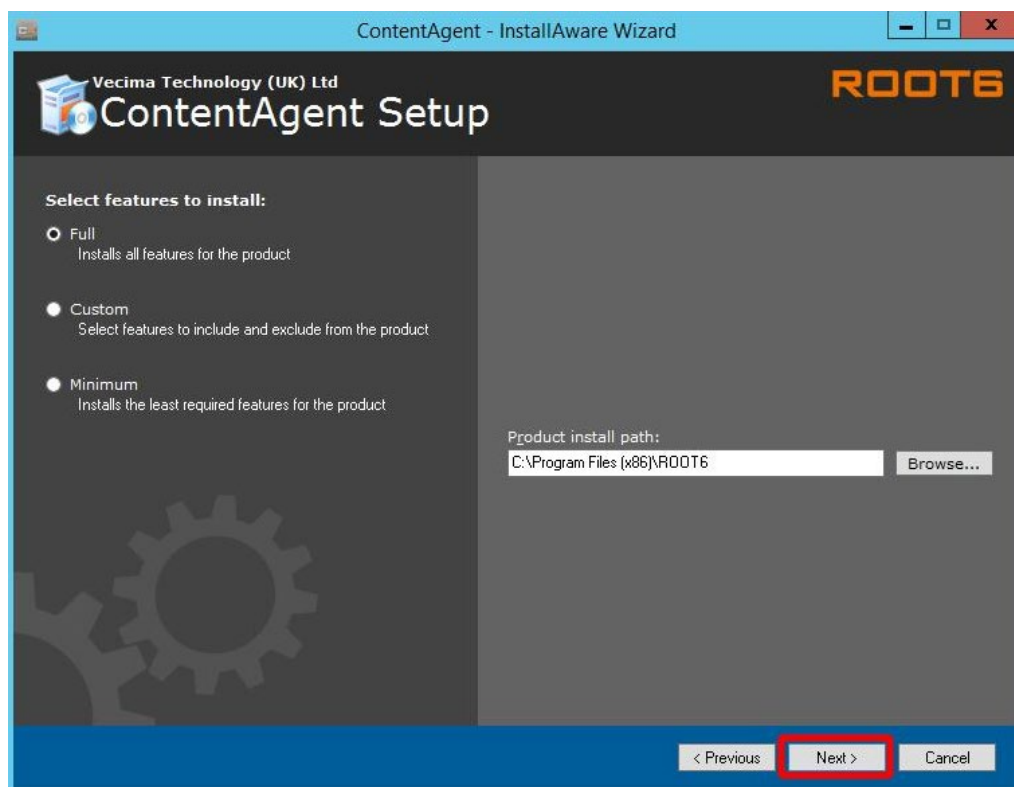
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



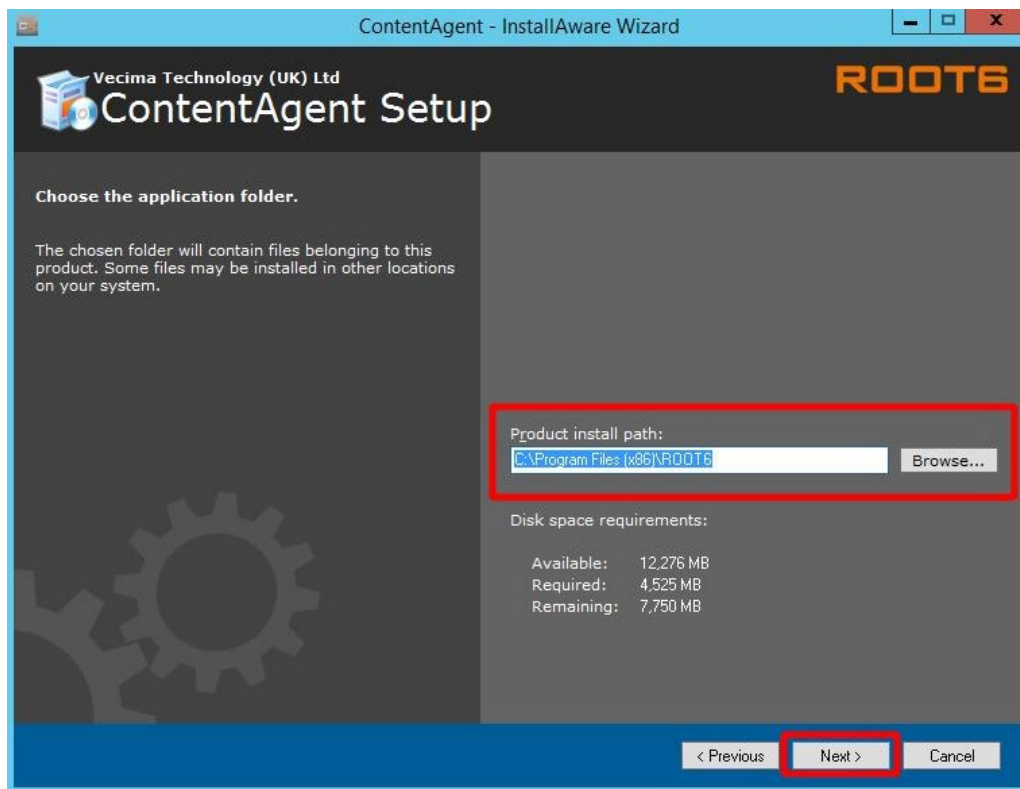
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



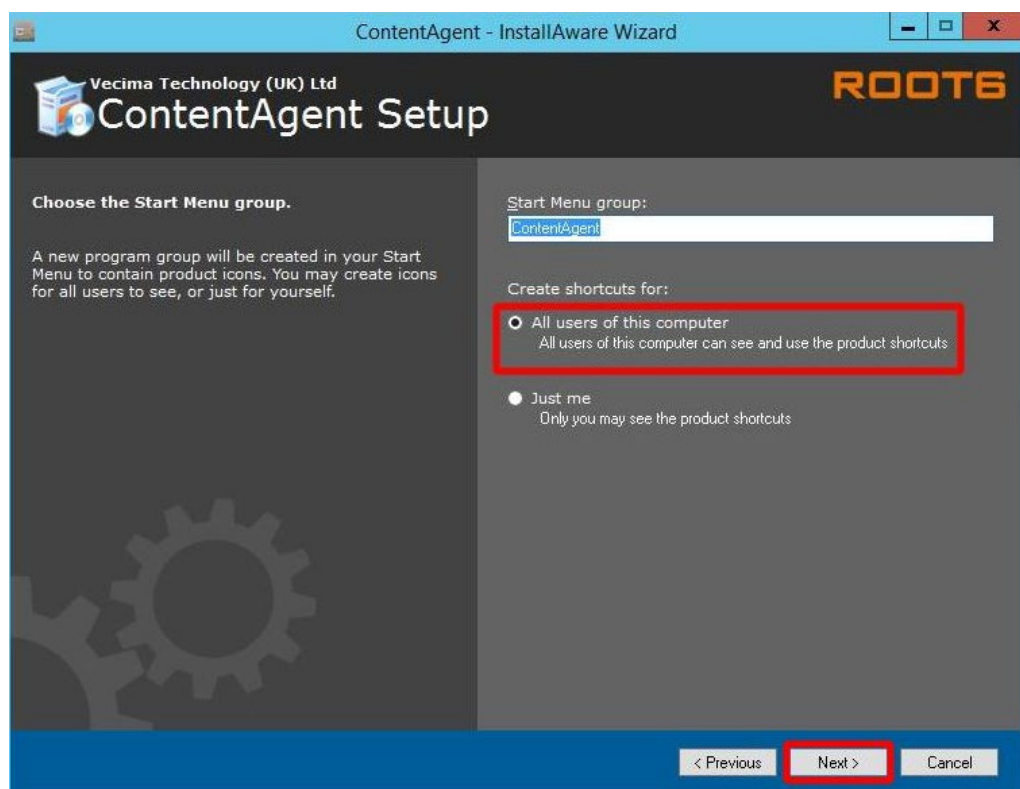
Select the full feature set and click Next to continue:



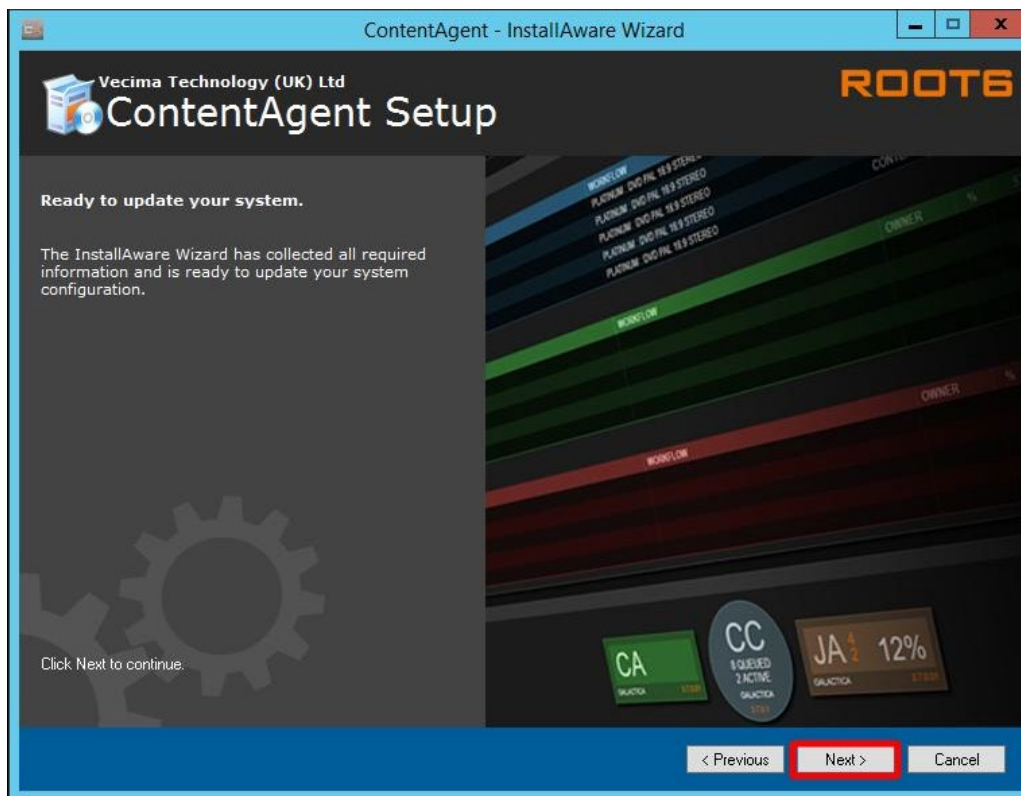
Choose the default installation path and click Next to continue:



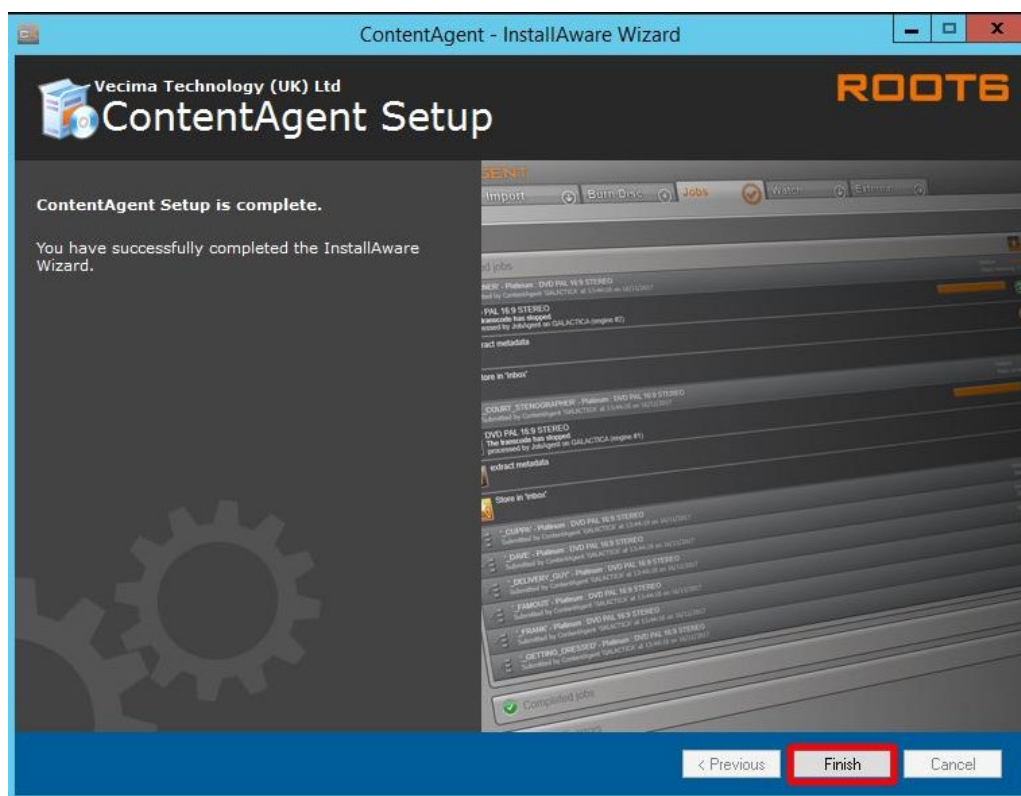
Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:

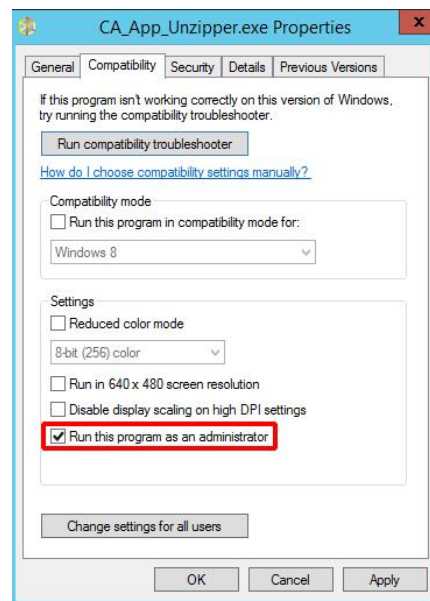


Software update:

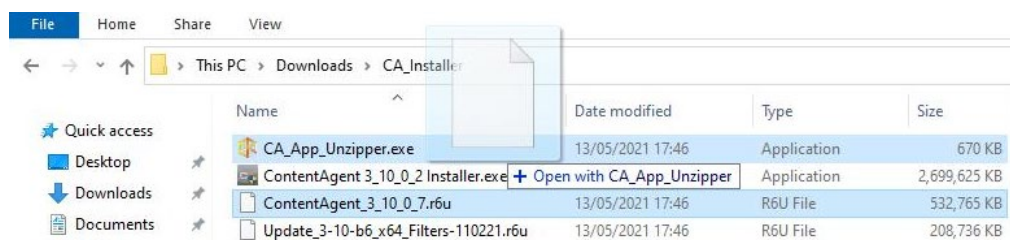
To install the latest Software update, you will need the following components from your support representative:

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

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



2. 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:

```

C:\CA_Installer\CA_App_Unzipper.exe

***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

Unzipping ContentAgent_3_10_0_7.r6u
to C:\Users\ADMINI~1\AppData\Local\Temp\121408a0-ccf6-4403-84ea-adf620e83ddb
Are you installing a
<1> ContentAgent with ContentCentral and JobAgent
<2> ContentAgent without ContentCentral but with JobAgent
<3> standalone JobAgent
<4> standalone ContentCentral
<5> standalone ContentAgent
<6> abort operation
1_
  
```

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.

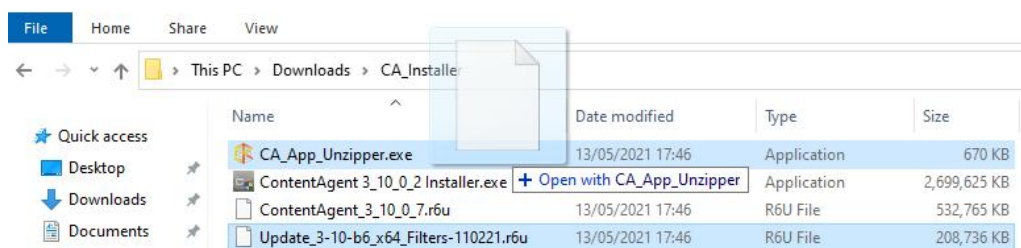
```

C:\CA_Installer\CA_App_Unzipper.exe
***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

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 without 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 ContentAgent...
Unzipping JobAgent...

```

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



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

```

C:\CA_Installer\CA_App_Unzipper.exe
***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

Unzipping Update_3-10-b6_x64_Filters-110221.r6u
to C:\Users\ADMINI~1\AppData\Local\Temp\f3908f1b-4a22-42ef-9bab-4c92fa1b284e
Running install.bat ...

```

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

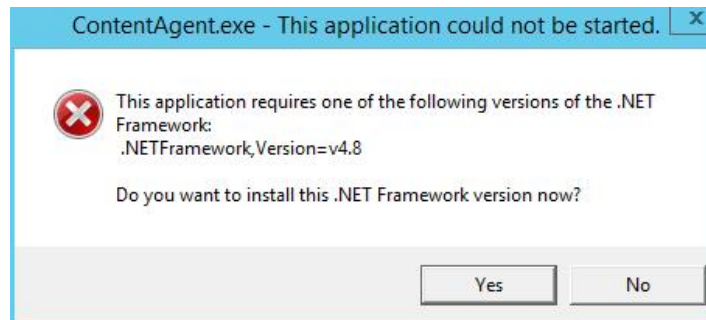
C:\Program Files\ROOT6\Filters

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.



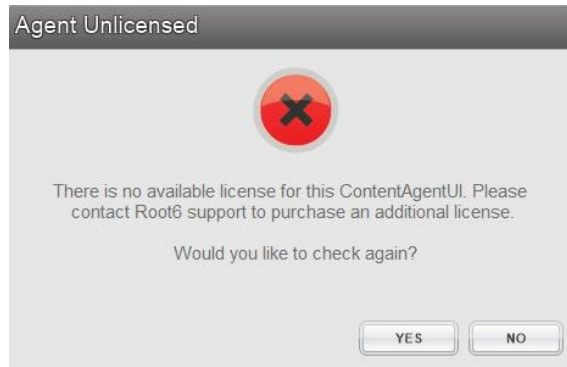
Any version of .net 4.8 will suffice. If you already have .net 4.8 installed, then you can skip this step.

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.

A screenshot of the "CONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST GENERATOR" application window. The window has an orange title bar. It contains several sections: "Licensing Mode" with "GENERATE ENTITLEMENT" (highlighted with a red box) and "LOAD LICENSE" buttons; "Select Product" with a dropdown menu showing "CONTENTAGENT"; "Your Information" with fields for Company (Telestream), Contact Name (Hank Franklinton), Contact Number (0891 50 50 50), Email (hank.franklinton@telestream.net), Address 1 (123 Fake Street), and Postcode / ZIP (NA); "System Information" with fields for ContentCentral Computer Name (Telestream-PC3000) and MAC Addresses (38-EA-A7-5D-05-3B). At the bottom are "ADD", "DELETE", "REFRESH", and "CREATE ENTITLEMENT" (highlighted with a red box) buttons.

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.

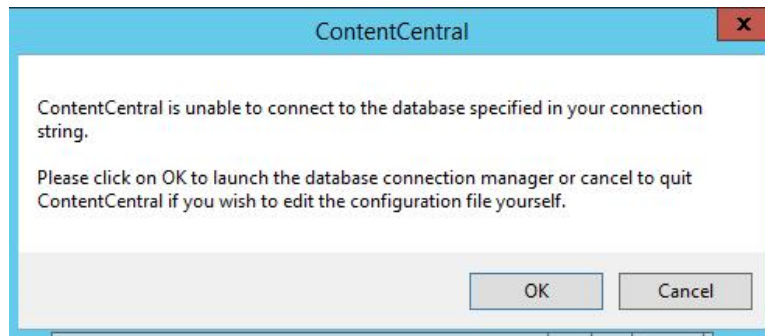
You will need to send this file to casupport@telestream.net – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

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

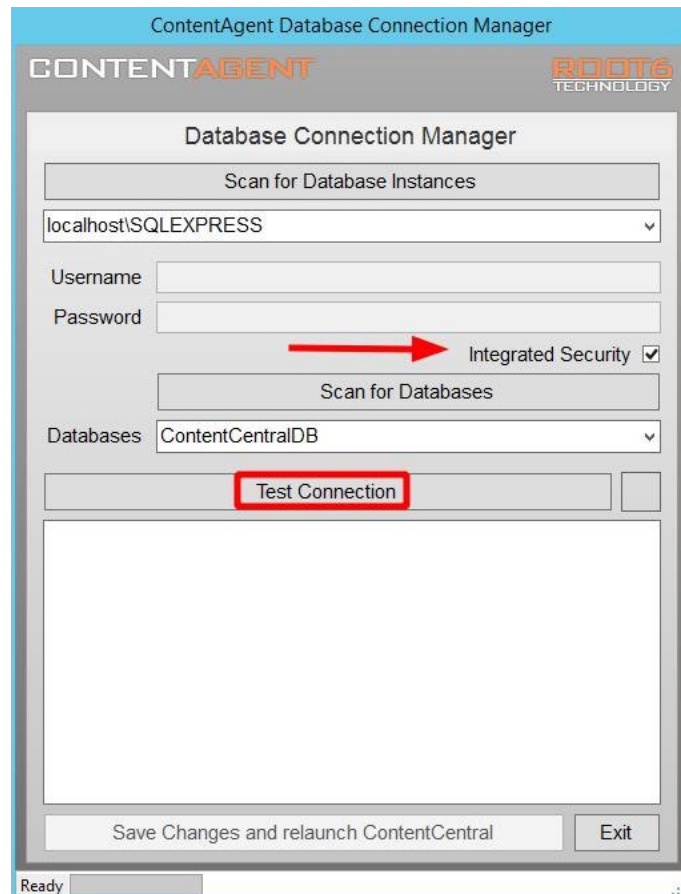
The license file is called: “main_r_4”

Database Permissions:

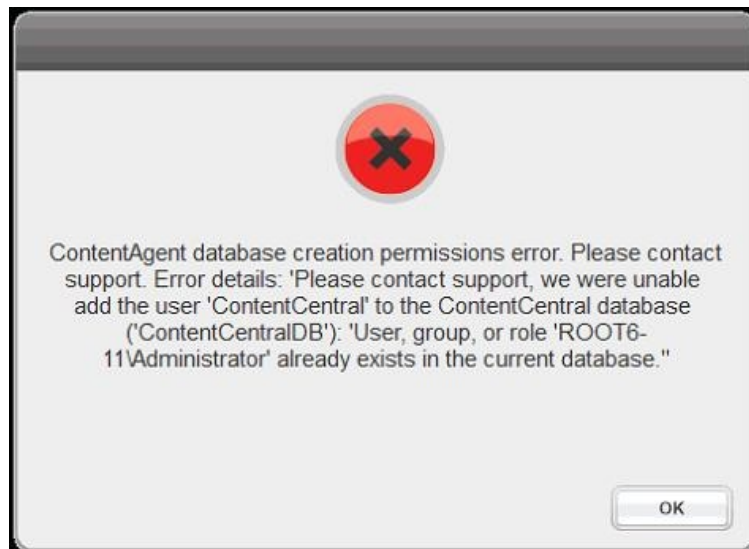
When you have Launched ContentAgent for the first time, you may run into a connection string error:



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



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.

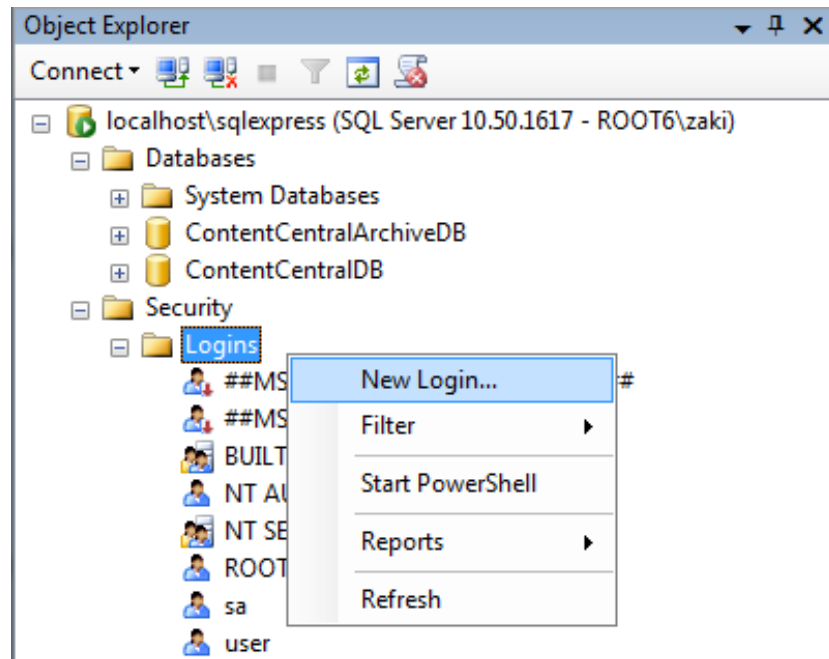


This can be due to administrative restrictions which do not allow us to automatically create a **"ContentCentral"** user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

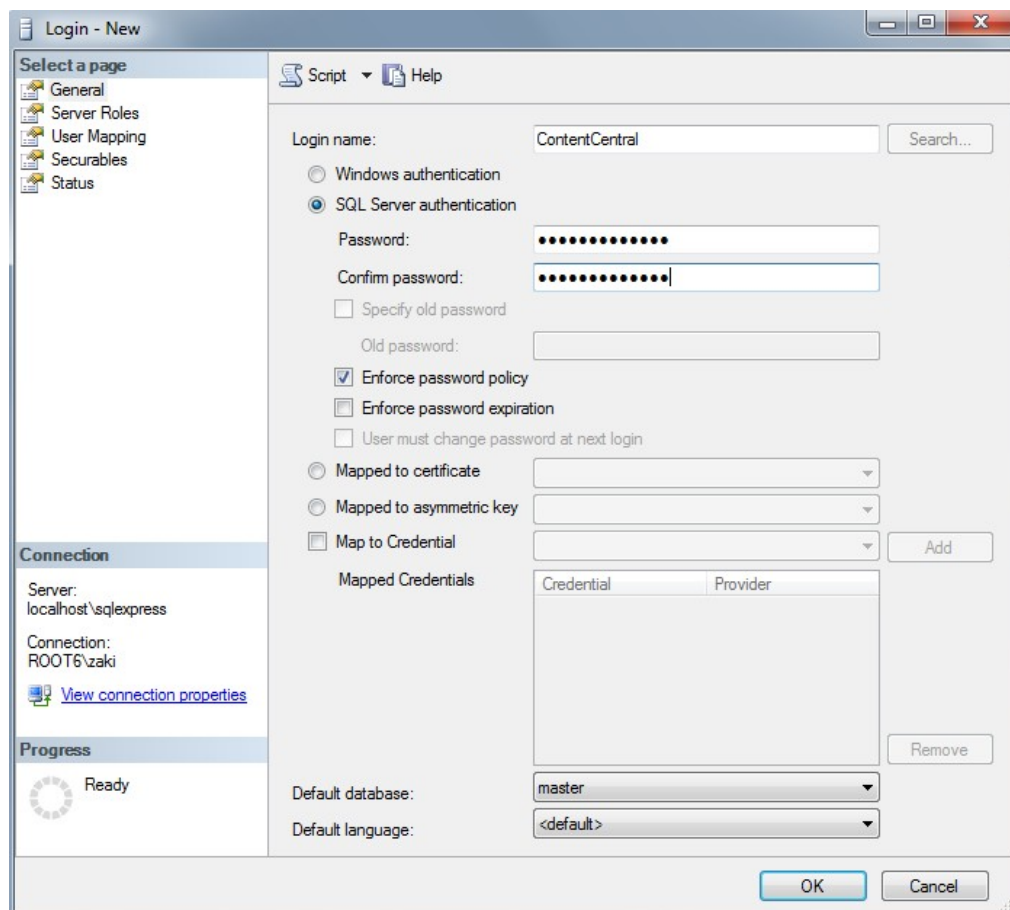
There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

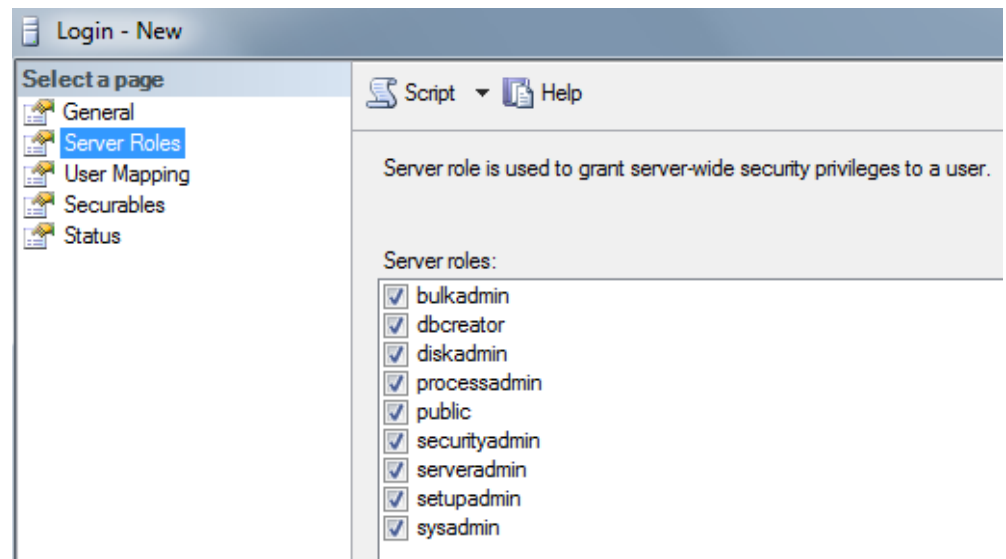
1. Shutdown ContentAgent (**end ContentCentral service from task manager (or system tray) if necessary**)
2. Open SQL Management Studio select the following options and connect:
Server type: Database Engine Server
name: localhost\sqlexpress
Authentication: Windows Authentication
3. Expand security ->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



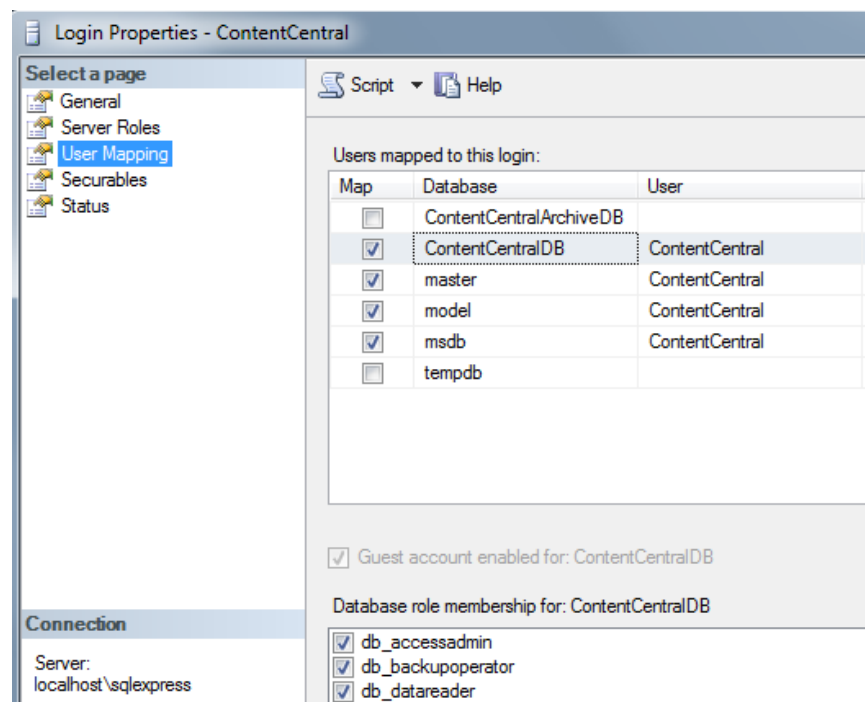
4. In the **General** page: select **SQL server authentication**
5. Create a Login name called "**ContentCentral**"
6. Enter a new password "**ContentAgent1**"
7. Uncheck **Enforce password expiration**



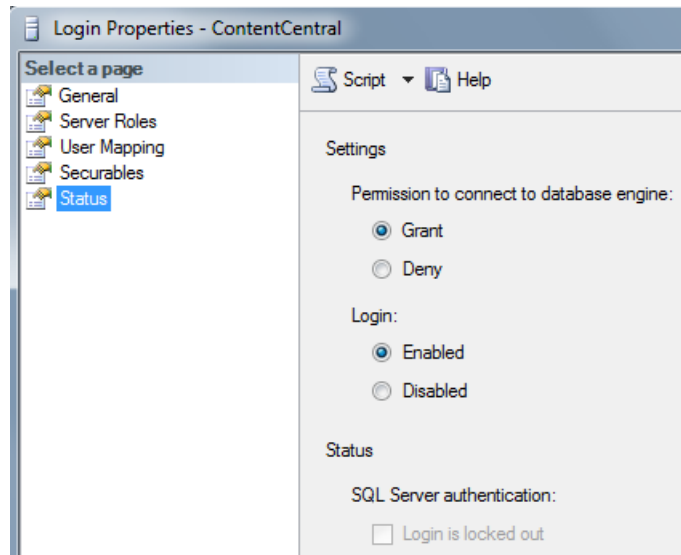
8. Select the **Server Roles** page and **enable all Server role** options:



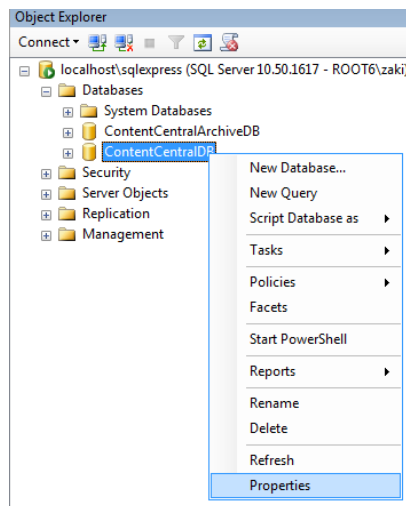
9. Select the **User Mapping** page and map the following 4 databases:
ContentCentralDB, master, model and msdb



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



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>
  <add name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1" />
  <add name="ContentCentral.Properties.Settings.ContentCentralArchiveDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralArchiveDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1 providerName="System.Data.SqlClient" />
</connectionStrings>
```

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

ContentAgent should now launch without any database permission errors.

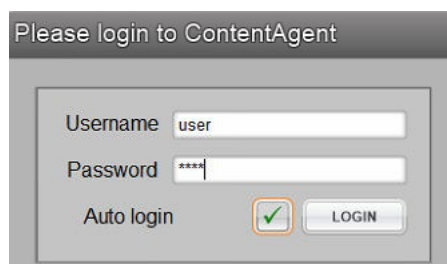
Take note - a manual ContentAgent installation **will overwrite** all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will **not overwrite** the config files.

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	Type	Size
ContentAgent	06/07/2018 22:01	File folder	
ContentAgentSendToTools	08/11/2017 16:42	File folder	
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”

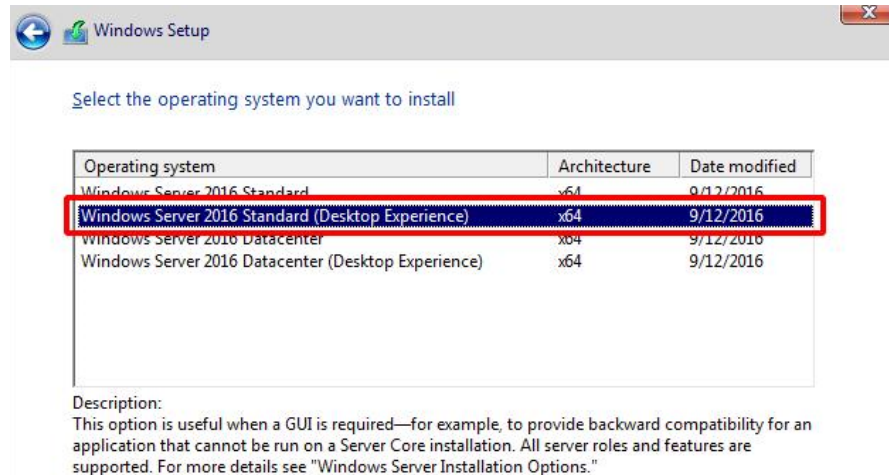


A screenshot of the ContentAgent login window. The title bar says 'Please login to ContentAgent'. Inside, there are two text input fields: 'Username' with 'user' entered and 'Password' with '****' entered. Below these is an 'Auto login' checkbox which is checked, and a 'LOGIN' button.

Windows Server 2016 Installation

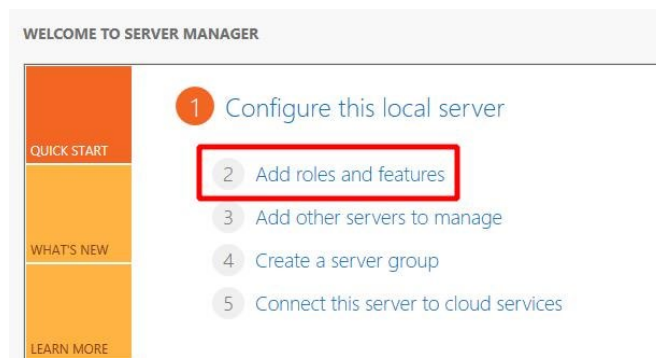
Operating System preliminary steps

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



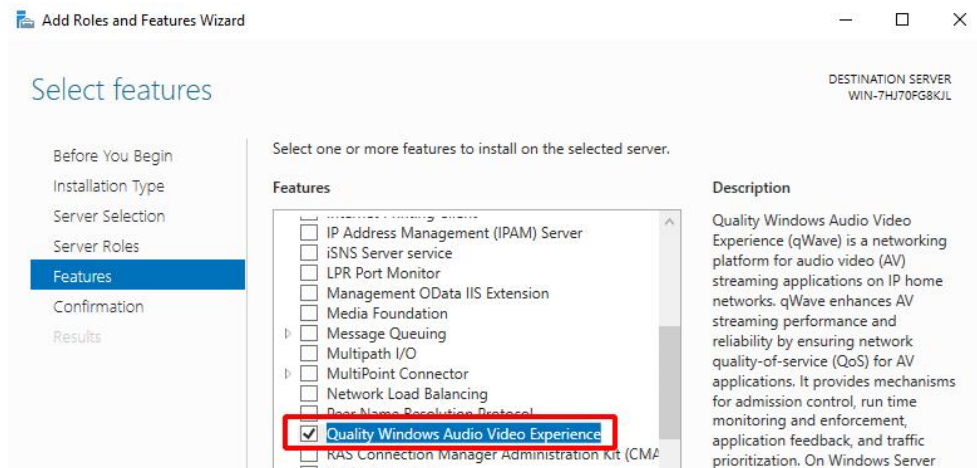
Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

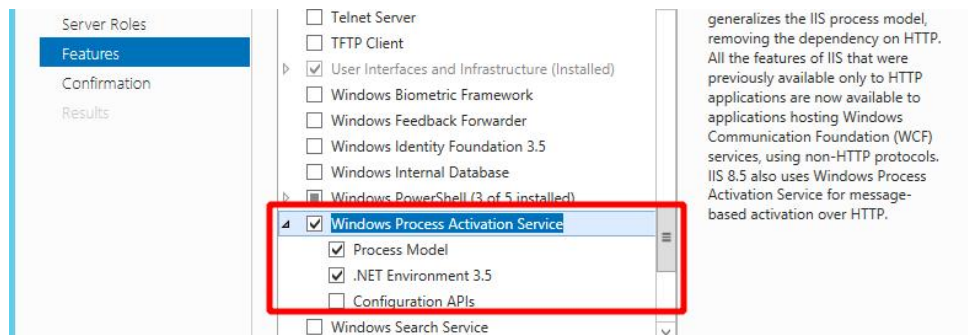


8. Add/install the following features:

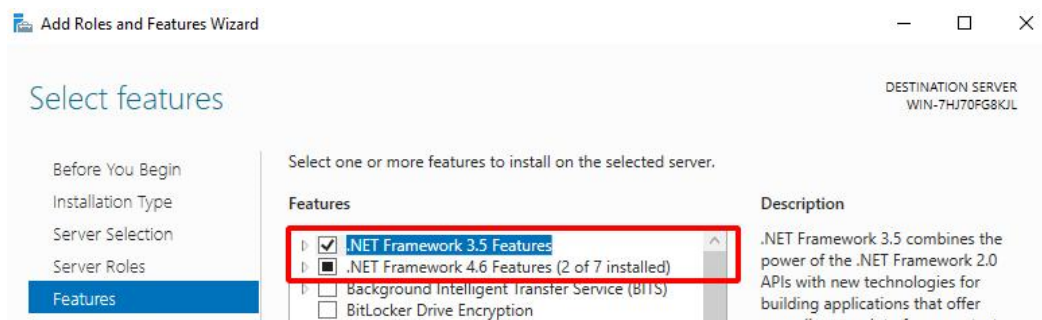
- Quality Windows Audio Video Experience



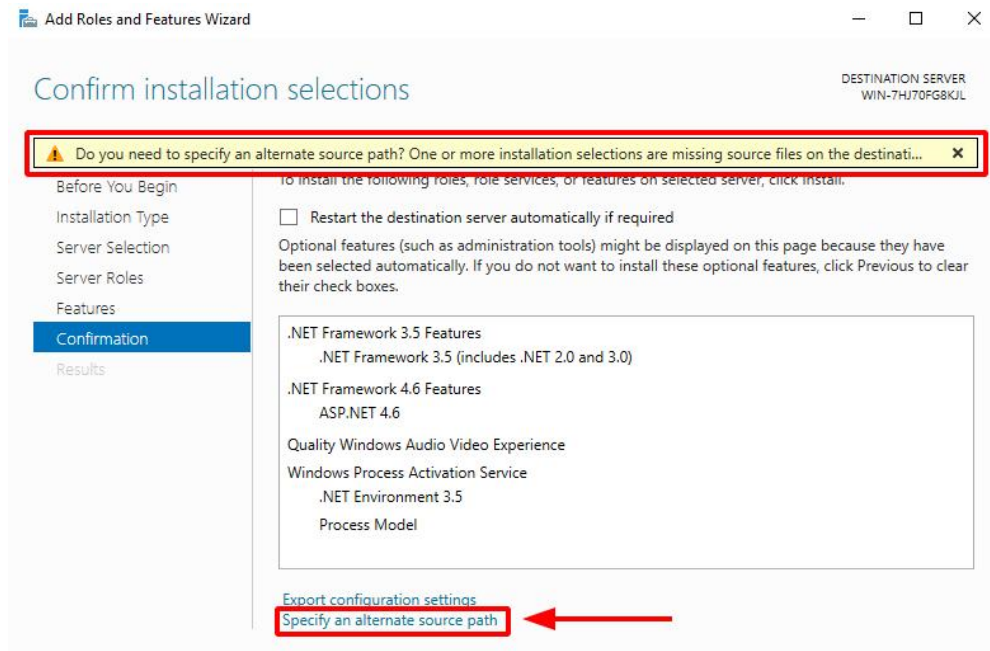
- Windows Process Activation Service (including .NET Environment 3.5)



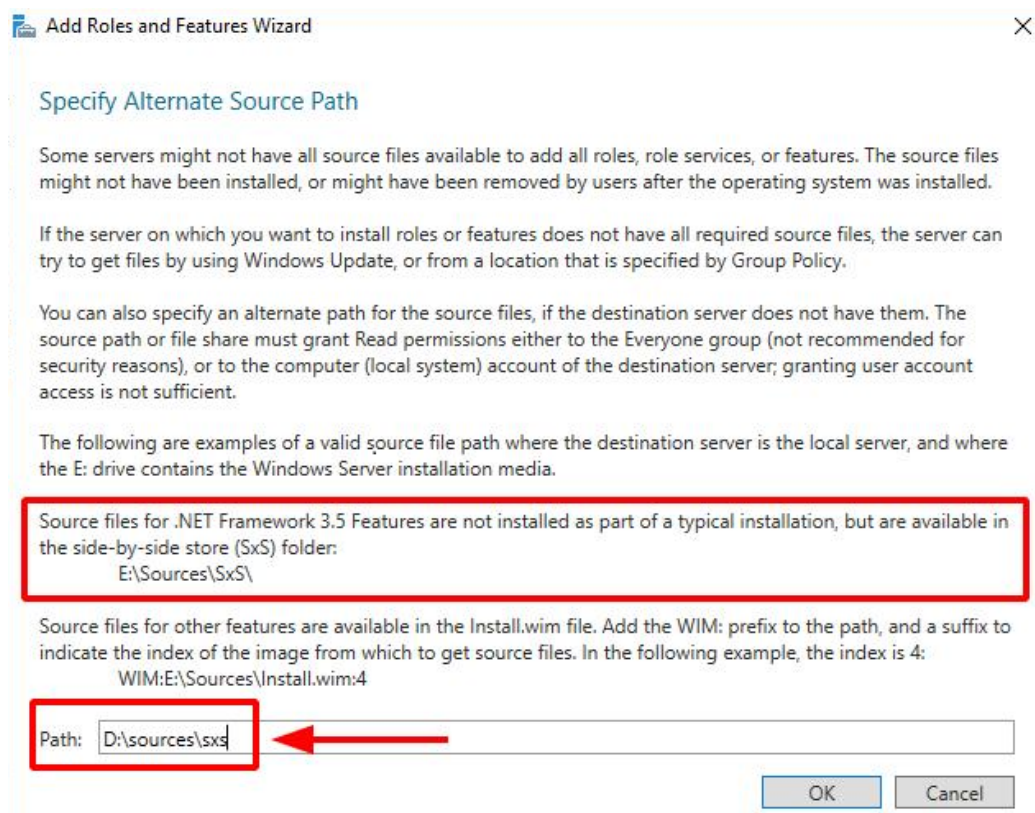
- .NET Framework 3.5/4.6 Features



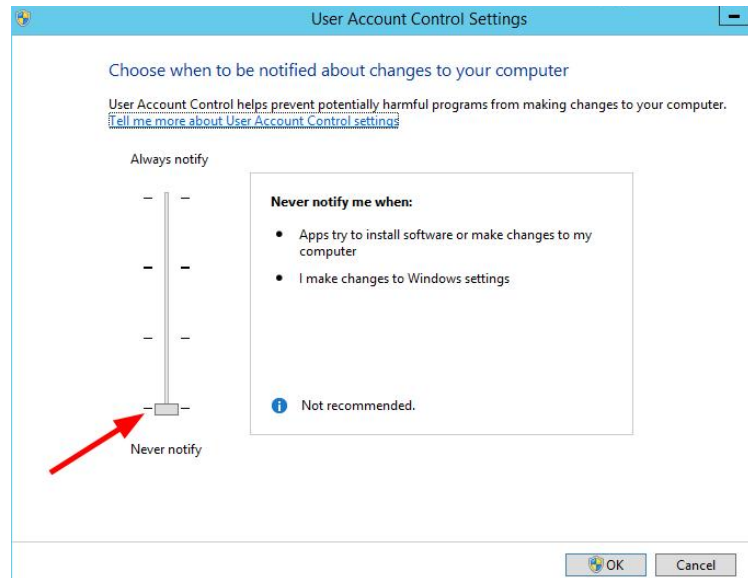
When you have selected your required features, you may need to specify an alternate source path to complete your .net 3.5 installation. Click on “Specify an alternate source path”:



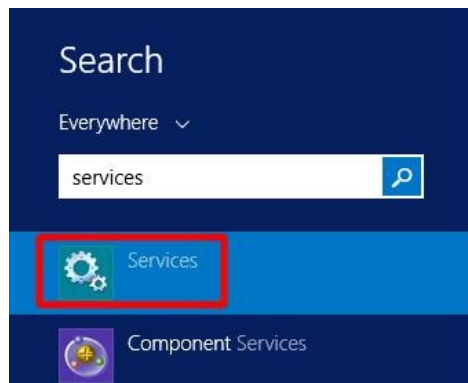
Locate your “side-by-side” (SxS) folder and paste the path in the window below: In this example, it is located inside our installation media (iso): D:\sources\sxs. **Click “OK”->Install:**



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



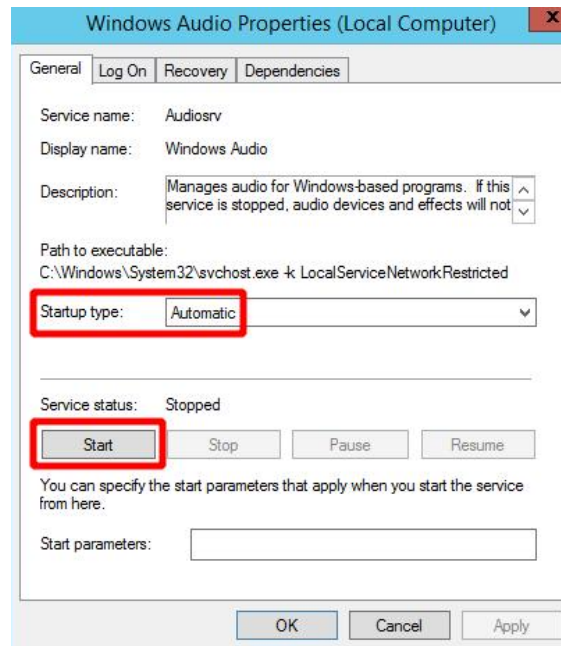
10. Reboot your system
11. Install the latest Windows updates and reboot your system again.
12. Open Windows Services: **Run Start -> Services**



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...		Manual	Local Service
	Windows Connection Manager	Makes a...	Running	Automatic (T...	Local Service
	Windows Driver Foundation - User-mo...	Creates a...		Manual (Trig...	Local Syste...

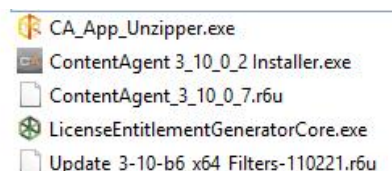


ContentAgent Installer:

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:

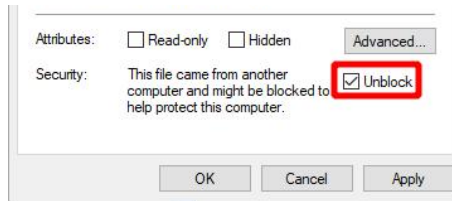
- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator



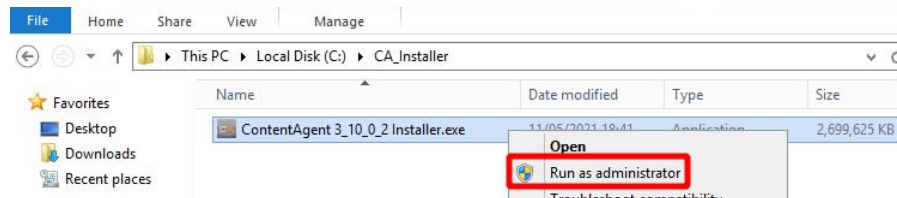
If you are missing any of these components, please contact casupport@telestream.net

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.

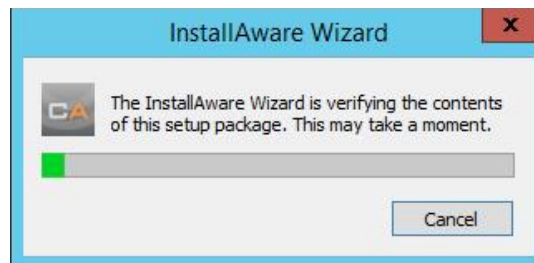
Right click your file -> Properties -> "unblock" -> OK



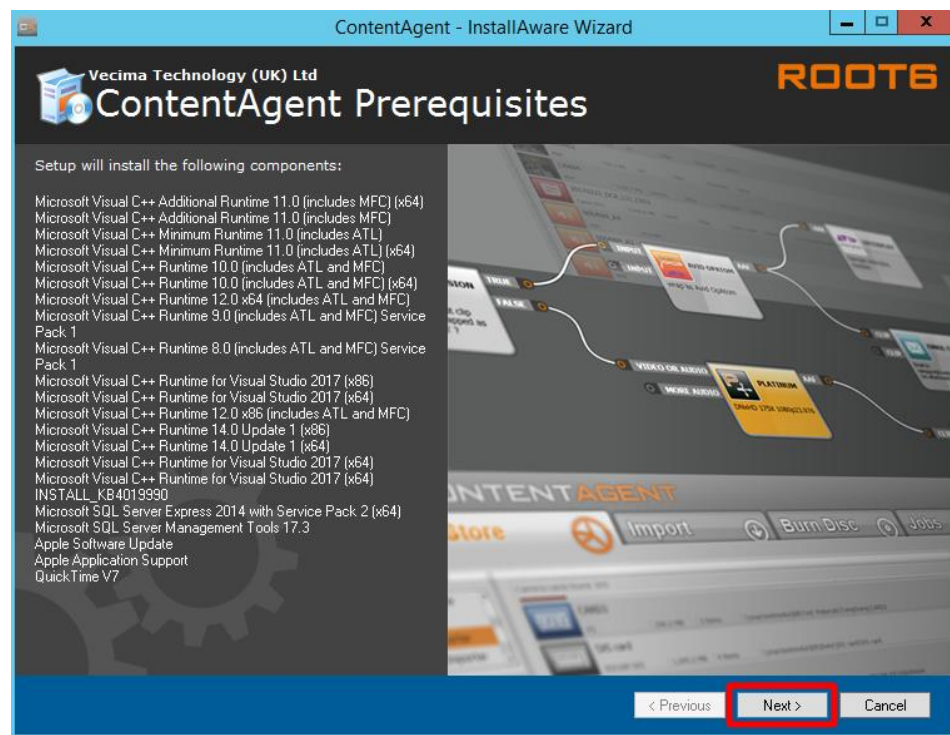
You are now ready to run the ContentAgent base installer. Run as admin if necessary. **Right click -> Run as administrator.**



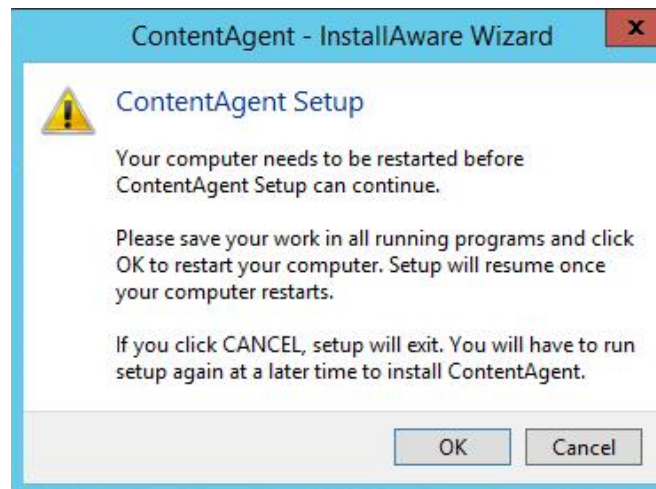
The installAware Wizard may take a moment to load:



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

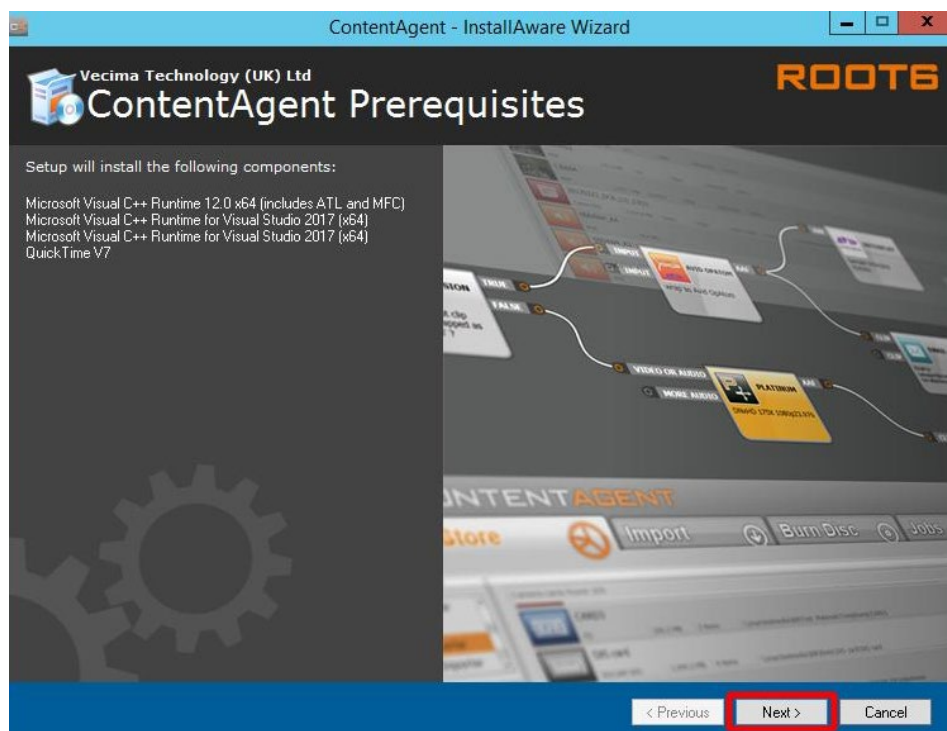


You may be prompted to reboot during the prerequisites installation:

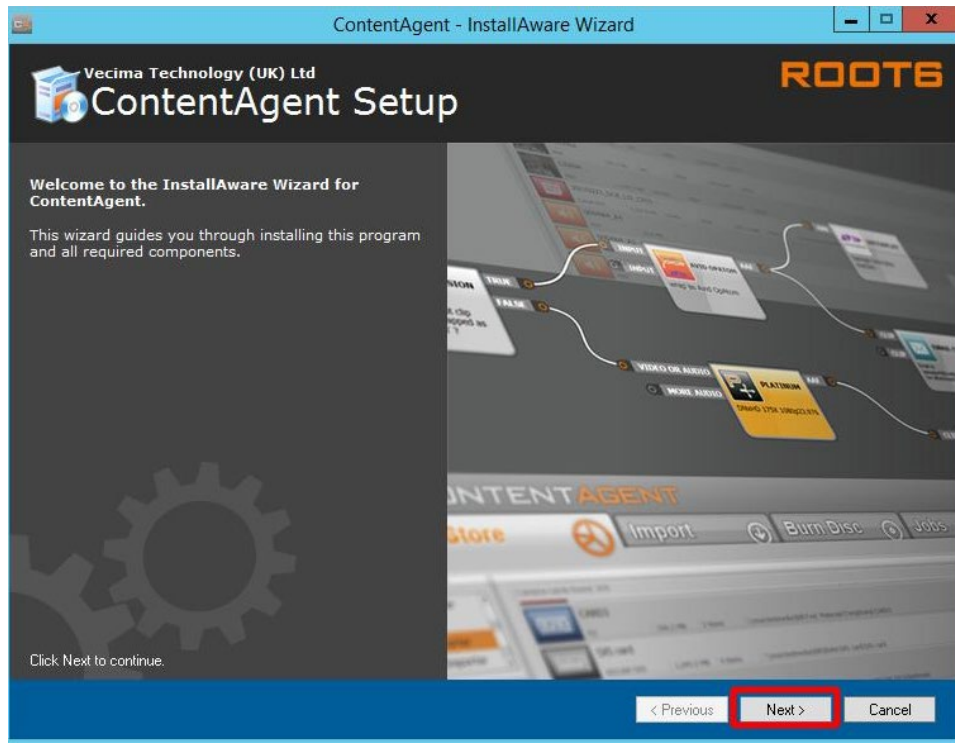


Click OK and wait for your system to finish rebooting.

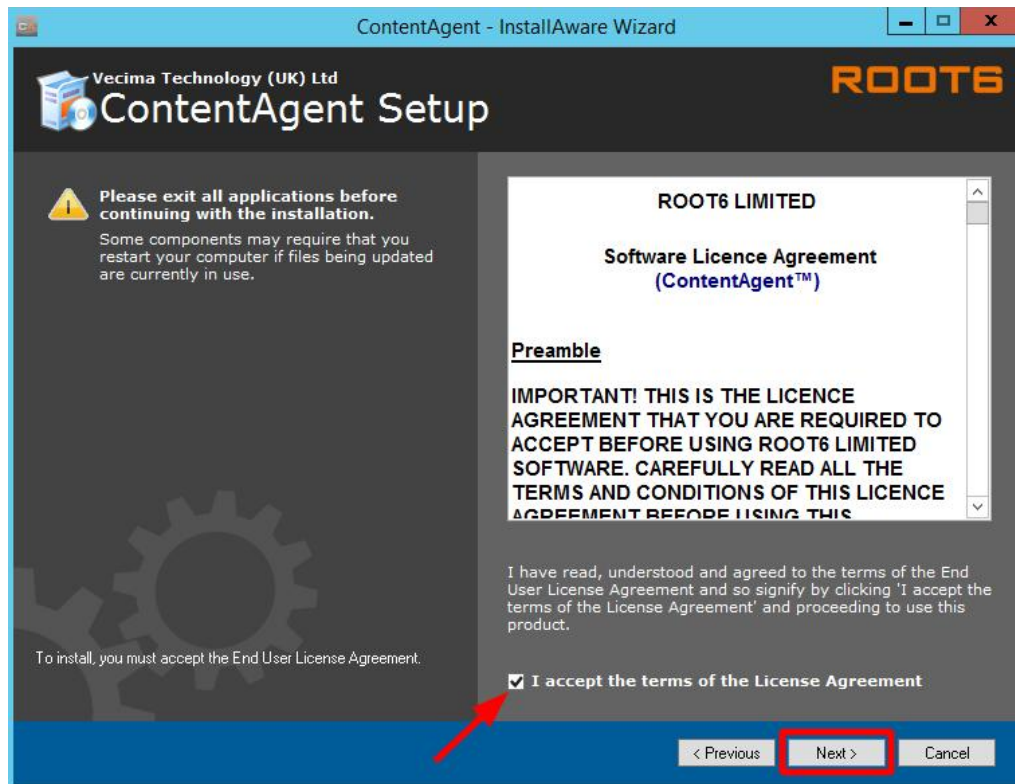
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



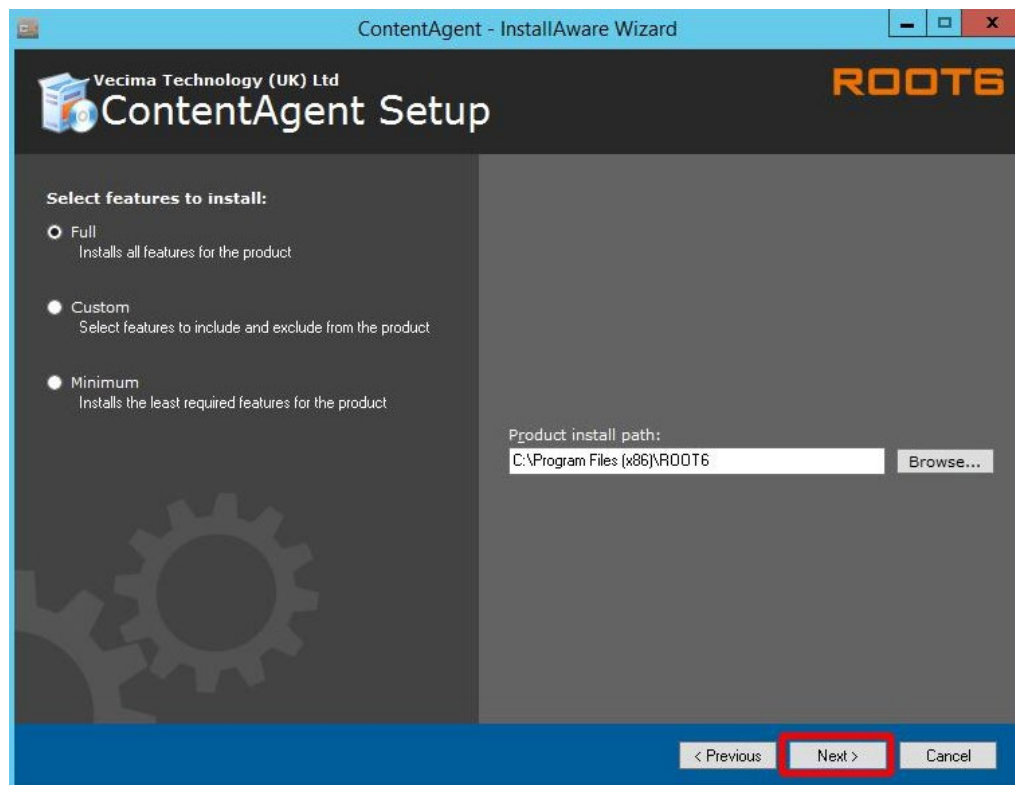
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



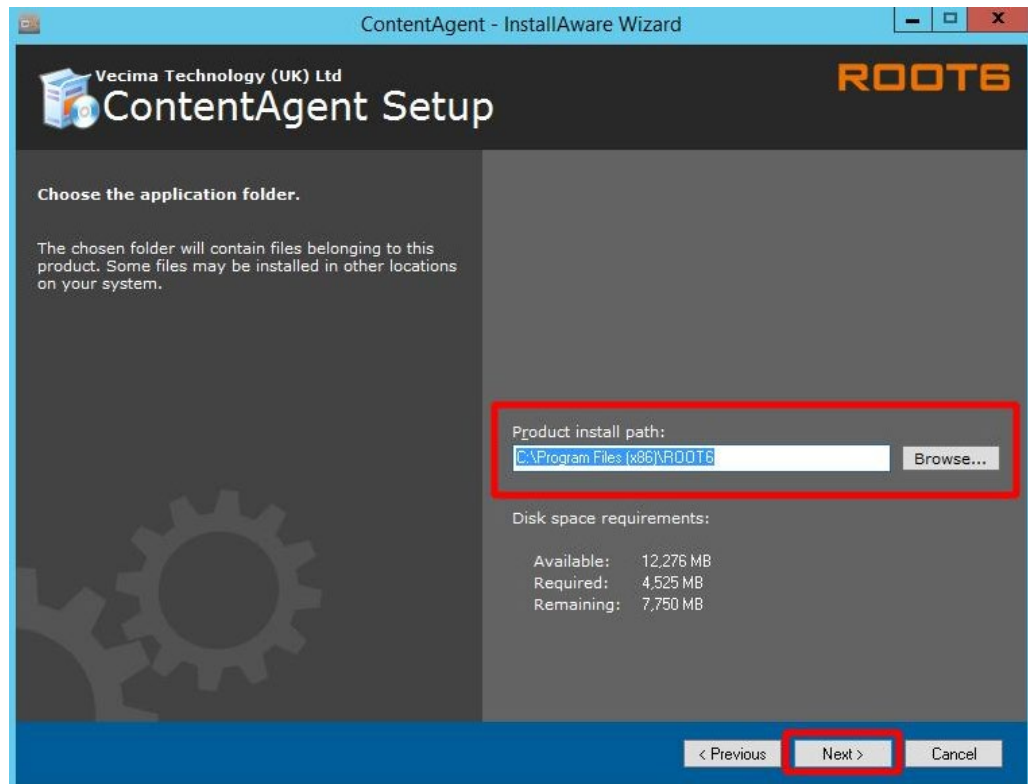
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



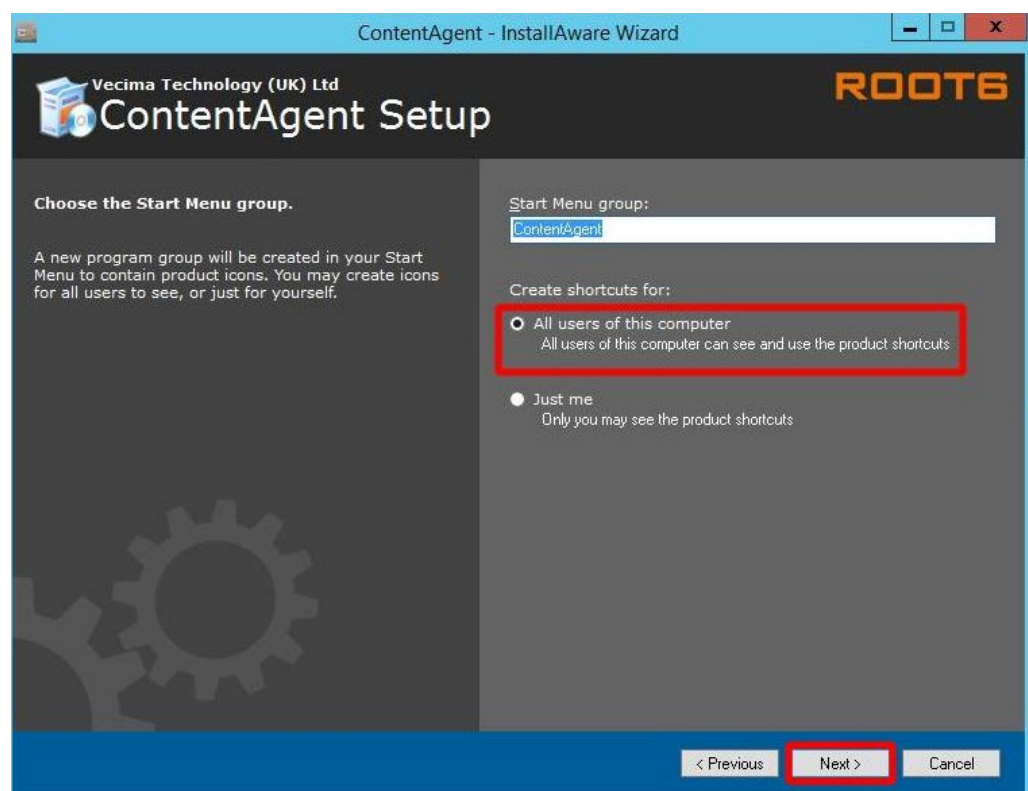
Select the full feature set and click Next to continue:



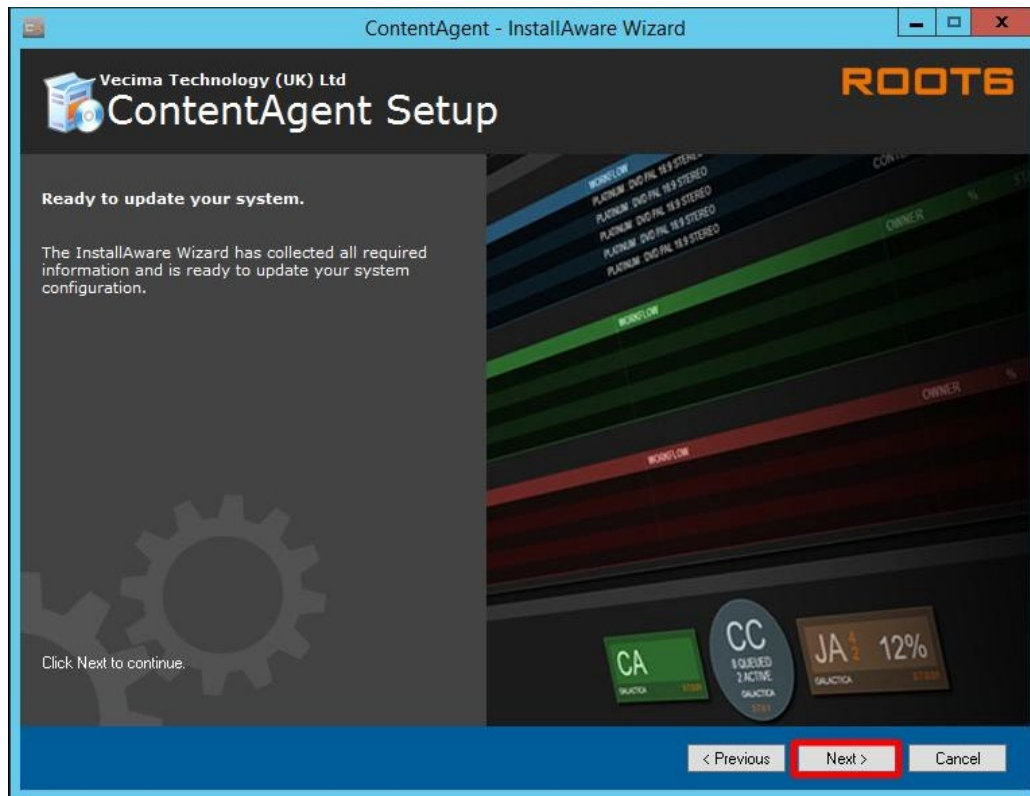
Choose the default installation path and click Next to continue:



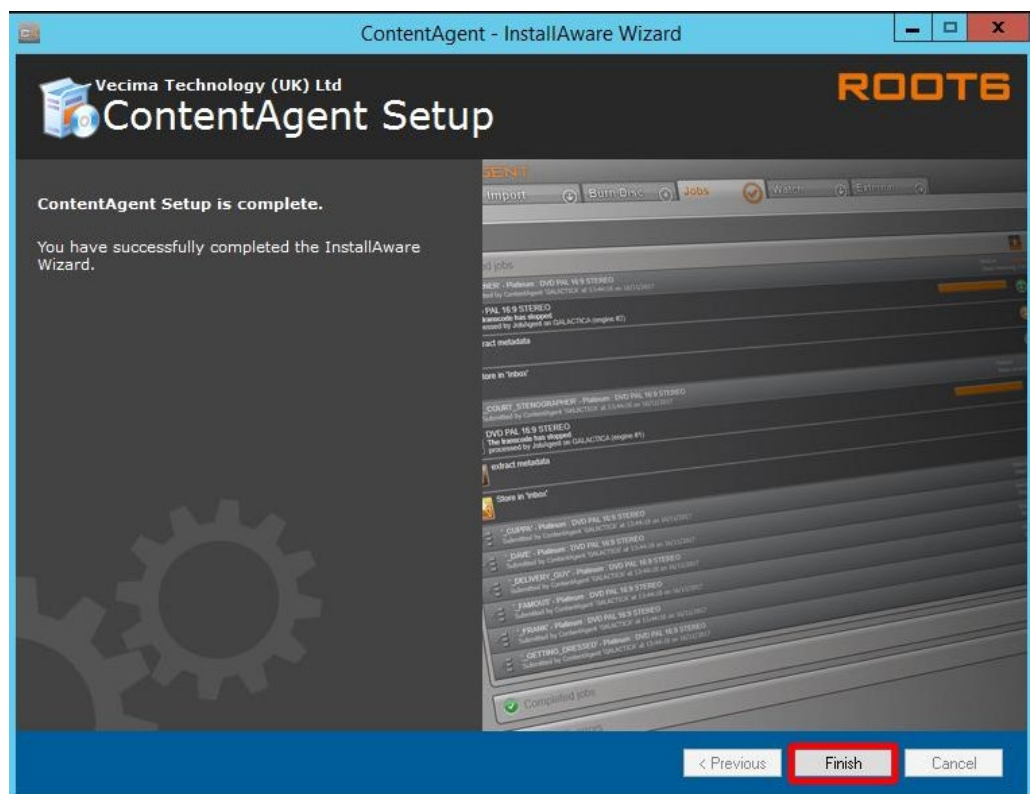
Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:

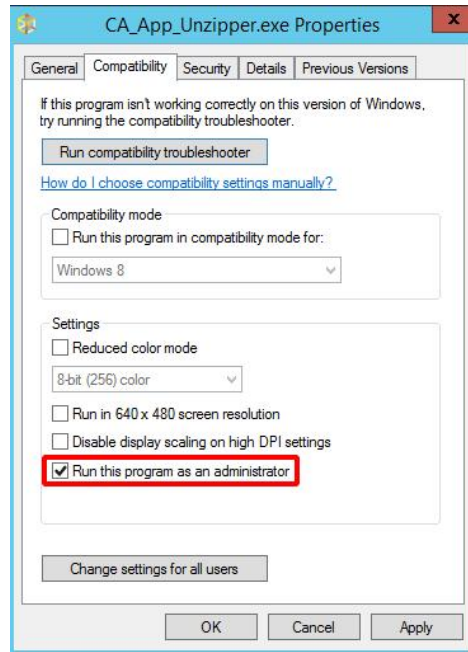


Software update:

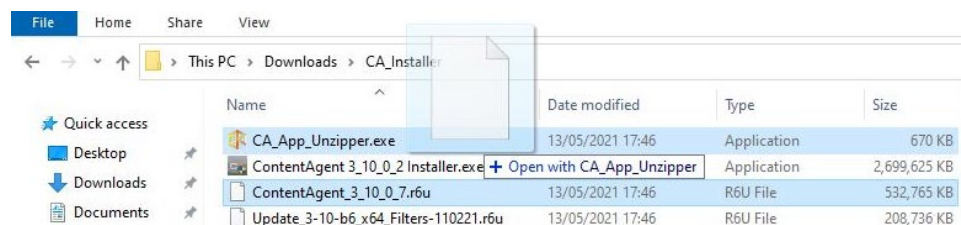
To install the latest Software update, you will need the following components from your support representative:

- CA_App_Unzipper.exe

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



6. 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:

```

C:\CA_Installer\CA_App_Unzipper.exe
***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

Unzipping ContentAgent_3_10_0_7.r6u
to C:\Users\ADMINI~1\AppData\Local\Temp\121408a0-ccf6-4403-84ea-adf620e83ddb
Are you installing a
(1) ContentAgent with ContentCentral and JobAgent
(2) ContentAgent without ContentCentral but with JobAgent
(3) standalone JobAgent
(4) standalone ContentCentral
(5) standalone ContentAgent
(6) abort operation
1_

```

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.

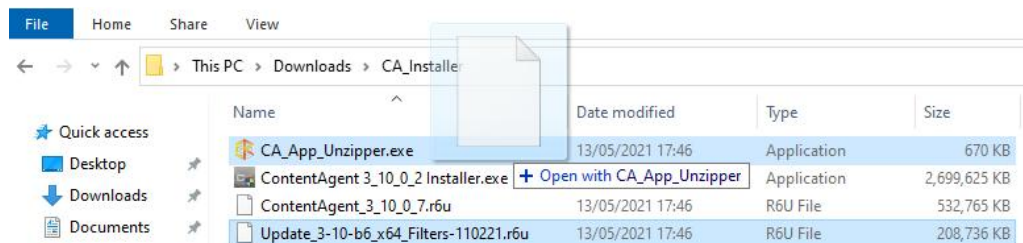
```

C:\CA_Installer\CA_App_Unzipper.exe
***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

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 without 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 ContentAgent...
Unzipping JobAgent...

```

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



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

```

C:\CA_Installer\CA_App_Unzipper.exe
***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

Unzipping Update_3-10-b6_x64_Filters-110221.r6u
to C:\Users\ADMINI~1\AppData\Local\Temp\f3908f1b-4a22-42ef-9bab-4c92fa1b284e
Running install.bat ...

```

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

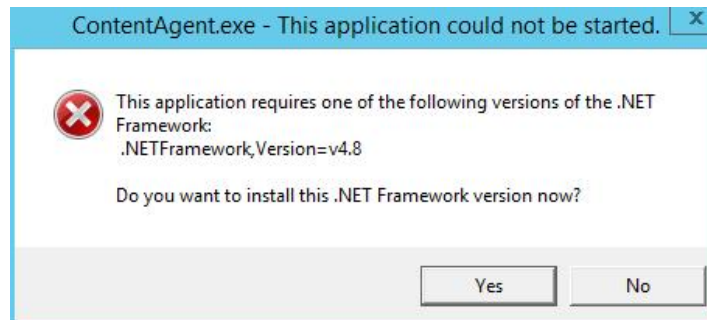
C:\Program Files\ROOT6\Filters

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.



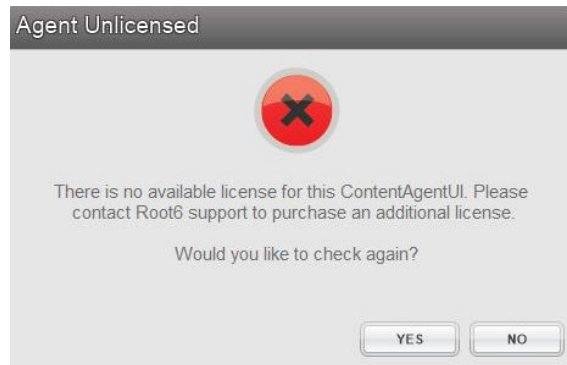
Any version of .net 4.8 will suffice. If you already have .net 4.8 installed, then you can skip this step.

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

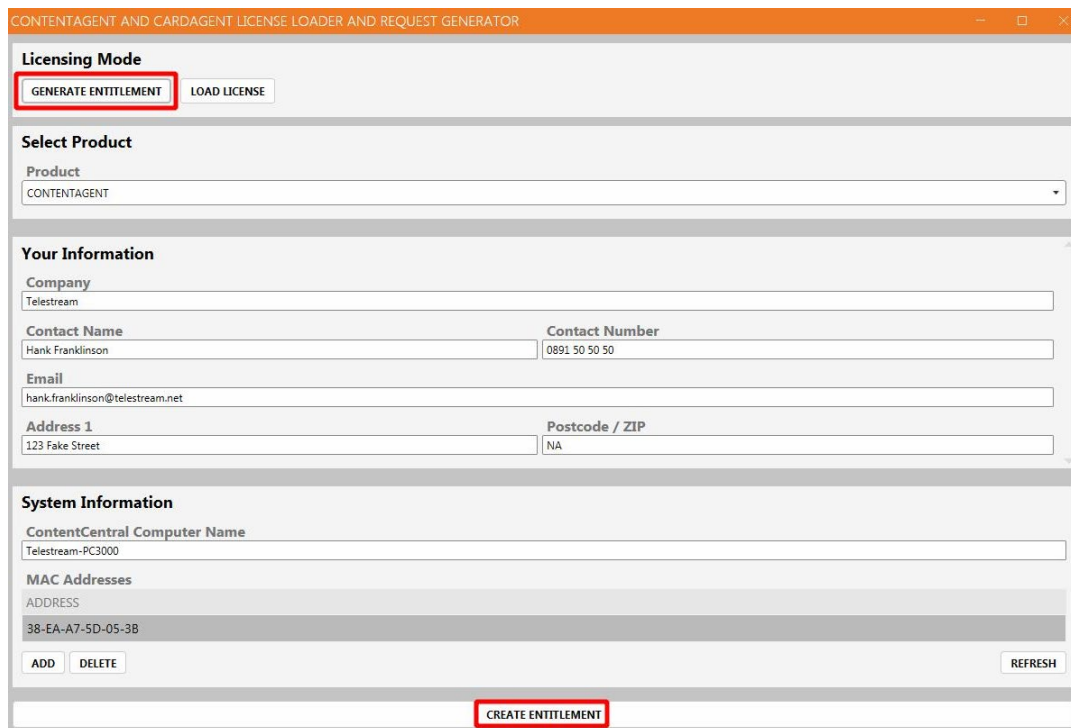
Reboot your system after your .net 4.8 installation is complete.

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.

A screenshot of the "CONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST GENERATOR" application window. The window has an orange title bar. Inside, there's a "Licensing Mode" section with "GENERATE ENTITLEMENT" (highlighted with a red box) and "LOAD LICENSE" buttons. Below is the "Select Product" section with a dropdown menu showing "CONTENTAGENT". The "Your Information" section contains fields for Company (Telestream), Contact Name (Hank Franklinton), Contact Number (0891 50 50 50), Email (hank.franklinton@telestream.net), Address 1 (123 Fake Street), and Postcode / ZIP (NA). The "System Information" section includes ContentCentral Computer Name (Telestream-PC3000) and a table for MAC Addresses with one entry: 38-EA-A7-5D-05-3B. At the bottom, there are "ADD", "DELETE", and "REFRESH" buttons, and a "CREATE ENTITLEMENT" button (highlighted with a red box) at the very bottom.

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.

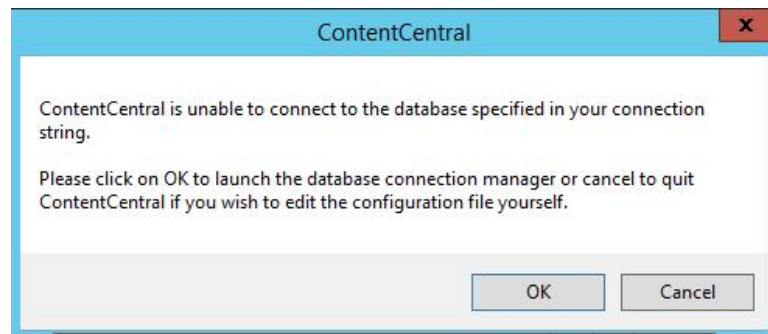
You will need to send this file to casupport@telestream.net – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

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

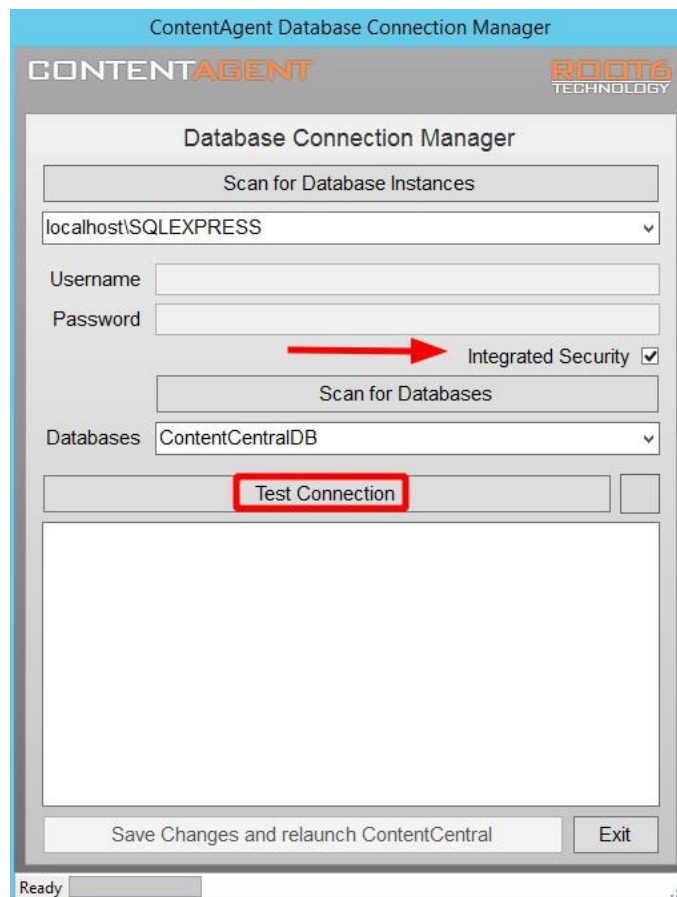
The license file is called: "main_r_4"

Database Permissions:

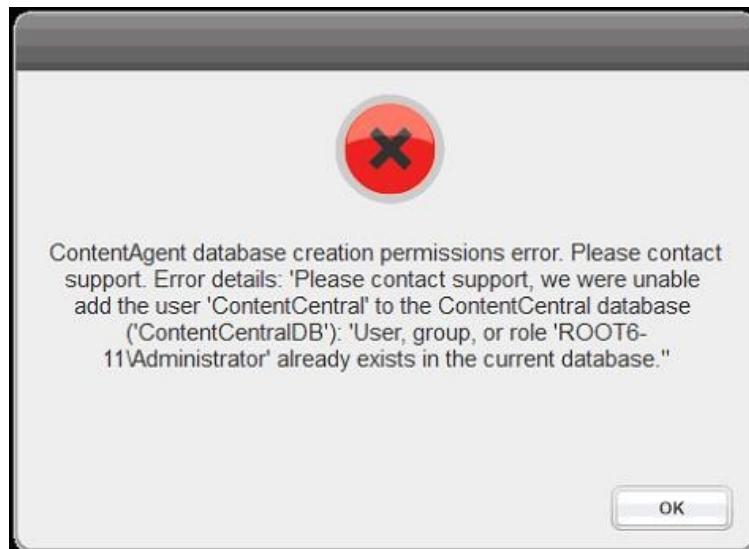
When you have Launched ContentAgent for the first time, you may run into a connection string error:



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



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.

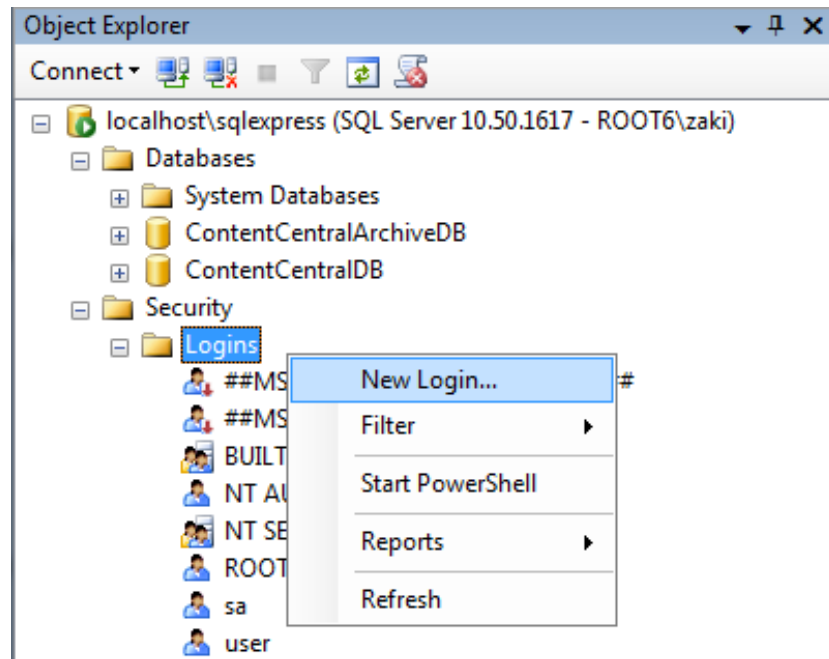


This can be due to administrative restrictions which do not allow us to automatically create a **"ContentCentral"** user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

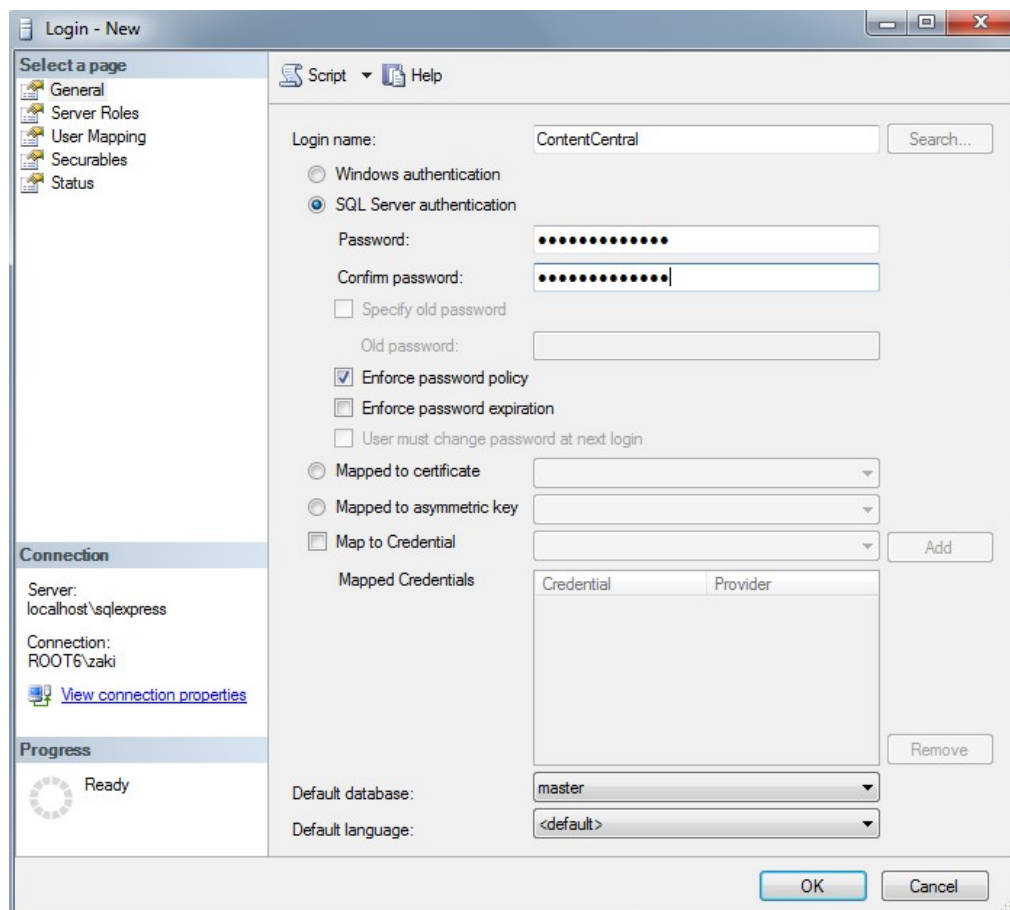
There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

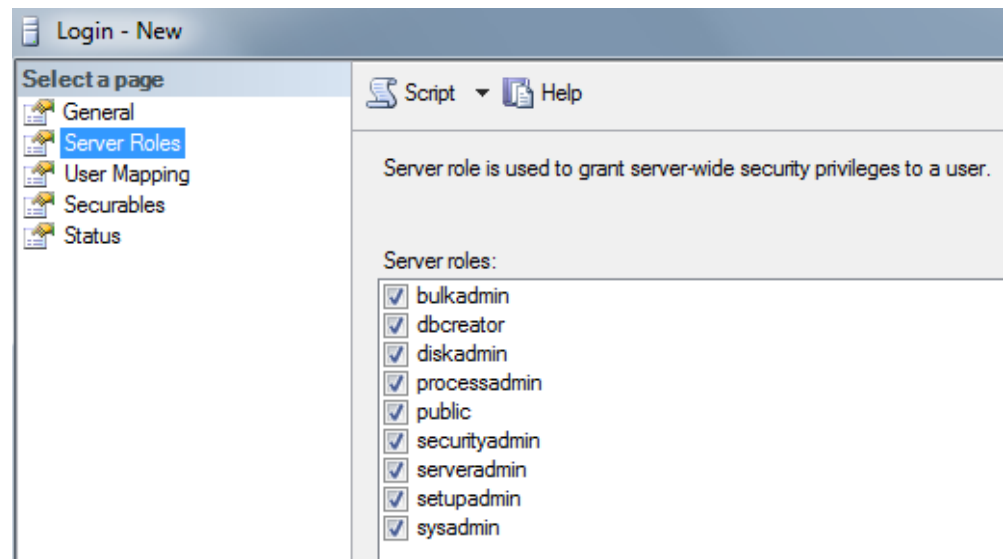
21. Shutdown ContentAgent (**end ContentCentral service from task manager (or system tray) if necessary**)
22. Open SQL Management Studio select the following options and connect:
Server type: Database Engine Server
name: localhost\sqlexpress
Authentication: Windows Authentication
23. Expand security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



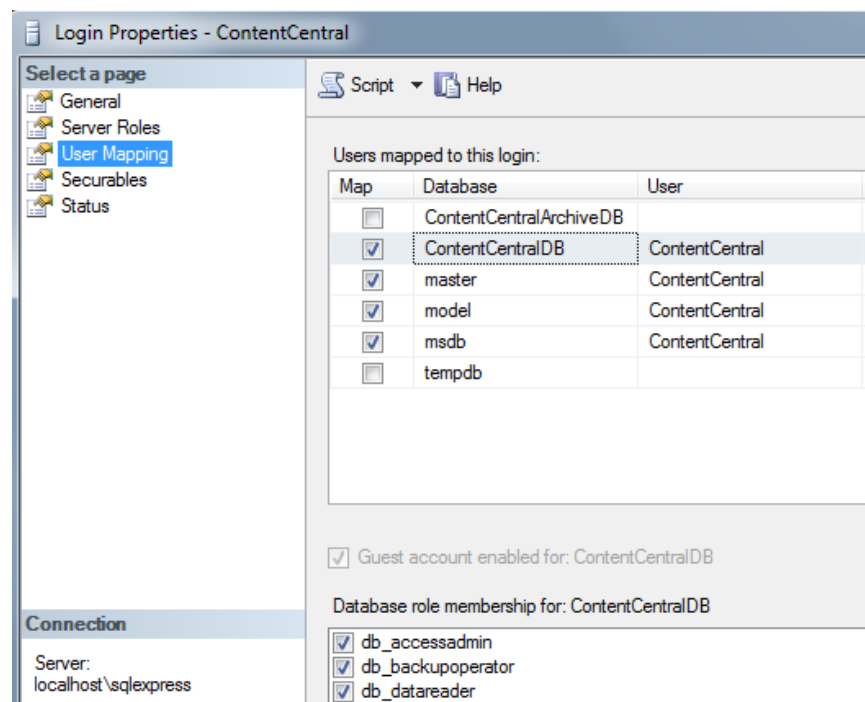
24. In the **General** page: select **SQL server authentication**
25. Create a Login name called "**ContentCentral**"
26. Enter a new password "**ContentAgent1**"
27. Uncheck **Enforce password expiration**



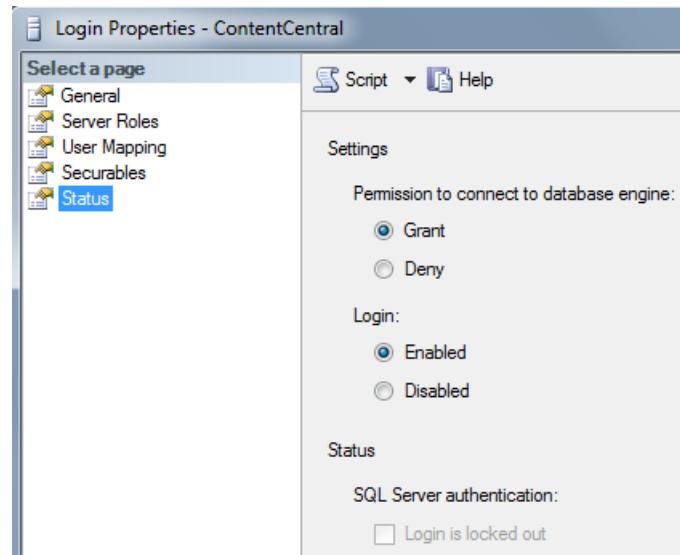
28. Select the **Server Roles** page and **enable all Server role** options:



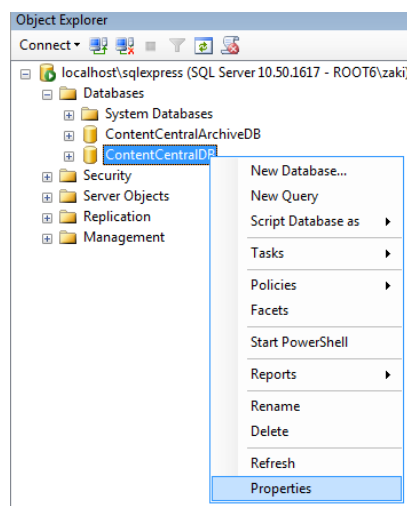
29. Select the **User Mapping** page and map the following 4 databases: **ContentCentralDB, master, model and msdb**



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



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>
  <add name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1" />
  <add name="ContentCentral.Properties.Settings.ContentCentralArchiveDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralArchiveDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1" providerName="System.Data.SqlClient" />
</connectionStrings>
```

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

ContentAgent should now launch without any database permission errors.

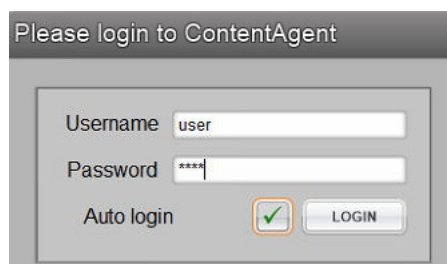
Take note - a manual ContentAgent installation **will overwrite** all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will **not overwrite** the config files.

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	Type	Size
ContentAgent	06/07/2018 22:01	File folder	
ContentAgentSendToTools	08/11/2017 16:42	File folder	
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”

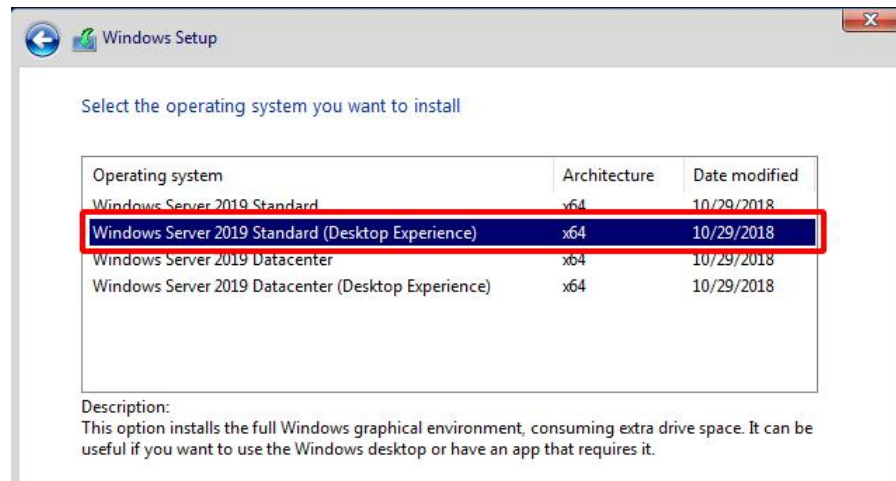


A screenshot of the ContentAgent login window. The title bar says 'Please login to ContentAgent'. Inside, there are two text input fields: 'Username' with 'user' entered and 'Password' with '****' entered. Below these is an 'Auto login' checkbox which is checked, and a 'LOGIN' button.

Windows Server 2019 Installation

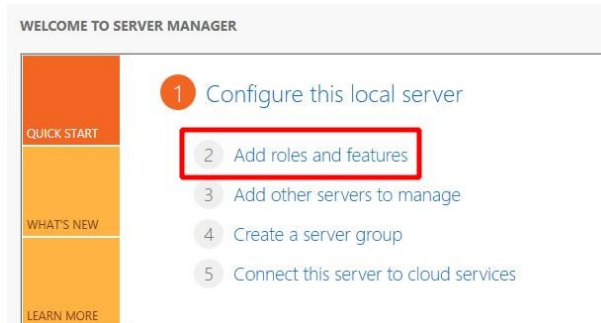
Operating System preliminary steps

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



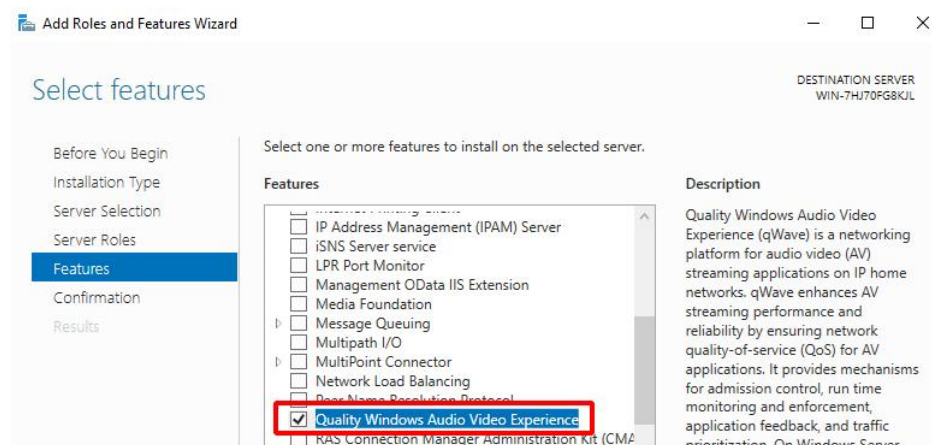
Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

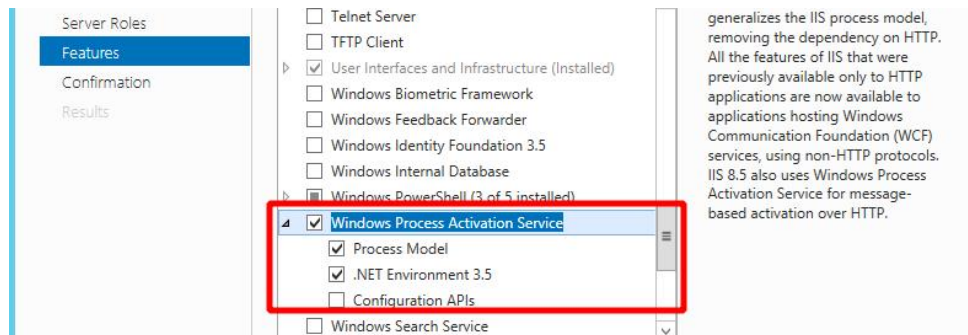


14. Add/install the following features:

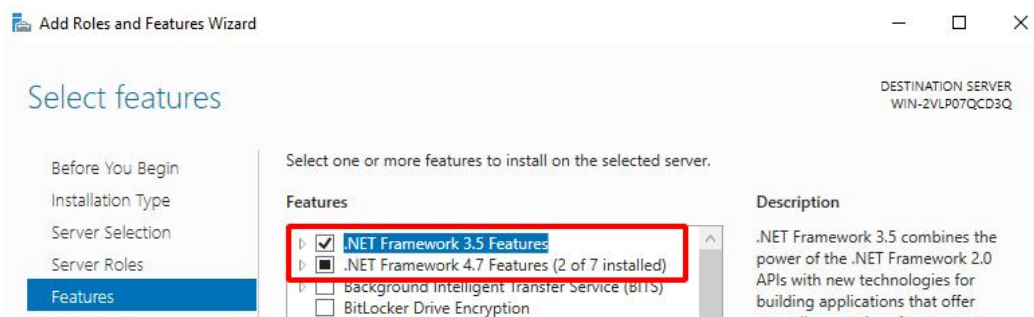
- Quality Windows Audio Video Experience



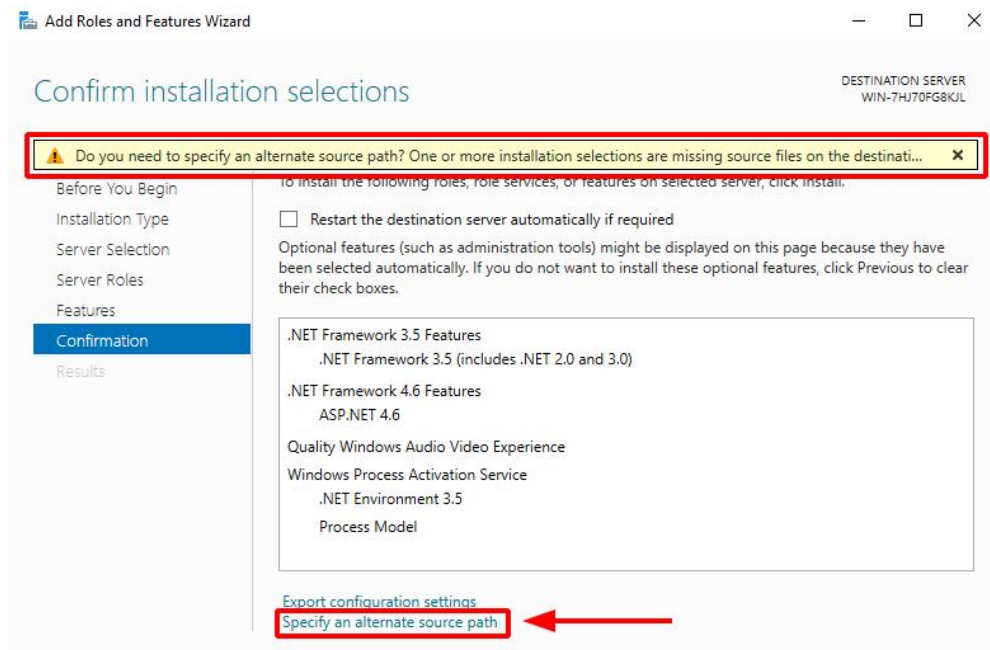
- Windows Process Activation Service (including .NET Environment 3.5)



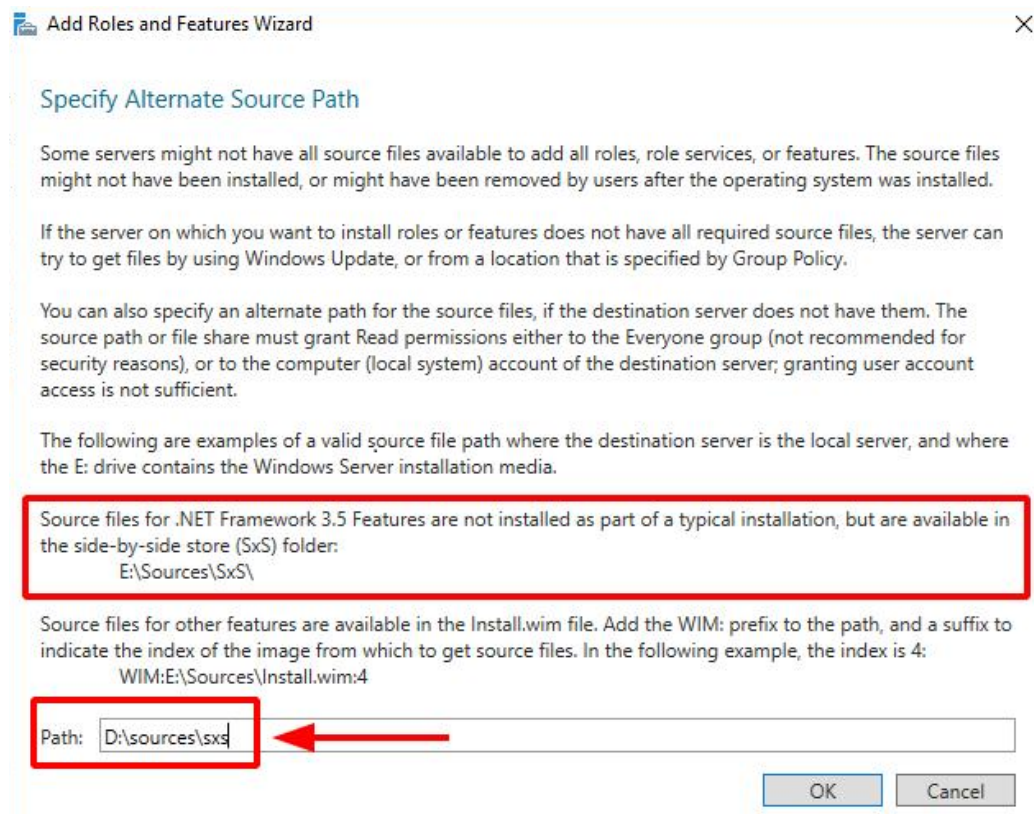
- .NET Framework 3.5/4.7 Features



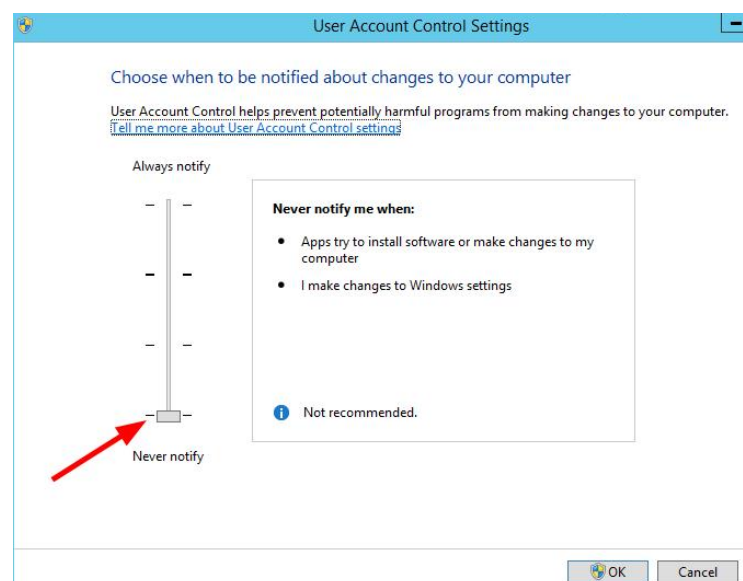
When you have selected your required features, you may need to specify an alternate source path to complete your .net 3.5 installation. Click on “Specify an alternate source path”:



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:**

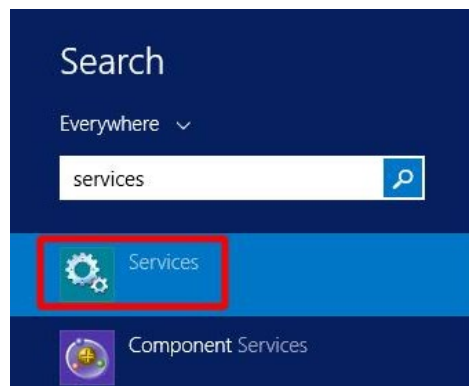


15. Disable User Account Control settings (bring the slider down completely).
Run Start -> UAC (user account control)



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

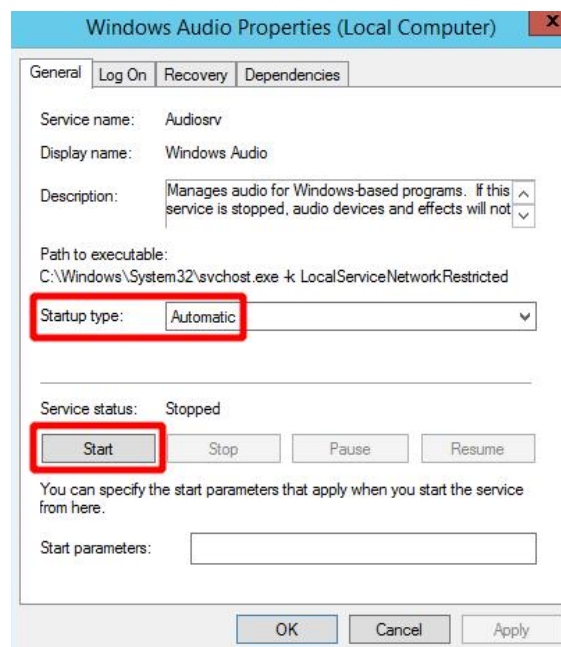
18. Open Windows Services: **Run Start -> Services**



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...		Manual	Local Service
	Windows Connection Manager	Makes a...	Running	Automatic (T...	Local Service
	Windows Driver Foundation - User-mo...	Creates a...		Manual (Trig...	Local Syste...

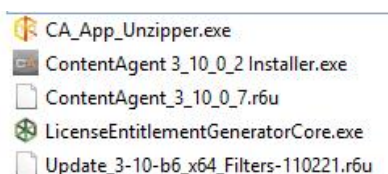


ContentAgent Installer:

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:

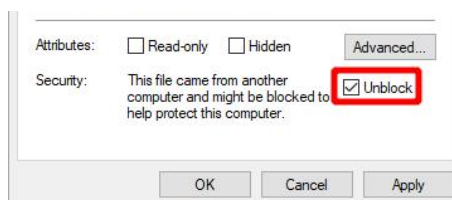
- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator



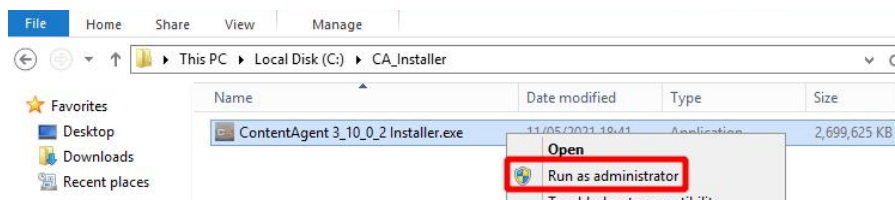
If you are missing any of these components, please contact casupport@telestream.net

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.

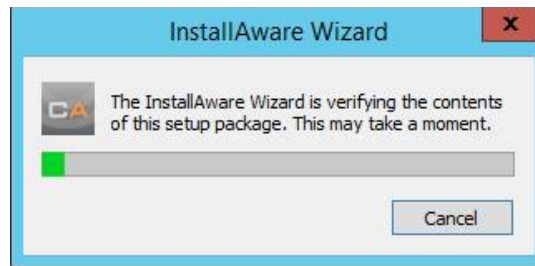
Right click your file -> Properties -> “unblock” -> OK



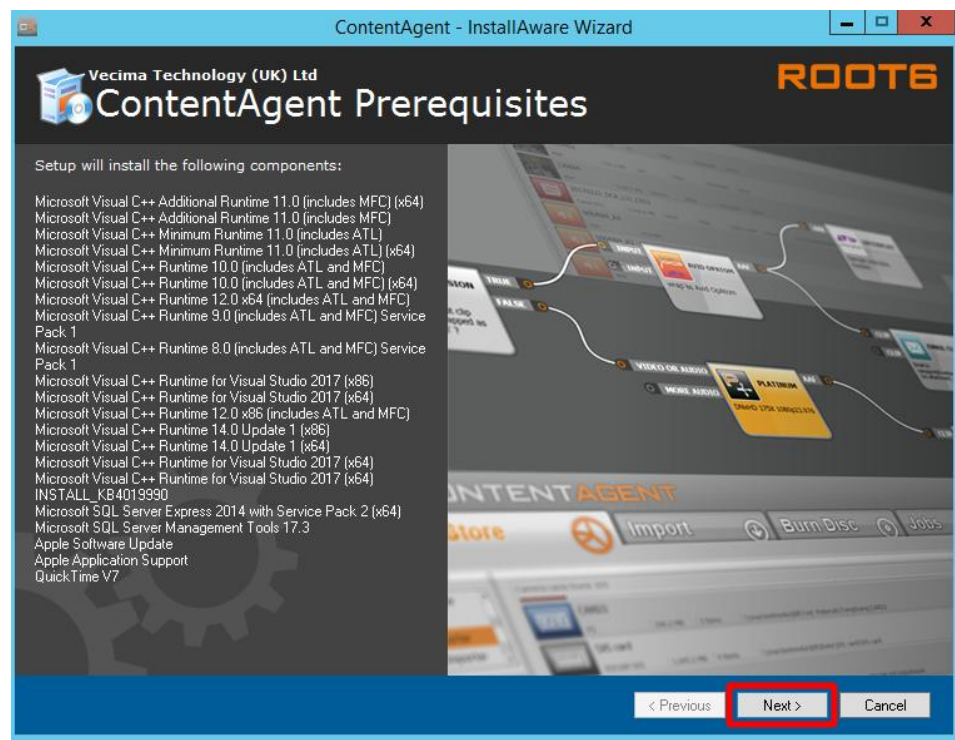
You are now ready to run the ContentAgent base installer. Run as admin if necessary. **Right click -> Run as administrator.**



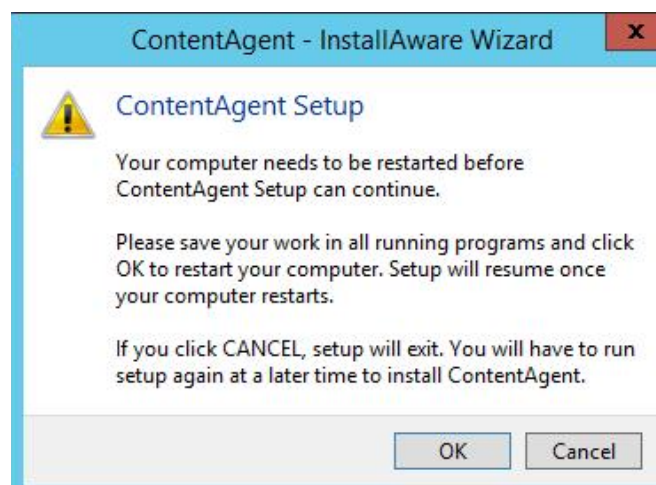
The installAware Wizard may take a moment to load:



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

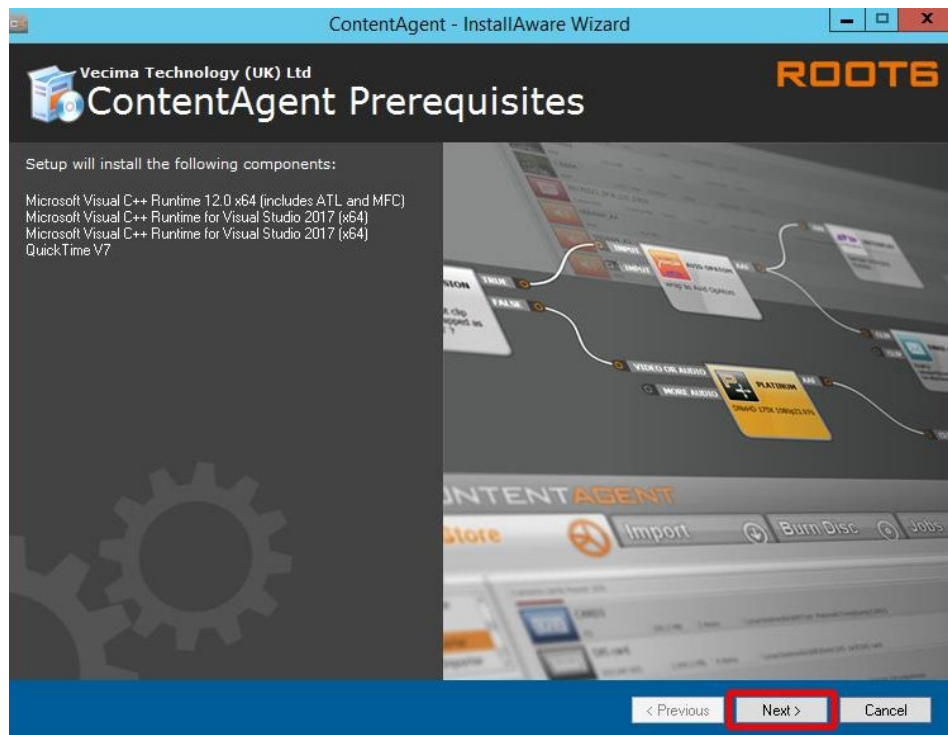


You may be prompted to reboot during the prerequisites installation:



Click OK and wait for your system to finish rebooting.

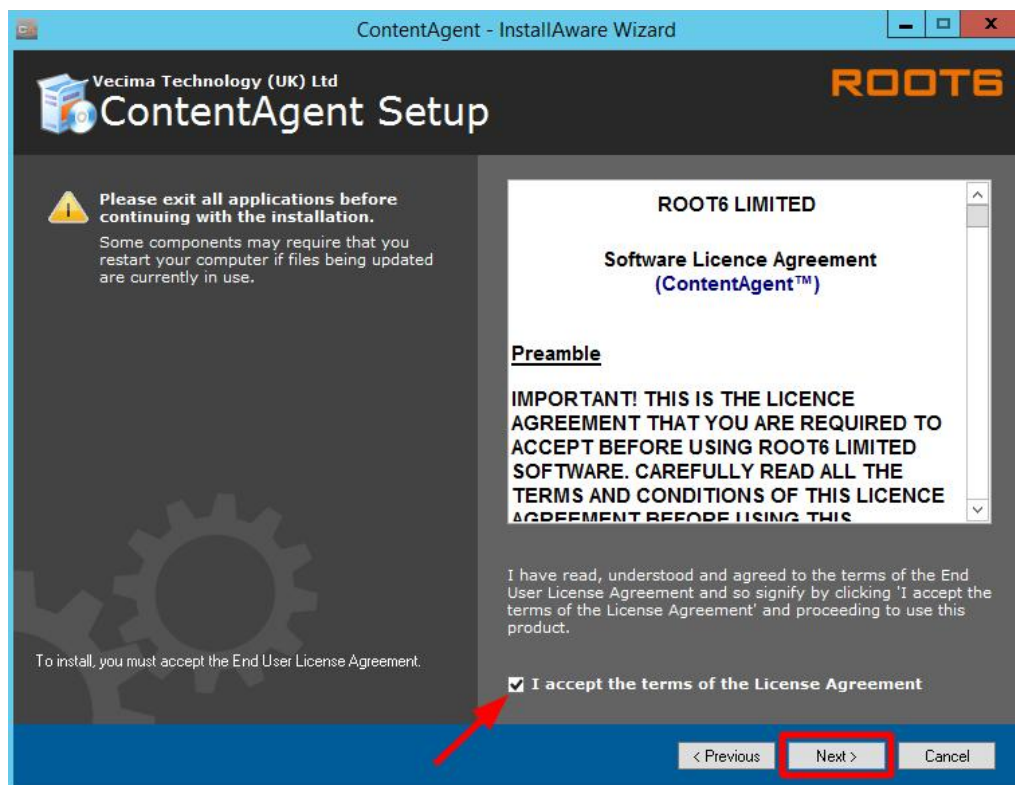
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



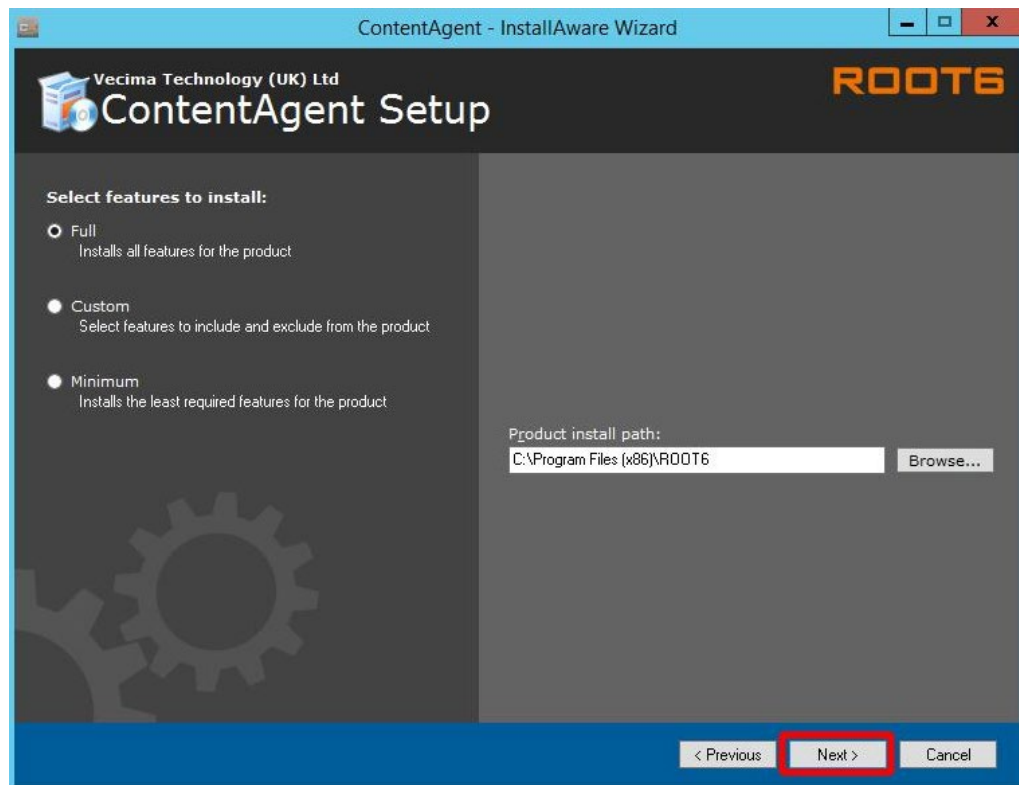
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



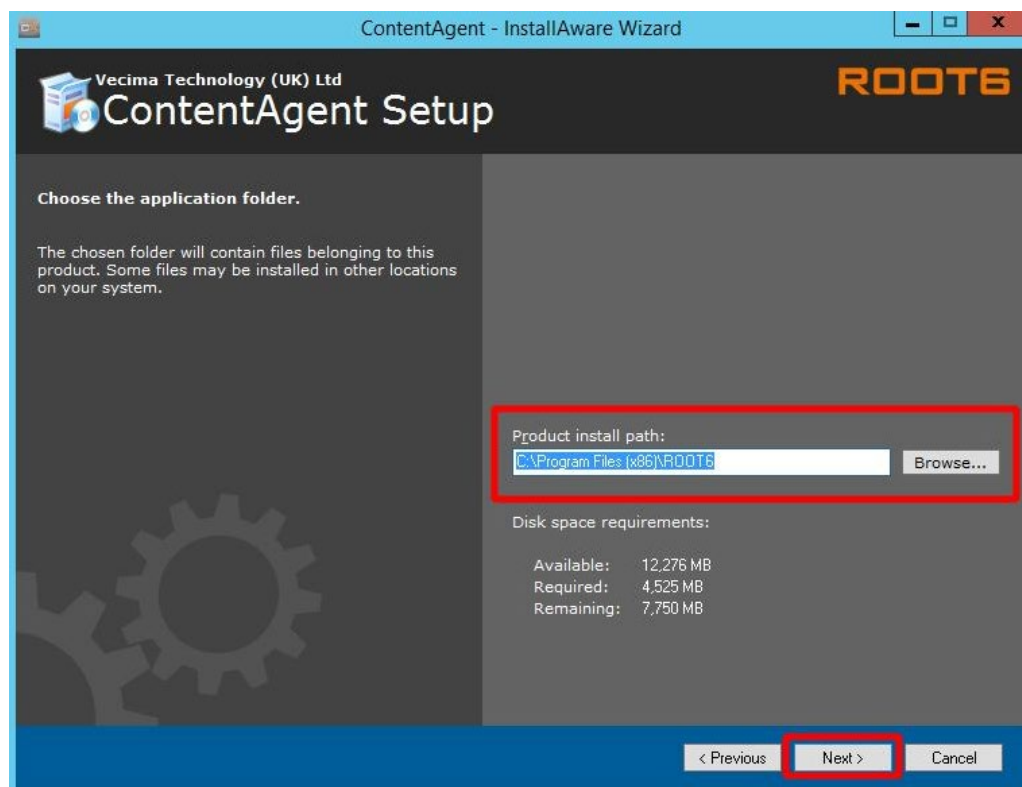
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



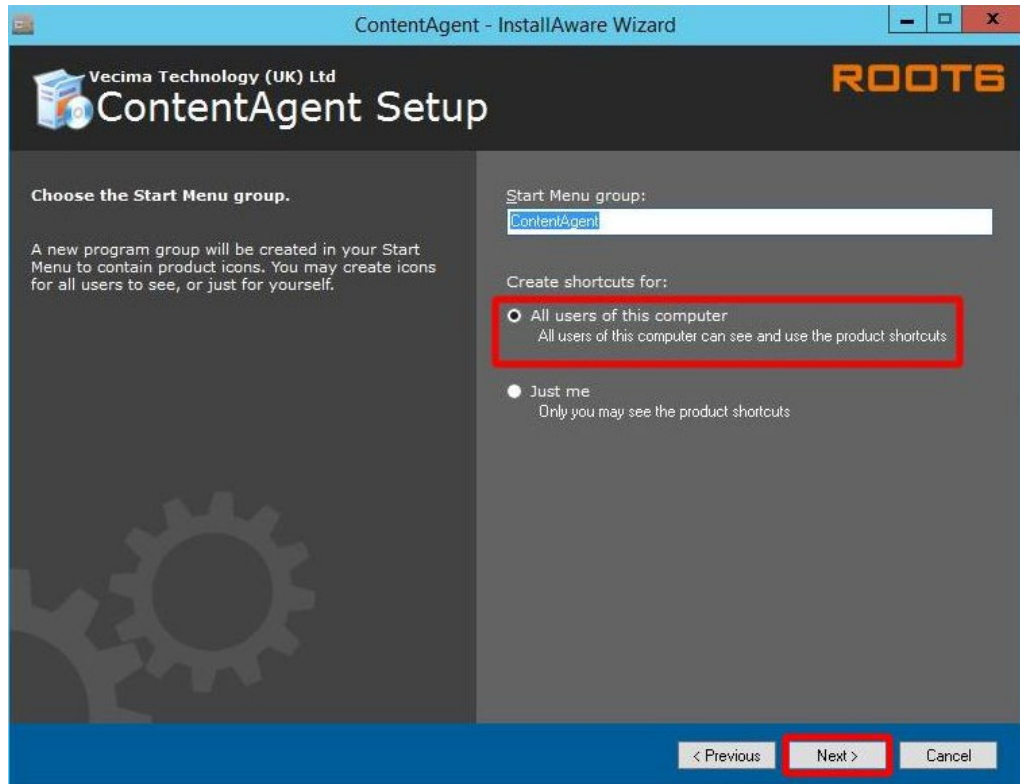
Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:



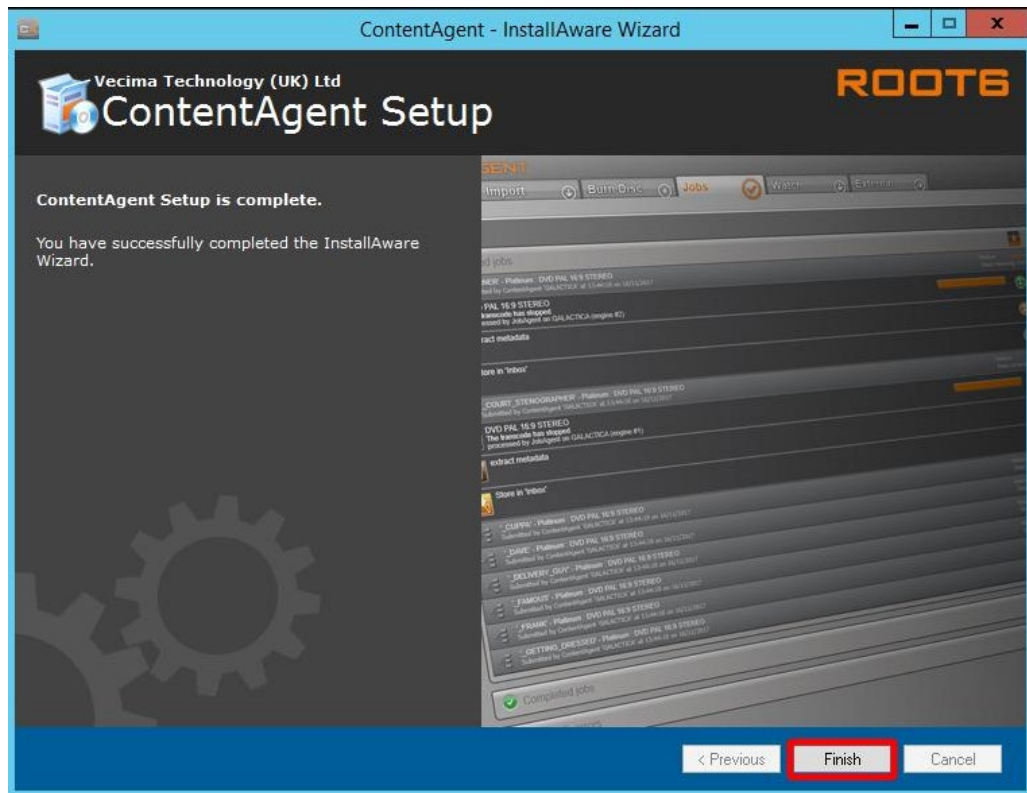
Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:

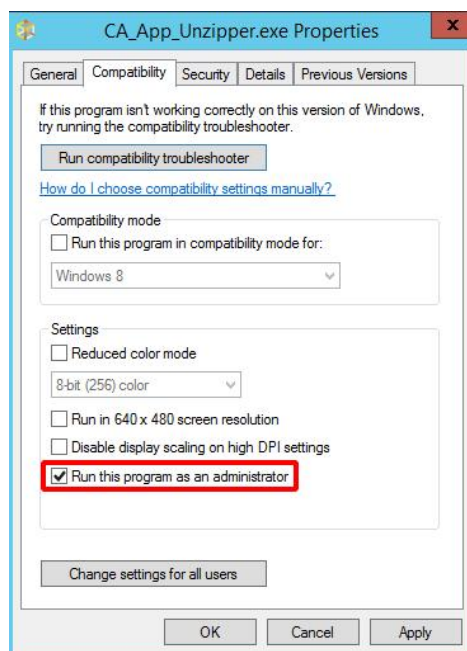


Software update:

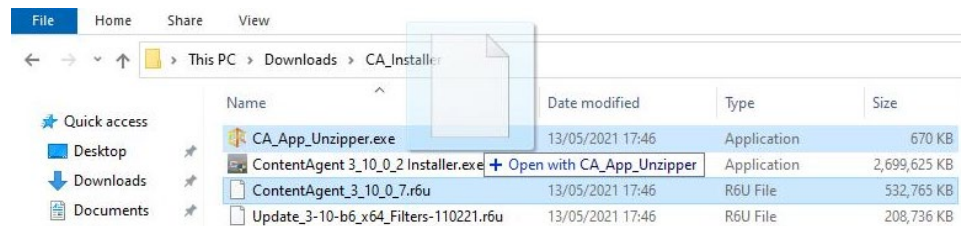
To install the latest Software update, you will need the following components from your support representative:

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

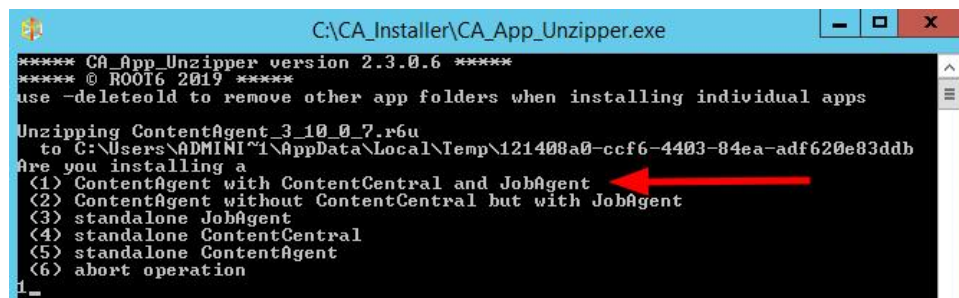
9. Set the CA_App_Unzipper.exe to run as admin. **Right click -> properties -> compatibility -> Run this program as an administrator.**



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

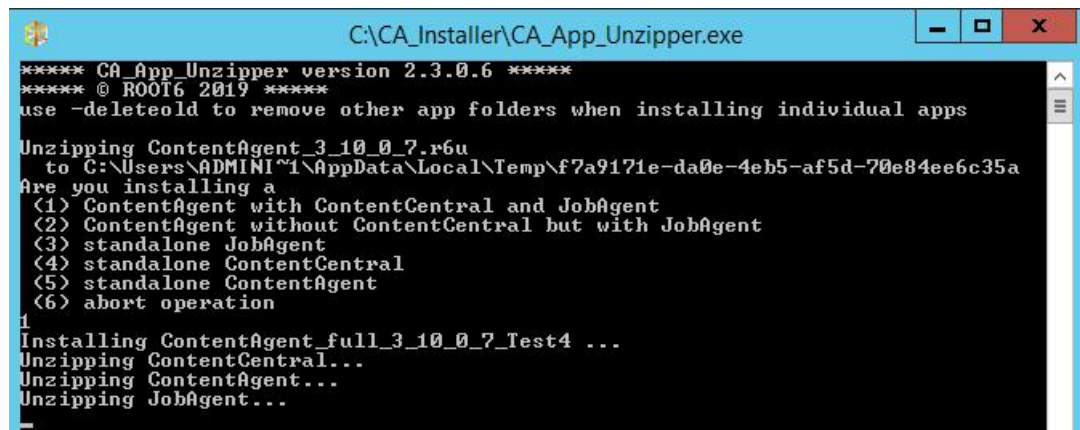


You will be presented with a commandline window with the following options:

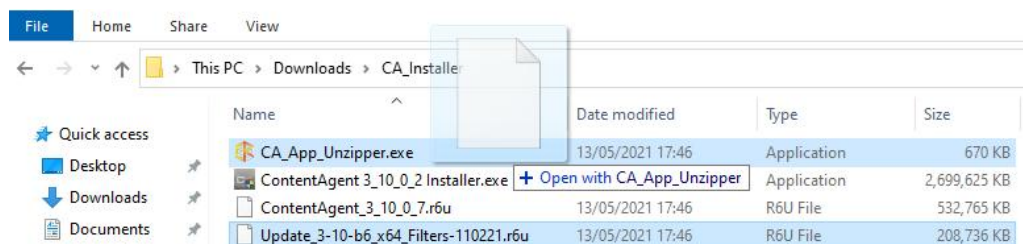


Select option 1 and hit the Enter key.

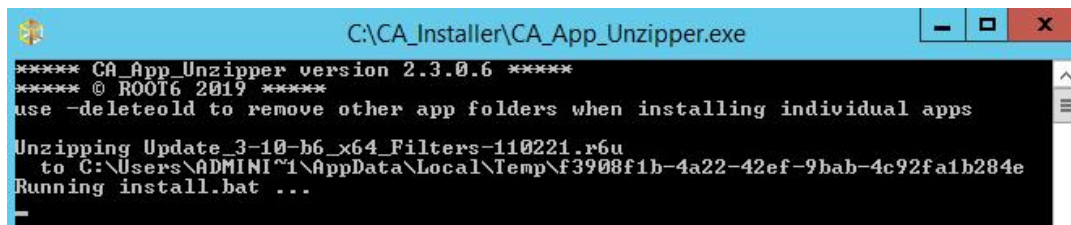
The contents of the.r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.



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



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



```
***** CA_App_Unzipper version 2.3.0.6 *****
***** @ ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

Unzipping Update_3-10-b6_x64_Filters-110221.r6u
to C:\Users\ADMINI~1\AppData\Local\Temp\f3908f1b-4a22-42ef-9bab-4c92fa1b284e
Running install.bat ...
```

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

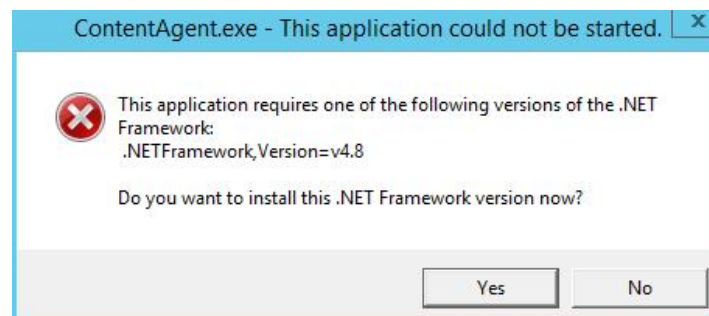
C:\Program Files\ROOT6\Filters

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

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

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

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



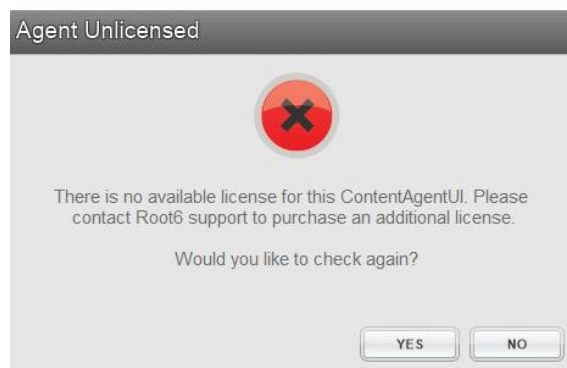
Any version of .net 4.8 will suffice. If you already have .net 4.8 installed, then you can skip this step.

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.

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.

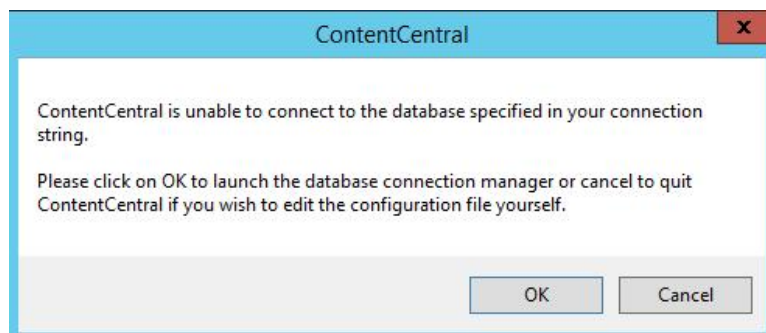
You will need to send this file to casupport@telestream.net – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

If your system is offline, please email casupport@telestream.net 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 Manager

CONTENTAGENT **ROOT6**
TECHNOLOGY

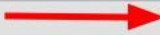
Database Connection Manager

Scan for Database Instances

localhost\SQLEXPRESS ▼

Username

Password

 Integrated Security ☒

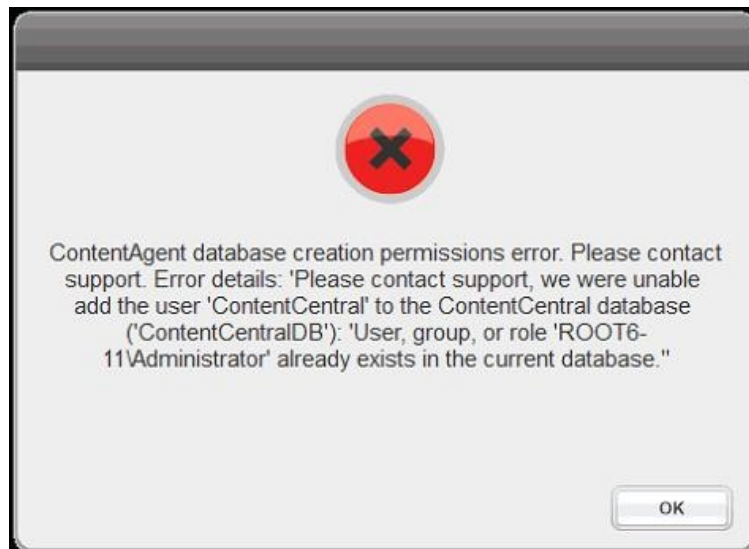
Scan for Databases

Databases ContentCentralDB ▼

Test Connection

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.

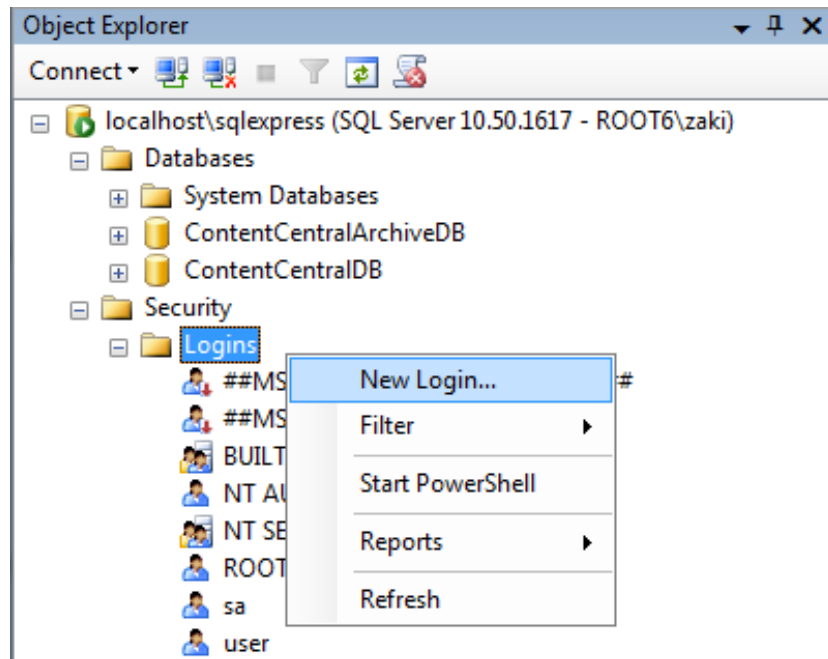


This can be due to administrative restrictions which do not allow us to automatically create a **"ContentCentral"** user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

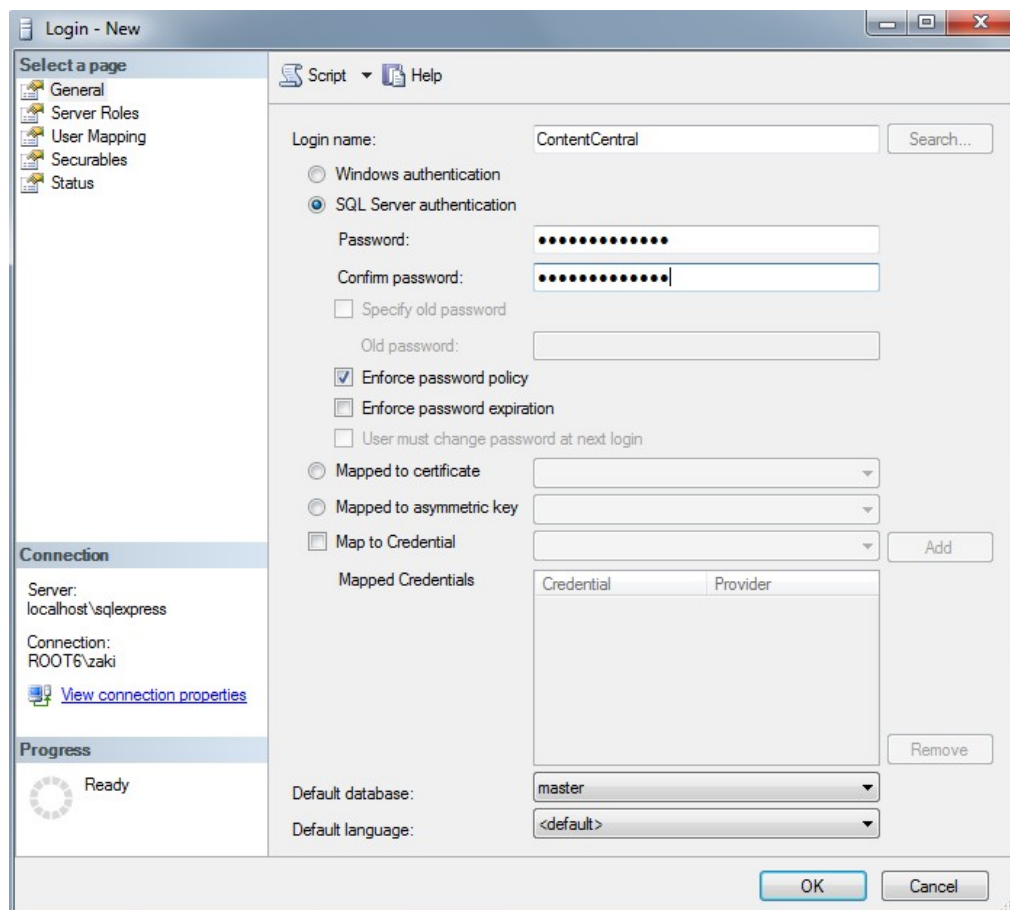
There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

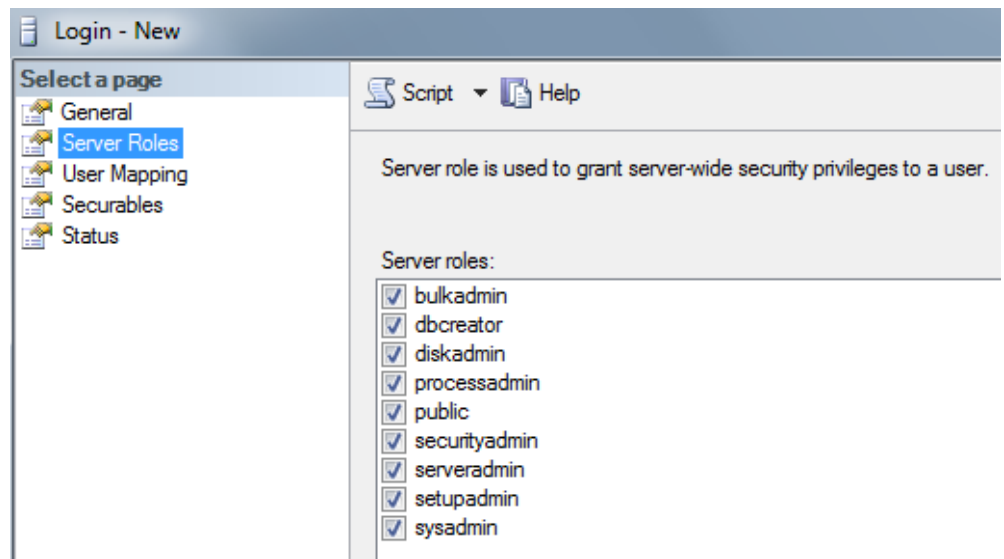
41. Shutdown ContentAgent (**end ContentCentral service from task manager (or system tray) if necessary**)
42. Open SQL Management Studio select the following options and connect:
Server type: Database Engine Server
name: localhost\sqlexpress
Authentication: Windows Authentication
43. Expand security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



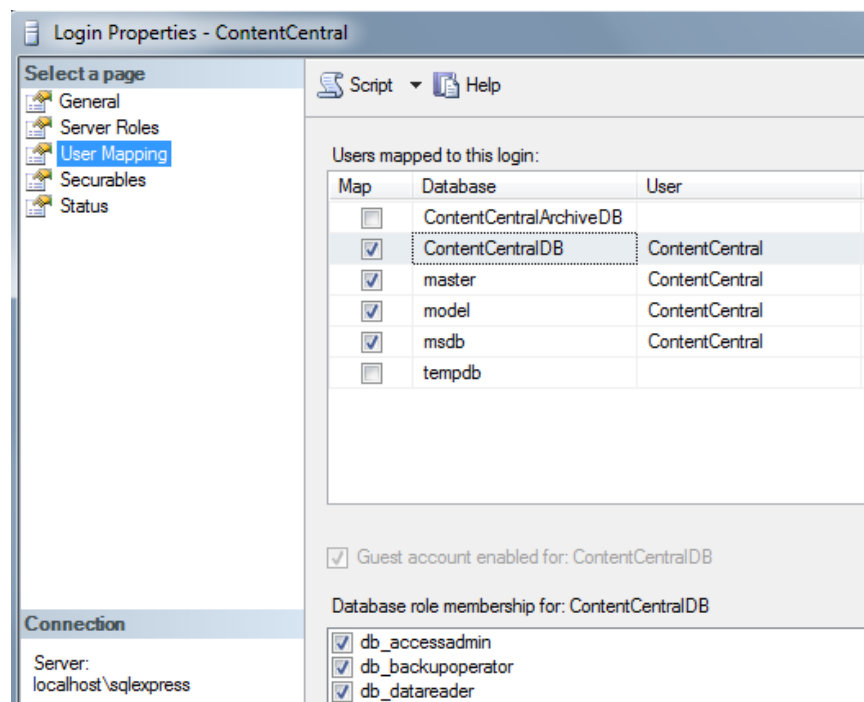
44. In the **General** page: select **SQL server authentication**
45. Create a Login name called "**ContentCentral**"
46. Enter a new password "**ContentAgent1**"
47. Uncheck **Enforce password expiration**



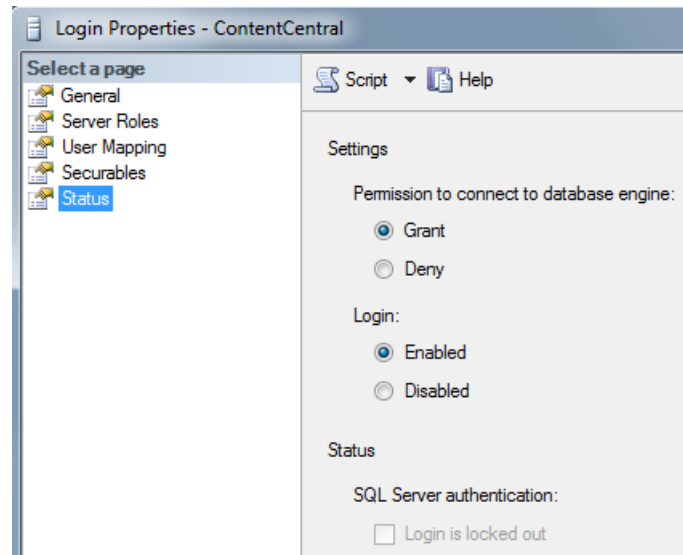
48. Select the **Server Roles** page and **enable all Server role** options:



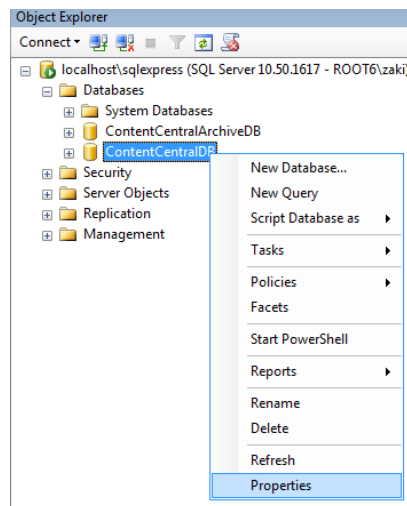
49. Select the **User Mapping** page and map the following 4 databases: **ContentCentralDB, master, model and msdb**



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



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>
  <add name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1" />
  <add name="ContentCentral.Properties.Settings.ContentCentralArchiveDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralArchiveDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1" providerName="System.Data.SqlClient" />
</connectionStrings>
```

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

ContentAgent should now launch without any database permission errors.

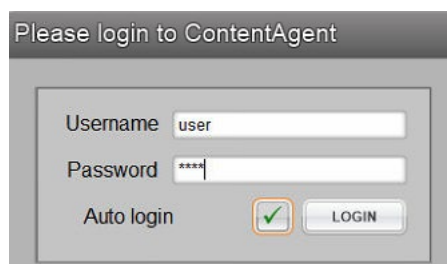
Take note - a manual ContentAgent installation **will overwrite** all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will **not overwrite** the config files.

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	Type	Size
ContentAgent	06/07/2018 22:01	File folder	
ContentAgentSendToTools	08/11/2017 16:42	File folder	
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”

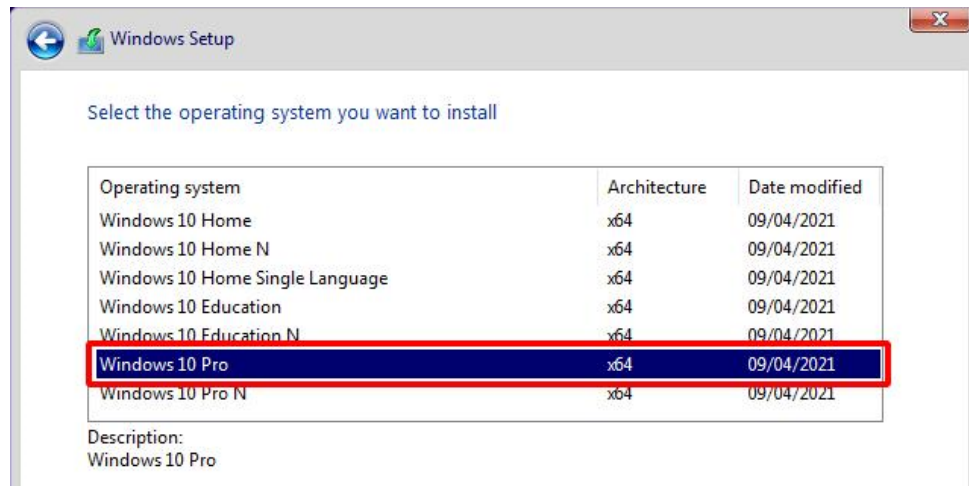


A screenshot of the 'Please login to ContentAgent' dialog box. It features a title bar with the text 'Please login to ContentAgent'. Below the title bar, there are two input fields: 'Username' with the text 'user' and 'Password' with four asterisks '****'. Below these fields, there is an 'Auto login' checkbox which is checked, and a 'LOGIN' button.

Windows 10 Installation

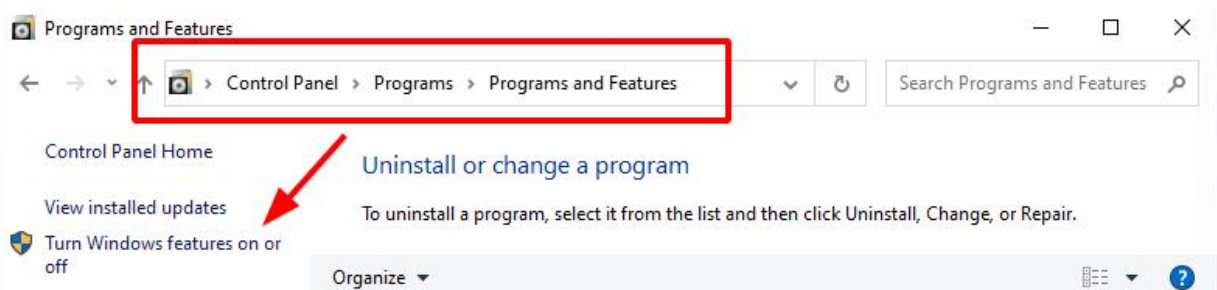
Operating System preliminary steps

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



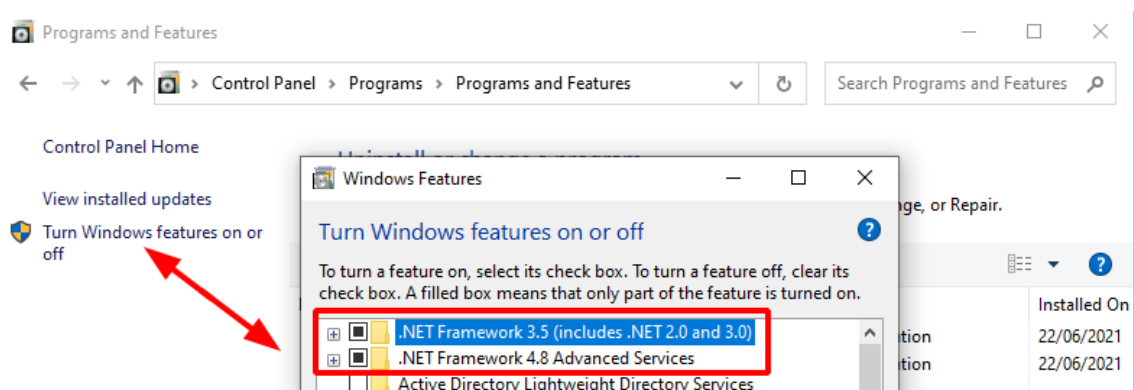
Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

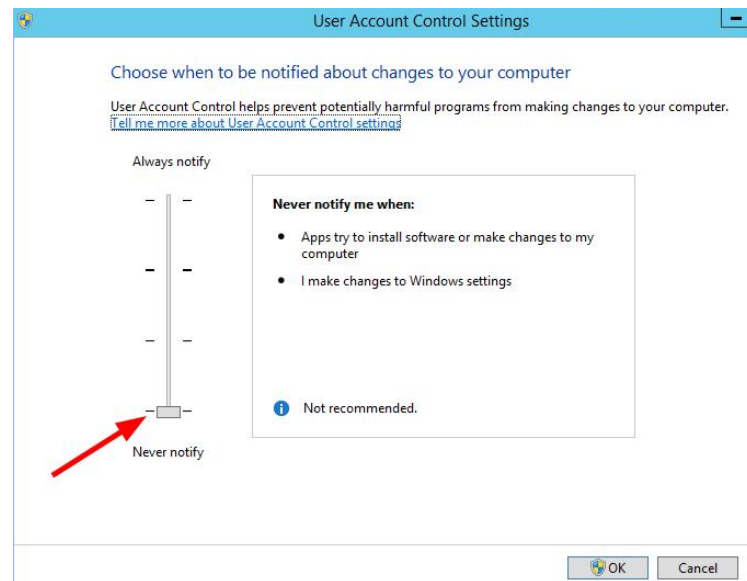


20. Enable the following features:

- .NET Framework 3.5/4.8 Features

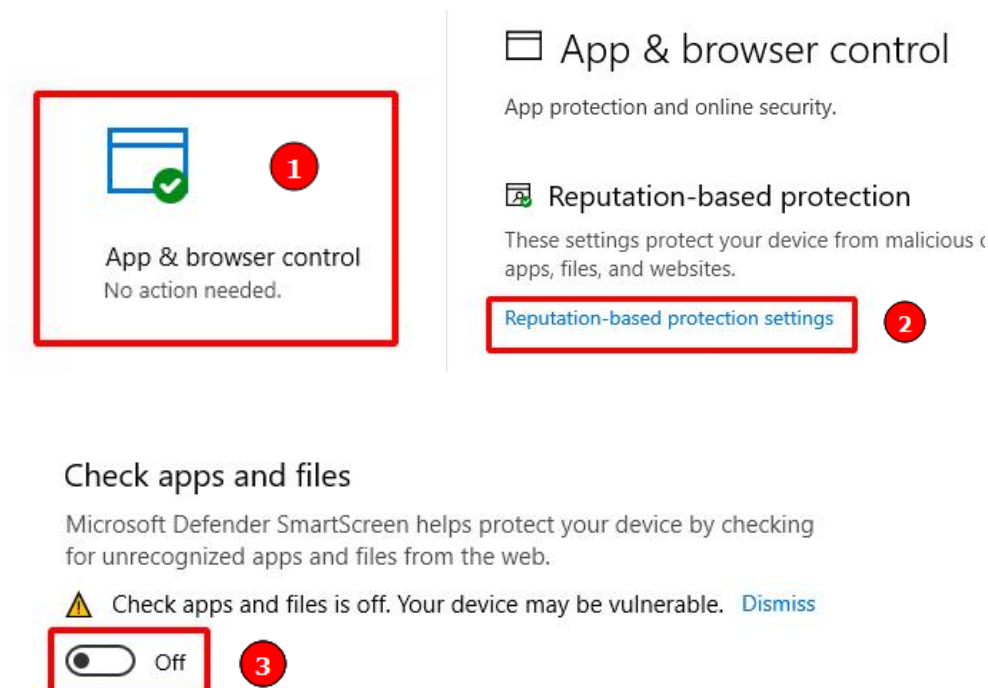


21. Disable User Account Control settings (bring the slider down completely).
Run Start -> UAC (user account control)



22. Disable Windows Defender “Check apps and files”

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



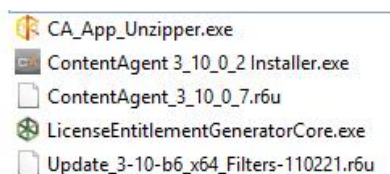
23. Reboot your system
24. Install the latest Windows updates and reboot your system again.

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:

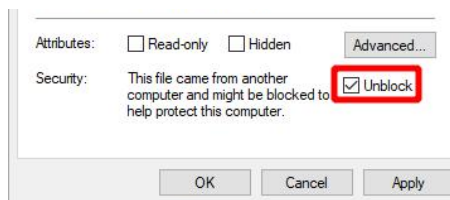
- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator



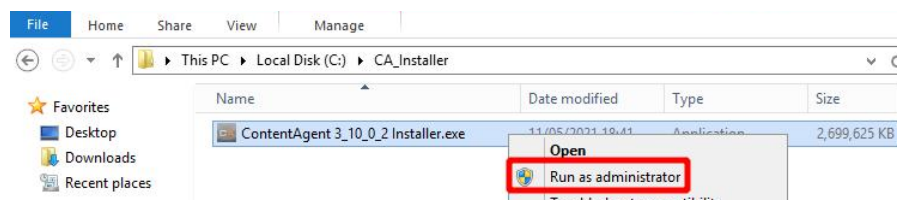
If you are missing any of these components, please contact casupport@telestream.net

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.

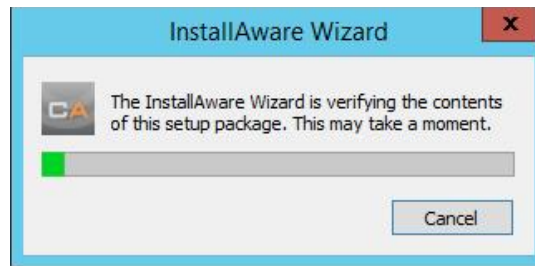
Right click your file -> Properties -> “unblock” -> OK



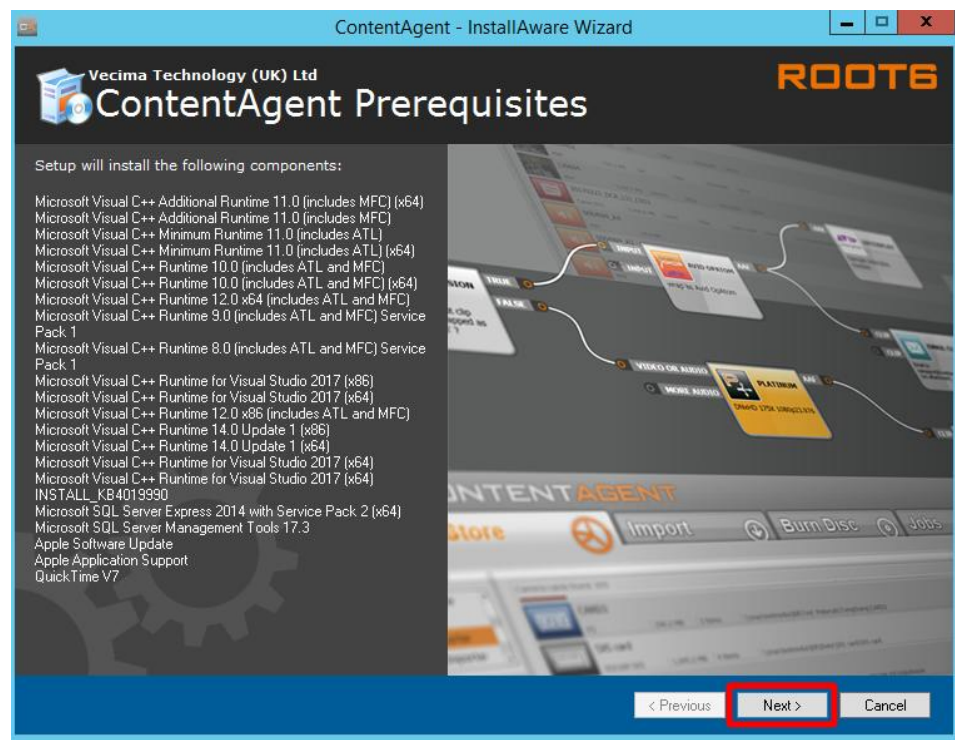
You are now ready to run the ContentAgent base installer. Run as admin if necessary. **Right click -> Run as administrator.**



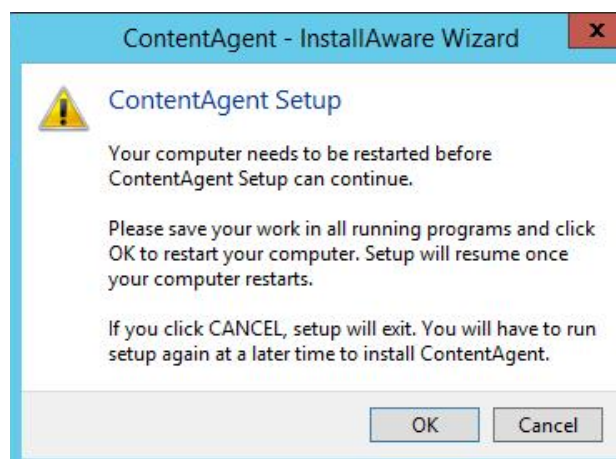
The installAware Wizard may take a moment to load:



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.

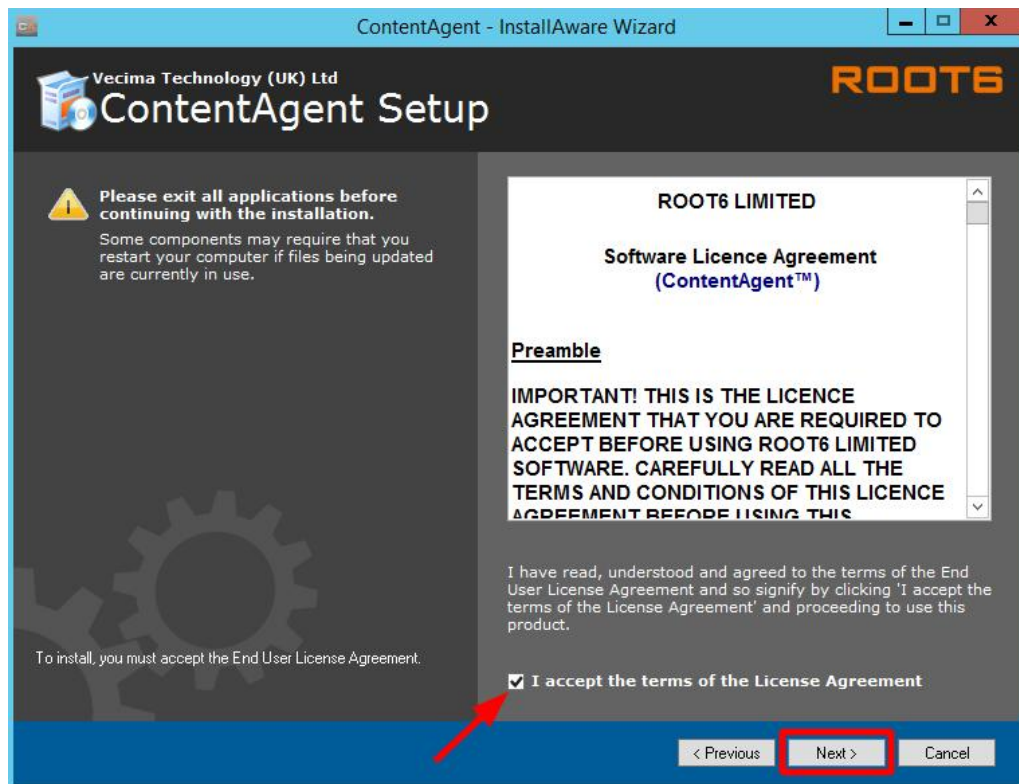
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



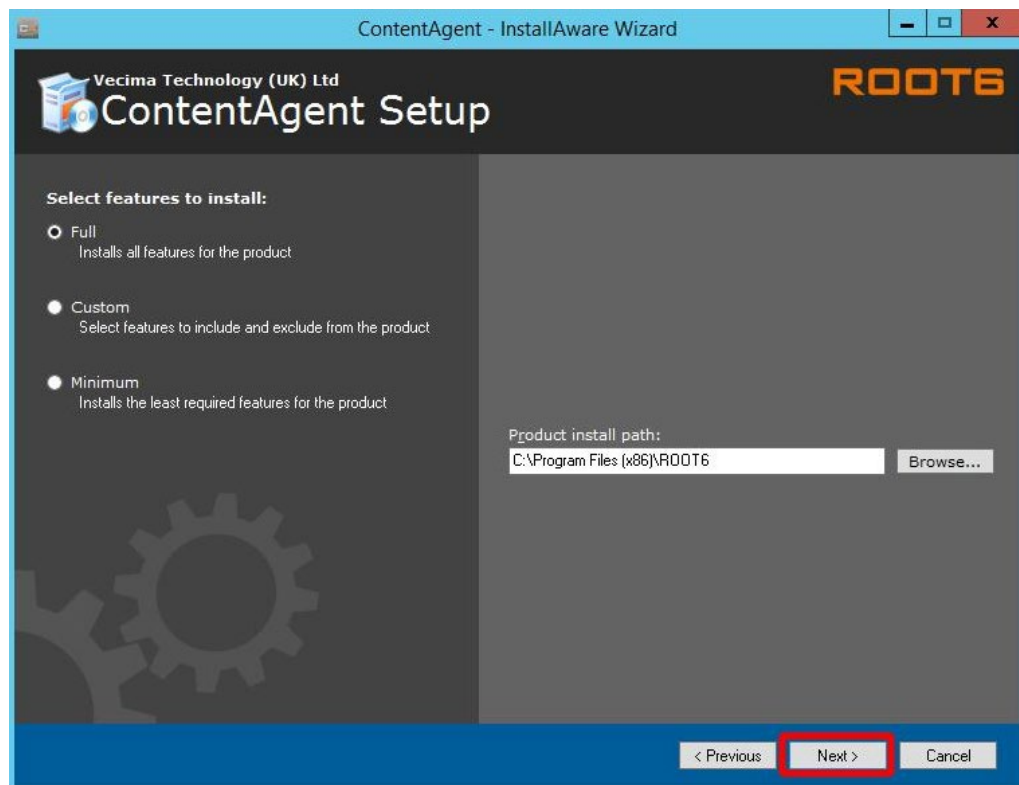
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



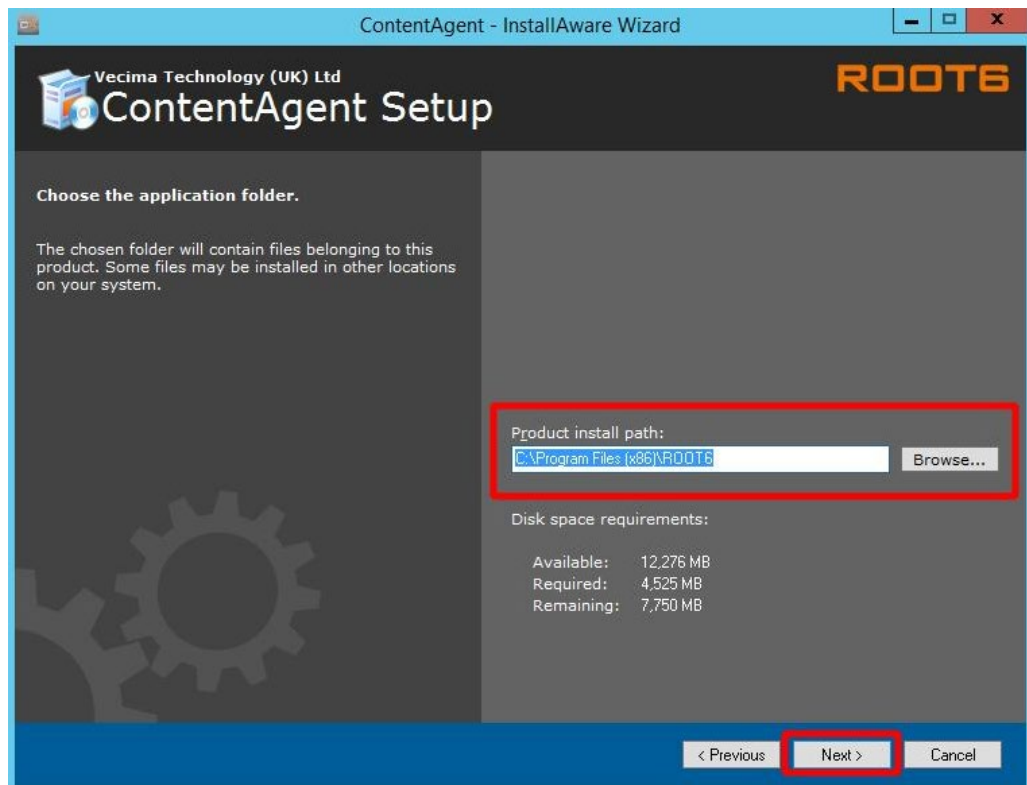
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



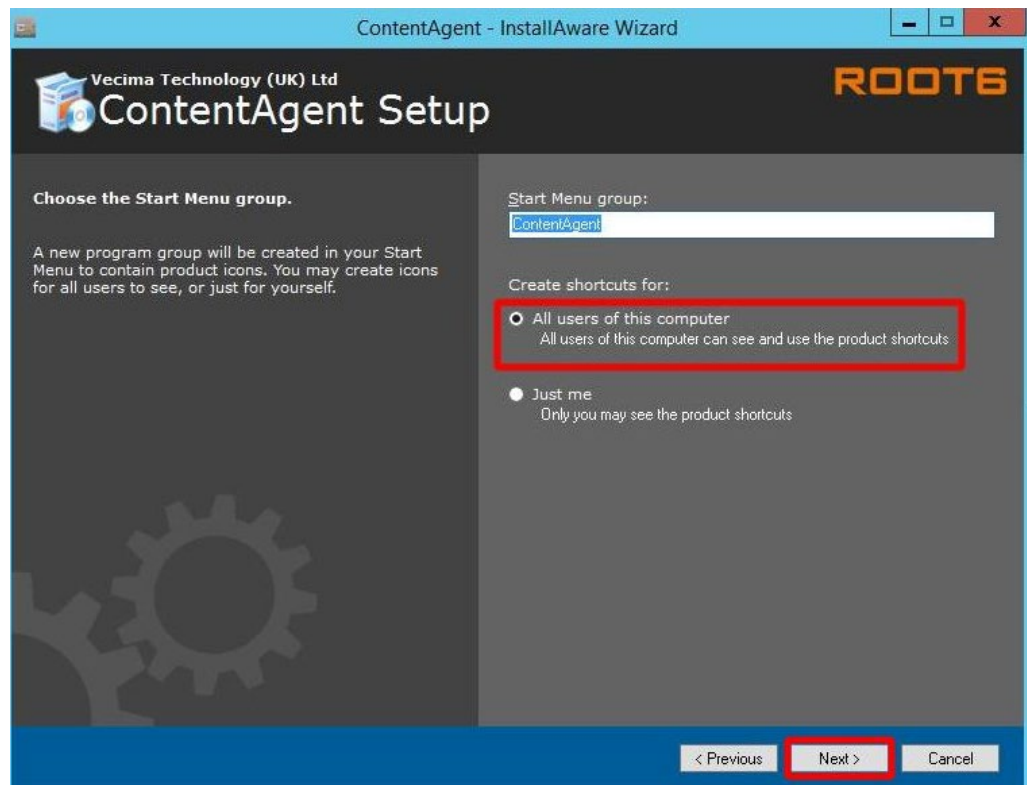
Select the full feature set and click Next to continue:



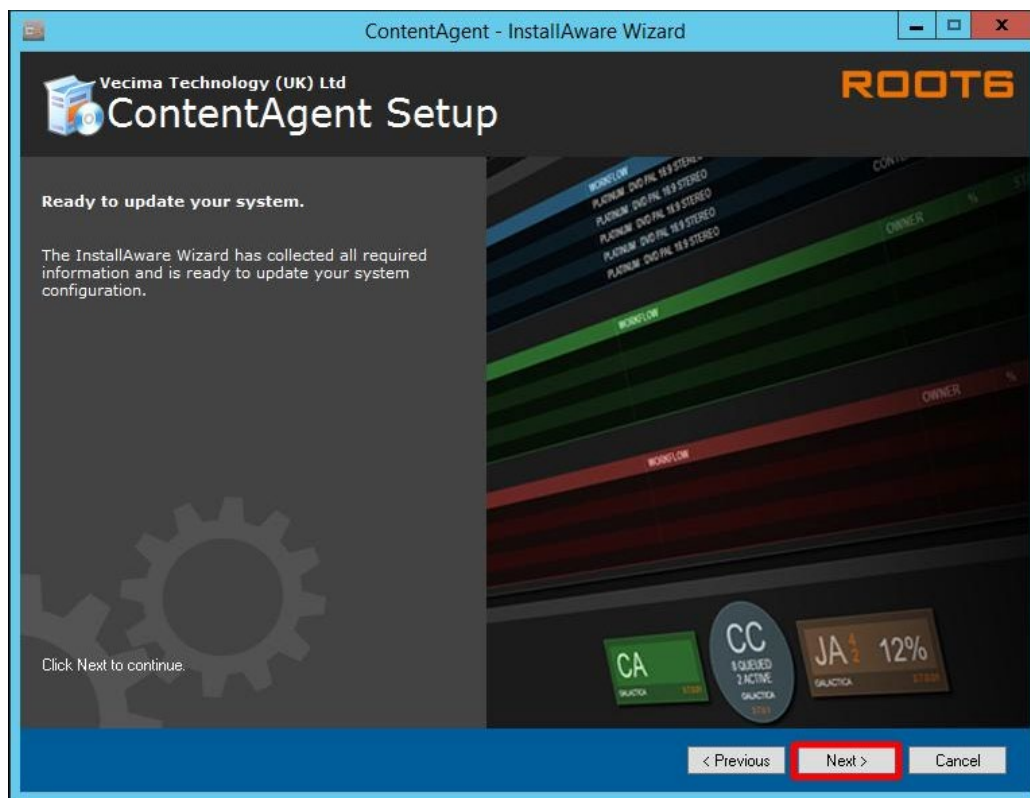
Choose the default installation path and click Next to continue:



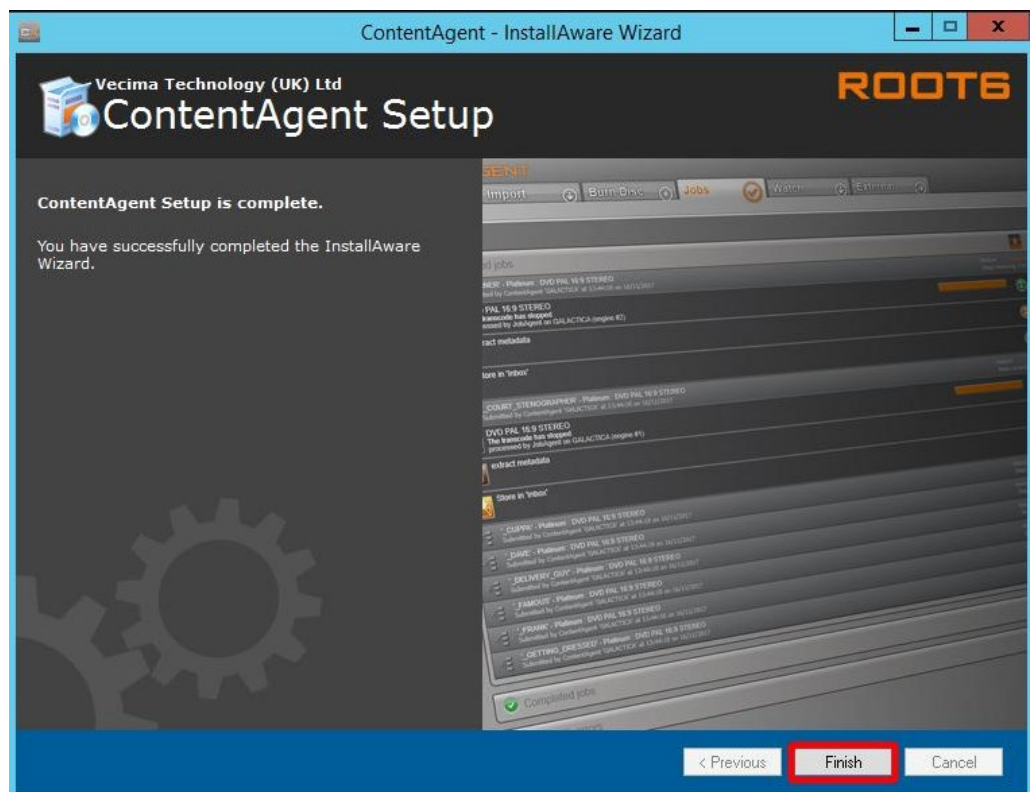
Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You're almost there! Click Next to continue:



ContentAgent setup is now complete. Click Finish to continue:

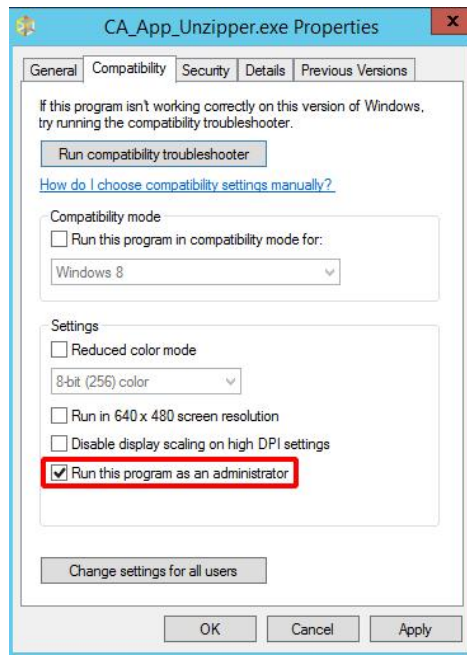


Software update:

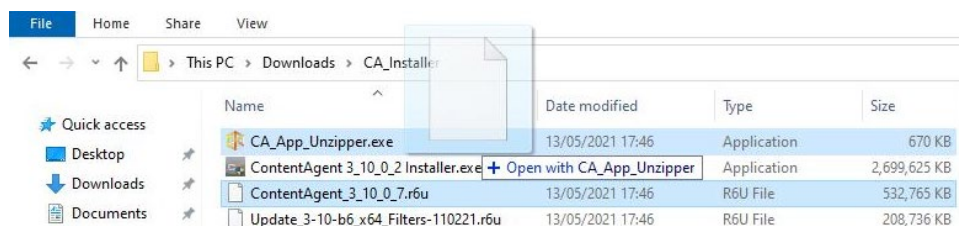
To install the latest Software update, you will need the following components from your support representative:

- 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.**



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

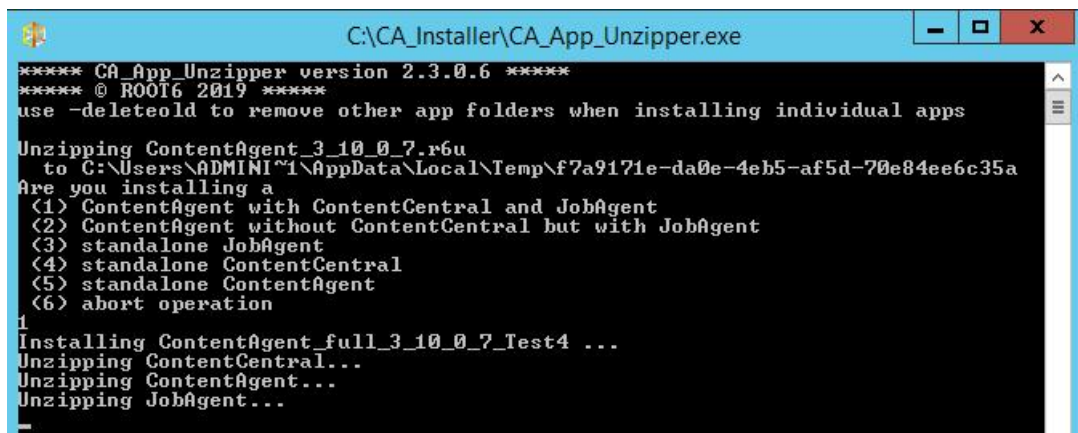


You will be presented with a commandline window with the following options:



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.

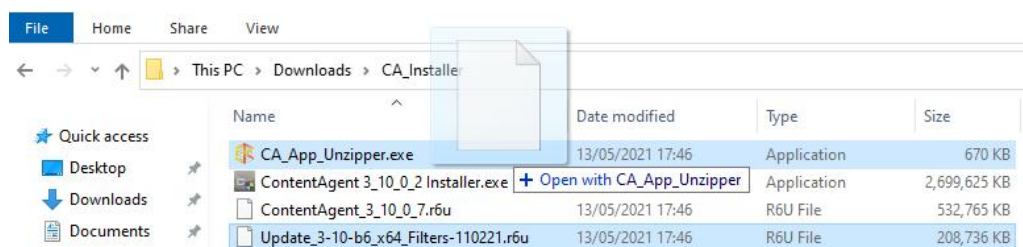


```
C:\CA_Installer\CA_App_Unzipper.exe

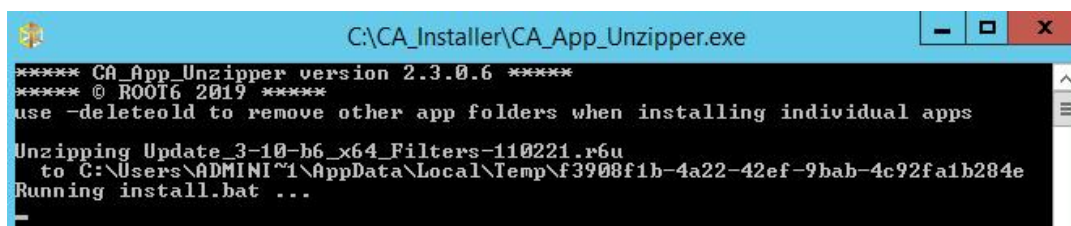
***** CA_App_Unzipper version 2.3.0.6 *****
***** © ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

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 without 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 ContentAgent...
Unzipping JobAgent...
```

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



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



```
C:\CA_Installer\CA_App_Unzipper.exe

***** CA_App_Unzipper version 2.3.0.6 *****
***** © ROOT6 2019 *****
use -deleteold to remove other app folders when installing individual apps

Unzipping Update_3-10-b6_x64_Filters-110221.r6u
to C:\Users\ADMINI~1\AppData\Local\Temp\f3908f1b-4a22-42ef-9bab-4c92fa1b284e
Running install.bat ...
```

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

C:\Program Files\ROOT6\Filters

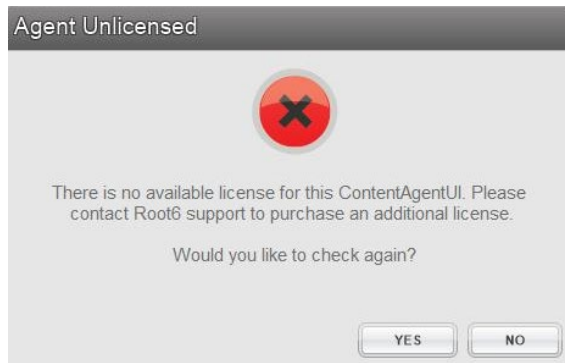
C:\Program Files (x86)\ROOT6\ContentAgent

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

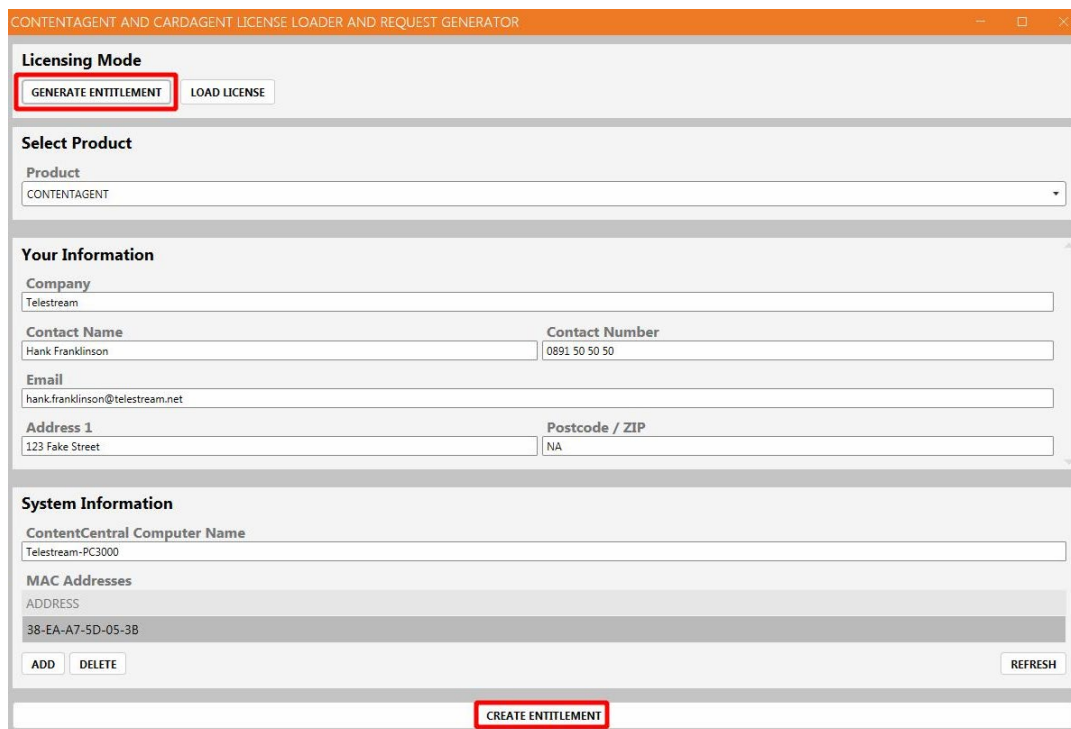
C:\Program Files (x86)\ROOT6\JobAgent

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.

A screenshot of the "CONTENTAGENT AND CARDAGENT LICENSE LOADER AND REQUEST GENERATOR" application window. The window has an orange title bar. It contains several sections: "Licensing Mode" with "GENERATE ENTITLEMENT" (highlighted with a red box) and "LOAD LICENSE" buttons; "Select Product" with a dropdown menu showing "CONTENTAGENT"; "Your Information" with fields for Company (Telestream), Contact Name (Hank Franklinton), Contact Number (0891 50 50 50), Email (hank.franklinton@telestream.net), Address 1 (123 Fake Street), and Postcode / ZIP (NA); "System Information" with fields for ContentCentral Computer Name (Telestream-PC3000) and MAC Addresses (38-EA-A7-5D-05-3B). At the bottom, there are "ADD", "DELETE", and "REFRESH" buttons, and a "CREATE ENTITLEMENT" button (highlighted with a red box).

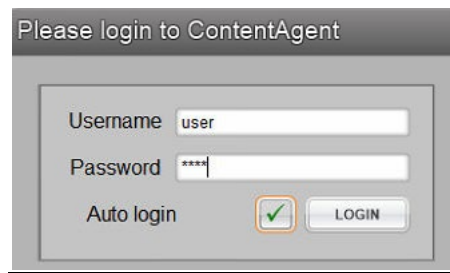
When you have finished filling out the form, click on the "Create entitlement" button and save your license entitlement file to the location of your choice.

You will need to send this file to casupport@telestream.net – 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 casupport@telestream.net 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:



A screenshot of a software login window titled "Please login to ContentAgent". The window has a light gray background and a darker gray header. Inside, there is a white rectangular area containing the login fields. The "Username" field is labeled "Username" and contains the text "user". The "Password" field is labeled "Password" and contains four asterisks "****". Below the password field, there is an "Auto login" checkbox which is checked, indicated by a green checkmark icon. To the right of the checkbox is a "LOGIN" button.

Please login to ContentAgent

Username user

Password ****

Auto login ☒ LOGIN

Default login – “user” and “user” or “admin” and “admin”

