ContentAgent Installation Guide

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telestream

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Contacting Telestream

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

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

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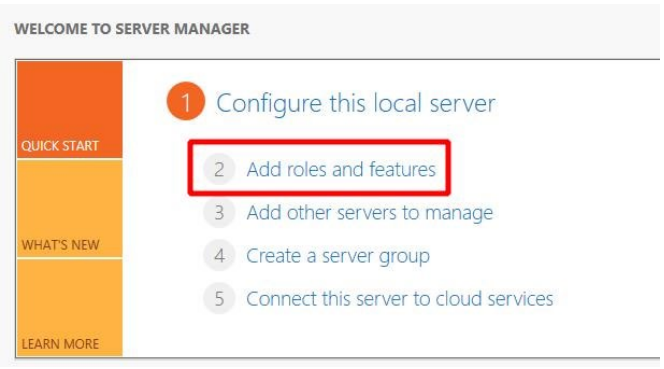
Windows Server 2012 R2 Installation

Operating System preliminary steps

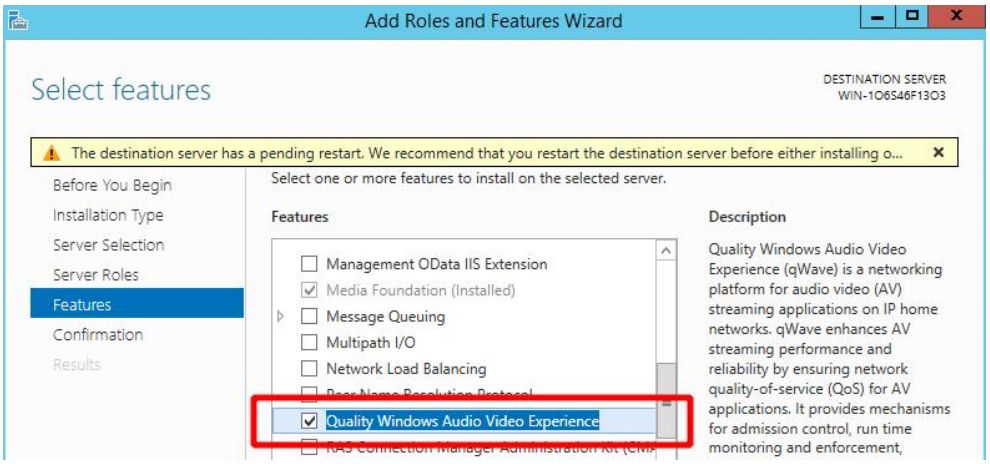
Welcome to the ContentAgent Server 2012 R2 installation guide. Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

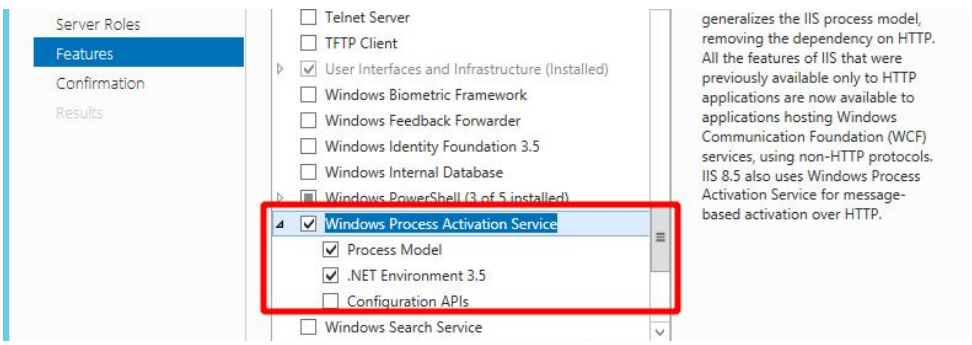


2. Add/install the following features:

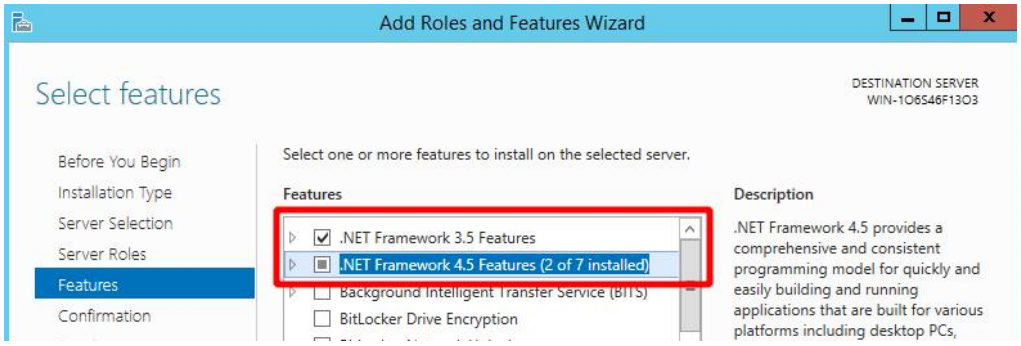
   - Quality Windows Audio Video Experience



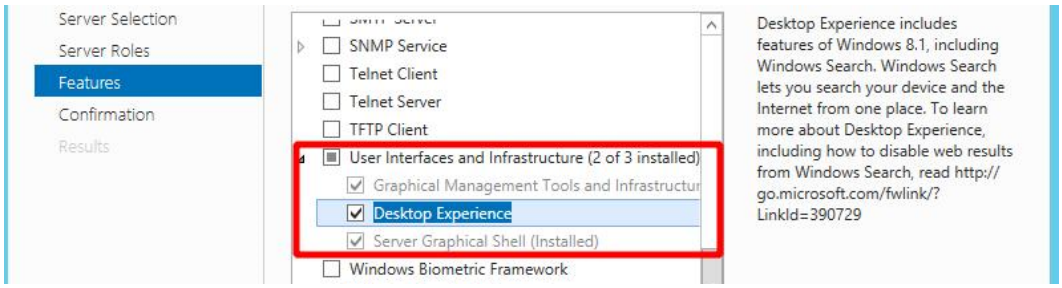
   - Windows Process Activation Service (including .NET Environment 3.5)



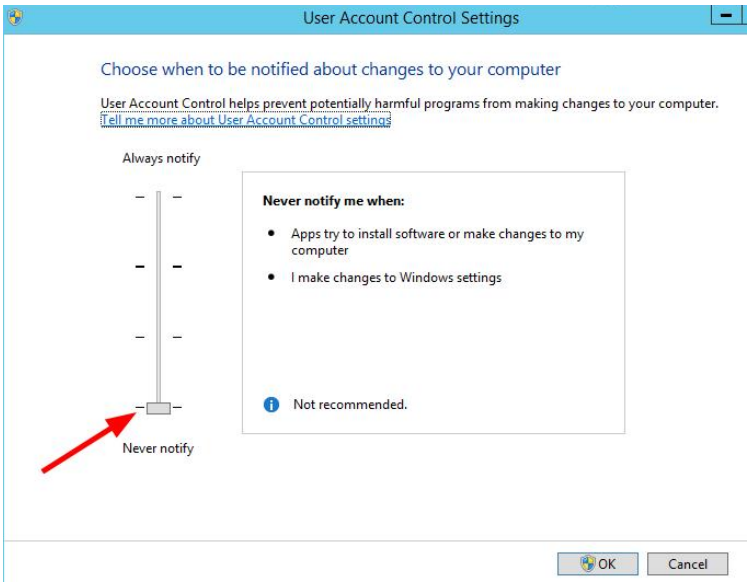
- .NET Framework 3.5/4.5 Features



- Desktop Experience

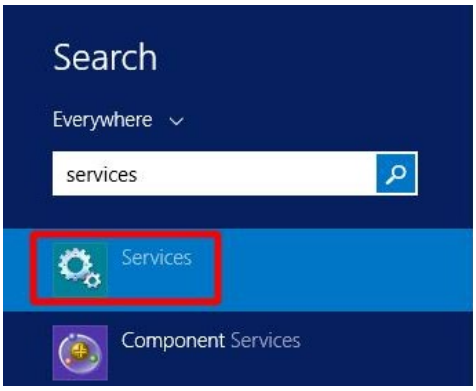


3. Disable User Account Control settings (bring the slider down completely). ***Run Start -> UAC (user account control)***



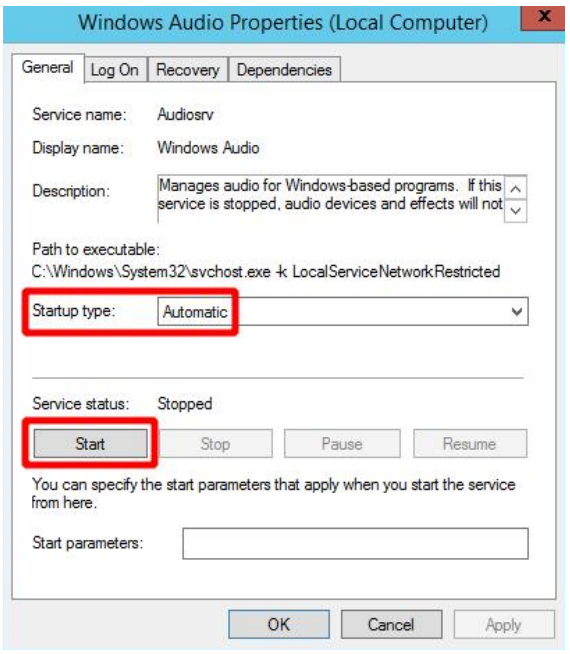
4. Reboot your system
5. Install the latest Windows updates and reboot your system again.

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



Change the following Windows services to start automatically:

- Windows Audio
- Windows Audio Endpoint Builder



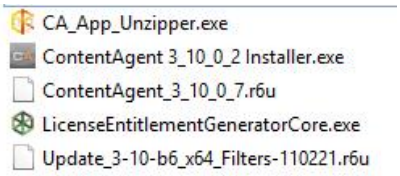
ContentAgent Installer:

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

SQL Standard installed before you continue.

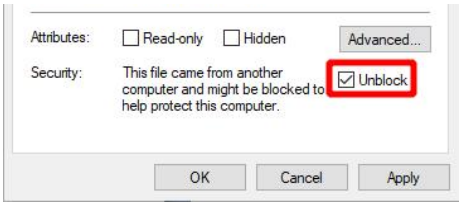
You will need the following installation components from your support representative:

- 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

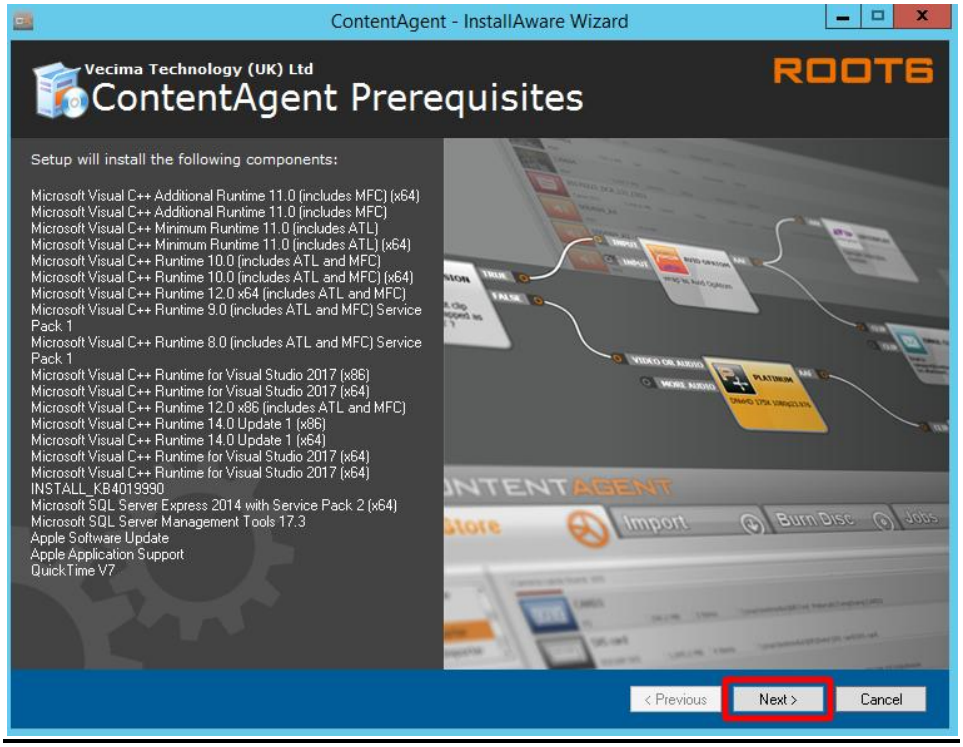
As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file.
Right click your file -> Properties -> "unblock"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



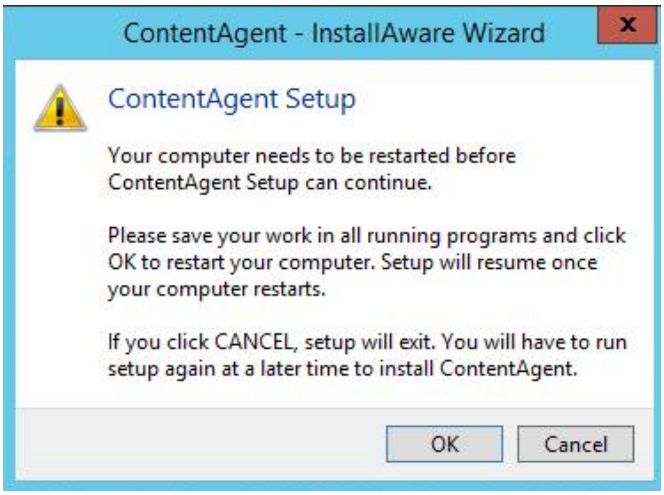
You are now ready to run the ContentAgent base installer. Run as admin if necessary. ***Right click -> Run as administrator***:

The installAware Wizard may take a moment to load:

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

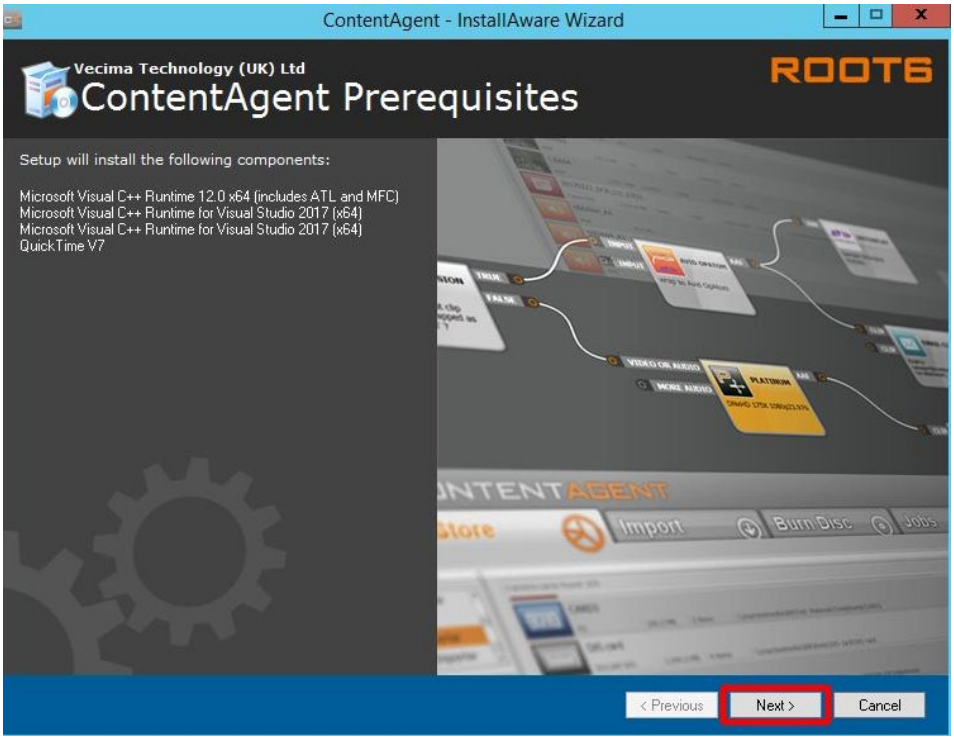


You may be prompted to reboot during the prerequisites installation:

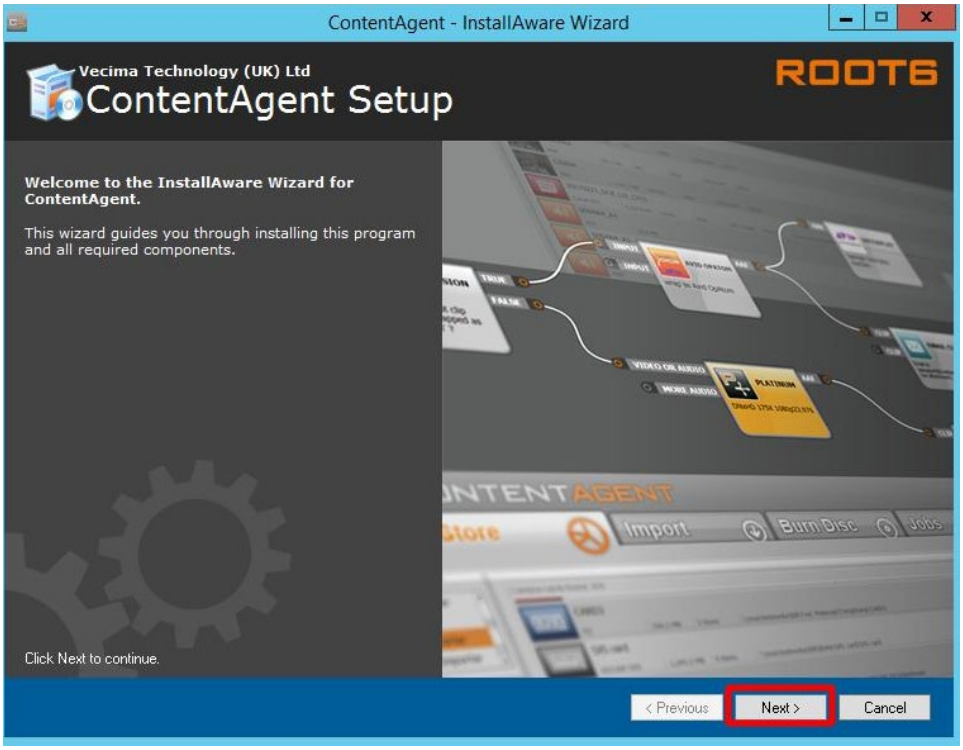


Click OK and wait for your system to finish rebooting.

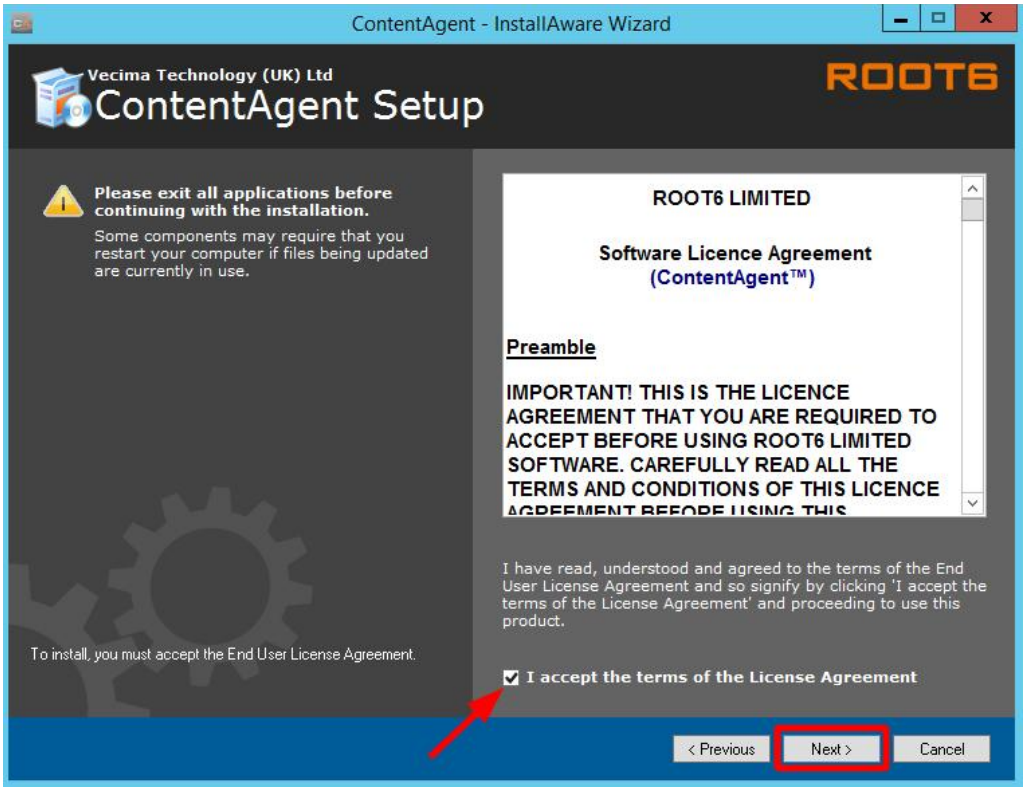
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



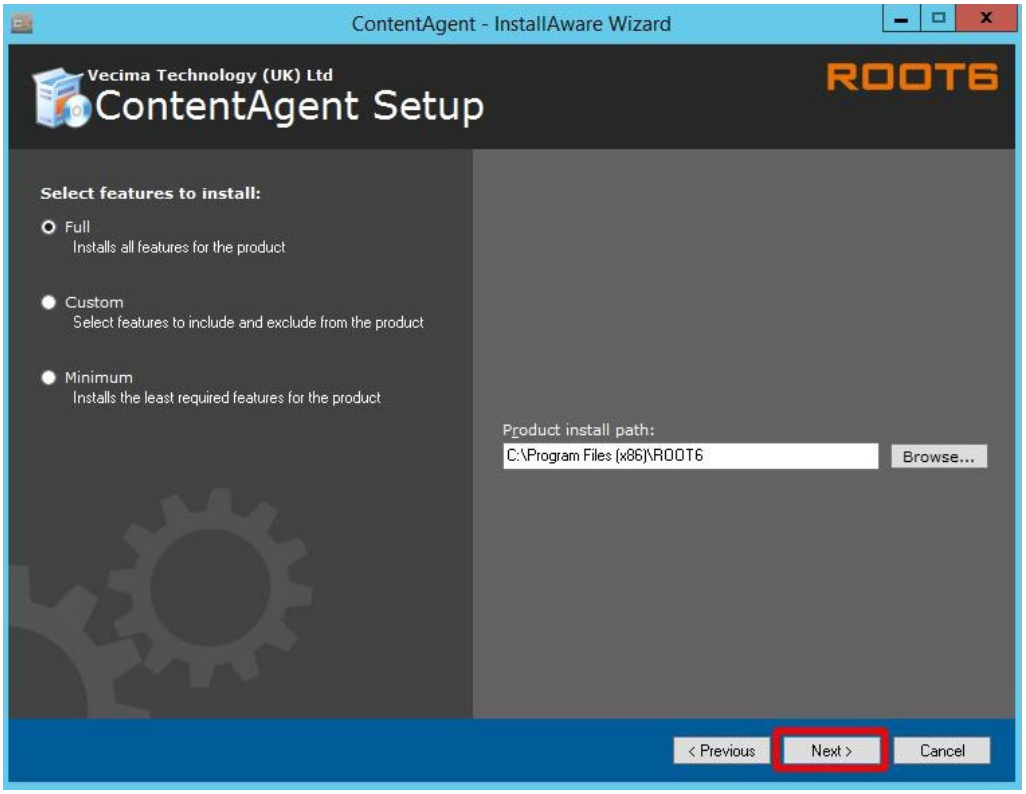
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



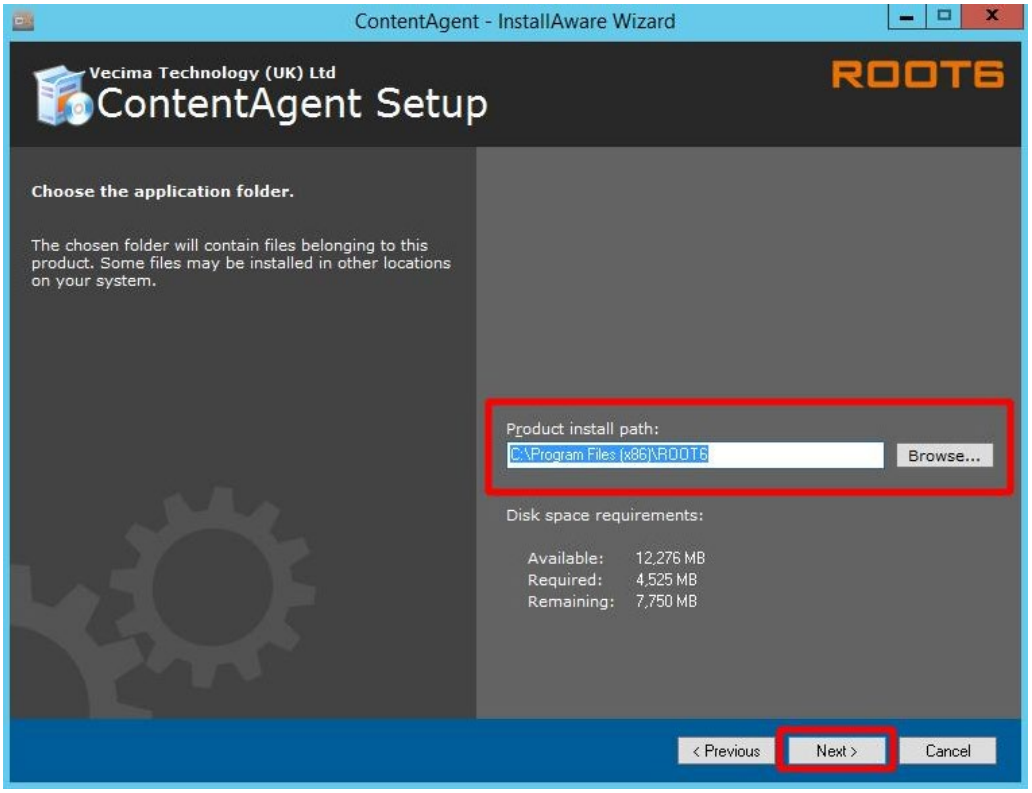
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



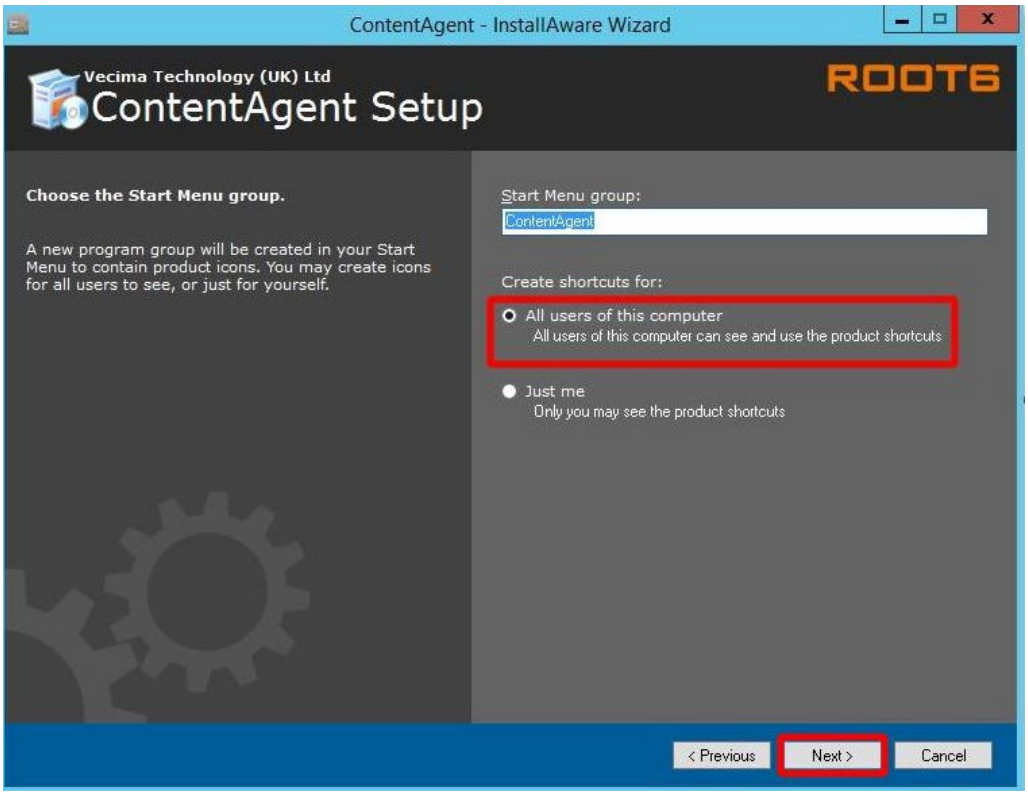
Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:

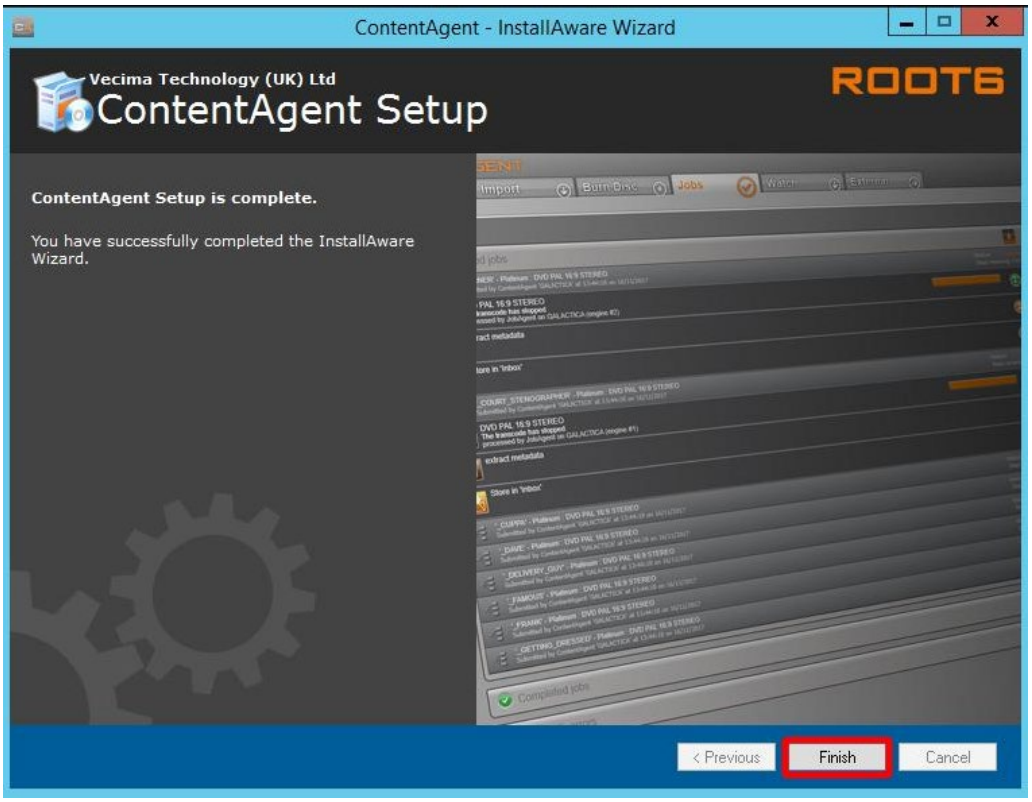


Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You’re almost there! Click Next to continue:

ContentAgent setup is now complete. Click Finish to continue:

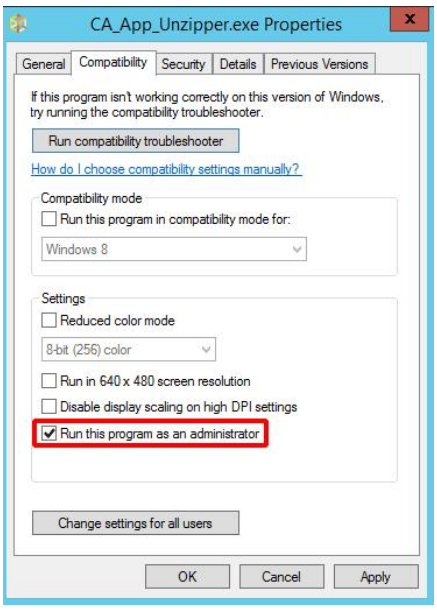


Software update:

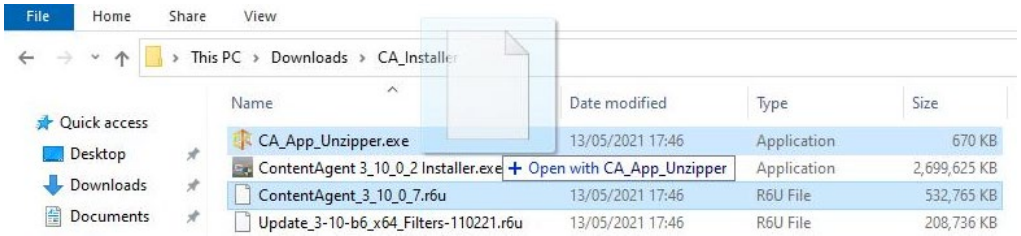
To install the latest Software update, you will need the following components from your support representative:

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

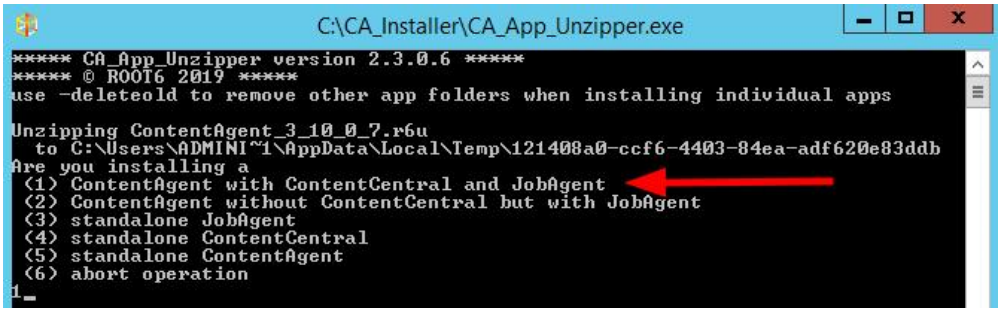
1. Set the CA_App_Unzipper.exe to run as admin. ***Right click -> properties -> compatibility -> Run this program as an administrator***:



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

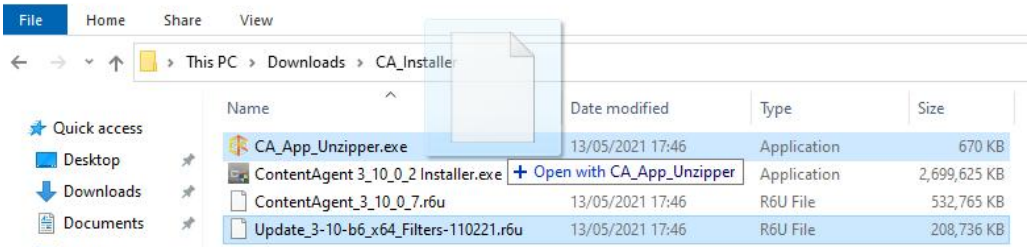


You will be presented with a commandline window with the following options:

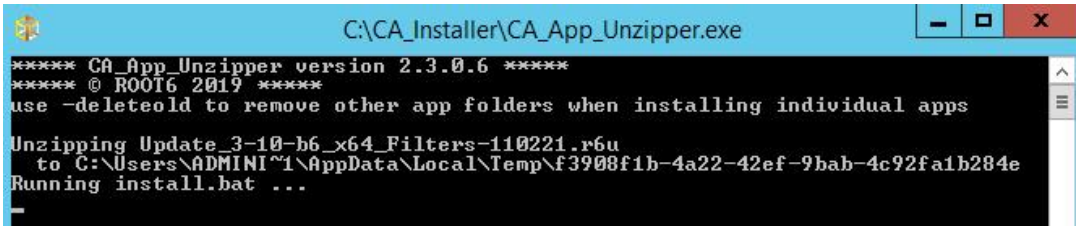


Select option 1 and hit the Enter key.
The contents of the.r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.

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



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



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

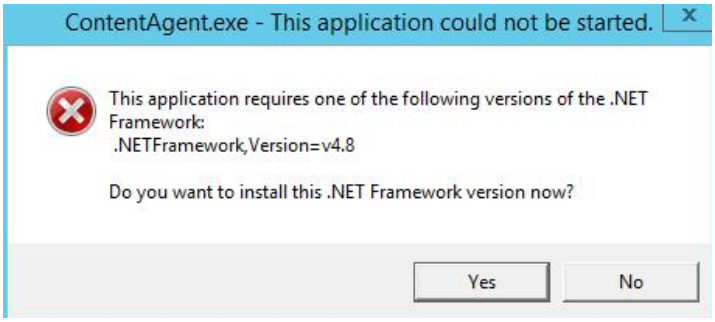
C:\Program Files\ROOT6\Filters

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

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

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

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



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

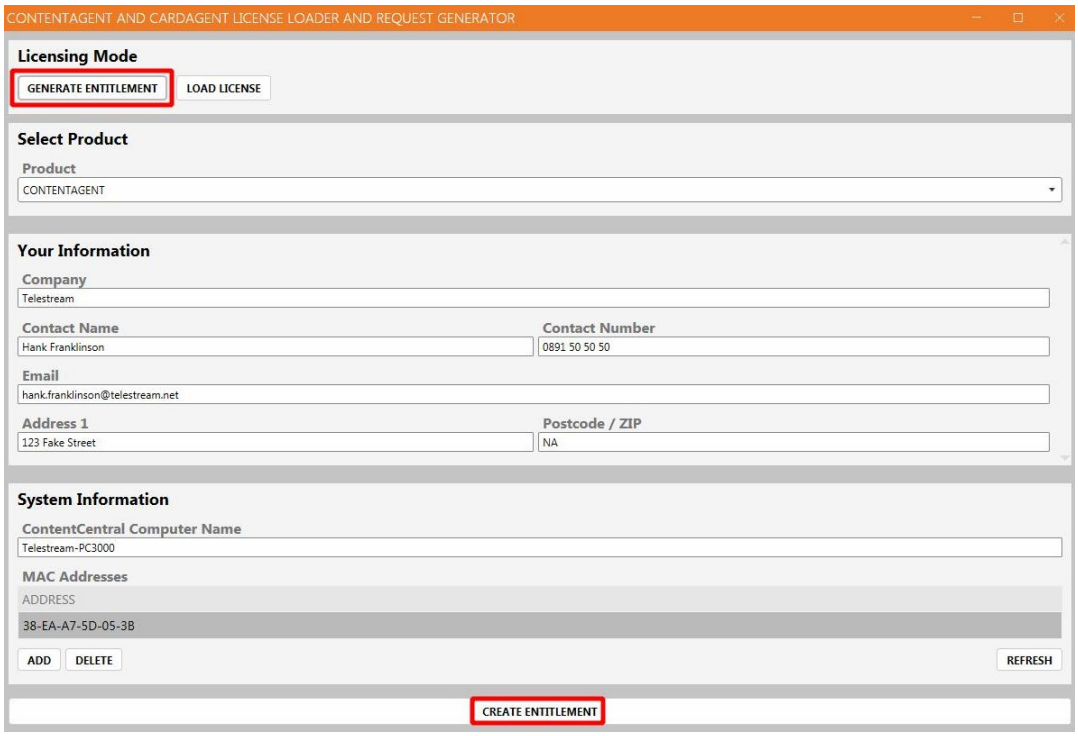
You can check your .net installation in Control Panel: ***Run start->Control Panel->Programs and Features***

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

Licensing:

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

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



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.

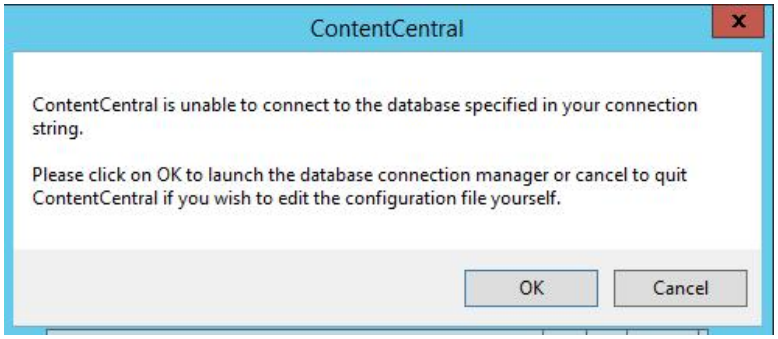
You will need to send this file to casupport@telestream.net – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

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

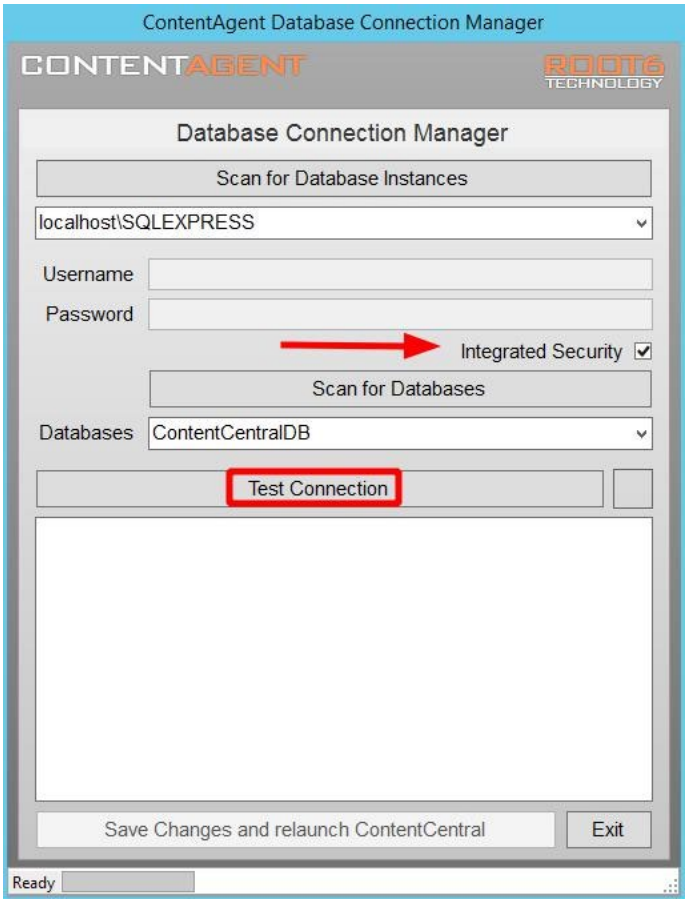
The license file is called: “main_r_4”

Database Permissions:

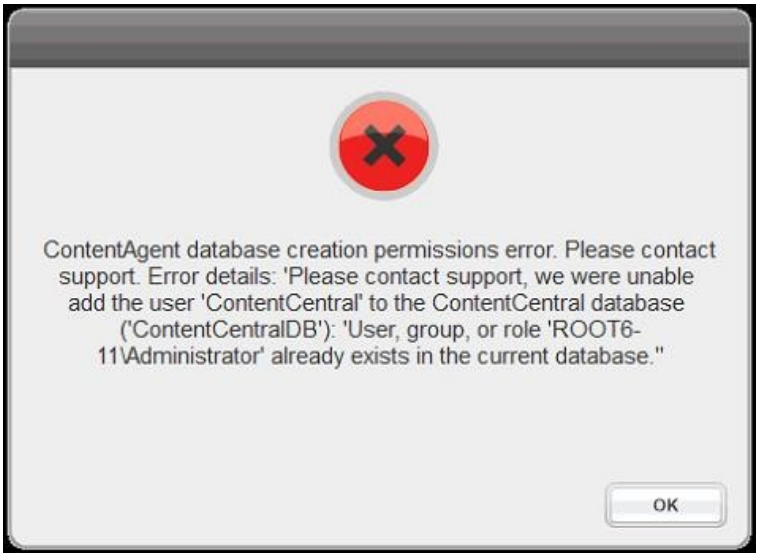
When you have Launched ContentAgent for the first time, you may run into a connection string error:



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.

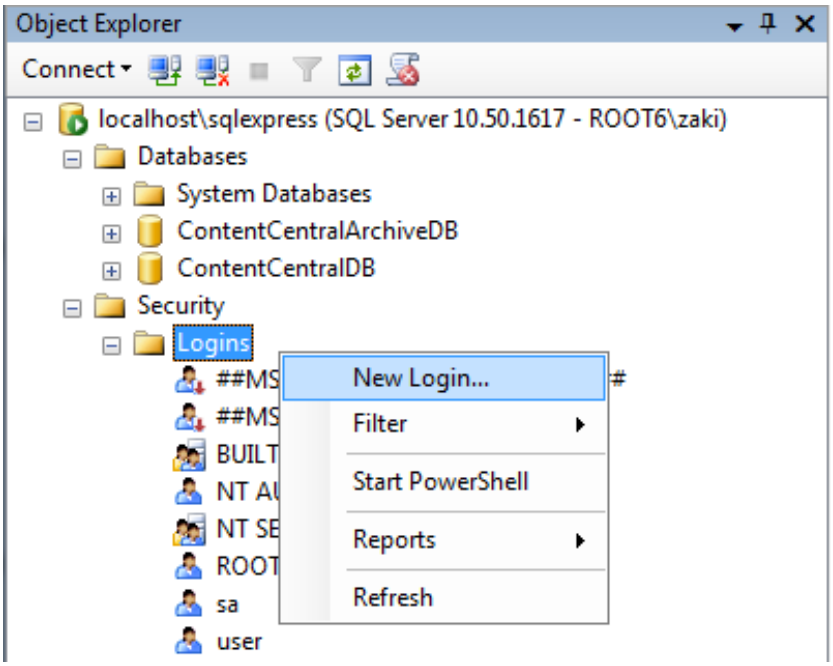


This can be due to administrative restrictions which do not allow us to automatically create a "***ContentCentral***" user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

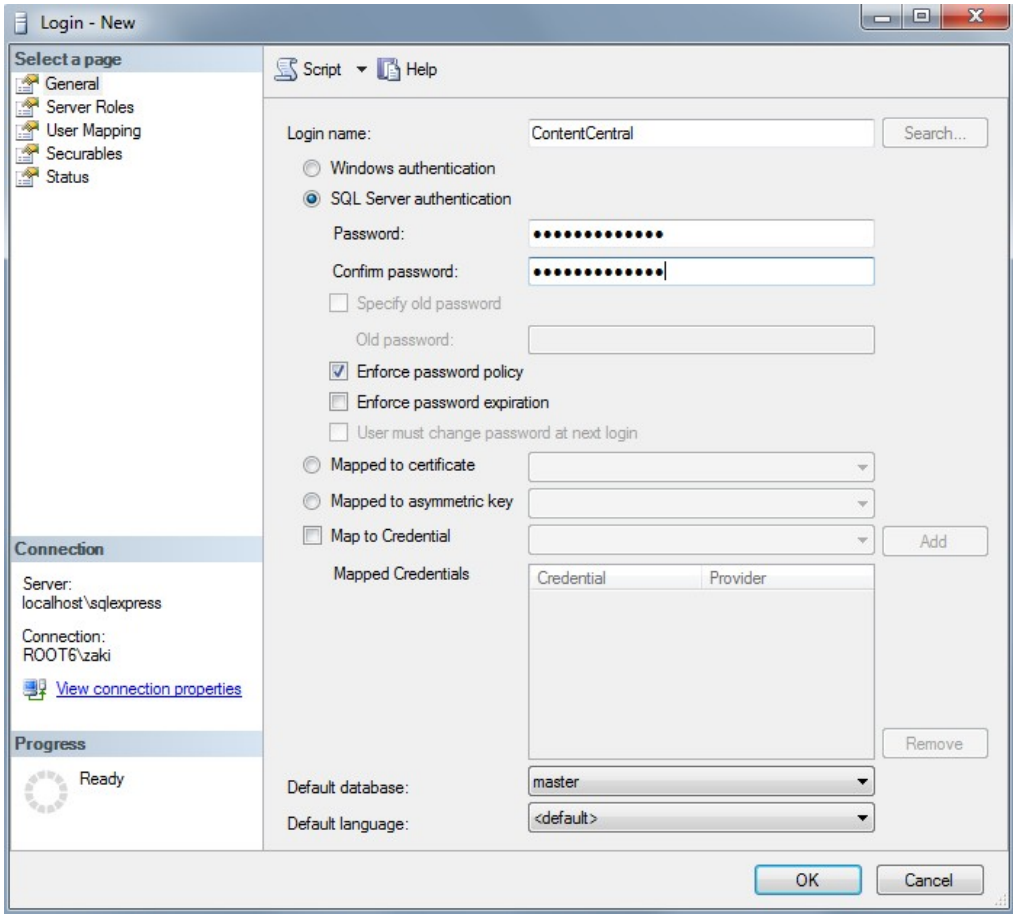
There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

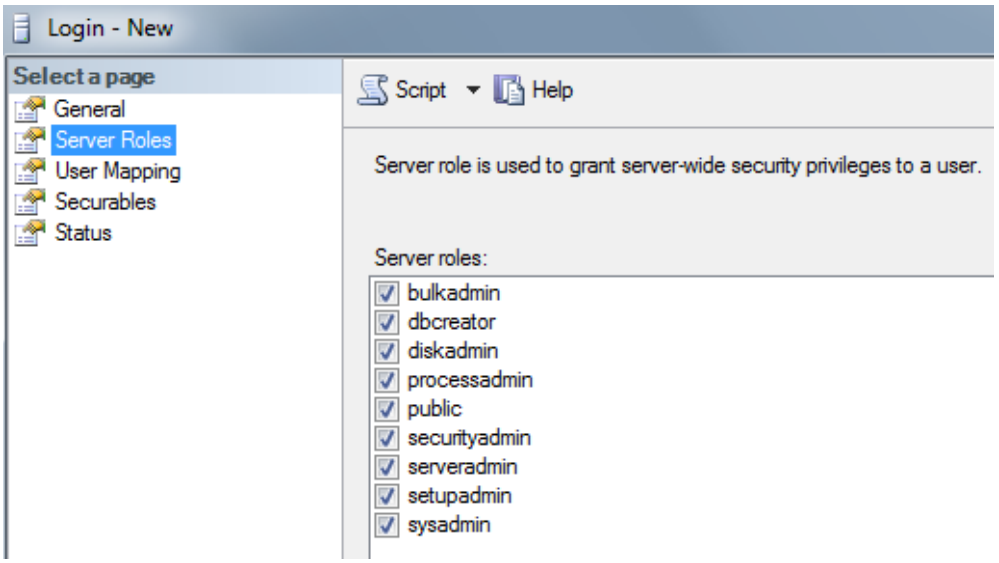
1. Shutdown ContentAgent (***end ContentCentral service from task manager (or system tray) if necessary***)
2. Open SQL Management Studio select the following options and connect:
   Server type: Database Engine Server
   name: localhost\sqlexpress
   Authentication: Windows Authentication
3. Expand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



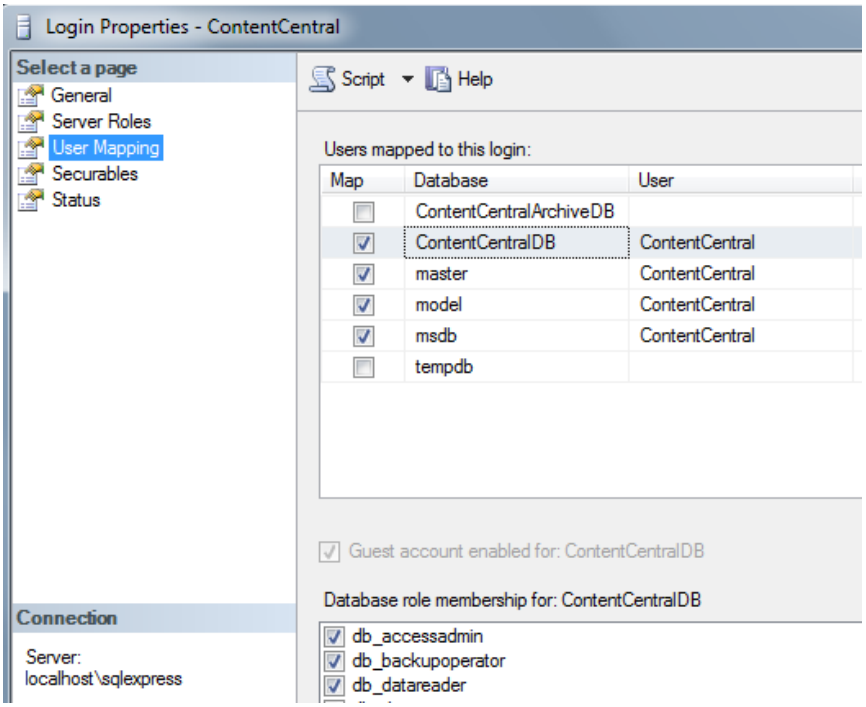
4. In the ***General*** page: select ***SQL server authentication***
5. Create a Login name called "***ContentCentral***"
6. Enter a new password "***ContentAgent1***"
7. Uncheck ***Enforce password expiration***



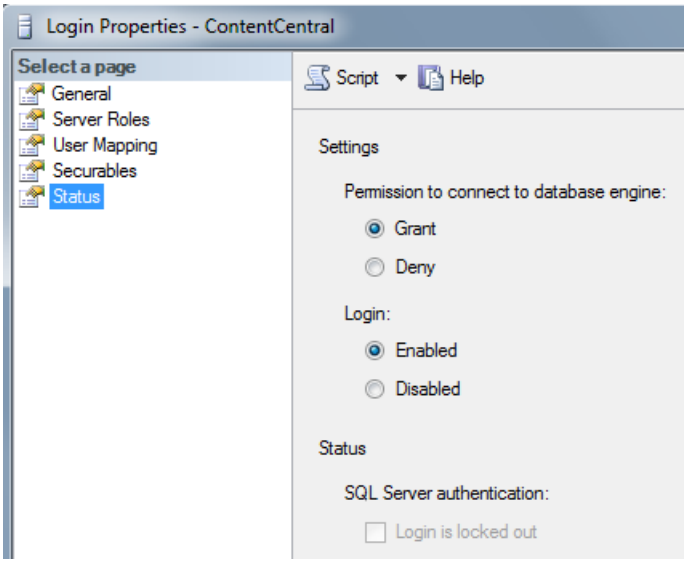
8. Select the ***Server Roles*** page and ***enable all Server role*** options:



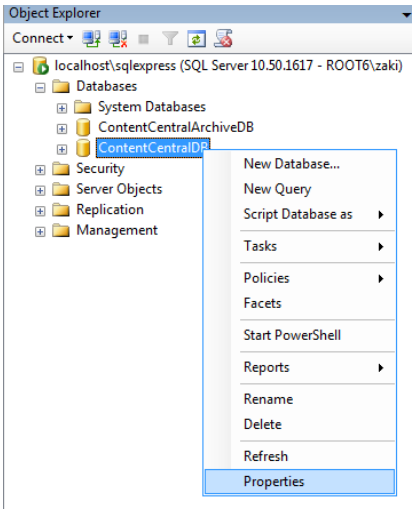
9. Select the ***User Mapping*** page and map the following 4 databases: ***ContentCentralDB, master, model and msdb***



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).

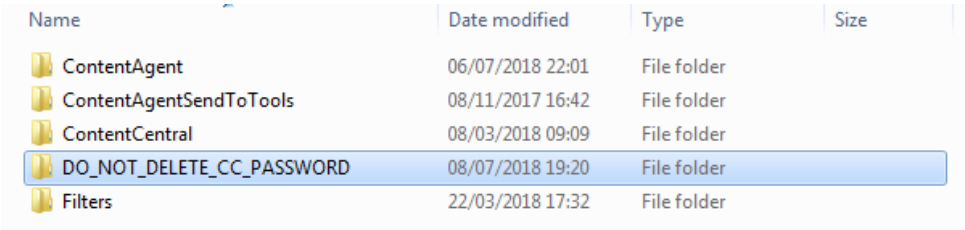
```
  <connectionStrings>
    <add name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1 />
    <add name="ContentCentral.Properties.Settings.ContentCentralArchiveDBConnectionString"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

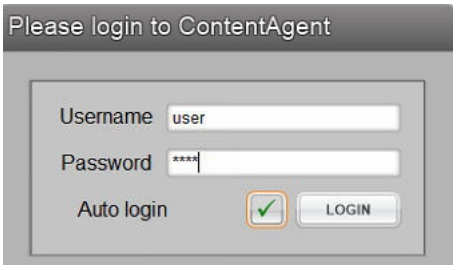
Take note - a manual ContentAgent installation ***will overwrite*** all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will ***not overwrite*** the config files.

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).



Software Login:

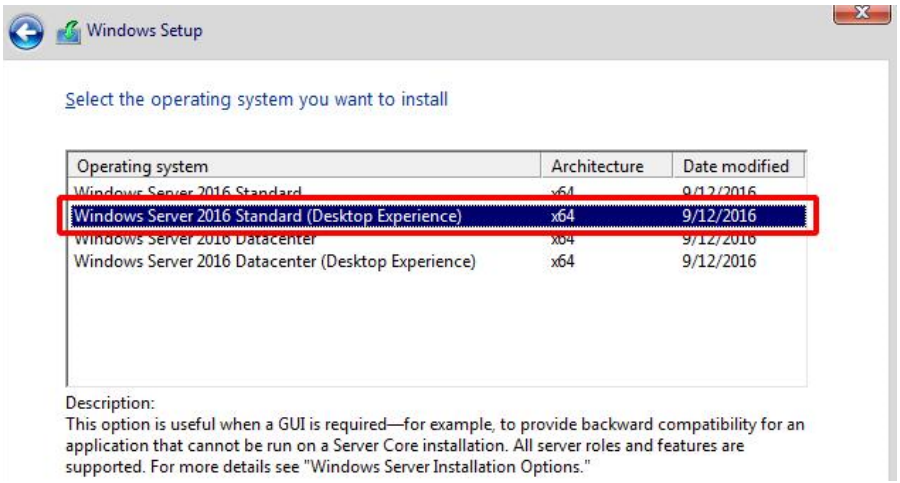
Default login – “user” and “user” or “admin” and “admin”



Windows Server 2016 Installation

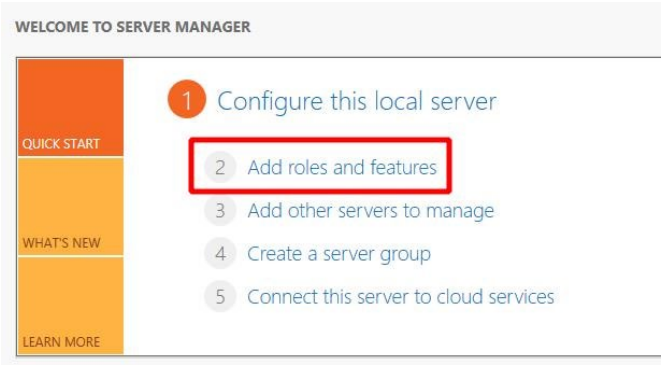
Operating System preliminary steps

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



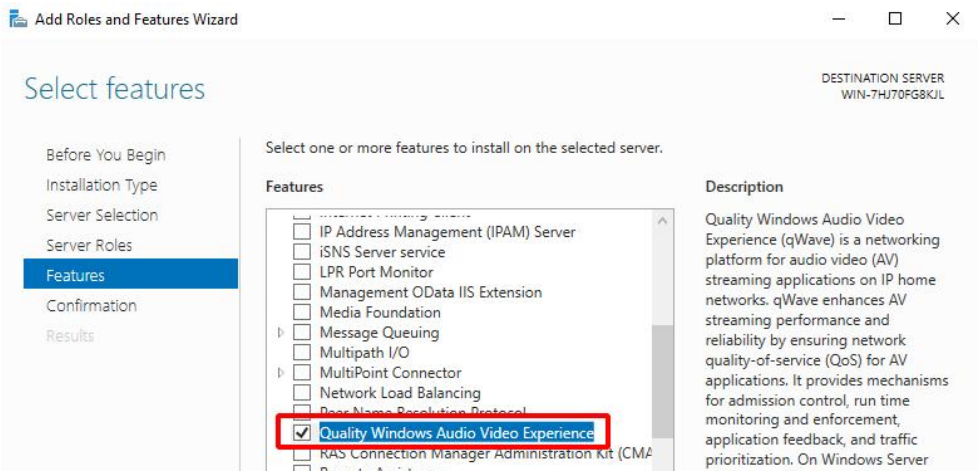
Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

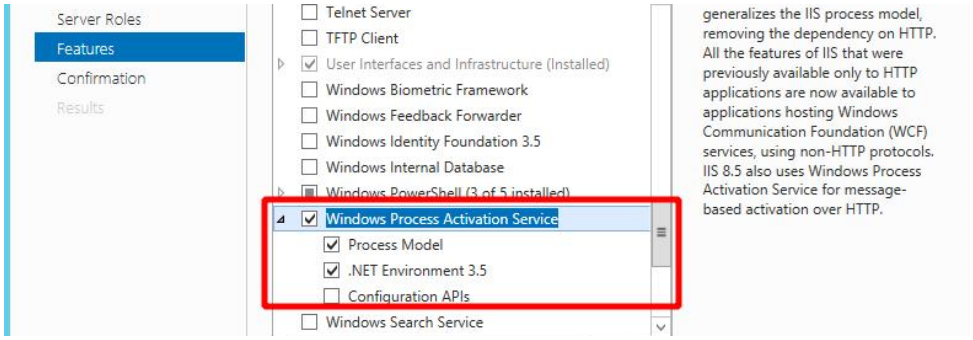


8. Add/install the following features:

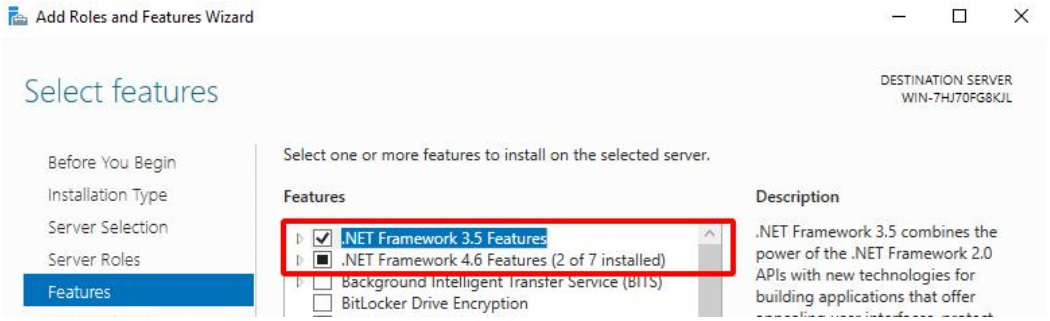
    - Quality Windows Audio Video Experience



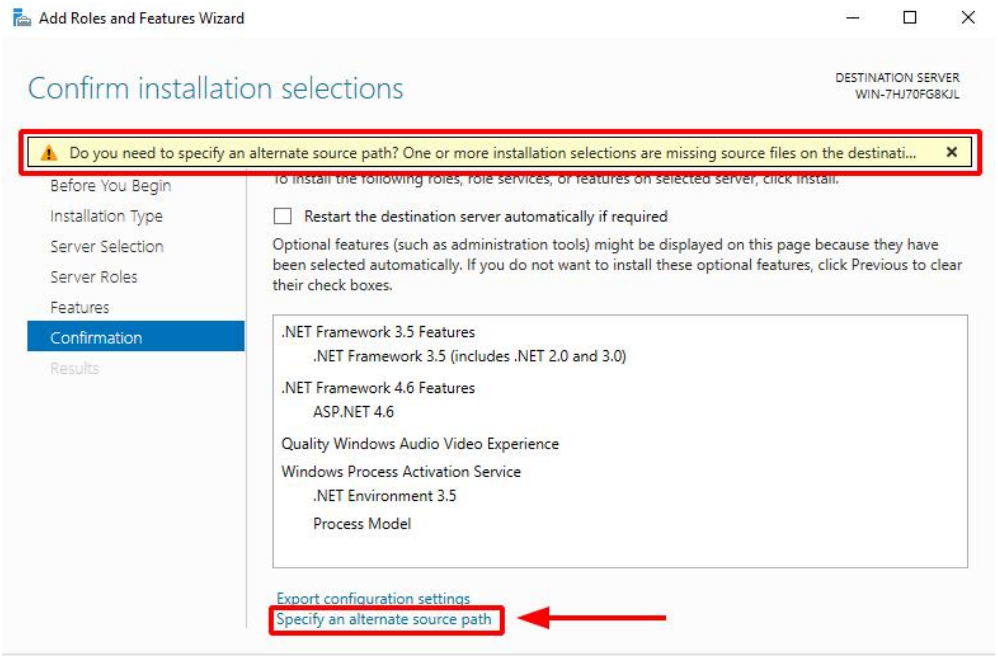
- Windows Process Activation Service (including .NET Environment 3.5)



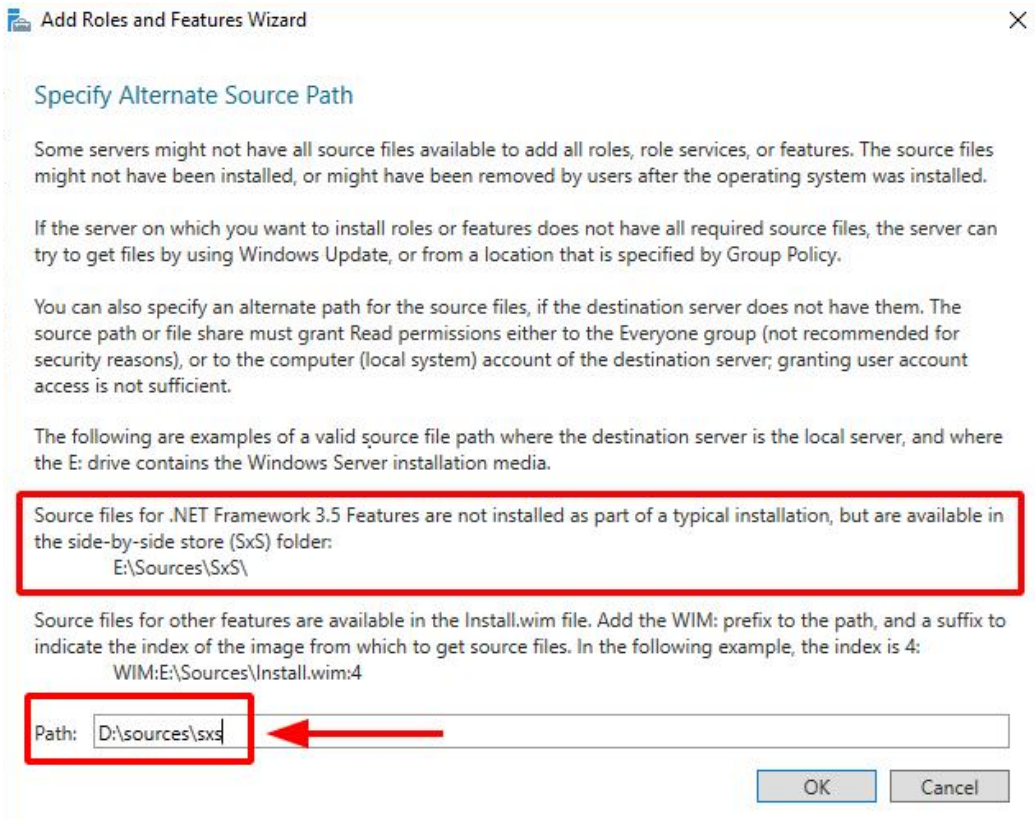
- .NET Framework 3.5/4.6 Features



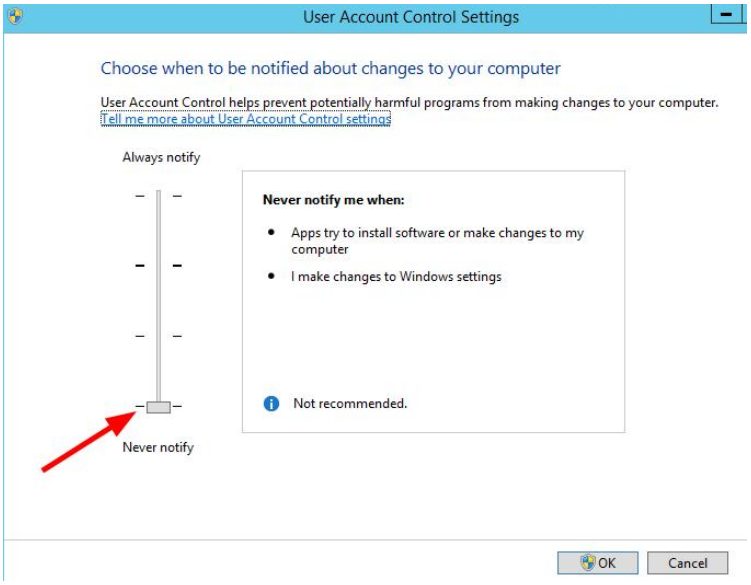
When you have selected your required features, you may need to specify an alternate source path to complete your .net 3.5 installation. Click on “Specify an alternate source path”:



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:***

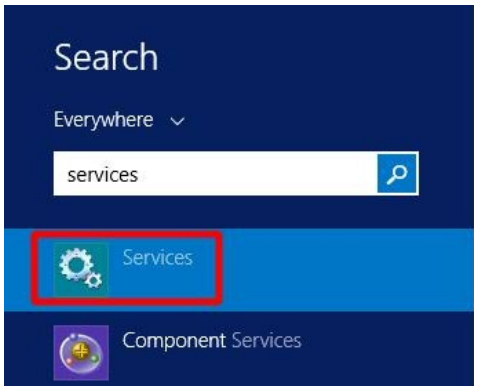


9. Disable User Account Control settings (bring the slider down completely). ***Run Start -> UAC (user account control)***



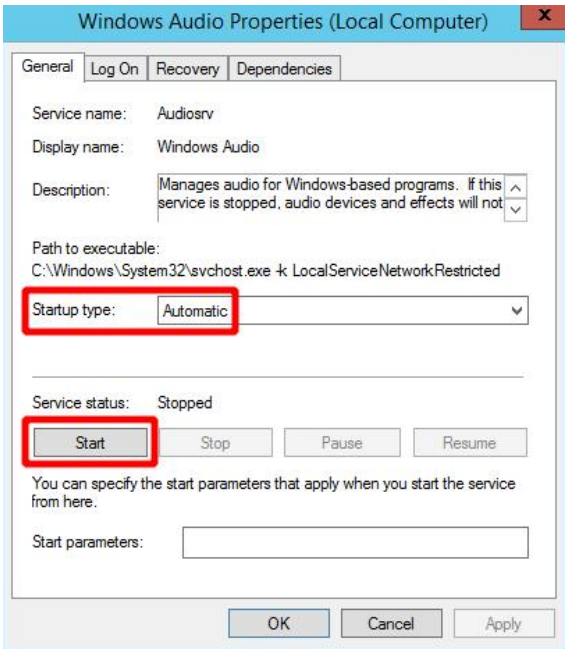
10. Reboot your system
11. Install the latest Windows updates and reboot your system again.

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



Change the following Windows services to start automatically:

- Windows Audio
- Windows Audio Endpoint Builder

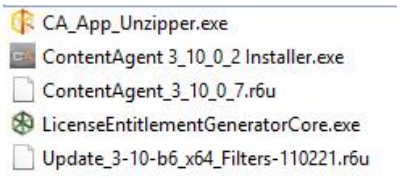


ContentAgent Installer:

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:

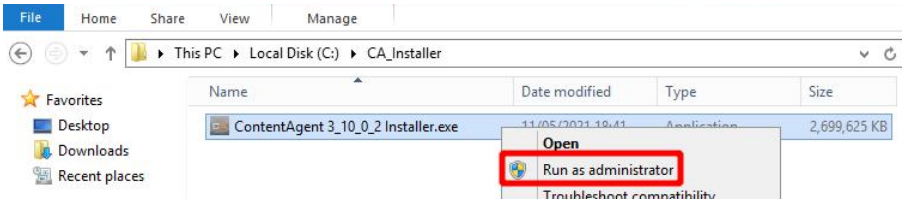
- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator



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

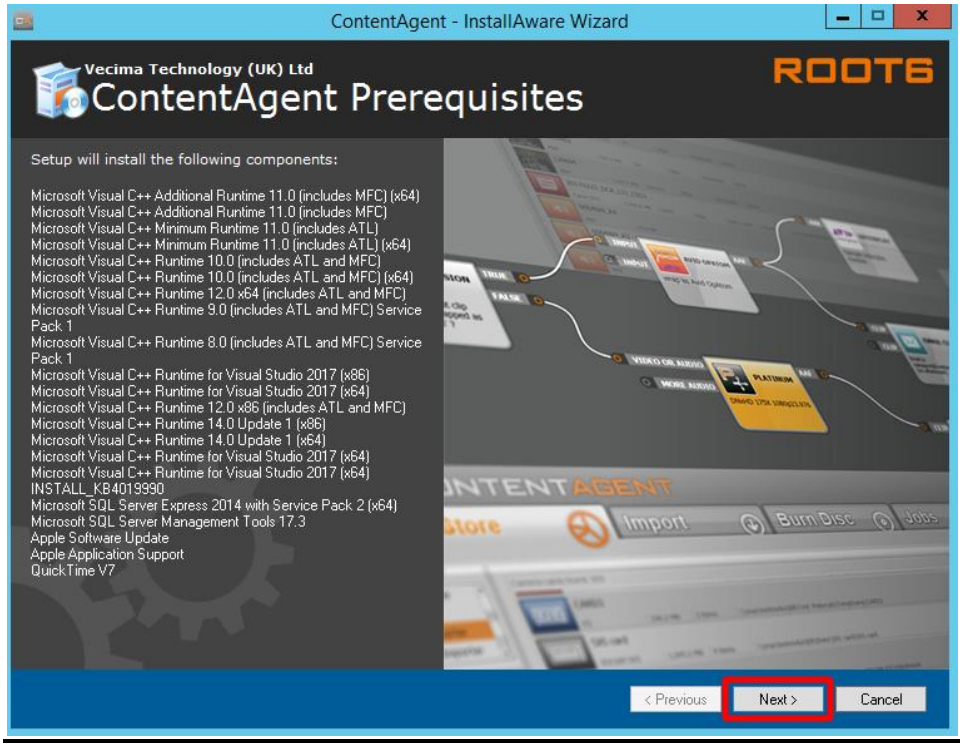
As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file.
Right click your file -> Properties -> "unblock"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

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

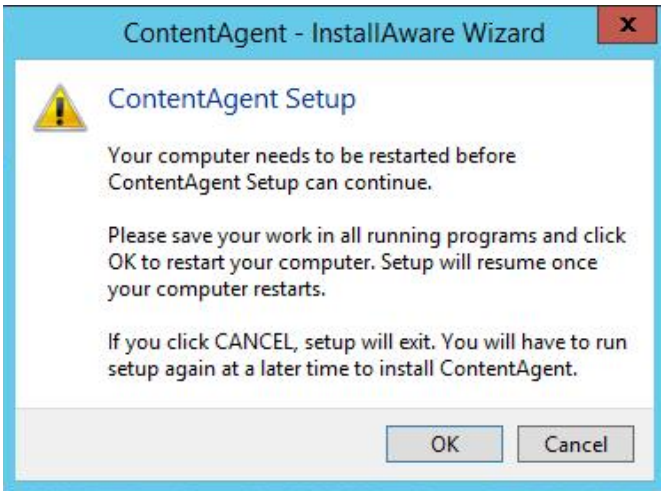


The installAware Wizard may take a moment to load:

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

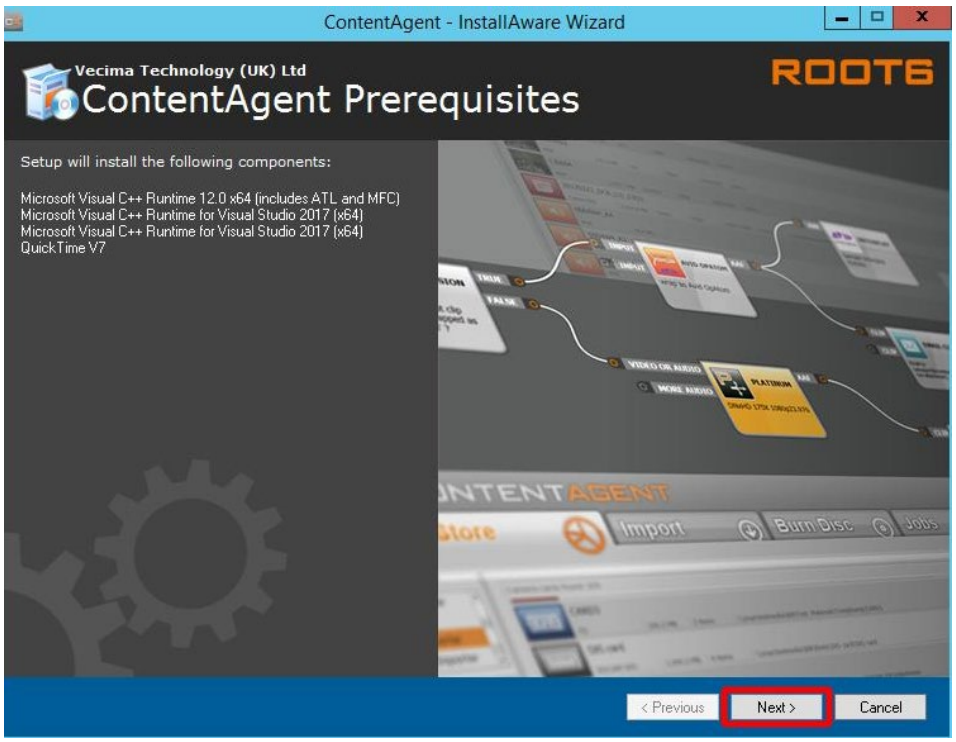


You may be prompted to reboot during the prerequisites installation:

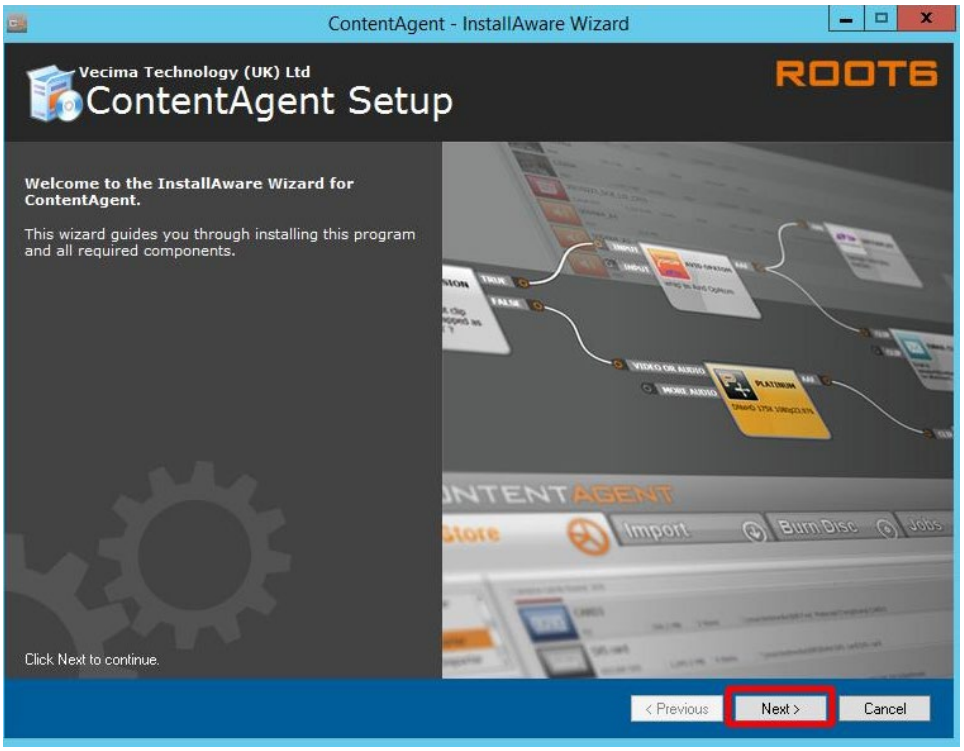


Click OK and wait for your system to finish rebooting.

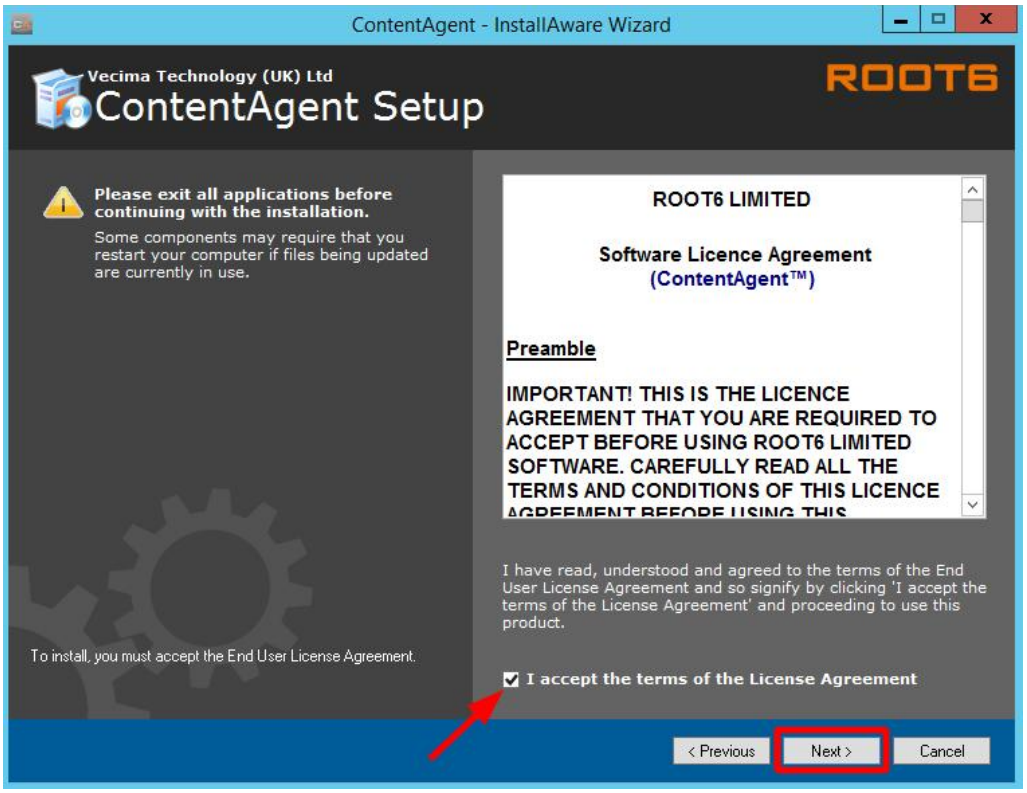
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



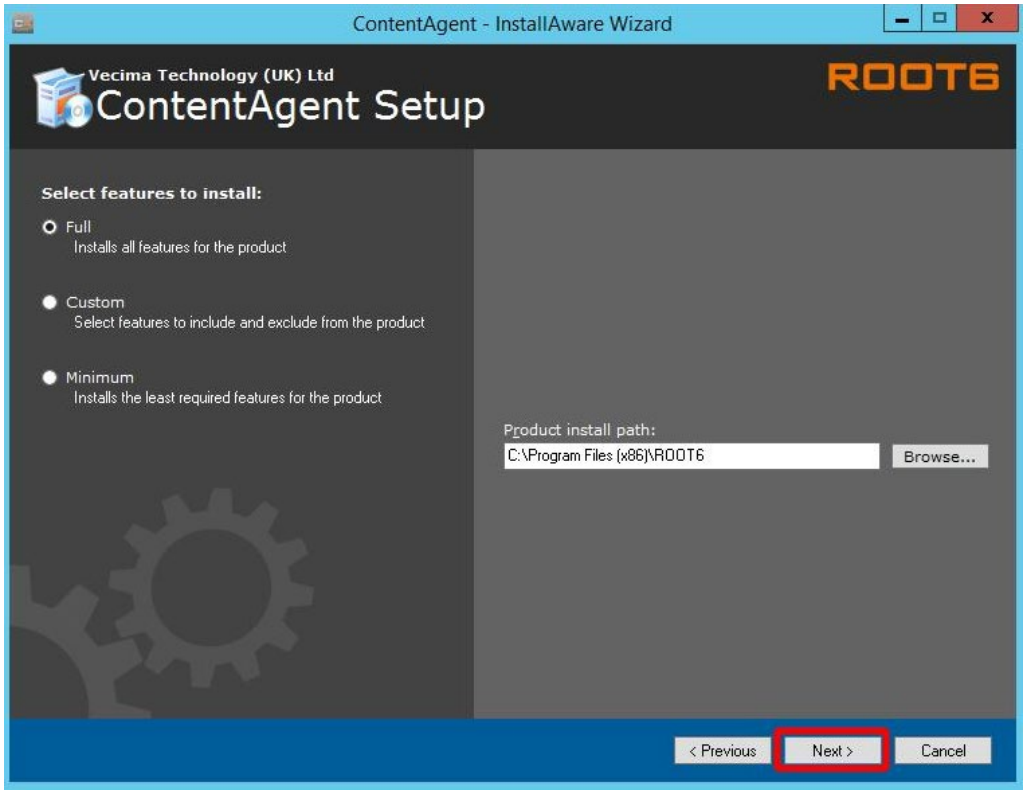
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



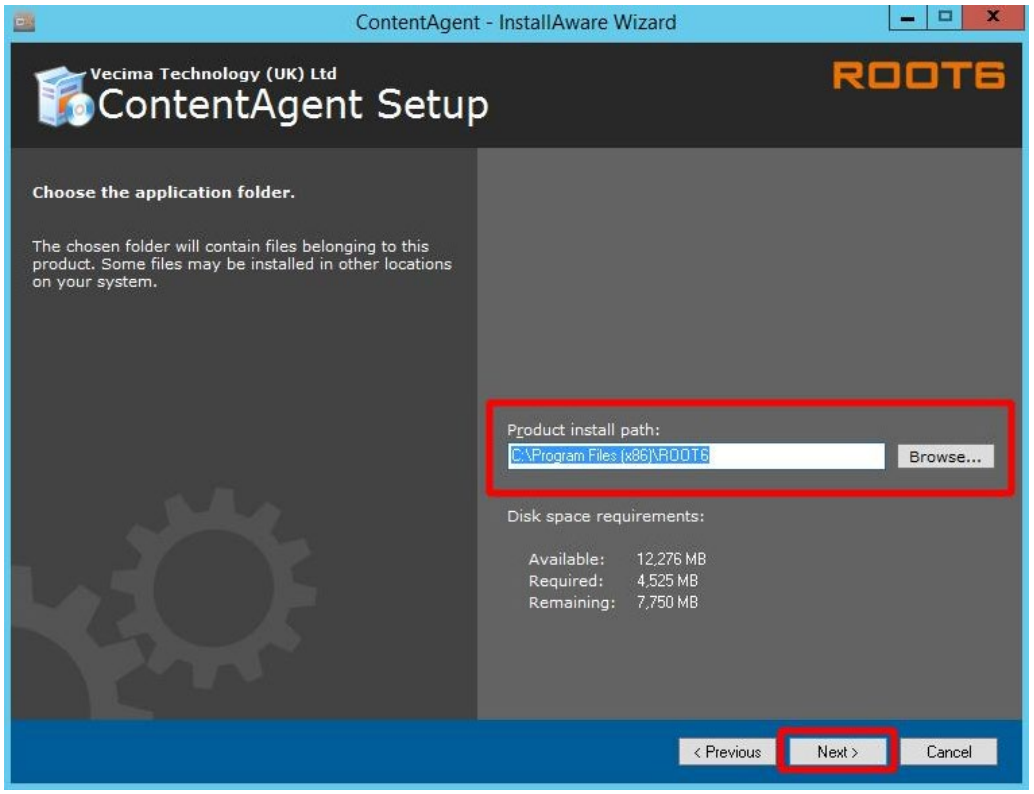
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



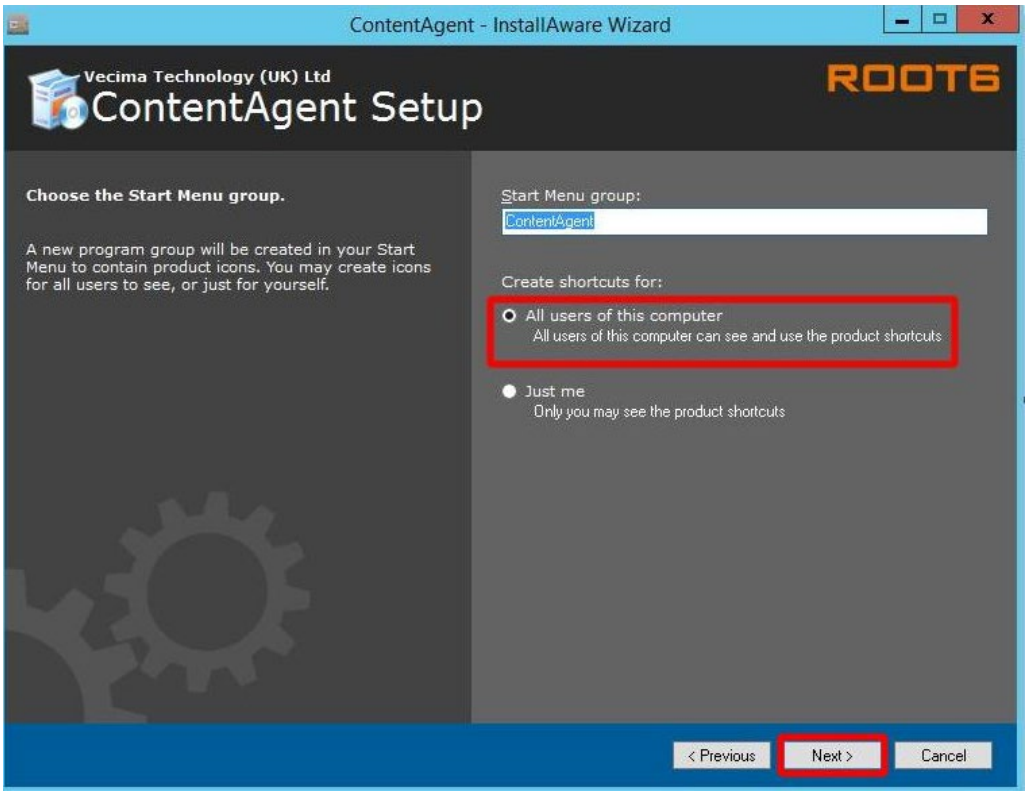
Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:

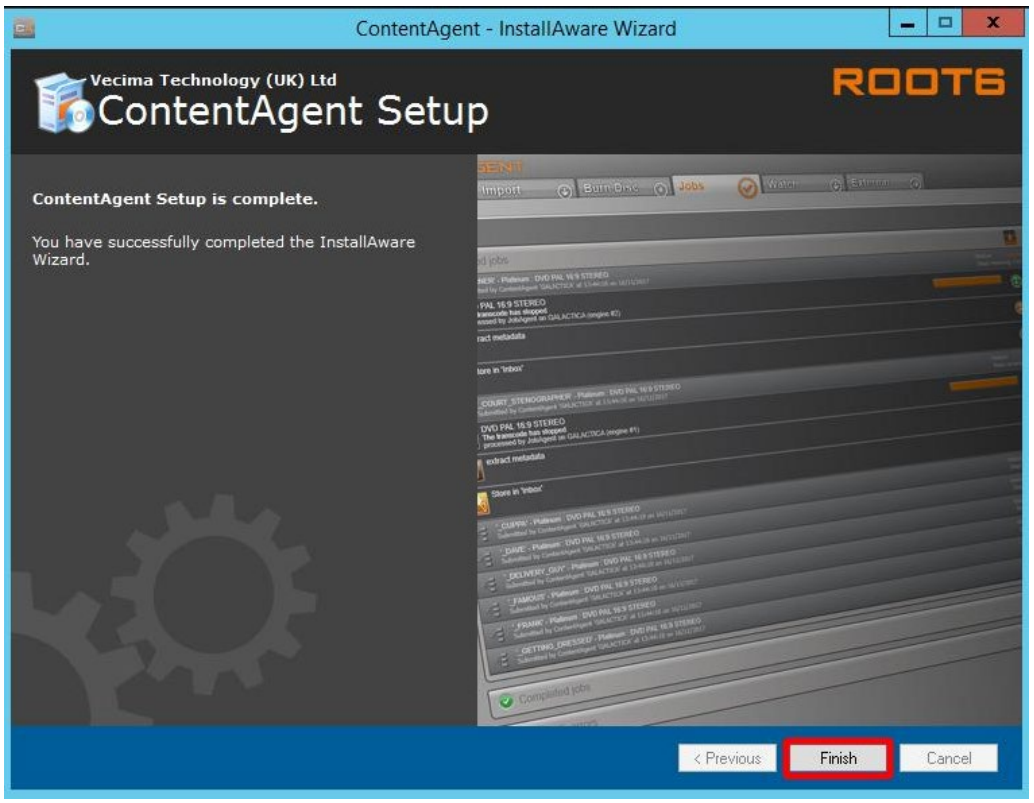


Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You’re almost there! Click Next to continue:

ContentAgent setup is now complete. Click Finish to continue:



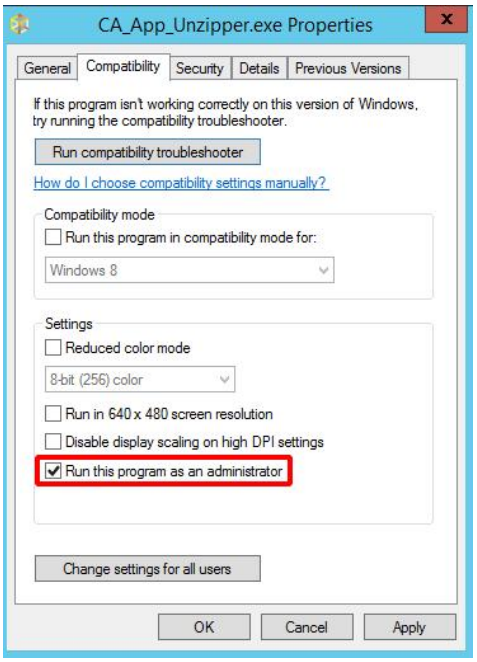
Software update:

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

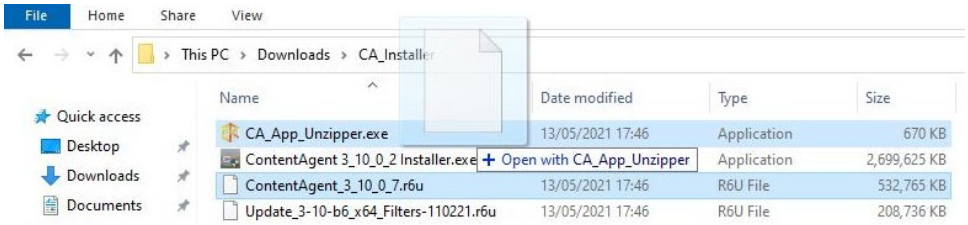
- CA_App_Unzipper.exe

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

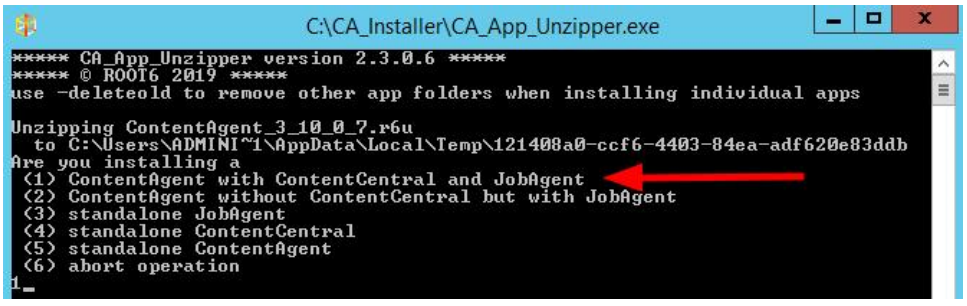
5. Set the CA_App_Unzipper.exe to run as admin. ***Right click -> properties -> compatibility -> Run this program as an administrator***:



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

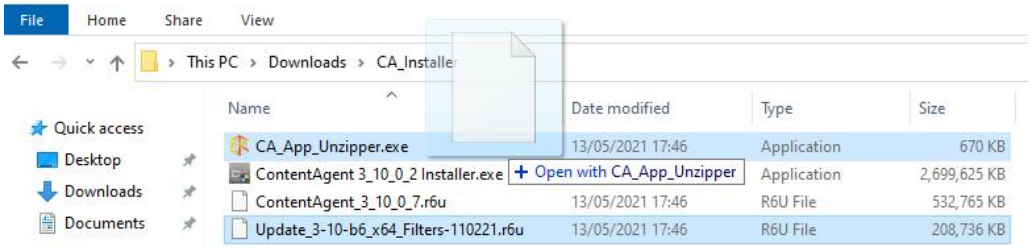


You will be presented with a commandline window with the following options:

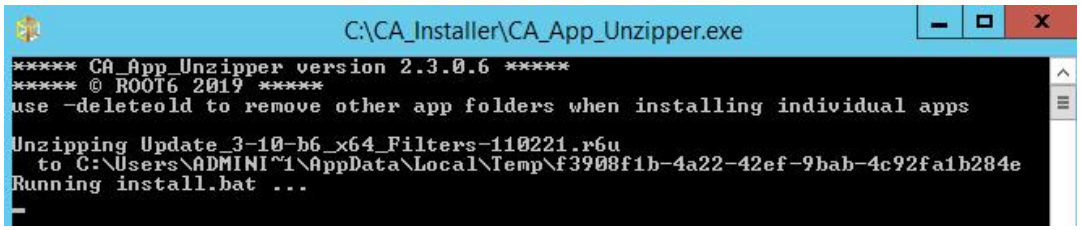


Select option 1 and hit the Enter key.
The contents of the.r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.

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.



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

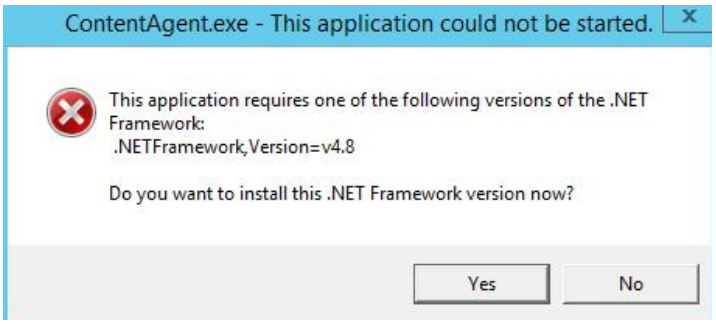
C:\Program Files\ROOT6\Filters

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.

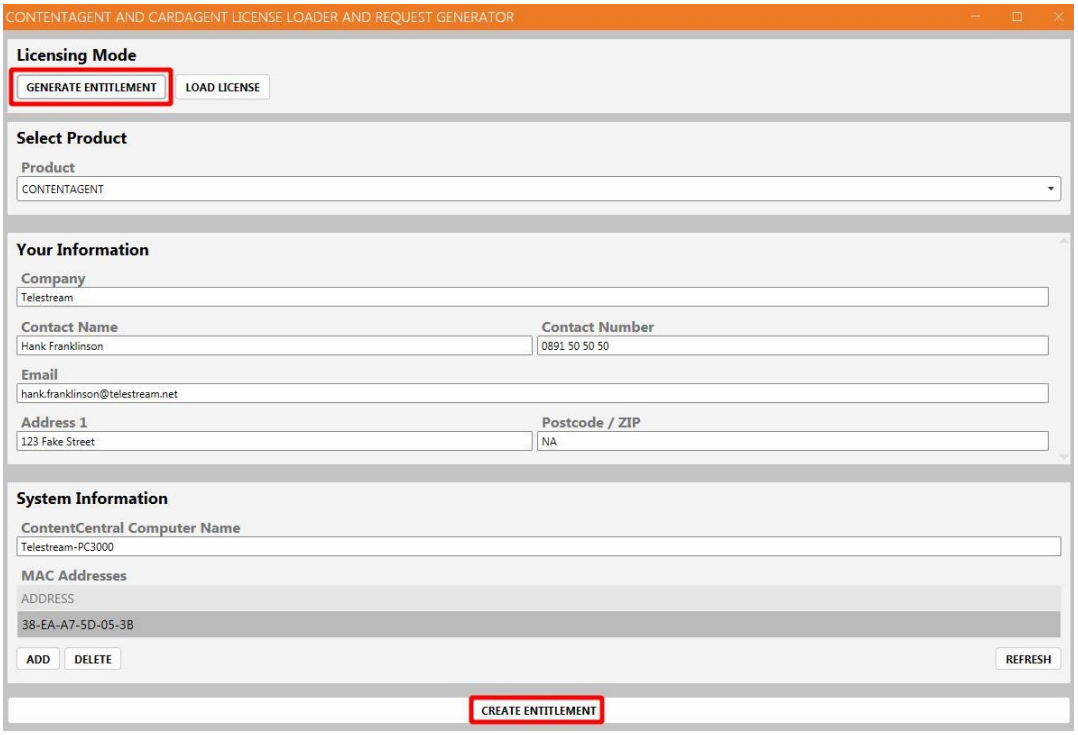
You can check your .net installation in Control Panel: ***Run start->Control Panel->Programs and Features***

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.



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.

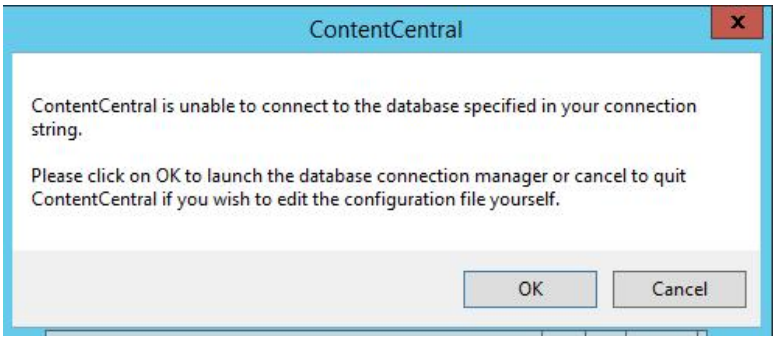
You will need to send this file to casupport@telestream.net – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

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

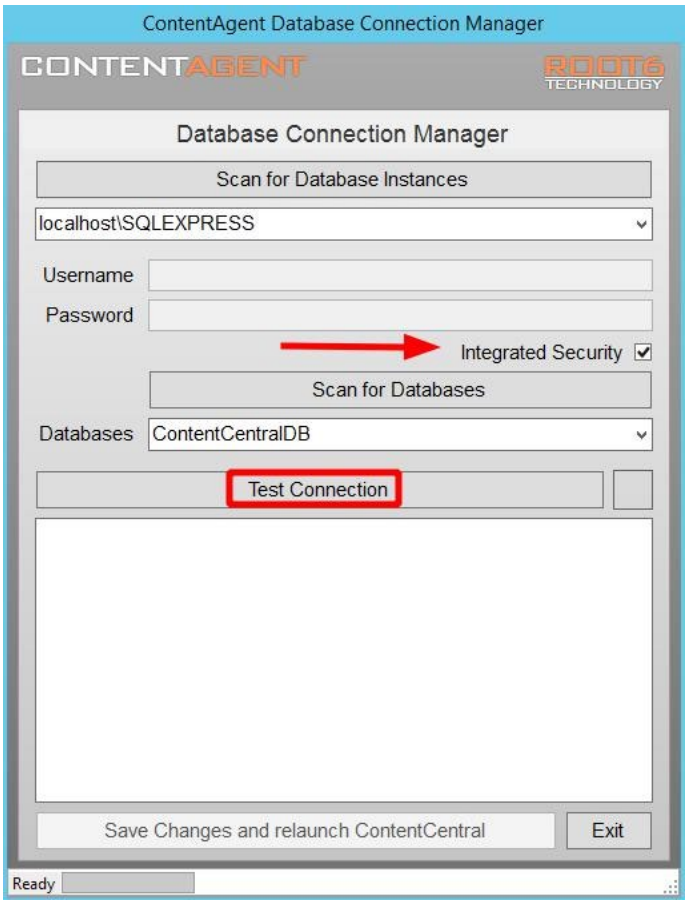
The license file is called: “main_r_4”

Database Permissions:

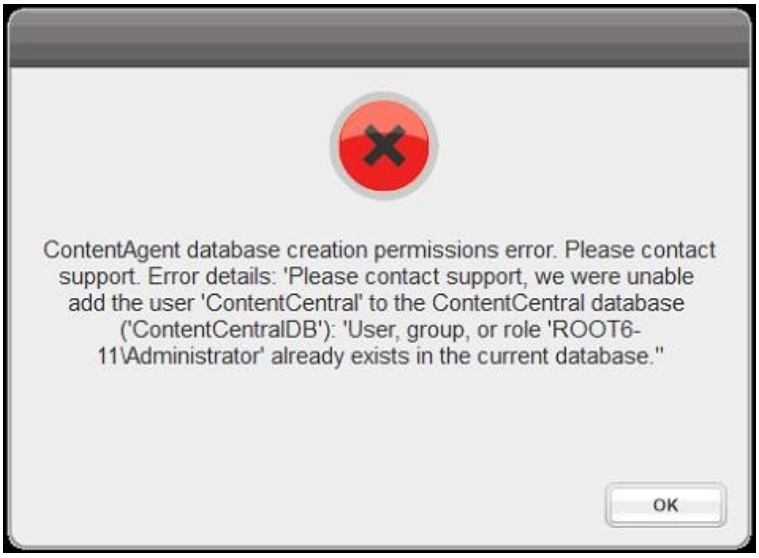
When you have Launched ContentAgent for the first time, you may run into a connection string error:



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.

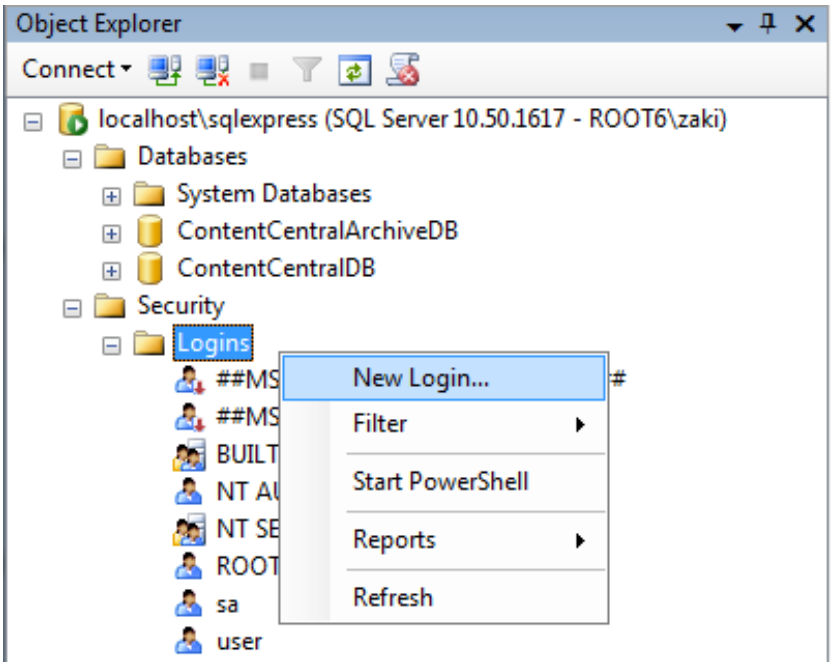


This can be due to administrative restrictions which do not allow us to automatically create a "***ContentCentral***" user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

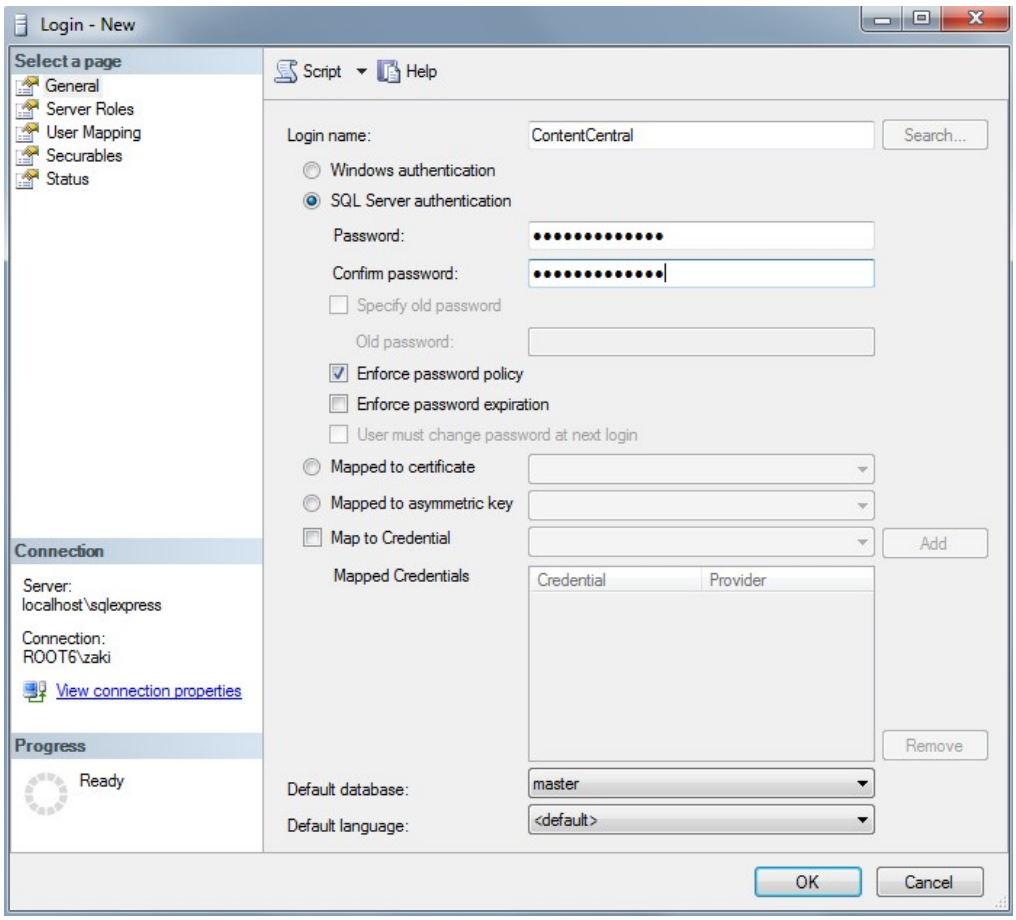
There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

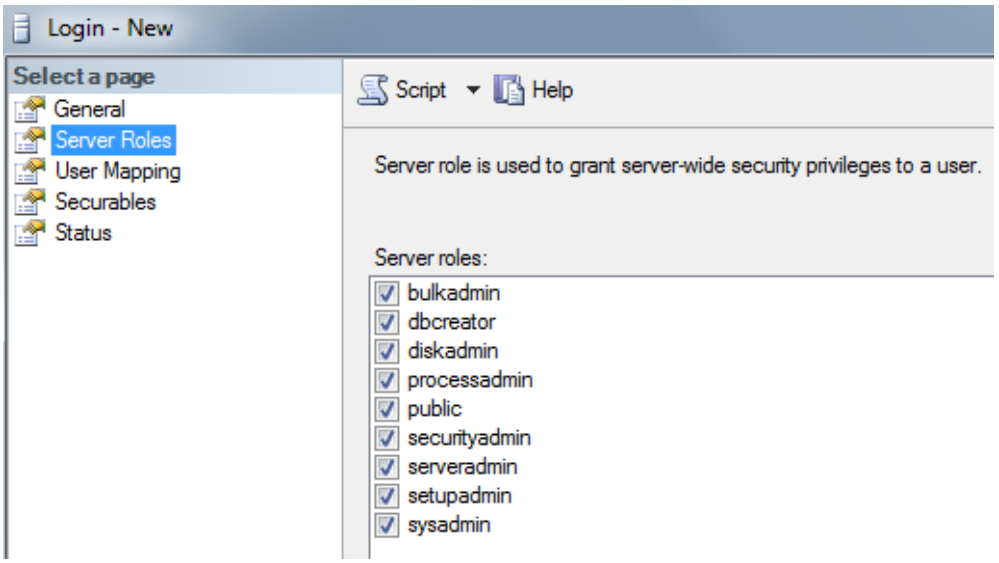
21. Shutdown ContentAgent (***end ContentCentral service from task manager (or system tray) if necessary***)
22. Open SQL Management Studio select the following options and connect:
    Server type: Database Engine Server
    name: localhost\sqlexpress
    Authentication: Windows Authentication
23. Expand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



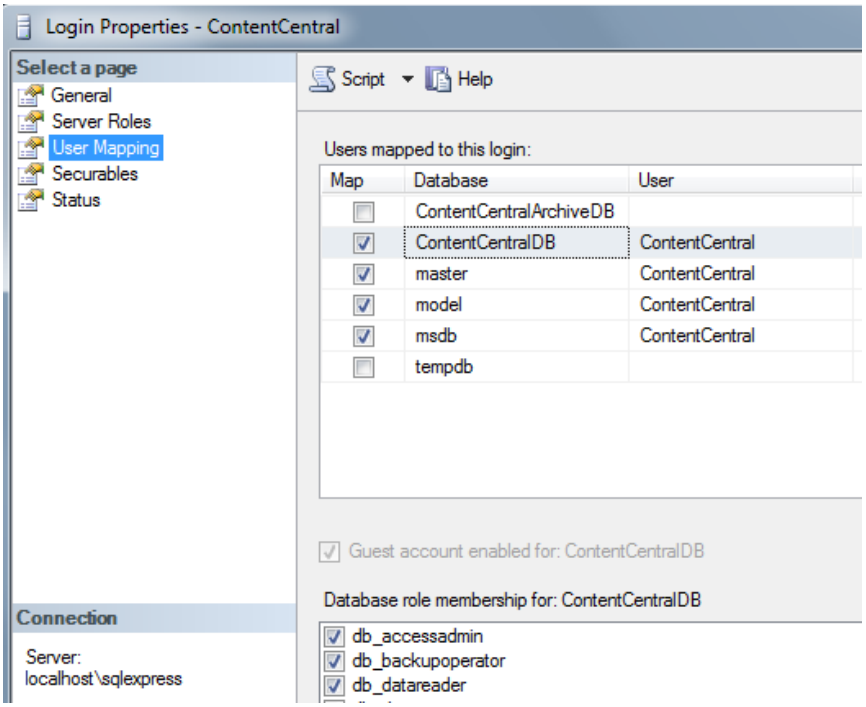
24. In the ***General*** page: select ***SQL server authentication***
25. Create a Login name called "***ContentCentral***"
26. Enter a new password "***ContentAgent1***"
27. Uncheck ***Enforce password expiration***



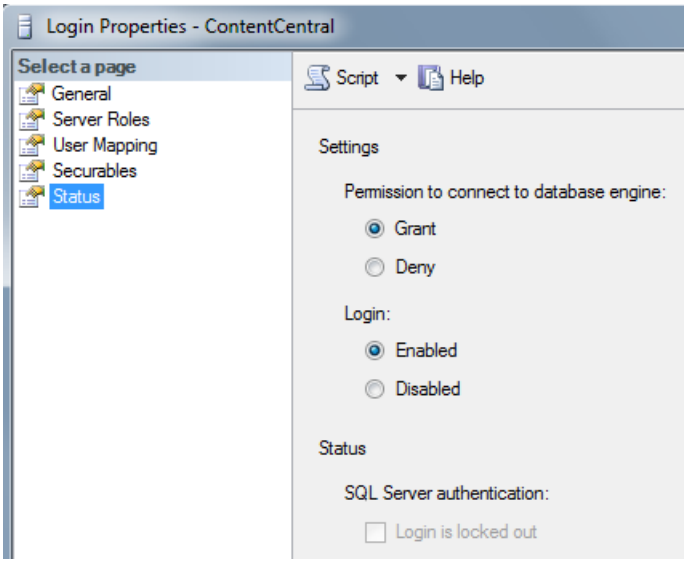
28. Select the ***Server Roles*** page and ***enable all Server role*** options:



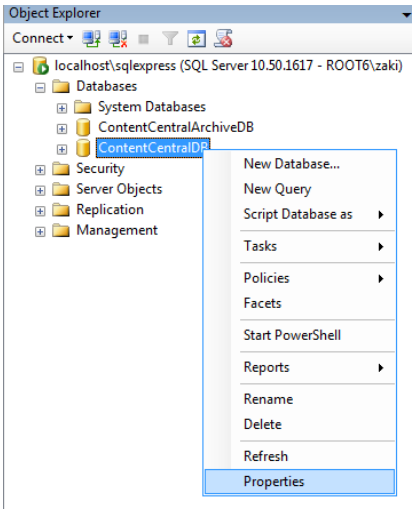
29. Select the ***User Mapping*** page and map the following 4 databases: ***ContentCentralDB, master, model and msdb***



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).

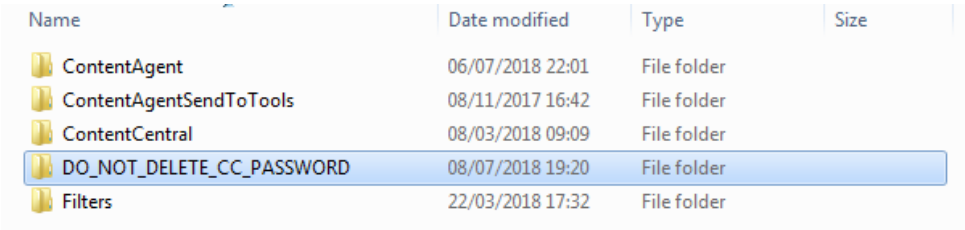
```
  <connectionStrings>
    <add name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1 />
    <add name="ContentCentral.Properties.Settings.ContentCentralArchiveDBConnectionString"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

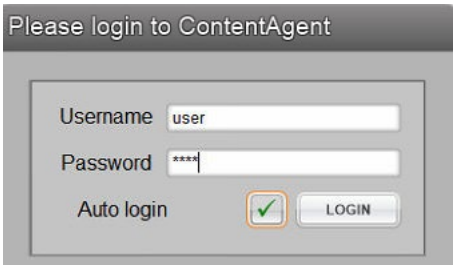
Take note - a manual ContentAgent installation ***will overwrite*** all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will ***not overwrite*** the config files.

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).



Software Login:

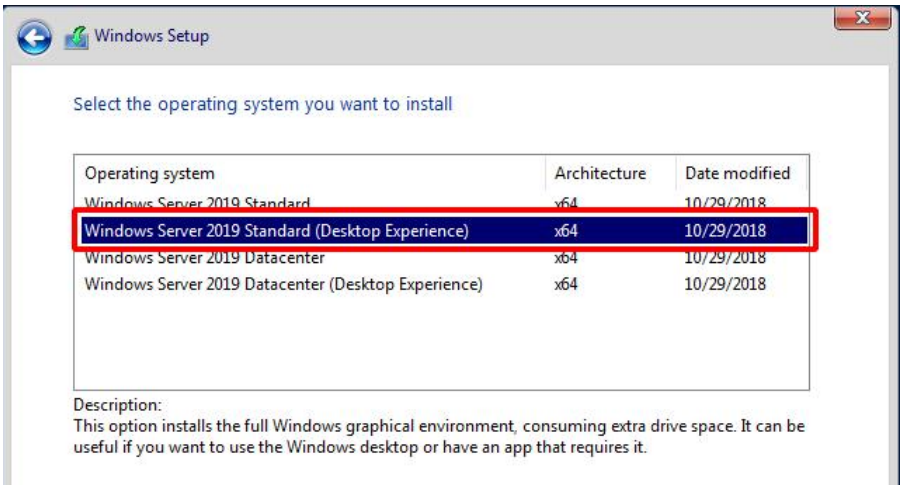
Default login – “user” and “user” or “admin” and “admin”



Windows Server 2019 Installation

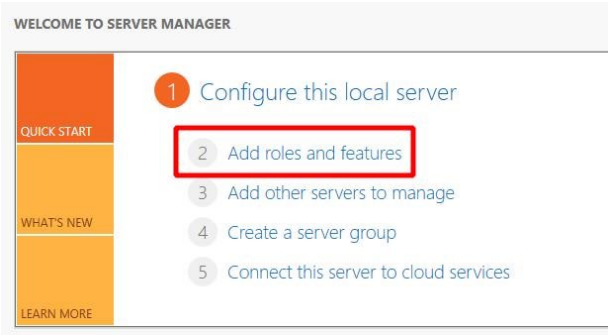
Operating System preliminary steps

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



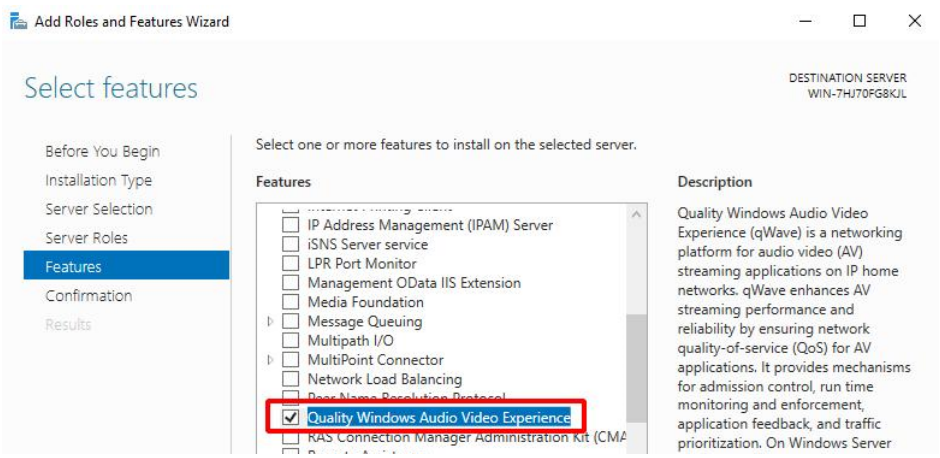
Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

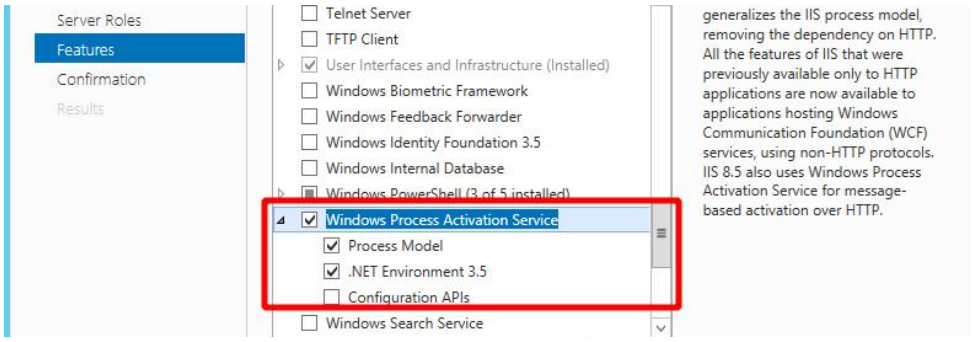


14. Add/install the following features:

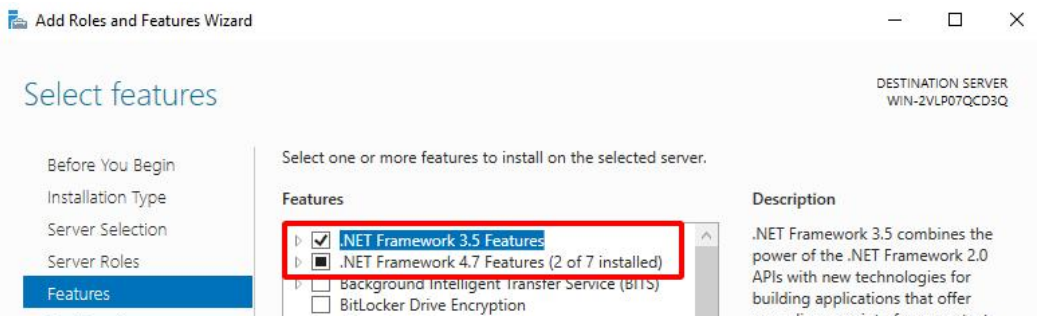
- Quality Windows Audio Video Experience



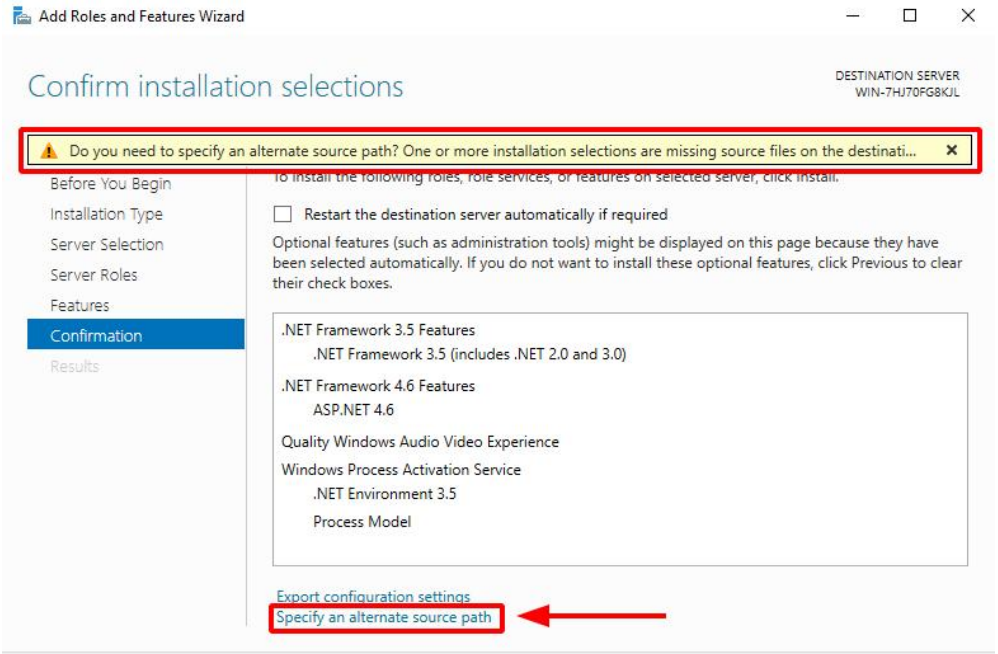
- Windows Process Activation Service (including .NET Environment 3.5)



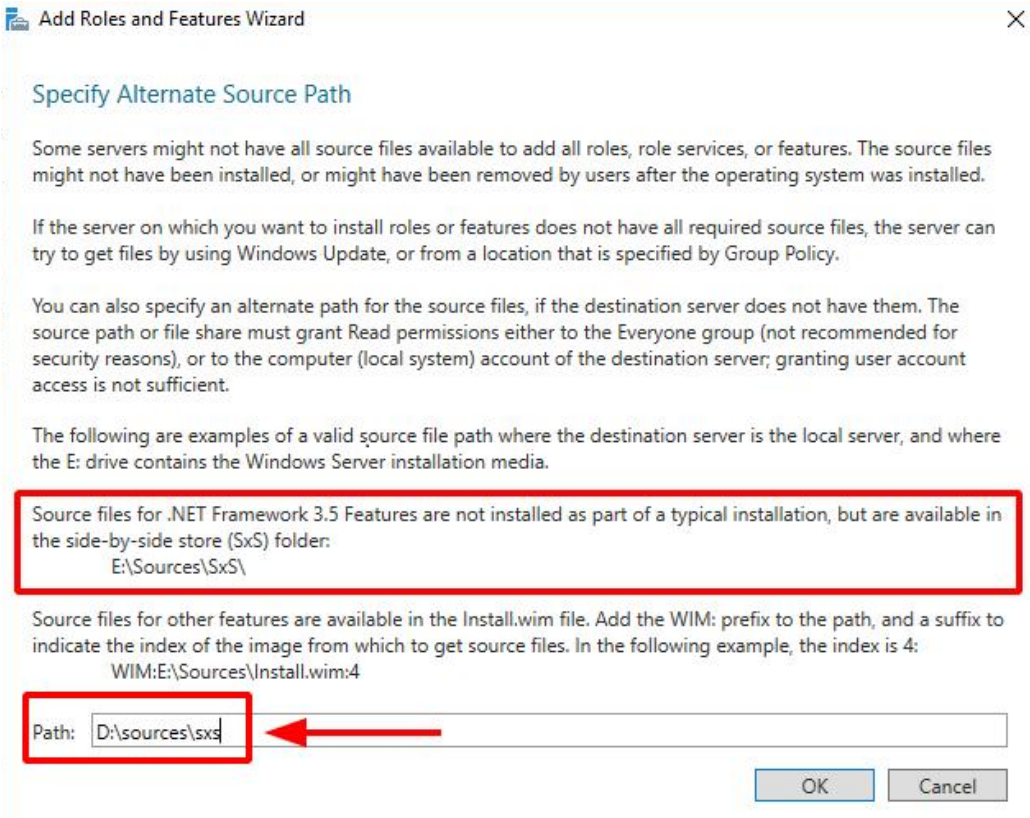
- .NET Framework 3.5/4.7 Features



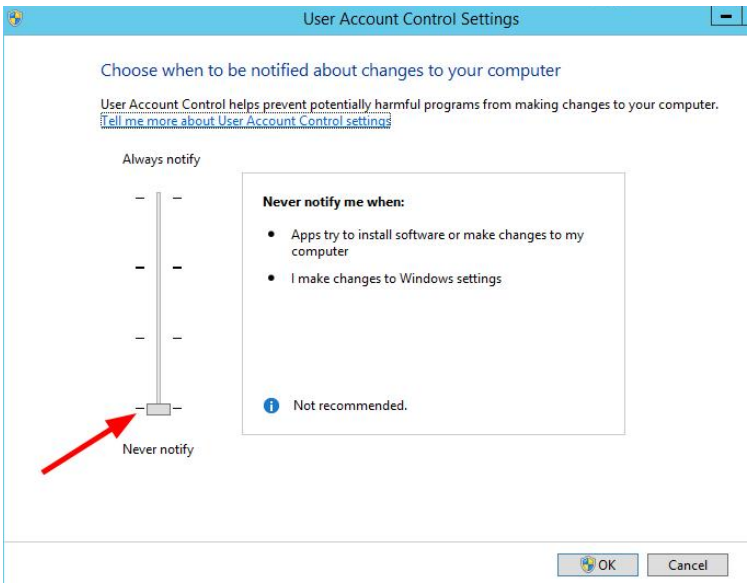
When you have selected your required features, you may need to specify an alternate source path to complete your .net 3.5 installation. Click on “Specify an alternate source path”:



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:***

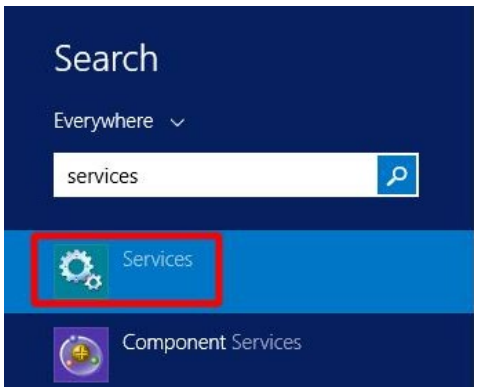


15. Disable User Account Control settings (bring the slider down completely). ***Run Start -> UAC (user account control)***



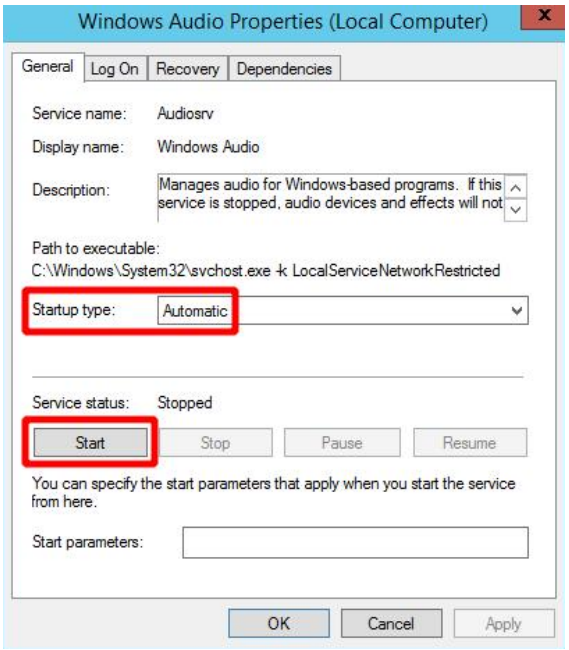
16. Reboot your system
17. Install the latest Windows updates and reboot your system again.

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



Change the following Windows services to start automatically:

- Windows Audio
- Windows Audio Endpoint Builder

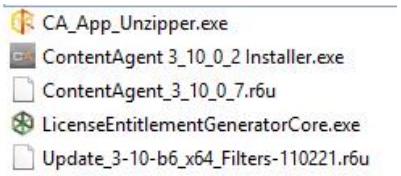


ContentAgent Installer:

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

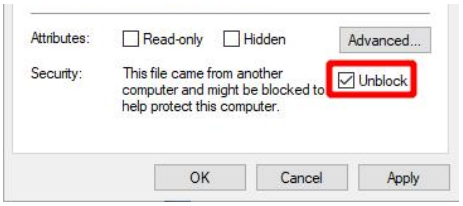
You will need the following installation components from your support representative:

- 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

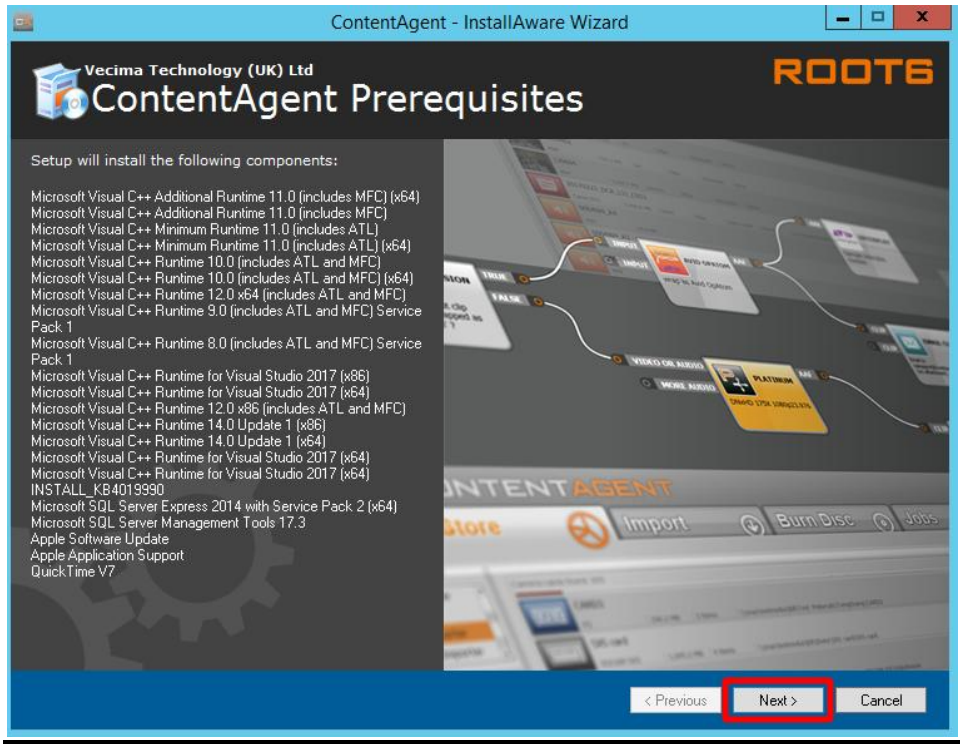
As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file.
Right click your file -> Properties -> "unblock"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



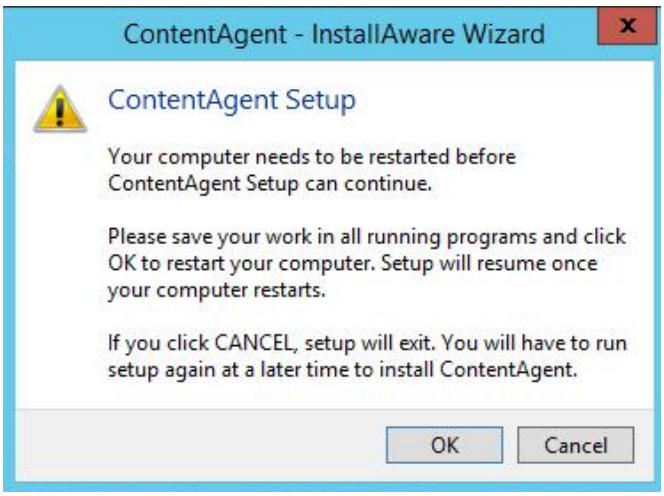
You are now ready to run the ContentAgent base installer. Run as admin if necessary. ***Right click -> Run as administrator***:

The installAware Wizard may take a moment to load:

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

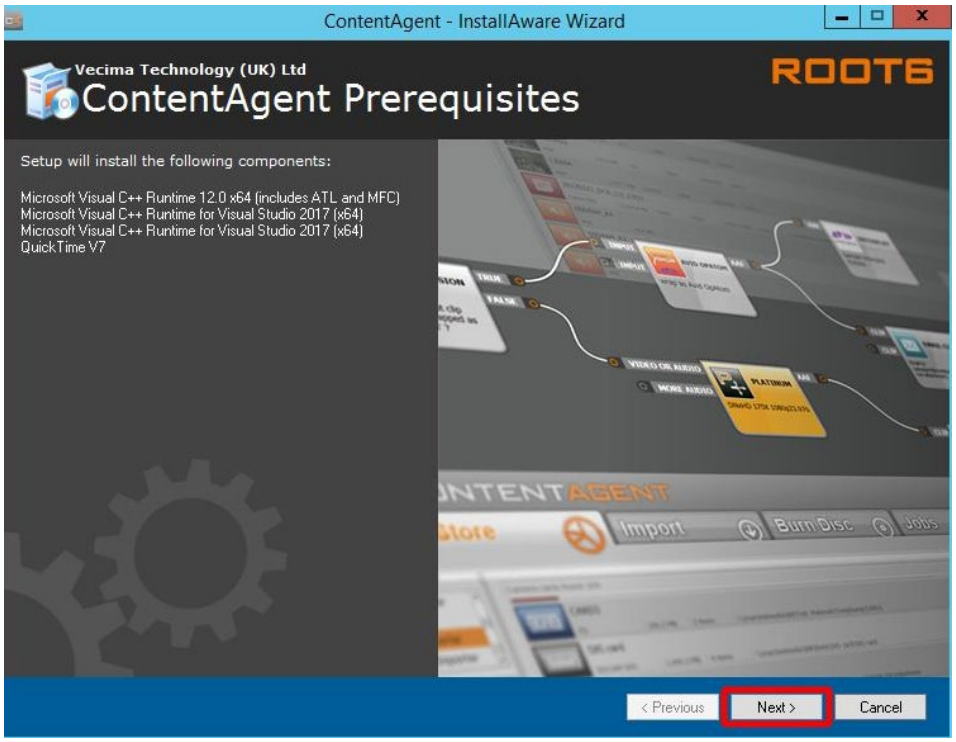


You may be prompted to reboot during the prerequisites installation:

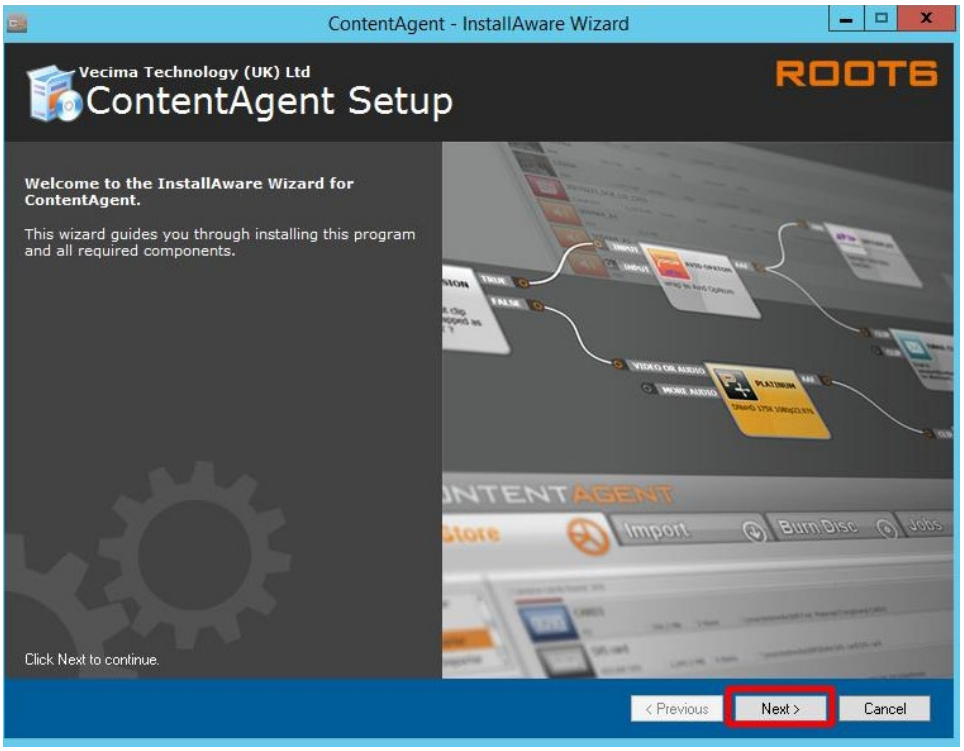


Click OK and wait for your system to finish rebooting.

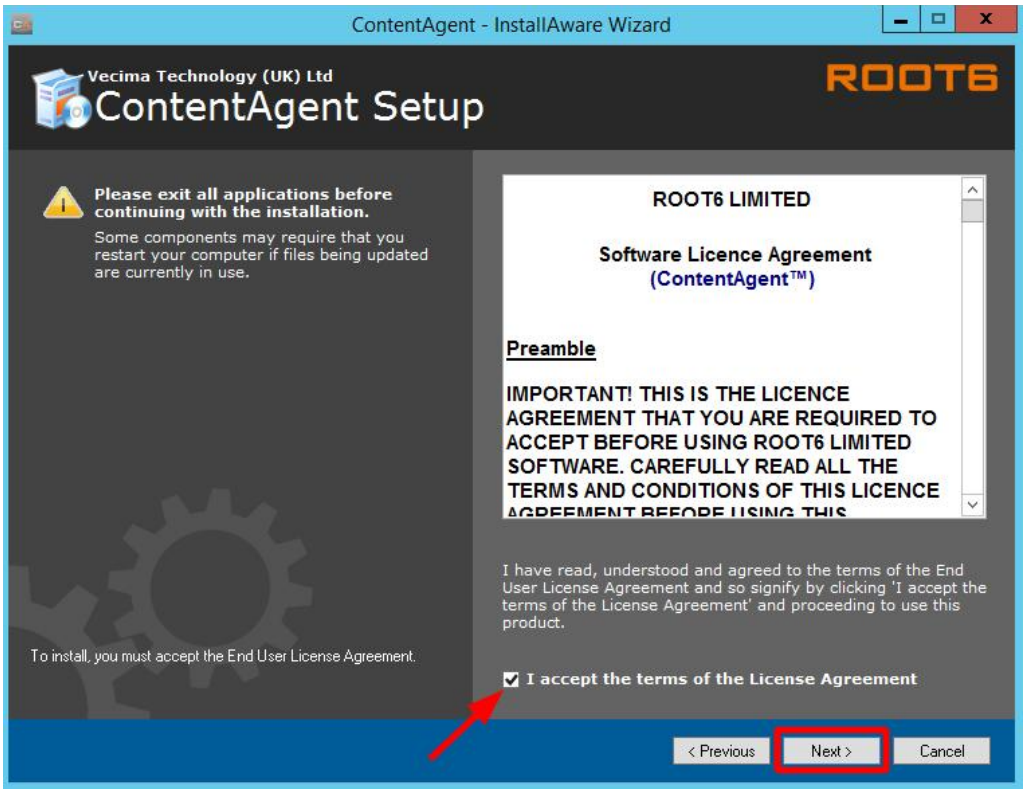
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



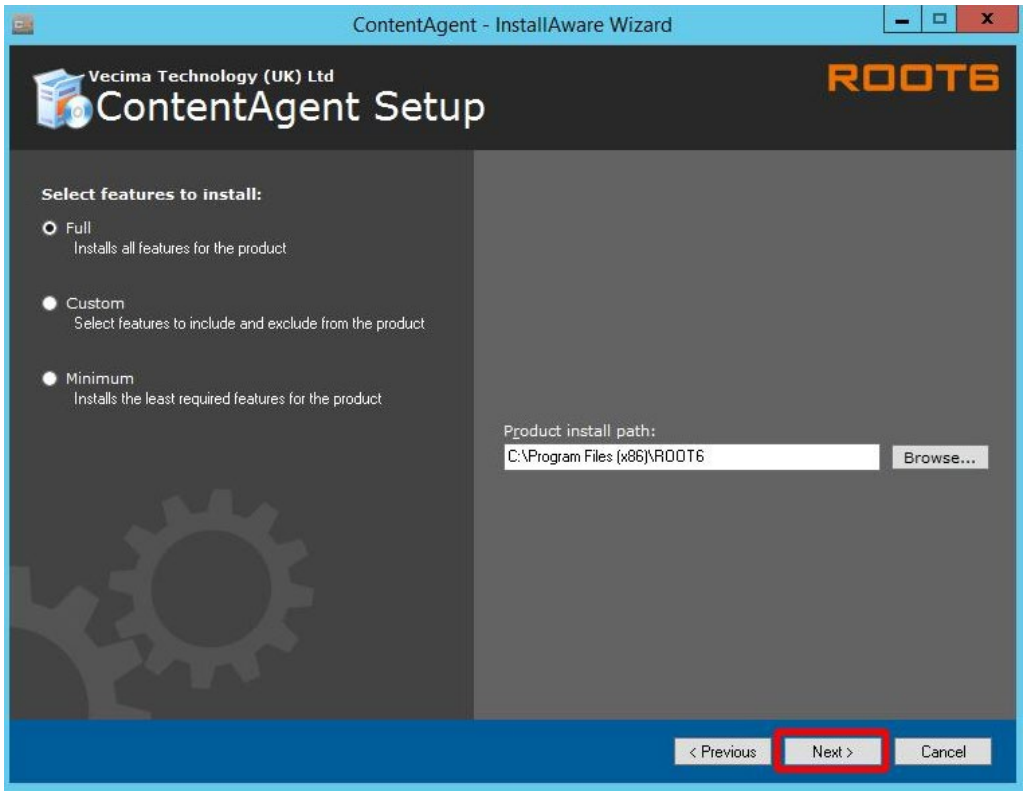
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



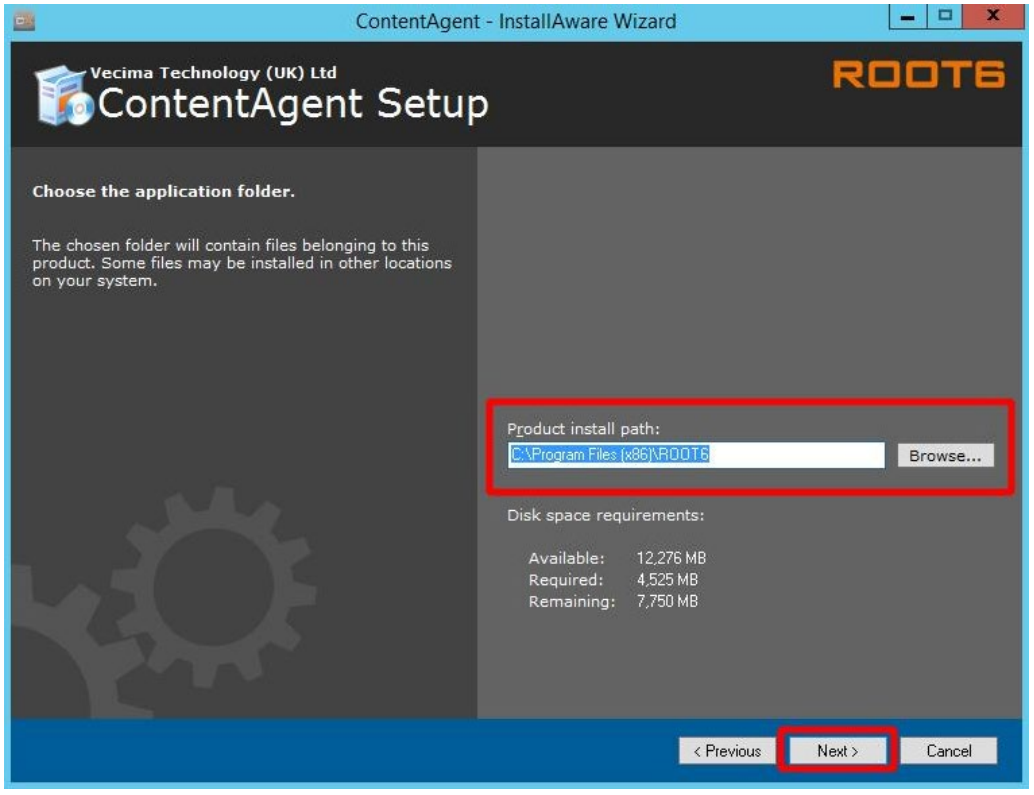
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



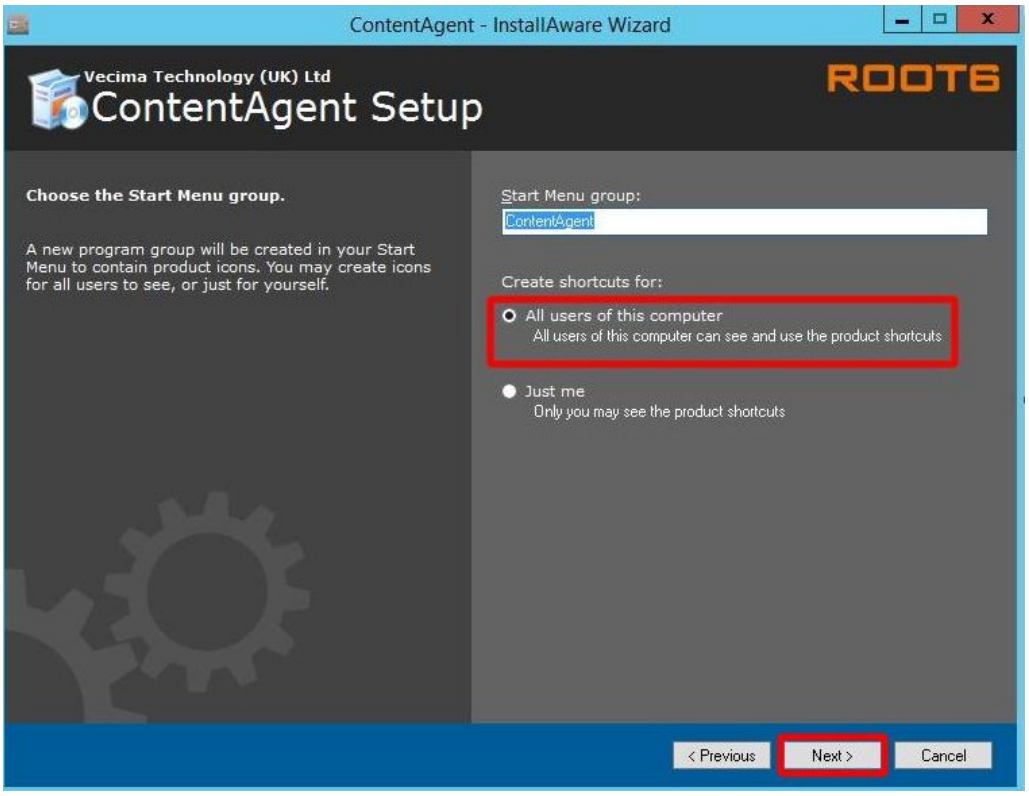
Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:

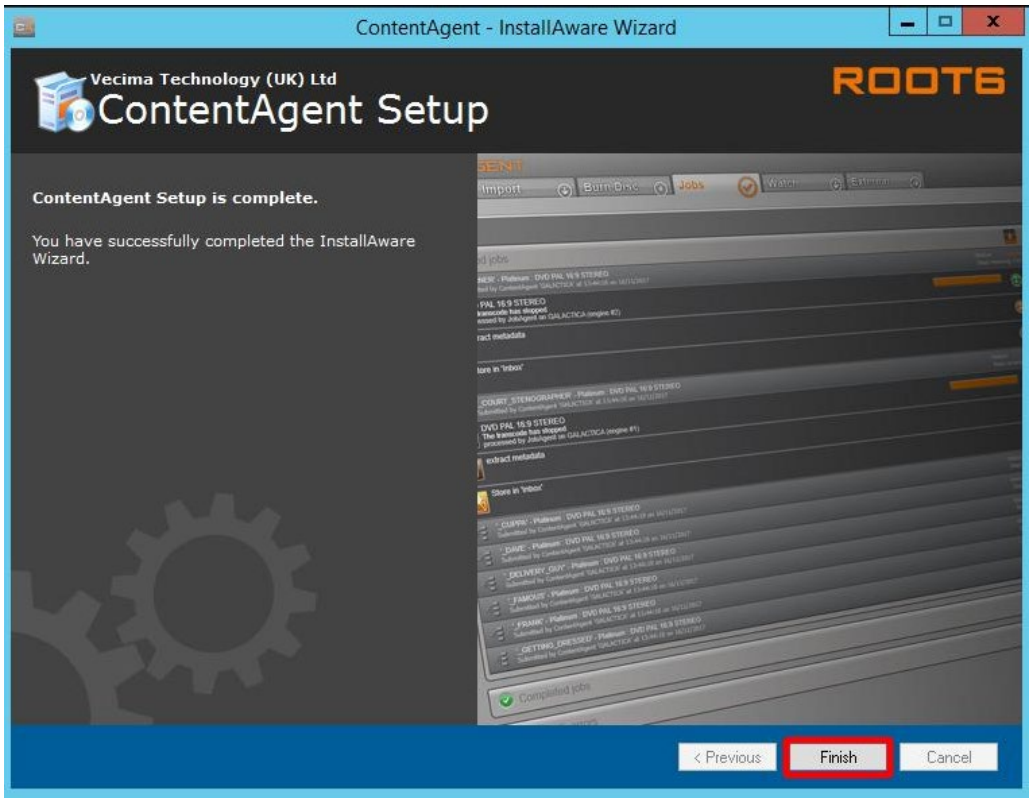


Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You’re almost there! Click Next to continue:

ContentAgent setup is now complete. Click Finish to continue:

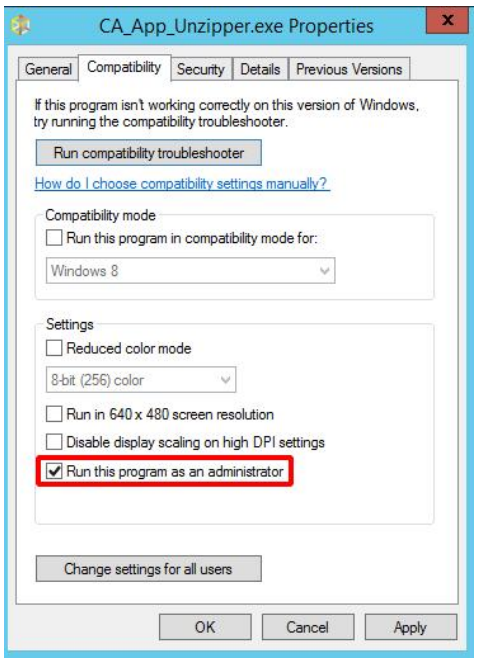


Software update:

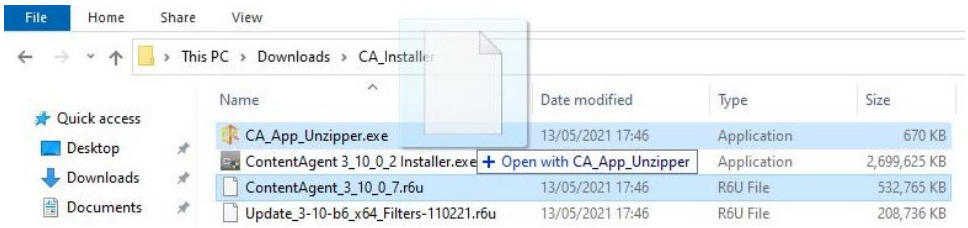
To install the latest Software update, you will need the following components from your support representative:

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

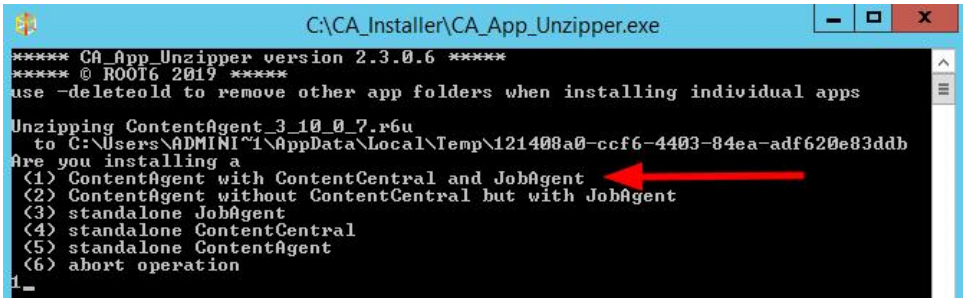
9. Set the CA_App_Unzipper.exe to run as admin. ***Right click -> properties -> compatibility -> Run this program as an administrator***:



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

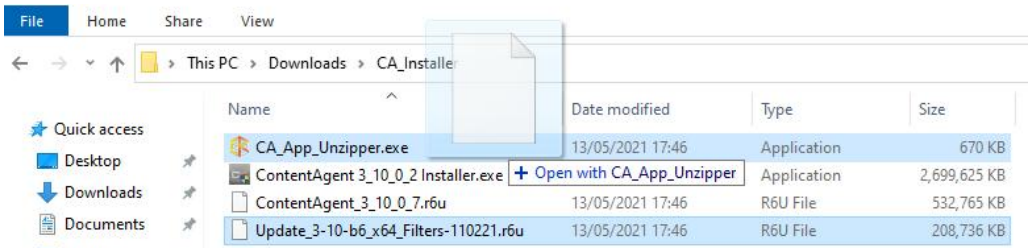


You will be presented with a commandline window with the following options:

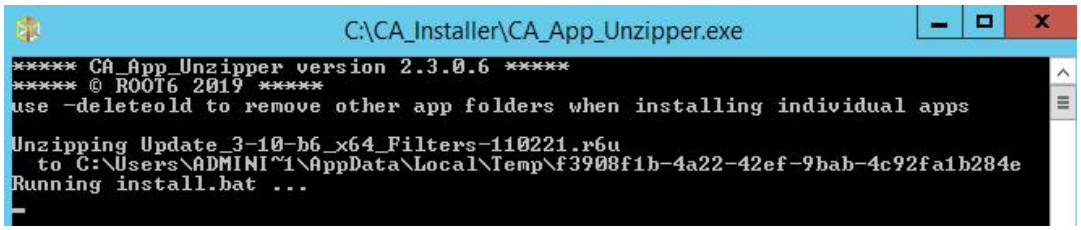


Select option 1 and hit the Enter key.
The contents of the.r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.

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.



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

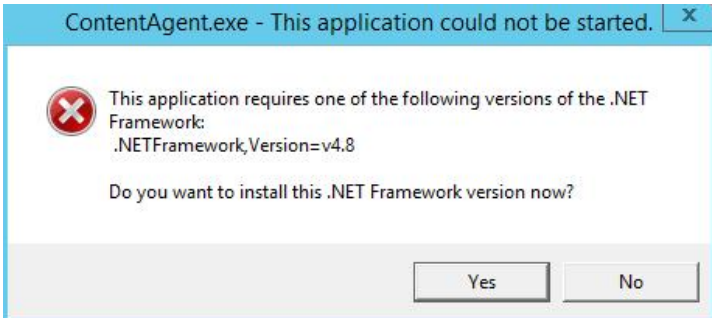
C:\Program Files\ROOT6\Filters

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.

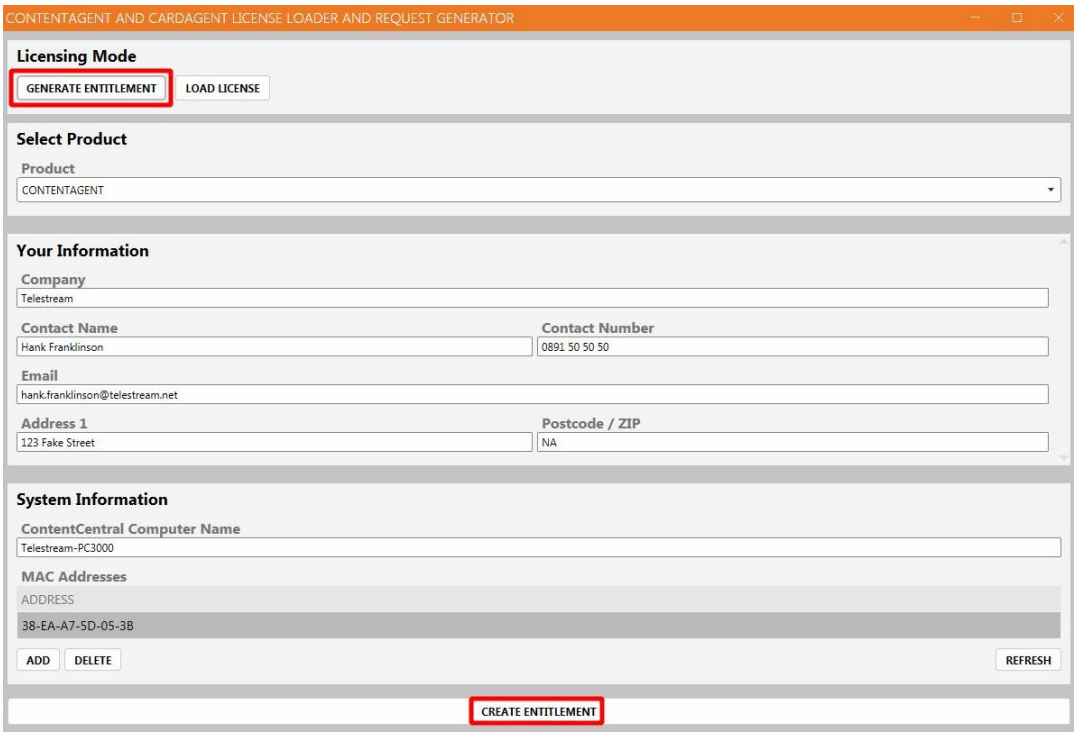
You can check your .net installation in Control Panel: ***Run start->Control Panel->Programs and Features***

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.

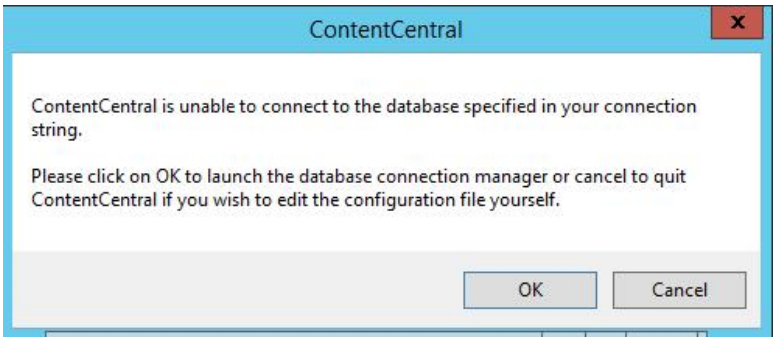
You will need to send this file to casupport@telestream.net – once your license file has been generated, the new license should automatically download to your ContentAgent system, if you have an active internet connection.

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

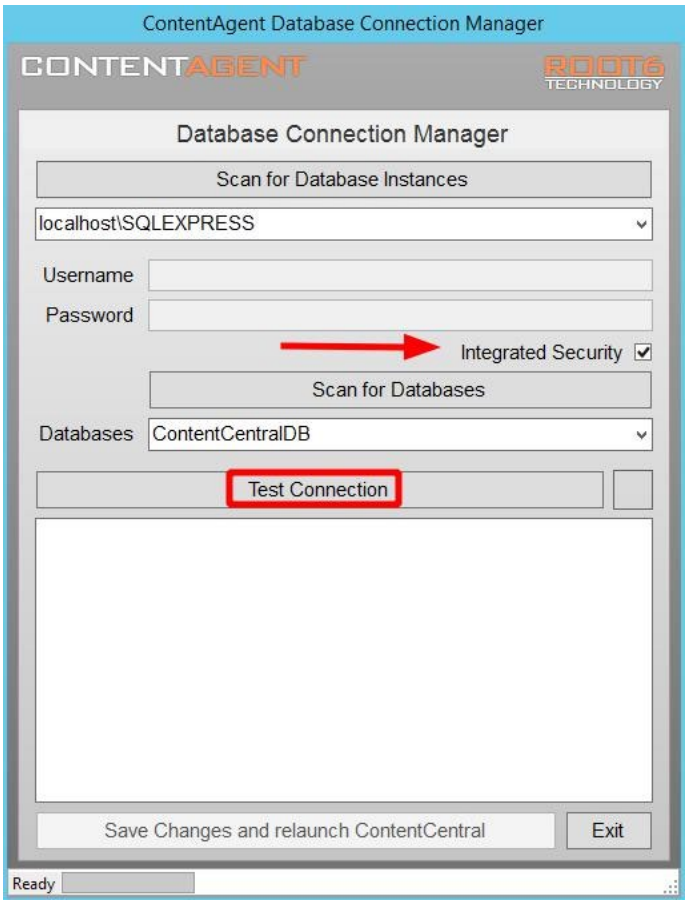
The license file is called: “main_r_4”

Database Permissions:

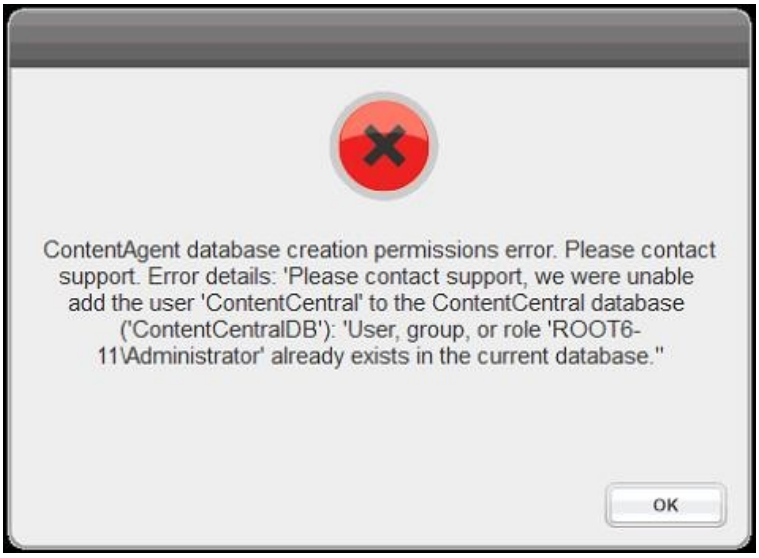
When you have Launched ContentAgent for the first time, you may run into a connection string error:



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
Save Changes and relaunch ContentCentral
Exit
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.

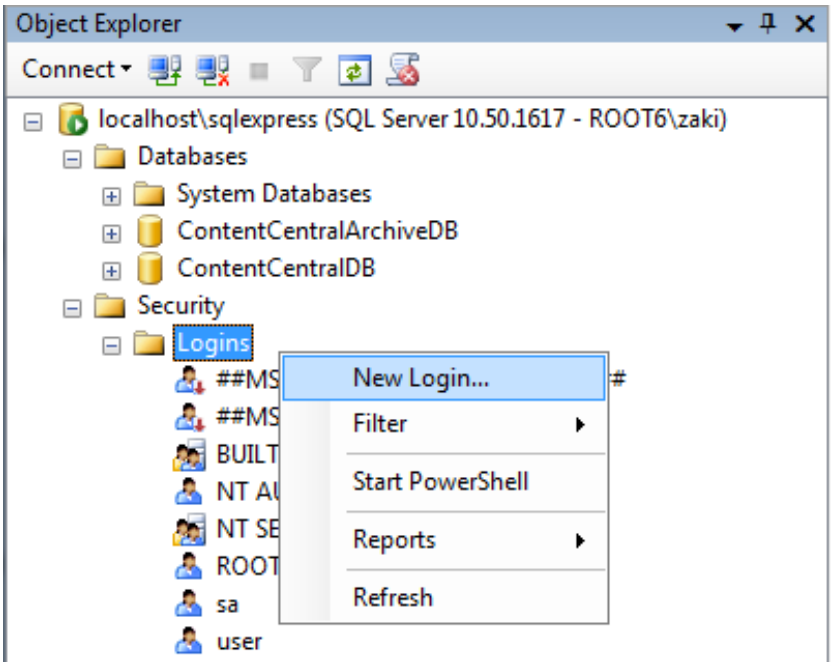


This can be due to administrative restrictions which do not allow us to automatically create a "***ContentCentral***" user account. It can also be because of server OS security permissions, which do not like the default password "Root6".

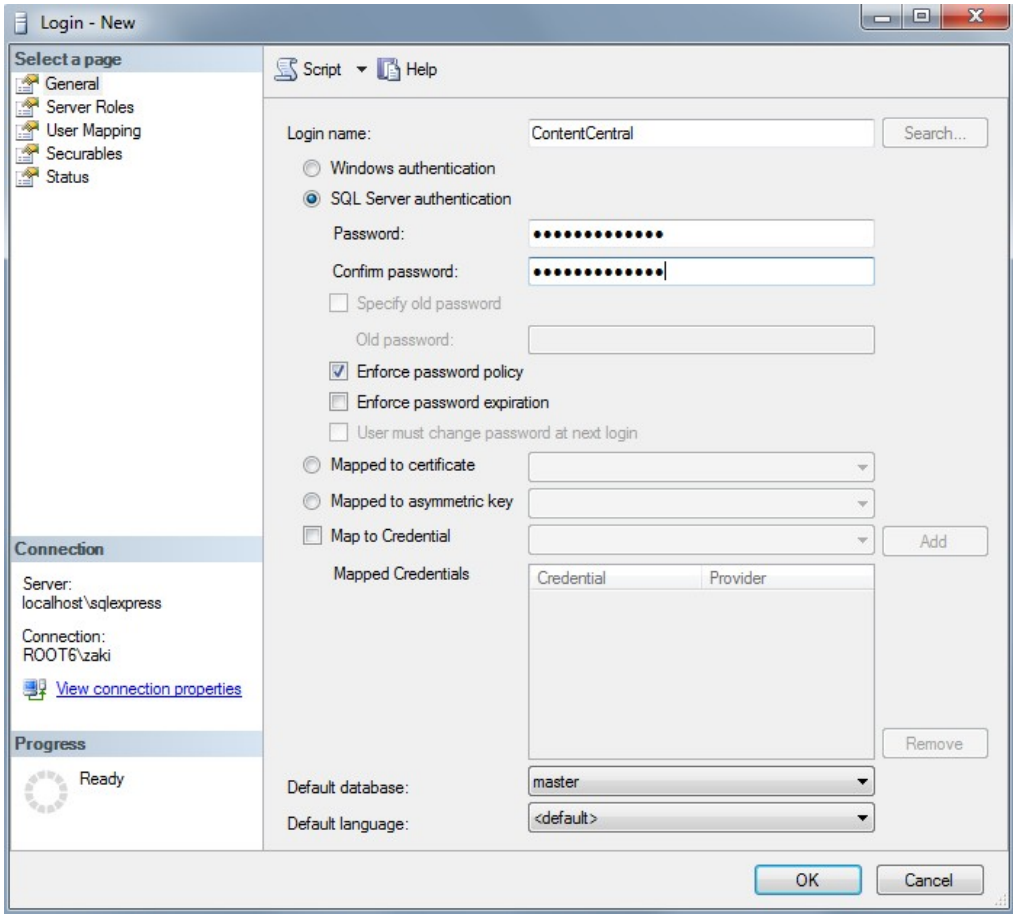
There is a way to manually create the ContentCentral login account in SQL Management Studio if the installer is unable to do so.

To enable your ContentCentral login account, follow these steps:

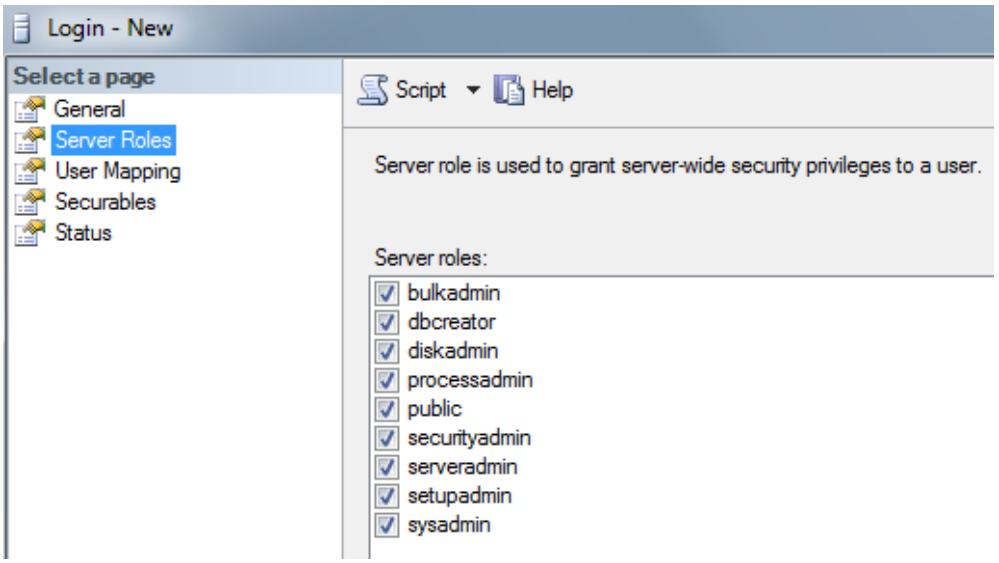
41. Shutdown ContentAgent (***end ContentCentral service from task manager (or system tray) if necessary***)
42. Open SQL Management Studio select the following options and connect:
    Server type: Database Engine Server
    name: localhost\sqlexpress
    Authentication: Windows Authentication
43. Expand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



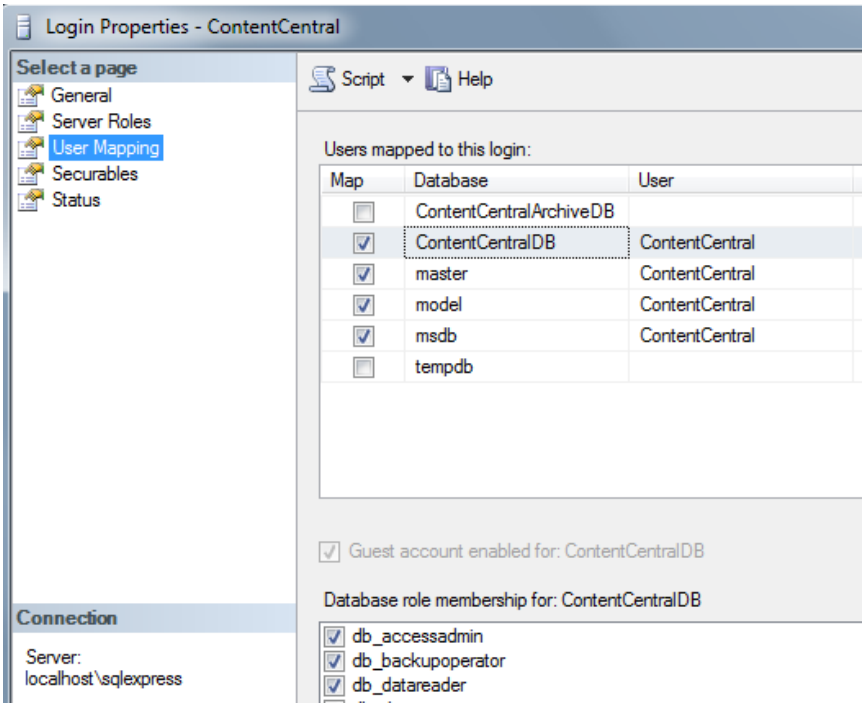
44. In the ***General*** page: select ***SQL server authentication***
45. Create a Login name called "***ContentCentral***"
46. Enter a new password "***ContentAgent1***"
47. Uncheck ***Enforce password expiration***



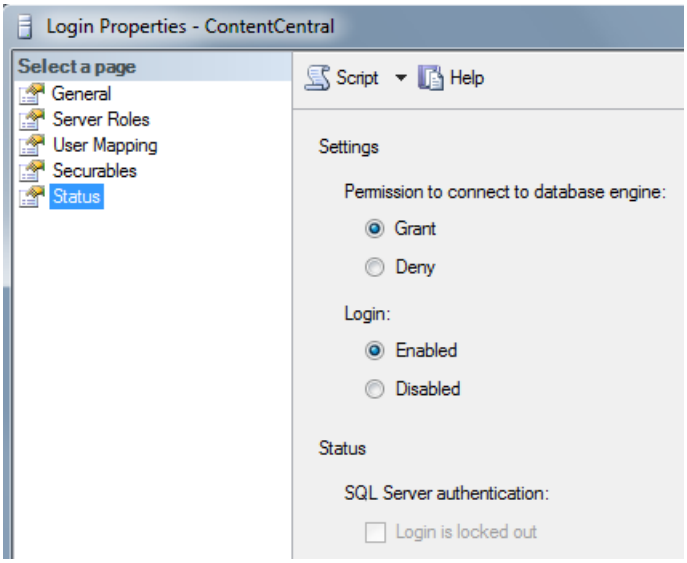
48. Select the ***Server Roles*** page and ***enable all Server role*** options:



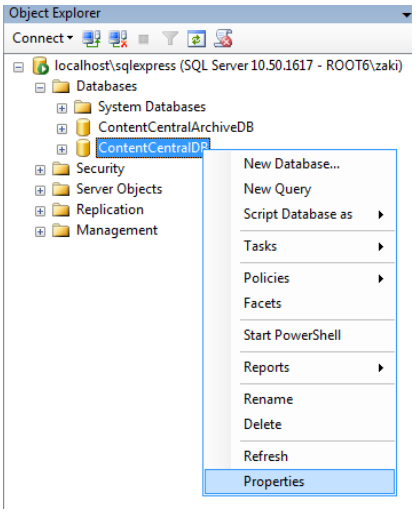
49. Select the ***User Mapping*** page and map the following 4 databases: ***ContentCentralDB, master, model and msdb***



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).

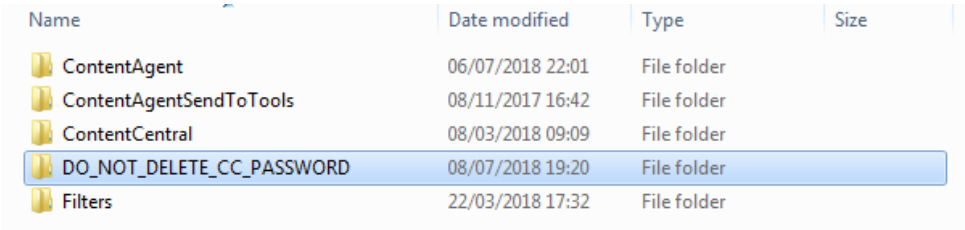
```
  <connectionStrings>
    <add name="ContentCentral.Properties.Settings.ContentCentralDBConnectionString" connectionString="Data
Source=localhost\SQLEXPRESS;Initial Catalog=ContentCentralDB;Integrated Security=True;User
ID=ContentCentral Password=ContentAgent1 />
    <add name="ContentCentral.Properties.Settings.ContentCentralArchiveDBConnectionString"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

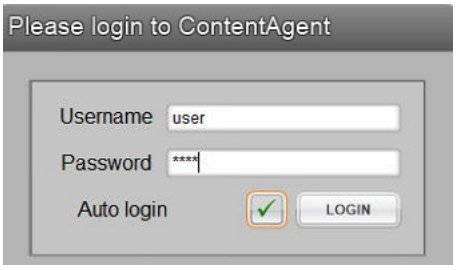
Take note - a manual ContentAgent installation ***will overwrite*** all the values of the ContentAgent, JobAgent and ContentCentral config files. Updates performed within the ContentAgent UI will ***not overwrite*** the config files.

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).



Software Login:

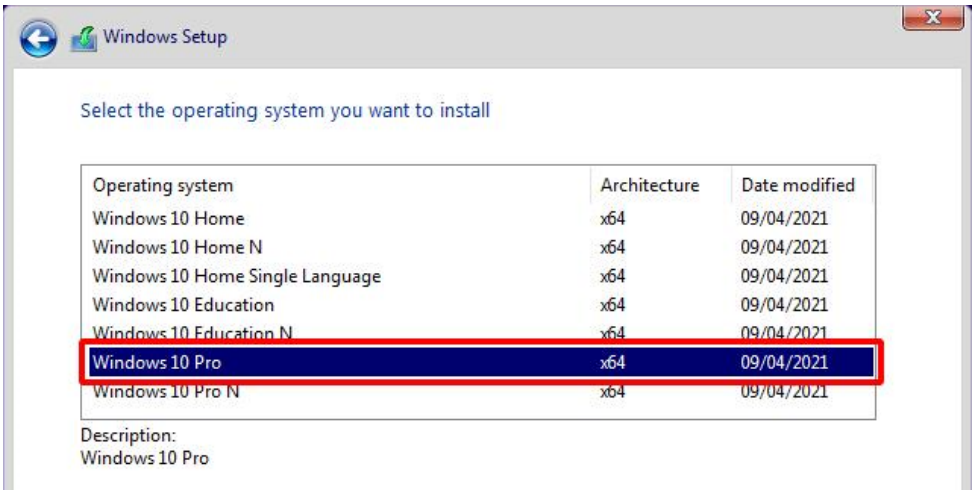
Default login – “user” and “user” or “admin” and “admin”



Windows 10 Installation

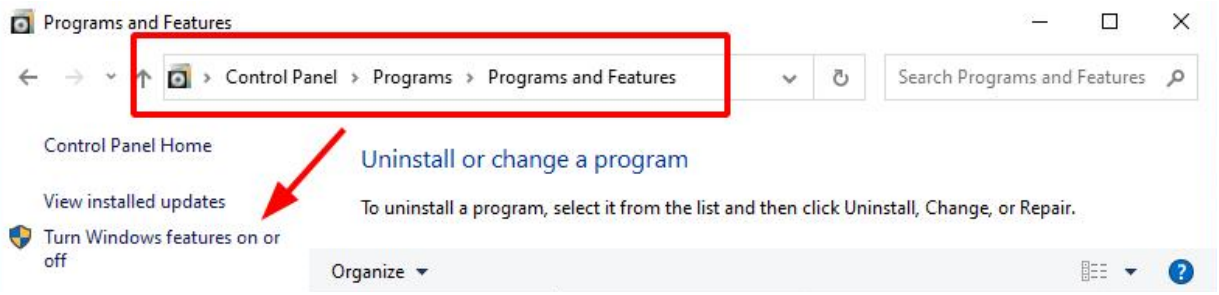
Operating System preliminary steps

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



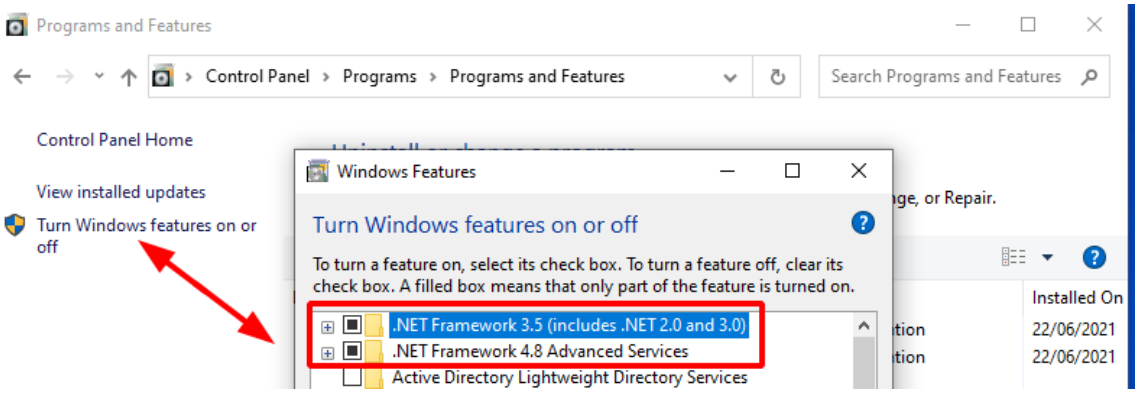
Before you begin your ContentAgent installation, the following steps must be completed before running the base installer:

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

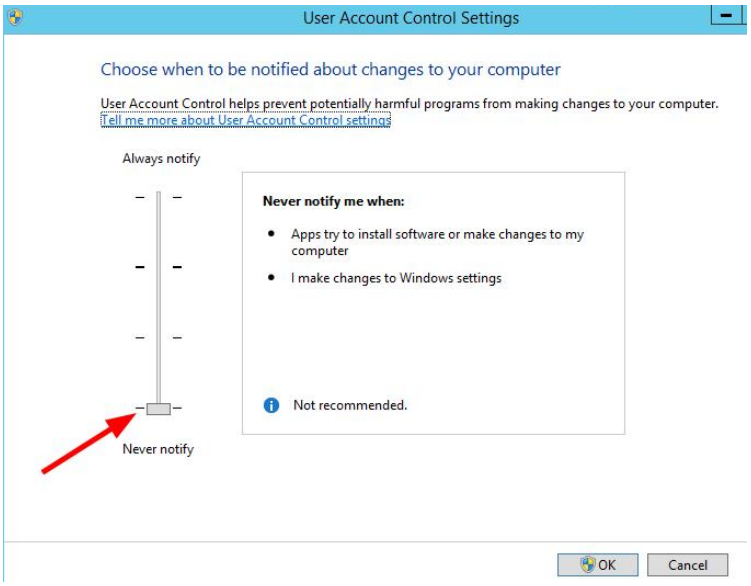


20. Enable the following features:

- .NET Framework 3.5/4.8 Features

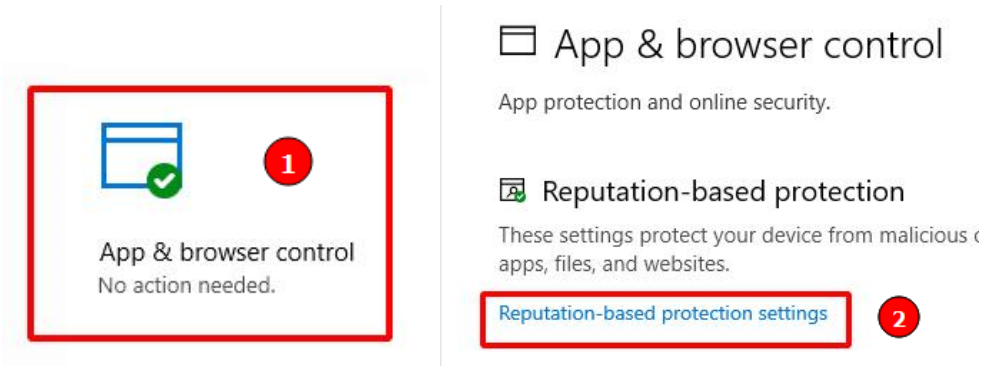


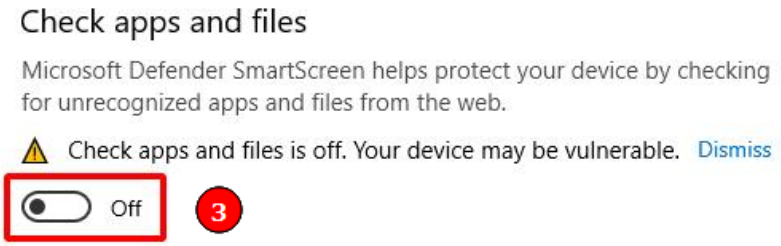
21. Disable User Account Control settings (bring the slider down completely).
    Run Start -> UAC (user account control)



22. Disable Windows Defender "**Check apps and files**"

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





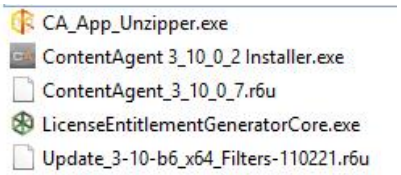
23. Reboot your system
24. Install the latest Windows updates and reboot your system again.

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:

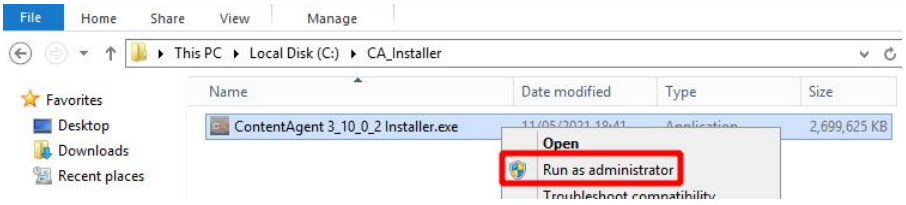
- CA_App_Unzipper.exe
- Software update (.r6u extension)
- Filterpack (.r6u extension)
- CA_App_Unzipper.exe
- License entitlement generator



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

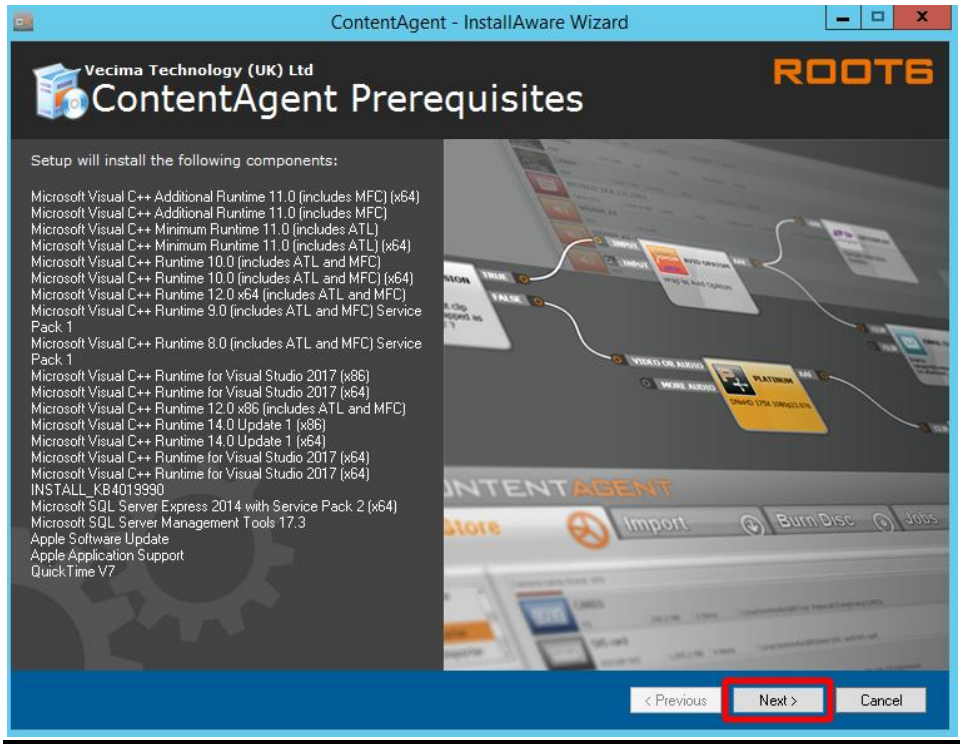
As part of Windows security, your downloaded media may be blocked. Once your download has completed, ensure that your installation media is unblocked. If your installation media arrives in a zipped format, then you will only need to unblock the zip file.
Right click your file -> Properties -> "unblock"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

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

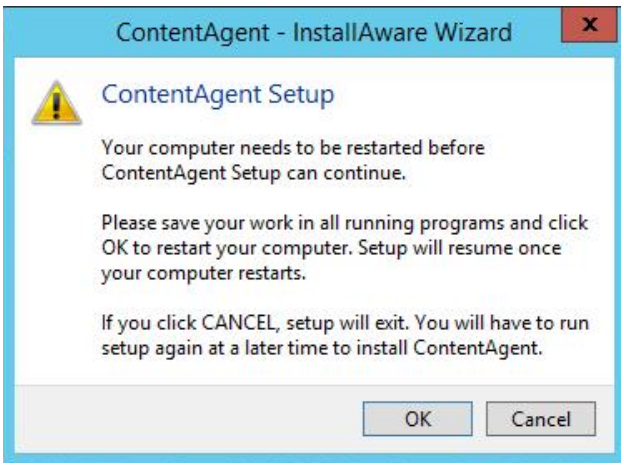


The installAware Wizard may take a moment to load:

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

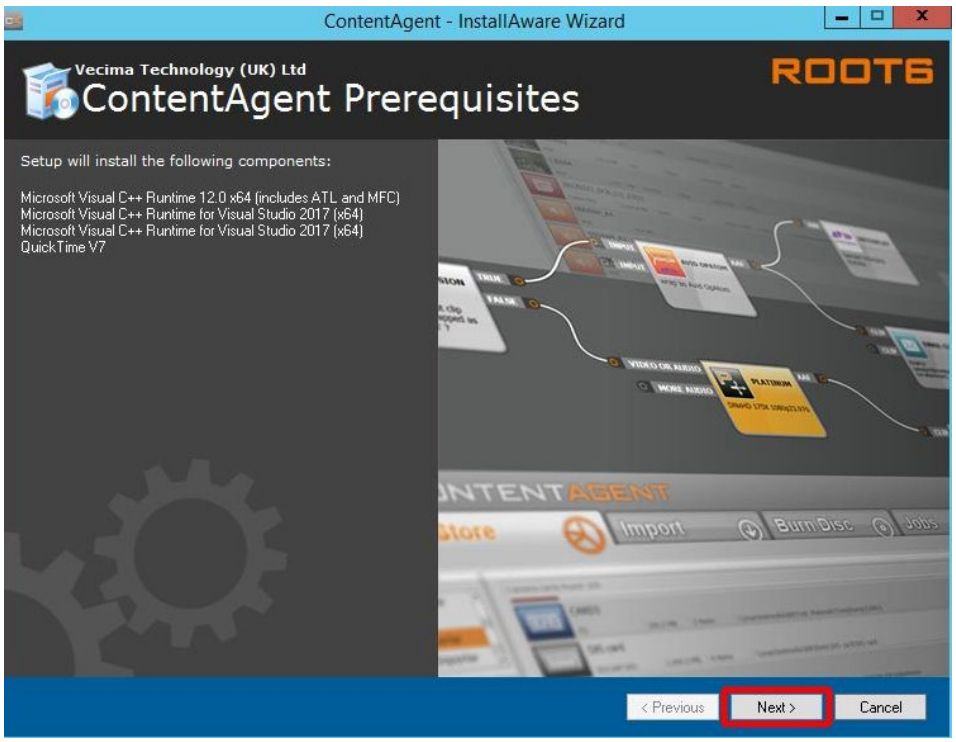


You may be prompted to reboot during the prerequisites installation:

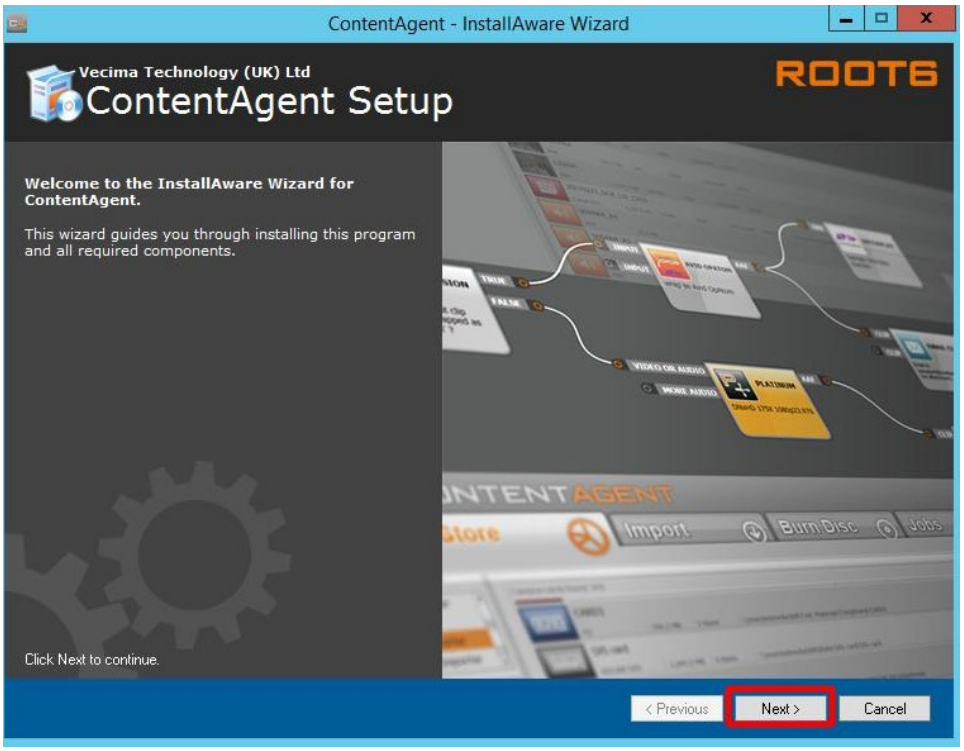


Click OK and wait for your system to finish rebooting.

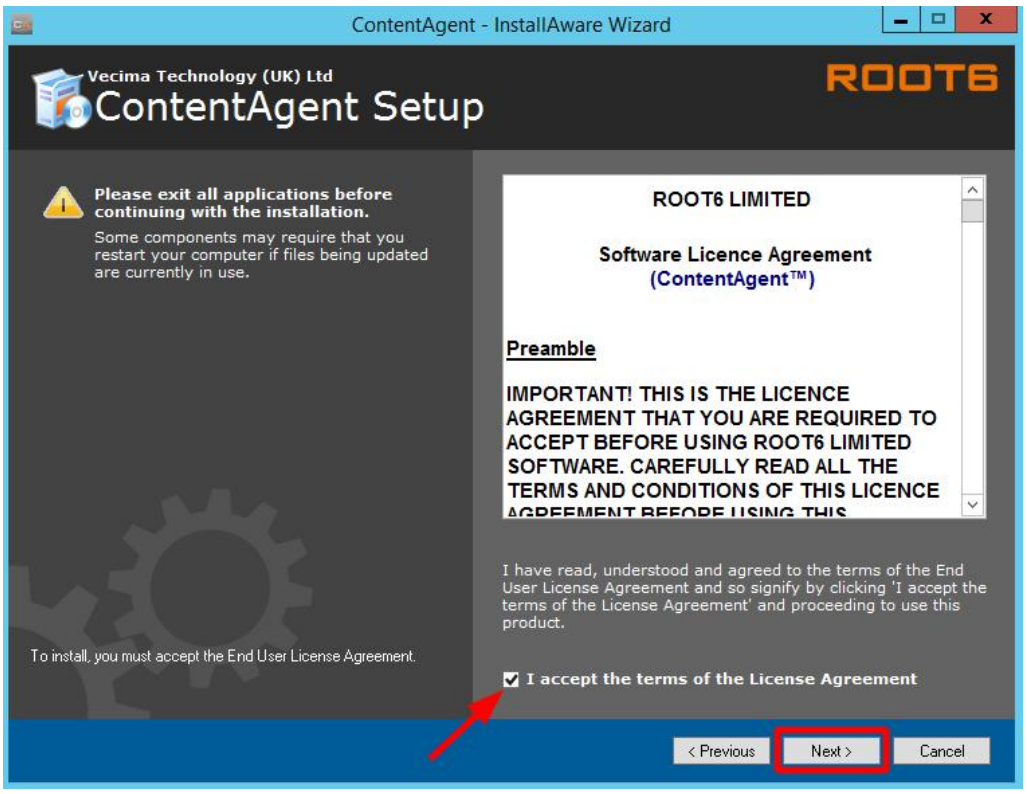
At the next OS login, the InstallAware wizard will automatically load the installer and continue where it left off. Click Next to continue:



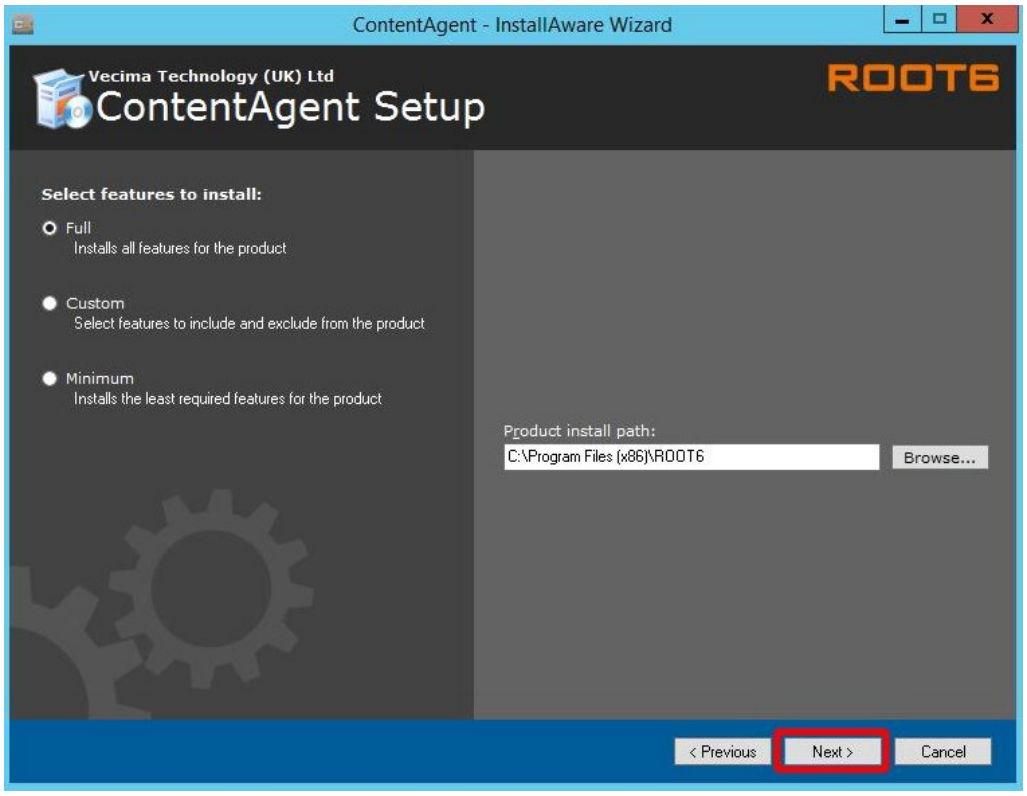
After the prerequisites have been installed. The ContentAgent Software will be installed. Click Next to continue:



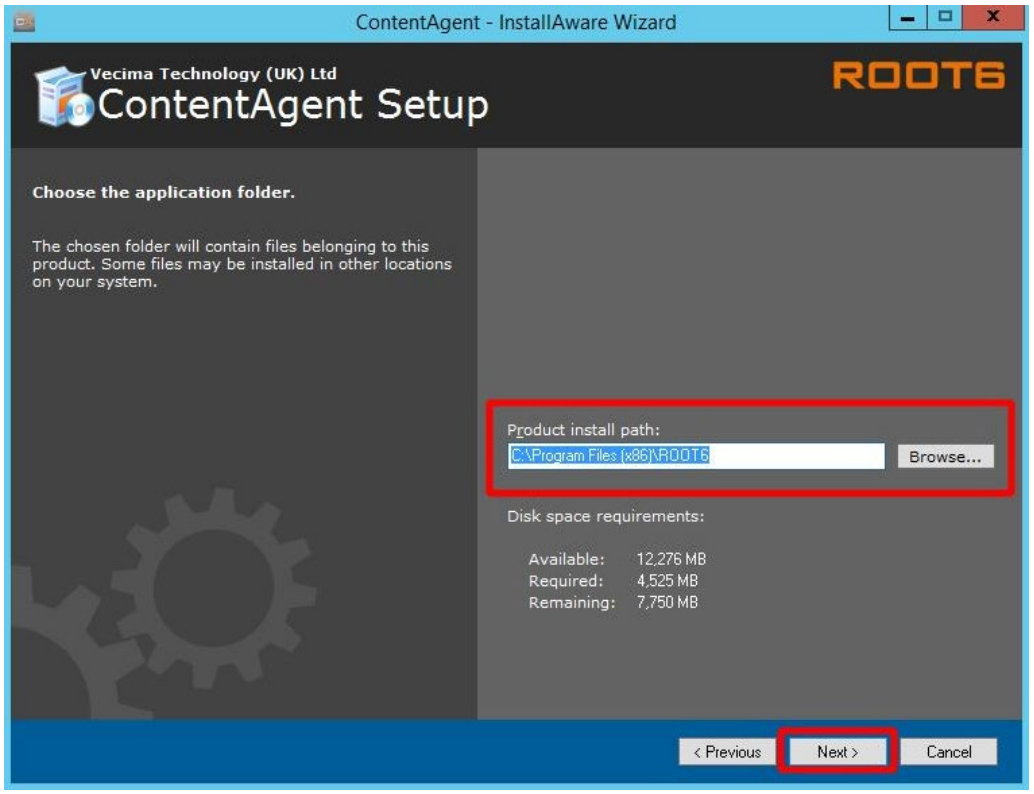
Once you have read the ContentAgent Software License Agreement, accept the terms of the license agreement and click Next to continue:



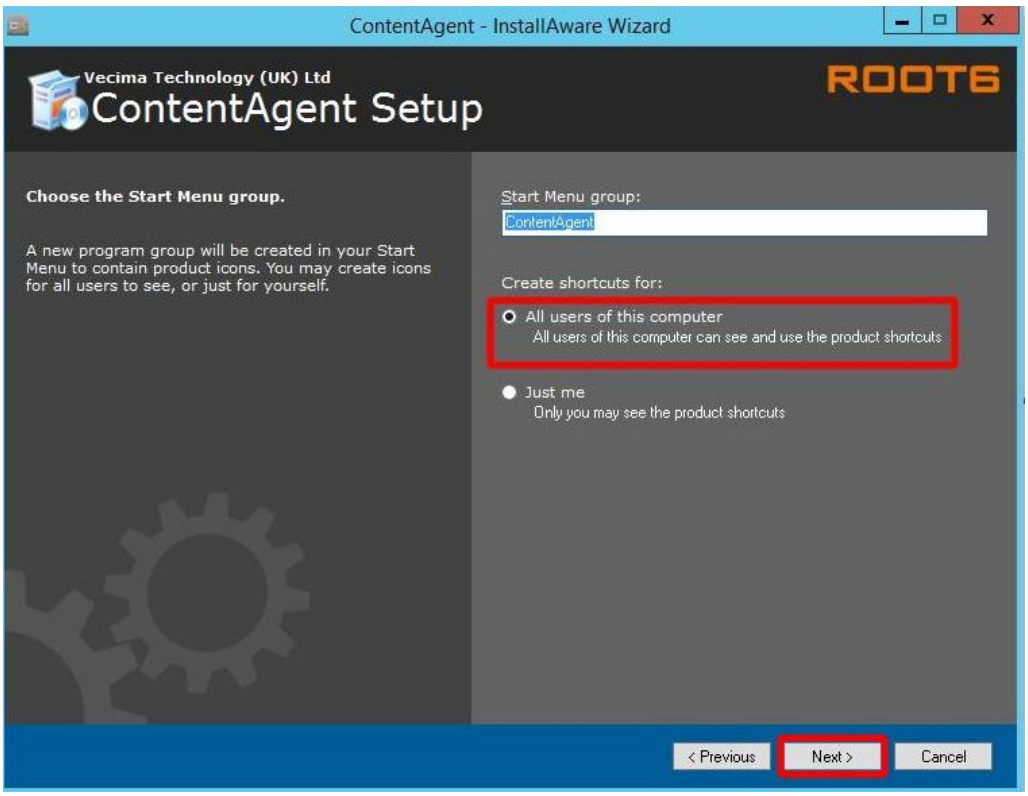
Select the full feature set and click Next to continue:



Choose the default installation path and click Next to continue:

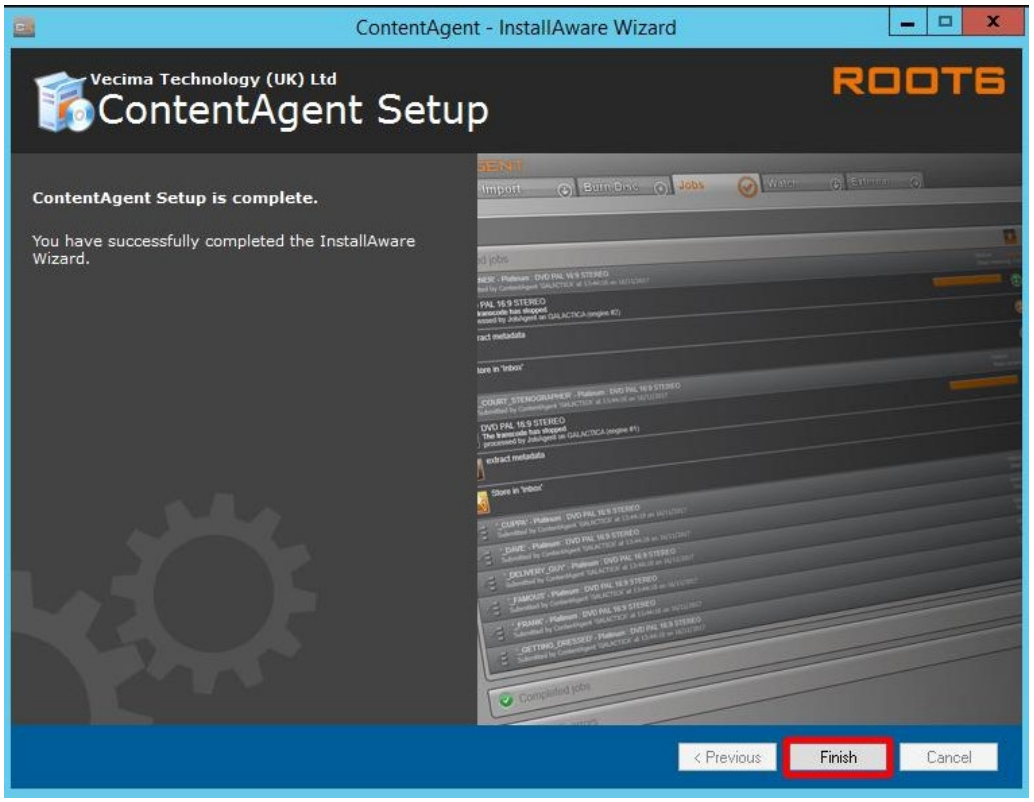


Create a shortcut for all users or an individual account (all users recommended). Click Next to continue:



You’re almost there! Click Next to continue:

ContentAgent setup is now complete. Click Finish to continue:

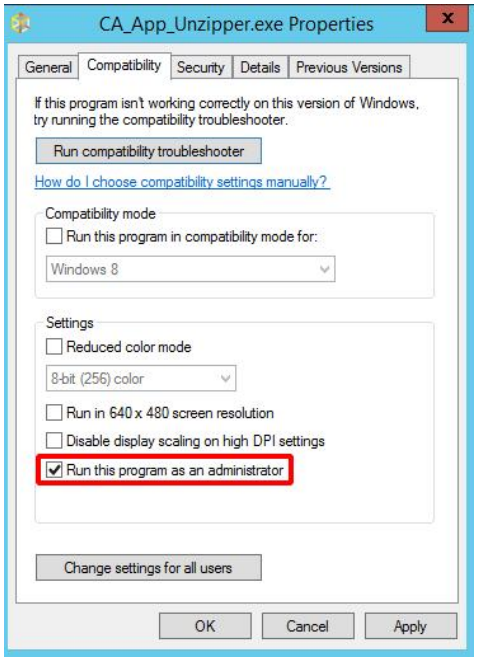


Software update:

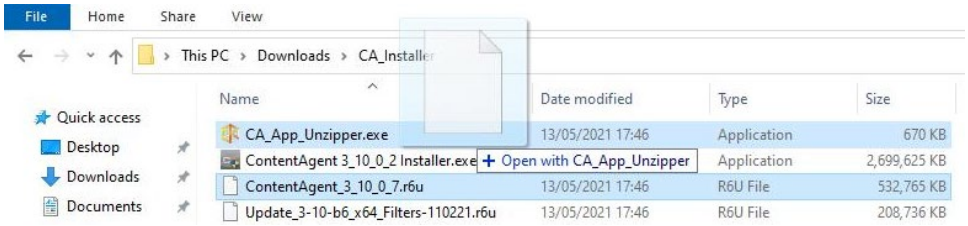
To install the latest Software update, you will need the following components from your support representative:

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

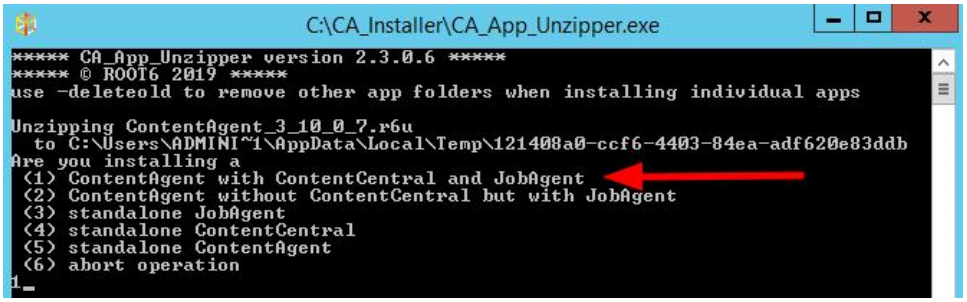
13. Set the CA_App_Unzipper.exe to run as admin. ***Right click -> properties -> compatibility -> Run this program as an administrator***:



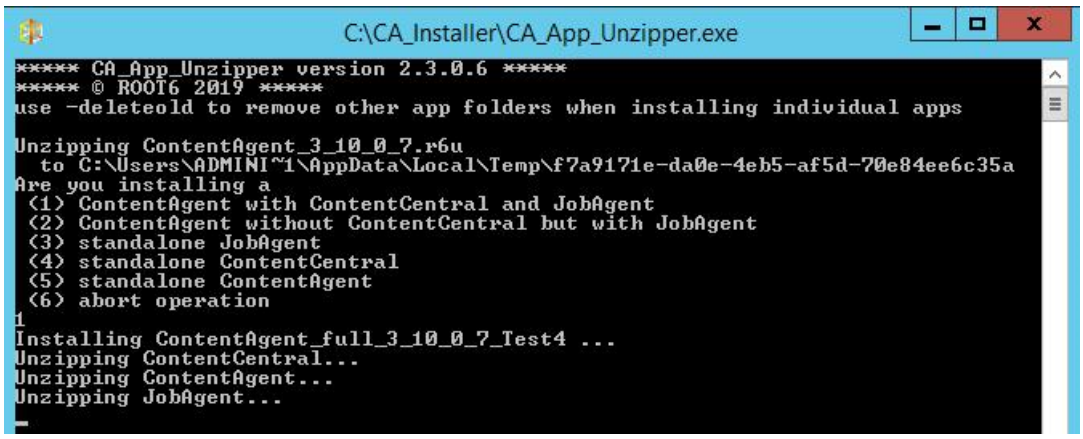
14. Drag and drop the ContentAgent Software update.r6u file over the CA_App_Unzipper.exe



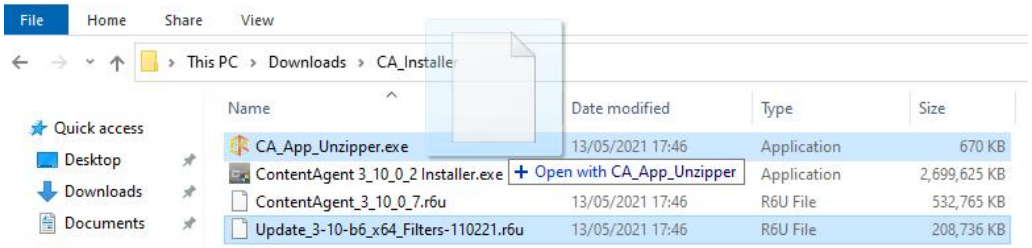
You will be presented with a commandline window with the following options:



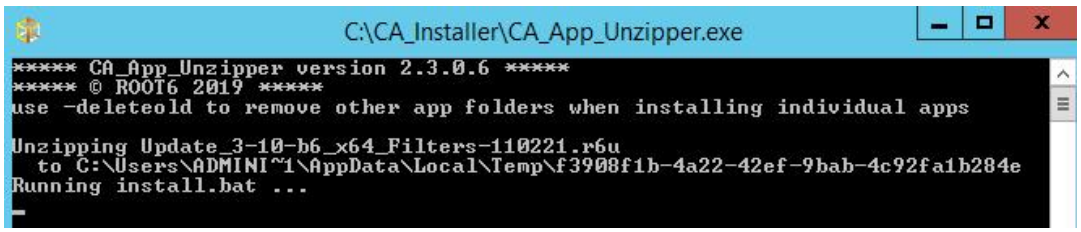
Select option 1 and hit the Enter key.
The contents of the.r6u will be unzipped to the installation directory. When successfully updated, the commandline window will disappear.



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.



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

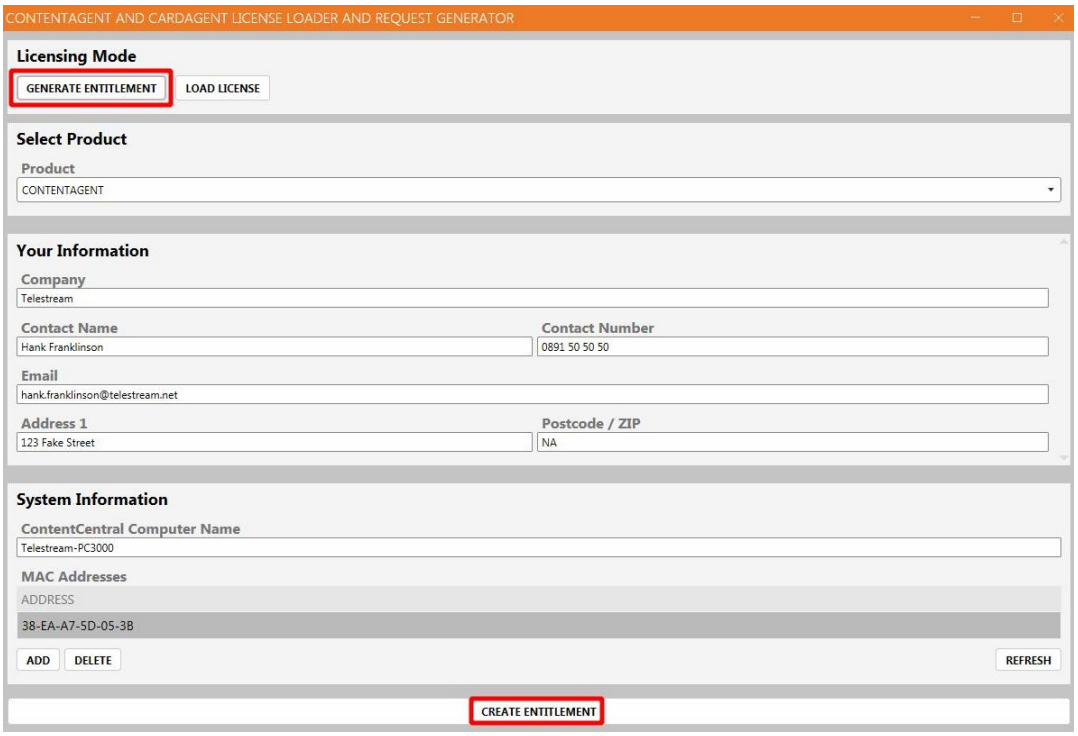
C:\Program Files (x86)\ROOT6\ContentCentral

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.



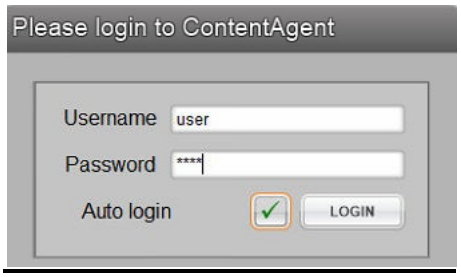
When you have finished filling out the form, click on the “Create entitlement” button and save your license entitlement file to the location of your choice.

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:



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