



**BCM RIs 6.0**

# **Application Launcher**

**Task Based Guide**

**Copyright © 2010 Avaya Inc.  
All Rights Reserved.**

**Notices**

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

**Documentation disclaimer**

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

**Link disclaimer**

Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

**Warranty**

Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: <http://www.avaya.com/support>

**Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.**

**Licenses**

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/](http://support.avaya.com/licenseinfo/) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

**Copyright**

Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

**Third Party Components**

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

**Trademarks**

*The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.*

**Downloading documents**

For the most current versions of documentation, see the Avaya Support. Web site: <http://www.avaya.com/support>

**Contact Avaya Support**

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

## Table of Contents

<b>Application Launcher .....</b>	<b>5</b>
Overview .....	5
Requirements.....	5
Flowchart .....	6
Accessing the Application Launcher .....	7
Accessing the Application Launcher for non Java Enabled Browsers.....	9
Running a BCM Application .....	10
Running a Third Party Application .....	12
Application Status .....	14
<b>The Advanced Tab .....</b>	<b>16</b>
<b>Avaya Documentation Links .....</b>	<b>18</b>

# Application Launcher

## Overview

The Application Launcher is a new web based tool that resides on the BCM web page. This replaces the previous BCM web page as seen on earlier BCM releases (although that is still accessible if needed, for more information refer to the **Accessing the Application Launcher for Non Java Enabled Browsers** section of this guide). It is a Java based software application that provides a host of services from a singular portal. These services and applications can be customised for specific requirements.

Features of Application Launcher include:

- Streamlined Download/Launch Capability – Application Launcher will download and install applications and can also launch web browsers to connect to web sites.
- Version Control – The application automatically checks for new versions of software, ensuring that only up to date ones are available.
- Customisation – Upload custom configuration settings or company logos.
- Third Party Applications – A list of configurable applications or elements.
- Application Removal Tool – Removes any recently installed applications.
- Start Menu Program Item Creation – When applications are installed, entries are made in the Start Menu to facilitate program launch.
- Desktop Shortcut Creation – Easily create desktop shortcuts to frequently used applications.
- Add Download Locations – For example corporate servers or the Avaya website.
- File Size Reduction – Application installation packages are reduced due to the removal of redundant software components.

## Requirements

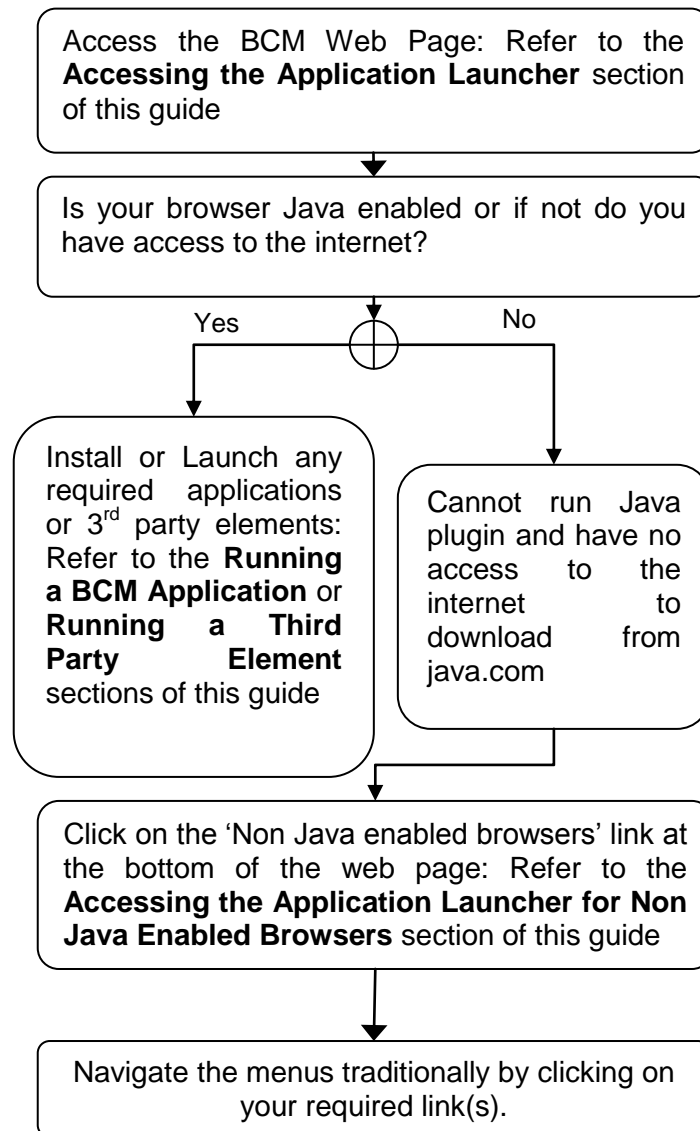
As the Application Launcher is a web based application, normally there are no installation steps are required (Installation of the Java browser plugin will be handled automatically by the web browser and java.com). If the plugin is not automatically downloaded and installed, then visit <http://www.java.com> and download the latest JRE (Java Runtime Environment).

For non Java enabled browsers, or those that cannot access the internet to download the plugin, the traditional web view is also available.

**Note:** To install any Java plugins, you may need Administrator access for installation purposes. You can visit <http://www.java.com> to install the Java plugin.

## Flowchart

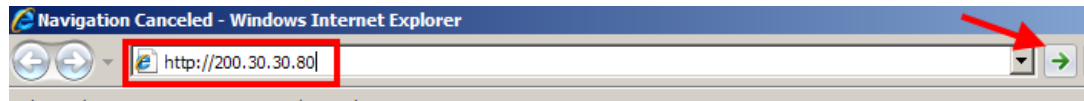
Use the following flowchart to guide you through accessing the Application Launcher:



## Accessing the Application Launcher

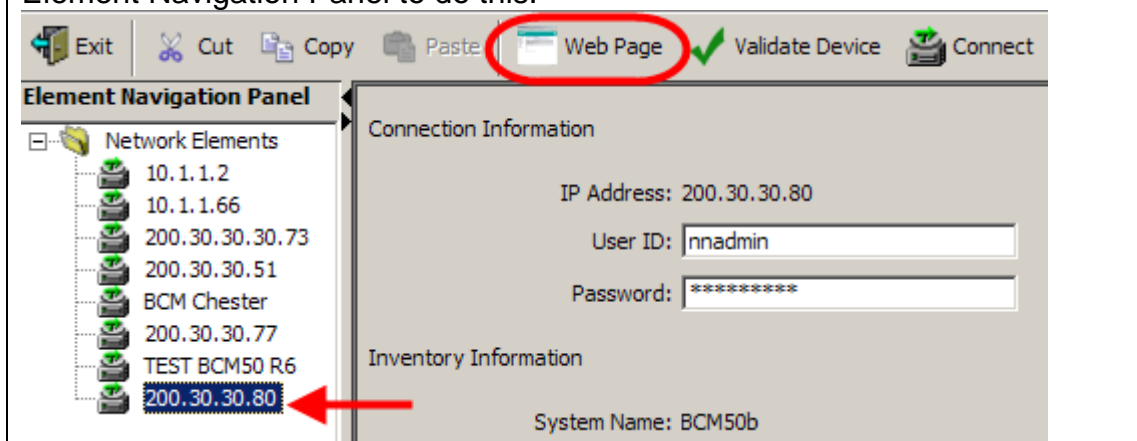
To access the Application Launcher, first open your internet browser (for this example we will use Internet Explorer).

1. Open Internet Explorer. In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

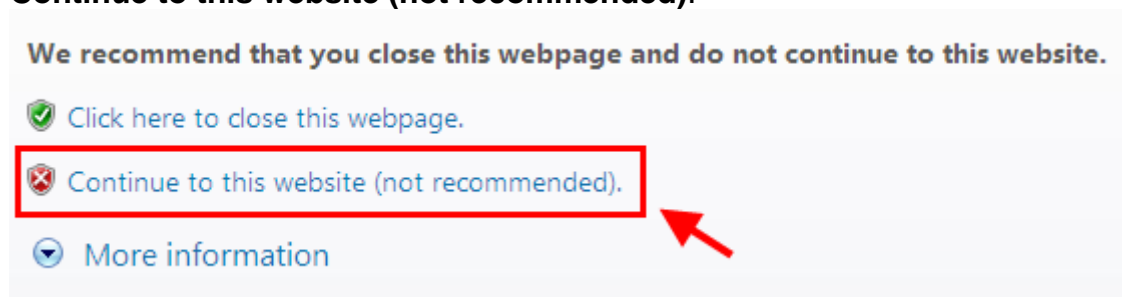


2. Click on **Go**, or press Return on your keyboard.

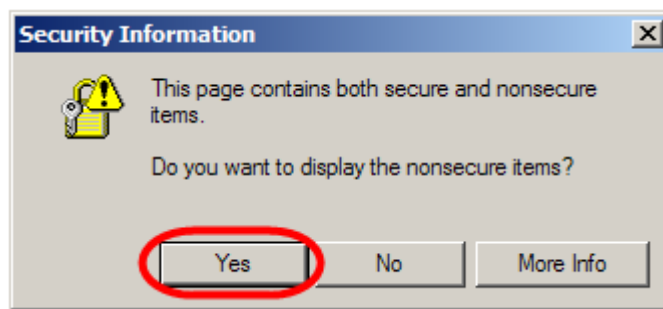
Note: You can also use the Web Page button in Element Manager to launch a web browser session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



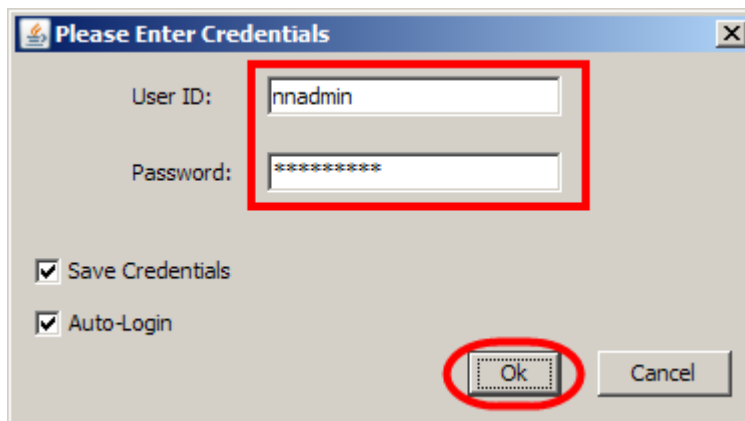
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.



4. Accept any further security messages that you may get presented with.



5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID: nnadmin Password: PlsChgMe! Click on **OK**.



6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.



7. The Application Launcher is displayed and populated with applications/elements associated with your login access rights.

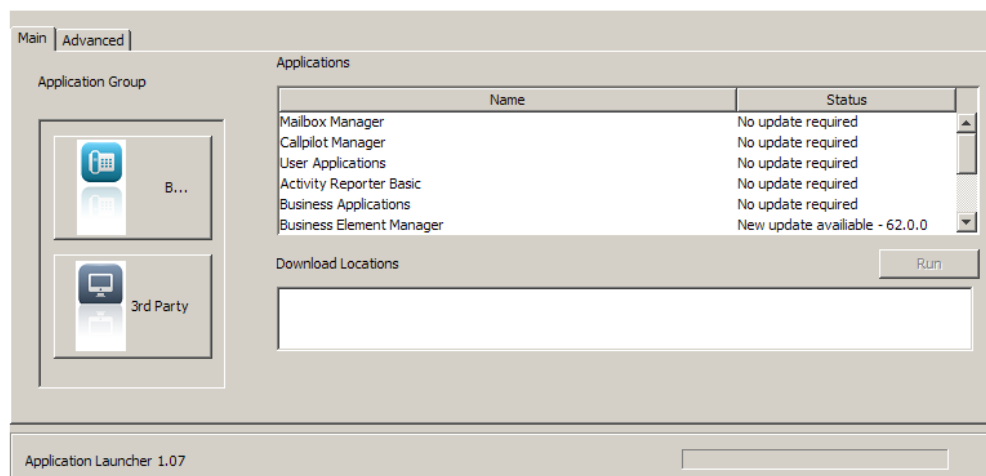
# AVAYA

Home | Contact

## Welcome

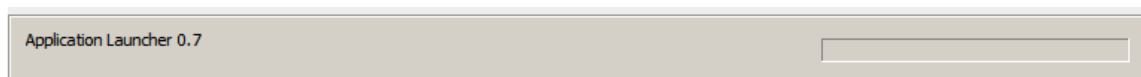
to

## BCM



## Accessing the Application Launcher for non Java Enabled Browsers

You cannot access the Application Launcher if your PC is not Java enabled. If your browser does not support Java, or you have no access to the internet to download the plugin from java.com – follow the previous steps and simply click on the **Click for Non-Java enabled browsers** link at the bottom of the web page.



[Click for Non-Java enabled browsers.](#) or download the Java JRE if its not automatically installed from [Sun.com](#)

Copyright © 2005 Avaya Inc. All Rights Reserved.

The traditional BCM Web Page will be displayed.

# AVAYA

[Home](#)[Contact](#)

**Welcome**  
to  
**BCM**

#### Quick Links

- [Mailbox Manager](#)
- [Activity Reporter Basic](#)
- [CallPilot Manager](#)

#### User Applications

#### Business Applications

#### Administrator Applications

#### [Documentation](#)



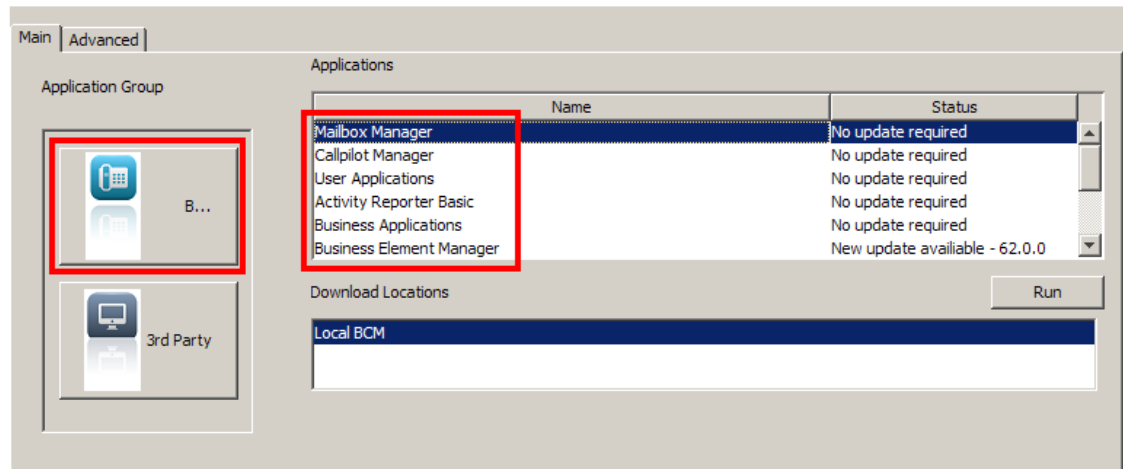
Copyright © Avaya Inc 1999 - 2010. All Rights Reserved.

## Running a BCM Application

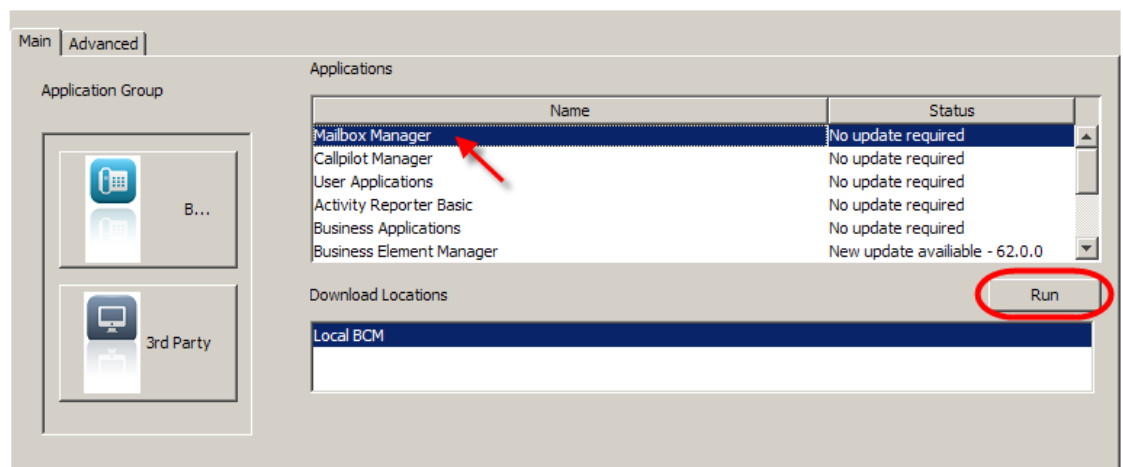
Applications in the BCM Application group include:

- Mailbox Manager
- CallPilot Manager
- Business Element Manager
- BCM Monitor
- Data Migration Manager
- Online Documentation
- Activity Reporter Basic
- User Applications
- Business Applications
- Other Administrator Applications

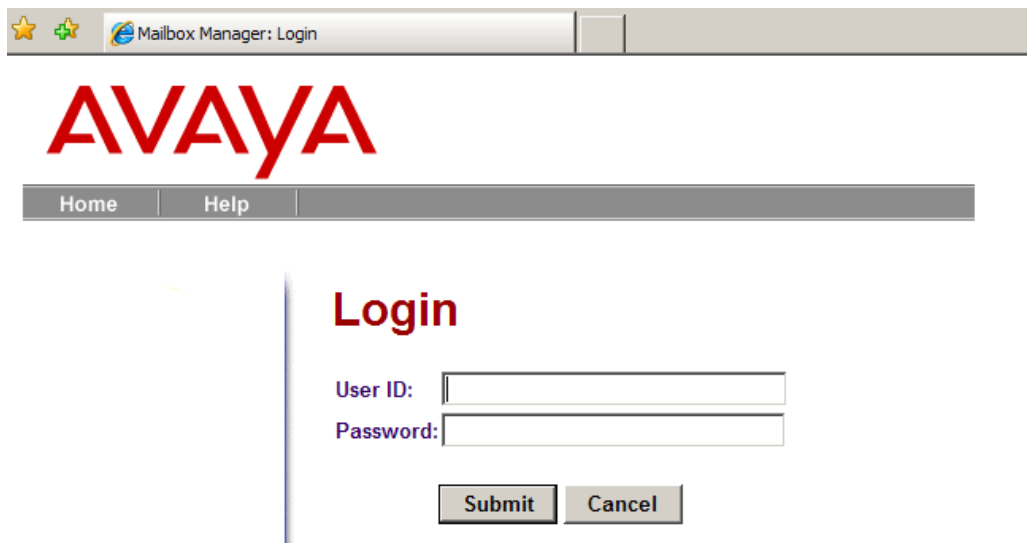
1. Once opened, the Application Launcher view defaults to the BCM applications screen.



2. To launch an application simply double click on the application name (for this example we are using the Mailbox Manager application). Alternatively, select the application and click on **Run**.



3. Mailbox Manager launches in a separate browser window.



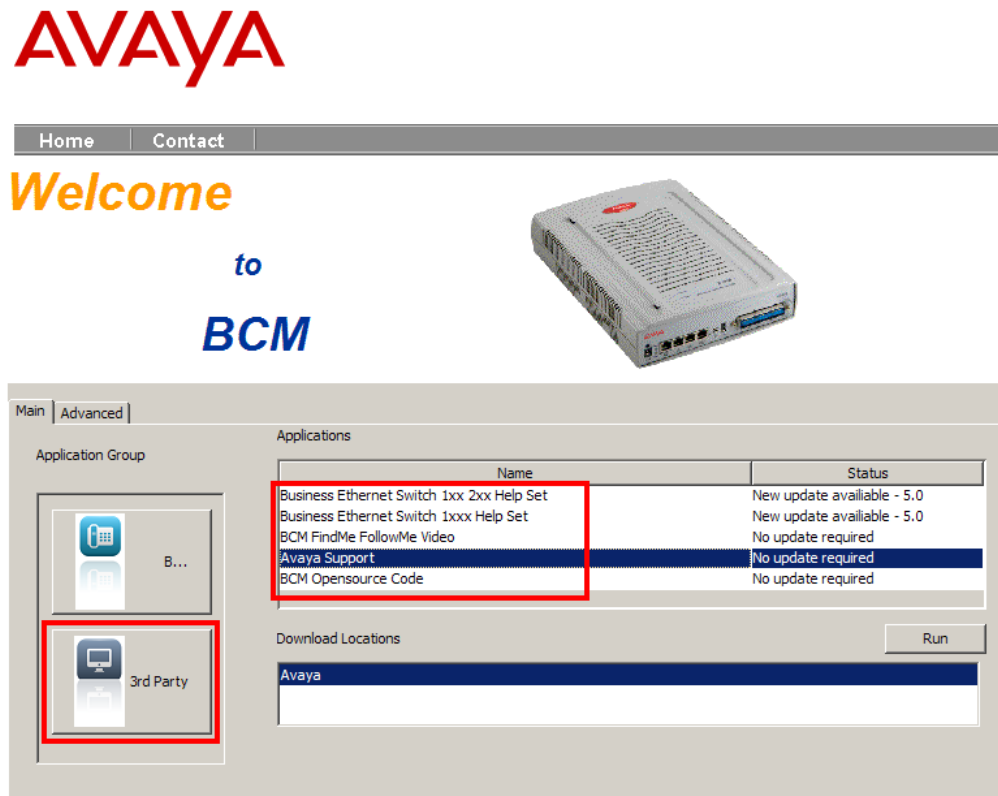
The screenshot shows a web browser window titled "Mailbox Manager: Login". The address bar contains a star icon, a plus icon, and the text "Mailbox Manager: Login". The main content area features the Avaya logo in red. Below the logo is a navigation bar with "Home" and "Help" links. The central part of the page is a login form with the heading "Login" in red. It includes two input fields: "User ID:" and "Password:". Below these fields are two buttons: "Submit" and "Cancel".

**Note:** If you select to run an application that is not installed on your PC, the installation process will automatically start.

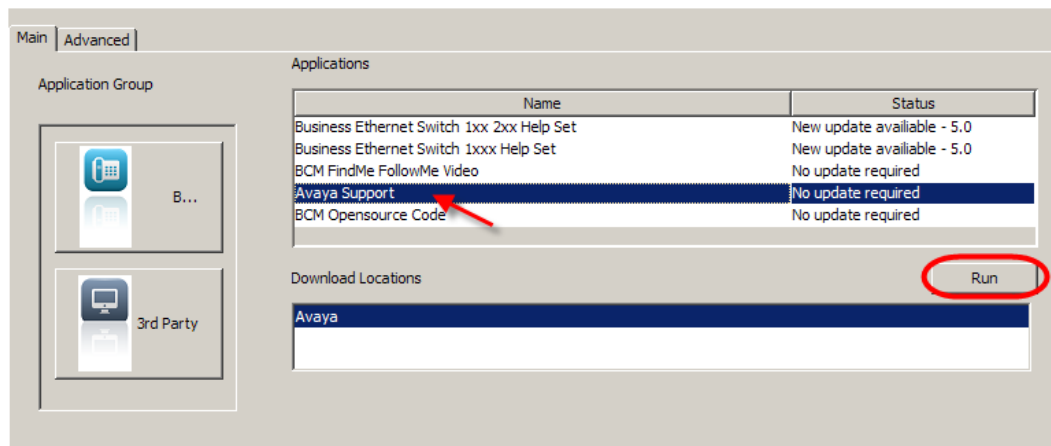
## Running a Third Party Application

The other section of the Application Launcher deals with third party applications and/or elements. This is a configurable list and is accessed by following this simple procedure.

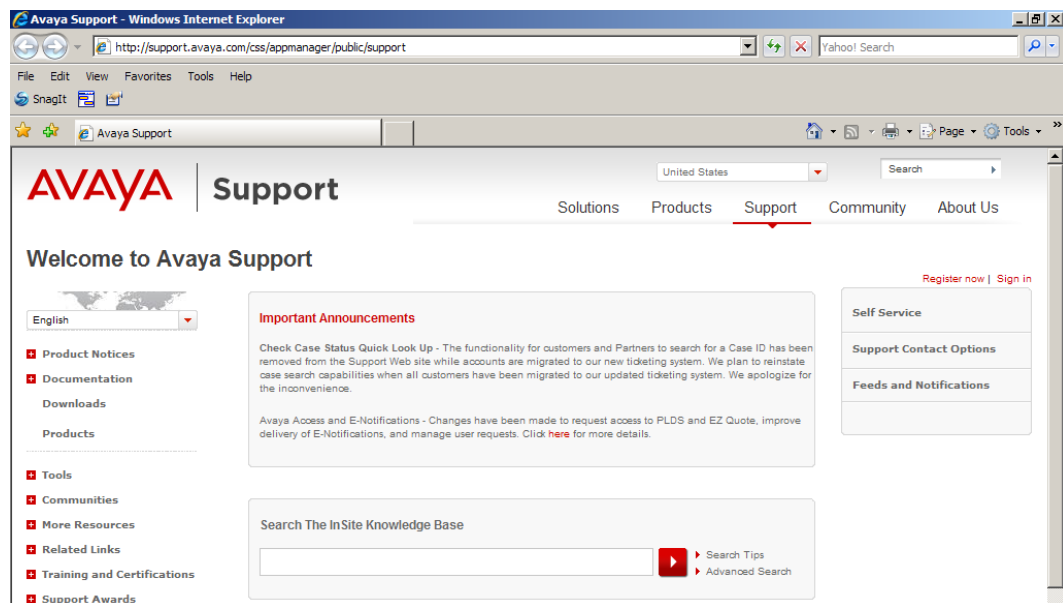
1. To change views to the third party elements list, simply click on the **3<sup>rd</sup> Party** button:



2. To launch an application, double-click on it or select it and click on **Run**. For this example we will use Avaya Support.



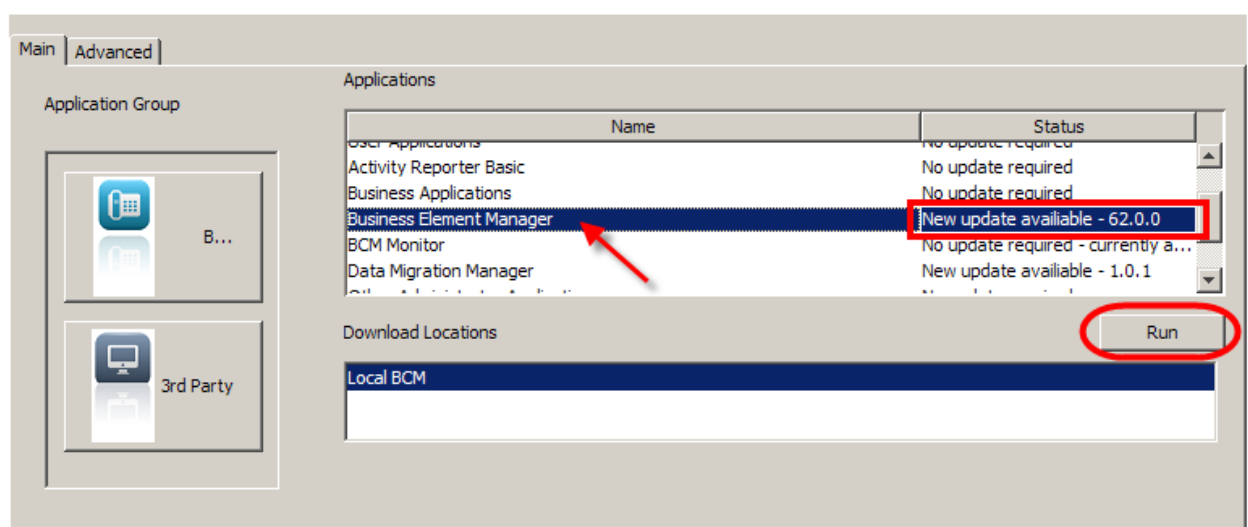
3. The selection opens in a new browser window.



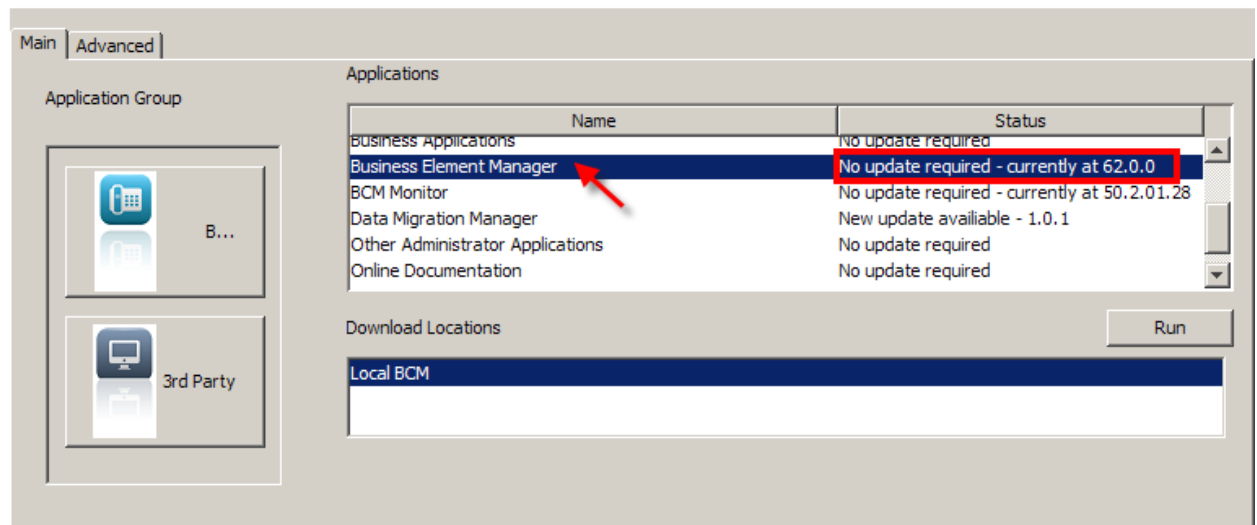
## Application Status

If you have an internet connection, a status field will display if there is a more up to date version of the application to the one you are currently using. Visiting the Application Launcher page regularly will ensure that the applications you use that are directly downloaded from the Application Launcher page are kept up to date.

If an application states that a new update is available, simply select that application and click on **Run** to update that application.



After the application has been updated the status will read **No update required...**

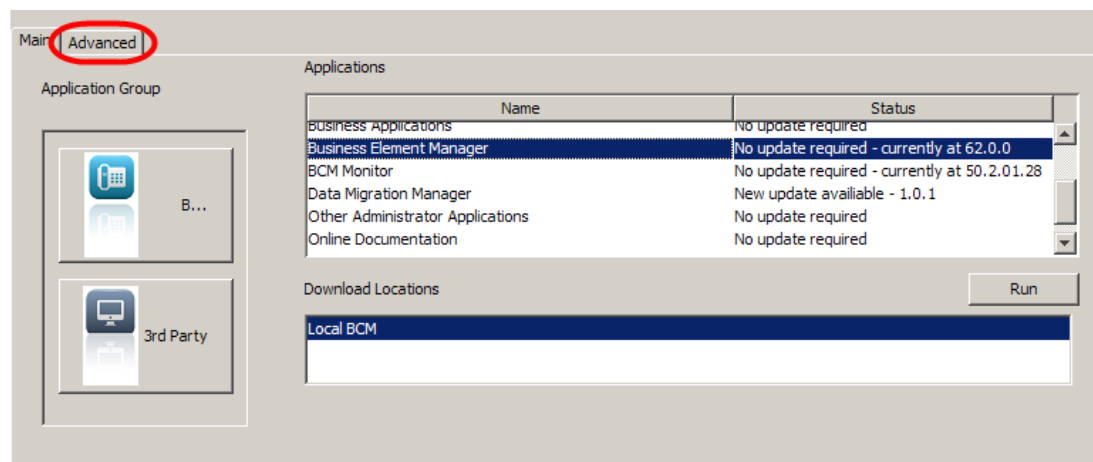


## The Advanced Tab

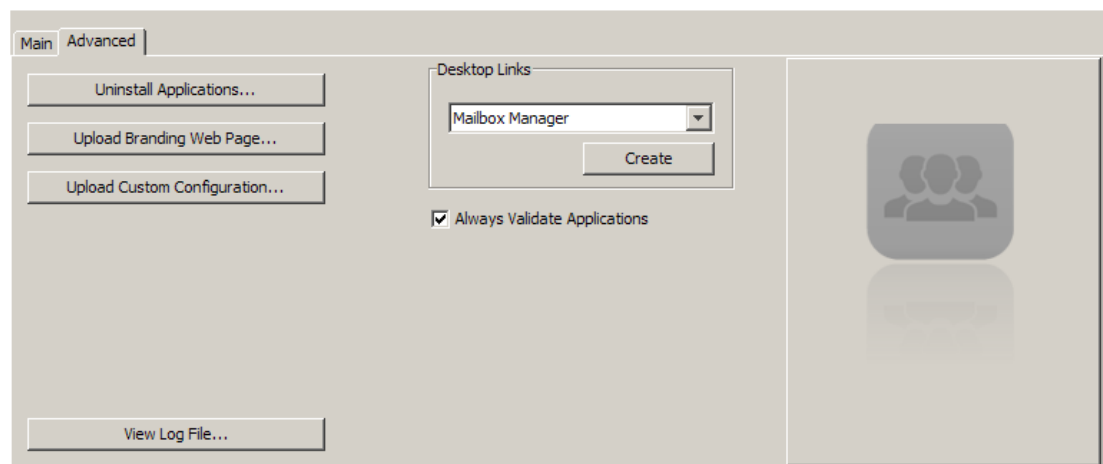
The Advanced tab provides access to two main functions:

- The ability for the Application Launcher page to be customised for branding and functional/application purposes. For example, a customer may wish to display their brand/logos on the Application Launcher page, and offer additional links to promotional material on various web sites.
- The option of creating desktop shortcuts to applications listed in the **Main** tab.

1. To access the options available, click on the **Advanced** tab.



2. The following features are available:



### Advanced Tab Features

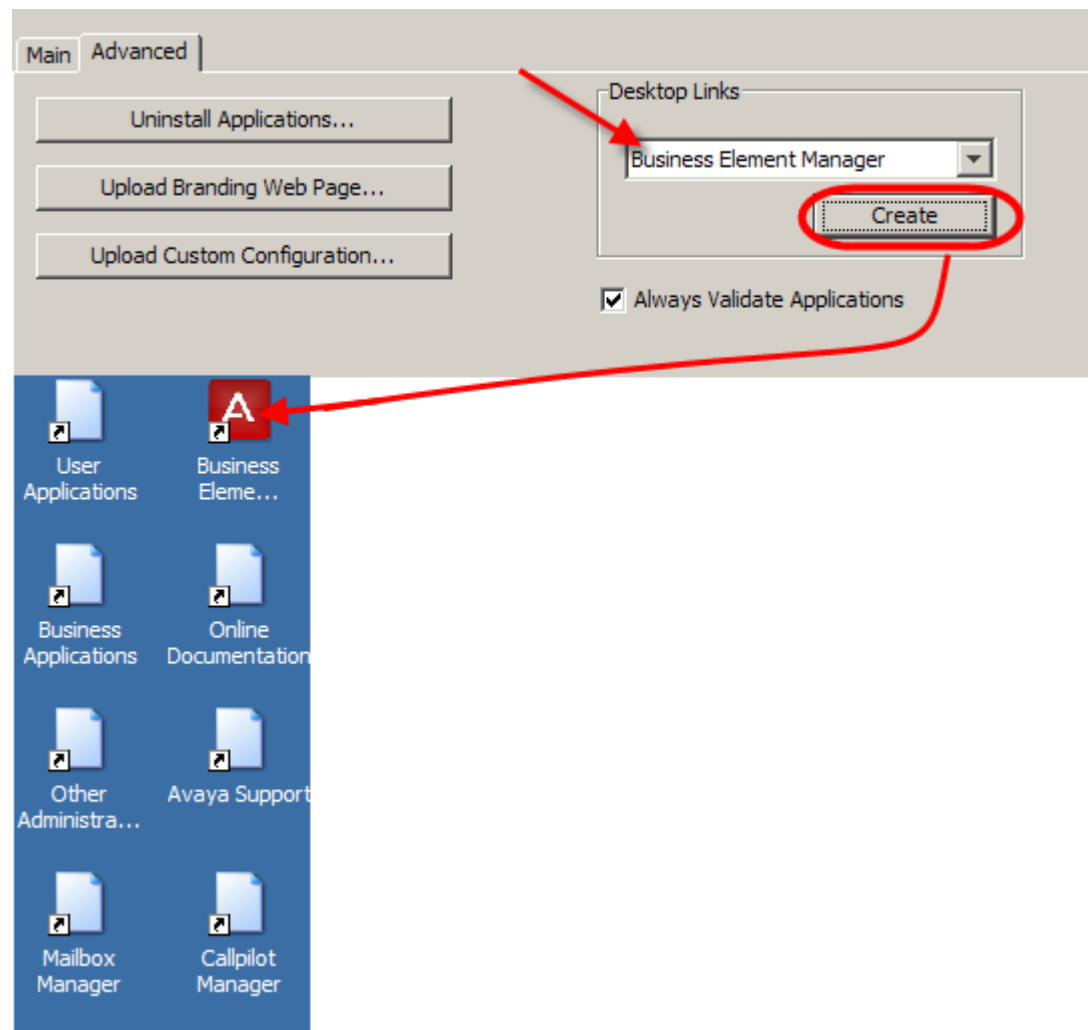
Attribute	Description
Remove Downloaded Applications	Removes any recently downloaded applications.
Upload Branding Web Page	Locate and upload a custom Web page for branding purposes (dimensions must be 130 x 740 and be in HTML format).
Upload Custom Configuration	This option allows you to locate and upload a



	custom configuration file (XML format).
View Log File	View the application log file.
Desktop Links	Select an application from the list, then click Create to put a shortcut on your PC desktop (see image below).
Always Validate Applications	Select this option to validate any applications.

### Example Showing Shortcut Creation Tool:

Select the required Desktop Link and click on **Create**.



## **Avaya Documentation Links**

- [Administration and Security guide](#)