

Updating the ICS Supplement

The ICS Supplement is a software download that installs programs required for ENFORCER® users to download, burn, and listen to ENFORCER® call recordings. The ICS Supplement also ensures compatibility with the most widely used Internet browsers (Microsoft Edge, Google Chrome™, and Firefox®).

Required Third-Party Software

The ICS Supplement download contains *all* software updates which may be required to update your workstation. Prior to installing the actual ICS code portion of the supplement, the ICS Supplement checks for the presence *and* current versions of two third-party software programs:

- Java™ Runtime Environment version 7.51 or higher
- Ogg Codecs 0.85.1777 or higher

If these programs are not installed or not up to date, the ICS Supplement executable file will automatically update and install them.

Supported Platforms

The current ICS Supplement (version 9.1) supports Windows 7 and greater operating systems (32-bit / 64-bit).

➔ NOTE: The ENFORCER and the ICS Supplement *no longer support* the Windows XP operating system. While the ENFORCER may run on Windows XP, ICSolutions no longer tests or certifies the application against this version of Windows.

ICS Supplement Installation Options

You can complete ICS Supplement installation process using one of three methods. Regarding the components that are installed on your computer, all installation options are essentially the same. To assist you in selecting the best method, key differences for each method are described below.

- **Online Installer** - If you are lacking one or more of the required third-party software prerequisites, the online installer will download each component through your Internet connection from the ICS web site at the time of installation, and then walk you through the respective installation steps.
- **Offline Installer** - The offline installer is packaged with everything you need, including all the dependencies, and will automatically install them, if needed. The Offline Installer may be your preferred installation method based on any of the following situations:
 - Any external network access restrictions that may be in effect at your facility
 - Slow network performance at your facility
 - Intention to copy the Installer executable (.exe) files to a CD or other removable media for installation on another computer at your facility
- **MSI Installer for IT Deployments** - This installation method should be used if your IT department exercises centralized software distribution tools for consistent system configuration on your facility's Operating System Considerations

Operating System Considerations

For all three installation methods discussed above, separate install processes are available for 32-bit and 64-bit versions of the Windows operating system. For each installation method, *two* hyperlinks are displayed on the ICS Supplement Download/Install website detailed in step 2 of the procedure set below (one for 32-bit, and one for 64-bit).





If you select the 32-bit installer, the ICS Supplement will install and run on either operating system (32-bit or 64-bit). In some cases, the 64-bit method is preferred by users running a 64-bit Windows operating system. If you select a 64-bit version, the 64-bit installer will *only* install and run on a computer with a 64-bit operating system.

If you are unsure if you have a 32-bit or 64-bit version of the operating system, see the section "Do I Have 32-bit or 64-bit?" below.

Do I Have 32-bit or 64-bit?

Windows 8 and higher


Use the following method to determine which version of Windows 8 or higher is installed.

1. Click Start , then select Settings .
2. Click System , then select About .
3. Under *Device specifications*, see **System Type**.

System type 64-bit operating system, x64-based processor

Windows 7

Use the following method to determine which version of Windows 7 is installed.

1. Click Start , right-click **Computer**, and then select **Properties**.
2. Under *System*, see **System Type**.

System type: 64-bit Operating System


➔ NOTE: More information is available in the Microsoft Knowledge Base at <https://support.microsoft.com/en-us/kb/827218>

Online and Offline Installation Procedures

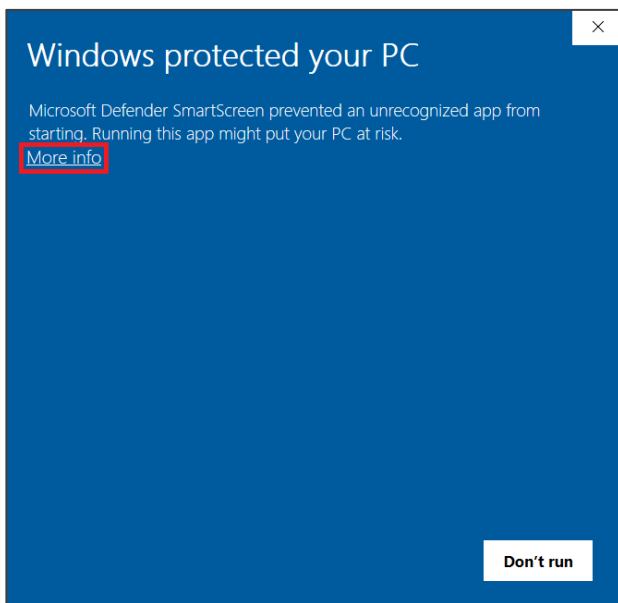
1. Log in to Windows as an administrator.
2. Open your web browser, and go to <http://supplement.icsenforcer.com>.
3. On this page, you must decide *both* of the following:
 - Which installation method you want to use (offline or online).
 - Whether you are installing the Supplement on a computer running a 32-bit or 64-bit version of the Windows operating system

➔ NOTE: The 64-bit Supplement Installer (online or offline) will not install on a 32-bit Windows system. If you attempt this, the Supplement Install process will fail and you must start over by selecting a 32-bit installation.

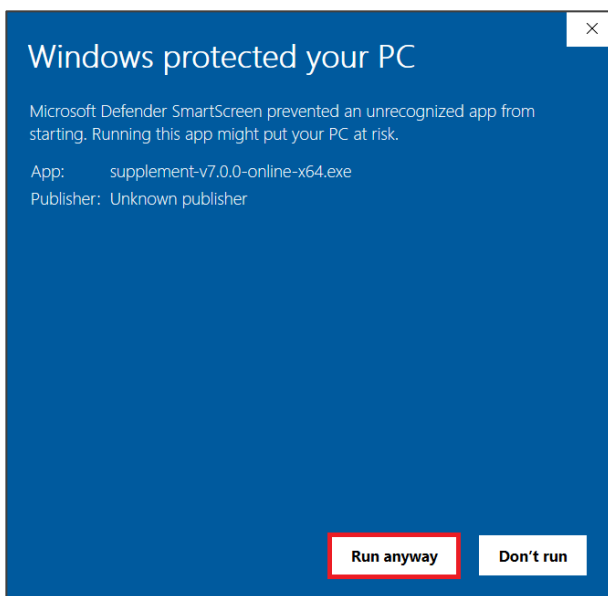
4. Based on your preferences, click the appropriate hyperlink to begin the installation process.
5. Save the .exe file, then navigate to the downloaded .exe file and double click on it.

 supplement-v7.0.0-online-x64.exe

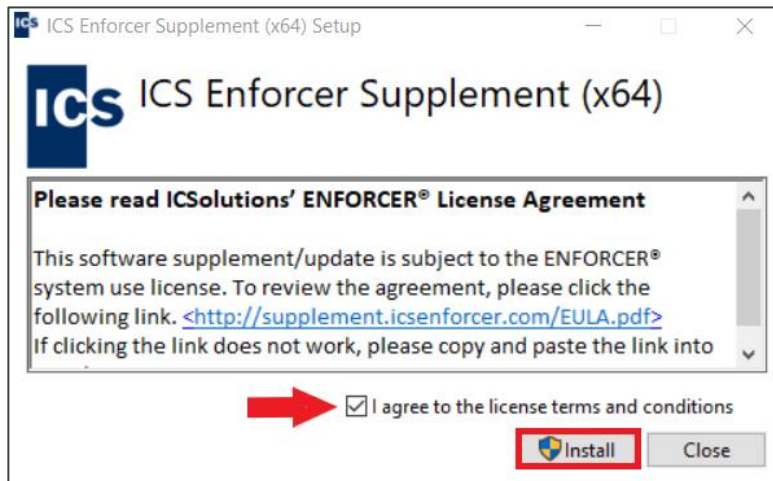
6. Windows Defender SmartScreen may prevent the app from starting. Click **More info**.



7. Click **Run anyway**.

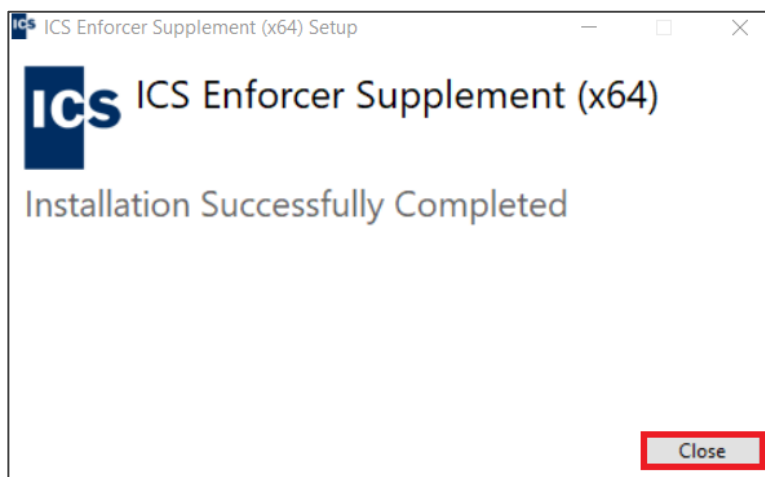


- The following dialog will be displayed. Read the ICSolution® ENFORCER® License Agreement. Check the I agree to the license terms and conditions box, then click **Install**.



- To access the PDF containing the ICSolutions ENFORCER License Agreement, click on the blue hyperlink. Please save this file for your reference.

- You may see a dialog asking *Do you want to allow this app to make changes to your device?* Click **Yes**.
- The *ICS Enforcer Supplement Setup* will begin. During this setup, you may be asked to install **oggcodecs** and **Java**. Please do so using the *Setup Wizards* that will appear during the supplement setup process.
- When the installation is successfully completed, click **Close**.



MSI Installer for IT Deployments

This method should be used if your IT department exercises a centralized software distribution tools for consistent system configuration on your facility's computers.

1. Open your web browser, and go to <http://supplement.icsenforcer.com>.
2. At the bottom of the screen, you must decide whether you are installing the Supplement on a computer running a 32-bit or 64-bit version of the Windows operating system (listed under the **3) MSI Installer for IT Deployments** heading at the bottom of the screen).
3. Included in the package zip file is the ICS Supplement MSI. Installers for all the prerequisite applications listed below.

➡ There is no need to install the prerequisite applications listed below if your desktop computer already includes compatible versions.

4. The following applications need to be installed before the ICS Supplement can be installed:
 - Java™ Runtime Environment version 7.51 or higher
 - The ICS Supplement installation package currently provides version 9.1.
 - Ogg Codecs version 0.71.0946 or higher
 - The ICS Supplement installation package currently provides version 0.85.1777.
5. After deployment of the ICS Supplement MSI, you must reboot the affected computer(s).