



Prism Email Router - Installation Guide

System Requirements

- **Operating System:** Windows 10 or later / Windows Server 2016 or later
 - **Architecture:** x86 or x64
 - **.NET Framework:** 4.8 or later (the installer will prompt you to download this if it is not already installed)
 - **Permissions:** Administrator privileges are required for installation
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Installation Steps

1. Run **Prism.EmailRouter.Setup.msi**.
 2. If .NET Framework 4.8 is not installed, the installer will prompt you to download and install it. A restart may be required after installing the framework.
 3. Follow the on-screen prompts to complete the installation.
 4. **Default Installation Directory:**
C:\Program Files\Cirrus Nova\Prism Email Router
(You may change this during installation if desired.)
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What Gets Installed

The installer deploys two main applications:

- **Prism Email Router.exe:** A configuration application used to set up and manage profiles, licenses, and settings.
 - **Prism Email Router Service.exe:** A Windows Service that runs in the background to process emails. The service is automatically registered during installation.
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Data and Log Locations

All configuration and log data is stored under: %ProgramData%\PrismEmailRouter

(Typically resolves to C:\ProgramData\PrismEmailRouter)

Note: These directories are created automatically when the application or service runs for the first time.



Post-Installation Setup

1. **Launch the configuration application:** Open "Prism Email Router" from the Start Menu.
2. **Install your license:** Enter the license key provided. The application will not function without a valid license.
3. **Create a Graph profile:** Configure Microsoft 365 credentials (Client ID, Client Secret, and Tenant ID).
4. **Create a Dynamics profile:** Link a Graph profile to your Dynamics 365 CRM instance using the connection string and Server Profile ID.
5. **Enable the profile:** Ensure the Dynamics profile is enabled for service processing.
6. **Start the service:** Start via the configuration app or the Windows Services console (services.msc) under **Prism Email Router Service**.

Managing the Windows Service

The service can be managed through the **Prism Email Router Service tab**, the **Windows Services console** (services.msc), or via the **Command Line**:

- sc start "Prism Email Router Service"
- sc stop "Prism Email Router Service"

Uninstallation

1. Open **Settings > Apps** (or Control Panel > Programs and Features).
 2. Find **Prism Email Router** and select **Uninstall**.
 3. **Manual Cleanup:** The data directory at %ProgramData%\PrismEmailRouter is not removed automatically. Delete it manually if logs and configuration are no longer needed.
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