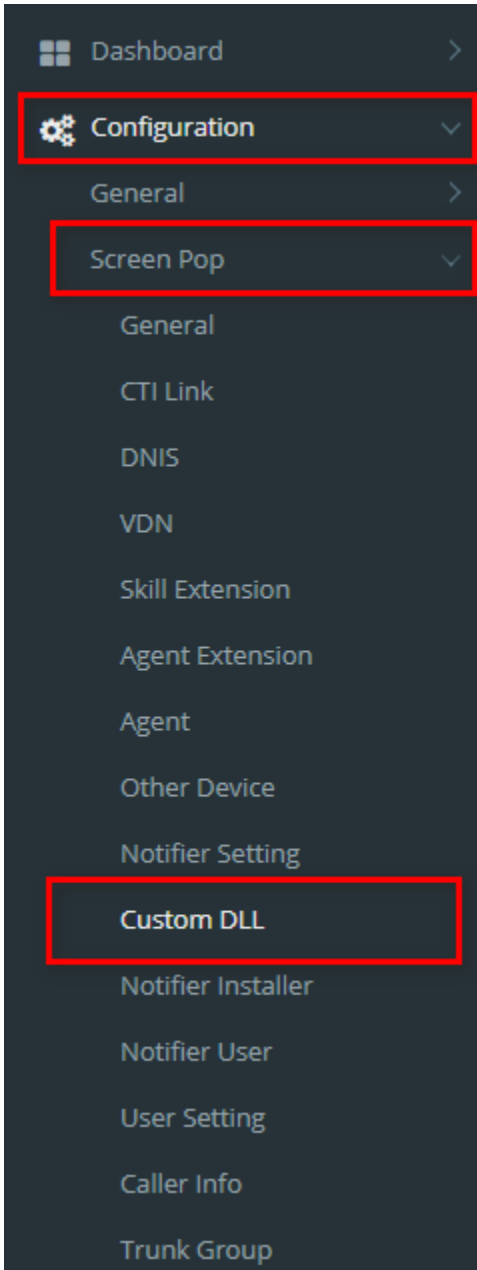# How to manage Custom DLL at Screen Pop Configuration

Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in.**

- From the Linkscope Web application, you click to **Configuration ? Screen Pop? Custom DLL** at the menu.

ADD NEW A CUSTOM DLL FILE

1. On **Upload new custom DLL** label, click **Select files** button.

2. Select a DLL file that you want to import and click **Open** button.
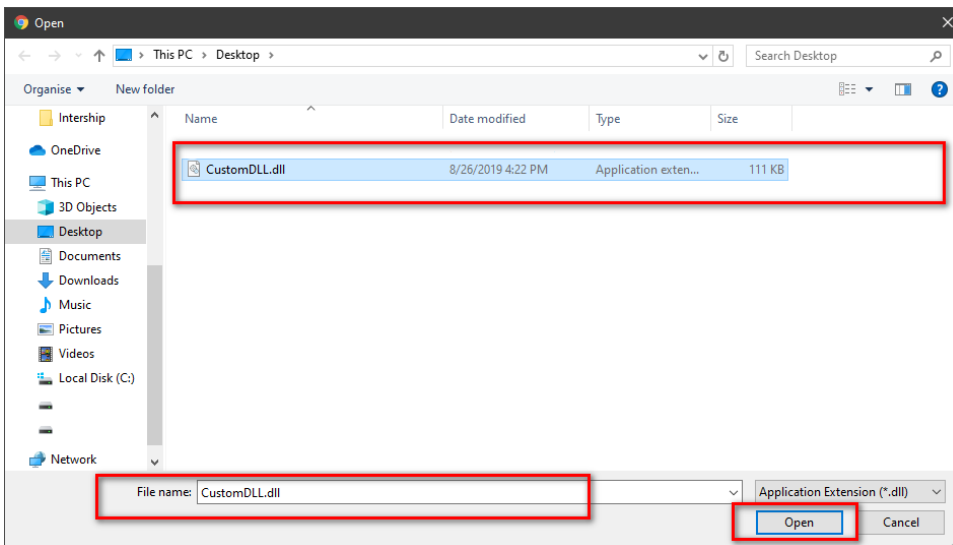
3. You enter **DLL Code** (optional), select a **Feature** and check **Active.** Then click **Upload DLL** button.


If the system shows this message, you created successfully a DLL Custom.
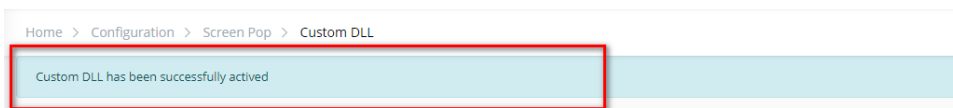
INACTIVE/REACTIVE A DLL CUSTOM

1. On **Custom DLL** table, select any row you want to Inactive/Reactive.

2. Click [   ] button. If you want to **Inactive** that user. There're alert displays after you click to this button. Select **OK**.

localhost:8089 says

Are you sure want to set this to be new Active Custom DLL?

OK   Cancel
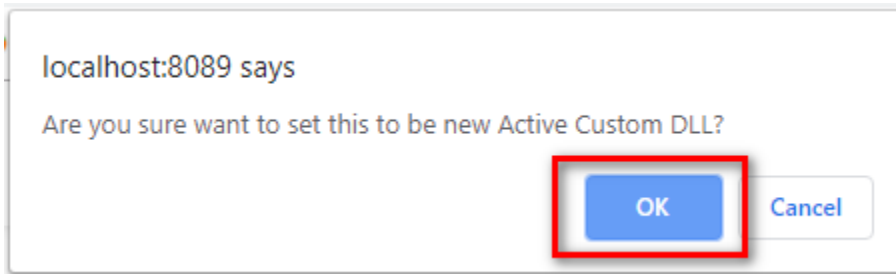
If you want to **Reactive** that user, click [✔] button. There're alert displays after you click to this button. Select **OK**.
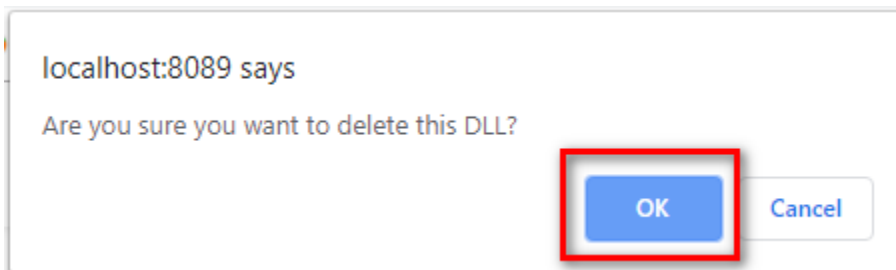

192.168.1.54 says

Are you sure want to set this to be not new Active Custom DLL?

OK   Cancel
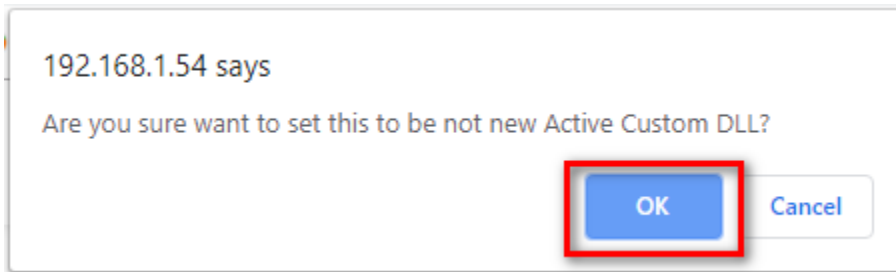
DELETE A DLL CUSTOM

1. On **Custom DLL** table, select any row you want to delete the DLL Custom.

2. Click [🗑] button on that row.

3. There're alert displays after you click to this button. Select **OK**.

localhost:8089 says

Are you sure you want to delete this DLL?

OK   Cancel

If the system shows this message, you deleted successfully a DLL Custom file.

Custom DLL has been deleted.

DOWNLOAD A DLL CUSTOM FILE

1. On **Custom DLL** table, select any row you want to download the DLL Custom.

Name	Code	Version	Feature	Date Uploaded	Active	Download
CustomDLL.dll		2.0.0.12532	E Pop	2019/08/26 16:41:28 PM	✓	⬇ 🗑
UWCustomDLL.dll		2.0.0.12532	Screen Pop	2019/08/21 18:01:11 PM		⬇ 🗑

1 - 2 of 2 items

20 ▾ items per page

2. Click ⬇ button on that row.
3. Check the **File Name**, **Save as type (*DLL file)**. Then click **Save** button.
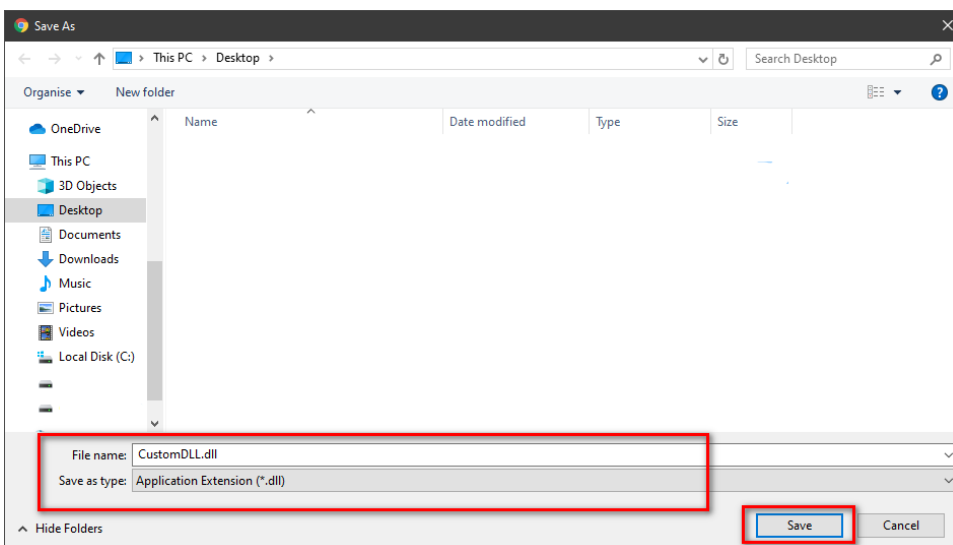
Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)