

SyAM Software™

Agent Deployment using a Windows Installer Package

September 2006

© 2003-2006 SyAM™ Software, Inc.

All rights reserved. SyAM and the SyAM logo are registered trademarks of SyAM™ Software, Inc.
All other trademarks are the property of their respective owners.

Information contained in this document is assumed to be accurate at the time of publishing.
SyAM™ Software, Inc. reserves the right to make changes to the information contained in this
document at any time without notice.

For additional information, sales, or technical support, contact SyAM™ Software, Inc.

www.SyAMSoftware.com

Table of Contents

Table of Contents	3
Table of Figures	3
Introduction.....	4
Audience	4
Part 1 - Prerequisites	5
Windows 2003 Server.....	5
Part 2 - Creating the Windows Installer Package	5
.....	6
Part 3 - Creating a Transform file for the Windows Installer Package.....	6
Part 4 - Configuring the AD Server for MSI Deployment.....	11
Create the Group Policy Object (GPO)	11

Table of Figures

Figure 1 - Domain Controller with Active Directory	5
Figure 2 - Windows Installer Package	6
Figure 3 - Create Transform File - Select Property Table	7
Figure 4 - Create Transform File - New Transform	7
Figure 5 - Create Transform File - Add Row to Table	8
Figure 6 - Create Transform File - Add Row - Property	8
Figure 7 - Create Transform File - Add Row - Value.....	9
Figure 8 - Create Transform File - Generate Transform.....	10
Figure 9 - Edit Group Policy.....	12
Figure 10 - GPO Editor - Add New Package.....	13
Figure 11 - GPO Editor - Advanced Deployment	13
Figure 12 - GPO Editor - Modifications Tab.....	14
Figure 13 - GPO Editor - MST file added	14

Introduction

This document provides installation procedures for the deployment of SyAM™ Software Inc. Server and Desktop Monitor software utilizing a Windows Installer Package (.msi) and a Microsoft Windows 2003 Domain Controller Server. This allows the software to be automatically installed to multiple domain computers without any user intervention.

Audience

The document is created for the IT or Network Administrator staff responsible for installation and maintenance of Server and Desktop Monitor software.

Part 1 - Prerequisites

Windows 2003 Server

This MSI package installation procedure was tested on a Windows 2003 Server designated as a Domain Controller with Active Directory and DNS installed and running. A single Domain Controller, Domain, and AD Forest were created.

Once the Domain Controller with AD has been configured, use the Administrative Tools / Active Directory Users and Computers program to configure a Group Policy for deploying the MSI package.

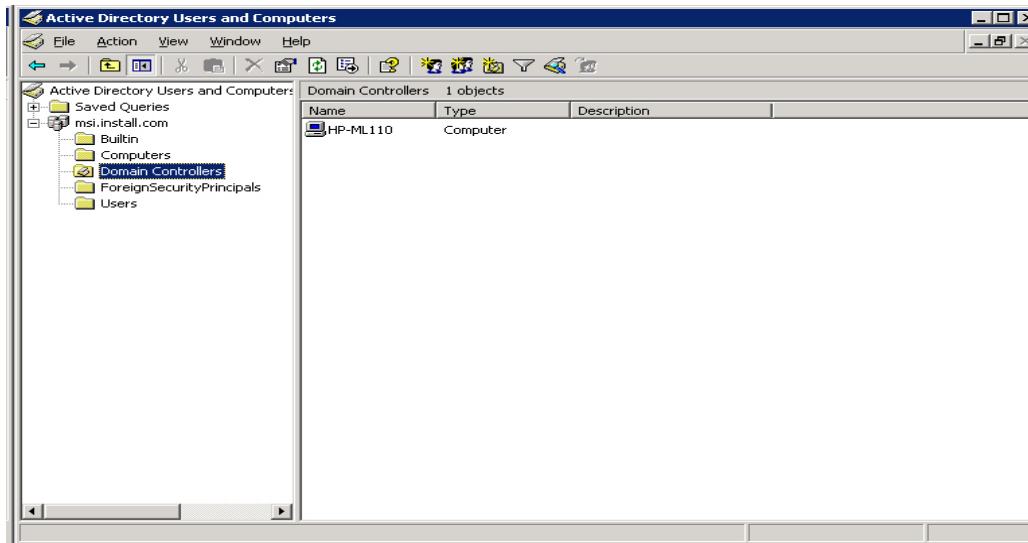


Figure 1 - Domain Controller with Active Directory

Part 2 - Creating the Windows Installer Package

If the appropriate MSI package is not provided it may be created by simply starting the Server or Desktop Monitor software installation program (.exe) and then canceling the installation once the "Welcome" screen is displayed. For the install to work correctly it is recommended that the MSI package be created on the same OS that the install(s) will be performed on.

The MSI file can then be found in a folder located under the \WINDOWS\Downloaded Installations directory. The folder containing the .msi file has a long alpha-numeric name but can be easily identified by the date and time the installation was started. Copy the .msi file to a network share on the Domain Controller.

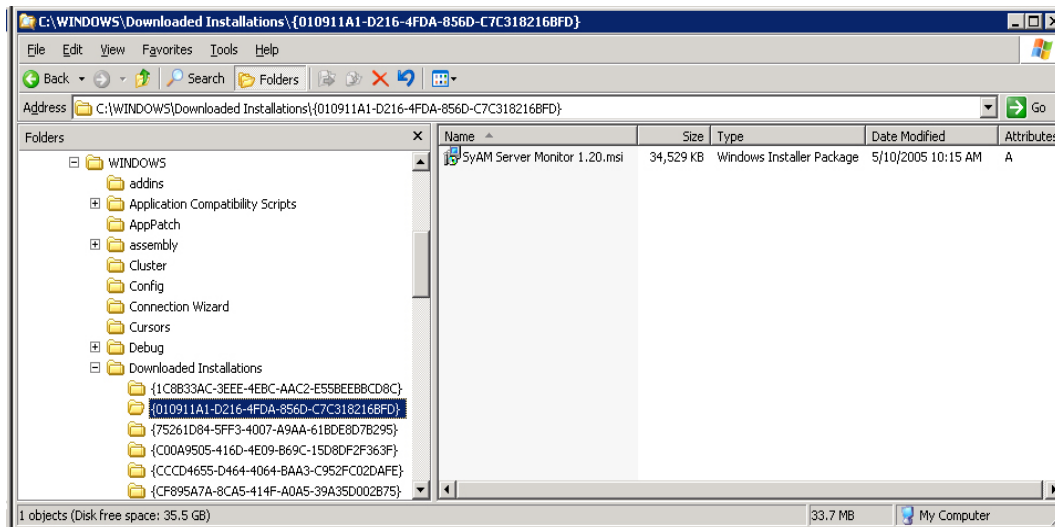


Figure 2 - Windows Installer Package

Part 3 - Creating a Transform file for the Windows Installer Package

A Transform file or MST file (.mst) is similar to an answer file that may be used along with the MSI package to automatically provide the information typically entered by the user during a normal manual software installation.

There are many commercial packages available for purchase that will create the MST file, in our tests we used an application called ORCA, which is free and available as part of the Microsoft Platform SDK.

Information on how to obtain the Windows 2003 Platform SDK may be obtained from the following link.

<http://www.microsoft.com/downloads/details.aspx?FamilyId=A55B6B43-E24F-4EA3-A93E-40C0EC4F68E5&displaylang=en>

Refer to Microsoft support pages for additional information on creating an MST file.

<http://support.microsoft.com/kb/255905/EN-US/>

The MST file is created against a specific MSI package. The steps outlined below show how to create an MST file which is associated with a Desktop Monitor MSI package and will install the **Desktop Monitor Agent** only.

You can install the Server Monitor Agent following the same steps by first creating an MSI package using the Server Monitor Software instead.

- 1) Have the Desktop Monitor MSI package available.
- 2) Launch Orca.exe
- 3) From the main toolbar select File – Open and browse to the Desktop Monitor.msi file to open.
- 4) Click on the Property Table in the left-hand window

6) From the toolbar select Tables – Add Row

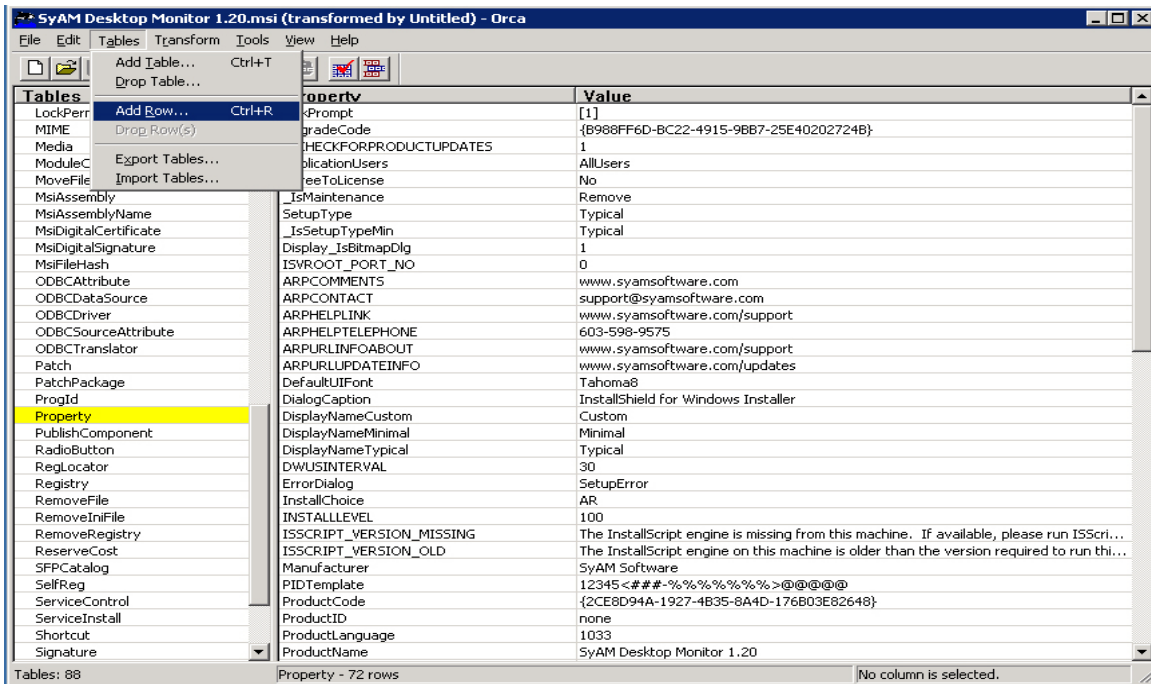


Figure 5 - Create Transform File - Add Row to Table

7) Enter INSTALLDIR for the property string and then hit a <CR>.

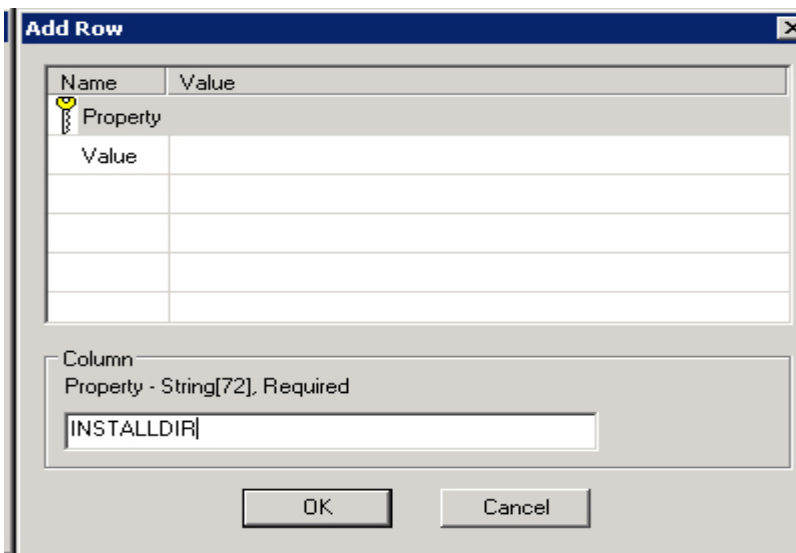


Figure 6 - Create Transform File - Add Row - Property

- 8) Enter the preferred installation path for the value string and then hit a <CR>. This will be the default folder for the software installation.

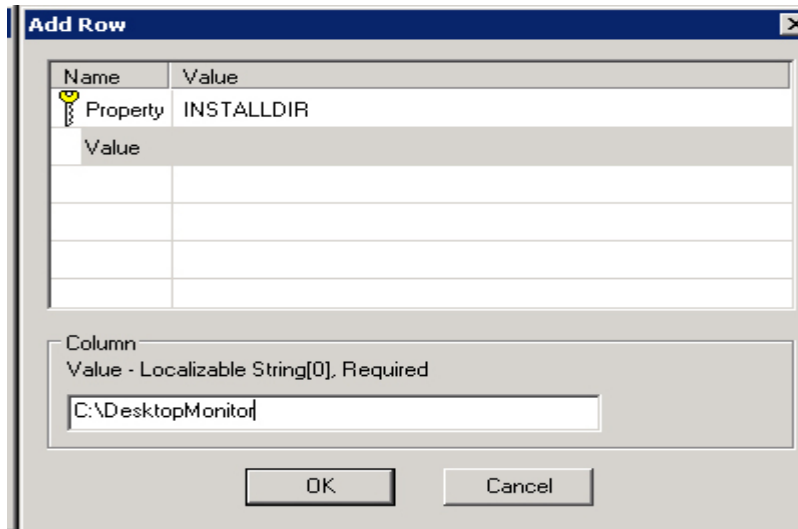


Figure 7 - Create Transform File - Add Row - Value

- 9) Repeat steps 5-7 to add the following additional properties and their values:

Property	Value
SERVERMONITOR	SMA for the agent or SML for the client
UISAVESETTINGS	Yes
IPMIADDON	No
REMOTECONSOLE	Yes

10) After adding the additional properties and values, from the toolbar select Transform – Generate Transform

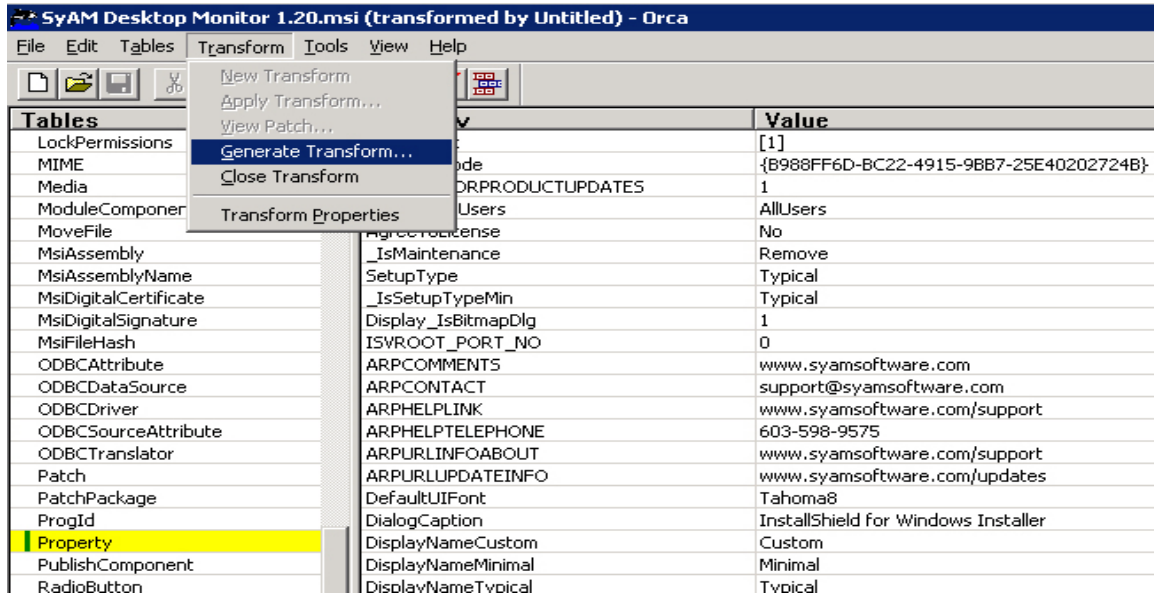


Figure 8 - Create Transform File - Generate Transform

- 11) Name and save the newly created Transform file with the .mst extension to the network share containing the .msi file.
- 12) From the toolbar select Transform – Close Transform.
- 13) Close the MSI file and exit Orca.

Part 4 - Configuring the AD Server for MSI Deployment

Create the Group Policy Object (GPO)

- 1) From Administrative Tools run the Active Directory Users and Computers program.
- 2) Right-click on your domain.com and open properties.

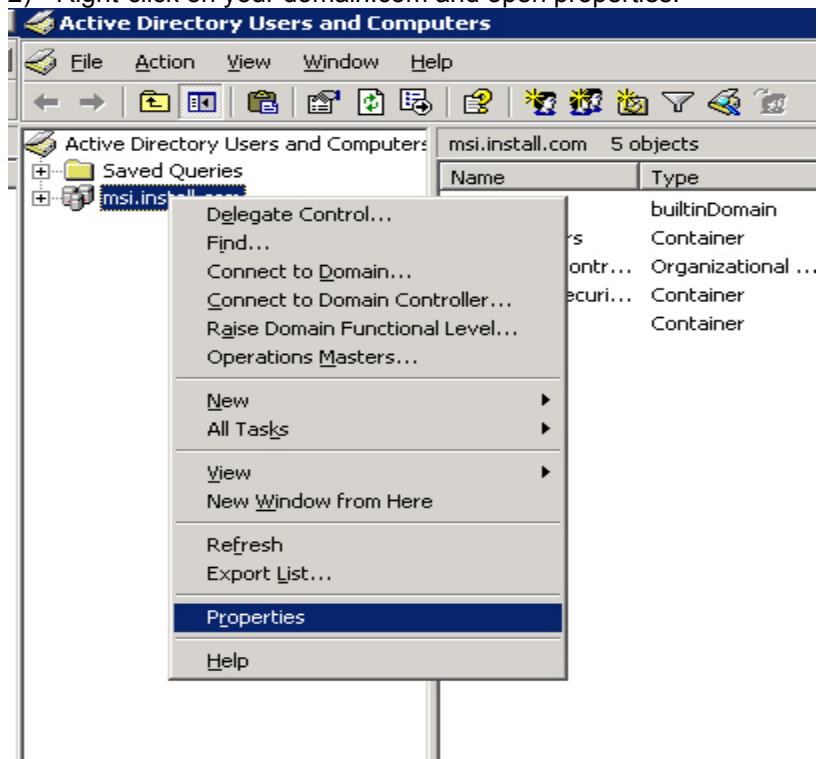


Figure 9 – Domain Properties

- 3) Select the Group Policy tab, select New and assign a name
- 4) Click on the newly create Group Policy and then select Edit.

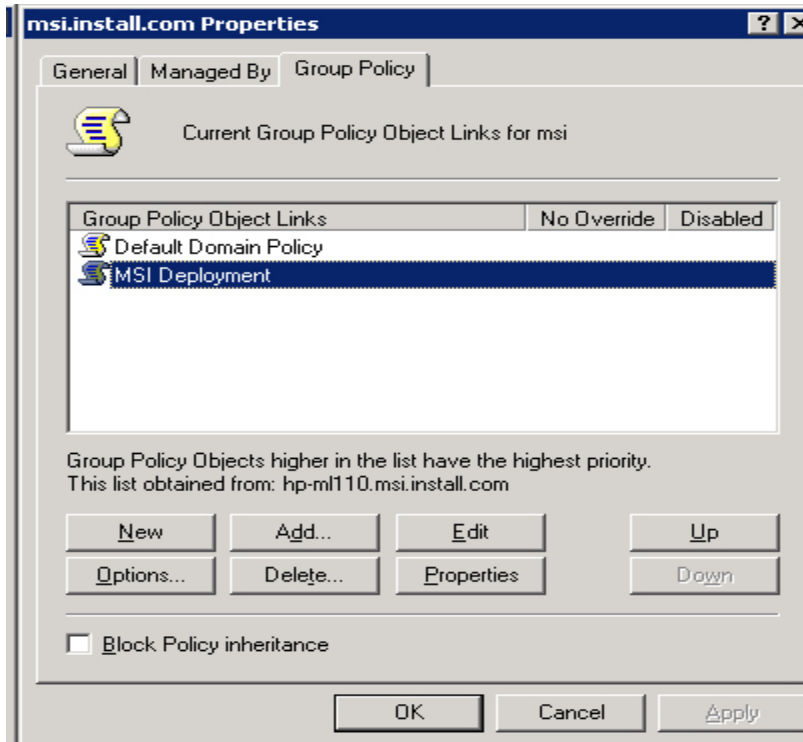


Figure 9 - Edit Group Policy

5) Under User Configuration – Software Settings – right click Software Installation to add a New Package

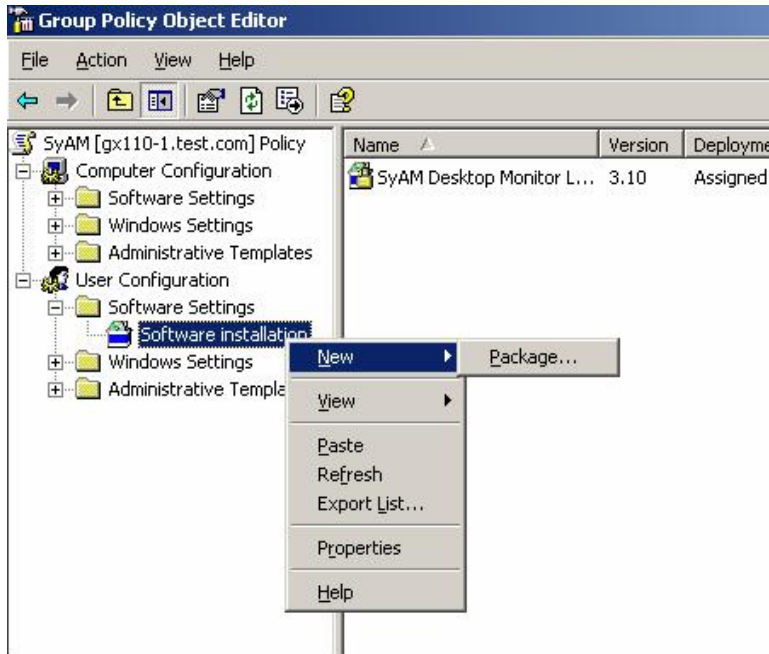


Figure 10 - GPO Editor - Add New Package

- 6) Enter the path to the network share where the file is located, click open.
(example \\192.168.1.1\deployment\name.msi)
- 7) Select Advanced as the software deployment method.

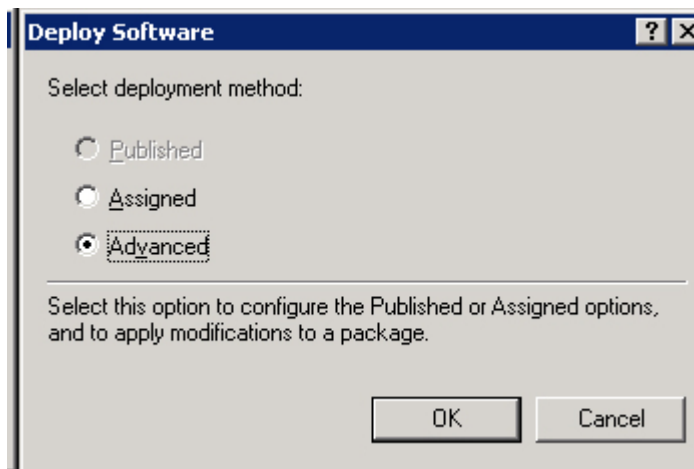


Figure 11 - GPO Editor - Advanced Deployment

- 8) Select the modifications tab then click the ADD button, enter the path to the share Containing the .mst file and click open.
(example \\192.168.1.1\deployment\new.mst)

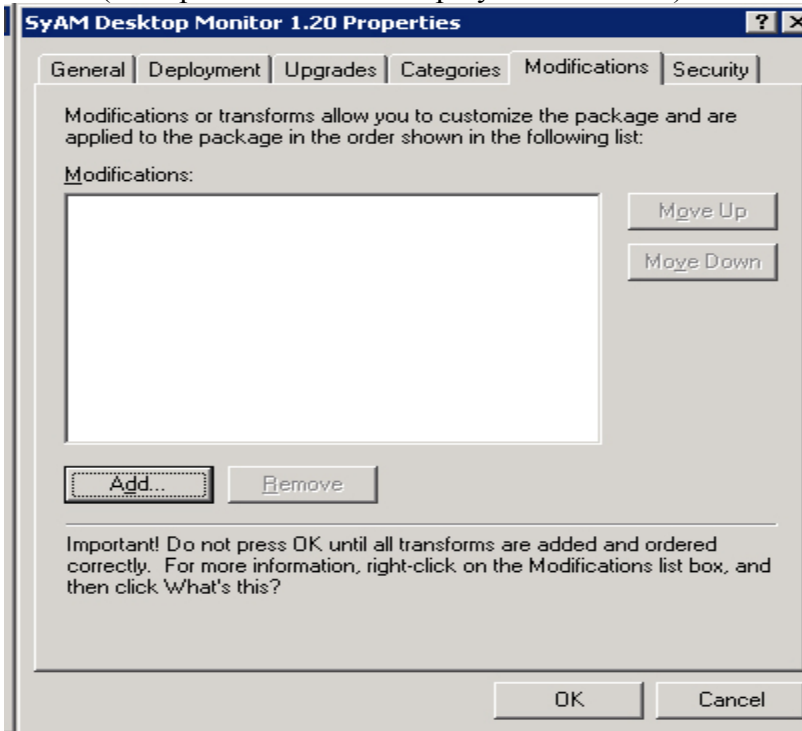


Figure 12 - GPO Editor - Modifications Tab

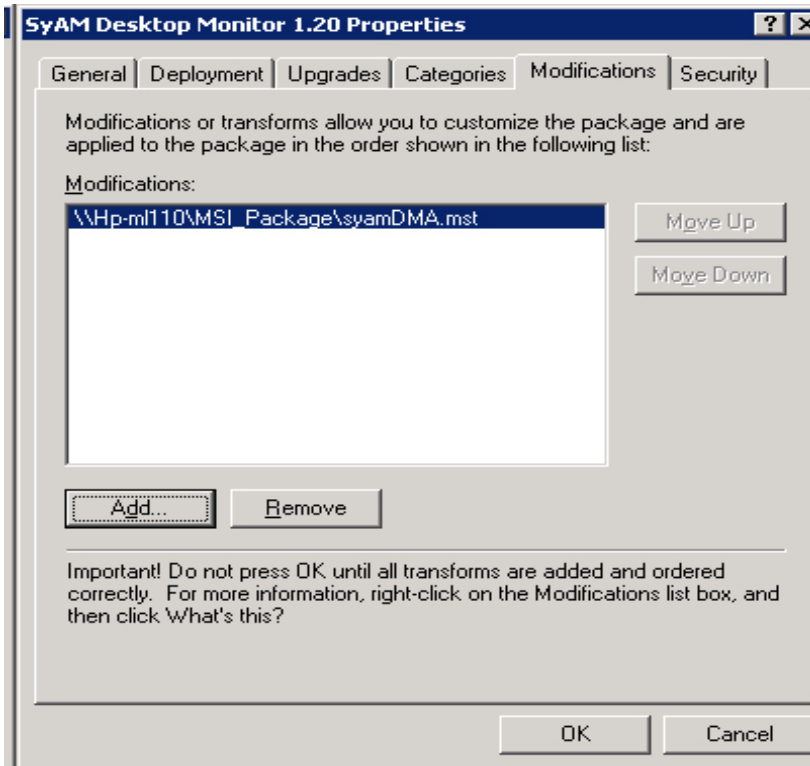


Figure 13 - GPO Editor - MST file added

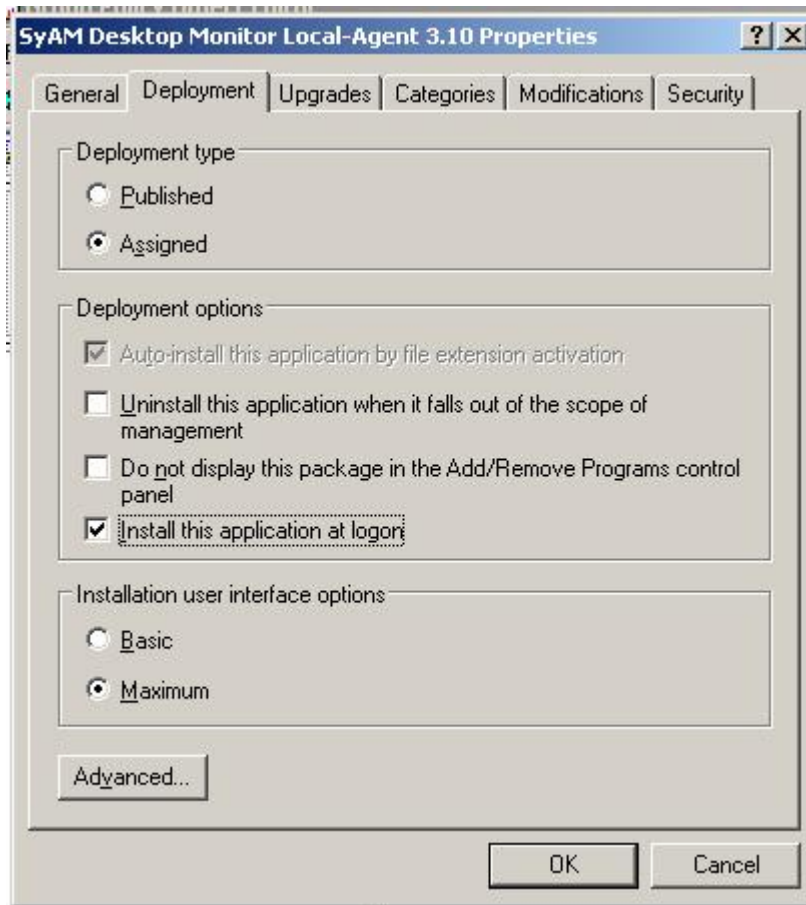


Figure 15 – GPO editor – Deployment type

9) Click the deployment tab, select “assign” then “install this application at logon”.

10) Click OK to close.

11) Enable the setting “Run logon scripts synchronously” under User Configuration / Administrative Templates / System / Scripts.

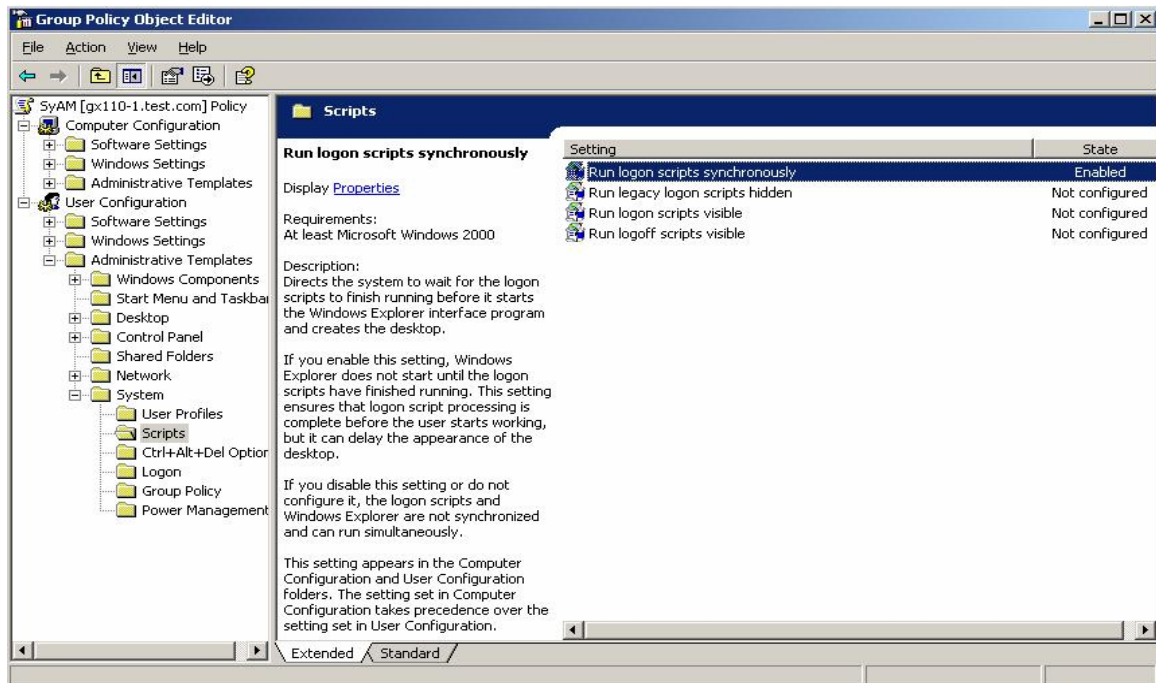


Figure 16 - Administrative Templates - Logon Scripts

12) Enable the setting “Always install with elevated privileges” under User Configuration / Administrative Templates / Windows Components / Windows Installer.

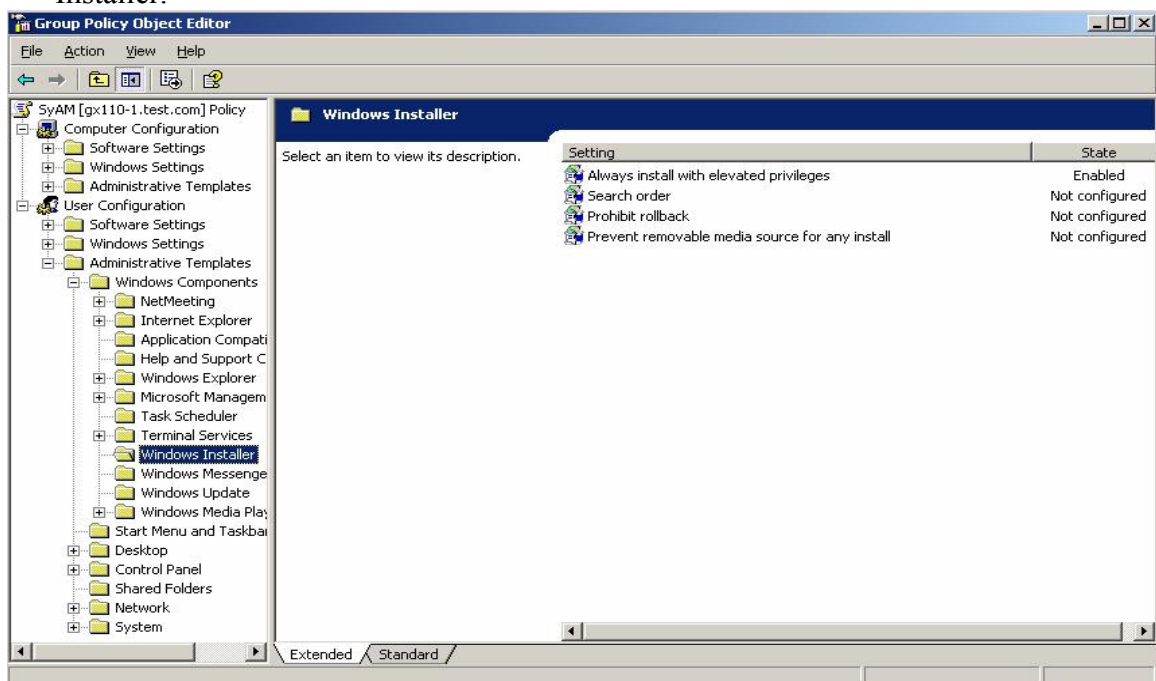


Figure 17 - Administrative Templates - Install with elevated privileges

- 13) Exit from the Group Policy Object Editor.
- 14) Open the Properties menu of the newly created Group Policy Object, click on the Security tab and add the Groups or Users that will have permissions assigned to them for this GPO. Assign the levels of permission as necessary.

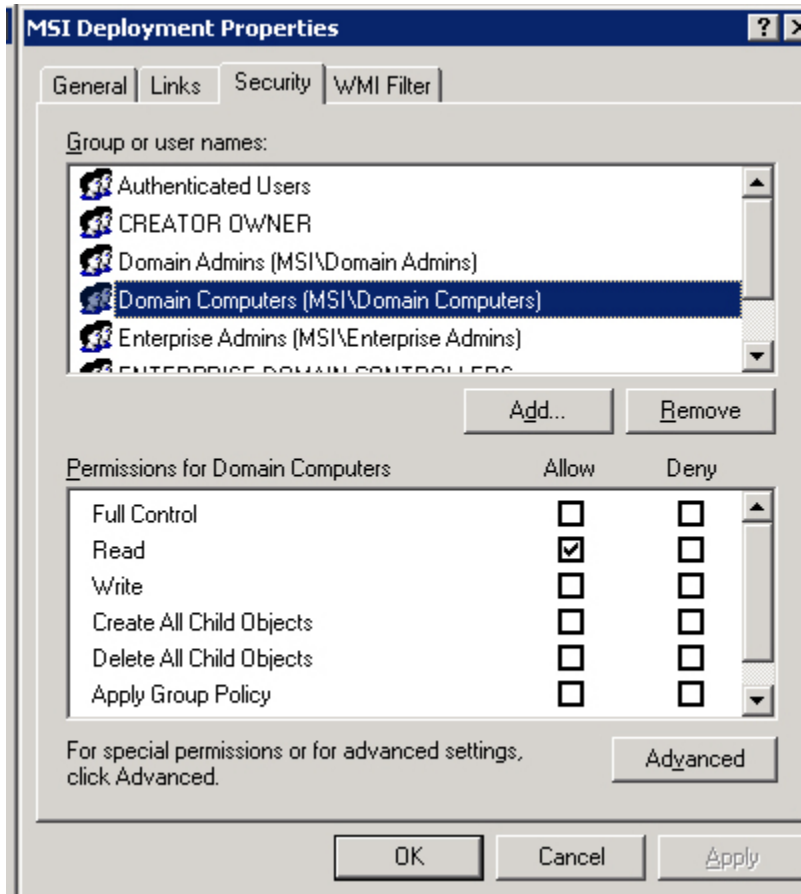


Figure 18 - GPO Permissions

- 15) Exit the Active Directory Users and Computers configuration program.
- 16) Verify that the domain computers and users that have permission to this object are able to access the network share where the MSI and MST files reside.
- 17) Verify that the domain computers are pointed at the correct server for DNS.
- 18) The Desktop Monitor Software will be installed to the computers assigned to this GPO upon the next reboot, as long as they have administrative privileges.

Contact SyAM Software

For additional information, sales, or technical support, contact SyAM Software:

SyAM Software, Inc.

888 UnifyMe (864-3963)

Corporate Headquarters

Sales Offices

1 Chestnut Street, Suite 3-l

US Sales 203 407-9180

Nashua, NH 03060

South America +55 11 3641-3580

PH +1 603 598-9575

Mexico +52 55 8596-5078

FX +1 603 598-9577

Europe +49 8158 905933

info@syamsoftware.com

www.syamsoftware.com