

MaxACD Release 7.0

System Center Configuration Manager Client Remote Deployment Guide

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AltiGen Communications, Inc. 679 River Oaks Parkway, San Jose, CA 95134 Telephone: 888-AltiGen (258-4436) | Fax: 408-597-9020 E-mail: <u>info@altigen.com</u> Web site: <u>www.altigen.com</u>

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Introduction

System Center Configuration Manager (SCCM) is a systems management software product available from Microsoft. It helps administrators manage large groups of computers running versions of Windows operating systems.

This document explains how perform remote deployment of the MaxACD 7.0 clients (specifically, MaxAgent, MaxSupervisor, and MaxInSight). These instructions assume that you are familiar with using SCCM to deploy applications within your environment.

Requirements

- SCCM 2012 R2
- A SQL database

Step 1: SCCM Preparation

Detailed instructions for these steps can be found on the Microsoft Technet site at (<u>https://social.technet.microsoft.com/search/en-US</u>).

- 1. Prepare Active Directory for the Configuration Manager.
 - a. Create the System Management Container in Active Directory.
 - b. Extend the schema.
- 2. Install the following components on the server:
 - a. BITS
 - b. Remote Differential Compression
 - c. IIS components Common HTTP Features
 - Static Content
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - HTTP Redirection
 - d. IIS components Application Development
 - ASP.NET
 - .NET Extensibility
 - ASP
 - ISAPI Extensions
 - ISAPI Filters
 - e. IIS components Health and Diagnostics
 - HTTP logging
 - Logging tools



- Request Monitor
- Tracing
- f. IIS components Security
 - Basic Authentication
 - Windows Authentication
 - URL Authorization
 - Request Filtering
 - IP and Domain Restrictions
- g. IIS components Performance
 - Static Content Compression
- h. IIS components Management Tools
 - IIS Management Console
 - IIS Management Scripts and Tools
 - Management Service
- i. IIS components IIS 6 Management Compatibility
 - IIS 6 Metabase Compatibility
 - IIS 6 WMI Compatibility
 - IIS 6 Scripting Tools
 - IIS 6 Management Console
- j. .NET 3.5
- 3. Install the Windows Assessment and Deployment Kit (Windows ADK) for Windows 8.1
 - a. Download the kit from <a href="https://www.microsoft.com/en-gb/download/details.aspx?id=39982&tduid=(03fa2223e274ca484196b9ba9eb7e2dd)(256380)(2 <u>459594)(TnL5HPStwNw-vSLEcZ5hnT2DOTMc9fWSbg)()</u>
 - b. Run the downloaded file. When the process has competed, restart the system.
- 4. Install SQL Server.
- 5. Install SCCM 2012 R2.

Step 2: Deploy MaxAgent

1. In SCCM, create a new application: choose **Application Management > Applications** and select **Create Application**.





1. In the next panel, choose Automatically detect information about this application from installation files and specify the path of the MaxAgent 7.0 for MaxACD.msi. Click Next.

1	Create Application Wizard	×
General		
General Import Information Summary Progress Completion	Specify settings for this application Applications contain software that you can deploy to users and devices in your Configuration Manager environment Applications can contain multiple deployment types that customize the installation behavior of the application.	
	Astomatically detect information about this application from installation files: Type: Windows installer (* msi file) v Location: \\SCCM\installCleres801\MaxAgert for Lync\MaxAgert 7 0 for MaxACI Example: \\Server\Share\File Manually specify the application information	
	< Everyforus Next > Summary Cance	el

2. When prompted about verification, click **Yes** to continue.



A summary page will show you the details of the application.

1	Create Application Wizard	x
Import Informat	ion	
General Import Information General Information Summary Progress Completion	View imported information Image: Application information successfully imported from the Windows Installer (*msi file) file. Details: Publisher: Software version: Deployment type name: MaxAgert 7.0 for MaxACD-copy Publisher: Software version: Deployment type name: MaxAgert 7.0 for MaxACD - Windows Installer (*msi file) Product Code: (468AD093 SSA-4485 987C.333281188D05) Installation behavior: Install for system Content location: \\SCCD (WindsaCLents801\MaxAgert for Lync\. Number of files: 22 Content files: 20 <	
< III >	< Previous Next > Summary Cancel	

- 3. Click Next.
- 4. You can add details about the application on the *General Information* panel of the wizard.
 - Use "msiexec /i "MaxAgent 7.0 for MaxACD.msi" /q" as the command of Installation program.

1	Cre	ate Application Wizard
General Informat	tion	
General Import Information General Information	Specify information	about this application
Summary	Name:	MaxAgent 7.0 for MaxACD-copy
Progress Completion	Administrator comments:	
	Pyblisher:	
	Software version:	
	Optional reference:	
	Administrative categories:	Sglect
	Specify the installation progra	im for this application and the required installation rights.
	Installation program:	telexic // "MaxAgent 7 0 for MaxACD me" /g Brogse
	Run installation program	as 32-bit process on 64-bit clients.
	Install behavior:	Install for system
< III >		< Previous Next > Summary Cancel

5. Click **Next**. Continue through the remaining panels to finish creating the application.



r.

6. Right-click the application that you just created. From the menu, click **Deploy**.

MaxAgent 7.0 for Lync MaxAgent 7.0 for MaxACD MaxAgent 7.0 for MaxACD 801	Co Manage Access Accounts	1 1	1
MaxAgent 7.0 for MaxACD MaxAgent 7.0 for MaxACD 801	Manage Access Accounts	1	
MaxAgent 7.0 for MaxACD 801	Re Manage Access Accounts		1
MaxInSight 7.0 Lync Edition MaxSupervisor 7.0 Lync Edition MaxSupervisor 7.0 MaxACD	 Imanage Access Accounts Create Prestaged Content Revision History Update Statistics Create Deployment Type Reinstate Retire Export Copy Refresh Delete Simulate Deployment Deploy Distribute Content Move Set Security Scopes Categorize 	t File F5 Delete	0
	Kiew Relationships	•	

7. In the *General* panel, beside the *Collection* field, click **Browse** and choose the users or computers where you want to install MaxAgent or another client. Click **Next**.

•		Deploy Software Wizard
General		
General Content Deployment Settings	Specify general	Information for this deployment
Scheduling User Experience Alerts Summary Progrees	Software: Cgliection:	MaxAgert 7.0 for MaxACD 801 Browse SCCM Test Computers Brogge bution point groups associated to this collection
Completion	 Automatically ds Comments (optional) 	tribute content for dependencies
		v Branicus Mart Scoreman Canad
		< grevious gent > Summary Cancel



8. Click Add and choose Distribution Point.

•		Deploy Software W	zard		×
Content					
General	Specify the cont	ent destination			
Content					
Deployment Settings					
Scheduling	Distribution points or d	stribution point groups that t	e content has been distributed to:		
User Experience		-			
Alerts	Name	There are no	teme to show in this view		
Summary		There are no	Conta do aniony informa vieny.		
Progress					
	associated with collect	ions to distribute content to:			
	Filter				Add
	Name	Description	Associations		Distribution Point
			ow in this view		P1 - 11 - 11 - P - 1 - P
		i nele ale no kellis to sr	ow in this view.		Distribution Point G
		There are no nems to an	ow in this view.	•	Distribution Point G

9. Select the SCCM server itself as the distribution point. Click OK.

	Deploy Software Wizard	x
Content		
General		
Content	Add Distribution Points	
Deployment Setti	Select distribution points that will host this content.	
Scheduling	Software Hodate Parkanes are never databuted to Cloud Databution Drints	
User Experience		
Summary	Available distribution points:	
Progress	Piter	
Completion	Name Type Description	
	burrently	
		_
	Add	-
	Remo	ve
	OK Cancel	
	< Previous Next > Summary C	ancel



10. In the *Deployment Settings* panel, select **Install** as the action and set **Required** as the purpose. Click **Next**.

٠	Deploy Software Wizard	×
Deployment Set	ttings	
General Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Specify settings to control how this software is deployed	
	< Previous Next > Summary Cance	H

11. In the *Scheduling* panel, for the *Installation Deadline* option, choose **As soon as possible after the available time for** the fastest installation of MaxAgent or another client. Users can also schedule off work hours for the deployment. Click **Next** and complete the remaining steps in the wizard to complete the deployment configuration.

٠	Deploy Software Wizard
Scheduling	
General Content Deployment Settings Scheduling User Experience Alerts Summary	Specify the schedule for this deployment This application will be available as soon as it has been distributed to the content server(s) unless it is scheduled for a later time below. Specify the installation deadline if this is a required application. This deadline is when the application must be installed on the device, including a system restart if necessary.
Progress Completion	Ime based on: UTC v Schedule the application to be available at: 1/26/2016 v 1/26/2016 Image: 10.50 PM Image: 10.50 PM Image: As sgon as possible after the available time Sghedule at: Image: 10.50 PM 1/26/2016 Image: 10.50 PM Image: 10.50 PM Image: 10.50 PM
	< Previous Next > Summary Cancel

12. Repeat the same steps for the other clients (MaxSupervisor and MaxInSight) as needed.