



MaxCS Release 8.6

System Center Configuration Manager Client Remote Deployment Guide

June 24, 2019



Contents

Introduction	3
Requirements	3
Before you Begin	3
Step 1: SCCM Preparation	3
Step 2: Create Packages and Applications	4
1. Create the Package for ISScript	4
2. Create the Package for VS2005	7
3. Create the Package for UCCApi	7
4. Create the Application for AltigenJLIB	8
5. Create the Application for MaxAgent	14
6. Create the Application for MaxSupervisor	16
7. Create the Package for MaxCommunicator	16
Step 3: Deploy Applications to the Client Systems	17
Fresh Installations	17
Upgrade Installations	22
Example: How to Uninstall AltigenJlib	22
Known Issues	22

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

All product and company names herein may be trademarks of their registered owners.
Copyright © Altigen Communications, Inc. 2019. All rights reserved.



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 MaxCS clients (specifically, MaxAgent, MaxSupervisor, and MaxInSight). These instructions assume that you are familiar with using SCCM to deploy applications within your environment.

During these procedures, you will first create the deployment packages in SCCM. Then you will deploy those package to the client systems.

Requirements

- SCCM 1802 or above
- A SQL database

Before you Begin

1. First, obtain from your Altigen representative:
 - The Remote Deployment package (this should include the ISScriptEngine, MicrosoftUCCAP, and AltigenJLIB folders)
 - The installation programs for each MaxCS client you want to install
2. Make sure that you have SCCM set up and functioning properly.
 - If you have successfully deployed .msi applications in the past, for other applications, then the procedures in this document will work correctly and you can skip the procedures in Step 1.
 - If you have never deployed .msi files with SCCM in your current environment, then we recommend that you follow the procedures in Step 1 to configure SCCM.
3. Once you have confirmed that SCCM is set up properly, then create collections for the client systems that need MaxAgent, MaxCommunicator, and MaxSupervisor.

Step 1: SCCM Preparation

If you have never deployed .msi files with SCCM in your current environment, follow the steps in this section to configure SCCM. Then confirm that SCCM works properly by testing it on another application before you create Altigen packages and deploy them. One option is to do a test deployment of Google Chrome. Once the test deployment has completed successfully, continue with the remainder of this guide.

Detailed instructions for these steps can be found on the Microsoft Technet site at (<https://blogs.technet.microsoft.com/jchalfant/how-to-install-microsoft-sccm-current-branch-step-by-step-guide/>).

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:

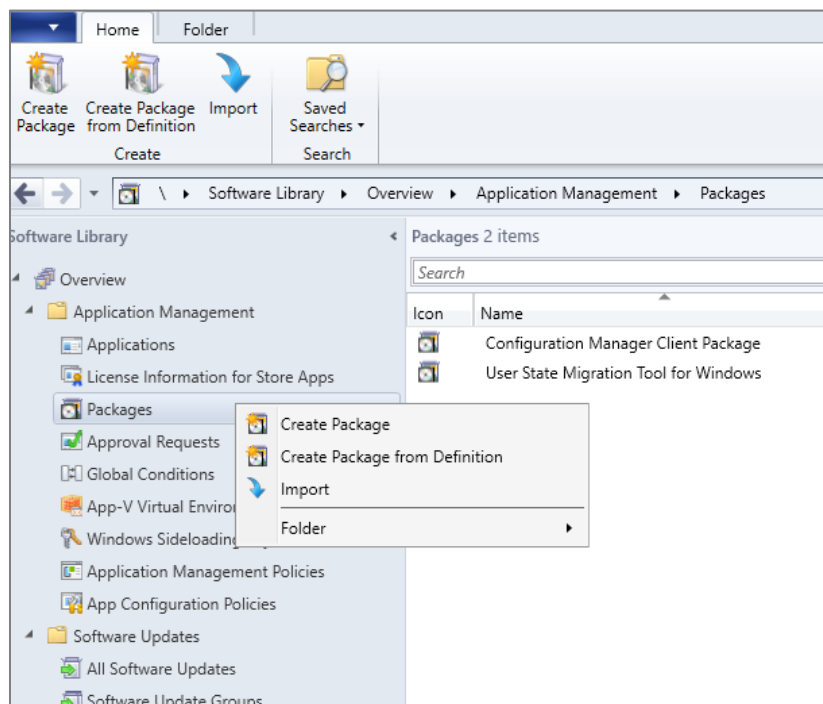
- Create the recommended disk drives for Configuration Manager
- Install IIS, RDC, BITS
- Install and configure Microsoft SQL Server 2017
- Install and configure WSUS
- Install latest Windows 10 ADK
- Extend the Active Directory schema for SCCM
- Create the System Management container in Active Directory
- Pre-create the SCCM database in SQL so we can set the location, size, and number of files
- Install Microsoft SCCM Current Branch 1802

Step 2: Create Packages and Applications

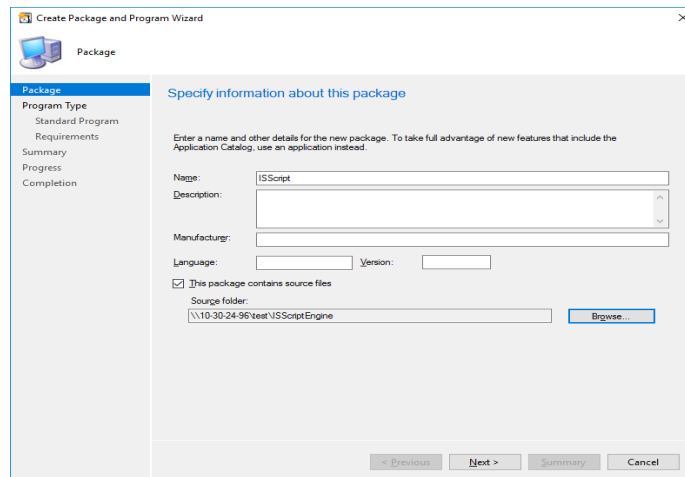
Create the deployment packages in the following order.

1. Create the Package for ISScript

- A. In SCCM, select **Software Library > Overview > Application Management > Packages > Create Package**.



- B. Enter ISScript as the package Name, check the option *This package contains source files*, and specify the *ISScriptEngine* folder as the Source folder location.



Create Package and Program Wizard

Package

Specify information about this package

Enter a name and other details for the new package. To take full advantage of new features that include the Application Catalog, use an application instead.

Name: ISScript

Description:

Manufacturing:

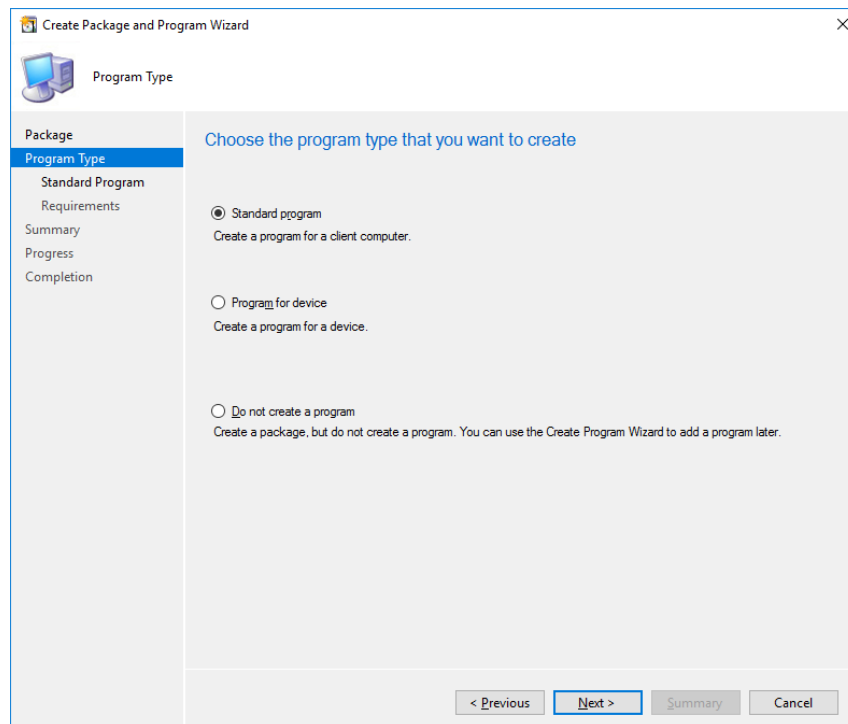
Language: Version:

☒ This package contains source files

Source folder: \\10-30-24-96\test\ISScriptEngine [Browse...](#)

< Previous Next > Summary Cancel

C. In the next panel, choose *Standard program* and click **Next**.



Create Package and Program Wizard

Program Type

Choose the program type that you want to create

☒ Standard program
Create a program for a client computer.

☐ Program for device
Create a program for a device.

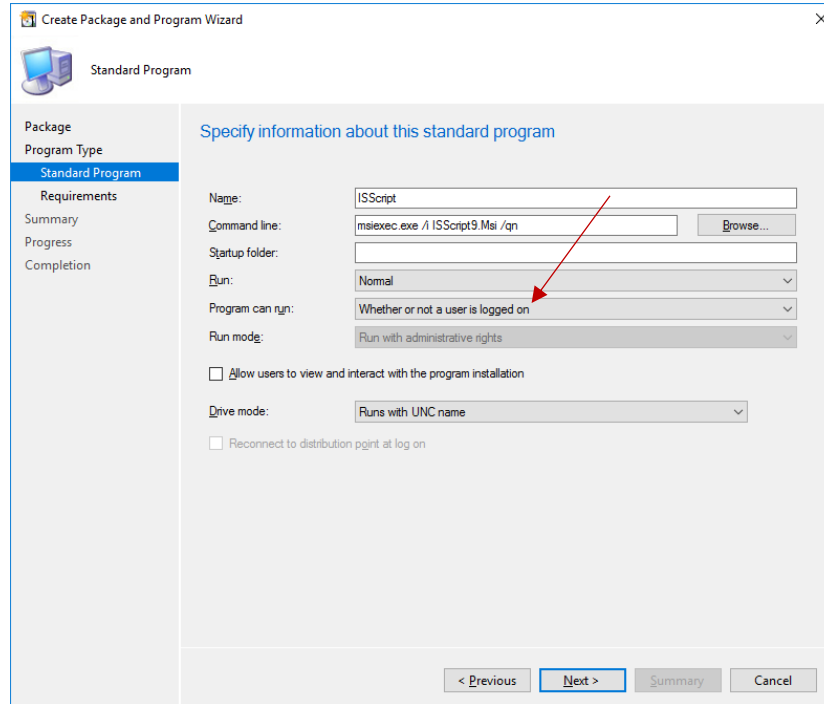
☐ Do not create a program
Create a package, but do not create a program. You can use the Create Program Wizard to add a program later.

< Previous Next > Summary Cancel

D. Enter the name **ISScript** in the *Name* field. Enter the following string into the Command line field:

```
msiexec.exe /i ISScript9.Msi /qn
```

E. For the option *Program can run*, select *Whether or not a user is logged on*. Click **Next**.



Create Package and Program Wizard

Standard Program

Package
Program Type
Standard Program
Requirements
Summary
Progress
Completion

Specify information about this standard program

Name: ISScript

Command line: msiexec.exe /i ISScript9.Msi /qn Browse...

Startup folder:

Run: Normal

Program can run: Whether or not a user is logged on

Run mode: Run with administrative rights

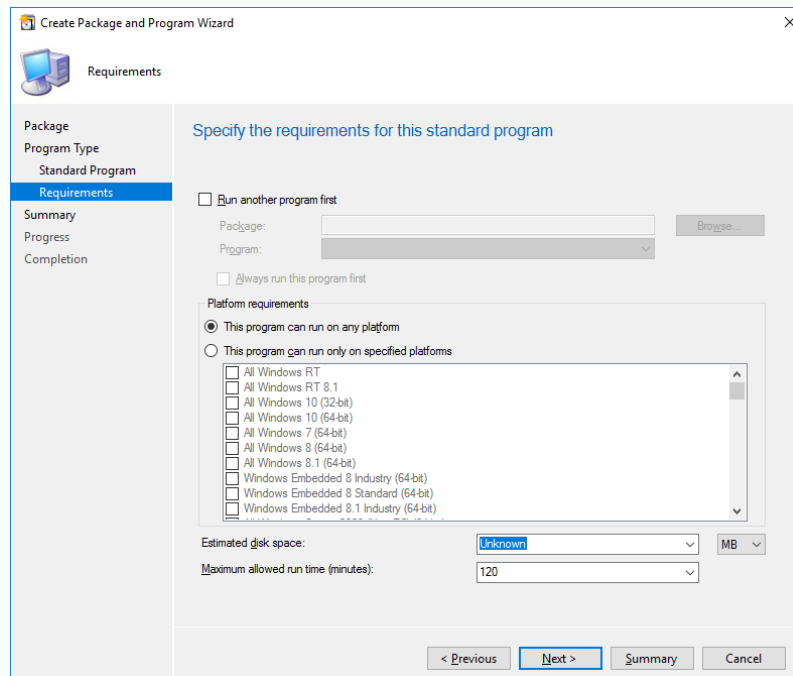
☐ Allow users to view and interact with the program installation

Drive mode: Runs with UNC name

☐ Reconnect to distribution point at log on

< Previous **Next >** Summary Cancel

F. There are no requirements for this package. Therefore, in this panel, click **Next**.



Create Package and Program Wizard

Requirements

Package
Program Type
Standard Program
Requirements
Summary
Progress
Completion

Specify the requirements for this standard program

☐ Run another program first

Package: Browse...

Program: Browse...

☐ Always run this program first

Platform requirements

☒ This program can run on any platform

☐ This program can run only on specified platforms

☐ All Windows RT

☐ All Windows RT 8.1

☐ All Windows 10 (32-bit)

☐ All Windows 10 (64-bit)

☐ All Windows 7 (64-bit)

☐ All Windows 8 (64-bit)

☐ All Windows 8.1 (64-bit)

☐ Windows Embedded 8 Industry (64-bit)

☐ Windows Embedded 8 Standard (64-bit)

☐ Windows Embedded 8.1 Industry (64-bit)

Estimated disk space: Unknown MB

Maximum allowed run time (minutes): 120

< Previous **Next >** Summary Cancel

G. Click the **Next** button until you have finished creating this package.

2. Create the Package for VS2005

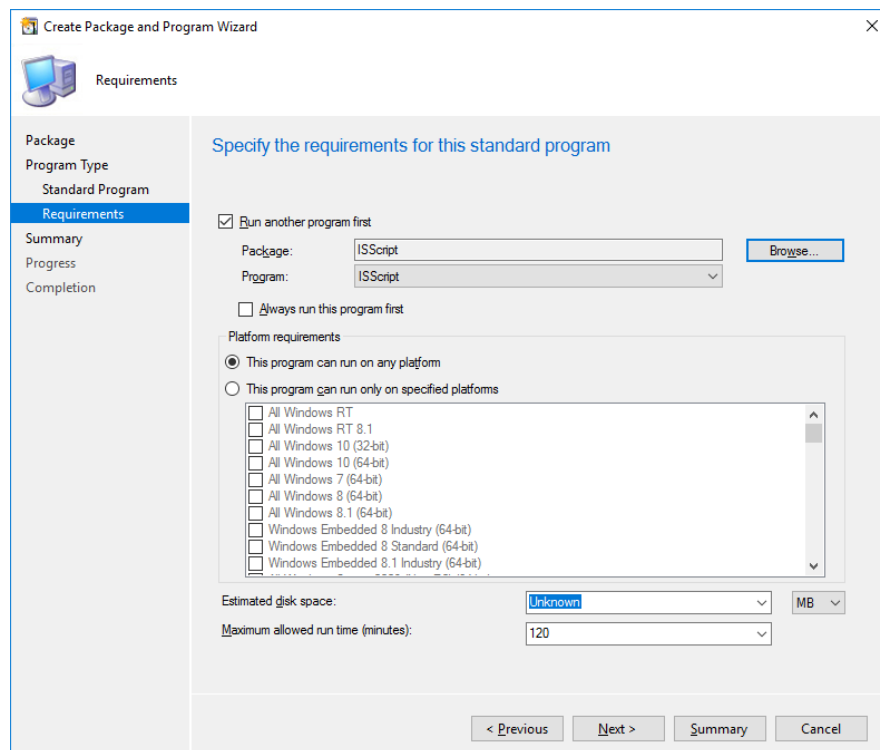
Follow the same procedures as in step 1 to create a new package *VS2005*:

- Select **Software Library > Overview > Application Management > Packages > Create Package**.
- Enter **VS2005** as the package name in the *Name* field. Check the option *This package contains source files*, and then specify *VS2005PIA* as the Source Folder location.
- In the next panel, choose *Standard program* and click **Next**.
- Enter the name **VS2005** in the Name field. Enter the following string into the Command Line field:

```
msiexec.exe /i VS_2005_PIA.msi /qn
```

Select *Whether or not a user is logged on* and click **Next**.

- Check the option *Run another program first* and select *ISScript*. Click **Next**.



- Click the **Next** button until you have finished creating this package.

3. Create the Package for UCCApi

- Select **Software Library > Overview > Application Management > Packages > Create Package**.
- Enter **UCCApi** as the package name in the *Name* field. Check the option *This package contains source files*, and specify *MicrosoftUCCAP* as the Source Folder location.
- In the next panel, choose *Standard program* and click **Next**.

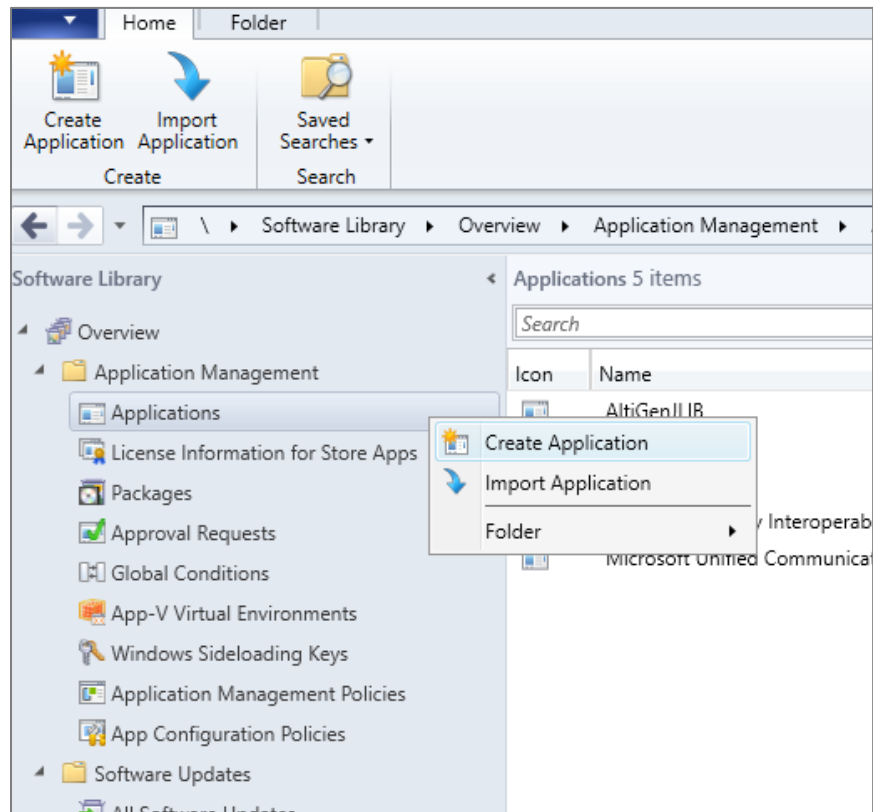
- D. Enter the name **UCCapi** in the Name field. Enter the following string into the Command line field:

```
msiexec.exe /i UccApiSdk.msi /qn
```

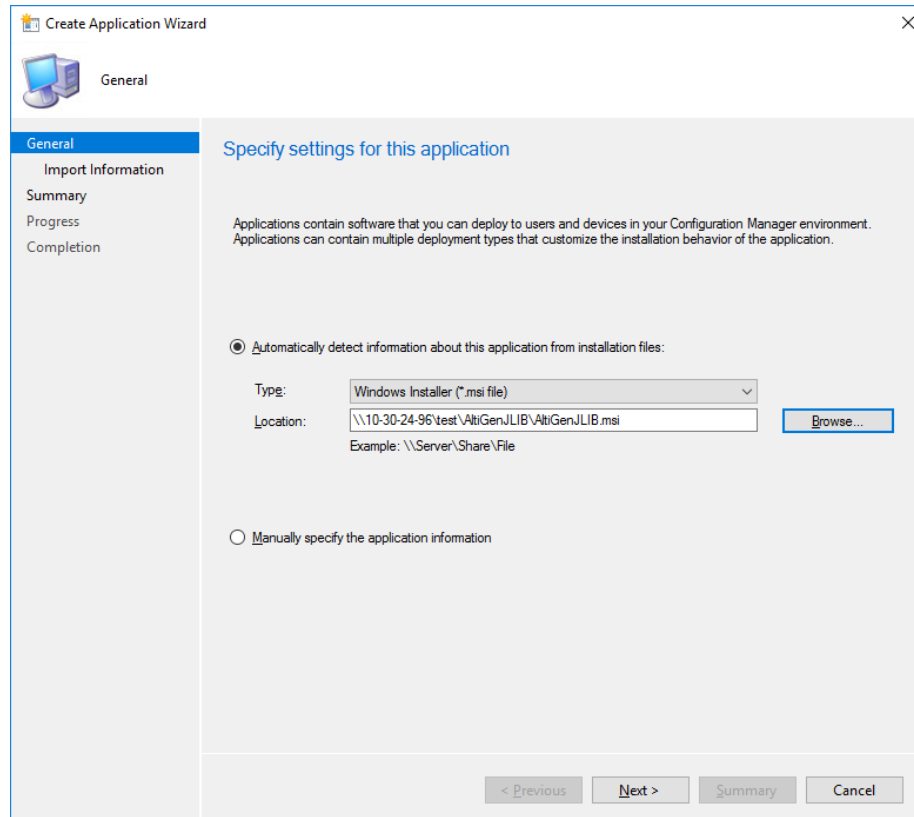
- E. Select *Whether or not a user is logged on* and click **Next**.
- F. Check the option *Run another program first* and select **VS2005**. Click **Next**
- G. Click the **Next** button until you have finished creating this package.

4. Create the Application for AltigenJLIB

- A. Select **Software Library > Overview > Application Management > Applications > Create Application**.

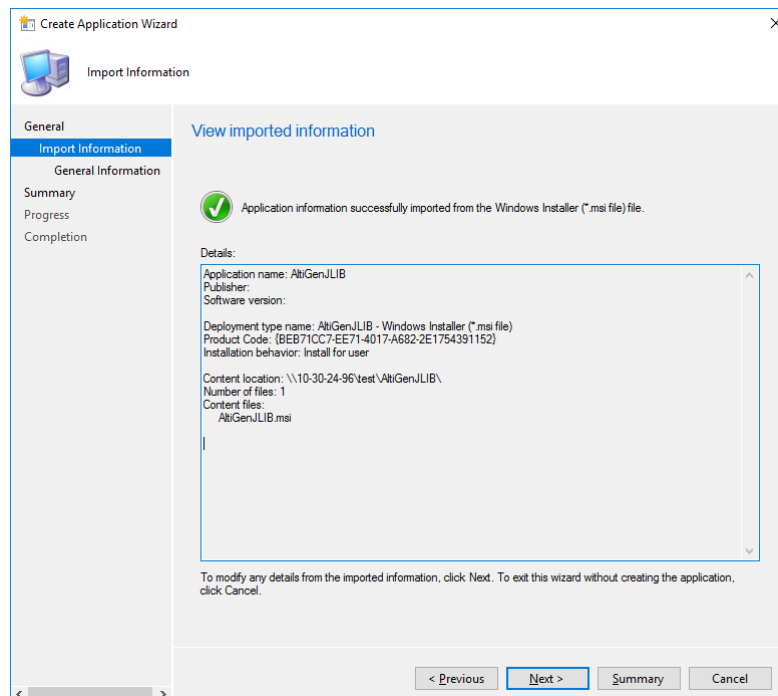


- B. Enter the path of package **AltigenJLIB** as the location field for option “*Automatically detect information about this application from installation files.*”



The screenshot shows the 'Create Application Wizard' window, specifically the 'General' tab. The left sidebar contains a tree view with 'General' selected, followed by 'Import Information', 'Summary', 'Progress', and 'Completion'. The main area is titled 'Specify settings for this application'. It contains a radio button selected for 'Automatically detect information about this application from installation files:'. Below this, there is a 'Type:' dropdown menu set to 'Windows Installer (*.msi file)'. The 'Location:' text box contains the path '\\10-30-24-96\test\AltigenJLIB\AltigenJLIB.msi', with a 'Browse...' button to its right. An example path '\\Server\Share\File' is shown below the text box. At the bottom, there is an unselected radio button for 'Manually specify the application information'. Navigation buttons at the bottom include '< Previous', 'Next >', 'Summary', and 'Cancel'.

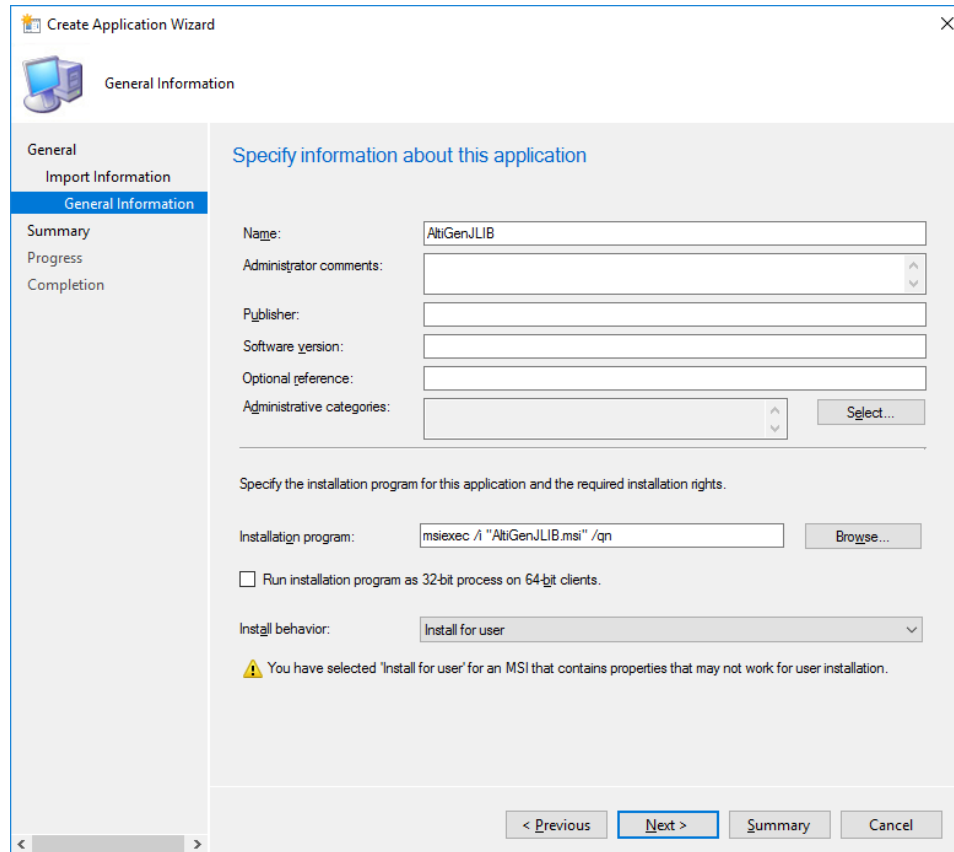
- C. In the next panel, you can see the imported information. Click **Next**.



The screenshot shows the 'Create Application Wizard' window, specifically the 'Import Information' tab. The left sidebar now has 'Import Information' selected. The main area is titled 'View imported information'. It features a green checkmark icon and the text 'Application information successfully imported from the Windows Installer (*.msi file) file.'. Below this is a 'Details:' section with a scrollable text box containing the following information: Application name: AltigenJLIB, Publisher: Altigen, Software version: (blank), Deployment type name: AltigenJLIB - Windows Installer (*.msi file), Product Code: {BEB71CC7-EE71-4017-A682-2E1754391152}, Installation behavior: Install for user, Content location: \\10-30-24-96\test\AltigenJLIB\, Number of files: 1, Content files: AltigenJLIB.msi. At the bottom, a note states: 'To modify any details from the imported information, click Next. To exit this wizard without creating the application, click Cancel.' Navigation buttons at the bottom include '< Previous', 'Next >', 'Summary', and 'Cancel'.

- D. Enter the name **AltigenJLIB** in the *Name* field. Enter the following string into the *Installation Program* field:

```
msiexec.exe /i "AltigenJLIB.msi" /qn
```



Create Application Wizard

General Information

Specify information about this application

Name: AltigenJLIB

Administrator comments:

Publisher:

Software version:

Optional reference:

Administrative categories:

Select...

Specify the installation program for this application and the required installation rights.

Installation program: msiexec /i "AltigenJLIB.msi" /qn Browse...

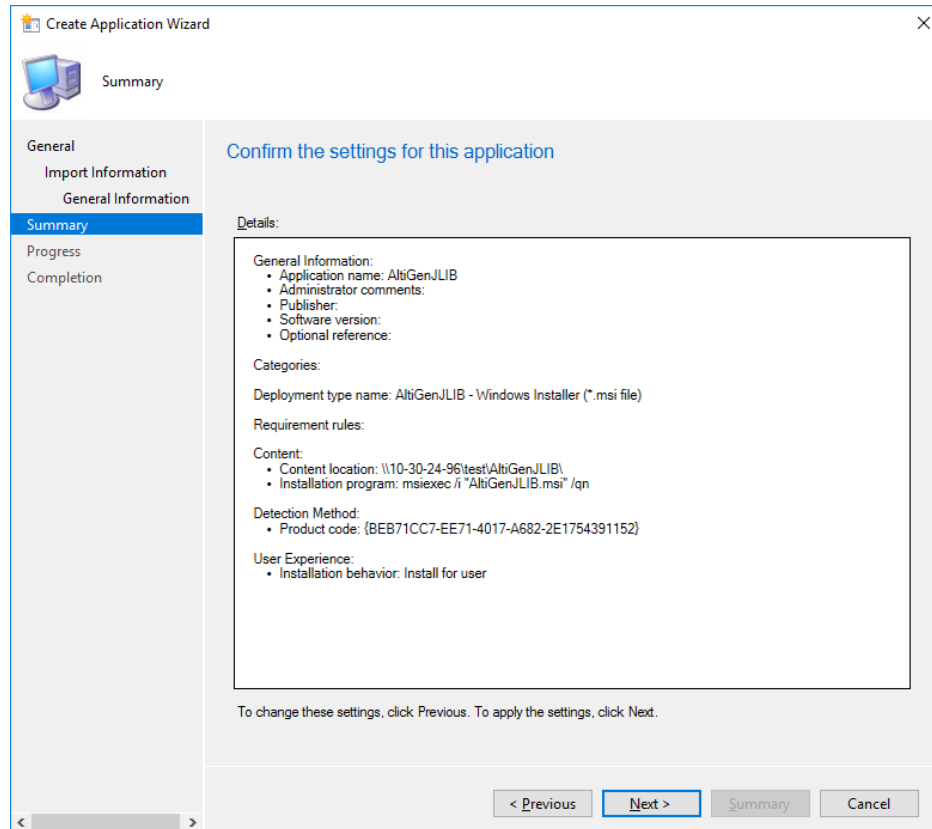
☐ Run installation program as 32-bit process on 64-bit clients.

Install behavior: Install for user

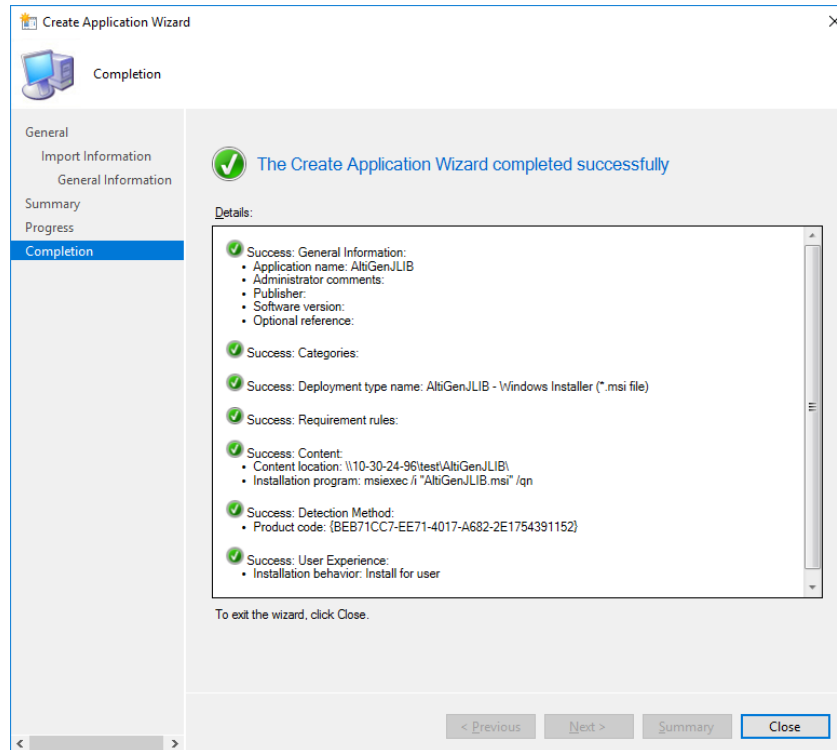
⚠ You have selected "Install for user" for an MSI that contains properties that may not work for user installation.

< Previous Next > Summary Cancel

E. In the summary panel, click **Next**.

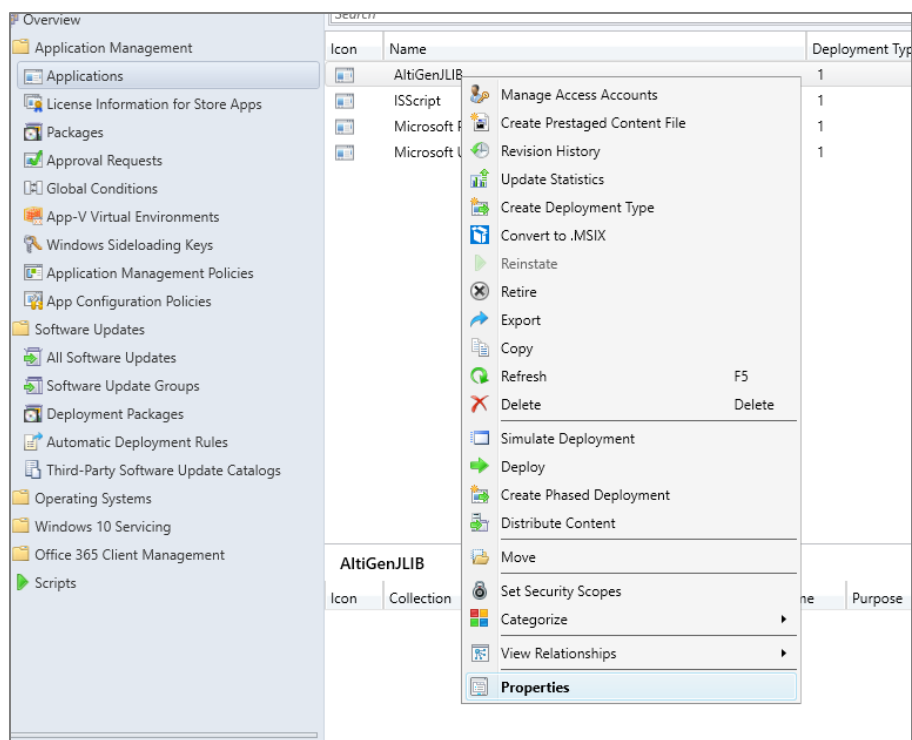


F. Click the **Next** button until you have finished creating this application.

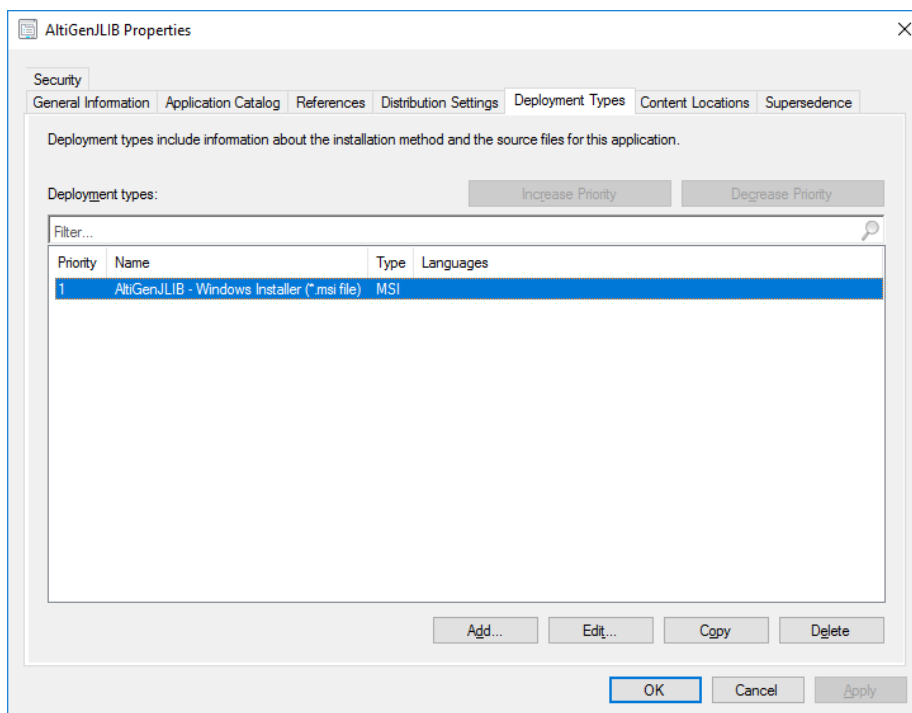


For some customers, SCCM may not be able to add the silent uninstall parameter for Altigenjlib. If this happens, verify the setting as following.

G. Right click the AltigenJlib application and choose **Properties**.

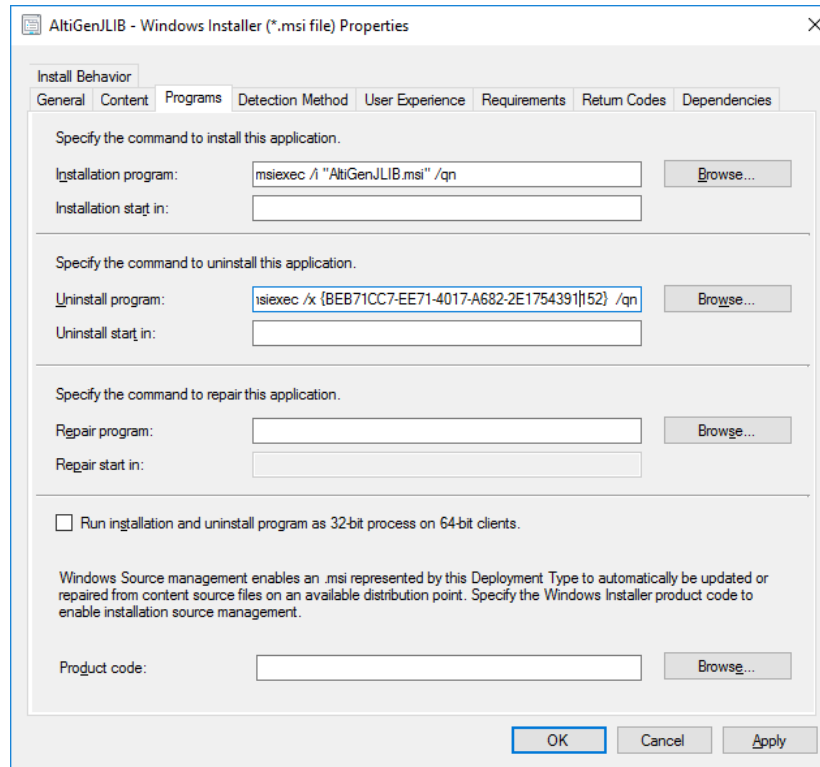


H. In the *Deployment types* panel, select AltigenJlib and click **Edit**.



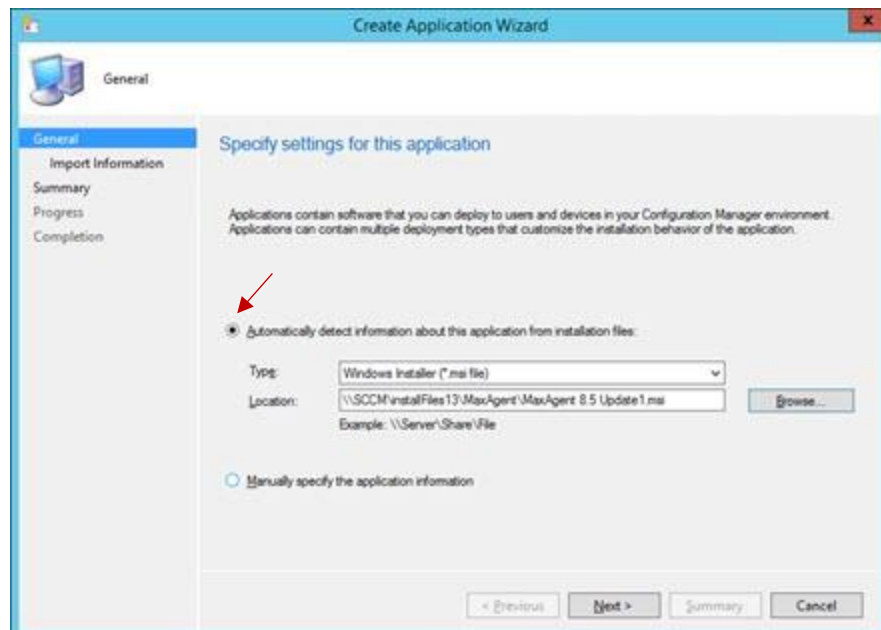
- I. In the AltigenJlib Properties panel, switch to the *Programs* tab.

Make sure the silent parameter “/qn” is there for both Installation program and Uninstallation program. (your product ID could be different from the mine in uninstallation program. It is automatically detected by SCCM). If it is not there you need manually enter them and click Apply.

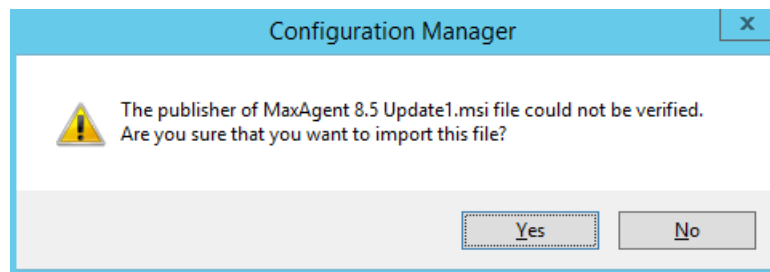


5. Create the Application for MaxAgent

- A. Select **Software Library > Overview > Application Management > Applications > Create Application**.
- B. Select the option *Automatically detect information about this application from installation files*, and browse to the .msi file for MaxAgent.



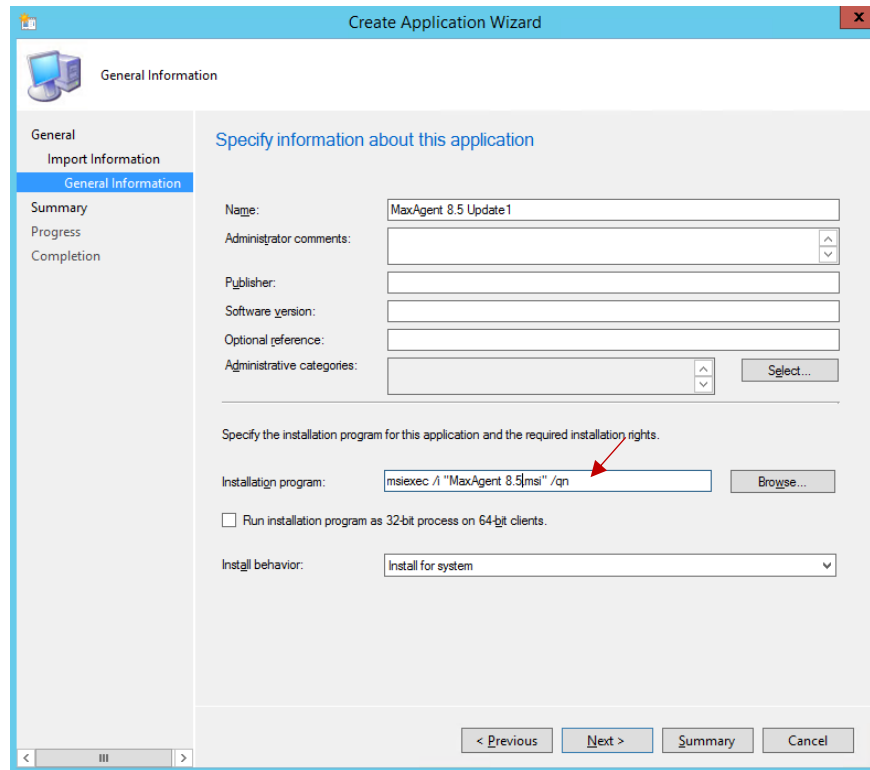
- C. When you see the popup window indicating that the publisher of the .msi file could not be verified, click **Yes**.



- D. The Name field should automatically populate. Type the following string into the *Installation program* field:

```
msiexec.exe /i "MaxAgent 8.5.msi" /qn
```

Click **Next**.



- E. Click the **Next** button until you have finished creating this package.

6. Create the Application for MaxSupervisor

- Select **Software Library > Overview > Application Management > Applications > Create Application**.
- Select the option *Automatically detect information about this application from installation files*, and browse to the .msi file for MaxSupervisor.
- When you see the popup window indicating that the publisher of the .msi file could not be verified, click **Yes**.
- The Name field should be automatically filled in. Type the following string into the *Installation program* field:

```
msiexec.exe /i "MaxSupervisor 8.5.msi" /qn
```

Click **Next**.

- E. Click the **Next** button until you have finished creating this package.

7. Create the Package for MaxCommunicator

- Select **Software Library > Overview > Application Management > Applications > Create Application**.
- Select the option *Automatically detect information about this application from installation files*, and browse to the .msi file for MaxCommunicator.

- C. When you see the popup window indicating that the publisher of the .msi file could not be verified, click **Yes**.
- D. The Name field should be automatically filled in. Type the following string into the *Installation program* field:

```
msiexec.exe /i "MaxCommunicator 8.5.msi" /qn
```

Click **Next**.

- E. Click the **Next** button until you have finished creating this package.

Step 3: Deploy Applications to the Client Systems

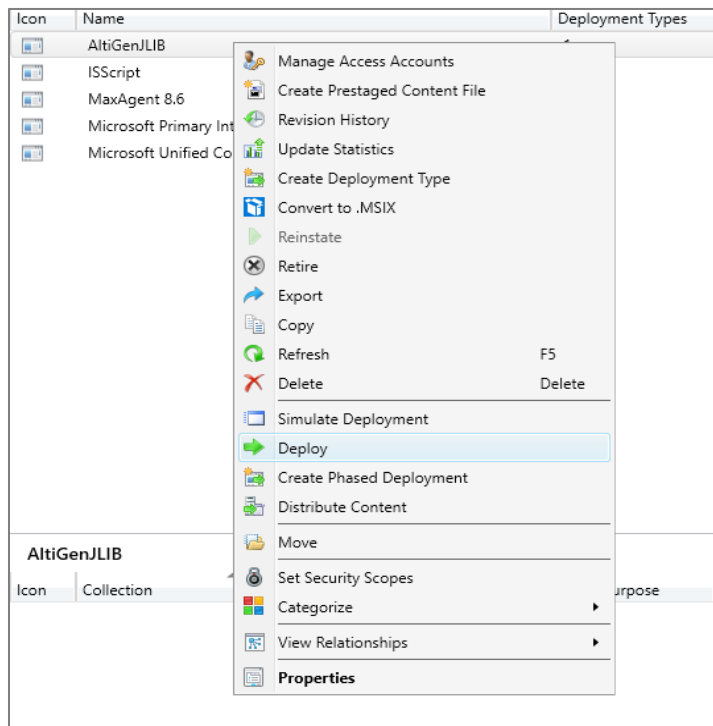
Fresh Installations

Once you have created all of the applications, you are ready to deploy the applications to the client systems. Deploy packages in the following order:

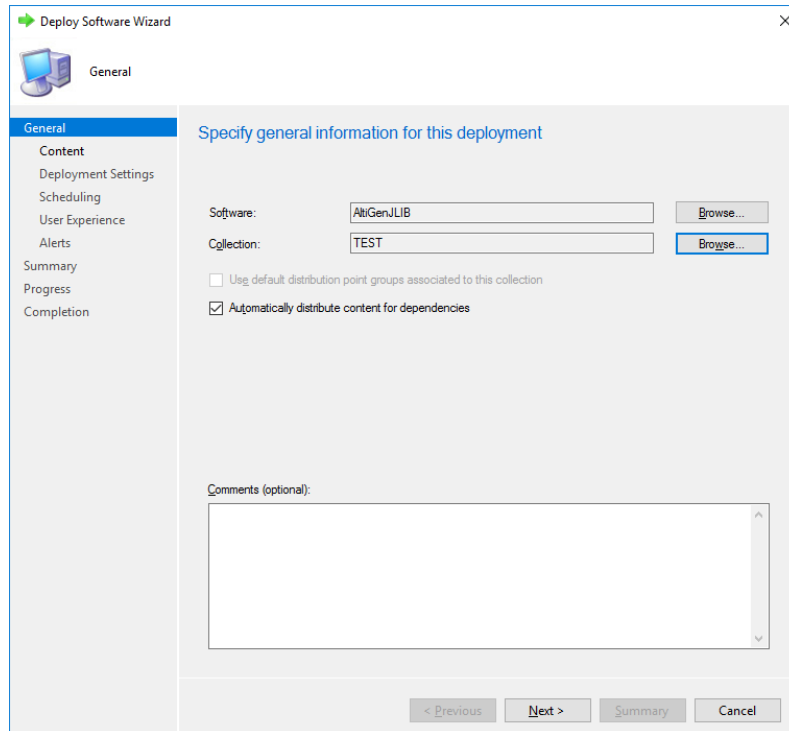
1. Deploy ISScript, VS2005, UCCApi and AltigenJLIB packages to the MaxAgent, MaxSupervisor, and MaxCommunicator containers that you created in the section [Before you Begin](#).
2. Deploy MaxAgent application to the MaxAgent container after the first step is done.
3. Deploy the MaxSupervisor application to the MaxSupervisor container.
4. Deploy MaxCommunicator application to the MaxCommunicator container.

Here is the one example for deploying AltigenJlib.

- A. Right click AltigenJlib -> Deploy



B. Choose your Collection Target machines.



Deploy Software Wizard

General

Specify general information for this deployment

Software:

Collection:

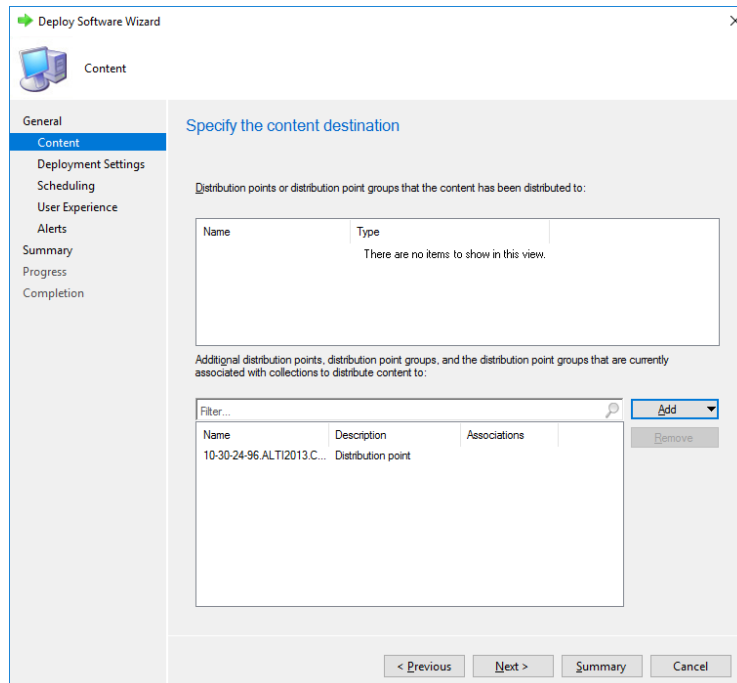
☐ Use default distribution point groups associated to this collection

☒ Automatically distribute content for dependencies

Comments (optional):

< Previous Next > Summary Cancel

C. Choose your content destination.



Deploy Software Wizard

Content

Specify the content destination

Distribution points or distribution point groups that the content has been distributed to:

Name	Type
There are no items to show in this view.	

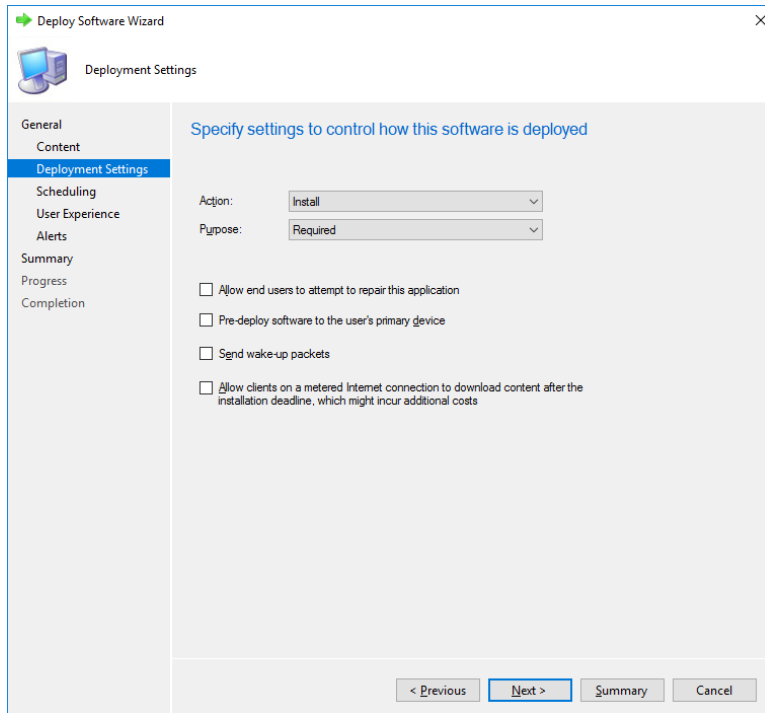
Additional distribution points, distribution point groups, and the distribution point groups that are currently associated with collections to distribute content to:

Filter...

Name	Description	Associations
10-30-24-96.ALT12013.C...	Distribution point	

< Previous Next > Summary Cancel

D. Specify how the software is deployed.



Deploy Software Wizard

Deployment Settings

General
Content
Deployment Settings
Scheduling
User Experience
Alerts
Summary
Progress
Completion

Specify settings to control how this software is deployed

Action:

Purpose:

☐ Allow end users to attempt to repair this application

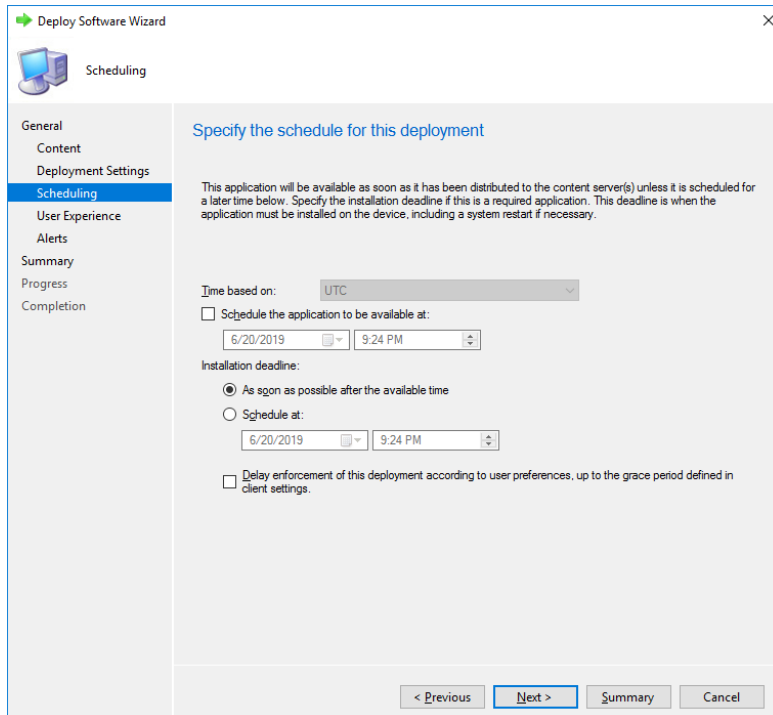
☐ Pre-deploy software to the user's primary device

☐ Send wake-up packets

☐ Allow clients on a metered Internet connection to download content after the installation deadline, which might incur additional costs

< Previous **Next >** Summary Cancel

E. Specify a schedule for the deployment.



Deploy Software Wizard

Scheduling

General
Content
Deployment Settings
Scheduling
User Experience
Alerts
Summary
Progress
Completion

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.

Time based on:

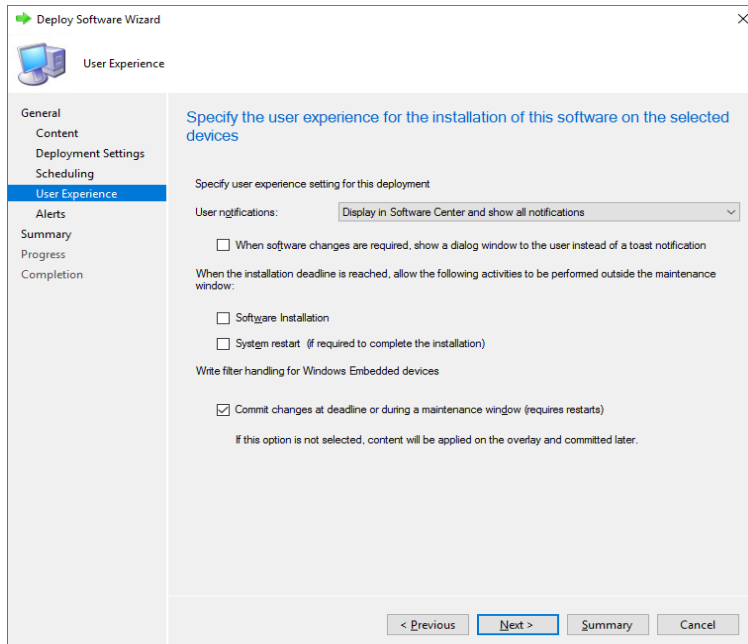
☐ Schedule the application to be available at:
6/20/2019 9:24 PM

Installation deadline:
☒ As soon as possible after the available time
☐ Schedule at:
6/20/2019 9:24 PM

☐ Delay enforcement of this deployment according to user preferences, up to the grace period defined in client settings.

< Previous **Next >** Summary Cancel

F. Specify the user experience.



Deploy Software Wizard

User Experience

General
Content
Deployment Settings
Scheduling
User Experience
Alerts
Summary
Progress
Completion

Specify the user experience for the installation of this software on the selected devices

Specify user experience setting for this deployment

User notifications: Display in Software Center and show all notifications

☐ When software changes are required, show a dialog window to the user instead of a toast notification

When the installation deadline is reached, allow the following activities to be performed outside the maintenance window:

☐ Software Installation

☐ System restart (if required to complete the installation)

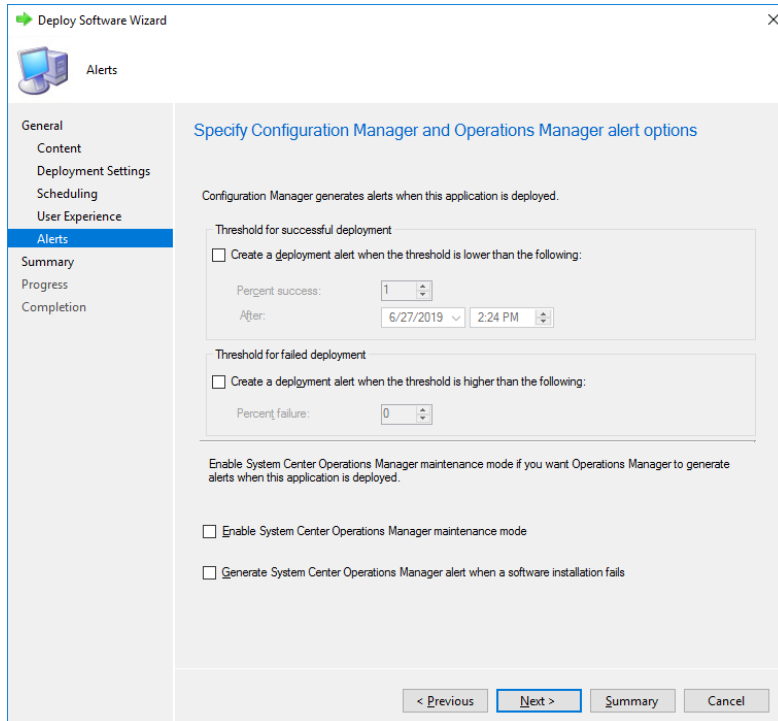
Write filter handling for Windows Embedded devices

☒ Commit changes at deadline or during a maintenance window (requires restarts)

If this option is not selected, content will be applied on the overlay and committed later.

< Previous **Next >** Summary Cancel

G. Specify Configuration Manager and Operations Manager alert options.



Deploy Software Wizard

Alerts

General
Content
Deployment Settings
Scheduling
User Experience
Alerts
Summary
Progress
Completion

Specify Configuration Manager and Operations Manager alert options

Configuration Manager generates alerts when this application is deployed.

Threshold for successful deployment

☐ Create a deployment alert when the threshold is lower than the following:

Percent success: 1

After: 6/27/2019 2:24 PM

Threshold for failed deployment

☐ Create a deployment alert when the threshold is higher than the following:

Percent failure: 0

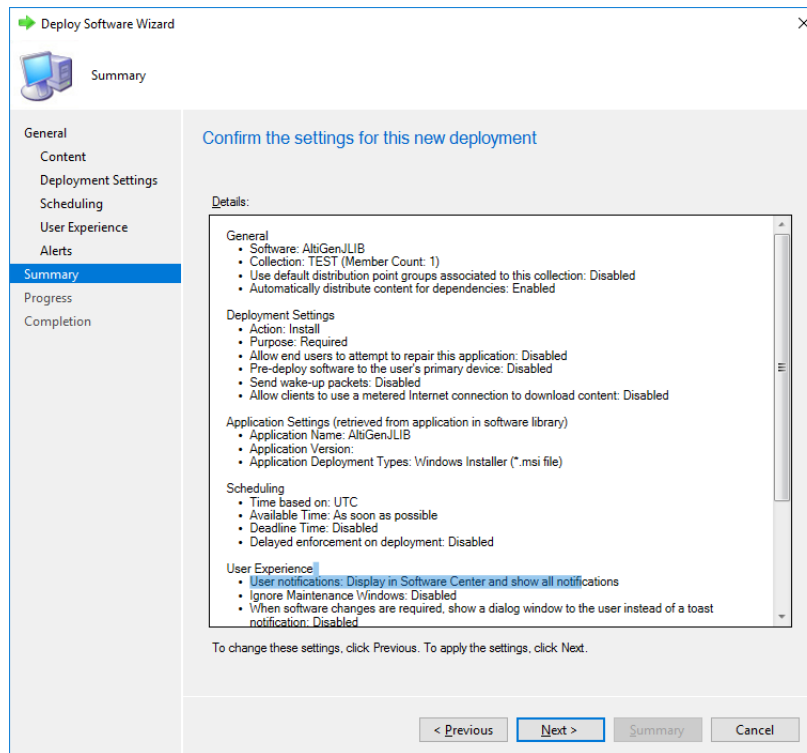
Enable System Center Operations Manager maintenance mode if you want Operations Manager to generate alerts when this application is deployed.

☐ Enable System Center Operations Manager maintenance mode

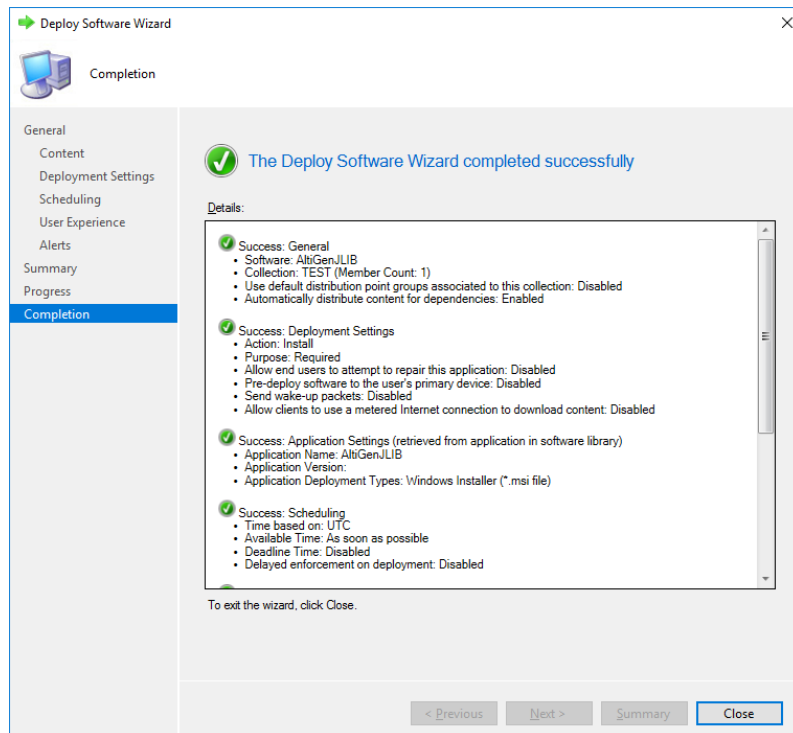
☐ Generate System Center Operations Manager alert when a software installation fails

< Previous **Next >** Summary Cancel

H. Confirm the settings.



I. The Deployment should complete successfully.



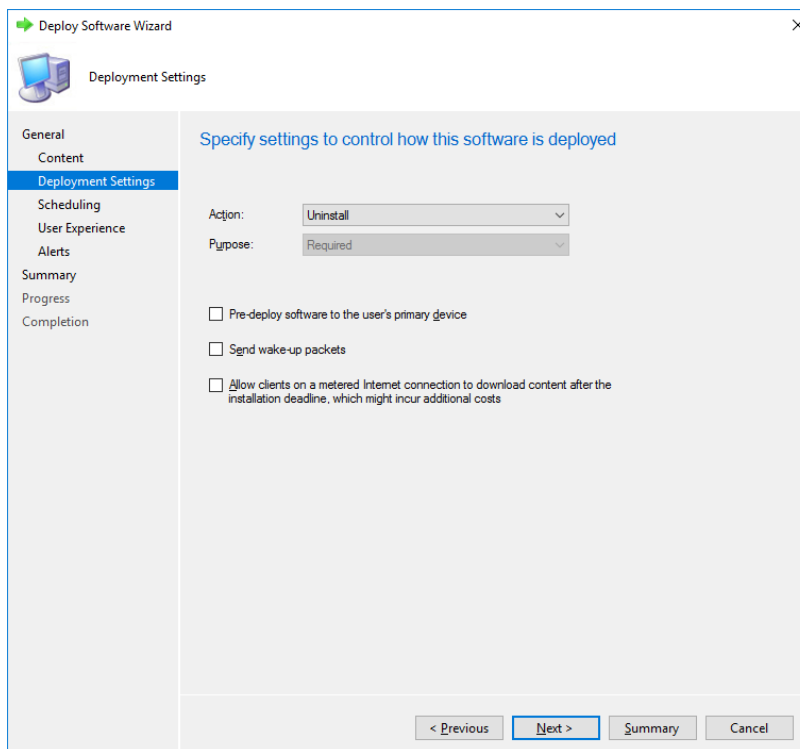
Upgrade Installations

Usually Altigen users use the auto-upgrade service to do the upgrade. But if user want to use SCCM they also can do the same as following steps.

1. Uninstall AltigenJlib from SCCM.
2. Uninstall MaxAgent (or MaxCommunicator , MaxSupervisor) from SCCM.
3. Install the new version AltigenJlib.
4. Install the new version of MaxAgent (or MaxCommunicator, or MaxSupervisor).

Example: How to Uninstall AltigenJlib

All the steps are the same as deploy “AltigenJlib” steps, except in the section “Specify setting to control how this software is deployed,” choose “Uninstall.”



Known Issues

Some customers may have difficulty uninstalling AltigenJlib. If this is the case, you can create batch files and deploy them to client machines to run it. The content of the batch file are just one command:

```
msiexec.exe /X{GUID} /qn
```

For example:

```
msiexec.exe /X{BEB71CC7-EE71-4017-A682-2E1754391152} /qn
```

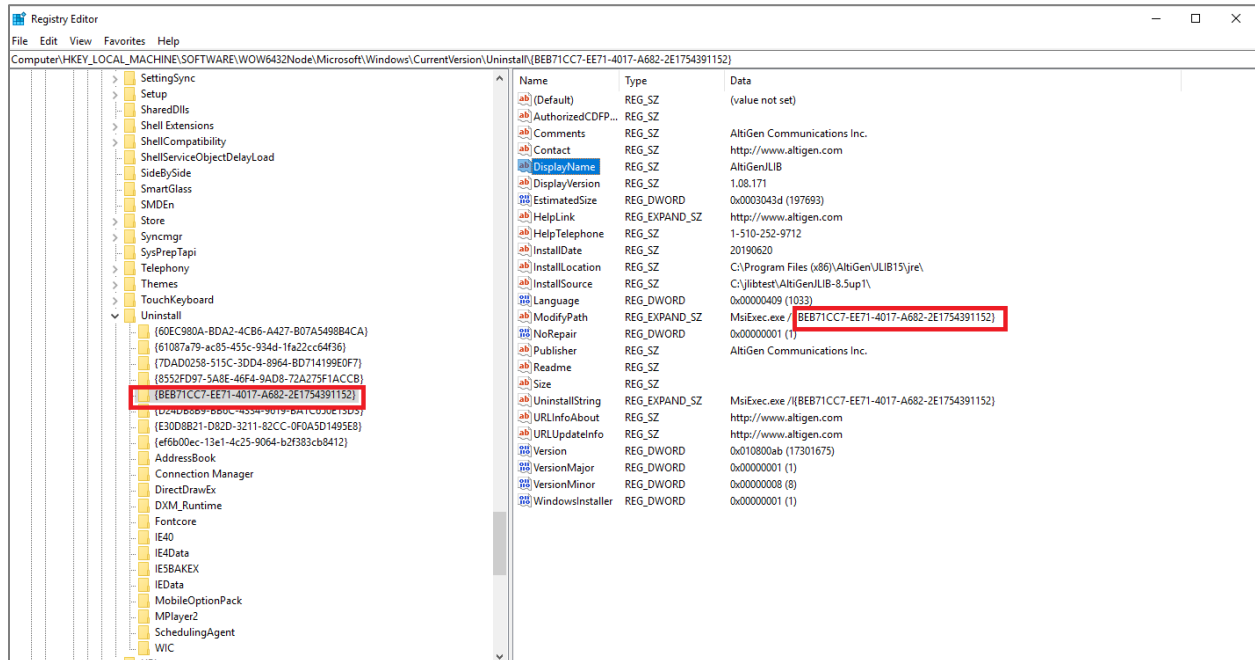
Where: {BEB71CC7-EE71-4017-A682-2E1754391152} is the GUID of the AltigenJlib installation.

There are 2 ways to identify the GUID of AltigenJlib.

Method 1:

On a system which already has AltigenJlib installed, you can search for the keyword “AltigenJlib” in the registry path.

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\



Method 2:

From the SCCM server,

1. Select **Software Library > Overview > Application Management > Applications > Create Application**.
2. Select the option *Automatically detect information about this application from installation files*, and browse to the .msi file for AltigenJlib. Click **Next**.

