

MaxCS Release 8.6

System Center Configuration Manager Client Remote Deployment Guide

June 24, 2019



Contents

Introd	duction	3
Red	quirements	3
Bef	fore you Begin	3
Step 1	1: SCCM Preparation	3
Step 2	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	3: Deploy Applications to the Client Systems	17
Fre	esh Installations	17
Up	grade Installations	22
E	Example: How to Uninstall AltigenJlib	22
Know	n Issues	22

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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 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.
 - <u>If you have successfully deployed .msi applications in the past</u>, for other applications, then the procedures in this document will work correctly and you can skip the procedures in Step 1.
 - <u>If you have never deployed .msi files with SCCM in your current environment</u>, 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 (<u>https://blogs.technet.microsoft.com/jchalfant/how-to-install-microsoft-sccm-current-branch-step-by-step-guide/</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:
- 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.

Home Folder		
ta ta 🔪	Ź	
Create Create Package Import	Saved Searches *	
Create	Search	
🗲 🔶 🝷 🛐 🛝 🕨 Software	Library 🕨 Over	rview Application Management Packages
Software Library	<	Packages 2 items
 Øverview 		Search
A C Application Management		kon Nama
Applications		Configuration Manager Client Package
🙀 License Information for St	ore Apps	User State Migration Tool for Windows
Packages		
Approval Requests	Create Package	
	Create Package fr	from Definition
🖓 Global Conditions	Import	
🗮 App-V Virtual Enviro		
💫 Windows Sideloadine	Folder	•
Application Management	Policies	
Rep Configuration Policie	s	
Software Updates		
All Software Updates		

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.



-	-		
Package			
ackage	Specify inform	nation about this package	
ogram Type			
Requirements	Enter a name and Application Catalog	other details for the new package. To take full advantage of new features that include the g, use an application instead.	
rogress	Name	ICC-sist	
ompletion	Description:		^
	Manufacturer		~
	manaratar <u>a</u> r.		
	Language:	Version:	
	This package	contains source files	
	Sourge folder:	Veet VISSoriet Engine	_

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

Program Type		
Package Program Type Standard Program Requirements Summary Progress Completion	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.	

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.

Treate Package and Program Wizard				
Standard Progra	m			
Package Program Type Standard Program	Specify information	on about this standard program		
Requirements	Na <u>m</u> e:	ISScript		
Summary	Command line:	msiexec.exe // ISScript9.Msi /qn Browse		
Progress	Startup folder:		1	
Completion	<u>R</u> un:	Nomal		
	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 distrib	ution pgint at log on		
		< <u>Previous</u> <u>Next</u> > <u>Summary</u> Cance	I	

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

🛐 Create Package and Prog	ram Wizard	×
Requirements		
Package Program Type Standard Program Requirements Summary Progress Completion	Specify the requirements for this standard program Bun another program first Pedgage: Program: @ Aways run this program first Pattorm requirements @ This program can run on any platform This program can run on any platform A Windows RT 8.1 A Windows RT 8.1 A Windows RT 8.1 A Windows RT 6.4bat) A Windows RT 6.4bat) A Windows RT 6.4bat) B Windows RT 6.4bat)	
	< <u>Previous</u> <u>Next</u> 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:

- A. Select Software Library > Overview > Application Management > Packages > Create Package.
- B. 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.
- C. In the next panel, choose *Standard program* and click **Next**.
- D. 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.

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

🛐 Create Package and Prog	ram Wizard				×
Requirements					
Package Program Type Standard Program	Specify the requir	ements for this standa	ırd program		
Requirements	Run another program	first			
Summary	Package:	ISScript		Browse	
Completion	Program:	ISScript	~		
	Always run this p	rogram first			
	Platform requirements				
	This program can rule	n on any pla <u>t</u> form			
	This program gan n All Windows R All Windows R All Windows 10 All Windows 10 All Windows 10 All Windows 10 All Windows 8 All Windows 8 Windows Embe	n only on specified platforms		^	
			·		
	Estimated <u>d</u> isk space:		Unknown	~ MB ~	
	<u>M</u> aximum allowed run tin	e (minutes):	120	~	
		< <u>P</u> rev	ious <u>N</u> ext > <u>S</u> umi	mary Cancel	

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

3. Create the Package for UCCApi

- A. Select Software Library > Overview > Application Management > Packages > Create Package.
- B. 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.
- C. 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.

Home Folder	
🏥 🔪 🗾	
Create Import Saved Application Application Searches •	
Create Search	
← → ▼ 📰 \ ► Software Libra	ary Overview Application Management
Software Library	 Applications 5 items
🔺 💣 Overview	Search
🔺 🚞 Application Management	Icon Name
Applications	AltiGen II IB
License Information for Store A	Apps 🛅 Create Application
T Packages	Import Application
📝 Approval Requests	Folder • / Interoperab
[]#] Global Conditions	Microsoft Unified Communicat
🗮 App-V Virtual Environments	
💦 Windows Sideloading Keys	
💽 Application Management Polici	ies
🙀 App Configuration Policies	
🔺 🚞 Software Updates	
All Coffmans Undeter	



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

🐮 Create Application Wizar	4	×
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.	
	Type: Windows Installer (* msi file)	
	Location: \\10-30-24-96\test\AltiGenJLIB\AltiGenJLIB.msi Browse	1
	Example: \\Server\Share\File	
	< <u>Previous</u> <u>Next</u> > <u>Summary</u> Cancel	

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

💼 Create Application Wizar	d	×
Import Informat	ion	
General Import Information	View imported information	
General Information		
Summary Progress	Application information successfully imported from the Windows Installer ("msi file) file.	
Completion	0.11	
	Application name: AltGenJLIB Publisher: Software version: Deployment type name: AltGenJLIB - Windows Installer ("msi file) Product Code: (BEB/TICC7-EE71-4017A682-2E1754391152) Installation behavior: Install for user Content location: \\10-30-24-96\test\AltGenJLIB\ Number of files: AltGenJLIB msi I	
	To modify any details from the imported information, click Next. To exit this wizard without creating the application, click Cancel.	
< >	< <u>Previous</u> <u>Next</u> > <u>Summary</u> 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					
terrate Application Wizar	d		×		
General Import Information General Information	Specify information a	about this application			
Summary	Na <u>m</u> e:	AltiGenJLIB			
Progress Completion	Administrator comments:				
	P <u>u</u> blisher:				
	Software version:				
	Optional reference:				
	Administrative categories:	Sglect			
	Specify the installation progra	m for this application and the required installation rights.			
	Installation program:	msiexec /i "AltiGenJLIB.msi" /qn Browse			
	Run installation program a	as 32-bit process on 64- <u>bi</u> t clients.			
	Inst <u>a</u> ll behavior:	Install for user \checkmark			
	A You have selected 'Insta	all 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**.

i Create Application Wizard	i	×
Summary		
General Import Information General Information	Confirm the settings for this application	
Summary	Details:	
Progress Completion	General Information: • Application name: AltiGenJLIB • Administrator comments: • Publisher: • Software version: • Optional reference: Categories: Deployment type name: AltiGenJLIB - Windows Installer (*.msi file) Requirement rules: Content: • Content location: \\10-30-24-96\test\AltiGenJLIB\ • Installation program: msiexec /i "AltiGenJLIB.msi" /gn Detection Method: • Product code: {BEB71CC7-EE71-4017-A682-2E1754391152} User Experience: • Installation behavior: Install for user	
< >	< <u>P</u> revious <u>Next</u> > <u>Summary</u> Cance	:I



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

🛅 Create Application Wizar	d	×
Completion		
General Import Information General Information Summary Progress Completion	The Create Application Wizard completed successfully Details: Success: General Information:	*
	Application name : AltiGenJUIB Administrator comments: Publisher: Software version: Optional reference: Success: Categories: Success: Categories: Success: Deployment type name: AltiGenJLIB - Windows Installer (*.msi file)	E
	 Success: Requirement rules: Success: Content: Content location: \l10-30-24-96\test\AltiGenJLIB\ Installation program: msiexec /i "AltiGenJLIB.msi" /qn Success: Detection Method: Product code: (BEB71CC7-EE71-4017-A682-2E1754391152) 	
	 Success: User Experience: Installation behavior: Install for user To exit the wizard, click Close. 	*
< >	< Previous Next > Summary Cla	se

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.

maner representation outdrog	References	Distrib	ution Settings	Deployment Types	Content Locations	Supersedence
nt types include information ab	out the installa	ation me	thod and the e	ource files for this apr		Capolocacineo
it types include information ab						
nt types:					Deg	
Name		Туре	Languages			
AltiGenJLIB - Windows Instal	ler (*.msi file)	MSI				
	nt types: Name AttiGenJLIB - Windows Instal	nt types: Name AttiGenJLIB - Windows Installer (* mai file)	nt types: Name Type Ati/GenJLIB - Windows Installer (* msi file) MSI	nt types: Name Type Languages AttiGenJLIB - Windows Installer (*.msi file) MSI	nt types: Increase Priority Name Type Languages AttiGenJLIB - Windows Installer (*.msi file) MSI	nt types: Increase Priority Deg Name Type Languages AtiGenJLIB - Windows Installer (*.msi file) MSI



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.

📋 AltiGenJLIB - Windows Installe	r (*.msi file) Properties	Х
lostall Pehavior		
General Content Programs De	tection Method User Experience Requirements Return Codes Dependencies	
Specify the command to install th	is application.	
Installation program:	msiexec /i "AtiGenJLIB.msi" /qn <u>B</u> rowse	
Installation sta <u>r</u> t in:		
Specify the command to uninstal	this application.	_
Uninstall program:	nsiexec /x {BEB71CC7-EE71-4017-A682-2E1754391 152} /gn Browse	
Uninstall star <u>t</u> in:		
Specify the command to repair th	is application.	
Repair program:	Browse	
Re <u>p</u> air start in:		
Run in <u>s</u> tallation and uninstall	program as 32-bit process on 64-bit clients.	
Windows Source management e repaired from content source file enable installation source manage	enables an .msi represented by this Deployment Type to automatically be updated or s on an available distribution point. Specify the Windows Installer product code to jement.	
Product code:	Browse	
	OK Cancel 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.



General Specify settings for this application Import Information Applications for this application Summary Applications contain software that you can deploy to users and devices in your Configuration Manager environs Progress Applications contain multiple deployment types that customize the installation behavior of the application Import Information Summary Progress Import the application can contain multiple deployment types that customize the installation behavior of the application Import Summary Import Summary Import Summary Import Summary </th <th>×</th> <th></th> <th>d</th> <th>Create Application Wiza</th> <th></th> <th></th>	×		d	Create Application Wiza		
Central Specify settings for this application Import Information Applications contain software that you can deploy to users and devices in your Configuration Manager environs Progress Completion Completion Applications contain software that you can deploy to users and devices in your Configuration Manager environs Applications contain software that you can deploy to users and devices in your Configuration Manager environs Applications contain multiple deployment types that customize the installation behavior of the application. Image: Completion Image: Completion Image: Completion from installation flee: Type: Image: Completion Image: Completion Location: Image: Completion Image: Completion from installation flee: Type: Image: Completion Image: Completion Image: Completion: Image: Completion from installation flee: Image: Completion						General
Progress Applications contain software that you can deploy to users and devices in your Configuration Manager environ Applications can contain multiple deployment types that customize the installation behavior of the application.				ngs for this application	Specify settin	General Import Information
Automatically detect information about this application from installation files: Type: Windows installer (* ms file) v Location: VSCCM visual Files 13 MaxAgent & 5 Update 1 ms Example: VServer/Share/File Manually specify the application information	ert.	ration Manager environs vior of the application.	and devices in your Configurat tomize the installation behavio	ain software that you can deploy to users contain multiple deployment types that ou	Applications cont Applications can	Progress Completion
Type: Windows Installer (* ms file) v Location: U\SCCMVstallFiles13/MaxAgent \AssAgent & 5 Update1 ms grows Example: \Server\Share\File grows			on installation files:	detect information about this application f	* Atomatically	
Location: U\SCCM\understallFiles13\MaxAgent \AaxAgent 8.5 Update1.ms Example: \\Server\Share\File Manually specify the application information		~		Windows installer (* mai file)	Type	
Example: \\Server\Share\File Manually specify the application information	4	Bows	xAgent 8.5 Update1.mai	\\SCCM\instalFiles13\MaxAgent\M	Location:	
				ofy the application information	O Harvally spec	

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.



1	Crea	ate Application Wizard
General Informat	ion	
General Import Information General Information	Specify information a	bout this application
Summary	Name:	MaxAgent 8.5 Update 1
Progress Completion	Administrator comments:	
	P <u>u</u> blisher:	
	Software version:	
	Optional reference:	
	Administrative categories:	∧ ∽ S <u>e</u> lect
	Specify the installation program	n for this application and the required installation rights.
	Installation program:	msiexec /i "MaxAgent 8.5[msi" /qn Browse
	Run installation program as	s 32-bit process on 64- <u>bi</u> t clients.
	Install behavior:	Install for system V
< III >		< Previous Next > Summary Cancel

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

6. Create the Application for MaxSupervisor

- 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 MaxSupervisor.
- 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 "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

- 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 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 AltiJLIB packages to the MaxAgent, MaxSupervisor, and MaxCommunicator containers that you created in the section <u>Before you Begin</u>.
- 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					
Ceneral Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Specify general info	(AtiGenJLIB TEST point groups associated to this concortent for dependencies	Next >	Brows	e
			_		

C. Choose your content destination.

➡ Deploy Software Wizard						×
Content						
General	Specify the content of	destination				
Content Devloyment Cettings						
Celesterings						
Scheduling Uses Eventioners	Ustribution points or distributi	ion point groups that the cor	ntent has been distr	buted to:		
Oser Experience		-				1
Alens	Name	Туре				
Summary		There are no items	to show in this view			
Completion						
Completion						
	Additional distribution points		و و و و د د د د د د د د د د د د د د د د	int and that are	er mentler	1
	associated with collections to	distribute content to:	a the distribution po	init groups triat are	currentiy	
	Filter			2	<u>A</u> dd 🔻	
	Name	Description	Associations		<u>R</u> emove	
	10-30-24-96.ALTI2013.C	Distribution point				
						_
		< <u>P</u> revious	<u>N</u> ext >	Summary	Cancel	

D. Specify how the software is deployed.



Deploy Software Wizard			×
Deployment Set	tings		
General Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Action: Purpose: Action Allow end use Pre-deploy so Send wake-u Allow clerats installation de	Install Required rs to attempt to repair this application tware to the user's primary gevice to packets an a metered internet connection to download content after the adline, which might incur additional costs	
		< Previous Next > Summary Cancel	

E. Specify a schedule for the deployment.

Deploy Software Wizard	×
Scheduling	
General Content Deployment Settings	Specify the schedule for this deployment
Scheduling User Experience Alerts	This application will be available as soon as it has been distributed to the content serverig) unless it is scheduled for a later time beiw. Specify the installation deadine if this is a required application. This deadline is when the application must be installed on the device, including a system restart if necessary.
Summary	
Progress	Time based on: UTC \lor
Completion	Schedule the application to be available at:
	6/20/2019
	Installation deadline:
	As soon as possible after the available time As soon as possible after the available time As soon as possible after the available time As a soon a
	○ 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.
	< <u>Previous</u> <u>Next</u> Summary Cancel

F. Specify the user experience.



Deploy Software Wizard	×
User Experience	
General Content Deployment Settings	Specify the user experience for the installation of this software on the selected devices
Scheduling User Experience	Specify user experience setting for this deployment
Alerts	User ngtifications: Display in Software Center and show all notifications $\qquad \checkmark$
Summary Progress	When software changes are required, show a dialog window to the user instead of a toast notification
Completion	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 wingow (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	Specify Configuration Manager and Operations Manager alert options	
Deployment Settings Scheduling User Experience	Configuration Manager generates alerts when this application is deployed. Threshold for successful deployment	
Summan	Create a <u>deployment</u> alert when the threshold is lower than the following:	
Progress Completion	Pergent success: 1 2 After 27/2019	
	Threshold for failed deployment Create a deployment alert when the threshold is higher than the following: Percent failure: 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	-
	< <u>P</u> revious <u>N</u> ext > <u>S</u> ummary Cancel	

H. Confirm the settings.



🔶 Deploy Software Wizard		×
Summary		
General Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Detains: Detains: Software: AliGenJLB 9. Software: AliGenJLB 9. Software: Strigen JLB 9. Software: Stringen JLB 9. Software: AliGenJLB 9. S	A H H
	< <u>Previous</u> <u>Next</u> > <u>Summary</u>	Cancel

I. The Deployment should complete successfully.

Deploy Software Wizard Completion		×
General Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Provide Pro]



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."

Scheduling Scheduling Scheduling User Experience Alerts Summary Progress Completion	Deploy Software Wizard		×
General Content Specify settings to control how this software is deployed Deployment Settings Acjon: Unintal User Experience Alerts Alerts Purpose: Required Progress Pre-deploy software to the user's primary device Completion Pre-deploy software to the user's primary device Alow clients on a metered Internet connection to download content after the installation deadline, which might incur additional costs	Deployment Set	tings	
< Previous Next > Summany Cancel	General Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Action: Uninatal Purpose: Required - Send wake up packets - Send wake up packets - Allow clients on a metered Intermet connection to download content after the installation deadline, which might incur additional costs	
Cancer		< Previous Next > Summary	Cancel

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**.



🛅 Create Application Wizar	d X
Import Informat	ion
General Import Information	View imported information
Summary Progress Completion	Application information successfully imported from the Windows Installer ("msi file) file.
	Application name: AttGenJLIB-copy Publisher: Software version: Product Code: (BEB7/CC7/EE7/14017.4682-2E1754391152) Content location: \\10-30-24-96\test \AttGenJLIB\ Number of files: AttGenJLIB.msl
	To modify any details from the imported information, click Next. To exit this wizard without creating the application, click Cancel.
< >	< <u>Previous</u> <u>Next</u> > <u>Summary</u> Cancel