

MaxACD Release 7.1

System Center Configuration Manager Client Remote Deployment Guide

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) if the server is running 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**.

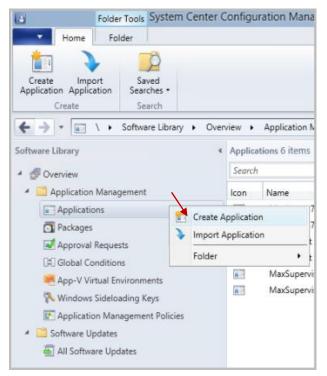


Figure 1: Create a new application

2. In the next panel, choose **Automatically detect information about this application from installation files a**nd specify the path of the MaxAgent 7.1 for MaxACD.msi. On the MaxACD installation media, the .msi files are stored in the *MaxACD Application* folder, under each client's subfolder. Click **Next**.

6	Create Application Wizard
General	
General Import Information	Specify settings for this application
Summary Progress Completion	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.
Ň	Automatically detect information about this application from installation files: Type: Windows installer ("msi file)
	Location: Browse Example: \\Server\Share\File
	O Manually specify the application information
	< Brevious Section Cancel

Figure 2: Specify the path to the MaxAgent 7.1 .msi file



3. 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 Informa	tion	
General Import Information General Information Summary	View imported information Acologian information successfully imported from the Windows Installer (",msi file) file.	
Progress Completion	Details: Application name: MaxAgent 7.0 for MaxACD-copy Publisher: Software vention: Deployment type name: MaxAgent 7.0 for MaxACD - Windows Installer (*msi file) Product Code: (468A.0983 - 555.4 A&55 987.0 383281188DD05) Installation behavior: Install for system Contert location: \\SCOCM\InstallClients801\MaxAgent for Lync\ Number of files: 22 Contert files: Dx0004 ini 1033.mit 2052.mit Allview cob instansis.exe instansis.exe instansis.exe instansis.exe instansis.exe instansis.exe instansis.exe instansis.exe instansis.exe instansis.exe To modify any details from the imported information, click Neel. To exit this wizard without creating the application, click Cancel.	
< III >	< Previous Next > Summary Cancel]

Figure 3: The Summary page

- 4. Click Next.
- 5. You can add details about the application on the *General Information* panel of the wizard.
 - Use "msiexec /i "MaxAgent 7.1 for MaxACD.msi" /q" as the command of Installation program.



t	Create 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 gension:
	Optional reference:
	Agrinistrative categories:
	Specify the installative program for this application and the required installation rights.
	Installation program: Research - "MaxAgent, 7.0 for MaxACD ms" /o Brogse
	Run installation program as 32-bit process on 64-bit clients.
	Install behavior: Install for system
< III >	< Previous Next > Summary Cancel

Figure 4: The General Information panel

- 6. Click **Next**. Continue through the remaining panels to finish creating the application.
- 7. Right-click the application that you just created. From the menu, click **Deploy**.

Search					
con	Name	^		Deployment Types	Deployment
	MaxAgent 7.0 for MaxACD			1	1
	MaxAgent 7.1 for MaxACD		Manage Access Accounts Create Prestaged Content I Revision History Update Statistics Create Deployment Type Reinstate Retire Export Copy Refresh Delete Simulate Deployment Deploy Distribute Content Move Set Security Scopes Categorize View Relationships	File F5 Delete	0
MaxA	gent 7.1 for MaxACD		Properties		

Figure 5: Select the application and click Deploy



8. 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 Scheduling User Experience Alerts Summary	Specify general information for this deployment Software: Cglecton: Dueg default distribution point groups associated to this collection	Browse	
Progress Completion	Cog census association point groups associated to this correction Automatically distribute content for dependencies Comments (optional):		
		<	
	< <u>Previous</u> <u>Ment ></u>	Summary Cancel	

Figure 6: Choose the computers where you want to install the client application

9. Click Add and choose Distribution Point.

*		Deploy Software Wi	zard		×
Content					
General Content	Specify the co	ntent destination			
Deployment Settings					
Scheduling	Distribution points of	r distribution point groups that th	e content has been distribut	ed to:	
User Experience					
Alerts	Name	Type			
Summary		There are no it	ens to show in this view.		
Progress					
	associated with col	n points, distribution point group ections to distribute content to:	a, and the distribution point		
	Filter			P	<u>A</u> dd ▼
	Name	Description There are no items to sho	Associations	-	Distribution Point Distribution Point Gr
				•	

Figure 7: Add a distribution point



10. Select the SCCM server itself as the distribution point. Click **OK**.

	Deploy Softw	are Wizard	x
Content			
General			
Content	Add Distribut	tion Points	
Deployment Setti	Select distribution points that will host this content.		
Scheduling			
User Experience	Software Update Packages are never distributed to	Cloud Distribution Points.	
Alerts	Available distribution points:		
Summary	Fiter	2	
Progress	Name	Type Description	
Completion	SCCM.ALTI2013.COM	On-premises	
		burrently	
		Add	-
		Remov	/e
		>	
		OK Cancel	
	[< Previous Next > Summary Ca	ancel
	-		

Figure 8: Choose the SCCM server as the Distribution point

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

•	Deploy Software Wizard	×
Deployment Set	tings	
General Content Deployment Settings Scheduling User Experience Alerts Summary Progress Completion	Specify settings to control how this software is deployed	
	< <u>Previous</u> <u>Next</u> > <u>Summary</u> Canc	el

Figure 9: Select Install



12. 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 scon 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 Sobedule the application to be available at: 1/26/2016 v 1/26/2016 v 10 50 PM v Installation deadline: Image: Compare the available time Sobedule at: v 1/26/2016 v 10 50 PM v v 1/26/2016 v 10 50 PM v v		
	< <u>Previous</u> <u>Next</u> <u>Summary</u> Cancel		

Figure 10: Schedule the installation

Step 3: Deploy the Remaining Clients

Repeat the process in Step 2: Deploy MaxAgent for the other clients (MaxSupervisor and MaxInSight).