

MaxCS Release 8.6.1

Client Remote Deployment Guide

October 2019



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This document explains how to remotely deploy MaxCS 8.6.1 client applications (including MaxCommunicator, MaxAgent, MaxOutlook, and MaxSupervisor) by Group Policy (GP) in Active Directory.

The instructions in this guide assume that you have already set up the Microsoft Domain environment and that your environment can remotely deploy MSI packages to client systems. This document also assumes that you have some experience performing remote deployments via Group Policy.

The domain controller computer's operating system should be Windows 2008 R2 or later, and client machine OS should be Windows 2008 R2 (32-bit) or above, Windows 7, Windows 8.1, or Windows 10.

The general procedure for deployment is the same as with most remote deployment processes: create a distribution point, create a Group Policy Object (GPO), assign a package, publish the package.

Installation Packages for Remote Deployment

To obtain the installation packages, contact your Altigen representative.

There are three installation packages for remote deployment.

- One contains installation packages for shared components.
- One contains the client product installation packages, in MaxCommunicator, MaxAgent, MaxOutlook, and MaxSupervisor folders.
- One contains packages for MaxOutlook. The *Apps4MaxOutlook* folder should contain DotNet35.zip, VSTO.zip and a subfolder PIA. Unzip the DotNet35.zip file under a new subfolder named *DotNet35*, and unzip VSTO.zip under a new subfolder named *VSTO*.
- 1. Create a folder on the domain controller system, D:\AltiGenRDPackages, and copy the folders with the shared common installations and the client product installation folders under D:\AltiGenRDPackages.



Your folder structure on the domain controller system should look similar to the structure in the next figure:



- 2. If you plan to remotely deploy MaxOutlook, you must also copy the Apps4MaxOutlook folder to D:\AltiGenRDPackages.
- 3. Make the AltiGenRDPackages folder a shared folder; allow the folder to be accessed from client systems by <u>\\10-30-24-10\AltiGenRDPackages</u>.

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<u>C</u> omment: User limit: To set permission folder over the n To configure set Caching.	<u>Maximum allowed</u> <u>Maximum allowed</u> <u>Allow</u> this number of users: <u>Permiss</u> etwork, click Permissions. <u>tings for offline access, click</u> <u>Cach</u>	Permissions for Everyone Full Control Change Read	Add	<u>R</u> emove Deny
	OK Cancel	ОК	Cancel	<u>Apply</u>



Deploy MaxCommunicator

Step 1: Create a Group for Target Client Systems

- 1. On the domain controller system, open Administrative Tools > Active Directory Users and Computers.
- 2. Select the domain name and then right-click to create an Organizational Unit (OU) named *MaxCommunicatorMachines*.
- 3. Move the target client systems from [DomainName] > Computers to [DomainName] > MaxCommunicatorMachines.

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MaxCommunicatorMachines							
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Step 2: Deploy the Shared Installation Packages

2A: Create a Group Policy

- 1. Start the *Windows Group Policy Management* application.
- 2. Right-click on *MaxCommunicatorMachines* and select "Create a GPO in this domain, and Link it here..." to create two Group Policy Objects (GPO):
 - DeploySharedModules1
 - DeploySharedModules2

2B: Configure Group Policy Object DeploySharedModules1

1. Right-click the GPO *DeploySharedModules1* and click the **Edit** button to open the Group Policy Object Editor.



2. Go to **Computer Configuration** > **Policies** > **Software Settings** > **Software installations** and right-click to create new a package.

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Ser Confi Dicie Properties Prefere Help											

- 3. Enter the network path for AltiGenRDPackage in the dialog box, *not* the local driver path. Click **Open**.
- 4. Go to the subfolder SharedModules\ISScriptEngine to select the ISScript9.msi file. Click **Open** again.

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MaxAgentMachines	🙀 Network					
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3. Select Assigned and click OK.

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Select this option to Assign the	e application without n	nodifications.



4. Wait until a new entry appears in the right window.

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- 5. Go to Computer Configuration > Policies > Administrative Templates > Windows Components > Windows Installer.
- 6. Set the option *Always install with elevated privileges* to **Enabled**, as shown in the following figure.

NOLE. EVERY GPO that you create from this document should be set to this compare

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File Action View Help				Phase Medilized Description
	Windows Inst Always install with ele privileges Edit <u>policy setting</u>	aller Setting Allow users to brow Allow users to use n Allow users to patch	rse for source while elevated media source while elevated h elevated products	Filter Modfied Domain 4/9/2018. ALTI201 4/9/2018 ALTI201
Windows Logon Options Windows Media Center Windows Media Digital Rights Management Windows Media Player Windows Mesenger Windows Mobility Center Windows Mobility Center Windows Mobility Center V	Requirements: At least Windows 2000 Description: This policy setting d Windows Installer to permissions when it program on the syst Extended (Standa	Always install with Always install with Always install with elevated privilege Always install with elevated privilege O Not Configured Comment Enabled	elevated privileges Always install with elevate es	d privileges X revious Setting Next Setting
23 setting(s) RolandOU TaipeiUser YorkoOU Group Policy Objects Default Domain Controllers Policy DeployMaxAgent DeployMaxAgent DeployMaxAgent DeployMaxAgent DeployMaxAgent DeployMaxAgent DeployMaxAgent DeployMaxAgent Starter GPOS Starter GPOS Policy Modeling p Policy Modeling p Policy Results		Disabled Supported on:	At least Windows 2000 Help: This policy set permissions w If you enable t programs. The have been assi assigned to th available in Ad profile setting directories that change, inclue If you disable in applies the cur that a system in Note: This policy Configuration policy setting	ting directs Windows Installer to use elevated hen it installs any program on the system. his policy setting, privileges are extended to all se privileges are usually reserved for programs that gned to the user (offered on the desktop), the user installed automatically), or made d or Remove Programs in Control Panel. This lets user install programs that tequire access to the user might not have permission to view or ling directories on highly restricted computers. or do not configure this policy setting, the system diministrator does not distribute or offer. (cy setting appears both in the Computer and User Configuration folders. To make this effective, you must enable it in both folders.

7. Close the Group Policy Object Editor.

2C: Configure Group Policy Object DeploySharedModules2

1. Right-click the GPO *DeploySharedModules2* and click the **Edit** button to open the Group Policy Object Editor.



2. Create several packages in the Group Policy Object Editor using the same configuration steps as with *DeploySharedModules1*.

Package Name	Network path of MSI package
AltiGenJLIB	\\10-30-24-10\AltiGenRDPackages
Microsoft Primary	Zsharedwodules (AltiGenitiis (AltiGenitiis.msi
Interoperability	\\10-30-24-10\AltiGenRDPackages
Assemblies 2005	\SharedModules\VS2005PIA\VS_2005_PIA.msi
Microsoft Unified	\\10-30-24-10\AltiGenRDPackages
Communications Client	\SharedModules\MicrosoftUCCAP\UccApiSdk.msi
API SDK	
OutlookAccessAddInSetun	\\10-30-24-10\AltiGenRDPackages
OutlookAccessAddinsetup	\SharedModules\OutlookAccessAddin\OutlookAccessAddInSetup.msi
VC80Redistributalbs	\\10-30-24-10\AltiGenRDPackages
	\SharedModules\VC80Redistributalbes\VC80Redistributalbes.msi

The following table lists the name and related network path of each MSI package.

The installation packages for *DeploySharedModules2* are shown in the next figure.

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DeploySharedModules2 [10-30-	Name 🔺	Versi	Deployment state	Source			
🔺 👰 Computer Configuration	AltiGen/LIB	1.8	Assigned	\\10-30-24-10\AltiGenRDPackages\SharedModules\AltiGenJLIB\Alti	GenJLIB.msi		
⊿ 🚞 Policies	🔂 Microsoft Primary Interoperability Assemblie	8.0	Assigned	\\10-30-24-10\AltiGenRDPackages\SharedModules\VS2005PIA\VS_2	005_PIA.msi		
⊿ Software Settings	Microsoft Unified Communications Client A	2.0	Assigned	\\10-30-24-10\AltiGenRDPackages\SharedModules\MicrosoftUCCA	P\UccApiSdk.msi		
Software installat	OutlookAccessAddInSetup	1.0	Assigned	\\10-30-24-10\AltiGenRDPackages\SharedModules\OutlookAccess	Addin\OutlookAccessAd	ldInSetup.	.msi
Windows Settings	VC80Redistributalbes	1.0	Assigned	\\10-30-24-10\AltiGenRDPackages\SharedModules\VC80Redistribut	albes\VC80Redistributal	bes.msi	
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2D: Deploy the MaxCommunicator Clients

- 1. Right-click the OU *MaxCommunicatorMachines* in Active Directory Users and Computers to open the property dialog box.
- 2. Switch to the page of Group Policy. Create a new GPO named *DeployMaxCommunicator*, and edit this GPO. Remember to set *Always install with elevated privileges* to **Enabled**.
- Create a new package and select <u>\\10-30-24-</u> <u>10\AltiGenRDPackages\MaxCommunicator\MaxCommunicator 8.6 Update1.msi.</u>



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Deploy MaxAgent

The process of deploying MaxAgent is similar to the process of deploying MaxCommunicator.

Copy the MaxAgent installation folder to the distributable folder *AltiGenRDPackages* on the controller system.

Deploy to the Same Target Client Machines as MaxCommunicator

- 1. Right-click the OU *MaxCommunicatorMachines* in Group Policy Management and create a new GPO named *DeployMaxAgent*.
- 2. Create a new package (select <u>\\10-30-24-10\AltiGenRDPackages\MaxAgent\MaxAgent</u> <u>8.6 Update1.msi</u>) in this GPO.

Deploy to Other Target Client Machines

- Create a new OU MaxAgentMachines in Active Directory Users and Computers, and move the target client machines from [DomainName] > Computers to [DomainName] > MaxAgentMachines.
- Right-click the OU MaxAgentMachines in Group Policy Management. Since GPOs for deploying shared common installations were already created in the previous sections, right-click *MaxAgentMachines* and select "Link an Existing GPO..." Select DeployShareModules1 and DeployShareModules2.



	Select GPO ×						
Look in this domain:							
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<u>G</u> rou	p Policy objects:						
	Name						
	Default Domain Controllers Policy						
	Default Domain Policy						
	DeployMaxAgent						
	DeployMaxCommunicator						
	DeploySharedModules1						
	DeploySharedModules2						
	DirectAccess Client Settings						
	DirectAccess Server Settings						
	MSTesting						
	OK Cancel						

3. Then create a new GPO *DeployMaxAgent*, and create a new package (select <u>\\10-30-24-10\AltiGenRDPackages\MaxAgent\MaxAgent 8.6 Update1.msi</u>) in this GPO.

Deploy MaxOutlook

- 1. Copy the MaxOutlook installation folder and the Apps4MaxOutlook folder to the distributable folder *AltiGenRDPackages* on the domain controller system.
- Create a new OU MaxOutlookMachines in Active Directory Users and Computers, and move the target client machines from [DomainName] > Computers to [DomainName] > MaxOutlookMachines.

Please note:

- Among the target client machines, if some are installed on a 32-bit OS, while others are installed on a 64-bit OS, then two OUs should be created. Put all 32-bit OS client machines to one OU, and put all 64-bit OS client machines to another OU.
- The client machine should have Outlook 2003 or 2007 installed prior to remote deployment of MaxOutlook; otherwise, the deployment will fail.
- 3. Right click the OU MaxOutlookMachines in Active Directory Users and Computers to open the property dialog box.
- 4. Switch to the page of Group Policy. Add the existing GPO *DeploySharedModules1* and *DeploySharedModules2*.



GPO Name	Package Name	Network path of MSI package		
	Microsoft .NET	(For 32bit OU) <u>\\10-30-24-</u> 10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\		
	Framework 3.0	NETFX30 x86\netfx30a x86.msi		
	Service Pack 1	(For 64bit OU) <u>\\10-30-24-</u>		
		10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\		
DenloyDotNet31		NETFX30 x64\netfx30a x64.msi		
DeployDotivetS1		(For 32bit OU) <u>\\10-30-24-</u>		
		10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\R		
	RGB9RAST	GBRAST x86\RGB9RAST x86.msi		
		(For 64bit OU) <u>\\10-30-24-</u>		
		10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\		
		RGBRAST x64\RGB9RAST x64.msi		
		(For 32bit OU) <u>\\10-30-24-</u>		
	Microsoft .NET Framework 3.5	10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\n		
DaplayDatNat25		etfx35 x86\vs setup.msi		
σεριογροτινείσο		(For 64bit OU) <u>\\10-30-24-</u>		
		10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\		
		netfx35 x64\vs setup.msi		
	Microsoft Visual	\\10-30-24-		
	Studio 2005 Tools	10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\V		
	for Office Runtime	STO/vstor/vsto msi		
DeployVSTO				
	Visual Studio Tools	<u>\\10-30-24-</u>		
	for the Office	10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\V		
	system 3.0 Runtime	STO\vstor30\trin_trir.msi		
	Microsoft Office			
	2003 Primary	\\10-30-24-		
	2003 Filliary	10\AltiGenRDPackages\Apps4MaxOutlook\DotNet35\P		
DeployPIA	Interop Assemblies	IA\O2003PIA.msi		
	Microsoft Office	\\10.20.24		
	2007 Primary	10/AltiGenRDPackages/Apps/MaxOutlook/DotMot25/P		
	Interop Assemblies			
	MaxOutlook	<u>\\10-30-24-</u>		
DeployMaxOutlook	Ινίαλυμιουκ	10\AltiGenRDPackages\MaxOutlook\MaxOutlook 6.5		
		Update1.msi		

5. Create the following GPOs, and then create the following packages for these GPOs.

After all of the GPOs have been created, move the position of each GPO in the list to make the GPOs have the following order from top to bottom.

1. DeployMaxOutlook



- 2. DeployPIA
- 3. DeployVSTO
- 4. DeployDotNet35
- 5. DeployDotNet31
- 6. DeploySharedModules2
- 7. DeploySharedModules1

Deploy MaxSupervisor

- 1. Copy the MaxSupervisor installation folder to the distributable folder AltiGenRDPackages on the domain controller system.
- Create an OU for MaxSupervisor client machines, and create a GPO named DeployMaxSupervisor for this OU. Create a package MaxSupervisor in this GPO by <u>\\10-</u> <u>30-24-10\AltiGenRDPackages\MaxSupervisor\MaxSupervisor 8.6 Update1.msi</u>. And then insert the existing GPO DeploySharedModules1.

Upgrading MaxCS Clients

If new versions of the MaxCS client applications become available, just create a new package for new versions of MaxCS clients in existing GPO. Following is an example, using MaxCommunicator.

- Copy the new version of MaxCommunicator installation folder to the distributable folder *AltiGenRDPackages* on the domain controller system. Open the Group Policy page of the property of OU MaxCommunicatorMachines, and select GPO DeployMaxCommunicator to edit.
- Create a new package (select <u>\\10-30-24-</u> <u>10\AltiGenRDPackages\MaxCommunicator85 \ MaxCommunicator</u> <u>8.6Update1.msi</u>.) in this GPO. GPO Edit can automatically recognize this package is the update of existing package. Open the package property to make sure, or you can manually add the package to upgrade.



Group Policy Management Editor										
File Action View Help										
DeployMaxCommunicator [Name	•	Versi	Deployment st	Source						
⊿ A Computer Configuration Max	Communicator 8.5	8.50	Assigned	\\10-30-24-10\AltiGenRDPackages\MaxCommunicator\MaxCommunicator 8.5.msi						
⊿ Policies (Table And	Communicator 8.5 Update1	8.51	Assigned	\\10-30-24-10\AltiGenRDPackages\MaxCommunicator85\MaxCommunicator 8.5 Update1.msi						
⊿ Software Settings Software instal					1					
Windows Settings				MaxCommunicator 8.5 Update1 Properties						
Administrative Te										
Preferences				General Deployment Opgrades Categories Modifications Security						
🔺 💰 User Configuration				Packages that this package will upgrade:						
Policies				Upgrade MaxCommunicator 8.5						
				Add Remove						
				✓ Required upgrade for existing packages						
				Packages in the current GPO that will upgrade this package:						
				OK Correl Arch						
				OK Cancel Apply						

Initial Package Installation on Client Machine

After all the configurations on domain controller machine or add a new upgrade package, reboot the client machine to initial the package installation.

After successful remote deployment of MaxOutlook, the client system will reboot again automatically.