

**Cartography Associate's Insight**

## **Interface to The AMICO Library**

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# Table Of Contents

<a href="#">Interface to The AMICO Library</a> .....	1
<a href="#">Table Of Contents</a> .....	2
<a href="#">Mission Statement</a> .....	3
<a href="#">Software Specification</a> .....	3
<a href="#">Scope Of Installation</a> .....	3
<a href="#">Installation and Support Staff</a> .....	3
<a href="#">Test Installation</a> .....	4
<a href="#">Software Deployment</a> .....	5
<a href="#">Test Deployment #1</a> .....	6
<a href="#">Fix Deployment #1</a> .....	7
<a href="#">Test Deployment #2</a> .....	7
<a href="#">Fix Deployment #2</a> .....	7
<a href="#">Test Deployment #3</a> .....	7
<a href="#">Fix Deployment #3</a> .....	8
<a href="#">Test Deployment #4</a> .....	8
<a href="#">WinInstall LE</a> .....	8
<a href="#">Conclusion</a> .....	9

# Mission Statement

To install the Cartography Associate's Insight to all Windows 2000 Professional workstations on our network. The software will be installed without any questions asked of the users (silent install).

## Software Specification

Software Name:	Cartography Associate's Insight
Software Purpose:	Interface to The AMICO Library
File Name:	insight_v31.exe
File Size:	14.6 MB
Download Date:	10/10/2002 – 11:51am
Download Time:	30 Seconds (T1 Link)

## Scope Of Installation

The insight\_v31.exe software will be installed to every Windows 2000 Professional workstation on our network. Our network currently consists of 82 Windows 2000 workstations. The installation will occur with no questions asked of the user (silent install). Microsoft's Group Policy technology will be used to perform the silent installs. The Group Policy technology is a part of Windows 2000 Active Directory. In order to run this type of installation we must be running Windows 2000 Server, Active Directory, and have a Group Policy setup to assign/deploy the software. The software will install the first time that a user tries to use it. This will allow us to manage the bandwidth hit on the network, as not all workstations will install it at the exact same time.

## Installation and Support Staff

Three steps were needed to test, deploy, and support the new application. The first step was to install the software to a blank Windows 2000 Professional workstation, which was performed by Tony Kinsella. The second step was to use Active Directory to deploy the application, which was performed by Bryan Gawronski. The final step was to support the users and introduce them to the new software, which was performed by all IT staff.

# Test Installation

Before we attempt to deploy the software to all workstations we must first test it on a similar workstation to those out in production. This is done to insure that the software will not cause problems with other software and services commonly used on our network.

Our current test workstation consists of the following:

- Windows 2000 Professional
- Service Pack 3
- Pentium III
- 64 MB Ram
- 37.2 GIG Hard Drive

The following is the steps followed to test this new software:

- Created a blank Windows 2000 professional machine using our normal scripted install (patches and service pack 3 installed)
- Installed MS Word, Excel
- Ran insight\_v31.exe from a network share
- Selected an advanced setup
- Installed software to c:\program files\Insight JVA V3.1
- Ran software (without a reboot)
- Login with user name and password
- Selected the “AMICO Library”
- Viewed several images
- Noted Problem: Text on bottom of screen
- Tried to Print with no Windows Printer installed (nothing happened / no error)
- Exited software
- Installed HP Laserjet 4 Plus printer
- Ran software (still no reboot)
- Login with user name and password
- Able to print to new HP Laserjet 4 printer
- Search function working
- Exited Application
- Rebooted workstation
- Login with user name and password
- The system/software appeared to function correctly

## **Problems:**

The help text at the bottom of the screen was cutoff by the windows start bar.

# Software Deployment

The next step in the process was to start on the actual software deployment. We currently use Windows 2000 with Group Policy. Group Policy in Windows 2000 allows you to assign or publish software to Windows 2000/NT 4 clients. We do not have any Windows NT 4.0 clients so we will not have to deal with the issues of making Windows Installer work on NT 4.0. Windows 2000 clients are already setup with the correct version of Windows Installer that allows Group Policy to deploy software to them.

The mission of this project as listed above was to load (install) the software on every Windows 2000 workstation on our domain “without any questions asked of the users (silent install).”

The first step in the software deployment was to make sure we had a clean workstation. We formatted and installed Windows 2000 with Service Pack 3 and applied some patches and software as we do with all our workstation rebuilds.

The software we are using to deploy this package is Wininstall LE which comes free with Windows 2000 Server. More information on Wininstall LE can be found at [www.ondemandsoftware.com](http://www.ondemandsoftware.com).

Our current deployment workstation consists of the following:

- Windows 2000 Professional
- Service Pack 3
- Pentium III
- 64 MB Ram
- 37.2 GIG Hard Drive

The following is the steps followed to deploy this new software:

- Logged On Workstation As Local Administrator
- Connected to the shared folder where the deployed software will be stored
- Connected to the shared folder where the Wininstall LE software is installed
- Ran DISCOZ.exe from the Wininstall LE software
- Selected a scan of the c: drive (for the before snapshot)
- Ran the before snapshot
- After the snapshot was finished I ran insight\_v31.exe from a network share
- Installed software to c:\program files\Insight JVA V3.1
- Ran software to test it
- Login with user name and password
- Selected the “AMICO Library”
- Viewed several images
- Closed the application
- Rebooted the workstation

- After the reboot I logged on as Local Administrator
- Connected to the shared folder where the deployed software will be stored
- Connected to the shared folder where the Wininstall LE software is installed
- Ran DISCOZ.exe from the Wininstall LE software
- Performed the After Snapshot and created a MSI package to deploy
- The MSI package was saved to a network share
- Rebuilt the workstation to test with
- At the Domain Controller opened the Group Policy that will deploy the software
- Added the software package to the Group Policy with “Assigned” permission
- \* Note: Assigned permission means that the icons will show on the desktop or start menu as soon as the user logs into the domain. When they click the icon it will launch the install process and install the software with no questions asked. Another type of install is “Published” which means that the software will appear in add/remove programs. The user must use add/remove programs to select the software and click the “add” button to have it installed. With published software no icons for the software appear until after the user installs it from add/remove programs.
- The software was considered “deployed” at this point

## Test Deployment #1

Now that we had the software deployed we needed to test and make sure that it installed correctly on the workstation. We have not had any problems up to this point and received no error messages in the deployment process using Wininstall LE.

We used the same workstation to test the deployment that we used to create the software package (MSI file). We rebuilt the workstation to insure that we get a clean test.

Our current deployment test workstation consists of the following:

- Windows 2000 Professional
- Service Pack 3
- Pentium III
- 64 MB Ram
- 37.2 GIG Hard Drive

The following is the steps followed to test this new deployment:

- Logged on workstation as a domain user (normal user account)
- PROBLEM: Icons are missing

- \* NOTE: After logging on as a normal user there are no icons to run/install the software. The software should have placed an icon on the start menu that once click would have installed it. This icon is missing. I can install the software from Add/Remove Programs with no errors.
- TEST FAILED

## **Fix Deployment #1**

At this point I was not sure why the icons didn't appear. I checked the Group Policy to insure that the software was "assigned" and not "published." The software was correctly setup in Group Policy to be assigned.

I decided to recreate the test workstation again and delete the software deployment package (MSI file) for this software. I then proceeded to run through the same steps listed above to deploy the software.

## **Test Deployment #2**

With the software redeployed again (I had to delete it from the Group Policy and add it again) it was time to test it again. I rebuilt the test workstation to insure that we could get a clean test of the deployment.

Once again after logging on with a domain account the icons were missing. At this point it was decided that the software wasn't 100% compatible with the deployment process we were following.

## **Fix Deployment #2**

We now needed to edit the MSI file to find out why the software wasn't adding the icons as needed. We used the Wininstall LE console to edit the MSI file we created from the Insight software. We were able to find under "shortcuts" that they were setup to point to a file and not a "feature." We changed the shortcuts to point to a "feature" that would install Insight V3.1. After we made the changes we had to deploy the application in Group Policy again so that the changes would be implemented.

## **Test Deployment #3**

After we recreated the workstation and logged on as a normal domain user we able to see the icons for the Insight software. Once the icon was clicked the software began to install. At the end of the install we received an error that one of the files could not be registered.

This error only appeared if you installed the software with the icon and did not appear if you ran it from add/remove programs. Once the error appeared you were given a choice to retry, cancel, or ignore the error. None of these options worked. If you ignored the error the software package would not install.

## **Fix Deployment #3**

Once again we decided to rebuild the workstation and deploy the software just in case the last deployment was corrupt. We removed and deleted the old MSI package for Insight and created a new one using the deployment steps from above.

## **Test Deployment #4**

Now that the package was redeployed with the fixed to the shortcut files (which we had to perform by using the console again) we still ran into the same error message.

## **WinInstall LE**

WinInstall LE is a utility that comes on the Windows 2000 server CDROM. This software is the LE or (Limited Edition) of the full product which at the time was produced by Veritas. Recently the WinInstall software had been sold to a new company named OnDemand Software.

Very little and possibly no information on WinInstall LE is available. Microsoft refers you to the manufacturers website for more information. We were unable to find the help that we needed to understand the MSI file and how it connected with the software it was installing.

## **.Zap Deployment**

Windows 2000 and Group Policy will allow you to deploy applications that are not MSI files with a .zap file. This will work for this software but the user will still need to access add/remove programs to install the software. This gives us no benefit so it will not be used.

## **Conclusion**

Because of a lack of documentation on WinInstall LE and a time restriction on this project we were unable to get the software to perform as we expected it should. We were not able to complete our mission statement as the user will now need to run the software from add/remove programs.

With the right tools deployment of this software will be possible. Deployment of the Insight software with WinInstall LE might not be possible.

For a solution to this problem we will send out a document to all users showing them how to add the software using add/remove programs.