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In today's changing world, service providers need Operational Support System (OSS) tools the make life easy

- **Creating a Silent
SystemEDGE Install**

Technical White Paper

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I. Introduction

The following steps will allow users to create a silent install of SystemEDGE for servers running a Windows OS.

Note: This can only be done with the InstallShield™ version of the SystemEDGE package.

These steps are being provided to you to add functionality of a silent install. According to the Microsoft™ definition, a silent install requires no user response to GUI prompts. However, users following these steps will have to launch the install and will see screen activity, but no user interaction will be required.

II. Prerequisites

To prepare for the building of the silent install, users must ensure the following:

- Using a Windows server WITHOUT SystemEDGE installed on it
- Have a copy of the latest SystemEDGE InstallShield package
- Configure a READ WRITE community string in the SNMP service
- SNMP service is configured to log on as “Local System account” and “Allow service to interact with desktop” is selected

System administrators building images should have the above configured in the image itself and this same configuration must be present on the server you wish to use the silent install on.

Users have the option of editing an existing response file or creating a new one.

Below are the steps to create a new response file.

III. Step 1 – Creating the response file

1– Copy the SystemEDGE InstallShield package to C:\temp

2– From a command prompt create a response file:

```
C:\temp> <SystemEDGE file name> -r
```

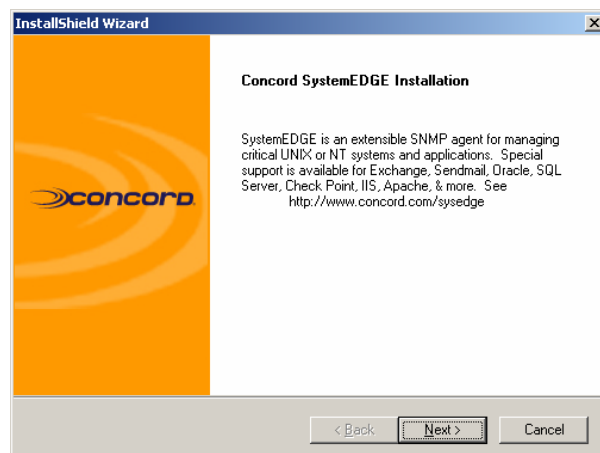
EXAMPLE:

```
C:\temp>sysedge_4[1].1p4_winx86.exe -r
```

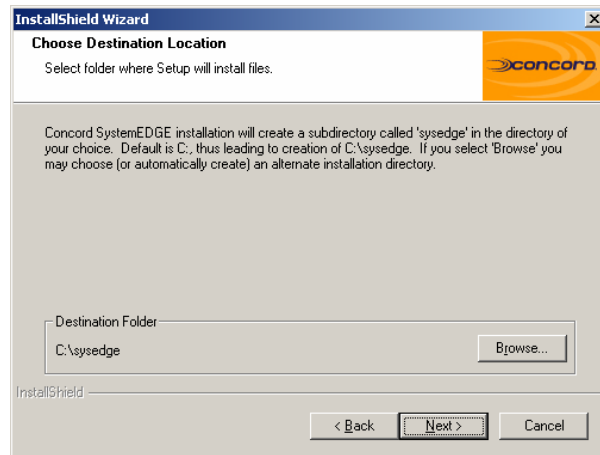
This will launch the install of SystemEDGE in record mode (-r). Users will have to navigate through the complete install while the recording is taken place.

NOTE: While installing SystemEDGE, there are two options that CANNOT have “Yes” selected, as this will navigate users outside of the recording. Those options are “Do you want to administer SNMP service?” and “Do you want to edit the SystemEDGE configuration?”.

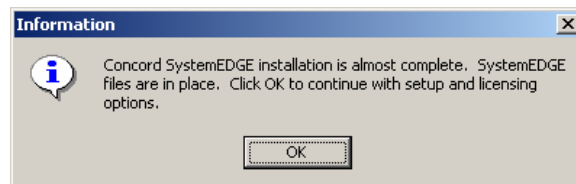
Here are the prompts that will be presented:



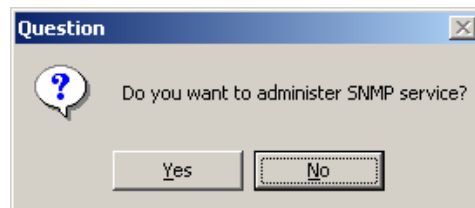
Select “Next”.



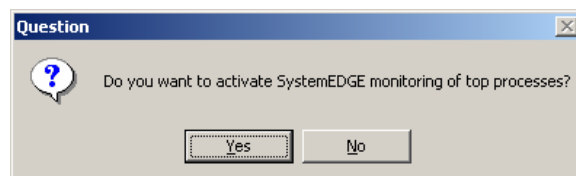
Navigate to the directory where the agent is to be installed OR click “Next” to accept the default.



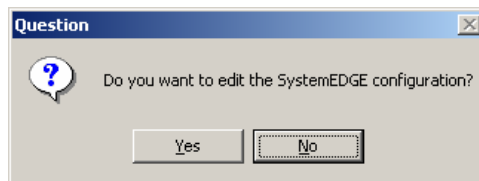
Click “OK”.



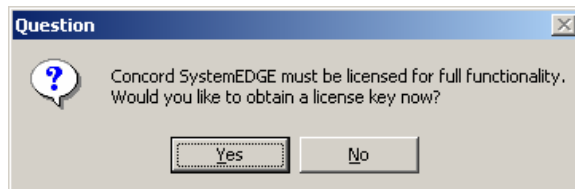
Click “No”. If user selects “Yes” they will be navigated outside of the recording session and the silent install will fail.



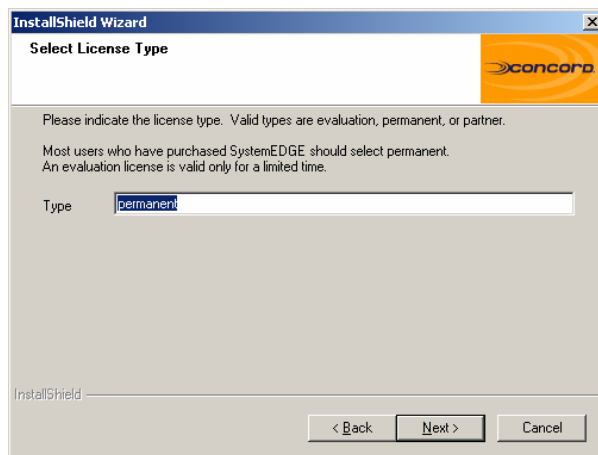
User choice.



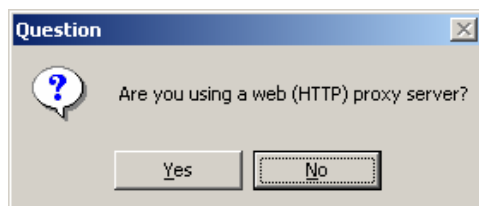
Click "No". If user selects "Yes" they will be navigated outside of the recording session and the silent install will fail..



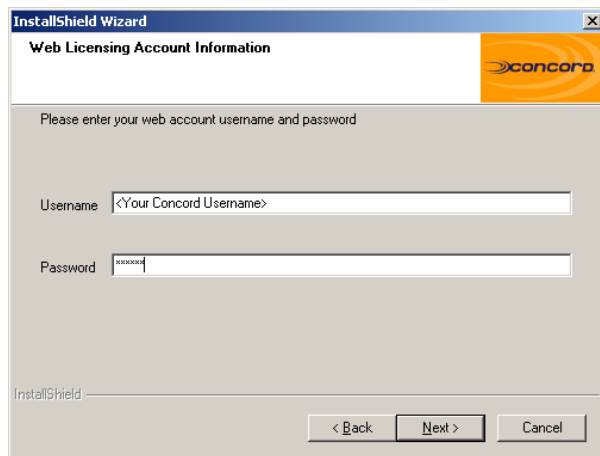
Click "Yes".



Enter the desired license type (evaluation, permanent or partner) and click "Next".



Select the correct answer ("No" in this example).



InstallShield Wizard

Web Licensing Account Information

Please enter your web account username and password

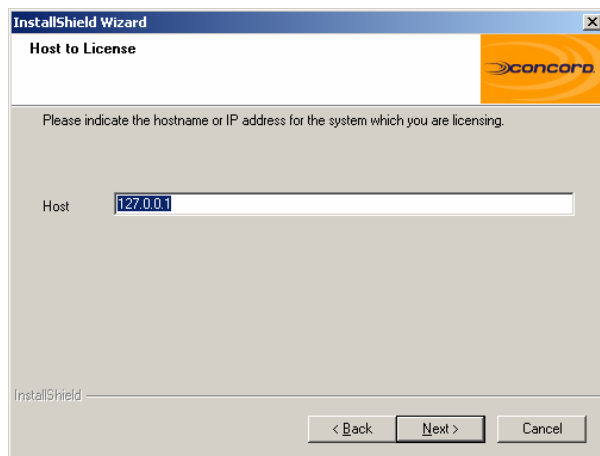
Username: <Your Concord Username>

Password:

InstallShield

< Back Next > Cancel

Users need to enter their Concord username and password here. This would be the same username and password they use to generate licenses either via `licenseme util` or via the Concord website. Click “Next”.



InstallShield Wizard

Host to License

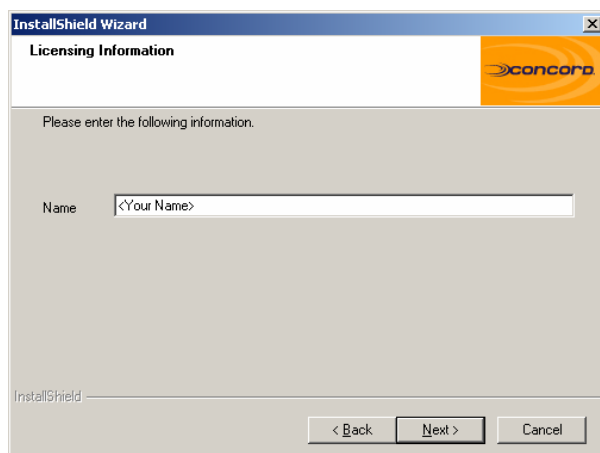
Please indicate the hostname or IP address for the system which you are licensing.

Host: 127.0.0.1

InstallShield

< Back Next > Cancel

Leave default value of 127.0.0.1 and click “Next”.



InstallShield Wizard

Licensing Information

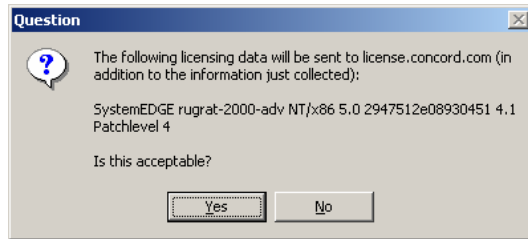
Please enter the following information.

Name: <Your Name>

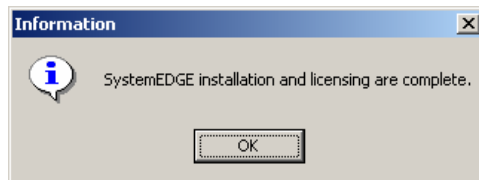
InstallShield

< Back Next > Cancel

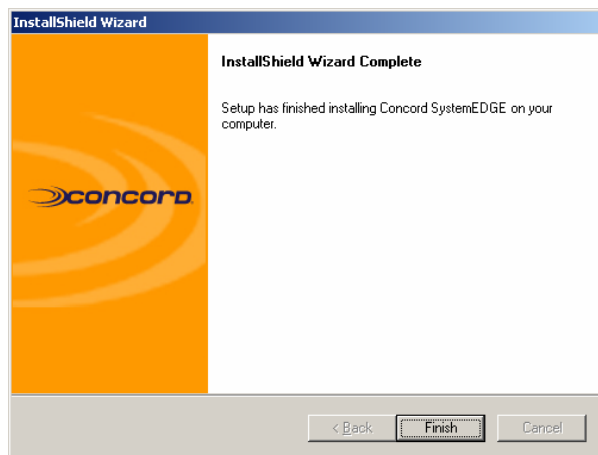
Enter your name and click “Next”.



Verify the information present and click “Yes” if valid.



Click “OK”.



Click “Finished”, the recording session has now stopped.

On this server you’ll now find a file titled setup.iss in:

On Windows NT and Windows 2000

C:\WINNT\

On Windows XP and Windows 2003

This is the response file and will contain the answers given to the prompts.

IV. Step 2 – Entering the silent header into the setup.iss file

All response files begin with a response file silent header. The response file silent header allows InstallShield to identify the file as a legitimate InstallShield response file. It also helps to verify that the response file corresponds to a setup created with the proper version of InstallShield.

The format of the silent header is shown below.

Enter the following lines at the beginning of your Setup.iss file:*

```
[InstallShield Silent]
```

```
Version=v5.00.000
```

```
File=Response File
```

The Version=v5.00.000 line indicates the version of the InstallShield Silent response file, not the version of InstallShield. Use v5.00.000 in all response files. Future versions of InstallShield that use later response file versions will be able to read earlier response file versions, so response file backward compatibility will be maintained.

*Refer to Appendix 1 for full contents of setup.iss file.

V. Step 3 – Entering the application header into the setup.iss file

The response file application header is the second block of information in the response file, immediately following the response file silent header. The response file application header allows setup developers to identify response files visually. It is not used by the setup script or by Setup.exe. Setup developers can use the application header to identify exactly which setup the response file is for, since it is often difficult to determine this by looking at the dialog box data.

The format of the application header is shown below. The values assigned to Name, Version, and Company are derived from the values written to the registry in the call to the InstallationInfo

function in your setup script. Enter the following lines into your Setup.iss file below the silent header:

```
[Application]
Name=<ProductKey from InstallationInfo>
Version=<VersionKey from InstallationInfo>
Company=<CompanyKey from InstallationInfo>
```

EXAMPLE:

```
[Application]
Name=SystemEDGE
Version=4.1 PL4
Company=Concord Communications
```

VI. Step 4 – Playing back the response file

Using the SystemEDGE InstallShield package and the response file (setup.iss) users can perform a silent install on a new server(s):

- 1 – Copy the SystemEDGE InstallShield package to C:\temp
- 2 – Copy the setup.iss file to C:\temp
- 3 – Launch the install from a command prompt as follows:

```
C:\temp>sysedge_4[1].1p4_winx86.exe -s
```

This will now install SystemEDGE in silent mode. User will see pop-ups when SNMP is stopped and started along with the command prompt when the agent is being licensed. Users will not have the answer/click any prompts.

VII. Step 5 – Additional automation possibilities

User can create a self-extracting executable using a Third party application like WinZip Self Extractor as follows:

1 – Create a batch file called “install.bat” containing the following entries:

```
@ECHO OFF  
sysedge_4.1p4_winx86.exe -s  
EXIT
```

2 – Create one zip file with the following three files:

```
install.bat  
setup.iss  
sysedge_4[1].1p4_winx86.exe
```

Again, the SystemEDGE package must be the InstallShield version.

3 – Use WinZip Self Extractor to create an executable that can be distributed to server

This executable could be executed remotely or sent via email. Executing this executable would install and license the SystemEDGE agent on the server.

VIII. Appendix 1 – Sample setup.iss file

```
[{6F1D907B-D454-11D5-9A62-005004B1C969}-DlgOrder]  
Dlg0={6F1D907B-D454-11D5-9A62-005004B1C969}-SdWelcome-0  
Count=15  
Dlg1={6F1D907B-D454-11D5-9A62-005004B1C969}-AskDestPath-0  
Dlg2={6F1D907B-D454-11D5-9A62-005004B1C969}-MessageBox-0  
Dlg3={6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-0  
Dlg4={6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-1
```

Dlg5={6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-2
 Dlg6={6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-3
 Dlg7={6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit1-0
 Dlg8={6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-4
 Dlg9={6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit2-0
 Dlg10={6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit1-1
 Dlg11={6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit1-2
 Dlg12={6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-5
 Dlg13={6F1D907B-D454-11D5-9A62-005004B1C969}-MessageBox-1
 Dlg14={6F1D907B-D454-11D5-9A62-005004B1C969}-SdFinish-0
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-SdWelcome-0]
 Result=1
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-AskDestPath-0]
 Result=1
 szPath=C:\sysedge
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-MessageBox-0]
 Result=1
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-0]
 Result=0
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-1]
 Result=1
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-2]
 Result=0
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-3]
 Result=1
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit1-0]
 szEdit1=permanent
 Result=1
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-4]
 Result=0
 [{6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit2-0]

```
szEdit1=<Your Concord Username>
szEdit2=<Your Concord Password>
Result=1
[{6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit1-1]
szEdit1=127.0.0.1
Result=1
[{6F1D907B-D454-11D5-9A62-005004B1C969}-SdShowDlgEdit1-2]
szEdit1=<Your Name>
Result=1
[{6F1D907B-D454-11D5-9A62-005004B1C969}-AskYesNo-5]
Result=1
[{6F1D907B-D454-11D5-9A62-005004B1C969}-MessageBox-1]
Result=1
[{6F1D907B-D454-11D5-9A62-005004B1C969}-SdFinish-0]
Result=1
bOpt1=0
bOpt2=0
```