

# 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.

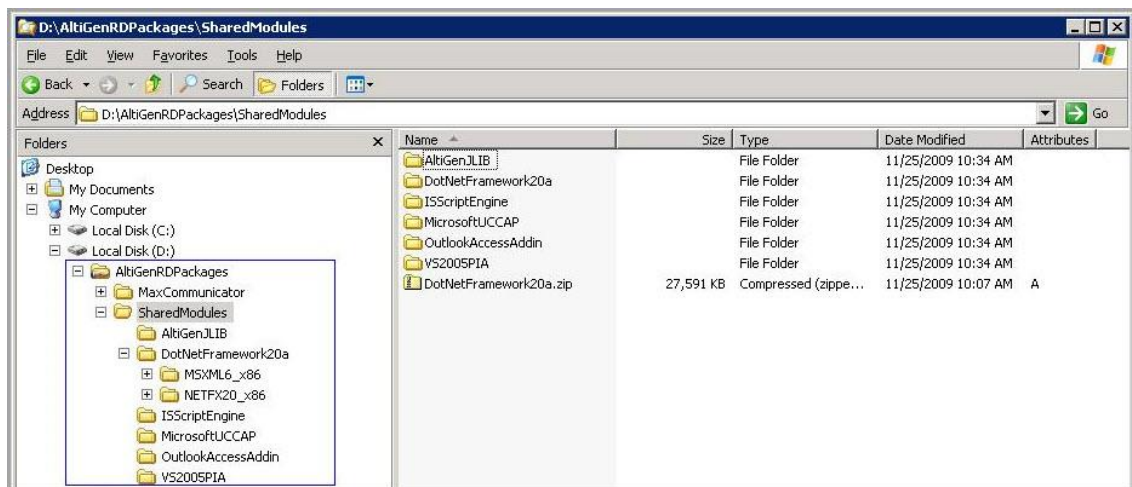
## Installation Packages for Remote Deployment

To obtain the installation packages, contact your Altigen representative.

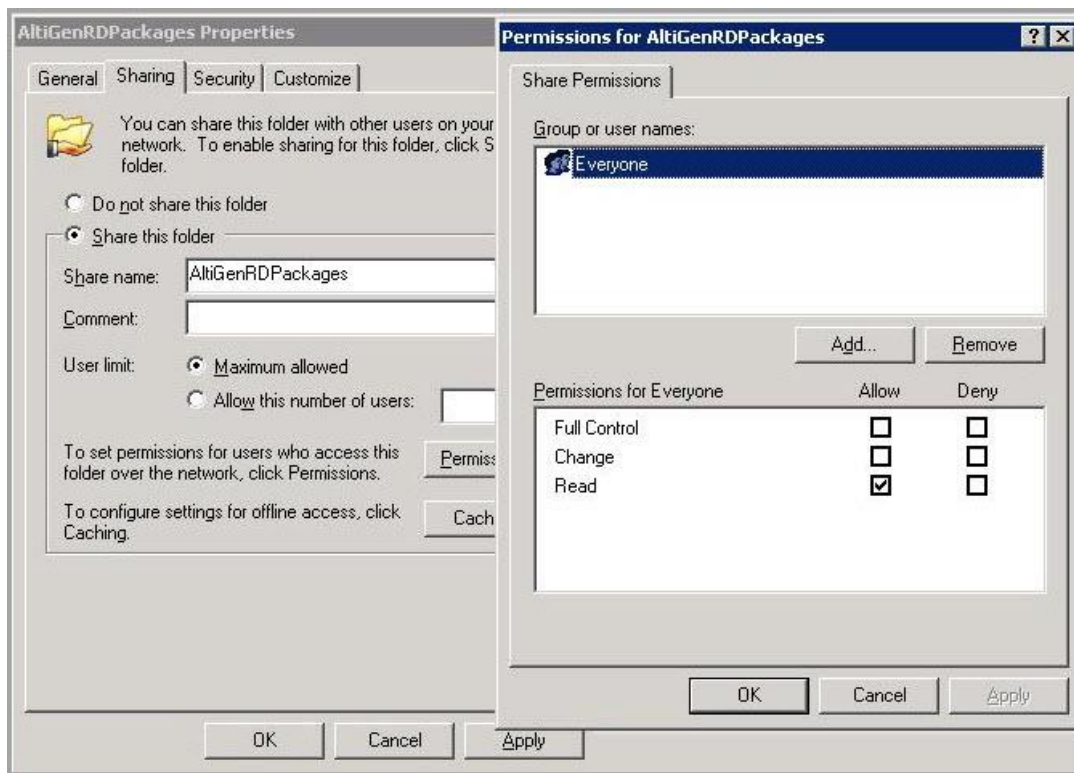
There are three installation packages for remote deployment.

- 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:\AltigenRDPPackages, and copy the folders with the shared common installations and the client product installation folders under D:\AltigenRDPPackages.

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



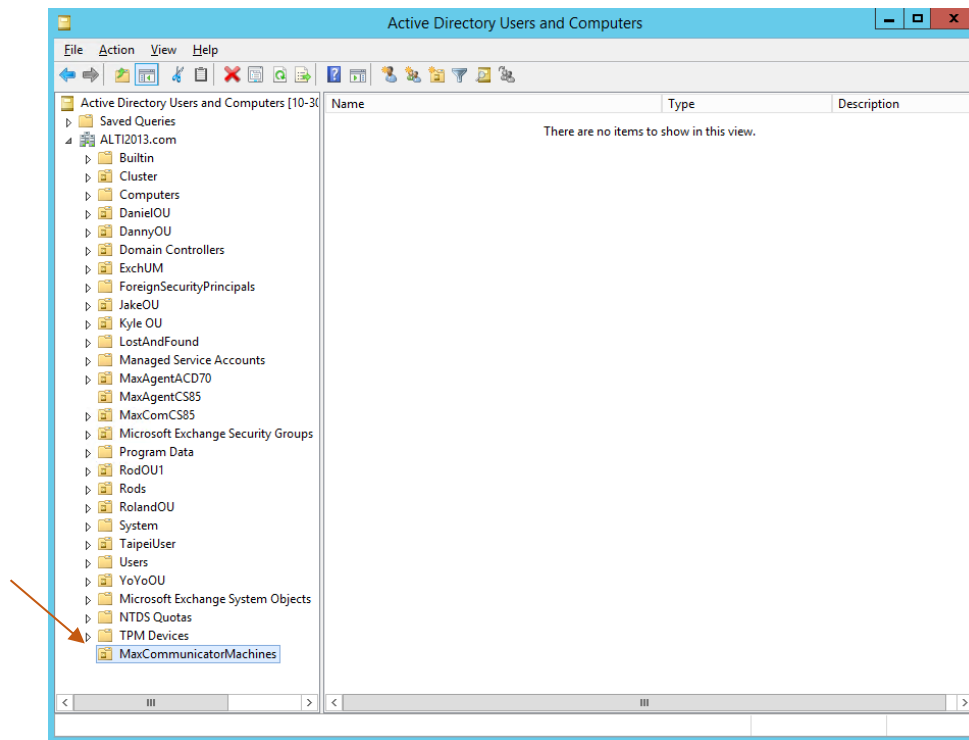
2. If you plan to remotely deploy MaxOutlook, you must also copy the Apps4MaxOutlook folder to D:\AltigenRDPackages.
3. Make the AltigenRDPackages folder a shared folder; allow the folder to be accessed from client systems by [\\10-30-24-10/AltigenRDPackages](http://10-30-24-10/AltigenRDPackages).



## 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**.



### Step 2: Deploy the Shared Installation Packages

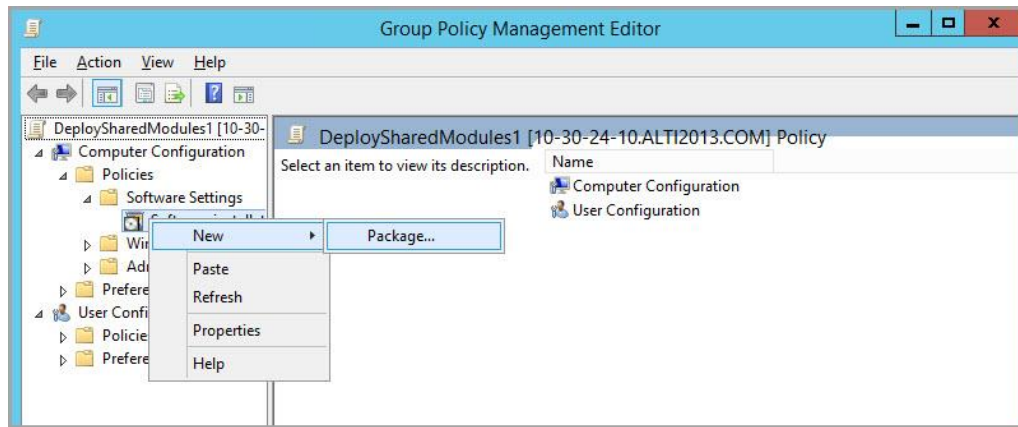
#### 2A: Create a Group Policy

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

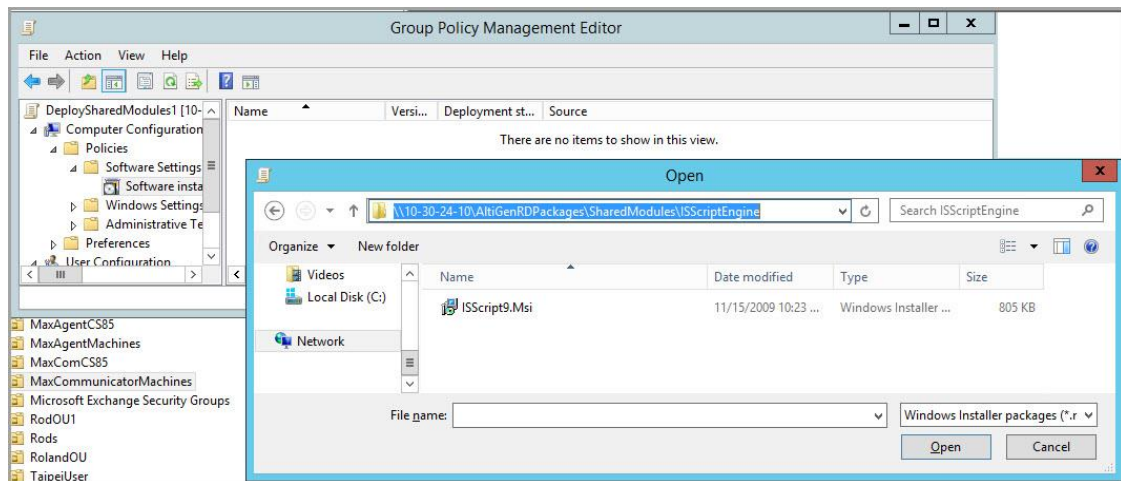
#### 2B: Configure Group Policy Object DeploySharedModules1

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

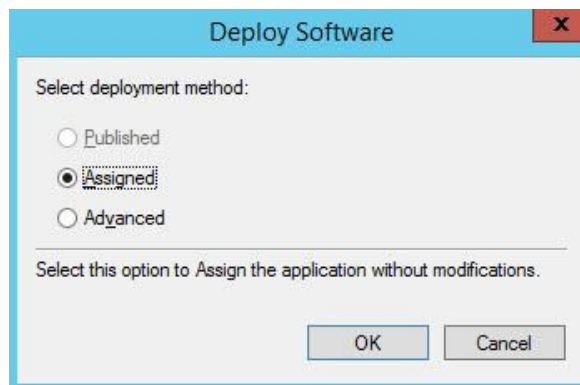
2. Go to **Computer Configuration > Policies > Software Settings > Software installations** and right-click to create new a package.



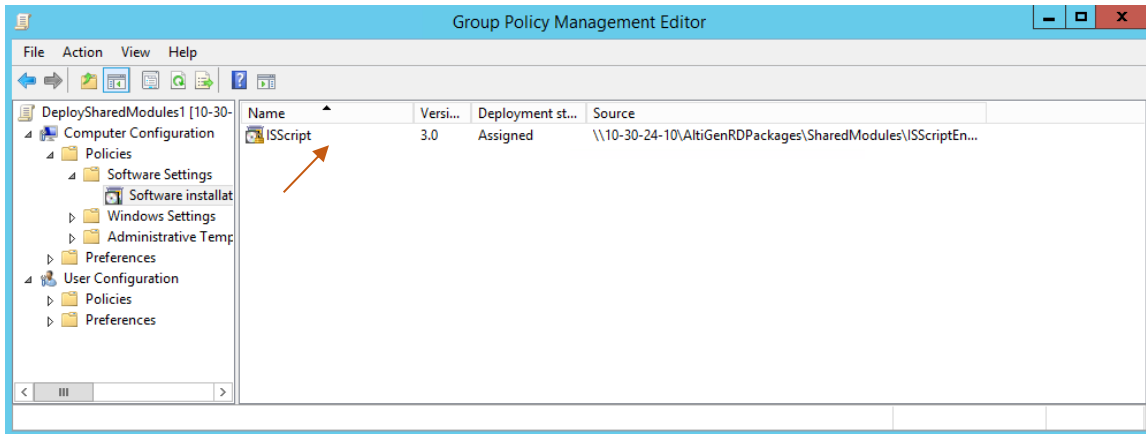
3. Enter the network path for AltiGenRDPackage in the dialog box, *not* the local driver path. Click **Open**.
4. Go to the subfolder SharedModules\ISScriptEngine to select the ISScript9.msi file. Click **Open** again.



3. Select **Assigned** and click **OK**.



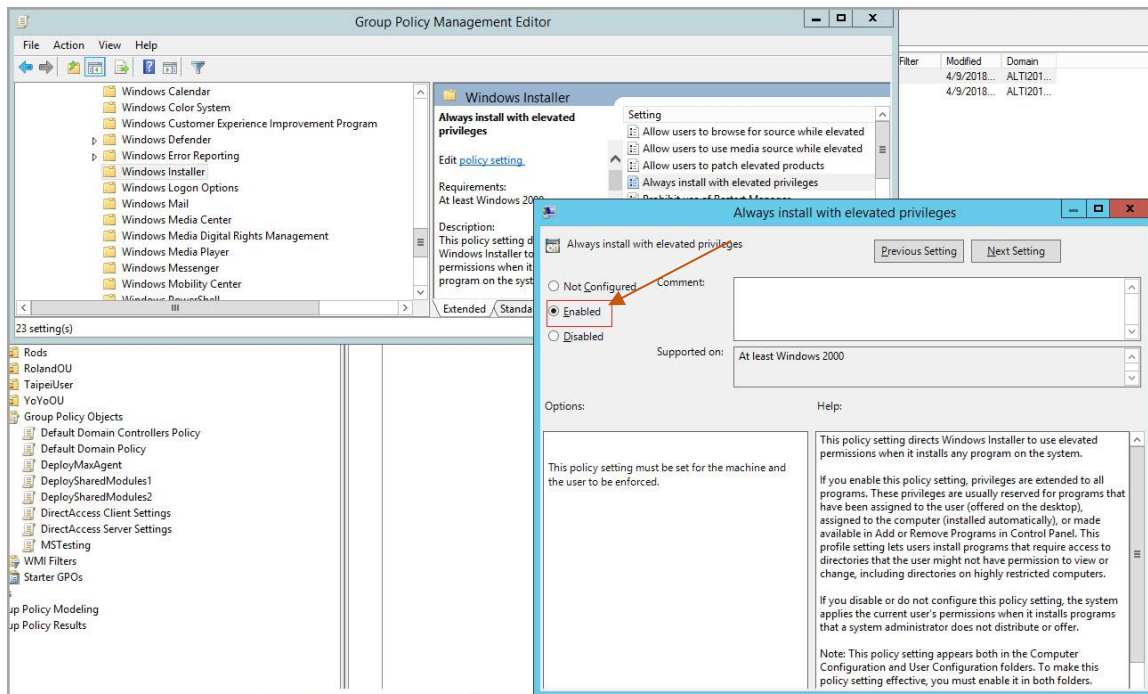
4. Wait until a new entry appears in the right window.



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.

**Note:** Every GPO that you create from this document should be set to this configuration.



7. Close the Group Policy Object Editor.

## 2C: Configure Group Policy Object DeploySharedModules2

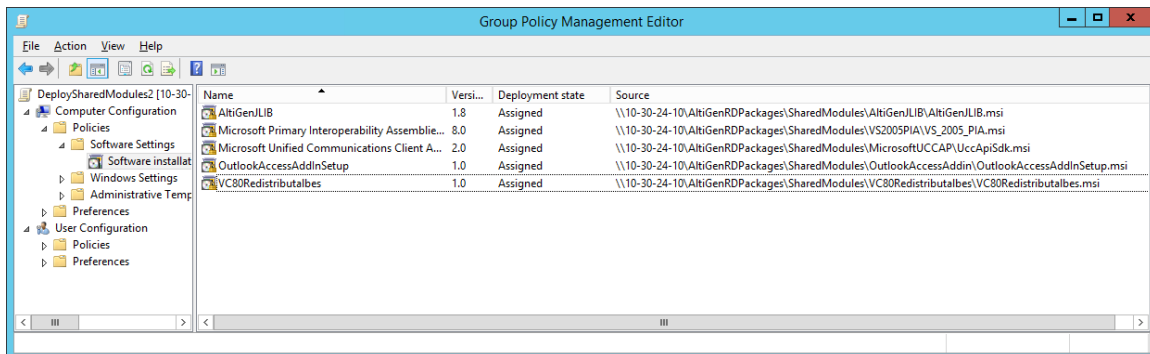
1. Right-click the GPO *DeploySharedModules2* and click the **Edit** button to open the Group Policy Object Editor.

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

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

Package Name	Network path of MSI package
AltiGenJLIB	<a href="\\10-30-24-10\AltiGenRDPackages\SharedModules\AltiGenJLIB\AltiGenJLIB.msi">\\10-30-24-10\AltiGenRDPackages\SharedModules\AltiGenJLIB\AltiGenJLIB.msi</a>
Microsoft Primary Interoperability Assemblies 2005	<a href="\\10-30-24-10\AltiGenRDPackages\SharedModules\VS2005PIA\VS_2005_PIA.msi">\\10-30-24-10\AltiGenRDPackages\SharedModules\VS2005PIA\VS_2005_PIA.msi</a>
Microsoft Unified Communications Client API SDK	<a href="\\10-30-24-10\AltiGenRDPackages\SharedModules\MicrosoftUCCAP\UccApiSdk.msi">\\10-30-24-10\AltiGenRDPackages\SharedModules\MicrosoftUCCAP\UccApiSdk.msi</a>
OutlookAccessAddInSetup	<a href="\\10-30-24-10\AltiGenRDPackages\SharedModules\OutlookAccessAddin\OutlookAccessAddInSetup.msi">\\10-30-24-10\AltiGenRDPackages\SharedModules\OutlookAccessAddin\OutlookAccessAddInSetup.msi</a>
VC80Redistributalbs	<a href="\\10-30-24-10\AltiGenRDPackages\SharedModules\VC80Redistributalbes\VC80Redistributalbes.msi">\\10-30-24-10\AltiGenRDPackages\SharedModules\VC80Redistributalbes\VC80Redistributalbes.msi</a>

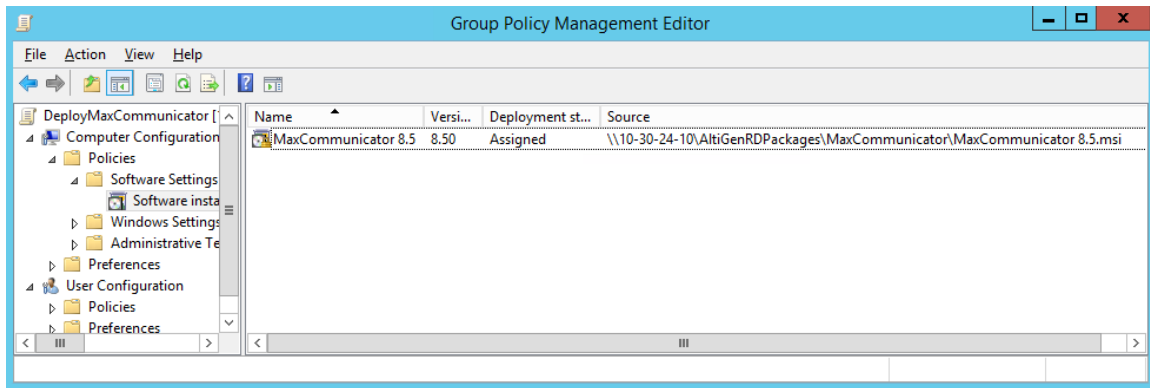
The installation packages for *DeploySharedModules2* are shown in the next figure.



## 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**.
3. Create a new package and select <\\10-30-24-10\AltiGenRDPackages\MaxCommunicator\MaxCommunicator 8.6 Update1.msi>.





## Deploy MaxAgent

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

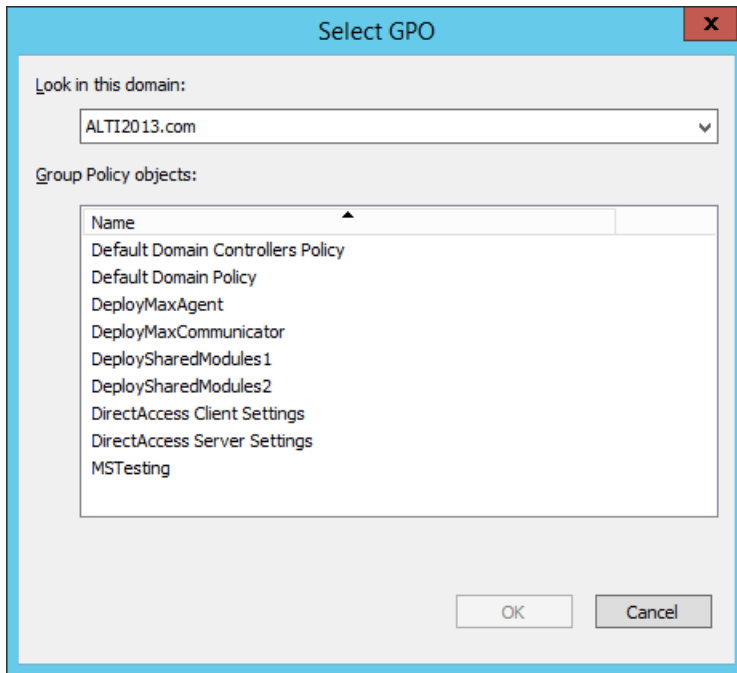
Copy the MaxAgent installation folder to the distributable folder *AltigenRDPackages* on the controller system.

### 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 [\\10-30-24-10\AltigenRDPackages\MaxAgent\MaxAgent 8.6 Update1.msi](#)) in this GPO.

### Deploy to Other Target Client Machines

1. Create a new OU *MaxAgentMachines* in Active Directory Users and Computers, and move the target client machines from **[DomainName] > Computers** to **[DomainName] > MaxAgentMachines**.
2. 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*.



3. Then create a new GPO *DeployMaxAgent*, and create a new package (select <\\10-30-24-10\AltigenRDPackages\MaxAgent\MaxAgent 8.6 Update1.msi>) 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.
2. 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*.

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

GPO Name	Package Name	Network path of MSI package
DeployDotNet31	Microsoft .NET Framework 3.0 Service Pack 1	(For 32bit OU) <a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\NETFX30_x86\netfx30a_x86.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\NETFX30_x86\netfx30a_x86.msi</a> (For 64bit OU) <a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\NETFX30_x64\netfx30a_x64.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\NETFX30_x64\netfx30a_x64.msi</a>
	RGB9RAST	(For 32bit OU) <a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\RGBRAST_x86\RGB9RAST_x86.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\RGBRAST_x86\RGB9RAST_x86.msi</a> (For 64bit OU) <a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\RGBRAST_x64\RGB9RAST_x64.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\RGBRAST_x64\RGB9RAST_x64.msi</a>
DeployDotNet35	Microsoft .NET Framework 3.5	(For 32bit OU) <a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\netfx35_x86\vs_setup.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\netfx35_x86\vs_setup.msi</a> (For 64bit OU) <a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\netfx35_x64\vs_setup.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\netfx35_x64\vs_setup.msi</a>
DeployVSTO	Microsoft Visual Studio 2005 Tools for Office Runtime	<a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\VSTO\vstor\vsto.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\VSTO\vstor\vsto.msi</a>
	Visual Studio Tools for the Office system 3.0 Runtime	<a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\VSTO\vstor30\trin_trir.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\VSTO\vstor30\trin_trir.msi</a>
DeployPIA	Microsoft Office 2003 Primary Interop Assemblies	<a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\PIA\O2003PIA.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\PIA\O2003PIA.msi</a>
	Microsoft Office 2007 Primary Interop Assemblies	<a href="\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\PIA\o2007pia.msi">\\10-30-24-10\AltigenRDPackages\Apps4MaxOutlook\DotNet35\PIA\o2007pia.msi</a>
DeployMaxOutlook	MaxOutlook	<a href="\\10-30-24-10\AltigenRDPackages\MaxOutlook\MaxOutlook 6.5 Update1.msi">\\10-30-24-10\AltigenRDPackages\MaxOutlook\MaxOutlook 6.5 Update1.msi</a>

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

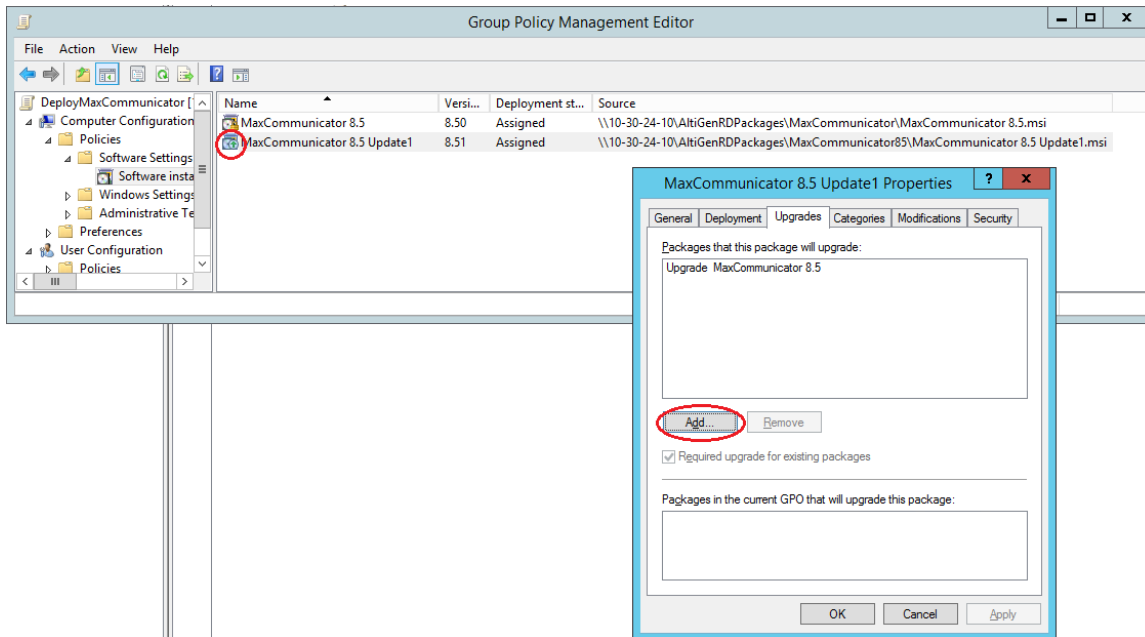
## Deploy MaxSupervisor

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

1. 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.
2. Create a new package (select <\\10-30-24-10\AltiGenRDPackages\MaxCommunicator85 \ MaxCommunicator 8.6Update1.msi>.) 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.



## 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.