



Inova Solutions
A Geomant Company

Desktop Presenter Installation Guide

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Installation Guide

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1. Introduction to Desktop Presenter

The Inova Desktop Presenter is a suite of applications that display critical information on desktop displays (e.g., PC workstations). These applications are Inova Marquee, DataLink, and TaskLink:

- Inova Marquee is a virtual wallboard for your desktop with the same options as an LED wallboard; Marquee includes font effects, graphics, and animations.
- DataLink displays real-time call center statistics in a color-coded grid. It responds to user-based thresholds, visually alerting agents to changing call center conditions.
- TaskLink provides a ticker-style presentation of key call center stats in a Windows desktop taskbar. It allows users to receive data and announcements without disturbing other active applications.

After installation, you can launch the applications from the Start menu (Start > Programs > Inova Solutions > Desktop Presenter). The Desktop Presenter client applications will connect to LightLink via the specified Client Manager and then to the Desktop Channel configured for that type of LightLink device and that location.

Messages sent to the configured Desktop Channel and/or to the Inova Marquee and TaskLink “devices” connected to the Desktop Channel will play. The current values of Data Fields in those messages or configured in a DataLink data grid file will update on the desktop displays.

The Output Manager to which the Desktop Client applications will connect should be configured with one or more Desktop Presenter channels of the expected type (Inova Marquee, DataLink, or TaskLink). There must also be a Client Manager to mediate the connection between the Desktop Presentation Clients and Output Manager.

1.1. Operating Systems and Prerequisites

Refer to the online [Knowledge Base](#) for the most current information about supported operating systems and prerequisites for installation:

<https://docs.geomant.com/wallboard/lightlink/index.html>

1.2. LightLink Core

With each of the modular installers, core features of LightLink are also installed to provide connection management and logging capabilities. These core features are used by all the LightLink modular installers and as such, are treated as a set with version management.

If the Desktop Presenter installer has a newer version of the core than what is already installed, the newer core may not be compatible with other Inova LightLink installs existing on the same machine. If this condition arises, you will be able to specify whether the new core is to be installed. You may want to force the core to be installed and thus to be upgraded; for example, in the case where this is the first in a series of modular install upgrades. You can make that choice via a prompt in the Interactive Install mode or with the `FORCE_UPGRADE` property in the command line driven Silent Install mode.

2. Run Options

To run the Desktop Presenter installer, you can either double click it in a Windows Explorer window or start it from the command line in a command window. The command line mode is primarily provided to facilitate silent installs (see Silent Mode, below) suitable for push installs using a software distribution application or mechanism (e.g., SMS, Altiris, Tivoli). If the installer is launched from the command line without the silent mode parameters, the installer will run interactively; this is not a recommended mode but is recognized as an option. When running the installer from the command line, there are command line qualifiers to pass various properties to the installer at run-time. The command line qualifiers and properties are described in the Silent Install section.

2.1. Interactive Mode

When running interactively the installer will provide an option to select between a complete install and a custom install. Use the custom install option to specify non-default parameters such as the install location and which Desktop Presenter client applications to install.

When running interactively with either the complete or the custom option, the installer will present a checkbox to allow for Auto-Run configuration, which will start up all installed Desktop Presenter applications upon login or reboot. The installer will also prompt for the Client Manager location, which is the address for connecting to the rest of the LightLink system. However, during an upgrade install, if the existing Client Manager setting points to a functioning Client Manager, that value will be used and the prompt will not be displayed.

2.2. Silent Mode

The Desktop Presenter installer can be run in silent mode to facilitate push mechanisms of installing the Desktop Presenter clients. Silent mode can only be invoked through the command line and it requires prerequisites as discussed in Section 1.1.

The silent mode command line requires two parameters: the "/S" qualifier to tell the setup program to run silent, and the "/qn" as a parameter passed to the installation program (the Microsoft Installer, MSI) to tell it to run quietly with no feedback.

To specify installation properties for the MSI, add them as parameters within quotes as the value for the "/v" qualifier. The command below will perform a silent install of the Desktop Presenter clients (with the Client Manager location

specified as "vm5"). It also demonstrates how to specify multiple parameters (all within the same set of quotation marks, each separated by a space):

```
lightlink_desktop_setup.exe /S /v"/qn CLIMGR_ADDRESS=vm5"
```

When run in silent mode there is no feedback except for an exit value that is returned to the invoking application (e.g. to the push mechanism that started the install). Currently we expect that the only values that the MSI will return are 0, for successful install, and 1603, for fatal error during installation. Please refer to Appendix C - Troubleshooting, to learn how to investigate installation errors.

3. Installation Procedures

The Desktop Presenter applications should be shut down manually before performing an upgrade installation of a later version of the clients, or even when just modifying the current install through Add/Remove Program's Change option. This will prevent erroneous dialogs requesting that the applications be shut down from being displayed; note that if these dialogs appear you may safely click Ignore. These dialogs do not appear for a Silent Install.

3.1. Interactive Install

1. Install all needed prerequisites.
2. Run the installer interactively, either from a Windows Explorer window or Command window (as described above).
3. When the Welcome screen appears, select *Next* to continue the installation process.
4. The License Agreement screen appears. Read and select *Accept*; then select *Next*.
5. The Setup Type screen appears. Select either *Complete* or *Custom*; then select *Next*.

When you select Complete, it automatically installs all three Desktop Clients with their default provider settings.

For Custom Install, see Appendix A at the end of this document for instructions. Inova Solutions recommends that you consult with an Inova Solutions service technician before attempting a Custom Install.

6. The Ready to Install the Program screen appears, with the Run Applications on Startup checkbox. If you select this checkbox then the Desktop Presenter clients will be configured to start automatically when you log on.
7. Select *Install* on the Ready to Install the Program screen.
8. If the Client Manager location has not been specified, a prompt dialog asking for this information will appear later during the installation. Enter the DNS host name or IP Address for the machine hosting the Client Manager. If you need help determining the correct value for this location, please contact your Systems Administrator.
9. After the install is completed, click the *Finish* button to exit the installation process.

You have now successfully installed the LightLink Desktop Presenter.

3.2. Silent Install

To install in Silent Mode, you must first install its prerequisites. (Refer to *LightLink knowledge base (referenced in Section 1.1) for information about prerequisites.*)

To invoke the Desktop Presenter in silent mode enter the following at a command line interface:

```
lightlink_desktop_setup.exe /S /v"/qn Property=Value  
Property2=value2"
```

The Desktop Presenter installation properties are described in the following section. Note that you don't have to specify a property on the command line if you want the default value.

In silent mode, if you want to install all of the Desktop Presenter client applications, it is not necessary to specify explicitly that they will be installed; only use the `INSTALL_<client>` properties if you do NOT want a particular Desktop Presenter client application to be installed.

Here is an example installing into a user-specified folder under Program Files; with silent mode turned on; Client Manager location specified; only DataLink and Inova Marquee installed; force upgrade of the core; and no check on the existence of the Client Manager:

```
lightlink_desktop_setup.exe /S /v"/qn  
CLIMGR_ADDRESS=tst01 INSTALLDIR="C:\Program  
Files\MyDir\" INSTALL_TASKLINK=False FORCE_UPGRADE=True  
CHECK_SERVER_EXISTENCE=False"
```

The values True and False are case sensitive and must be entered exactly as shown in this manual. Also note that when specifying an install folder whose name includes spaces, special handling is required; see the description of the INSTALLDIR property, below.

4. Desktop Presenter Installer Properties

This section provides the list of the Desktop Presenter installer properties and their values that can be specified on the command line.

- CLIMGR_ADDRESS - specifies the computer where the Client Manager lives by IP Address or DNS host name. This can be changed by performing an over-install of the same version and providing the new property value on the command line.
- INSTALL_DATALINK - set to *False* to not install DataLink with silent install, defaults to *True*
- INSTALL_TASKLINK - set to *False* to not install TaskLink with silent install, defaults to *True*
- INSTALL_INOVA MARQUEE - set to *False* to not install Inova Marquee with silent install, defaults to *True*
- FORCE_UPGRADE - Used when the existing core is older than, and incompatible with, the one in the current installer. Set to *False* to not upgrade the existing core with the incompatible newer version. Set to *True* to force the upgrade of the existing core even if this might leave other installed applications unable to use the core. Defaults to *False*.
- CHECK_SERVER_EXISTENCE - set to *False* to prevent Client Manager check during installation, set to *True* to perform the check. This will check for the Client Manager at the current address, if it is not there the installer will prompt for a new address (Interactive mode) or fail and terminate (Silent mode). This defaults to *True*.
- INSTALLDIR - can be used to override the default (C:\Program Files\Inova Solutions).

To include spaces in the non-default location (e.g., Program files\my DIR), the location must be specified with quotes. Because the property is part of the /v qualifier which is already within quotes, the *escape* sequence (\") is required so the /v qualifier doesn't terminate prematurely. This example shows the proper syntax:

```
lightlink_desktop_setup.exe /S /v"/qn CLIMGR_ADDRESS=tst01  
INSTALLDIR=\"C:\Program Files\MyDir\""
```

- INSTALL_STARTUP_OPTIONS - Adds shortcuts to the startup folder so that installed clients start running automatically when you login (the Auto-Run feature). Possible values are 1 or 0; 1 will add the shortcuts to the Startup folder, 0 won't add them. The default is 0 for no Auto-Run.

Appendix A – Custom Install

Follow these steps to perform a Custom Install from the Inova Desktop Presenter Custom Setup screen. *Inova Solutions strongly suggests that you use the Custom Setup installation only in consultation with an Inova Solutions technician.*

1. Click on the icon next to each option to select the client application(s) you want to install. The choices are to install or not install each of the three Desktop applications: Inova Marquee, TaskLink and DataLink.

The Custom Install screen allows you the selections as seen in Figure 1; only the first and last options are used in the Desktop Presenter installation to indicate whether to install a specific client application.

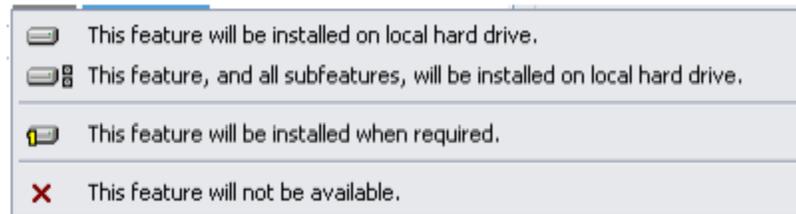


Figure 1

2. To change the installation folder, click the *Change* button, which appears to the right underneath the Feature Selection window.

Type in or browse to your desired installation location. *This option is not available if the Desktop Presenter or another Inova application installed with a modular installer already exists on this host.*

3. Once your selections are made, select *Next* to continue with the installation.
4. Check or uncheck the Run Applications on Startup check box, if you so desire. Then select *Install* to complete the installation process.

Appendix B – Silent Install Known Issues

A silent install of a given version of the Desktop Presenter installer cannot be used to change which Desktop Presenter client applications are installed, or the folder in which they are installed, after that version of the Desktop Presenter installer has already been run.

Changing which client applications are installed can only be done with an interactive session by going to *Repair or Modify Desktop Presenter* in the Windows Start menu and then selecting *Modify* in the installer. This will display the Custom Setup screen.

Please refer to Appendix A for instructions on how to use the Custom Setup screen.

Appendix C – Troubleshooting

Investigating Installation Errors

This section specifies a process by which someone installing the Desktop Presenter can identify and deal with installation issues. In interactive mode, attention has been given to make sure that message dialogs will appear when the following conditions occur. However, during silent installs (commonly also push installs), these conditions can only be logged to a file.

When a Silent install fails, it leaves a non-working installation, but because it is silent, it displays no dialogs or evident error codes. A software distribution application/method (e.g., push programs like Altiris and Tivoli, or SMS) usually displays the return code from the MSI during an install, but limitations of MSI packages prevent Inova from making those error codes more descriptive.

Currently, a 0 indicates a successful install. The only other known result is a 1603, Fatal Error during Installation, which should prompt investigation of the following files for the specific cause of the failed install.

1. Search the file `<Install Directory>\core\logs\desktop_install.log`, where *<Install Directory>* indicates the user-specified install directory (which defaults to `C:\Program Files\Inova Solutions`) for the following errors:
 - 35: There is a newer version of the product you are trying to install already installed.
 - 111: Setup failed due to older existing LightLink core and non-forced core install. This can be overcome with `FORCE_UPGRADE=true`, but that option may break other installed Inova products.
 - 112: Setup failed due to existing newer core and Inova product installation. This error is non-recoverable. Get a newer version of the product you are trying to install from Inova.
 - Other: Other failures of the core and configuration scripts are reported in this log file.
2. Search the file `<Install Directory>\core\logs\winvisilaunch.log` for the following errors:
 - 13: An uninstall of a LightLink product detected that there were other LightLink products existing so the LightLink core will not be uninstalled.

- 30: Invalid Client Manager Location - this can result either from the Client Manager not running at the specified location, a network outage, or from the location not having a Client Manager installed at all. If the location needs to be corrected for the Desktop Presenter, refer to the next section of the Troubleshooting Guide, *Correcting or Changing a Client Manager Location*.

If you know that the specified Client Manager location is correct, investigate the lack of Client Manager response from that location (e.g., start with a ping of the Client Manager host from the Desktop Presenter computer, then verify with LightLink Administrator that the Client Manger is running).

- 128: Unspecified error in bash script - take all the lines grouped together where you find this error and email them to Inova Solutions Client Services.
- Other: See if any lines in this log file say that success was not returned - take all the lines grouped together where you find an unspecified error and email them to Inova Solutions Client Services.

3. Search the file `C:\Program Files\Inova Solutions\core\logs\desktop_install.log` regardless of where you are attempting to install the product for these errors. This log file is created if the error occurs before the installer's specific configuration is loaded.
 - Prerequisite Error 1: If Windows Installer 4.5 is not installed, this file will note that.
4. Examine the `<INSTALLDIR>\core\logs\installation_report.log` file. This log file is produced during installation of the LightLink Core. If the failure occurred during the Core install portion of Desktop Presenter installation, then this file might provide information about the specific problem that was encountered.
5. Invalid INSTALLDIR property specified which differs from a preexisting Inova product installation on the same computer. If more than one Inova product is installed using the modular installers, they must all reside in the same root folder.

If an invalid install folder is specified during a silent install, the installer will fail and leave a log file in the folder

```
<Invalid Install>\core\logs\desktop_install.log.
```

This file will say that an invalid folder was specified and will indicate what the correct folder is (i.e. the one with the current Inova products already installed).

The fix for this condition is to run the installer again and not specify the install folder, since the installer will default to the folder containing the other preinstalled Inova products.

Correcting or Changing a Client Manager Location

If the client manager specified during an install is not correct or otherwise needs to be changed, re-run the installer in silent mode with the correct Client Manager location specified as the value for the CLIMGR_ADDRESS property.

Note that re-running the installer in silent mode will not change which Desktop Presenter client applications are installed. See Silent Install Known Issues in Appendix B.

If a properly formed client.ini file exists on the computer in question, you may simply edit it by hand with the correct Client Manager location.