

LightLink Supervisor Installation Guide

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© 2022 Inova Solutions, Inc., a Geomant Company
971 2nd ST S.E.
Charlottesville, VA 22902
434.817.8000
www.inovasolutions.com

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1. Introduction to the Supervisor Installer

The Inova Supervisor installer deploys a suite of applications for administering a LightLink System which are listed and described below.

This suite of applications includes the following:

- **System Manager** - System Manager allows you to monitor messages currently in the system. System Manager displays the LightLink Device Tree showing the Output Channels and Display Groups, as well as the devices assigned to each channel and group. System Manager shows information about the messages associated with the selected node in the Device Tree, as well as the Detailed Message Status for each device on which the message is destined to play that is associated with the selected node in the Device Tree.
- **DataLink Editor**- DataLink allows you to display real-time data values in a customized grid of cells, with or without title bar and/or row and column headings. The Data Value Monitoring feature of DataLink allows you to assign colors, based on data value thresholds, to the grid cells to provide rapid assessment of current business conditions. DataLink editor allows the creation of 'grid files' (*.lld) which define a particular grids' data fields, layout, and threshold values.
- **Message Editor** - Message Editor provides a user interface to create, schedule, preview, edit, and send messages to Displays and Devices. Message Editor allows you to send a message to a single Display, to a group of Displays, or to every Display in your system. These messages can contain formatted text, graphics, audio and real-time data.
- **Tools** - The Bitmap Editor, Log Viewer, and QuickLaunch provide additional LightLink System features. The Bitmap Editor allows for creating site-specific graphical characters to be displayed on LightLink displays.

After installation, you can launch the LightLink Supervisor applications from the Start menu:

Start > All Programs > Inova Solutions > Supervisor Applications

Running the QuickLaunch application from the Start menu puts a quickstart menu into the System Tray for an alternate means of starting the LightLink Supervisor applications; the QuickLaunch is started by default after installation and upon a machine reboot.

The Supervisor applications can be hosted on any workstation that has connectivity to a LightLink Middleware server; they will generally connect to LightLink via the specified Client Manager, but some of the tools operate only on the local workstation.

1.1. Supported 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 of the LightLink modular installers and as such, are treated as a set with version management.

If the Supervisor installer has a newer version of the core than what is already installed, the newer core may not be compatible with other Inova products installed on the same machine, and thus will not be installed.

2. Installation Procedures

To run the Supervisor installer you can either double-click it in a File 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 any LightLink applications are running during an install, the installer may shut them down automatically, depending on the compatibility of the application versions. The installer may present dialogs requesting that some LightLink applications be shut down; if these dialogs appear you may safely shut down the requested applications and continue with the install. These dialogs do not appear for a Silent Install.

2.1. Interactive Install

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 the install location (allowed only if no other Inova products are already installed on this host).

When running interactively the installer will prompt for the Client Manager location, which is the connection to the rest of the LightLink system. This can be the host name or IP address of either your Primary Server or any Secondary Server that is running a Client Manager. The Supervisor installer will also prompt for the Object Bus location; enter the host name or IP address of a LightLink Middleware server running a LightLink Object Bus server. This is usually the Primary Server in your system. All specified servers must be active for the Supervisor Install to complete successfully.

1. Install all needed prerequisites.
2. Run the installer interactively, either from a file Explorer or Command window.
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 Server Locations screen appears. Specify the Hostnames of the Client Manager and the Object Bus hosts. These can be changed later by performing an over-install of the same version and providing the new values.

6. The Ready to Install the Program screen appears; select Install to run the installation with the setup specified in earlier screens.
7. If the Client Manager is not responding at the specified hostname, a prompt dialog asking for this information will appear later on during the installation. Enter the DNS host name for the machine hosting the Client Manager. If you need help determining the correct value for this location, please contact your Systems Administrator.
8. After the install is completed, select the Finish button to exit the installation process.

You have now successfully installed the LightLink Supervisor applications.

2.2. Silent Install

Note: All prerequisites must be installed prior to beginning a silent install.

The Supervisor installer can be run in “silent” mode to facilitate “push” mechanisms of installing the Supervisor applications. Silent mode can only be invoked via the command line and 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.

Here is an example command line for “silent” install with generalized properties:

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

The Supervisor installer 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.

The command below will perform a silent install of the Supervisor applications to the default location with the Client Manager and Object Bus hosts specified as the host name “pb05”:

```
lightlink_supervisor_setup.exe /S /v"/qn  
CLIMGR_ADDRESS=pb05 OBJBUS_ADDRESS=pb05"
```

Here is another silent install example with a user-specified installation location under Program Files and a Client Manager and Object Bus locations specified as an IP address (allowed but not recommended):

```
lightlink_supervisor_setup.exe /S /v"/qn  
CLIMGR_ADDRESS=192.168.55.79 OBJBUS_ADDRESS=192.168.55.79  
INSTALLDIR="C:\Program Files\MyDir\""
```

Important Note: when specifying an install folder whose name includes spaces, special handling is required – see the description of the `INSTALLDIR` property, below.

When run in silent mode there's no feedback outside of the install log files, 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 B – Troubleshooting), to learn how to investigate installation errors.

2.3. Supervisor Installer Properties

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

- **CLIMGR_ADDRESS** - specifies the computer where the Client Manager resides, either by IP Address or DNS host name. The `CLIMGR_ADDRESS` can be changed by performing an over-install of the same version and providing the new property value on the command line.
- **OBJBUS_ADDRESS** - specifies the computer where the Object Bus resides, either by IP Address or DNS host name. The `OBJBUS_ADDRESS` can be changed by performing an over-install of the same version and providing the new property value on the command line.
- **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. The above example shows the proper syntax.

3. Appendix A – Known Issues

3.1. Supervisor Install Location

The Supervisor installer cannot change the folder in which the Supervisor applications are installed when another Inova Solutions product exists on that same computer, nor can it change their location after the initial Supervisor install. One must uninstall all Inova Solutions products and then re-run the Supervisor installer to change the install location.

3.2. 5.7 or Prior Middleware

When installing 5.8 Supervisor against a 5.7 or prior Middleware on a different server, you will need to modify the Middleware Server firewall rules. Change the rules to allow `i_ddsrv.exe` to accept incoming requests from the Supervisor applications and installer.

4. Appendix B – Troubleshooting

4.1. Investigating Installation Errors

This section outlines a process by which someone installing the Supervisor applications 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, in addition to log file entries. However, during silent installs (commonly also known as push installs), these conditions can only be logged to a file.

When a Silent installs fails, it may leave a non-working installation, but because it is silent, it displays no dialogs or evident condition codes. A software distribution application/method ("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 condition 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\supervisor_install.log" where <Install Directory> indicates the user-specified install directory (which typically defaults to "C:\Program Files\Inova Solutions") for the following condition codes:
 - **35:** There is a newer version of the product you are trying to install already installed.
 - **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 condition codes:
 - **13:** An uninstall of a LightLink product detected that there were other LightLink products existing so the LightLink core will not be uninstalled. This is not an error condition.
 - **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 Supervisor installer, rerun the installer to specify the correct 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 Supervisor installer computer, then verify with LightLink Administrator that the Client Manger is running).

- **128:** Unspecified error in bash script - take all of the lines grouped together where you find this error and email them to Inova Solutions Client Services.
 - **Other:** If any lines in this log file say that success was not returned - take all of the lines grouped together where you find an unspecified condition and email them to Inova Solutions Client Services.
3. Search the file "<Install Directory>\core\logs\supervisor_install.log" regardless of where you are attempting to install the product for these conditions. This log file is created if the condition occurs before the installer's specific configuration is loaded.
 - **Prerequisite Error 1:** If Windows Installer 3.1 is not installed, this file will note that.
 - **Supervisor post-configuration script failed.** This error indicates some problem encountered by the supervisor installer after the core install; one reason is a failure to connect with the Object Bus.
 4. Examine the "<INSTALLDIR>\core\logs\installation_report.log" file. This log file is produced during installation of the LightLink Core. If the condition occurred during the Core install portion of Supervisor installer installation, then this file might provide information about the specific problem that was encountered.
 5. **Invalid INSTALLDIR property** specified which differs from a pre-existing 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, which cannot be changed after the initial product install.

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 Directory>\core\logs\ Supervisor_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 pre-installed Inova products.