CTI OS Component Installation

Silent Installation of CTI OS Components

CTI OS supports installation of some CTI OS components in unattended silent install mode. Silent install is supported for the following components:

- CTI OS Agent and Supervisor Desktops.
- CTI OS Agent and Supervisor Desktops under Citrix.
- CTI OS Server.

Note You must be aware of the following for CTI OS silent installation of the CTI OS agent and supervisor desktops:

- You must install .NET 4.0 prior to silent installation.
- You can install only CTI OS agent and supervisor desktops of CTI OS Client; you cannot silently install other CTI OS Client installation options.
- Only fresh silent installation is supported. You must uninstall all previous versions or patches of CTI OS Client prior to silently installing the CTI OS Client.
- Security is not installed when you install Client phones silently. If you need security, run **SecuritysetupPackage.exe** from the installation CD after you complete the installation.

Note Silent uninstall is *not* supported for any CTI OS components.

The silent installation process involves two tasks:

- Creating a response file.

- Using the response file to run CTI OS silent install on other machines.

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Warning Use of silent installations is discouraged, as errors encountered during the install process may go unnoticed and leave the system in an invalid state. If you choose to run installations silently, be absolutely certain that you manually perform the required pre- and post-installation instructions on the target systems.

Create a Response File

The process of creating a response file for use with the CTI OS silent install installs all CTI OS components (CTI OS Agent Desktop, CTI OS Supervisor Desktop, CTI OS Server) that exist on the machine where the response file is recorded. To create a response file for use with the CTI OS silent install, perform the following steps.

Procedure

Step 1 From a command prompt, go to the directory where the CTI OS installation `setup.exe` file is located.

Step 2 Run setup with the following option: `setup.exe /r`.
This outputs a file called `setup.iss` to the <*drive*>:\Windows directory.

Step 3 After the installation is complete, examine the setup log file to verify that installation ran to completion with no errors.
Caution It is critical that you verify that the installation process ran successfully and created a valid response file. Running the CTI OS silent install with an invalid response file can leave your system in an invalid state.

Step 4 Reboot your system.

Run CTI OS Silent Install on Other Machines

After you create a response file on one machine, you can use that response file to run the CTI OS silent install on other machines. To do this, perform the following steps.

Procedure

Step 1 On the machine or machines on which you want to run CTI OS silent install, copy the response file (`setup.iss`) to the same directory where `setup.exe` is located.

Step 2 Run the setup with the following syntax: `setup.exe /s`.

Step 3 When the installation is complete, examine the setup log file to verify that installation ran to completion with no errors.
Caution It is critical that you verify that the installation process ran successfully and created a valid response file. Running CTI OS silent install with an invalid response file can leave your system in an invalid state.

Step 4 Reboot your system.

Uninstall Components

To uninstall the CTI OS components, rerun the Setup program for the previous release and delete the Unified ICM Customer Instance that you specified during CTI OS component setup.

Recover from Failed Installation of CTI OS

If an attempted CTI OS installation fails for reasons such as power failure, disk error, or other similar circumstances, perform the following procedures to recover from the failed installation.

Procedure

Step 1 Uninstall the release, as documented in Uninstall Components.

Step 2 Reinstall the release by performing the procedures documented in the following sections:

- Install CTI OS Server.

- Run Silent Monitor Service Installer.

- Additional Configuration Steps.