

**Unattended Installation of Juggler / Ninja / Mia
(EXE & MSI)
Version 2.6**

(FOR NETWORK ADMINISTRATORS ONLY)

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The actual installation file has been realised as *.EXE file. In order to enable installation via *.MSI files as well, a wrapper technology has been employed.

GPO: Parameter Deployment (e.g. SIP credentials)

Depending on the technical software environment (brand, native, white label), it can be advantageous to distribute SIP credentials via Windows registry.

This procedure does not hand out any SIP user names and SIP passwords to employees. Deposit the SIP credentials via GPO to enable the telephone to be set up automatically without any configuration by hand.

Please store the parameters under the following registry path:

Registry Pfad
Computer\HKEY_CURRENT_USER\SOFTWARE\globaliptel\gpo

GPO parameter deployment for Ninja-SDK:

Registry Name	Typ	N/J	Mia	Daten
displayname_acc_0	REG_SZ (String)	+	+	SIP display name, displayed extension name
username_acc_0	REG_SZ (String)	+	+	SIP user name of configured SIP account 0 (default)
password_acc_0	REG_SZ (String)	+	+	SIP password of the configured SIP account 0 (default)
authusername_acc_0	REG_SZ (String)	+	+	SIP AUTH username of the configured SIP account 0 (default)
realm_acc_0	REG_SZ (String)	+	+	REALM of the VoIP service (please ask the provider)
server_acc_0	REG_SZ (String)	+	+	SIP server of the VoIP service (please ask the provider)
port_acc_0	REG_SZ (String)	+	+	SIP Port des VoIP Services (please ask the provider)
outboundproxy_acc_0	REG_SZ (String)	+	+	SIP Outbound Proxy Server (please ask the provider)
outboundproxyport_acc_0	REG_SZ (String)	+	+	SIP outbound proxy port of the VoIP service (please ask the provider)
LockEnabled	REG_SZ (String)	+		"True" 1 / "False" 0 enables or disables the feature
LockPassword	REG_SZ (String)	+		New password
LockPasswordOld	REG_SZ (String)	+		Old password to set a new one. If a password is to be changed, LockPasswordOld must be specified. Only if the value matches the password, the new password will be applied.
CUNumber	REG_SZ (String)	+		Customer number/invoice number/transaction number (Incorrectly stored licenses can lead to blocking. Intended for new configurations only. Before setup, ensure that the %appdata%/brand directory is deleted).
CULicense	REG_SZ (String)	+		License code
TapilsEnabled	REG_SZ (String)	+		Enable/Disable the TAPI protocol (True 1 / False 0)
TapiLine	REG_DWORD	+		Specify the TAPI line to use (specify the number)
TSPUseServer	REG_SZ (String)	+		Enable/Disable TAPI Server usage (True 1 / False 0)
TSPServerAddress	REG_SZ (String)	+		Address of the TAPI Server (domain name)
TSPServerPort	REG_DWORD	+		TCP Port of the TAPI Server (Default: 21077). Please create FW rule.
identity	REG_SZ (String)	+		Identifier for provisioning
encrypted	REG_SZ (String)	+		1 = password is encrypted, < 1 unencrypted
readonce	REG_SZ (String)	+	+	1 = registry node will be deleted after reading in

Please note the different parameter names for Mia in the XML example.

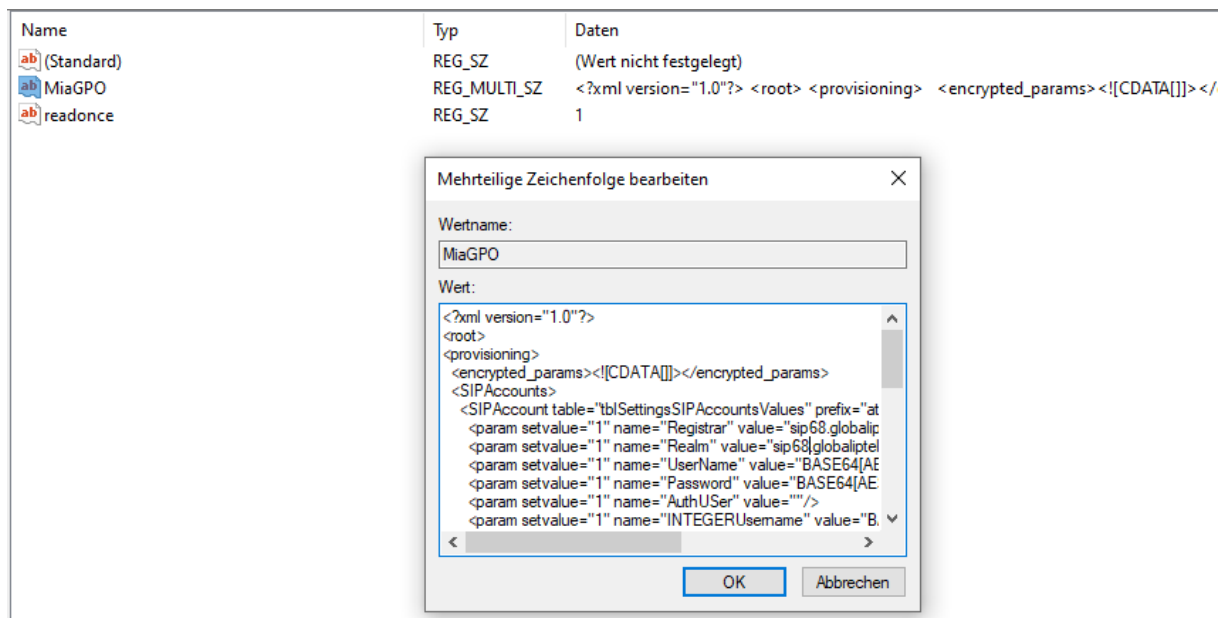
```

1 Windows Registry Editor Version 5.00
2
3 [HKEY_CURRENT_USER\SOFTWARE\globaliptel\gpo]
4
5 "displayname_acc_0"="Hansi Wagner (195)"
6 "username_acc_0"="777asdfasdaa"
7 "password_acc_0"="khsdfasdFq42f"
8 "authusername_acc_0"="AUTHUSER_777asdfasdaa"
9
10 "realm_acc_0"="<sipprovider>.com"
11 "server_acc_0"="<sipprovider>.com"
12 "port_acc_0"="5060"
13 "outboundproxy_acc_0"="outbound.<sipprovider>.com"
14 "outboundproxyport_acc_0"="5061"
15
16 "LockEnabled"="0"
17 "LockPassword"="new_12345"
18 "LockPasswordOld"="old_12345"
19
20 "CustomerNumber"="5265245"
21 "ActivationID"="AAAA-BBBB-CCCC-DDDD-EEEE"
22
23 "TapiIsEnabled"="1"
24 "TapiLine"="5"
25 "TSPUseServer"="0"
26 "TSPServerAddress"="my.tapi.server"
27 "TSPServerPort"="12345"
28
29 "identity"="customer_ref_12345"
30 "encrypted"="0"
31 "readonce"="1"
32

```

GPO parameter Deployment for Mia-SDK:

Registry Name	TYP	Daten
MiaGPO	REG_MULTI_SZ	<pre> <?xml version="1.0"?> <root> <provisioning> <SIPAccounts> <SIPAccount table="tblSettingsSIPAccountsValues" prefix="attr_SIPAcc" UniqueIDofAccount="SIP_1"> <param setvalue="1" name="DisplayName" value="" /> <param setvalue="1" name="UserName" value="" /> <param setvalue="1" name="Password" value="BASE64[AES_ENCODED_VALUE]" encrypted="1"/> <param setvalue="1" name="AuthUser" value="" /> <param setvalue="1" name="Registrar" value="<sipserver>.com"/> <param setvalue="1" name="SIPPort" value="5060"/> <param setvalue="1" name="Realm" value="<sipserver>.com"/> <param setvalue="1" name="SocketType" value="UDP"/> <param setvalue="1" name="RegistrarOutbound" value="<sipserver>.com"/> <param setvalue="1" name="SIPPortOutbound" value="5060"/> <param setvalue="1" name="DNSServer" value="0"/> <param setvalue="4" name="Anonymous" value="0"/> <param setvalue="4" name="DTMFInbandOutband" value="1"/> <param setvalue="4" name="UseExternalIP" value="1"/> </SIPAccount> </SIPAccounts> <CSTAParams table="tblSettingsMenuGroupValues"> <param setvalue="4" name="attr_HardphoneIPAddressOfTSP" value="<FQDN or IP>" /> <param setvalue="4" name="attr_HardphoneTSPLine" value="<TAPI Line>" /> <param setvalue="4" name="attr_IPAddressOfTSP" value="<FQDN or IP>" /> <param setvalue="4" name="attr_TSPLine" value="<TAPI Line>" /> </CSTAParams> </provisioning> </root> </pre>
readonce	REG_SZ (String)	1 = registry node will be deleted after reading in



Permitted parameters for the Mia SDK environment can be obtained from the service provider.

For a correct configuration, please consult always your service provider! As default the configuration data can only be read in combination with a provisioning service. Please consult us if the function is need to be used without a provisioning service.

The parameter "identity" is required as an auxiliary parameter for special software versions (Brands).

Using this identifier, the service provider can provide an automated, customized configuration of the software settings (provisioning). These settings are read automatically when the software is started. Brand partners handle these options individually and must be inquired about in detail.

The "encrypted" parameter defines whether the "password_acc_0" parameter is encrypted. The value "password_acc_0" is unencrypted if no entry is made or if the entry is not equal to "1". The encryption is based on AES 256 CBC.

As long as an admin cannot generate his own, individual "ADMIN" keys for the encryption and decryption process, or as long as there is no possibility of a unique assignment of a key, the data can be protected by a "minimal procedure". The procedure only serves to prevent immediate access by the employee. The "minimum procedure" can in no way be used as a real "protection" without an individual password for the AES encryption.

The password is usually stored in an admin portal and transferred to the software using a secure provisioning.

Further information on the procedure can be obtained from the service provider (brand partner) or our sales partner.

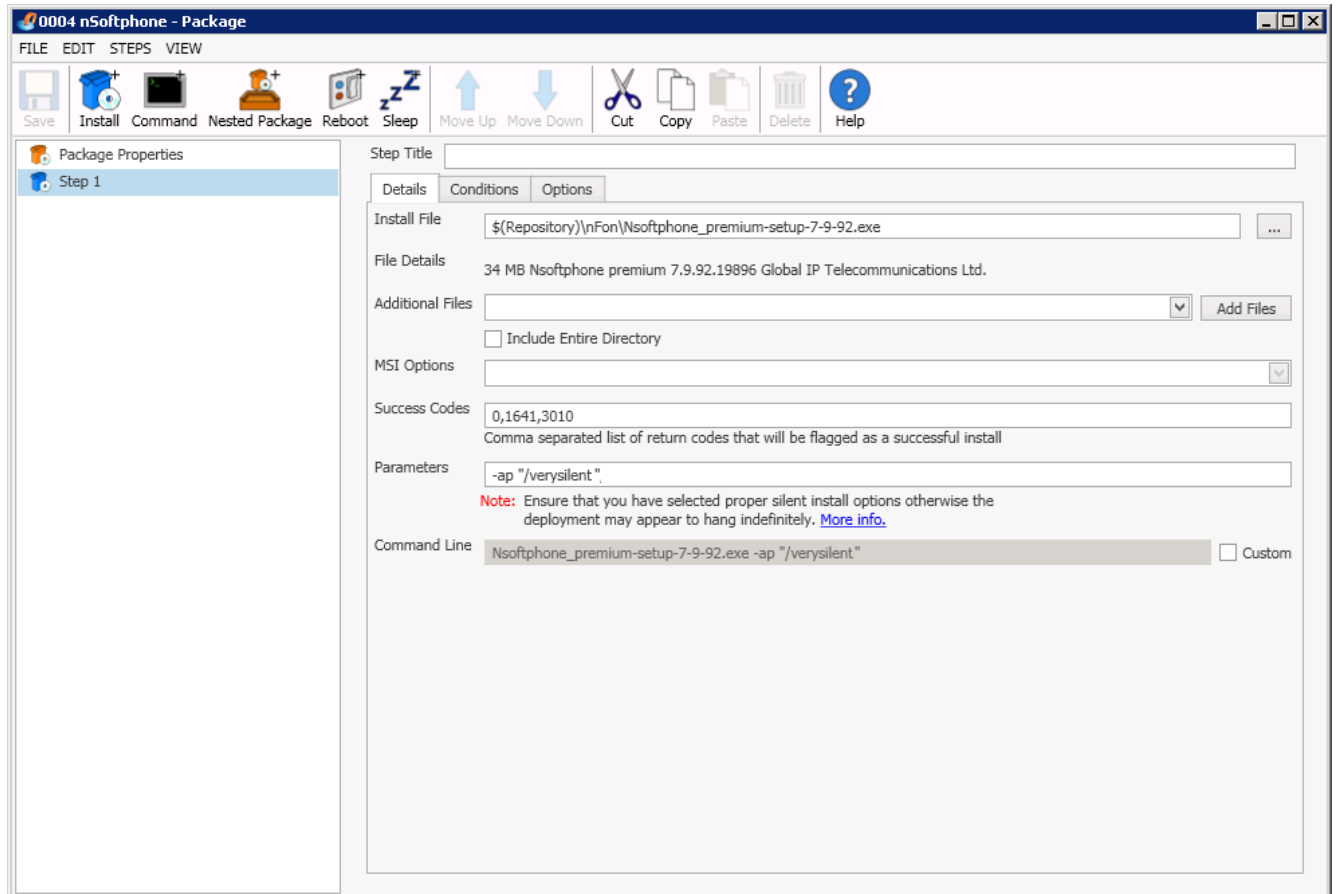
Installation via EXE file:

Please observe that the Setup (.exe) file can only be executed with a single shell parameter. This parameter comprises the entire parameter set encapsulated in two apostrophes as shown here:

<myExecutable> -ap „<Parameter Pairs>“

There exists no other means to pass parameters.

A number of solutions for software deployments exist. A very widespread system that can handle **MSI** and **EXE** files is a solution called „PDQ Deploy“ (<http://www.adminarsenal.com>).



Creation of an Installation script as batch file:

```
***** CMD Start
@echo off
echo launch test installation
pause
START <filename>.exe -ap "/verysilent /OTL=1 /TAPI=1"
pause
***** CMD End
```

This example shows a PDQ Deploy Package Profile. The installer executable is specified in „Install File“.

The shell command parameters are specified in „Parameters“, e.g.:

`-ap "/verysilent /OTL=1 /TAPI=1"`

Configurable parameters:

- `/StartSoft=1` 0|1 determines if the softclient launches automatically after the installation
- `/OTL=1` 0|1 determines if the Outlook AddIn is installed or not
- `/TAPI=1` 0|1 determines if TAPI support is installed or not

Additional command line parameters:

- `/silent` Installation is visible on the screen and the user can break the installation process.
- `/verysilent` Installation is performed in the background. The user sees nothing.
- `/SUPPRESSMSGBOXES` Suppresses status windows (only works in conjunction with `/silent` or `/verysilent` and if options would be displayed: e.g. overwrite or cancel)
- `/log` Creates a log file "Setup Log<Date>.txt" file in the TEMP Directory (%TMP%).

Example:
phone.msi WRAPPED_ARGUMENTS="-ap ""/verysilent /log"""
- `/NORESTART` Suppresses restarts

After installation, the software starts automatically for the user that the installation was executed for (/StartSoft=1). If the installation is performed as „Admin“, the configuration files are stored in the „Admin“ user profile and **NOT** in the profile of the actual user.

***Setup, Installer, Update, Patch, Upgrade** files are automatically launched with administrator privileges by the „Installer Detection Technology“ (since Windows VISTA) regardless of the actual level of the user account. Software that is installed from the user level with administrator privileges is being launched via autostart from the setup as administrator and not as user. Please avoid using the previously listed file names.*

Uninstallation:

In the application directory you'll find the „uninstall“ application (e.g.: **C:\Program Files (x86)\myPhone\unins000.exe**), which can as well be executed with the parameters /SILENT or /VERYSILENT. Regardless of the deployment software needs the uninstall call to be present in the deployment package or there must be an independent process for this.

PDQ FAQ Link:

<http://www.adminarsenal.com/admin-arsenal-blog/silently-uninstall-just-about-anything/>

Installation via MSI File:

The MSI file is a wrapper for the actual installer. This means that the installation is being initialized as MSI, but the actual installation is executed by the *.EXE standard setup. For technical reasons not all *.MSI parameters are supported. If you use a pure MSI deployment tool, you'll anyways experience great support and ease of use.

Please do not forget that this is a workaround for MSI!

Variant 1 /i/q

The setup is executed invisibly by the MSIEXEC parameter /q. The MSI Handicap is, that the MSI GUID will not be created by the wrapper. The advantage is an easy and invisible handling. *When uninstalling the software, the path of the Uninstall.EXE has to be called.*

Example of an installation

```
@echo off
echo Testinstallation starten
pause
START msiserver /i "C:\softphone.msi" /passive /q WRAPPED_ARGUMENTS="-ap
"/verysilent /OTL=0 /TAPI=0 /StartSoft=0""
pause
```

Example of an Uninstall - UNINSTALLER PATH

```
@echo off
echo Deinstallation starten
pause
"C:\Program Files (x86)\softphone\unins000.exe" /verysilent
pause
```

Variant 2 /i

A minimum window of the MSIEXEC will be displayed during the installation and uninstallation. The MSI GUID will be created, so the uninstallation via MSIEXEC is also possible.

The MSI Handicap is, that the unattended installation is always only possible with a next higher program version. If the very same MSI package is installed using /verysilent, all parameters will be ignored and the installation user interface is displayed.

If a downgrade or a Re-installation of an already installed *.MSI packages is required, you can enforce your action by deleting the registry key to the already installed *.MSI.

You'll find the registry key under [\[HKEY_CLASSES_ROOT\Installer\Products\]](#)

Passive installation without the possibility to interact is subsequently possible.

Beispiel der Installation

```
@echo off
echo Testinstallation starten
pause
START msixexec.exe /i "C:\softphone.msi" /passive WRAPPED_ARGUMENTS="-ap
""/verysilent /OTL=0 /TAPI=0 /StartSoft=0""
Pause
```

Beispiel der Deinstallation GUID

```
@echo off
echo Deinstallation starten
pause
START msixexec.exe /x {0D910137-992B-4925-B6CF-2DB188149041} /passive
pause
```

Beispiel der Deinstallation UNINSTALLER_PATH

```
@echo off
echo Deinstallation starten
pause
"C:\Program Files (x86)\softphone\unins000.exe" /verysilent
Pause
```

Beispiel der Deinstallation MSI

```
@echo off

echo Deinstallation starten
pause
START msixexec.exe /x "C:\softphone.msi" /passive
pause
```

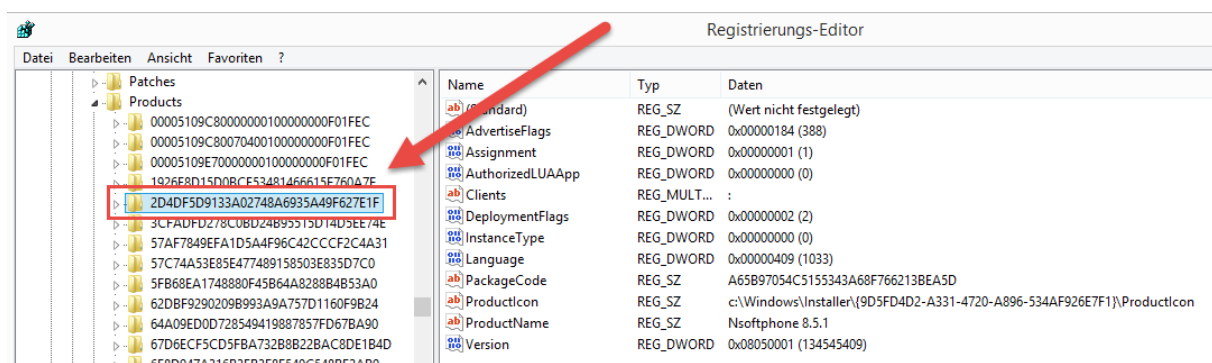
What to do with new program versions:

Passive installation without setup user interface is possible.

```
msiexec.exe /i "c:\8-5-0.msi" /passive WRAPPED_ARGUMENTS="-ap ""/verysilent""
```

```
msiexec.exe /i "c:\8-5-1.msi" /passive WRAPPED_ARGUMENTS="-ap ""/verysilent""
```

Downgrade or Re-installation of an already installed MSI packages in passive mode



If a downgrade or a Re-installation of an already installed *.MSI packages is required, you can enforce your action by deleting the registry key to the already installed *.MSI.

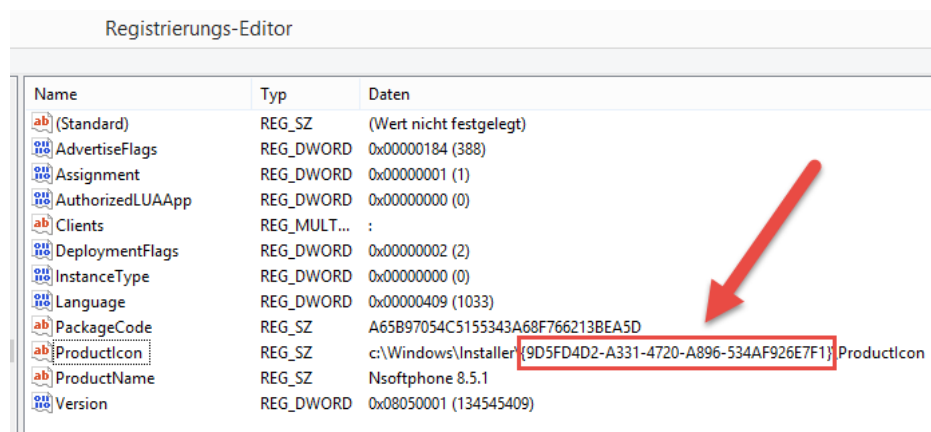
You'll find the registry key under [\[HKEY_CLASSES_ROOT\Installer\Products\]](#)

Passive installation without the possibility to interact is subsequently possible.

Where can I find the MSI Installer GUID?

Registry Path: [\[HKEY_CLASSES_ROOT\Installer\Products\]](#)

msiexec.exe /x {9D5FD4D2-A331-4720-A896-534AF926E7F1} /passive



MSI uninstallation when a new program version is available and if *.EXE and *.MSI installations are mixed:

By passively installing *.MSI files, all shortcuts are being set automatically and correctly. If updates are installed via automatic service updates or you install accidentally or willingly *.EXE setup files, you will later find two different entries under „Programms“. This has no effect on the functionality and both entries actually point to the same files.

Programm deinstallieren oder ändern

Wählen Sie ein Programm aus der Liste aus, und klicken Sie auf "Deinstallieren", "Ändern" oder "Reparieren", um es zu deinstallieren.

Name	Herausgeber	Installiert am	Größe	Version
Nsoftphone 8.5.1		27.01.2016	37,2 MB	8.5.1.20019
Nsoftphone Standard 8.5.1		27.01.2016	99,9 MB	8.5.1.20019

In this case you can perform a standard uninstallation with `msiexec.exe /x {9D5FD4D2-A331-4720-A896-534AF926E7F1} /passive`

The following installation of an *.MSI packages automatically corrects the entries in "Programms".