

UC-One Connect for Desktop: Installation Guide

I. Installation

The UC-One Connect desktop client installation is performed by an installation wizard. The installation procedure is simple and does not require the user to select many options. In this UC-One Connect desktop release, an MSI installer based on a wrapped exe installer is also supported. When the installation is upgraded, the language last used in the UC-One client is chosen automatically.

During installation, the user can select the following options after the .exe file is executed:

Install on Windows:

- Agree to the license agreement.
- Run when system starts.
- Create a desktop icon.
- Select the destination folder for installation.
- Select the name of the software in Program menu.
- Launch the client after installation.

Install on OS X:

Installation on Mac is started by double-clicking on the downloaded .dmg file. In the subsequent install dialog box, the application is installed by dragging the application icon to the Applications directory.

It is not recommended to install several client versions on one machine at the same time since it is not an officially supported configuration. However, it is technically possible to install several versions, for example, for limited testing purposes using different installation paths and application names. Running two clients at the same time is not supported.

II. Installation Options

Many command line options are supported when utilizing the MSI. The most common command line options are shown below

Note that in the following examples, the executable installer name is located in the root directory. In these examples, its name is UC-One.msi. In all cases only one value is chosen per command option – “1” or “0” – where 1 is TRUE and 0 is FALSE.

The “/quiet” option for a silent installation is supported. The silent installer can be used, for example, for a mass-install deployment. It uses default installation options; hence, autorun is enabled, and desktop short cut provided but only if a system account is used. In remote installation deployments where the installer could be running in system account/user context, it is necessary to also use the ALLUSERS option that will configure auto-run and desktop shortcuts for all users.

It is not recommended to install several client versions on one machine at the same time since it is not an officially supported configuration. However, it is technically possible to

install several versions, for example, for limited testing purposes using different installation paths and application names. Running two clients at the same time is not supported. An example of a silent installation using the command line interface on Windows is as follows.

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi" /quiet
```

Note that in the previous example, the executable installer name is located in the root directory. Its name is *UCOne.msi* and it is followed by the */i* and */quiet* switches. In general, it is recommended that all programs, in particular Outlook, must be exited before installing Communicator with */quiet*. When using the */i* switch, the installer path should be specified.

In addition, the `INSTALL_ROOT` msi property for specifying the installation directory is supported (see the following example where a "Test" directory is used for installation).

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi" /quiet  
INSTALL_ROOT="C:\Program Files\Test"
```

For administrator usage, there is also a command line switch to install the client for all users of the desktop device. Some previous versions automatically installed the client for all users but to better support all silent installation use cases, the following switch has been added. Without this switch, installation only takes place for the installing user. Capital letters are used.

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi"  
/ALLUSERS=1
```

Note that Release 22.1.0 and later no longer by default attempts to write the necessary registry key values to enable the dial pad in Lync. Instead, this functionality can be enabled using another command line switch (or using the installer UI).

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi"  
ENABLE_S4BADDIN_WITH_DIALPAD=1
```

When the S4B branding option is enabled, the installer checks that the system has a valid version of the .NET framework installed. The previously used installer flag for Lync/S4B integration is taken back into use starting with Release 22.3.0. See the following for an example.

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi"  
ENABLE_S4BADDIN=1
```

To disable the built-in S4B component, use explicit false value with the parameter.

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi"  
ENABLE_S4BADDIN=0
```

Release 21.3.0 introduced a new command line option to not use the default "Run this program when system starts" option.

```
C:\> msiexec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi" NOSTART=1
```

Without this option, the installation uses the "Run this program when system starts" option. If MSI installer is run in admin mode and the default "Run this program when system starts" option is enabled, end users cannot change this setting.

Release 22.0.0 introduced an installation option to enable or disable the Outlook Add-in.

```
C:\> msixec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi"  
ENABLE_OUTLOOK_PRESENCE=1
```

Release 3.9.0/22.9.1 installer also supports the desktop shortcut command line option as follows.

```
C:\> msixec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi"  
DESKTOP_SHORTCUT=1
```

Installer log file can also be specified using standard msixec procedures. This extremely helpful to troubleshoot the installation process.

```
C:\> msixec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi" /lv  
logfile.txt
```

Several options can also be used in the same command with MSI. In addition, extra logging onto a file can be enabled if needed as shown in the following example, using msixec procedures.

```
msixec /i "C:\Packages\UC-One.bc-uc.win-3.9.0.12345.msi" /quiet  
INSTALL_ROOT="C:\Program Files (x86)\BroadSoft\UC-One" /l*vx  
"C:\Users\bsupdate_installer.log" ENABLE_OUTLOOK_PRESENCE=1
```

III. Uninstall

Windows “uninstallation” does not require the user to select any options. With Mac, uninstalling is performed by simply dragging the application folder from the Applications directory to the trash can.

All files are deleted at uninstallation, except for the following files:

- Windows
 - Registry entries
 - Account files are only deleted when explicitly allowed by the end user on Windows
- OS X
 - No account files are deleted by OS X uninstallation