

# Installing MobilePBX™ using Group Policy

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Document: MPBX-GP-Install-100

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## Introduction

This document describes how to configure group policy to install BluePosition MobilePBX™.

The guide is not intended to be a manual in software deployment using group policy. Refer to Microsoft® documentation for further information on group policy and group policy based software deployment.

The guide assumes reader knowledge of group policy concepts and the Group Policy Management Console, as well as Active Directory Organizational Units and related concepts.

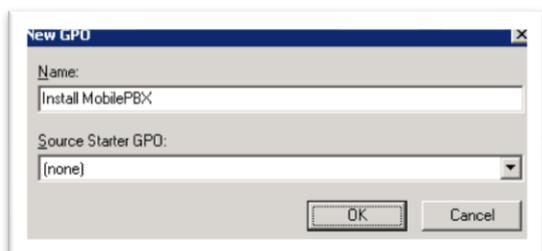
Note: BluePosition does not offer support for group policy creation, configuration, or trouble-shooting.

**Important:** The MobilePBX™ MSI based installer is intended for group policy based deployment only. Using it as a regular installation program is not a supported configuration, and may break your MobilePBX™ installation.

## Adding MobilePBX™ to a Group Policy

To assign the MobilePBX™ installer to a group policy object, open the Group Policy Management Console on a domain controller.

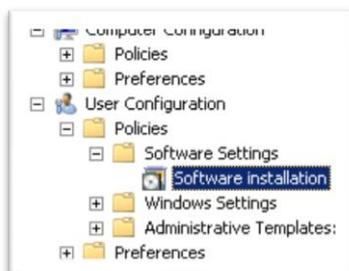
Right-click the organizational unit where you would like the new policy applied, and select “Create a GPO in this domain, and Link it here...”



Give the new GPO a name and click OK.

Next, right-click the new GPO and click “Edit...”.

Navigate to the “Software installation” folder inside the “User Configuration” subtree:

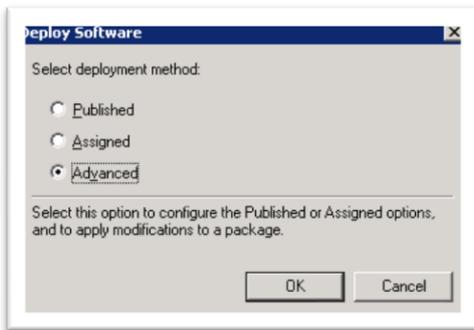


Note that MobilePBX™ must be installed from the User Configuration part of the group policy, as the installer requires access to the user's profile.

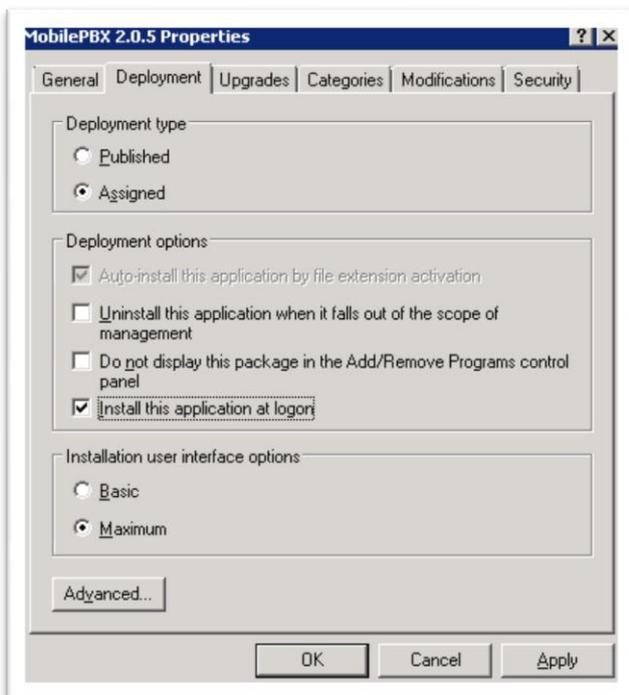
Right-click the "Software installation" branch in the tree and select "New->Package...".

Select "Setup-MobilePBX.msi" as the package to install.

Select "Advanced" as the deployment method. This is necessary to configure further steps below.



In the Properties window open the "Deployment" tab and select "Assigned" as the "Deployment type", and "Install this application at logon" in "Deployment Options":



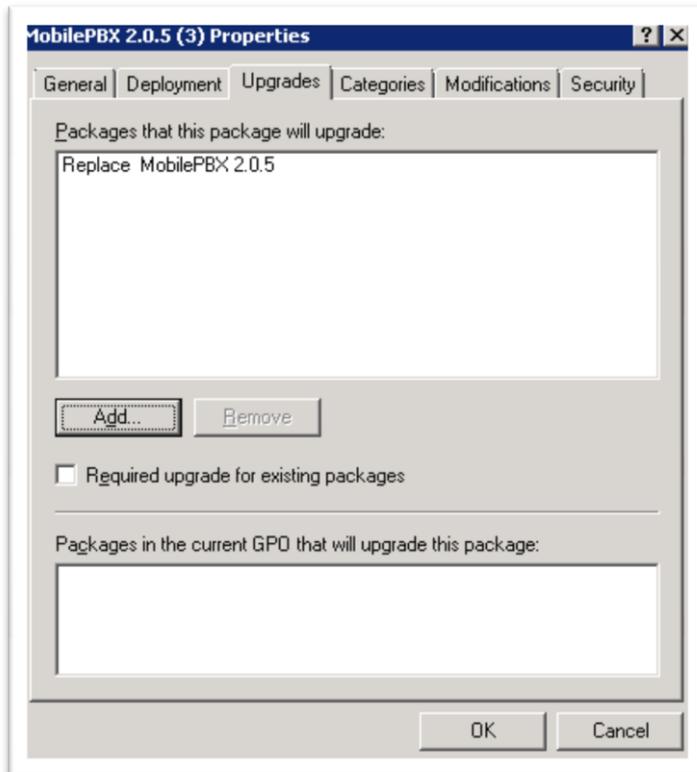
Now you can click "OK" to store the GPO.

The next time a user in the selected organizational unit logs on to their computer, the group policy software deployment will take care of installing the package.

Note, that due to Windows' "Logon Optimization", you may have to reboot the target computer twice before the installation is performed.<sup>1</sup>

### Upgrading

If you are upgrading a previously group policy based MobilePBX™ installation, you should perform the same steps as a new installation, and finally add the old deployment package to the "Upgrades" tab:



Also check the "Required upgrade for existing packages" to for clients to automatically upgrade.

Note that you must not remove the old MSI file before all clients have upgraded. If the clients cannot access the old MSI file, they are unable to uninstall the old version of MobilePBX™. This will make the upgrade fail.

Be aware that user settings are lost during the old version uninstall process. You can provide default user settings using a Windows™ registry export file. This procedure is described on page 6.

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<sup>1</sup> <http://msdn.microsoft.com/en-us/library/Aa374350>

## Customize Group Policy installation

Since there is no user input in the group policy based installation, it is possible to customize some of the MobilePBX™ installation parameters using an INI file. To preset some MobilePBX™ program settings, the settings can be provided using a Windows™ registry export file (.reg).

### Setup customization

The INI file must be called “Setup-MobilePBX.ini”, and it must be located in the same folder as the MSI file used for the group policy software deployment package.

The parameters which can be set are described in the table below. All the parameters must be after the first line containing only the text “[Global]”. Comments may be added to the file with lines starting with semi-colon (“;”).

Parameter	Description
<b>Targetdir</b>	The installation target directory. Default is %PROGRAMFILES%\MobilePBX (or %ProgramFiles(x86)%\MobilePBX for 64-bit Windows.
<b>Language</b>	MobilePBX™ language. Default is “Danish”. The possible languages can be seen in the language selection dialog of the EXE based installer.

### MobilePBX™ customization

It is possible to provide MobilePBX™ with configuration parameters by supplying the MSI file with a Windows™ registry export file. The file must be called “Setup-MobilePBX.reg”, and it must be located in the same folder as the MSI file used for the group policy software deployment package.

The best way to create the file is to install MobilePBX™ using the EXE-based installer on a lab computer and configure all the settings. Next, export the MobilePBX™ settings by exporting the key HKEY\_CURRENT\_USER\Software\BluePosition\MobilePBX to a file.

You should edit the file to remove settings which should not necessarily be distributed to all uses. It is recommended that the calendar related settings, “Status server”, and the “Licensing” subkey are kept.

Note that the “Language” setting can be supplied both here and using the “Setup-MobilePBX.ini” file. The setting in the INI file takes precedence if both are present.

You should examine all the settings the file to check whether they are applicable to all the client computers which will have MobilePBX™ assigned using group policy.

After changing “Setup-MobilePBX.reg” you should always try to import it manually by double-clicking it to check whether the Windows™ Registry editor can still read the file.

### Troubleshooting

In case of problems with the installation, look at the Windows event logs for problem details. The MobilePBX™ MSI based installer will also log to the TEMP folder, if it is able to.

The Windows group policy installer (Application Management) may log the following messages to the Windows event log in case of problems:<sup>2</sup>

Log message	Possible resolution
Failed to apply changes to software installation settings. The error was: The group policy framework should call the extension in the synchronous foreground policy refresh.	Restart the computer. Due to the Windows logon optimization feature, the group policy updates are normally applied asynchronously. Software installation must be done synchronously. The installation will run when the computer is rebooted.
The install of application MobilePBX 2.0.5 from policy Install MobilePBX failed. The error was: The installation source for this product is not available. Verify that the source exists and that you can access it.	The MSI package for the referenced product version has been removed from its original location. Never remove the MSI files unless you are absolutely certain that no computers have that specific version installed. The problem can be resolved by restoring the missing MSI file.
Product: MobilePBX -- Error 1303. The installer has insufficient privileges to access this directory: C:\Program Files\MobilePBX. The installation cannot continue. Log on as administrator or contact your system administrator.	The user to which the group policy is assigned – the user who logs on to the target computer – does not have write access to the folder specified in the error message. The user must have the ability to install programs for the group policy software distribution to work.

In case of problems, also look for log messages from MSIInstaller in the Windows event log.

If the log messages indicate that the installation was performed successfully, but the product is not installed, then wait a few minutes. The Windows MSI installer may still be working.

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<sup>2</sup> The Application Management log entries are in the Application event log on Windows XP™, and in the System event log on Windows Vista™ and Windows 7™.

You can force client computers to reinstall the assigned software by right-clicking the software in the Group Policy Management Console and selecting “All tasks->Redeploy application”. The reinstallation will be performed the next time the group policy is applied, ie. at reboot.