



Installation Guide - Client

Rev 1.5.0

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Introduction

IntraNomic requires components to be installed on each PC that will use IntraNomic. These “IntraNomic Client Controls” provide advanced functionality such as the “IntraNomic Messaging”, “Office Integration” and “Spell Checker” features.

The “IntraNomic Client Components” can be installed via either of the following methods:

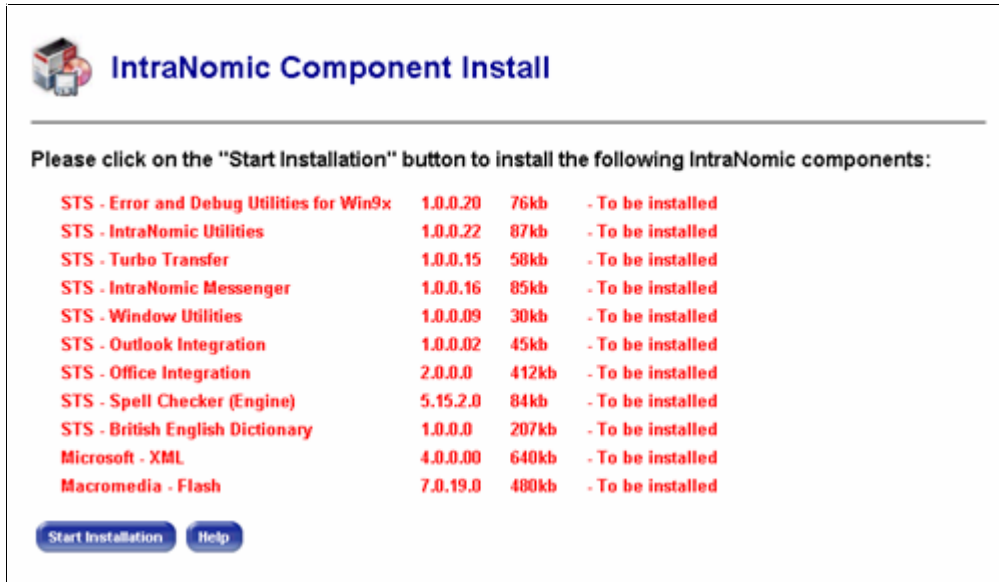
- 1) When IntraNomic is first started on a PC
- 2) Transparently via the Microsoft Active Directory Group Policy

Note: StyleTech recommend the second option “Transparently via the Active Directory Group Policy”.

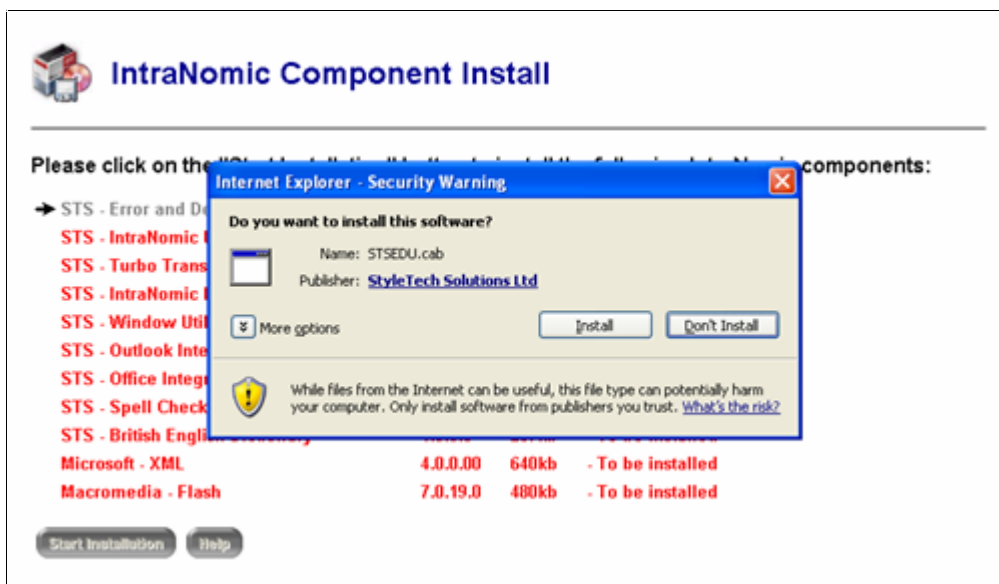
Note: The “IntraNomic Client Components” are fully compatible with the Microsoft Windows XP SP2 “Data Execution Prevention” (DEP) feature.

Method 1: When IntraNomic is first started on each PC

With this method of installation, you are shown the following screen when you first start IntraNomic:



Each person then has to click on the “Start Installation” button. Once the installation is started, each person then has to “Confirm” each component install, by clicking on the following “Install” button:



Method 1: When IntraNomic is first started on each PC continued.

The following list contains the **disadvantages** to this type of installation:

- Each person must have at least a Windows Security clearance of “Standard User (Power User)”. Once the “IntraNomic Client Components” have been installed, the person can operate IntraNomic at the lowest Windows Security clearance of “Restricted User (User)”
- This installation requires intervention from the person operating the PC, which may involve extra training investment

The following list contains the **advantages** to this type of installation:

- This type of installation ensures that IntraNomic will not operate until all the “IntraNomic Client Components” are installed correctly (e.g. it’s a fallback)
- This type of installation works for the pre Windows 2000 (older) versions of the Windows Operating System (e.g. Windows 98)

The “Transparently via the “Active Directory Group Policy” option overcomes the above disadvantages.

Method 2: Transparently via the “Active Directory Group Policy

Active Directory - First Time Installation

The following instructions should be followed if you are installing the “IntraNomic Client Components” for the first time via the “Active Directory Group Policy” method.

The “Active Directory Group Policy” method installs the “IntraNomic Client Components” on each defined PC, regardless of the Windows Security clearance of the person operating the PC (e.g. Administrator, Standard or Restricted).

Note: The main disadvantage to using the “Active Directory Group Policy” method is that it only works for those PC’s that are running the Windows 2000 (or higher) Operating System. Any PC’s that are still running Windows 98 will have to use “Method 1: When IntraNomic is first started on each PC”.

With the “Active Directory Group Policy” method, the person operating the PC is unaware of the “IntraNomic Client Component” install. The “IntraNomic Client Components” are installed during the start up of the Windows Operating System (e.g. just before the CTRL + ALT + DELETE prompt).

The following steps show you how to setup the “IntraNomic Client Component” via the “Active Directory Group Policy”:

- 1) Download the “IntraNomic Client Components.msi” file from the IntraNomic web site (<http://www.intranomic.com>)
- 2) Create a folder (e.g. “IntraNomic Client Components”) on a network server and “Share” that folder.
- 3) Create a sub folder (e.g. “IntraNomic Client Components \v1.3”) and place the “IntraNomic Client Components.msi” file into that sub folder
- 4) On the “Share”, assign the “READ” privilege to the “Domain Administrator” and the “Domain Computers” group (or all of the “Computer Names” that will be installing the “IntraNomic Client Components”)

Note: The “Domain Computers” group is an “Active Directory” group that automatically contains all of the client and server computers.

Method 2: Transparently via the “Active Directory Group Policy continued.

Note: The “Domain Administrator” needs access to the “Share”, so they can create the “Software Installation” entry within the “Group Policy”.

Note: The “Computer Names” need access to the “Share” (rather than the “User Names”), as the “Software Installation” is performed before a “User” has logged in.

- 5) From a Windows 2000-based computer in the domain, log on as a “Domain Administrator”, and then start the “Active Directory Users and Computers” snap-in
 - 6) From the “Active Directory Users and Computers” snap-in, click the container (e.g. Domain) you want the “Group Policy” linked to. Right click that container, click “Properties”, and then click the “Group Policy” tab
 - 7) Either create a new “Group Policy” or click to select an existing “Group Policy”
 - 8) Once the “Group Policy” is selected, click “Edit”
 - 9) Under “Computer Configuration”, expand the “Software Settings” option and select “Software Installation”
- Note:** The “Computer Configuration” performs a “full install” whilst the “User Configuration” only performs a “partial install”, IntraNomic requires the “full install”.
- 10) Right click on “Software Installation” and select “New” then “Package...”
 - 11) Select the “IntraNomic Client Components.msi” file from the sub folder within the “Share”

Note: If the “IntraNomic Client Components.msi” file resides on the local hard disk, do NOT use a local path, instead use a UNC path (such as \\servername\sharename\path\IntraNomic Client Components.msi). Otherwise, the PC’s that try to install the package will look on their local hard disks, which will cause the installation to fail.

Method 2: Transparently via the “Active Directory Group Policy continued.

12) All other inputs within the tab can remain as their default

13) Click “Ok” to return

When any PC starts that has access to the selected “Group Policy”, the “IntraNomic Client Components” will be automatically installed before the CTRL + ALT + DELETE prompt.

Once you have logged onto your PC, you can start IntraNomic without being shown the “IntraNomic Component Install” screen (shown within “Method 1”).

Note: You can view the “IntraNomic Client Components” installation entry within the “Add / Remove Programs” applet within the “Control Panel”.

Note: If the “IntraNomic Client Components” installation, fails for a PC, you can view the reason for the failure via the PC’s “Event Viewer”

Note: If you setup the “IntraNomic Client Components” within the default “Group Policy”, the “IntraNomic Client Components” will be installed on all PC’s and Servers. It is recommended that you create a “Group Policy” that is applied to only the PC’s that will be accessing IntraNomic.

Method 2: Transparently via the “Active Directory Group Policy continued.

Active Directory - Upgrade

The following steps should be followed when an upgraded version of the “IntraNomic Client Components” is released. These steps show you how to update your existing “IntraNomic Client Components” entry within the “Active Directory Group Policy”.

- 1) Download the new version of “IntraNomic Client Components.msi” file from the IntraNomic web site (<http://www.intranomic.com>)
- 2) Within the already established “Share”, create another sub folder (e.g. “v1.4”) to hold the MSI package (we recommend that you leave the previous “IntraNomic Client Components” files)
- 3) From a Windows 2000-based computer in the domain, log on as a “Domain Administrator”, and then start the “Active Directory Users and Computers” snap-in
- 4) From the “Active Directory Users and Computers” snap-in, click the container (e.g. Domain) you want the “Group Policy” linked to. Right click that container, click “Properties”, and then click the “Group Policy” tab
- 5) Select the appropriate “Group Policy” and click “Edit”
- 6) Under “Computer Configuration”, expand the “Software Settings” option and select “Software Installation” (you should see the current “IntraNomic Client Components” entry)
- 7) Right click on “Software Installation” and select “New” then “Package...”
- 8) Select the new “IntraNomic Client Components.msi” file from the network location

Note: If the “IntraNomic Client Components.msi” file resides on the local hard disk, do NOT use a local path, instead use a UNC path (such as \\servername\sharename\path\IntraNomic Client Components.msi). Otherwise, the PC’s that try to install the package will look on their local hard disks, which will cause the installation to fail.

- 9) All other inputs within the tab can remain as their default

Method 2: Transparently via the “Active Directory Group Policy continued.

10) Click “Ok” to return

You should now see the new “IntraNomic Client Components” entry in the list of software, with “upgrade” references to the previous version.

As each PC within the “Group Policy” is restarted, they will automatically install the new version of the “IntraNomic Client Components”.

Note: You can remove a previous version of the “IntraNomic Client Components” if you prefer or leave all “IntraNomic Client Component” entries within the “Active Directory Group Policy”. If you do remove a previous “IntraNomic Client Component” entry, we recommend that you remove it once the new version has been installed on all required PC’s. If you remove the entry before the new version has been installed, the PC will first remove the “IntraNomic Client Components” before installing the new version, which will slow down the Windows start-up procedure.

Installation Issues

This section contains information on potential issues and resolutions with the “IntraNomic Client Components” installation.

Note: Please visit the “Support” section within www.IntraNomic.com to view a complete list of “IntraNomic Client” installation issues and resolutions.

Issue: I have just installed Microsoft Office onto my PC, but the IntraNomic Office Integration “pull down menu” options are not appearing?

Resolution: If the “IntraNomic Client Components” have been installed via the “Active Directory Group Policy” before Microsoft Office is installed, you will not be shown the IntraNomic Office Integration “pull down menu” options. This is because the “Active Directory Group Policy” only installs the IntraNomic Office Integration if Microsoft Office is already installed on the PC.

To install the IntraNomic Office Integration, you will need to run either of the following procedures with a local Windows Security “User” of either “Power” or “Administrator”:

- 1) Start IntraNomic and install the “Office Integration” via the “IntraNomic Client Component” installation screen

or

- 2) From the “Add / Remove Programs” option within the “Control Panel”, select the “IntraNomic Client Components” entry. Once selected, click the “Change” button and then the “Repair IntraNomic Client Components” options

Installation Issues continued.

Issue: The IntraNomic Client Component installation fails on Windows XP machines when the installation is performed via the “Active Directory Group Policy”?

Resolution: Windows XP uses a feature called “Fast Logon Optimization” to reduce the amount of time it takes for the logon dialog to display. The “Fast Logon Optimization” feature makes the “Active Directory Group Policy” installation a two re-start process.

The first time Windows XP starts it registers that a software install is required, but it does not actually perform the install until it is re-started. If you look within the “Application Event Log” after the first start-up, you will see the following message:

“The assignment of application IntraNomic Client Components from policy IntraNomic Client Install failed. The error was: The group policy framework should call the extension in the synchronous foreground policy refresh.”

You can turn off the “Fast Login Optimization” feature by enabling the following “Group Policy” setting:

Computer Configuration \ Administrative Templates \ System \ Logon
 \ Always wait for the network at computer startup and logon

When this “Group Policy” setting is enabled, a Windows XP client behaves in the same manner as a Windows 2000 client at both system start-up and at user logon.

Support

You can email your IntraNomic support requests to support@intranomic.com

The IntraNomic support team will aim to respond to your email, within 72 hours.

You can also view the www.intranomic.com "Support" section.