



XpressConnect™

Hotfix Installation How-To

Version 2.0

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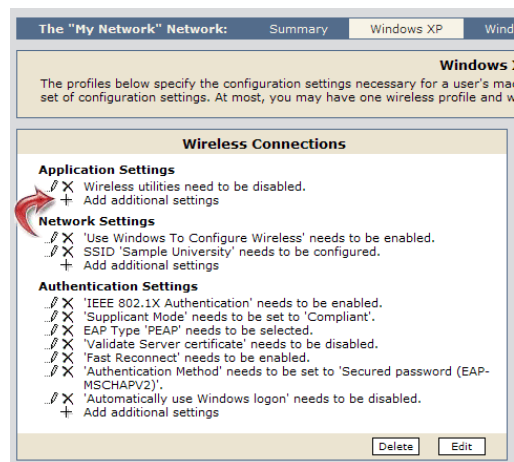
OVERVIEW

The ability to detect Windows hotfixes has been a popular feature of XpressConnect. This feature has been extended, allowing XpressConnect to automate the hotfix installation process. XpressConnect can now automatically launch the installer for a missing hotfix, making network access simpler than ever. XpressConnect provides this ability with both a CD-based and web-based deployment.

CONFIGURATION

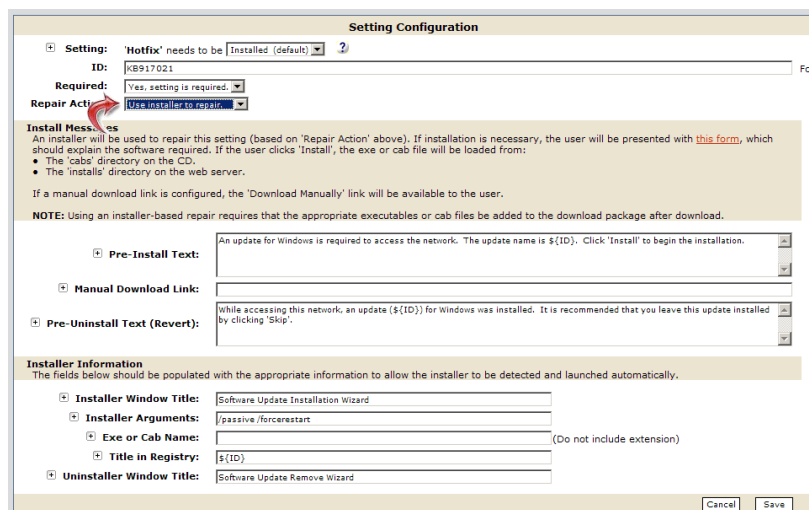
The hotfix setting is contained in the "Application Settings" section of both the Windows XP and Windows Vista tabs of the XpressConnect Administrator Console. To add hotfix installation to the list of tasks an XpressConnect wizard will perform, follow the steps below. For more information on a particular field, use the  symbol to display additional help information.

1. With your browser, log into the XpressConnect Administrative Console using the username and password assigned to your administrator account.
 - a. In the left navigation menu, select Define Networks
 - b. Click the name of the network.
 - c. Click the "Windows XP" or "Windows Vista" tab.
2. Under the "Application Settings" heading, "Add Additional Settings".
3. Locate the "Hotfix needs installed" setting. Check the checkbox and enter the hotfix name, in the format "KB917021".
4. Click "Save".



At this point, you have set up the wizard to verify that the hotfix is installed, but you have not configured it to install the hotfix.

5. Under the "Application Settings" heading, click the newly created "Windows Hotfix KBXXXXXX needs to be installed".
6. Change the "Repair Action" from "Do not attempt to repair" to "Use installer to repair". Additional fields will display on the page.
7. Set the "Pre-Install Text". The wizard will



- display this text to the user prior to installation. This is a good place to describe the hotfix.
8. If the hotfix is available for manual download, specify the “Manual Download Link”. This will provide the user the option to download and install the hotfix manually. If not specified, the manual download link will not appear.
 9. Set the “Pre-Uninstall Text”. This text will display to the user in the event that he or she decides to revert the configuration changes made by the XpressConnect wizard. The user will have the option to skip or carry out the uninstallation of the hotfix. The user should be encouraged to leave the hotfix installed by clicking “Skip”.
 10. By default, the hotfix will be launched in passive mode with a reboot required. This behavior can be modified using the “Installer Arguments” field.
 11. The final configuration step is to specify the name of the executable file. This should be specified without the “.exe.” extension. Also, if the hotfix is language specific, the language portion of the name should be replaced with the variable `{LANGUAGE_3}`. This will ensure that the correct hotfix is used based on the machine’s language.

For example, the executable for hotfix KB918997 is named “WindowsXP-KB918997-v6-x86-ENU.exe”. In this case, the “Exe or Cab Name” field should be “WindowsXP-KB918997-v6-x86-`{LANGUAGE_3}`”.

12. Click “Save”.

Note: To add multiple hotfixes, repeat these steps from step 2.

DEPLOYMENT

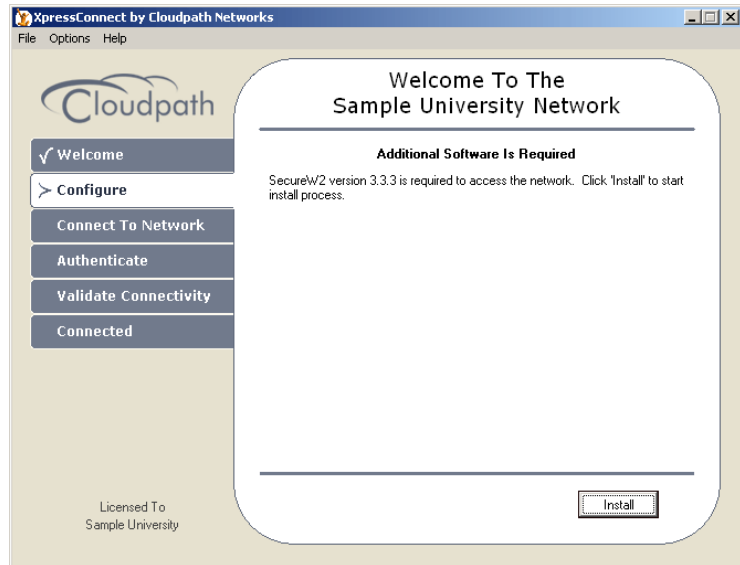
After XpressConnect is deployed, the hotfix executable(s) need to be added to the CD or web server. For a CD- or USB-based deployment, the executable(s) must be placed in the “cabs” directory of the CD or USB flash drive. For a web-based deployment, the executables must be placed in the “installs” directory of the web application deployment package. After placing the files in the appropriate web directory, ensure permissions are correct to allow the file to be downloaded. It is recommended that you attempt to download the files manually using a browser to ensure proper access.

USER EXPERIENCE

If XpressConnect detects that the machine does not have the hotfix installed, the user will be notified that the install is necessary. XpressConnect notifies the user will be notified using the text you configured above. The user will have the option to download the installer manually or to allow XpressConnect to initiate the install.

When the user clicks "Install", XpressConnect will retrieve the installer from the CD or web server. It will then launch the installer. Depending on the installer arguments you specified, the user may or may not be prompted by the installer. The default arguments cause the installer to display and start automatically (passive). The default arguments also force a reboot to occur.

Once an install is initiated, XpressConnect will wait for the install to complete before proceeding. If the installer performs a reboot, XpressConnect will launch automatically after the reboot and continue.



NOTES

If the XpressConnect wizard fails to find the hotfix installer on the CD or fails to download it from the web server, the wizard displays a message instructing the user to download the hotfix manually as well as offering a “Retry” button.

If this occurs, verify that the executable name of the hotfix installer is properly specified and that the executable is located in the correct directory. On a CD, the executable(s) should be located in the “cabs” directory. On a web server, the executable(s) should be located in the “installs” directory. On the web server, also verify that permissions allow access to the file(s). To verify, use a browser and attempt to manually download the file(s), using a URL similar to <http://yourserver/installs/exename.exe>.

In some cases, a hot fix is recommended but not necessarily required. To handle this situation, the hotfix setting can be set to “optional” rather than “required”. An optional hotfix setting will display the same form, but a “Skip” button will be available to the user.

To make the setting optional, return to step 6 and set the “Required” field to “No”.

