In Browser GPO Deployment Setup
User Guide

Last updated: May 1, 2017

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ServicePRO In Browser GPO Setup – User Guide

1. Information to Note

This guide provides information on how to deploy via gpo startup scripts the required Silverlight and pre-requisite files that are needed to run ServicePRO In Browser version.

This guide will show you how to install Silverlight with elevated trust and the ServicePRO pre-requisite files on client machine using GPO scripts. This may be useful if you know that some of your support reps do not have local admin rights on their workstations, which is required to install Silverlight and pre-requisites.

2. Setting up Silverlight on Client Systems

In order for ServicePRO In Browser to run on client machines, Silverlight will need to be installed. This can be accomplished by manually installing Silverlight or by using a startup script that automatically deploys Silverlight via a GPO.

ServicePRO Administrators can download the ServicePRO In Browser Deployment ZIP file from this location: https://helpstar-my.sharepoint.com/:u:/p/spexternalstorage/EbEhtsSO7vxAg-lmER1V_KAB_99lj07GmpKDsIwpoRM_TA?e=QZCFsU

Please also refer to the Microsoft Silverlight Deployment Guide.doc contained in the above zip file for more options on deploying Silverlight on client machines. The following steps outline GPO startup script deployment.

2.1 Silverlight GPO Startup script Deployment

- If not already done so, download the ServicePRO In Browser Deployment ZIP file from this location: https://helpstar-my.sharepoint.com/:u:/p/spexternalstorage/EbEhtsSO7vxAg-lmER1V_KAB_99lj07GmpKDsIwpoRM_TA?e=QZCFsU

- ServicePRO Administrators can use this zip file to deploy the startup GPO that will deploy Silverlight on client machines. The zip file contains the sample batch script file **SilverlightStartupGPODeploy.bat** and the x86/x64 Silverlight installers, **Silverlight.exe**, **Silverlight_x64.exe.**

- ServicePRO administrators should configure one (1) Startup script GPO as detailed in the steps below:

    - Using Startup Script GPO, Install Microsoft Silverlight on all machines where ServicePRO will be run In Browser.

        1. Extract the zip file **ServicePRO_InBrowser_GPO _Deployment_Guide.zip** found here: https://helpstar-my.sharepoint.com/:u:/p/spexternalstorage/EbEhtsSO7vxAg-lmER1V_KAB_99lj07GmpKDsIwpoRM_TA?e=QZCFsU

        2. Copy the extracted Silverlight setup files **Silverlight.exe**, **Silverlight_x64.exe** to a shared folder location where the target computer local admin user has Read permissions.

        3. Update the following line in the batch file **SilverlightStartupGPODeploy.bat** with your server name and with the share location from step 2. Replace [ServerName] and [SharedDir] according to your environment configuration

            set DeployServer=\\ServerName\SharedDir

            set LogLocation=\\ServerName\SharedDir\InstallLogs

        4. Make sure that the InstallLogs folder is assigned with read/write permission to all users including local machine users.

        5. To assign computer startup scripts on the domain controller

            I. Click Start, click Control Panel, click Administrative Tools, and click Group Policy Management.

II.   In the console tree, double-click Group Policy Objects in the forest and domain that contains the Group Policy object (GPO) that you want to edit. This is located in Forest name/Domains/Domain name/Group Policy Objects.

III.   Right-click the GPO you want to use to assign scripts and click Edit. This opens the Group Policy Object Editor console.

IV.   In Group Policy Object Editor, in the console tree, click Scripts (Startup/Shutdown). This is located in the Computer Configuration\Windows Settings node.

V.   In the details pane, double-click Startup.

VI.   In the Startup Properties dialog box, click Add.

VII.   In the Add a Script dialog box, do the following:

In Script Name, type the path to the script, or click Browse to search for the script file in the Netlogon shared folder on the domain controller.

VIII.   Startup Scripts for Group Policy object. Lists all the scripts that are currently assigned to the selected Group Policy object. If you assign multiple scripts, the scripts are processed in the order that you specify. To move a script up in the list, select the script and click Up. To move a script down in the list, select the script and click Down.

IX.   Add. Opens the Add a Script dialog box, where you can specify additional scripts to use.

X.   Edit. Opens the Edit Script dialog box, where you can modify script information, such as name and parameters.

XI.   Remove. Removes the selected script from the Startup Scripts list.

XII.   Show Files. Displays the script files that are stored in the selected Group Policy object.

3.   Installing ServicePRO Pre-Requisites on Client Systems

The ServicePRO pre-requisites will deploy the required screen sharing files, desktop alert files and set the elevated trust for client machines. Please note that Silverlight should already be installed manually or via GOP for the elevated trust to be applied correctly, see part 2.1 of this document for instruction on how to deploy Silverlight via startup GPO.

3.1 ServicePRO Pre-Requisites GPO deployment

- ServicePRO Administrators can download the ServicePRO In Browser Deployment ZIP file from this location: https://helpstar-my.sharepoint.com/:u:/p/spexternalstorage/EbEhtsSO7vxAg-lmER1V_KAB_99lj07GmpKDsIwpoRM_TA?e=QZCFsU

- ServicePRO Administrators can use this zip file to deploy the startup GPO that will deploy the pre-requisites exe. The zip file contains the sample batch script file **PrerequisitesStartupGPODeploy.bat** and **ServicePROPreRequisitesSilent.exe**

- ServicePRO administrators should configure one (1) Startup script GPO as detailed in the steps below:

    - Using Startup Script GPO, Install ServicePRO Pre-requisites on all machines where ServicePRO will be run In Browser.

        6. Extract the zip file **ServicePRO_InBrowser_GPO _Deployment_Guide.zip** found here:

        7. https://helpstar-my.sharepoint.com/:u:/p/spexternalstorage/EbEhtsSO7vxAg-lmER1V_KAB_99lj07GmpKDsIwpoRM_TA?e=QZCFsU

        8. Copy the extracted pre-requisites setup file **ServicePROPreRequisitesSilent.exe** to a shared folder location where the target computer local admin user has Read permissions.

        9. Update the following lines in the batch file **PrerequisitesStartupGPODeploy.bat** with your server name and with the share location from step 2. Replace [ServerName] and [SharedDir] according to your environment configuration

            set DeployServer=\\ServerName\SharedDir\ServicePROPre

            set LogLocation=\\ServerName\SharedDir\ServicePROPre\InstallLogs

        10. Make sure that the InstallLogs folder is assigned with read/write permission to all users.

        11. To assign computer startup scripts on the domain controller

            I. Click Start, click Control Panel, click Administrative Tools, and click Group Policy Management.

            II. In the console tree, double-click Group Policy Objects in the forest and domain that contains the Group Policy object (GPO) that you want to edit. This is located in Forest name/Domains/Domain name/Group Policy Objects.

            III. Right-click the GPO you want to use to assign scripts and click Edit. This opens the Group Policy Object Editor console.

            IV. In Group Policy Object Editor, in the console tree, click Scripts (Startup/Shutdown). This is located in the Computer Configuration\Windows Settings node.

            V. In the details pane, double-click Startup.

            VI. In the Startup Properties dialog box, click Add.

            VII. In the Add a Script dialog box, do the following:

                In Script Name, type the path to the script, or click Browse to search for the script file in the Netlogon shared folder on the domain controller.

VIII. Startup Scripts for Group Policy object. Lists all the scripts that are currently assigned to the selected Group Policy object. If you assign multiple scripts, the scripts are processed in the order that you specify. To move a script up in the list, select the script and click Up. To move a script down in the list, select the script and click Down.

IX. Add. Opens the Add a Script dialog box, where you can specify additional scripts to use.

X. Edit. Opens the Edit Script dialog box, where you can modify script information, such as name and parameters.

XI. Remove. Removes the selected script from the Startup Scripts list.

XII. Show Files. Displays the script files that are stored in the selected Group Policy object.

- After the client machine starts and the startup script runs, the pre-requisites will deploy the screensharing and Desktop alert files found under **\Program Files (x86)\ServicePRO** and elevate the Silverlight trust.

> **NOTE**: ServicePRO Pre-requisites Setup may trigger User Account Control (UAC) on some systems. Users will be required to click 'Yes' in the UAC prompt to continue the installation.