



QuickCam Enterprise V1.0

System Administrators Guide

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Introduction

This document describes ways that the QuickCam for Enterprise Software can be deployed and installed in an enterprise environment. The practices described herein are verified by Logitech as effective ways to deploy the software. Each corporate environment has its own IT infrastructure and may have special methods of deploying software.

This document also provides technical information about the QuickCam for Enterprise installer contents, and some system requirements for the proper operation of the QuickCam for Enterprise software. This information can be used by skilled IT personnel to devise customized deployment methodologies.

Requirements

It is assumed that the user is familiar with the installation of software applications on Microsoft Windows systems. For assistance with installing this software in a manner other than that described herein, please contact Logitech Enterprise sales support.

Deployment

This section describes the various deliverable packages of QuickCam for Enterprise, and how they are used.

CD Media

The QuickCam software can be delivered as a set of files and directories on a CD media, including an autorun.inf which allows the installation program to run when the CD is inserted. The set of files in the CD media may hereafter be referred to as the "media".

Web Install Package

The QuickCam software can be delivered as a single executable file. To minimize file size, separate 32-bit and 64-bit packages are created, with only the files needed for the respective installation.



Installation Methods

General Instructions

In order to perform any of the installation operations sited here Administrative privileges are required. On Vista systems the User Account Control dialog will appear unless disabled using the User Accounts control panel. For additional information for IT professionals, see Understanding and Configuring User Account Control in Windows Vista (<http://go.microsoft.com/fwlink/?LinkId=56402>). The QuickCam software installed by these packages can be run without administrative privileges.

The QuickCam Installer

The CD, Web and Silent install methods all use the executable program Setup.exe.

There are actually 2 programs named Setup.exe.

The “bootstrapper” Setup.exe is at the top level of the CD media. This is the program which is run using various command line options to accomplish what is called a CD install. All discussions of invoking setup.exe in this manual refer to the bootstrapper.

The “front-end UI” Setup.exe is in a folder named “Setup” in the top level of the CD media. This inner setup.exe is invoked by running the bootstrapper setup.exe, it is not run directly.

The Web Installers are executables which expand to a file set containing both Setup.exe files. The Web Install procedure is described in its own section.



Command Line Options for The QuickCam Installer

Setup can be invoked by opening (double-clicking) the bootstrapper executable.

Setup can also be invoked from a command line.

Setup.exe can accept the following optional command line parameters:

(NOTE: Only the options mentioned in this table are considered for release to be supported for use by system administrators.)

Bootstrapper - Command line options	Description
/q	Override all UI and install in Quiet mode (silent). Do not reboot if required. If there is an error message, simply exit with meaningful return code.
/qr	Override all UI and install in Quiet mode (silent). Perform automatic reboot if needed. If there is an error message, simply exit with meaningful return code.
/p	Any information after the /p option to the length of the command line should be passed through to the application that is launched after completion, appended to the existing "LaunchCmdLine" option.
/l <log file>	Override the log file, create log file here
/noqlaunch	Do not launch QuickCam after successful installation (overrides default is to run QuickCam)

Front-end UI - Command Line options	Description
/s	Silent mode, all UI from bootstrapper suppressed

Command Line Examples for The QuickCam Installer

Silent Install

```
"setup.exe /q /p /s"
```

Silent installation, with suppression of QuickCam launching is accomplished with the following:

```
"setup.exe /q /noqlaunch /p /s"
```



Completion behavior of the QuickCam Installer

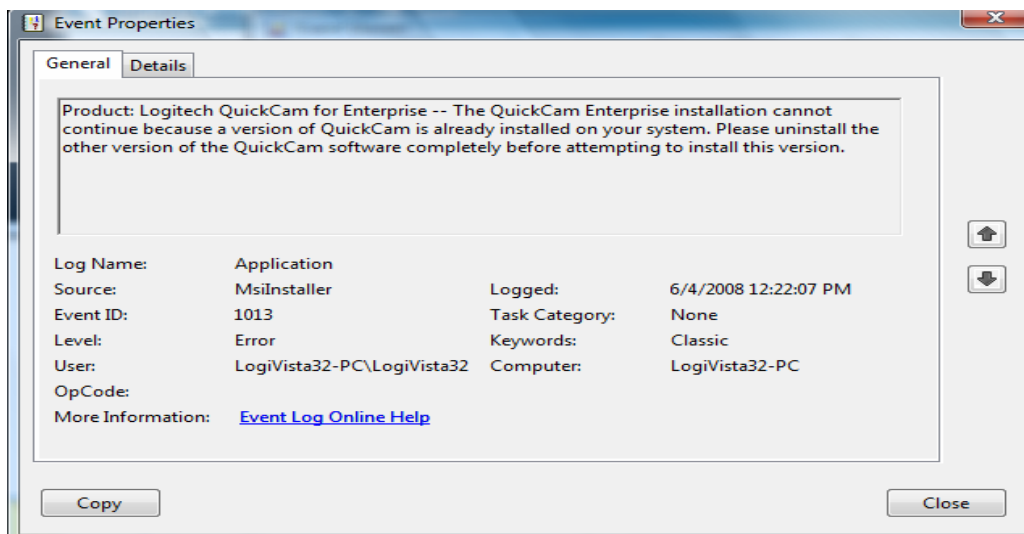
Success or Failure of the QuickCam Installer is reported by alerts which appear to indicate various errors, or upon reaching a “Congratulations” screen at the end of the install.

In the case of a silent install success and failure must be determined by return codes, or by looking in the applications events log maintained by the operating system.

The following table shows the set of return codes which may be returned from setup.exe.

Return Code	Description
0	Program exited successfully
3010	Program exited successfully, reboot is required
4097	Administrator privileges are required to run setup
4101	Another instance of setup is already running
4111	Cannot retrieve the %temp% directory
4115	The length of the %temp% path is too long
4116	The length of the source path too long
4118	Failed to create or write to the log file
4122	The product does not support installing on the current operating system type
4124	Error, processing the configuration file (syntax error, missing mandatory entry, or file is missing)
8191	Setup failure - unknown reason (all errors not covered above are grouped into this bucket)

NOTE: If an error occurs in the MSI portion of the install then a meaningful return code is not generally passed back to the Setup.exe program. To verify that installation was successful, or to determine what error if any occurred it is necessary to examine the Windows Event Log for the system onto which the software installation was attempted. The following figure illustrates the contents of the Applications event log showing an error during installation.





Using the QuickCam msi directly

The CD media (or expanded Web package) contains a Windows Installer Package (.msi file) which can be used to install the QuickCam application and drivers. The MSI file is located in a folder called "QuickCam" at the top level of the media. The MSI file can be opened with the program msiexec.exe, which is by default the application assigned for MSI files.

Command Line Options for using msiexec.exe directly with the QuickCam installation package

The MSI installation can be invoked by opening (double-clicking) the QuickCam.msi file.

The MSI installation can be invoked from a command line using msiexec.exe.

The command line options for msiexec.exe are explained in detail in Microsoft documentation at:

<http://technet2.microsoft.com/windowsserver/en/library/9361d377-9011-4e21-8011-db371fa220ba1033.mspx?mfr=true>

Note: The following describes the subset of the msiexec functionality relevant to , and compatible with QuickCam installation.

msiexec.exe [install_action] <path_to_msi_file> [install_options] [Properties]

install_actions (these are standard MSI actions, applicable to all MSI installs):	description
/i	Install package specified by <path_to_msi>
/x	Uninstall the package specified by <path_to_msi>. NOTE: A SysAdmin can also extract the ProductCode outside of the MSI file, and use this as the command line parameter: For example: msiexec.exe /x {ProductCodeFromMsiFile}
/jm	Advertise package – This will copy files to the target system, and put add/remove entries and a shortcut in the Start Menu. Actual installation commences when the user chooses the Start shortcut
/fvomus	Reinstall/Repair package – Currently repair and reinstall are synonymous
/a	Administrator Imaging installation is currently not supported for including the drivers are part of the Admin Image If attempts are made to circumvent this, an install performed from an Administrator Image will simply not include Drivers. However, this can be resolved if a SysAdmin copied the \Drivers folder manually two directories up from the Admin Image. See "NOTE on MSI" below

install_options (these are standard MSI actions, applicable to all MSI installs):	description
/*v "<log_file_location>"	Create log file
/qb	Basic UI
/q	silent – no ui
/quiet	Same as /q
/passive	Same as /qb



Properties (these are unique to QuickCam msi, they are not pre-pended with slashes):

QuickCam msi property	Description
INSTALLDIR="NewInstallDirPath"	Change the installation directory to a new path specified here (in quotes)
TRANSFORMS=xxxx.mst	Install in another language (if this parameter is missing, default is English) 2052.mst = Chinese Simplified 1028.mst = Chinese Traditional 1030.mst = Danish 1031.mst = German 1033.mst = English (optional, as English is the default) 1034.mst = Spanish 1036.mst = French 1040.mst = Italian 1041.mst = Japanese 1042.mst = Korean 1043.mst = Dutch 1044.mst = Norwegian 1046.mst = Portuguese (Brazilian) 1053.mst = Swedish

NOTE on MSI:

The QuickCam.msi uses several custom actions which rely on the structure of the media to install drivers. Launching the MSI by itself requires that two directories up from the MSI file is a Drivers folder ("..\..\Drivers"), and that the driver folder has the LgDrvInst.exe driver installer inside.

**If you don't want to install drivers through the MSI, you can simply remove/rename this folder. the MSI install will proceed without error, but not install drivers.

**For Administrator Images, you will have to manually enforce this structure.

example (note the path relationship):

```

    /MediaFolderName
      /Drivers
        LgDrvInst.exe
        ...
    /SomeDirName
      /x32
        QuickCam.msi
      /x64
        QuickCam.msi
    
```

Command Line Examples for Using the QuickCam msi directly

Example: An unattended installation for Spanish, Installs QuickCam to a "C:\QuickCam" directory, and creating the MSI log file to C:\Log.txt

```
msiexec.exe /i <path_to_msi>\QuickCam.msi /qb /!*" "C:\Log.txt" INSTALLDIR="C:\QuickCam" TRANSFORMS=1034.mst
```

Completion behavior when for using msiexec.exe directly with the QuickCam installation package

Success or Failure of the msi installation is reported using standard return codes of msiexec.exe which are documented by Microsoft at <http://support.microsoft.com/kb/229683> .



Driver only install

In a release with an application and driver the msi contains both components. The only way to perform a driver only install is using the program LqDrvInst.exe, which is found in the Drivers folder in the top level of the media folder.

CAUTION: Driver only install is tricky, the directory structure is important. On Media, LgDrvInst.exe will build its copy file list / INF install list from the x32 or x64 directory, based on the bit-ness of the machine. If x32 or x64 directory is missing on the appropriate machine, this can create an error! The following describes what is needed to accomplish a driver only install.

Technologies:

- Installshield 2008 Premier scripting project
- Microsoft Driver Installation Frameworks (a/k/a "DiFx")

System Requirements:

- Windows 2000 or Later (tested thoroughly under XP and above)
- ~5MB Disk Space + INF packages + middleware packages

Driver Installer requires specific directory structure to be executed from:

```

\Drivers
    \LgDrvInst.exe
    \DevInst.cfg
    \x32
        \<32-bit packages>
        \DRIVER_FOLDERS
            \Driver Files + INF files
    \x64
        \<64-bit package>
        \DRIVER_FOLDERS
            \Driver Files + INF files
    
```

Command Line Options for LqDrvInst.exe

LqDrvInst can be invoked by opening (double-clicking) the LqDrvInst executable. Providing none of the media files have been moved out of relative position this will install all of the drivers in the package.

LgDrvInst.exe parameters	Description
-noui / -ui	Show or hide User Interface. Used for silent setup
-deletedrvfiles / -nodeletedrvfiles:	Delete driver files after drivers are removed on uninstall, based on INF - Caution: Drivers Files should NOT be shared with other existing devices if this option is used!
-forcedelete / -noforcedelete	API attempts to remove driver files from DiFx driver store on uninstall ¹



-forceremove / -noforeremove	Remove the device from device manager on uninstall - Caution: Don't do this with devices that should normally rollback to other drivers, ie. Mice and Keyboards otherwise your mouse and keyboard will immediate stop working!
-enumdelay=<milliseconds>	Add a delay after the Driver Install API is called, to help with devices that might need some extra time to enumerate
-addarp"Add_Remove_Entry_Name"	Create a Driver Uninstall Add/Remove entry
-arpversion"Add_Remove_Entry_Version"	Add a specific version number to the Driver Uninstall Add/Remove entry
-noarpversion	Do not add a version number to the Driver Uninstall Add/Remove entry
-noaddarp	Do not create a Driver Uninstall Add/Remove entry
-promptuninstall / -nopromptuninstall	Control whether the Driver Uninstall Add/Remove prompts a message box when running.

¹ NOTE: LgDrvInst.exe uninstall only uninstalls the application. For a complete uninstall you must use the uninstall string . Search the registry in HKLM\Software\Microsoft\Windows\CurrentVersion\Uninstall\ For "Logitech". It will be of the form: MsiExec.exe /I{*unique_identifier*}
That command line can be used to uninstall the corresponding component.

Completion behavior for the driver only install using LqDrvInst.exe

LqDrvInst.exe does not return a meaningful result. Program completion can be monitored using the Windows Task Manager. The success or failure of its operations can only be determined by examining the results in the Windows Device Manager and the Add/Removes programs items.



Web Install

The web install is invoked by executing the program named “webreleasefull_x32.exe”, for installing onto a 32-bit system or webreleasefull_x64.exe” for installing on a 64-bit system.

When this program is executed the payload it contains expands into a media file set into a folder named “QuickCam_vv.v.v (where vv.v.v is major, minor and release version numbers), in a temporary file location, and then executes the program Setup.exe in that folder.

The Web Install differs from the CD Install as follows:

- To conserve space only the 32-bit or 64-bit driver set is included.
- The payload expands to a temporary location before installing. The temporary location used is the concatenation of the standard Windows temp file path (usually c:\Documents and Settings\username\Local Settings\Temp) . In order for a successful web install, there must be write access and sufficient disk space to expand and write the Setup items.

Command Line Options for Web Install

command line option	description
/S	(capitalized case-sensitive) silent expansion of the web package, otherwise a dialog showing the expansion of the payload is shown

NOTE: The Web Install always passes its command line to the bootstrapper “Setup.exe”.

Command Line Examples for Web Install

To perform a silent 32-bit web install:

```
webreleasefull_x32.exe /q /noqclaunch /p /s /S
```

Completion behavior for the Web Install

The web install executable does not provide a meaningful return code. As with a silent install using the CD media, the termination of the “front-end UI” setup.exe indicates the completion of the installation process and the system event log can be examined to determine success or failure.