



Lakeside[®]

Technical Documentation

SysTrack 8 Agent Installation on Non-Persistent Terminal Servers

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1.0 Agent Installation on Non-Persistent Terminal Servers

Special steps are required to successfully install the SysTrack child agent using MSI to a pool of non-persistent terminal servers. **Note that these terminal servers must have a persistent drive associated with them for the child database location.**

Perform the following steps to install and configure the SysTrack agent:

1. Perform MSI installations to the golden (master) image (see document SystemsManagementAgent.pdf in the Installation Packages folder for more detailed instructions. Follow the “Pooled System” SystemsManagementAgent installation):
 - a. Copy the following files from the SysTrack master system to the master image. These files are found in the InstallationPackages folder of the SysTrack installation directory.
 - vcredist_x86_VC2017.exe – 32 bit and 64 bit operating systems
 - vcredist_x64_VC2017.exe – 64 bit operating systems only
 - Systems Management Agent_x32.msi (Standard, Or Non-persistent desktop)



Microsoft Windows 7 SP1, Windows 8.1, Windows 10, Windows Server 2008 R2 SP1, Windows Server 2012, Windows Server 2012 R2 and Windows Server 2016 (or higher) users may be required to run the files logged on and run with “Run as administrator”.

- b. Open a command prompt window (Run as Administrator). Go to the directory where the above files have been copied.
- c. For 32 bit and 64 bit operating systems:
Enter the following command and follow the prompts:
vcredist_x86_VC2017.exe /q /norestart /log <enter path to a temp folder>\VC2017x86.log
(the log is optional)
- d. For 64 bit operating systems:
Enter the following command and follow the prompts:
vcredist_x64_VC2017.exe /q /norestart /log <enter path to a temp folder>\VC2017x64.log
(the log is optional)
- e. Enter the following command and follow the prompts:
msiexec.exe /i “Systems Management Agent_x32.msi” ALLUSERS=1 REBOOT=R
MASTERNAME=*name_of_the_SysTrack_master* PORTNUMBER=57632
POOLDB=“K:\SysTrack\Database\%SYSTEMNAME%\“



IMPORTANT: POOLDB location may be changed but use %SYSTEMNAME% (all caps) to prevent duplication of data across cloned/copied systems.

- f. Go to C:\Program Files (x86)\SysTrack\LsiAgent. Open LsiAgent1.log and verify that it contains a line stating “Pooled System”.
- i. Note: 32bit OS: C:\Program Files\SysTrack\LsiAgent

05-10 10:23:58 lsiagent(510) -I 0x013c @@

05-10 10:23:58 lsiagent(511) -I 0x013c @@@ Agent Started - System:LAURAS-W7X64.LAKESIDESO

05-10 10:23:58 lsiagent(512) -I 0x013c @@

05-10 10:23:58 lsiagent(515) -I 0x013c Reset Logging [0, 0]

05-10 10:23:58 lsiagent(938) -I 0x04d0 Pooled User Parent System First Run, Agent Exiting

05-10 10:24:16 lsiagent(538) -I 0x013c >>>> Agent Ended <<<<

05-10 10:26:32 lsiagent(510) -I 0x0580 @@

05-10 10:26:32 lsiagent(511) -I 0x0580 @@@ Agent Started - System:LAURAS-W7X64.LAKESIDESO

05-10 10:26:32 lsiagent(512) -I 0x0580 @@

05-10 10:26:32 lsiagent(897) -I 0x0dac **Pooled System**

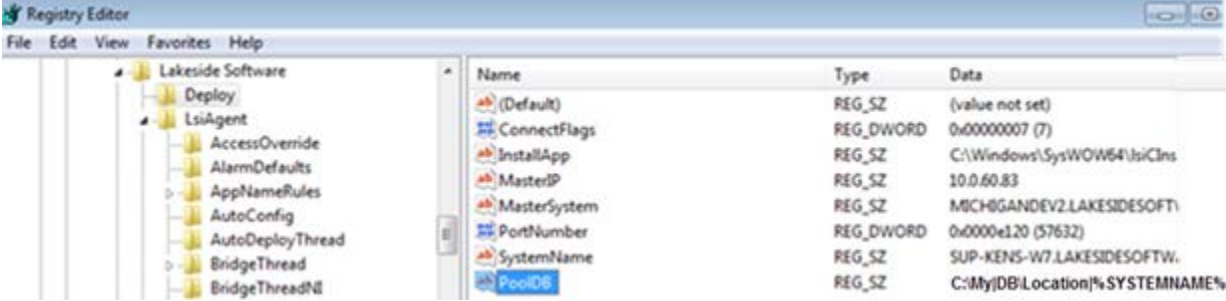
05-10 10:26:44 dbutils(5727) -I Main Database content upgrade to version 24 was 100% suc

05-10 10:26:44 ThrdMain(1845) -I Main Initializing configuration

05-10 10:26:44 Connection(116) -5 Main CConnection 00CPC1B8 m_hwnd = 0xae

05-10 10:26:44 Connection(116) -5 Main UAC 00000000

2. Open “regedit” and go to the following registry location
- 32Bit: HKLM\Software\Lakeside Software\Deploy
 - 64bit: HKLM\Software\Wow6432Node\Lakeside Software\Deploy
3. Verify the ‘PoolDB’ entry contains a valid file location accessible from this machine by the local system account. A path should be assigned to the persistent storage location/directory where the database will be stored and not include the file name.



4. Clean up the golden image:
- Stop the ‘Systems Management Agent’ service.
 - Delete the existing log files:
 - 64bit: C:\Program Files (x86)\SysTrack\LsiAgent*.log
 - 32bit: C:\Program Files\SysTrack\LsiAgent*.log

c. Delete the existing collection database folder:

i. K:\SysTrack\Database\%SYSTEMNAME%

After these steps have been performed and verified, the image may be used to provision new systems.

Important: Beginning with 8.2.312, new registry keys are available to redirect all logs and files written by SysTrack to the write cache directly.

5. After a successful “Pooled System” (POOLDB) installation on the ****Golden Image****, please perform the following manual steps:
 - a. Open regedit on the PVS ****Golden Image****
 - b. Browse to:
(32-bit OS) HKEY_LOCAL_SYSTEM\SOFTWARE\Lakeside Software\Deploy (64-bit OS)
HKEY_LOCAL_SYSTEM\SOFTWARE\Wow6432Node\Lakeside Software\Deploy
 - c. Edit/Create the string registry values named **PoolDB_LogFolder** and **PoolDB_WriteFolder** to have the same information as the registry value named **PoolDB**.



The directory in the registry value must already exist, if a different value is selected.

6. **Important:** After a successful “Pooled System” installation on the ****Golden Image****, please delete the “Settings” registry key for better performance on virtual systems:

(32-bit OS)

HKEY_LOCAL_MACHINE\SOFTWARE\Lakeside Software\LsiAgent\Settings

(64-bit OS)

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Lakeside Software\LsiAgent\Settings

2.0 System Image Updates

When any changes are made to the image, ensure the following:

- a. Stop the 'Systems Management Agent' service.
- b. Delete the existing log files:
 - i. 64bit: C:\Program Files (x86)\SysTrack\LsiAgent*.log
 - ii. 32bit: C:\Program Files\SysTrack\LsiAgent*.log
- c. Delete the existing collection database folder:
 - iii. 64bit: C:\Program Files (x86)\SysTrack\LsiAgent\MDB\ - iv. 32bit: C:\Program Files\SysTrack\LsiAgent\MDB\

Note: Many customers include this process as part of the image finalizing or sealing script.

3.0 SysTrack Agent Updates

Perform the following steps to perform a standard upgrade of the SysTrack® agent on a non-persistent server. This is the same command line as the installation, without the initial master system, port, and pool database configuration items

1. Perform a non-persistent MSI installation to the golden (master) image (see document Systems Management Agent.pdf in the Installation Packages folder for more detailed instructions):
 - a. Copy AgentRunTime.msi and Systems Management Agent_x32.msi from the SysTrack master system to the master image. These files are found in the Installation Packages folder of the SysTrack installation directory.
 - b. Open a command prompt window (Run as Administrator). Go to the directory where the above msi files have been copied.
 - c. Enter the following command and follow the prompts:

```
msiexec.exe /i "AgentRunTime.msi" ALLUSERS=1 REBOOT=R
```
 - d. Enter the following command and follow the prompts:

```
msiexec.exe /i "Systems Management Agent_x32.msi" ALLUSERS=1 REBOOT=R FORCE=0 MSIRESTARTMANAGERCONTROL=Disable
```

4.0 Configuration Changes

Should you need to change database, master system, or other associated information on the non-persistent system, please contact Technical Support.

5.0 Where to Go from Here

For detailed information on the features and functions of SysTrack, please reference the knowledgebase, product support documents and videos available on the Lakeside Software customer portal at <http://portal.LakesideSoftware.com/Support/>. These are excellent sources of information to diagnose installation or operational issues as well as to provide helpful hints as to how the components of SysTrack operate.

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