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# Outbound Contact Deployment Guide

Silent Setup

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# Silent Setup

InstallShield Silent allows for an automated electronic software distribution, also known as a *Silent Setup*. InstallShield Silent only works on Windows operating systems. With InstallShield Silent, you do not have to monitor the setup or provide input via dialog boxes. Once this information is stored in a *response file*, an InstallShield Silent setup runs on its own, without any intervention by the end-user. An installation procedure for a server application differs slightly from an installation procedure for a GUI application. Both, however, require that you create a response file with the necessary parameters and then use it for the actual installation. Outbound Contact Manager supports Silent Setup installation.

**Note:**

Genesys Administrator also supports silent installation.

## Creating the Response File

To select setup options and automatically record the InstallShield Silent response file, run your setup with the following command line:

```
setup -r
```

Your responses to the dialog boxes are recorded and used to create a response file. By default, the response file is named `Setup.iss`, and is stored in the Windows directory of your computer. To specify a different directory or file name for the response file, add `/f1-[full_path to iss file]<FileName.3E"` to the setup command. Include the double quotes and do not put a space between `/f1` and the path. For example:

```
setup --r /f1--C:\GCTI\silent_response_files\mySetup.iss--
```

In the optional argument, the `/f1` portion uses the numeral one (1), not the letter l.

Subsequently, use the response file any time you need to install an application with the configured parameters.

## Sample Response File (setup.iss)

```
[InstallShield Silent]
Version=v7.00
File=Response File
[File Transfer]
OverwrittenReadOnly=NoToAll
[{C660F232-38A4-45AF-AE08-A332091BDC91}-DlgOrder]
Dlg0={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdWelcome-0
Count=4
Dlg1={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdAskPath-0
Dlg2={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdReadyToInstall-0
Dlg3={C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdFinish-0
[{C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdWelcome-0]
Direction=1
```

```
[{C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdAskPath-0]
Direction=1
Path=C:\Program Files\GCTI\Outbound Contact Manager
[{C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdReadyToInstall-0]
Direction=1
[{C660F232-38A4-45AF-AE08-A332091BDC91}-gctiGdFinish-0]
Reboot=0
[{45805BA8-94DF-4C49-A49E-9CC2179FDB8D}-DlgOrder]
Count=0
```

The response file contains saved information about the number of dialog boxes displayed, the order in which the dialog boxes were displayed, the values of any data entered or selected by the end user, and which button the user clicked to close the dialog box.

## Running the Silent Installation

Launch the InstallShield Silent Installation with this command line:

```
Setup.exe -s /f1--<full path to Setup.iss>-- /f2--<full path to setup log file>--
```

Where:

*<full path to Setup.iss>*

The full path to the Setup.iss file put within double quotation marks. For example:

c:\windows\setup.iss.

By default, Setup.exe looks for a response file called Setup.iss in the same directory as Setup.exe.  
*<full path to setup log file>*

The full path to the setup log file put within double quotation marks. For example: c:\windows\setup.log

By default, setup.log generated in the same directory as the response file being used.

A silent installation program does not display a dialog if an error occurs. The status information for the silent installation is recorded (by default) in a file called setup.log.

Note:

Do not enter a space between the f1 or f2 parameter and its value in double quotation marks.

The log file generated as a result of the Silent Setup procedure is described in the following section.

## About the Silent Setup Log File

InstallShield Silent prints installation results into a Setup.log file. The default name for the silent setup log file is Setup.log, and its default location is the same folder as Setup.iss. You can specify a different name and location for your setup log file using the f2 switch when launching Setup.exe. The Setup.log file contains three sections:

- In the first section, the first entry, [InstallShield Silent], identifies the version of InstallShield Silent used in the silent setup. The second entry identifies the file as a log file.
- Entries in the second section, [Application], identify the installed application's name and version and the company name.
- The third section, [ResponseResult], contains the result code indicating whether the silent setup has succeeded. The following table describes the integer return values that is assigned to the ResultCode key name.

**Silent Setup Result Codes**

Result Code	Description
0	Success
1	General error
2	Invalid mode
3	Required data not found in the Setup.iss file
4	Not enough memory
5	File does not exist
6	Cannot write to the response file
7	Unable to write to the uninstallation log file
8	Invalid path to the InstallShield Silent response file
9	Not a valid list type (string or number)
10	Data type is invalid
11	Unknown error during setup
12	Dialog boxes are out of order.
51	Cannot create the specified folder
52	Cannot access the specified file or folder
53	Invalid option selected

## Sample Setup Log File

An example of a Setup.log file is as follows:

```
[InstallShield Silent]
Version=v8.100.00
File=Log File
[Application]
Name=Genesys Outbound Contact Manager
Version=7.6
Company=GCTI
Lang=0009
[ResponseResult]
ResultCode=0
```