

ObserveIT Remote Agents installation for Windows

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1. General

The utility can manage the following ObserveIT Agents (for Windows Only) distribution

1. Install new agents
2. Upgrade all agents
3. Uninstall agents

The deployment is sequentially (no parallel installations)



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2. What is the Impact on remote machine?

The remote installer performs the following actions in every install on remote machine.

This example refers to machine with IP Address 10.2.56.76:

1. Copy the ObserveIT agent installer MSI to the remote machine
2. Execute the Windows ObserveIT Agent msi remotely on the machine.

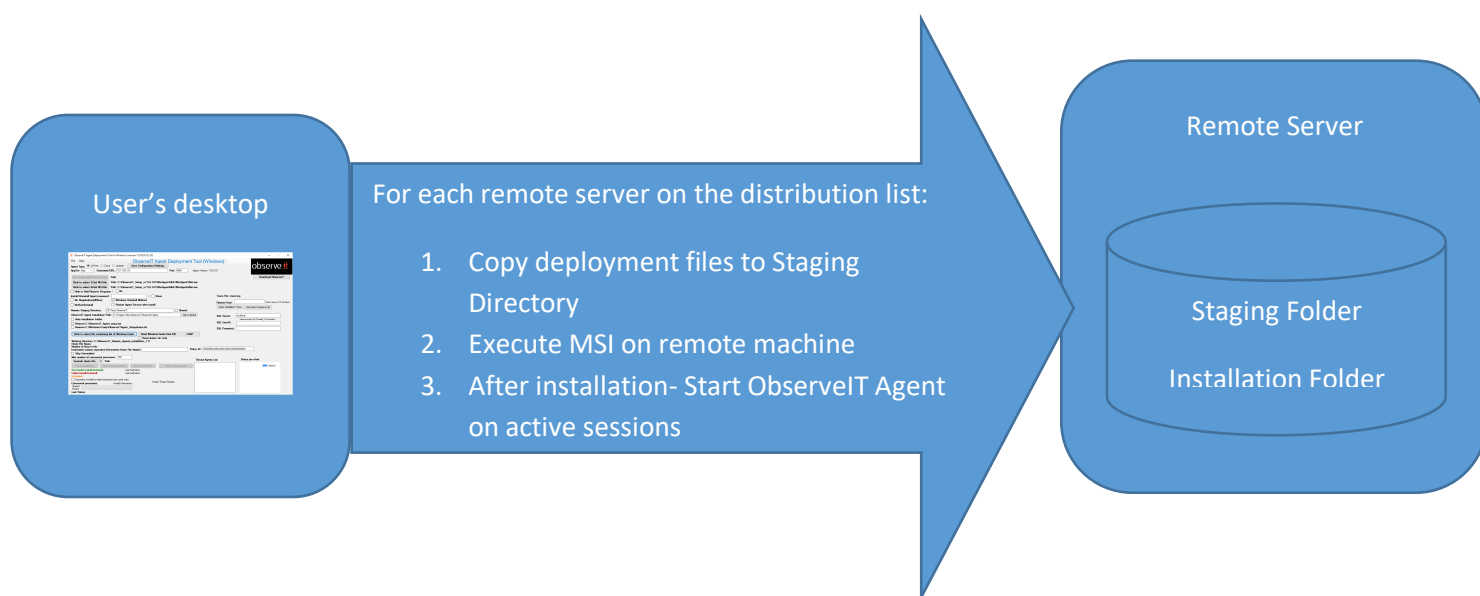
3. Pre-Requisites

Minimum .NET : .NET 4.5 and above

The tool must be executed as domain administrator privileges since it needs permissions to:

1. Copy the installation package to the remote machine
2. Execute the installer program on the remote machine

The installation can be executed from any machine that is part of the domain and that have access to the remote machines



4. Usage

- Start the application

ObserveIT Agent Deployment Tool for Windows (version 7.9.2020-02-20)

File Help

ObserveIT Agent Deployment Tool (Windows)

Agent Type: ☒ OnPrem ☐ Cloud ☐ Updater [Save Configuration/Settings](#)

AppSrv: Hostname/URL: Port: Appsrv Version: 7.9.0.101

[Pre Config JSON File \(Cloud\)](#) Path:

[Click to select 32-bit MSI file](#) Path: C:\ObserveIT_Setup_v7.9.0.101\WinAgent32bit\WinAgent32bit.msi

[Click to select 64-bit MSI file](#) Path: C:\ObserveIT_Setup_v7.9.0.101\WinAgent64bit\WinAgent64bit.msi

☐ Hide in Add/Remove Programs ? ☐ NL

Install/Uninstall Agent password: ? ☐ Show

☐ No Registration(Offline) ☒ Windows Uninstall Method

☐ NoRunOnInstall ☐ Restart Agent Service after install

Remote Staging Directory: ☐ Shared

ObserveIT Agent Installation Path: [Set to default](#)

☐ Hide Installation Folder

☐ Remove C:\ObserveIT_Agent_setup.txt

☐ Remove C:\Windows\Temp\ObserveITAgent_SetupAction.txt

[Click to select file containing list of Windows hosts](#) [Read Windows hosts from DB](#) [LDAP](#)

☐ Read status 'ok' only

Working Directory: C:\ObserveIT_Remote_Agents_installation_7.9

Hosts File Name:

Number of lines in file:

hostnames comma separated (Overwrites Hosts File Name): Policy ID:

☐ Skip Uninstalled

Max number of concurrent processes:

[Exclude Hosts File:](#) ☒ Path:

[Start Installation](#) [Start Uninstallation](#) [Uninstall/Install](#) [Trace Management](#)

Successful install/uninstall: Last hostname:

Failed install/uninstall: Last hostname:

Excluded:

☐ Automatic re-install on failed machines (one cycle only)

Concurrent processes: Invalid Hostnames: Create Thread Failures:

Started:

Ended:

Last Status:

Trace File: trace.log

Remote Host: Host name or IP address

[Open Installation Trace](#) [Get Active Sessions List](#)

SQL Server:

SQL UserID:

SQL Password:

Thread Agents List

Status pie chart

Series1

- Select the installation type: OnPrem, Cloud or Updater
- The application will load the previously configuration data that was used in the last execution based on the agent type
- For “OnPrem” or “Updater” Enter the:
 - a. Web method : http or https
 - b. ObserveIT Application Server hostname or ip address
 - c. Port number
- For “Cloud”, provide the “Pre Config JSON FILE” path
- Browse and select the 32-bits MSI file
- Browse and select the 64-bits MSI file
- Optional – check the Hide in “Add/Remove” program if you want to agent to be installed and not be displayed in the Add/Remove program list
- Optional – if the installation or uninstallation requires a password , please provide it in the “Install/Uninstall password:” field
- “Remote Staging Directory: “ - Specify the remote staging directory. This is the directory (in all remote windows machines) to which the installation files and scripts will be copied to
- “ObserveIT Agent Installation Path:” - Specify the remote installation directory
- Optionally, check the “Hide installation folder”
- Optionally. Check “Remove c:\ObserveIT_Agent_setup.txt”

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- To enable **“Click to select file containing list of Windows hosts”** or **“Read Windows hosts from DB”** the following fields must be provided:
 - a. **“ObserveIT Application Server Connection String”**
 - b. **“32-bits MSI file”**
 - c. **“64-bits MSI file”**

4.1 Proving installation endpoint list

- There are 4 ways to provide the list of machines to deploy the agent on

4.1.1 From file

- a. **“Click to select file containing list of Windows hosts”** – you can create list of remote machines and their recording policy in a text “comma separated fields” as in the following example:

```
Q8-2008-DC,9278c817-9487-40e1-8760-1f0d2b2f36da,5.8.0.0
SPLUNK,9278c817-9487-40e1-8760-1f0d2b2f36da,5.8.0.0
Q8-W08SQ08-2,00000000-0000-0000-0000-000000000000,5.8.0.0
Q8-W03SQ05-1,00000000-0000-0000-0000-000000000000,5.8.0.0
```

4.1.2 From the ObserveIT SQL DB

b. “Read Windows hosts from DB”

Read the current deployed list of agents from the ObserveIT database (for upgrade)

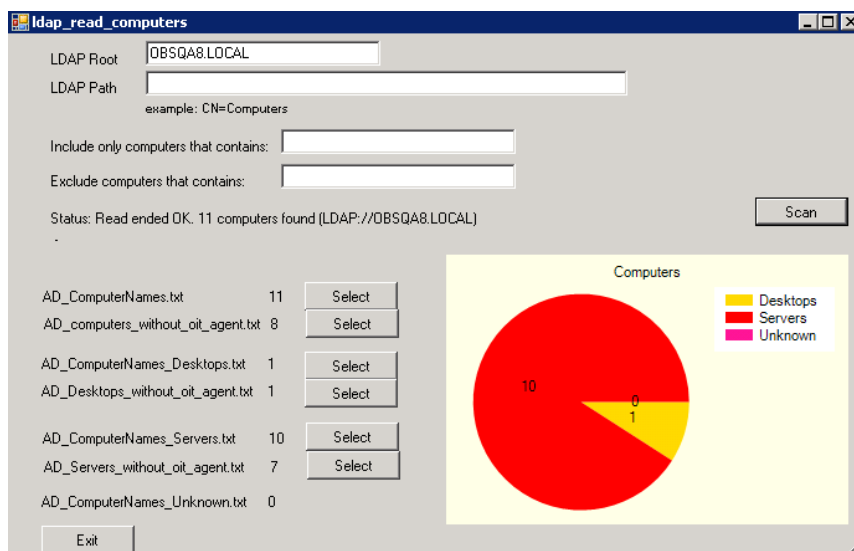
To use it, first you need to specify the SQL Server + credentials in:

SQL Server:	10.2.56.76
	Leave empty for Trusted_Connection
SQL UserID:	sa
SQL Password:	xxxxxxx

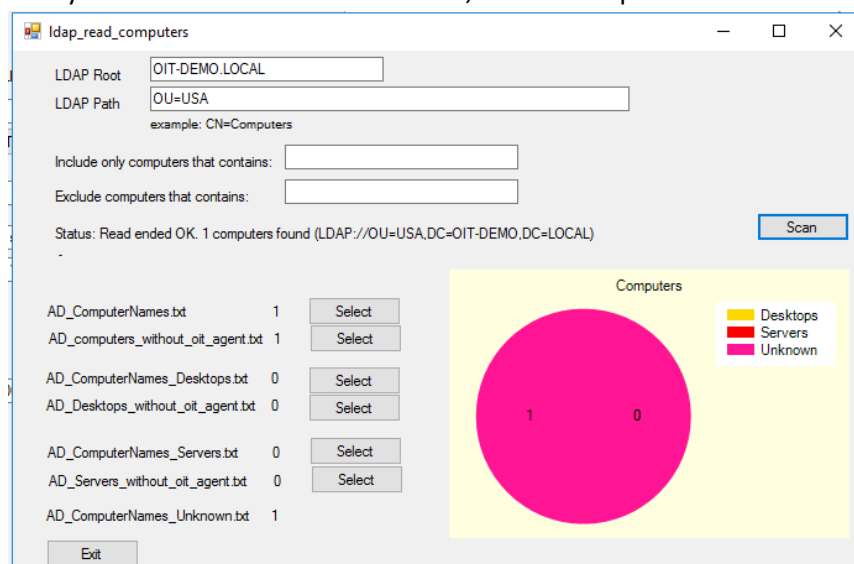
And then click on **Read Windows hosts from DB**

4.1.3 From the ObserveIT SQL DB

- c. Or load the list of machines directly from your LDAP by clicking on LDAP. Here you can select all computers by selecting “AD_ComputerNames.txt” or select other lists by computer types (Desktops/Servers)
- You can also specify the LDAP Path by “CN=Computers” or “CN=COMPUTERS,CN=lab”
 - You can also include/exclude computer names
 - Click on “Scan” to read the compute names from the LDAP



Or if you have a none built in container, use the OU prefix as below



4.2 Executing install/uninstall or trace management

Click on **“Start Installation”** , **“Start uninstall”** or **“Trace Management”** to start the deployment or trace cleanup

Disable “ping” to test if remote machine is alive

By default , the ping option is enabled

You can disable it from the “File” menu

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4.3 Uninstalling agents

By default, the uninstaller will use the Windows default installer , as you can do it with the add remove program
This is done via the “wmic” Windows command.

However, if you need to use the ObserveIT native uninstall by using the agent MSI, you will need to disable the “wmic” option by clicking on “Windows Uninstall Method” checkbox:

ObserveIT Agent Deployment Tool for Windows (version 7.9)

File Help

Agent Type: ☒ OnPrem ☐ Cloud ☐ Updater

ObserveIT Application Server Connection String: /ObserveITApplicationServer
example: http://10.2.56.76:4884 SSL? Current Version:

Path: C:\Remote Installer\trace - Copy.json

Path: C:\Remote Installer\WinAgent32bit\WinAgent32bit.msi

Path: C:\Remote Installer\WinAgent64bit\WinAgent64bit.msi

☐ NL

☒ Windows Uninstall Method

☐ Restart Agent Service after install

CS\Temp\ObserveIT ☐ Shared

ObserveIT Agent Installation Path: C:\Program Files\ObserveIT\ObserveITAgent

☐ Hide Installation Folder

☐ Remove C:\ObserveIT_Agent_setup.txt

☐ Remove C:\Windows\Temp\ObserveITAgent_SetupAction.txt

☐ Read status 'ok' only

Working Directory: C:\Remote Installer

Hosts File Name:

Number of lines in file:

hostnames comma separated (Overwrites Hosts File Name): Policy ID:

☐ Skip Uninstalled

Max number of concurrent processes:

Path:

Successful install: 1 Last Hostname: oit-demo-12

Failed install: 0 Last hostname:

☐ Automatic re-install on failed machines (one cycle only)

Concurrent Processes: 0 (100%) Invalid Hostnames: 0

Started:

Ended:

Last Status: Finished (Uninstall)

Trace File: trace.log

Remote Host: Host name or IP address

SQL Server: Leave empty for Trusted_Connection

SQL UserID:

SQL Password:

Thread Agents List

20:06 : oit-demo-12

Status pie chart

Completion Status

1 Success

0 Failed

0 Excluded

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4.4 Installer Traces

The following trace files are created during the installation:

1. **Commands File: commands_bath.txt** - contains all the Windows system commands that are executed by the program (xcopy and psexec), with all parameters. **(click to open the file)**
2. **Trace File: Trace.log** – complete trace of all executed commands and process workflow and output result of executed commands **(click to open the file)**
3. Failure trace file: Failure.log - trace of only failed remote machines and the complete error information **(click to open the file)**
4. **“Counter of successful install/uninstall:” (success_machines.log)** – list of hosts (or ip addresses) that the installation/uninstall ended ok **(click to open the file)**
5. **“Counter of failed install/uninstall:” (fail_machines.log)** – list of hosts (or ip addresses) that the installation/uninstall ended not ok (failed) **(click to open the file)**

4.5 Open Remote computer installation trace file/View open remote sessions

To open the remote installation trace file, specify the hostname or IP-Address in the “Host:” field and click on “Open Trace”

ObserveIT Agent Deployment Tool for Windows (version 7.9.2020-02-20)

File Help

ObserveIT Agent Deployment Tool (Windows)

Agent Type: ☒ OnPrem ☐ Cloud ☐ Updater **Save Configuration/Settings**

AppSrv: http Hostname/URL: 10.1.100.113 Port: 4884 AppSrv Version: 7.9.0.101

Pre Config JSON File (Cloud) Path:

Click to select 32-bit MSI file Path: C:\ObserveIT_Setup_v7.9.0.101\WinAgent32bit\WinAgent32bit.msi

Click to select 64-bit MSI file Path: C:\ObserveIT_Setup_v7.9.0.101\WinAgent64bit\WinAgent64bit.msi

☐ Hide in Add/Remove Programs ? ☐ NL

Install/Uninstall Agent password: ? ☐ Show

☐ No Registration(Offline) ☒ Windows Uninstall Method

☐ NoRunOnInstall ☐ Restart Agent Service after install

Remote Staging Directory: C:\Temp\ObserveIT ☐ Shared

ObserveIT Agent Installation Path: C:\Program Files\ObserveIT\ObserveITAgent **Set to default**

☐ Hide Installation Folder

☐ Remove C:\ObserveIT_Agent_setup.txt

☐ Remove C:\Windows\Temp\ObserveITAgent_SetupAction.txt

Click to select file containing list of Windows hosts **Read Windows hosts from DB** **LDAP**

☐ Read status 'ok' only

Working Directory: C:\ObserveIT_Remote_Agents_installation_7.9

Hosts File Name:

Number of lines in file:

hostnames comma separated (Overwrites Hosts File Name): Policy ID: 00000000-0000-0000-0000-000000000000

☐ Skip Uninstalled

Max number of concurrent processes: 100

Exclude Hosts File: ☒ **Path:**

Start Installation **Start Uninstallation** **Uninstall/Install** **Trace Management**

Successful install/uninstall: Last hostname:

Failed install/uninstall: Last hostname:

Excluded:

☐ Automatic re-install on failed machines (one cycle only)

Concurrent processes: Invalid Hostnames:

Create Thread Failures:

Started:

Ended:

Last Status:

Trace File: trace.log

Remote Host: Host name or IP address

Open Installation Trace **Get Active Sessions List**

SQL Server: localhost

SQL UserID: Leave empty for Trusted_Connection

SQL Password:

Thread Agents List

Status pie chart

Series 1

5. Trouble Shooting

5.1 Execute process failed. The RPC server is unavailable. (Exception from HRESULT: 0x800706BA)

1. It was an issue with RPC ports, verify Firewall opened the full range and Try to run setup completed.
2. The remote computer is blocked by the firewall.
Solution: Open the Group Policy Object Editor snap-in (gpedit.msc) to edit the Group Policy object (GPO) that is used to manage Windows Firewall settings in your organization. Open *Computer Configuration*, open *Administrative Templates*, open *Network*, open *Network Connections*, open *Windows Firewall*, and then open either *Domain Profile* or *Standard Profile*, depending on which profile you want to configure. Enable the following exception: "Allow Remote Administration Exception" and "Allow File and Printer Sharing Exception".
3. Host name or IP address is wrong or the remote computer is shutdown.
Solution: Verify correct host name or IP address.
4. The "TCP/IP NetBIOS Helper" service isn't running.
Solution: Verity that "TCP/IP NetBIOS Helper" is running and set to auto start after restart.
5. The "Remote Procedure Call (RPC)" service is not running on the remote computer.
Solution: Verity that "Remote Procedure Call (RPC)" is running and set to auto start after restart and.
6. The "Windows Management Instrumentation" service is not running on the remote computer.
Solution: Verity that "Windows Management Instrumentation" is running and set to auto start after restart.

5.2 MsiExec.exe and InstMsi.exe Error Messages

These error codes are returned by the Windows Installer functions **MsiExec.exe** and **InstMsi.exe**. Note that any error in Winerror.h (such as ERROR_INVALID_DATA, included here) can be returned as well. For more error codes returned by the Windows Installer, see [Windows Installer Error Messages](#).

Note The error codes ERROR_SUCCESS, ERROR_SUCCESS_REBOOT_INITIATED, and ERROR_SUCCESS_REBOOT_REQUIRED are indicative of success. If ERROR_SUCCESS_REBOOT_REQUIRED is returned, the installation completed successfully but a reboot is required to complete the installation operation.

Note If you are a user experiencing difficulty with your computer either during or after installing or uninstalling an application, you should contact customer support for the software you are trying to install or remove. If you feel you are in need of support for a Microsoft product, please go to our technical support site at support.microsoft.com.

Error code	Value	Description
ERROR_SUCCESS	0	The action completed successfully.
ERROR_INVALID_DATA	13	The data is invalid.

ERROR_INVALID_PARAMETER	87	One of the parameters was invalid.
ERROR_CALL_NOT_IMPLEMENTED	120	This value is returned when a custom action attempts to call a function that cannot be called from custom actions. The function returns the value ERROR_CALL_NOT_IMPLEMENTED. Available beginning with Windows Installer version 3.0.
ERROR_APPHELP_BLOCK	1259	If Windows Installer determines a product may be incompatible with the current operating system, it displays a dialog box informing the user and asking whether to try to install anyway. This error code is returned if the user chooses not to try the installation.
ERROR_INSTALL_SERVICE_FAILURE	1601	The Windows Installer service could not be accessed. Contact your support personnel to verify that the Windows Installer service is properly registered.
ERROR_INSTALL_USEREXIT	1602	The user cancels installation.
ERROR_INSTALL_FAILURE	1603	A fatal error occurred during installation.
ERROR_INSTALL_SUSPEND	1604	Installation suspended, incomplete.
ERROR_UNKNOWN_PRODUCT	1605	This action is only valid for products that are currently installed.

ERROR_UNKNOWN_FEATURE	1606	The feature identifier is not registered.
ERROR_UNKNOWN_COMPONENT	1607	The component identifier is not registered.
ERROR_UNKNOWN_PROPERTY	1608	This is an unknown property.
ERROR_INVALID_HANDLE_STATE	1609	The handle is in an invalid state.
ERROR_BAD_CONFIGURATION	1610	The configuration data for this product is corrupt. Contact your support personnel.
ERROR_INDEX_ABSENT	1611	The component qualifier not present.
ERROR_INSTALL_SOURCE_ABSENT	1612	The installation source for this product is not available. Verify that the source exists and that you can access it.
ERROR_INSTALL_PACKAGE_VERSION	1613	This installation package cannot be installed by the Windows Installer service. You must install a Windows service pack that contains a newer version of the Windows Installer service.
ERROR_PRODUCT_UNINSTALLED	1614	The product is uninstalled.
ERROR_BAD_QUERY_SYNTAX	1615	The SQL query syntax is invalid or unsupported.

ERROR_INVALID_FIELD	1616	The record field does not exist.
ERROR_INSTALL_ALREADY_RUNNING	1618	<p>Another installation is already in progress. Complete that installation before proceeding with this install.</p> <p>For information about the mutex, see MSIExecute Mutex.</p>
ERROR_INSTALL_PACKAGE_OPEN_FAILED	1619	This installation package could not be opened. Verify that the package exists and is accessible, or contact the application vendor to verify that this is a valid Windows Installer package.
ERROR_INSTALL_PACKAGE_INVALID	1620	This installation package could not be opened. Contact the application vendor to verify that this is a valid Windows Installer package.
ERROR_INSTALL_UI_FAILURE	1621	There was an error starting the Windows Installer service user interface. Contact your support personnel.
ERROR_INSTALL_LOG_FAILURE	1622	There was an error opening installation log file. Verify that the specified log file location exists and is writable.
ERROR_INSTALL_LANGUAGE_UNSUPPORTED	1623	This language of this installation package is not supported by your system.
ERROR_INSTALL_TRANSFORM_FAILURE	1624	There was an error applying transforms. Verify that the specified transform paths are valid.
ERROR_INSTALL_PACKAGE_REJECTED	1625	This installation is forbidden by system policy. Contact your system administrator.
ERROR_FUNCTION_NOT_CALLED	1626	The function could not be executed.

ERROR_FUNCTION_FAILED	1627	The function failed during execution.
ERROR_INVALID_TABLE	1628	An invalid or unknown table was specified.
ERROR_DATATYPE_MISMATCH	1629	The data supplied is the wrong type.
ERROR_UNSUPPORTED_TYPE	1630	Data of this type is not supported.
ERROR_CREATE_FAILED	1631	The Windows Installer service failed to start. Contact your support personnel.
ERROR_INSTALL_TEMP_UNWRITABLE	1632	The Temp folder is either full or inaccessible. Verify that the Temp folder exists and that you can write to it.
ERROR_INSTALL_PLATFORM_UNSUPPORTED	1633	This installation package is not supported on this platform. Contact your application vendor.
ERROR_INSTALL_NOTUSED	1634	Component is not used on this machine.
ERROR_PATCH_PACKAGE_OPEN_FAILED	1635	This patch package could not be opened. Verify that the patch package exists and is accessible, or contact the application vendor to verify that this is a valid Windows Installer patch package.
ERROR_PATCH_PACKAGE_INVALID	1636	This patch package could not be opened. Contact the application vendor to verify that this is a valid Windows Installer patch package.
ERROR_PATCH_PACKAGE_UNSUPPORTED	1637	This patch package cannot be processed by the Windows Installer service. You must install a Windows service pack that contains a newer version of the Windows Installer service.
ERROR_PRODUCT_VERSION	1638	Another version of this product is already installed. Installation of this version cannot continue. To configure or remove the existing version of this

		product, use Add/Remove Programs in Control Panel .
ERROR_INVALID_COMMAND_LINE	1639	Invalid command line argument. Consult the Windows Installer SDK for detailed command-line help.
ERROR_INSTALL_REMOTE_DISALLOWED	1640	The current user is not permitted to perform installations from a client session of a server running the Terminal Server role service.
ERROR_SUCCESS_REBOOT_INITIATED	1641	The installer has initiated a restart. This message is indicative of a success.
ERROR_PATCH_TARGET_NOT_FOUND	1642	The installer cannot install the upgrade patch because the program being upgraded may be missing or the upgrade patch updates a different version of the program. Verify that the program to be upgraded exists on your computer and that you have the correct upgrade patch.
ERROR_PATCH_PACKAGE_REJECTED	1643	The patch package is not permitted by system policy.
ERROR_INSTALL_TRANSFORM_REJECTED	1644	One or more customizations are not permitted by system policy.
ERROR_INSTALL_REMOTE_PROHIBITED	1645	Windows Installer does not permit installation from a Remote Desktop Connection.
ERROR_PATCH_REMOVAL_UNSUPPORTED	1646	The patch package is not a removable patch package. Available beginning with Windows Installer version 3.0.
ERROR_UNKNOWN_PATCH	1647	The patch is not applied to this product. Available beginning with Windows Installer version 3.0.

ERROR_PATCH_NO_SEQUENCE	1648	No valid sequence could be found for the set of patches. Available beginning with Windows Installer version 3.0.
ERROR_PATCH_REMOVAL_DISALLOWED	1649	Patch removal was disallowed by policy. Available beginning with Windows Installer version 3.0.
ERROR_INVALID_PATCH_XML	1650	The XML patch data is invalid. Available beginning with Windows Installer version 3.0.
ERROR_PATCH_MANAGED_ADVERTISED_PRODUCT	1651	Administrative user failed to apply patch for a per-user managed or a per-machine application that is in advertise state. Available beginning with Windows Installer version 3.0.
ERROR_INSTALL_SERVICE_SAFEBOOT	1652	Windows Installer is not accessible when the computer is in Safe Mode. Exit Safe Mode and try again or try using System Restore to return your computer to a previous state. Available beginning with Windows Installer version 4.0.
ERROR_ROLLBACK_DISABLED	1653	Could not perform a multiple-package transaction because rollback has been disabled. Multiple-Package Installations cannot run if rollback is disabled. Available beginning with Windows Installer version 4.5.
ERROR_INSTALL_REJECTED	1654	The app that you are trying to run is not supported on this version of Windows. A Windows Installer package, patch, or transform that has not been signed by Microsoft cannot be installed on an ARM computer.
ERROR_SUCCESS_REBOOT_REQUIRED	3010	A restart is required to complete the install. This message is indicative of a success. This does not include installs where the ForceReboot action is run.