Installation instructions for CAB Service Platform with CAB Install
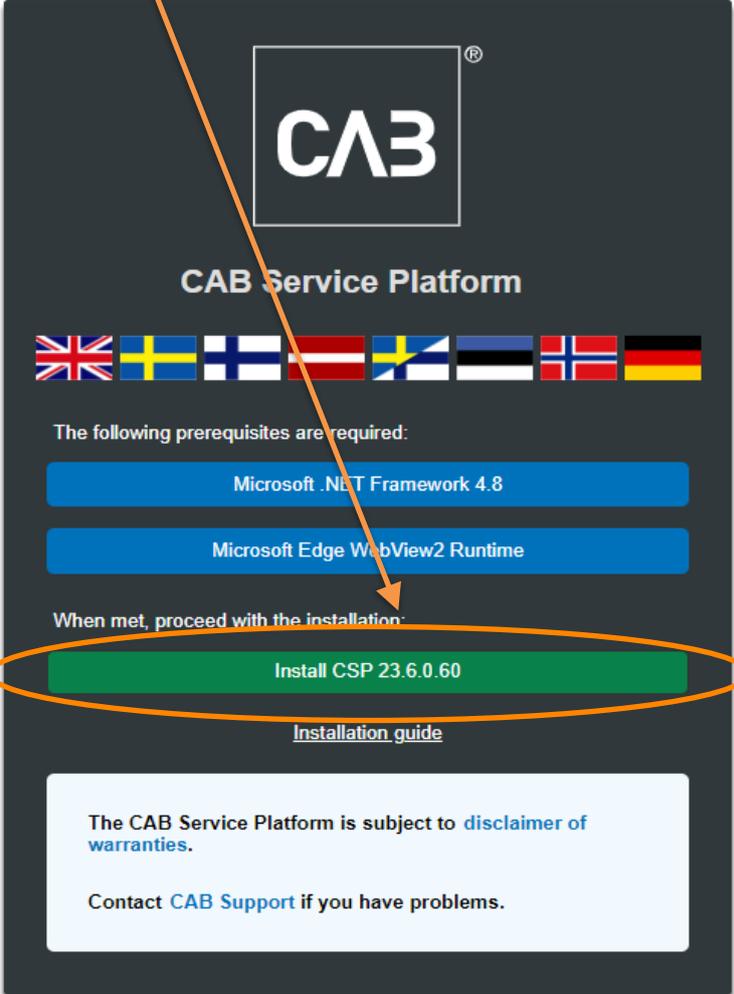
Introduction

These instructions show how to install CAB Service Platform using CABInstall. CABInstall offer larger IT-organizations different possibilities to adapt the installation process.

Standard installation

1. Click on or copy the following link: https://cabassetup.cabgroup.net/ into a web browser.

2. When the following page appears, select the desired language using the flag-links at the top of the page.
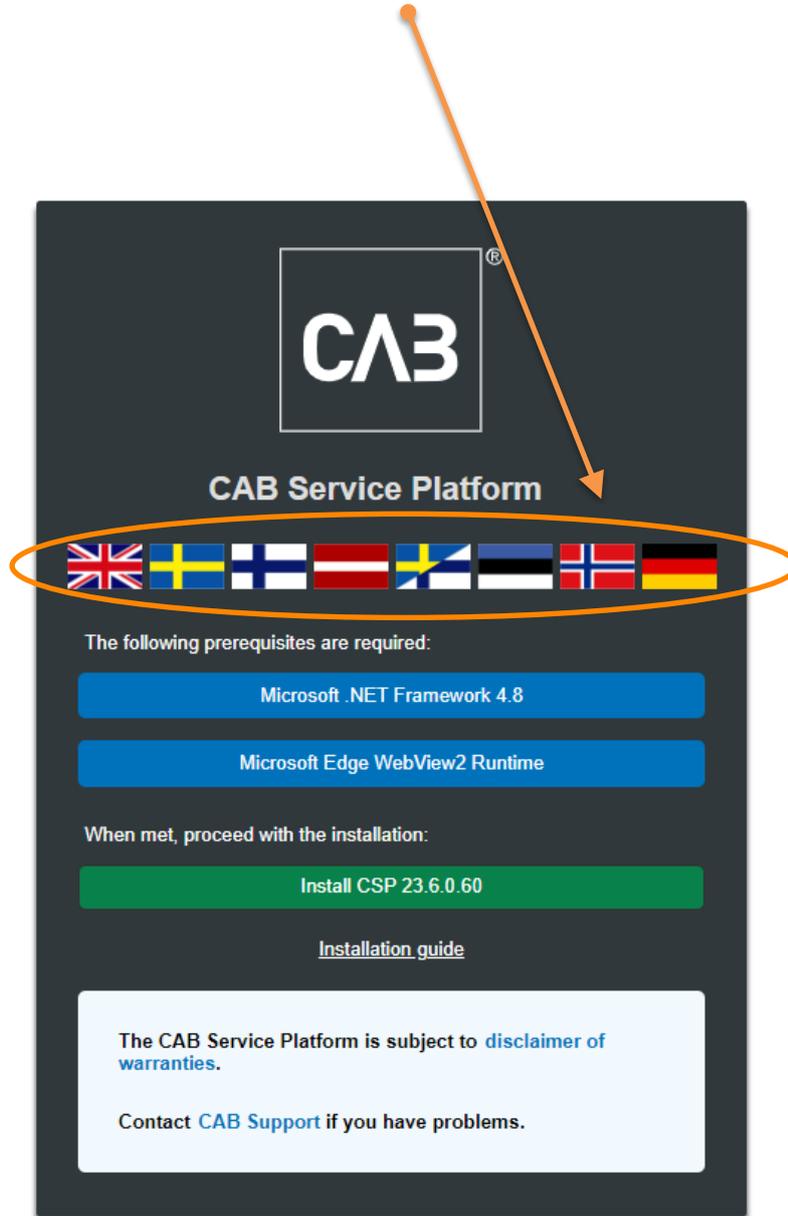
3. Begin by verifying that the prerequisites are installed according to the list on the page. To start the installation, click on the "Install" link further down on the page.

4. Before the CSP installation begin, a check of the prerequisites is performed, i.e., that required third party software is available. If required software or parts thereof is missing, any of the following dialogs may be displayed. If you do <u>not</u> see any dialogs like this, skip to step 6 in this document and continue from there.
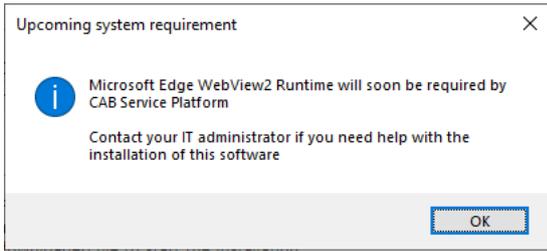
**5.** Click the link *Microsoft Edge WebView2 Runtime* on the download page to find, download and install the setup from Microsoft. This requires administrative privileges on the local PC. The installation might take a few minutes.

5.1. When runtime installation is complete, please continue with the installation.

6. After hitting the "Install" link you should now have the following window displayed on the screen (it might take a few seconds since the installer always checks for a newer version on startup):
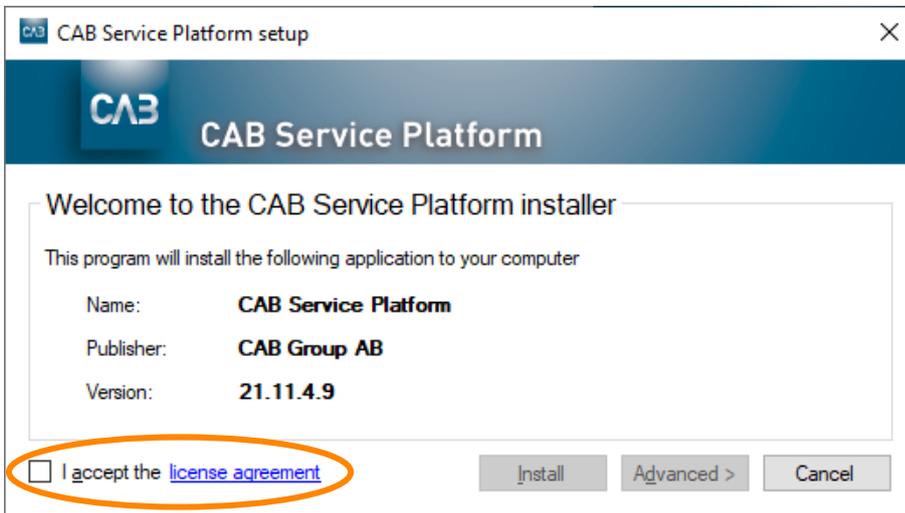
7. Accept the license agreement to continue and click "Install". The "Advanced" button gives you the possibility to choose between installing directly in the local user profile or pick a target directory for the CAB Service Platform installation.

In most situations, you should use the "Install" button (default) which does not require the user to have administrative privileges on the local PC. If you have a hosted solution for running the CAB Service Platform application (like Citrix or similar) the "Advanced" button might be a way to pick a more suitable installation directory. Please consult your IT provider/IT department and refer to the Advanced installation section below. *NOTE! If an alternative installation directory is selected, you must make sure that you have all necessary access rights to the indicated directory.*
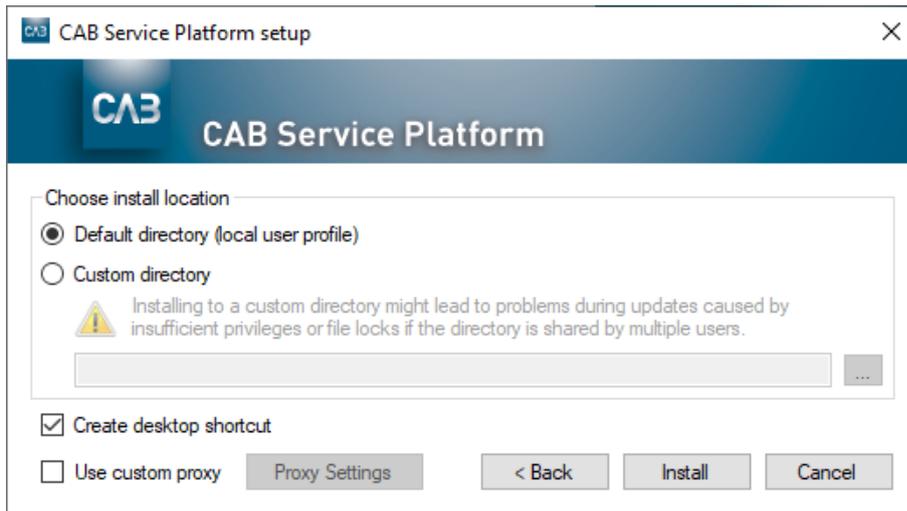
8. CSP will now be downloaded…
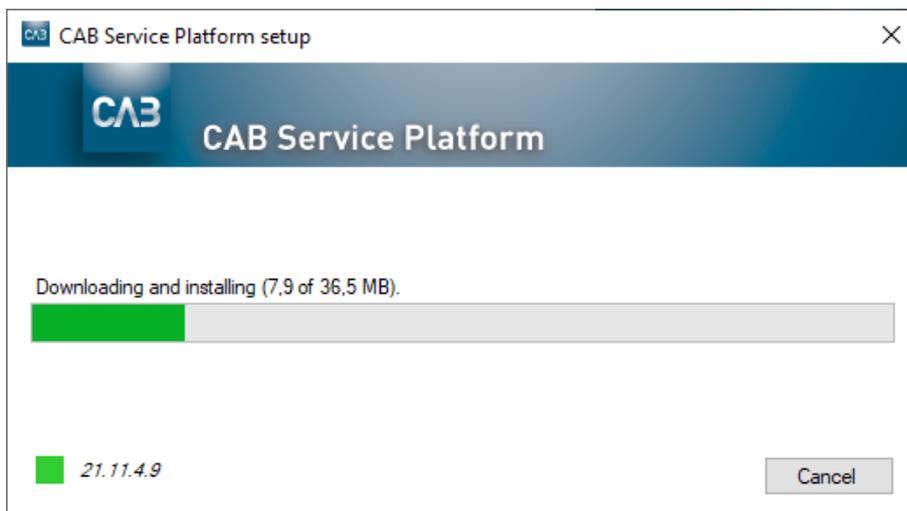
9. After the download is complete, this window should be displayed.
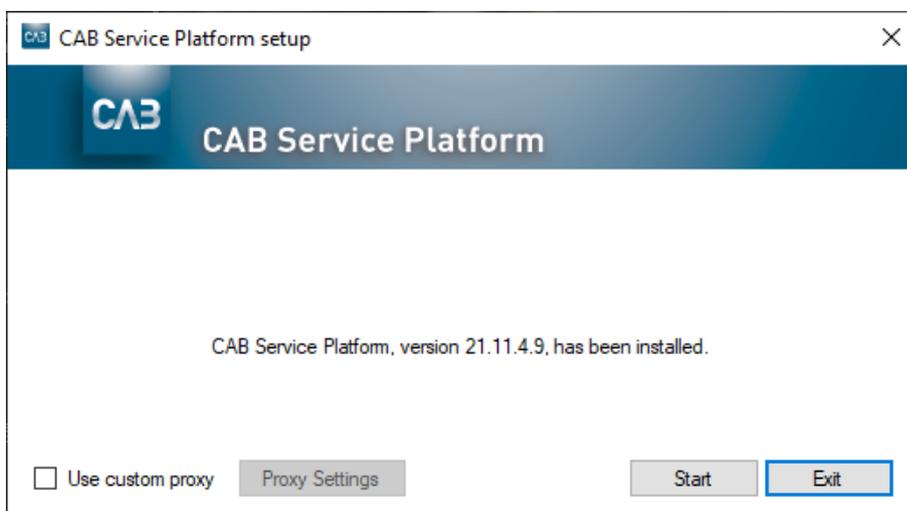
10. The installation is now complete. You can now start CAB Service Platform immediately ("Start" button) or close the installer ("Exit" button).

11. The installer can be retained if you like. If you run it again it will update itself automatically to the latest version before proceeding so you can never install an older version of CAB Service Platform. The installer can also be used to uninstall the application. If the application is already installed when you run the installer, the following window is displayed:
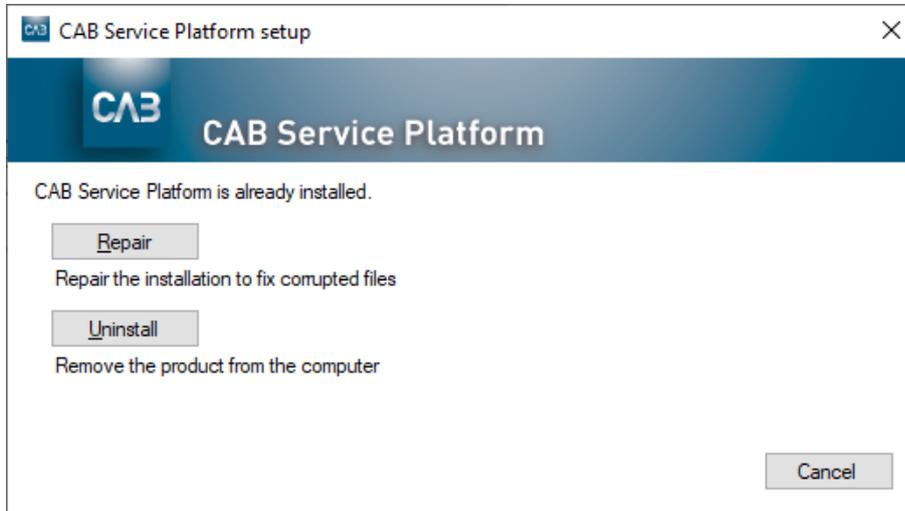
12. CAB Service Platform application can be removed in two ways:

1. By using the downloaded installer, see step 11.
2. By using the "Programs and Features" item in the Control Panel in Windows.

Advanced installation

For an IT-department or a hosting partner where it is not desired that every user installs CAB Service Platform by themselves (for example in a Citrix-environment that might use too much disk space or cause too much internet traffic) there are some other options on how to install CAB Service Platform.

Please note that even with these alternative installation options all local user data, mainly settings, is stored in the user's profile.

We recommend the use of Option 3 for most scenarios.

Important note: When using any of the command-line based install scenarios below (except option 1) the update needs to be scheduled regularly (nightly at least) to run when no one is using the software.

Option 1

Install as above with graphical interface, but possibly choose an install location and do it as an administrator. This has the effect that individual users never check for updates when they start CAB Service Platform. Instead, the administrator (with elevated privileges) must start CAB Service Platform to update the installation. Since that do require that the administrator manually starts CAB Service Platform and that no other user is running CAB Service Platform from that installation at the same time it is not likely to be an often-used solution. To start such an installation, download the installer as described in step 7 above and start it from the command line with the –machineglobal option.

Ex: *cabinstall -machineglobal*

Then the installation is performed as described above, do note that the default installation directory in that case is not the users local profile but instead in a subdirectory of %%ProgramFiles(x86)%% and that the icon used to start CAB Service Platform is placed in the, by all users, shared Start Menu and on the shared Desktop.

This must be done from an elevated command prompt on Windows 7 and higher, otherwise an error message will be received during the installation.

Option 2

Install as in option 1, but only using the command line.

Install with: ***cabinstall –machineglobal –install <optional alternative installation directory>***

Update the installation (without manually starting CAB Service Platform as an administrator) with:

> ***cabinstall –update***

-machineglobal is automatically detected but do note that no one can run the application while the update is in progress.

To uninstall use:

> ***cabinstall –uninstall***

(this kind of command line installation can also be done by a regular user without the –machineglobal option targeting the local profile, but there should be few usage scenarios for that unless one works with very advanced login scripts for the users.)

Option 3

Install from the command line but save no information locally on the PC that requires administrative privileges.

This option can be used if one wants to install and update CAB Service Platform without doing it as a local administrator on the PC/server or for some other reason needs more control over the installation. On key feature of this option is that nothing is written to any location on PC/server where administrative privileges are required.

To install:

> ***cabinstall –stateless –install <installation directory>***

The installation directory is not optional.

To update:

> ***cabinstall –stateless –update <installation directory>***

The installation directory must now be specified even for an update since no information about the installation location is stored on the local PC/server. (You can also use –install for an update since the result is the same, the latest version will be put in the indicated directory)

To uninstall, just delete the installation directory.

The user that runs the installation and any updates needs full access rights to the installation directory and regular users that only runs CAB Service Platform needs read and execute rights in the installation directory.

To create a link/shortcut for the users to start CAB Service Platform, that link/shortcut should point to this executable and supply the option **run** at startup:

<installation directory>\CAB.Client.Shell.x64.exe run

Additional information

Citrix specific configuration for WebView 2
To make the embedded login work in a Citrix environment, the WebView2 component needs to be excluded from Citrix hooks.

How to disable hooks in Citrix: https://support.citrix.com/article/CTX107825

The name of the process is: *"msedgewebview2.exe"*, however there might be a limit on the length of the value that can be entered for the registry keys to 14 characters. In that case, enter *"msedgewebview2"* as value.

Proxy
During installation the default Windows/Internet Explorer settings for Proxy detection/use is used for downloads. If one has an environment where proxy detection is slow (that can usually be determined by observing the startup time for Internet Explorer to first downloaded page on a freshly started PC) this will have a noticeable effect on the startup of CABInstall and thereby also the startup of CAB Service Platform unless one is using the fully administrator-controlled update method above.

For reasons of robustness, the installation is done in several independent steps which all are affected by the delay caused by proxy detection.

If users see this as a problem and it can be verified that it is the update check that is slow, it might worth the effort to examine the proxy-settings and if possible, entirely avoid the use of auto-detection in the proxy settings.