

# Enterprise SiteManager / Administrator Upgrade

Windows Installer Technology (MSI)

Issue 1.0

December 2011

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## What Do I Need to Do?

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Your Enterprise SiteManager (ESM) and Administrator software can be upgraded from **11 December 2011**. The upgrade will remain optional until **19 February 2012**, when it will become mandatory.

In response to your requests for a more manageable installation process we have redesigned the installation technology and procedure to use Windows Installer (MSI) technology.

This document details the upgrade process using MSI. There are alternative upgrade instructions if you do *not* wish to use MSI. These are in an alternative document entitled **Enterprise Sitemanager / Administrator Upgrade** available at [www.edexcel.com](http://www.edexcel.com).

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## Contact Us

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If you would like help with the installation or have any questions you can refer to the Frequently Asked Questions (FAQs) at the end of this document, or contact us on: **0844 576 0024**

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## Prerequisites for the Installation

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You will need the following software for the installation process:

**1. Microsoft Core XML Services 6.0 (MSXML6)**

The MSXML6 installation package can be downloaded from the Microsoft Website: <http://www.microsoft.com/downloads/details.aspx?FamilyID=993c0bcf-3bcf-4009-be21-27e85e1857b1>. Installation of the MSXML6 MSI package uses the standard MSI command-line arguments for installation and so can be run silently with the usual /qb or /qn command line arguments. If you use a distribution tool that requires a complete command-line the one that follows should suffice: `msiexec.exe /qb /I <path to file>\msxml6.msi`

**2. Internet Explorer 7.0 or higher**

**3. Adobe Reader or Adobe Acrobat 8.0 or higher**

To avoid any problems later on, carry out the following pre-installation tasks:

- Upload all results.
- Make sure any upcoming exams are in locked status.
- Close any open applications.

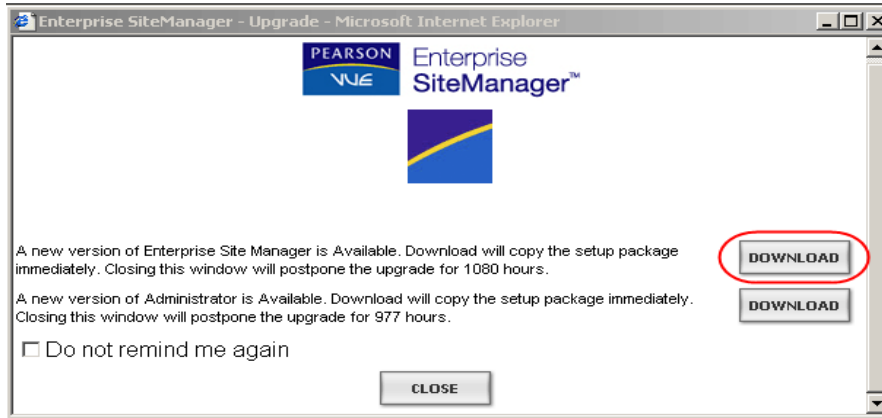
We recommend you upgrade on a day when no testing is due to take place to avoid any disruption to your students.

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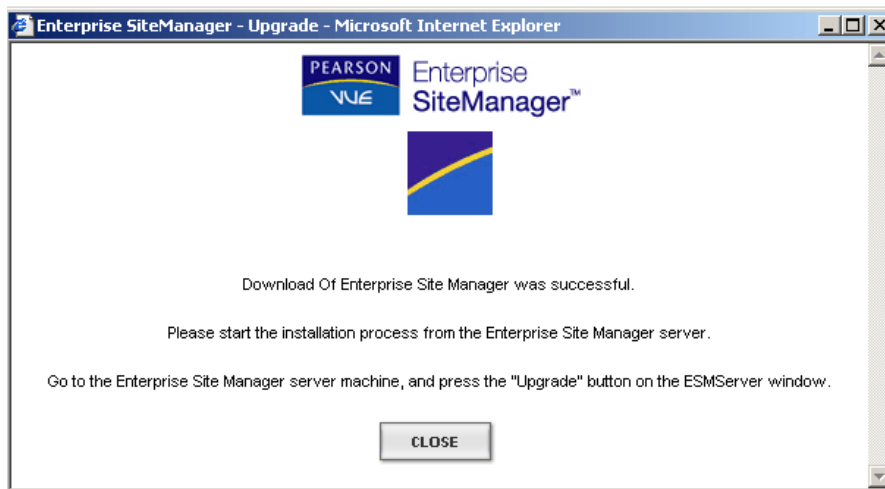
## Upgrading ESM

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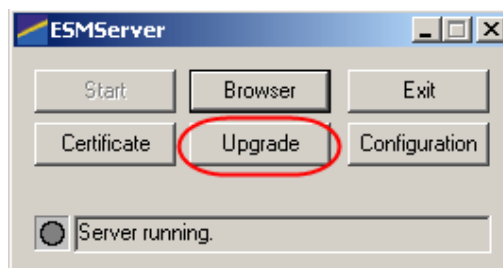
1. Launch the ESMServer and log on. An Enterprise SiteManager Upgrade screen will appear to notify you of the ESM upgrade. Click **Close**. If you deferred the upgrade you will not see this screen. Instead you can click the **Upgrade** text link in the upper right corner of the ESM window.
2. Click the first **Download** button:



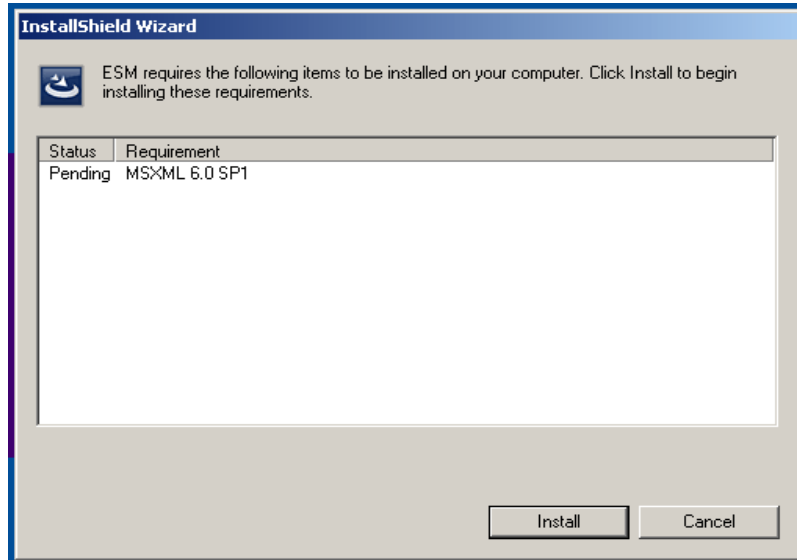
3. Click **Close**. Once the download is complete you will see the following screen:



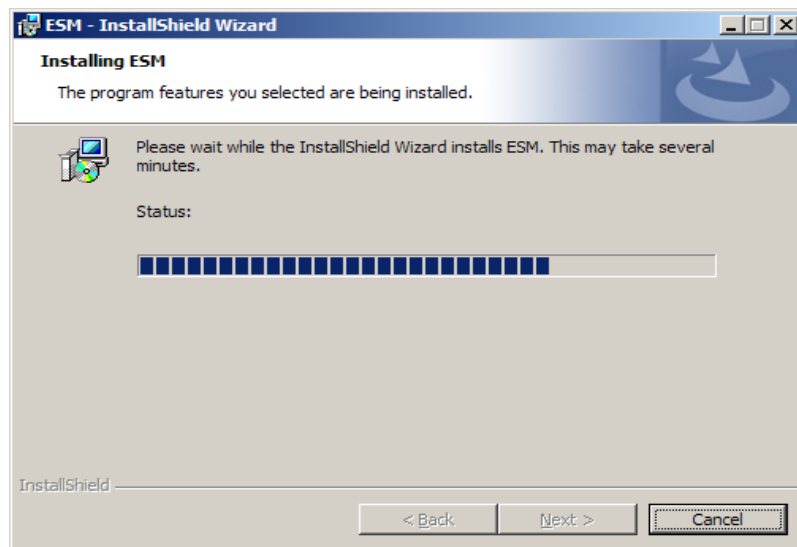
4. In the ESMServer screen, click **Upgrade**. Once the upgrade is complete, the system will log you out of the ESMServer.



5. If you have installed the MSXML 6.0 SP1, the ESM installation will begin (skip to step 6). If you have not installed the MSXML 6.0 SP1, the InstallShield Wizard window opens, notifying you of the need to install the MSXML 6.0 SP1 required item. Click **Install** and follow the installation process.



6. The InstallShield Wizard will start like so:



7. Once this is complete you will be prompted to restart your system and the installation of ESM will complete.

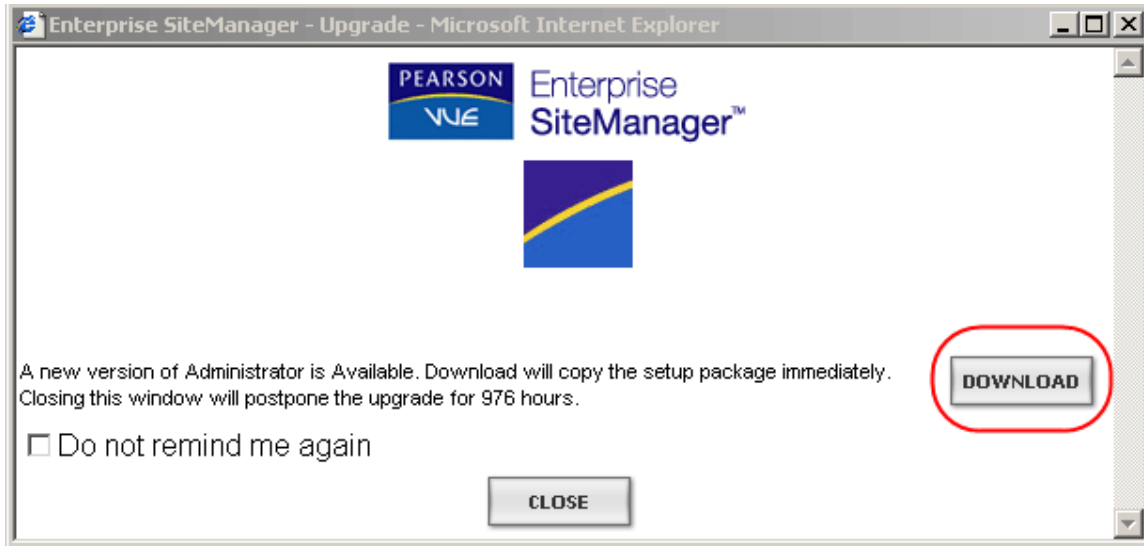
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## Downloading the Administrator Upgrade

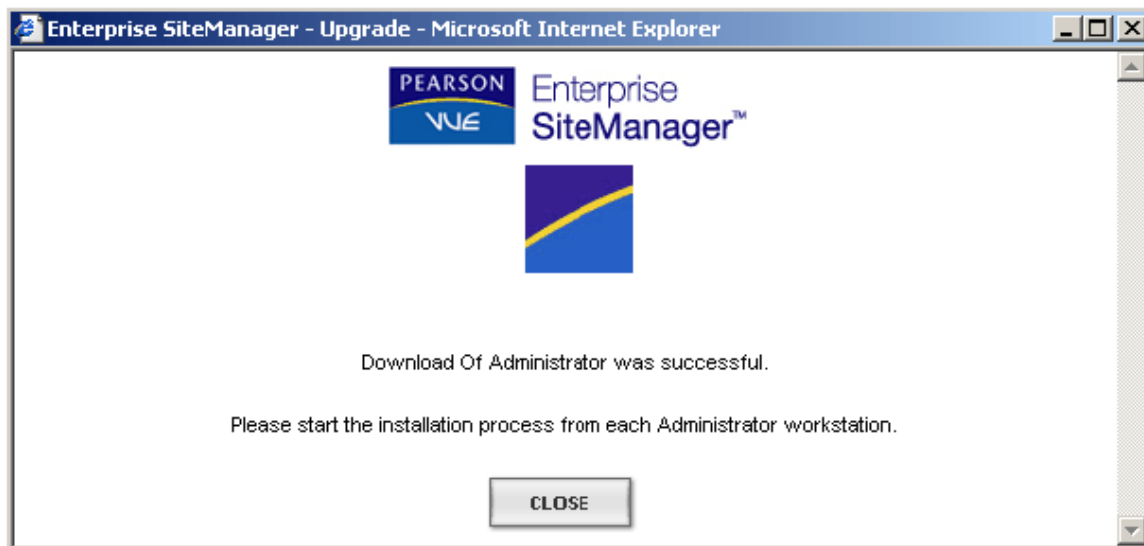
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After you complete the ESM upgrade, you will need to download and install the new Administrator software.

Launch the ESMServer and log on. You will be notified about the new version of the software. Close this screen and you will be able to download the software:



Click the **Download** button. Once the download is complete you will see the following screen:



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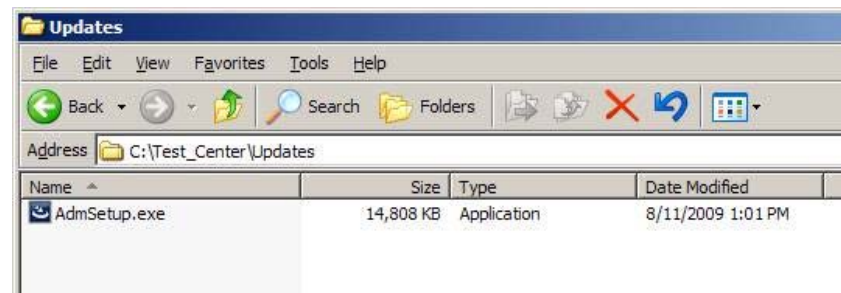
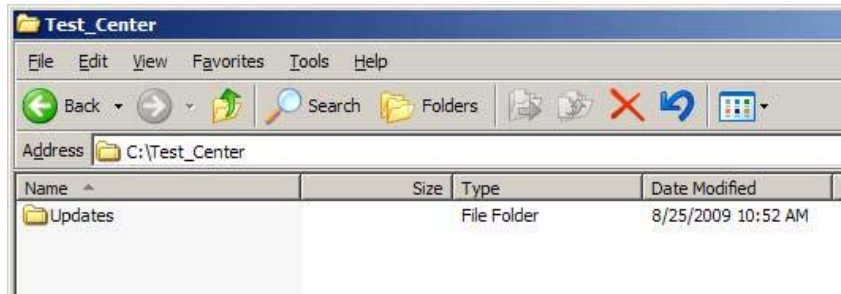
## Extracting and Running the MSI Packages

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You will need to extract the MSI files to complete the installation.

Please log in to the workstations with **Local Admin** privileges – if you do not have this level of access you will experience the error message “**Error 50000: Logged in user is not in administrators group**”

1. Locate the saved folder and open the updates folder:

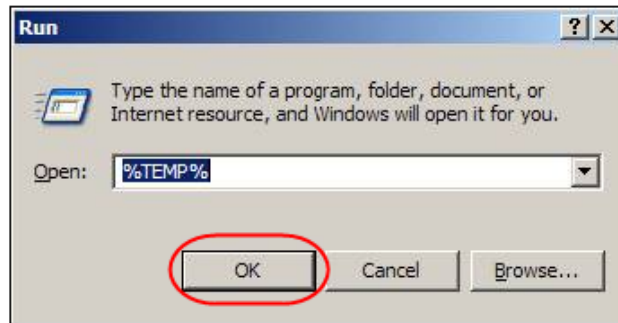


3. Run **AdmSetup.exe**. The InstallShield Wizard dialog box displays as the setup process begins:



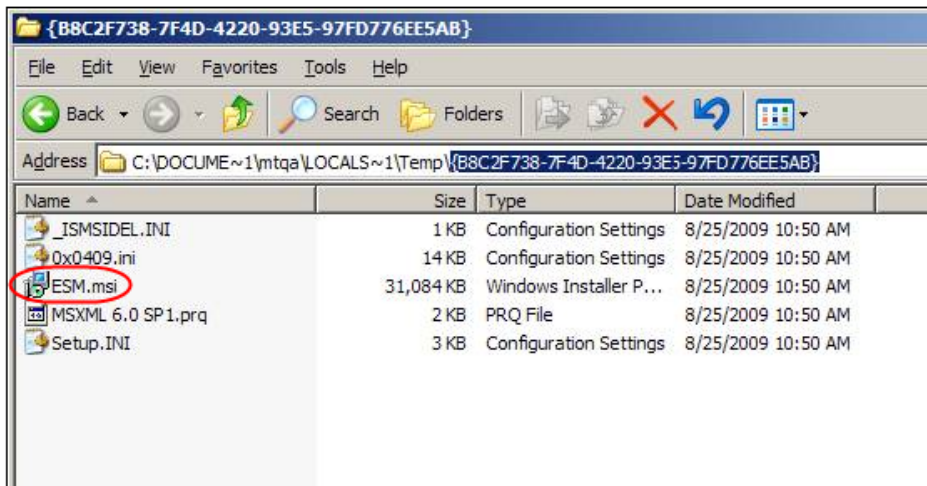
Leave this Wizard running, do not cancel it.

- The MSI will extract to a folder in the %TEMP% directory. Click **Start** and then **Run**. Type "%TEMP%" and click **OK**.

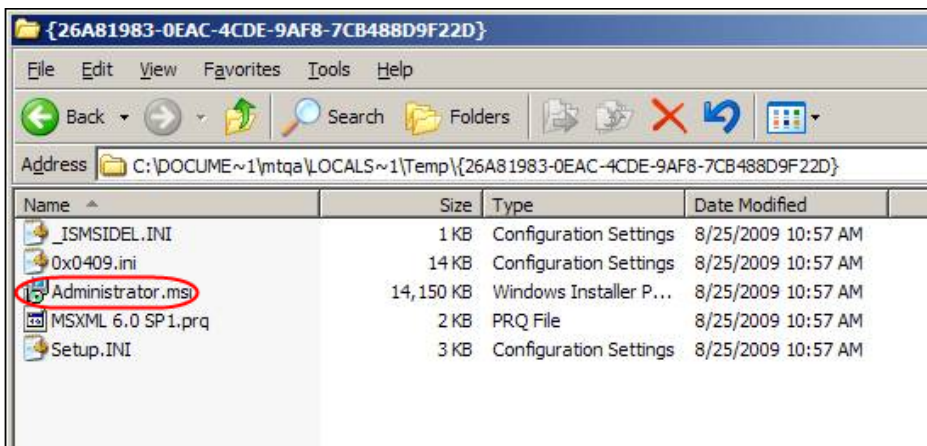


- The temp directory will open. Locate the MSI files:

The ESM.msi file will be in a folder called {B8C2F738-7F4D-4220-93E5-97FD776EE5AB}

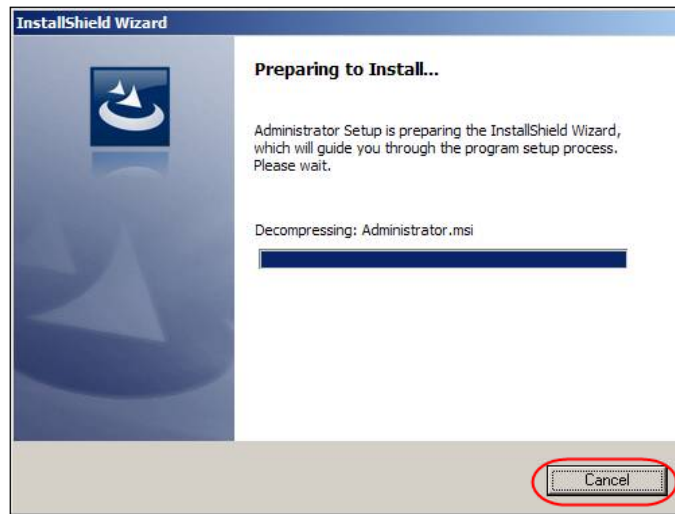


The Administrator.msi file will be in a folder called {26A81983-0EAC-4CDE-9AF8-7CB488D9F22D}



Copy the .msi files to a local folder where you will run them from. **Important:** Copy each MSI file from the directory to the new location. Do not remove the original files.

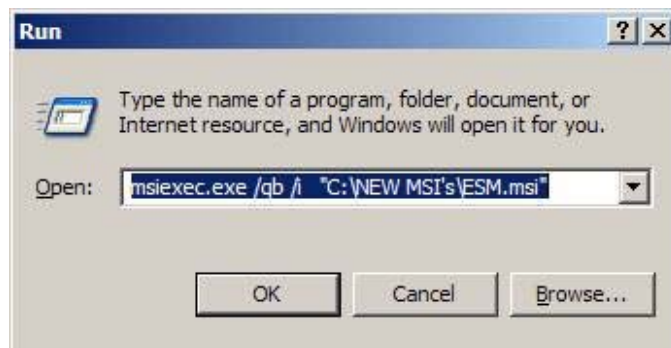
6. Cancel the automatic setup: Return to the InstallShield Wizard dialog and click cancel:



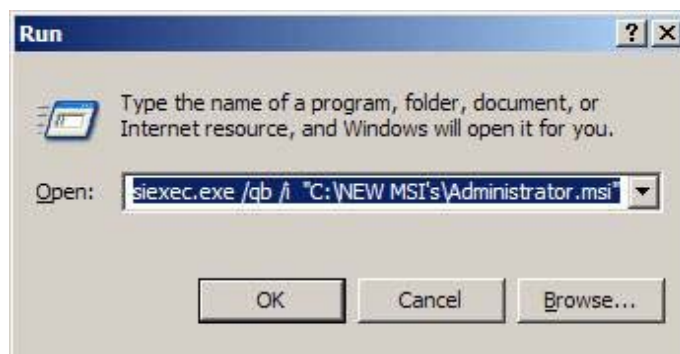
7. You can use normal MSI command-line parameters to run the MSI files.

You can run a silent installation using usual /qb or /qn arguments. If you use a distribution tool that requires a complete command-line, use the following lines.

For ESM use: "msiexec.exe /qb /i <path to file>\ESM.msi", like so:



For Administrator use: "msiexec.exe /qb /i <path to file>\Administrator.msi

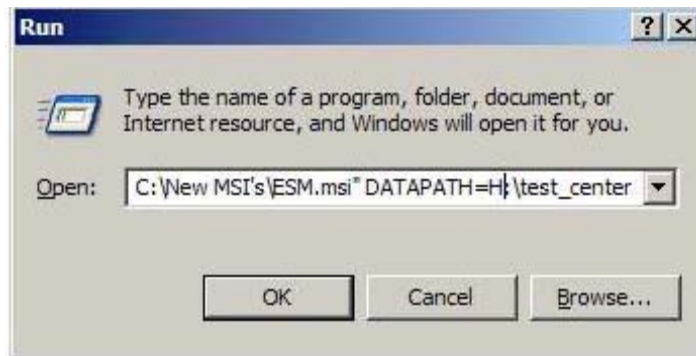


**Note:** If this is a new install, and no DATAPATH value has previously been set, add the desired DATAPATH value to the end of the command line as shown below. If the filepath for the DATAPATH entry contains spaces, it is necessary to put quotation marks around the path.

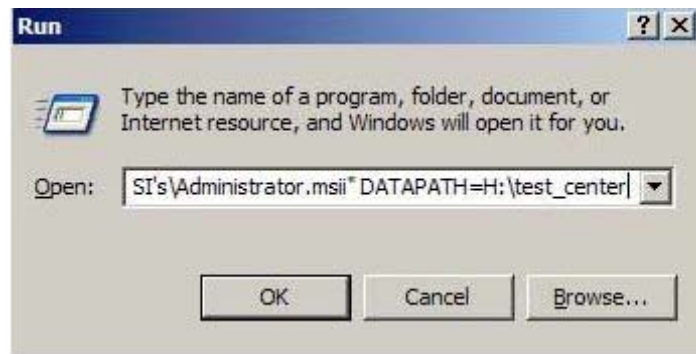
Silent installation can be accommodated through the usual /qb or /qn arguments. If you use a distribution tool that requires a complete command-line the ones that follow should suffice:

Assuming that the desired DATAPATH value is H:\test\_center, the following command lines should be used:

```
msiexec.exe /qb /I "C:\New MSI's\ESM.msi " DATAPATH=H:\test_center
```



```
msiexec.exe /qb /I "C:\New MSI's\Administrator.msi" DATAPATH=H:\test_center
```



Click **OK** to run the MSI files. This will now install the software to the necessary locations.

Once the upgrade is complete, any shortcuts that you have created yourself will need to be updated, otherwise you will receive this message:



To resolve this either only start Administrator using the **WinAdmin.exe** shortcut created during the installation, or you can modify your existing custom shortcuts. To do this, go

into the properties of the shortcut and replace the target path name of the old executable (Administrator.exe) with the name of the new executable (WinAdmin.exe).

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## Configuration Information

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The ESM application is hosted at esm.catglobal.com (159.182.112.240)

### Firewall Configuration

Your firewalls will need to allow the machine(s) with ESM installed to access the IP address 159.182.112.240 (esm.catglobal.com) with a destination port of 80. To allow for other functionality such as demographic changes, the IP address 159.182.112.210 ([www.catglobal.com](http://www.catglobal.com)) with destination port 443 should also be allowed.

### Proxy Configuration

Proxy servers should likewise allow the machine(s) with ESM installed to access the IP address 159.182.112.240 (esm.catglobal.com) with a destination port of 80.

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## Frequently Asked Questions

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- 1) How long do I have?

From 11 December 2011, you will be prompted to upgrade your software. You will be able to defer the upgrade until 19 February 2012.

- 2) What is the purpose of the upgrade, why do I have to do it?

Back-end updates and precursors to Windows 7 support.

- 3) What is Windows MSI and what does it have to do with onscreen testing?

Windows Installer Technology (MSI) significantly reduces the time required for installing upgrades, by allowing the simultaneous update of all copies of the Administrator software.

- 4) MSXML 6.0 SP1 is a prerequisite of using the MSI package to upgrade the Administrator so why is it necessary for centres not wishing to use MSI?

The software is now dependent on the availability of MSXML 6.0 SP1.

- 5) The non-MSI version of the document advises that centres should verify their Administrator version, whilst the MSI version does not. Why is this?

The MSI version is pushed out remotely to all Administrator machines therefore verification is not required. You can carry out a manual check by going to the Administrator machines.

## 6) What access requirements do the installations require?

Administrator rights are required to install the software. Once the software is installed Admin rights can be removed but the below locations require Read/Write/Edit i.e. full control:

\\\*SERVER\*\ESM Test\_Centre - ie the share location

C:\Program Files\Promissor i.e. the local install directory

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## Glossary

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There are some terms in this document which you may not be familiar with. Below are descriptions of what these terms mean.

- **distribution tool** – A distribution tool is a piece of software that provides remote management of one or more client machines. Some of the common functional areas of popular distribution tools are rapid imaging or ghosting of workstations/servers, mass-deployment of software installation packages, remote diagnostic and remote control services. Examples of popular distribution tools are Altiris Deployment Solution, Microsoft Systems Management Server and AppExpress.
- **"imaging"** new machines – imaging refers to writing a pre-defined complete workstation image to a new workstation or server. The process is used by creating a master image (e.g. installing all required software/packages) from one reference machine and then duplicating this image across multiple machines of the same hardware specification.
- **"refreshing"** existing machines – Refers to deploying a pre-defined image as above, but to existing workstations (e.g. not new out of the box).
- **silent installation** – A silent install is whereby an installation package setup program is executed from start to finish without prompts being displayed to the end user, therefore running "silently". Usually additional "switches" are required to be added to the command line of the program in order for an install package to be run silently, e.g. setup.exe /s.