

Deploying Lightspeed User Agent v2.01.14

The LS User Agent can be deployed via most application deployment utilities. This guide will focus on Group Policy Software installation policies. Please read over this entire document before beginning.

DO NOT INSTALL THE AGENT ON A MASTER IMAGE. Each machine generates a unique ID, and the image will then give the same ID to all computers once the image is deployed. [See page 7](#) for details if this applies.

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Obtaining Lightspeed User Agent Files

For Deployment via Group Policy

The necessary files for deploying via Group Policy are available on NEOnet’s Portal. Please use the following direct link to download a zip file containing both 32-bit and 64-bit MSI and MST.

<https://portal.neonet.org/sites/default/files/LightspeedUserAgent/UserAgent2.1.14-GPO.zip>

You must expand the zip file. **It is imperative that these files are located on a share to which all computer accounts have read access.** You may setup a new share and grant read access to either “Domain Computers,” “Authenticated Users,” or create your own group with computer accounts as members. If not, you may use the domain NETLOGON share which, by default, all authenticated users have read access.

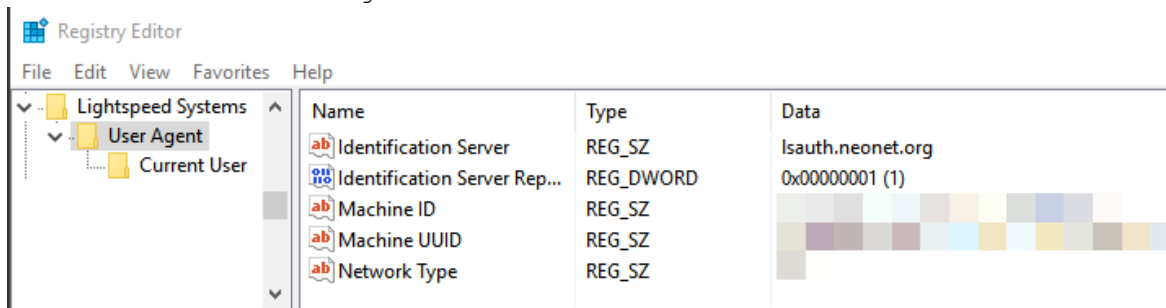
NEOnet already created a GPO with the necessary files in the NETLOGON share. If your district is utilizing NEOnet’s Active Directory services, you may skip to page 4: “[Group Policy Object Linking](#)”

For Deployment via 3rd party utilities

The same files used for Group Policy deployment can be used for most other utilities that deploy MSI files. If for any reason you cannot use the MST files, you MUST do one of the following:

1. Add the following parameter to the command line: `ID_SERVER=lsauth.neonet.org`
2. Add the following registry value via Group Policy Preferences or any other method:

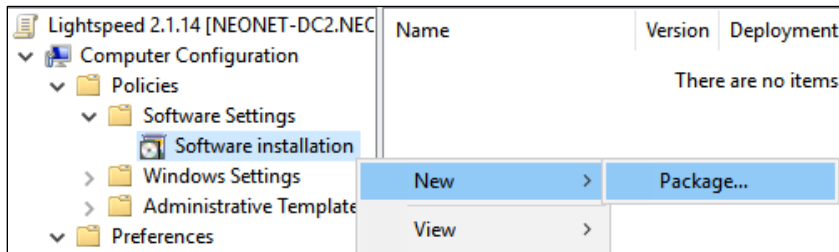
Key: `HKEY_LOCAL_MACHINE\SOFTWARE\Lightspeed Systems\User Agent`
Name: Identification Server
Type: REG_SZ
Data: `lsauth.neonet.org`



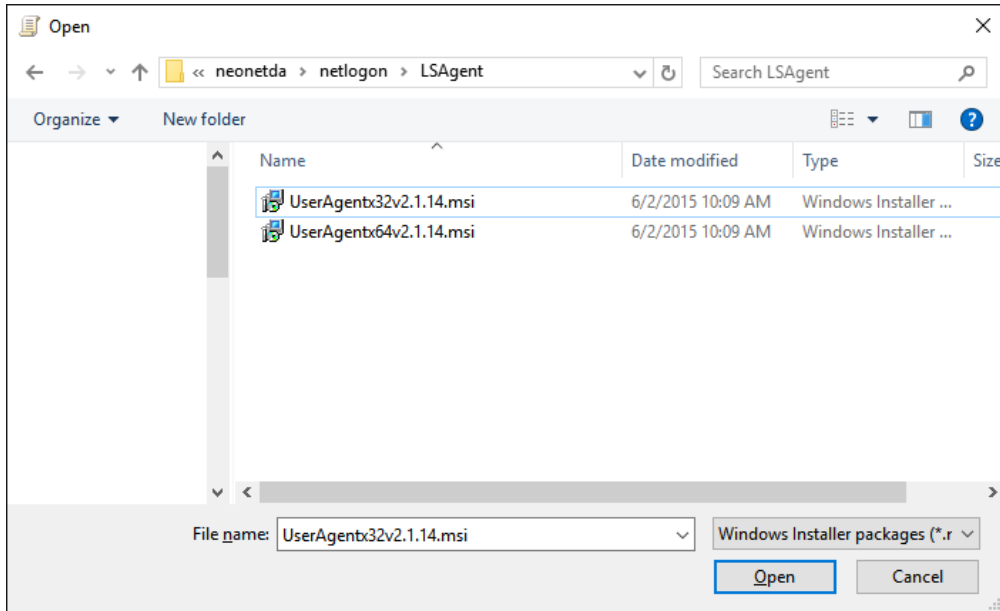
Failure to add the Identification Server registry entry will result in no reporting from the client.

Group Policy Object Setup

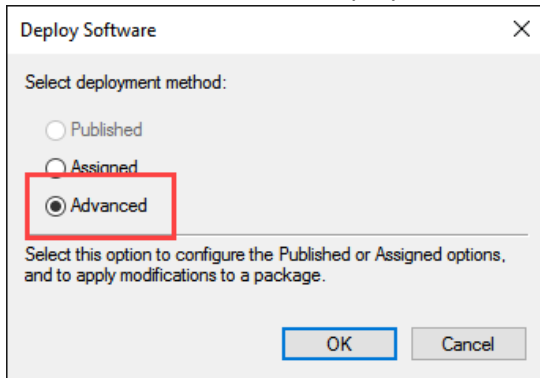
1. Create a new Group Policy object in your domain
2. Edit the object, and expand to Computer Configuration > Policies > Software Settings > Software installation
3. Right click on Software installation and select New > Package...



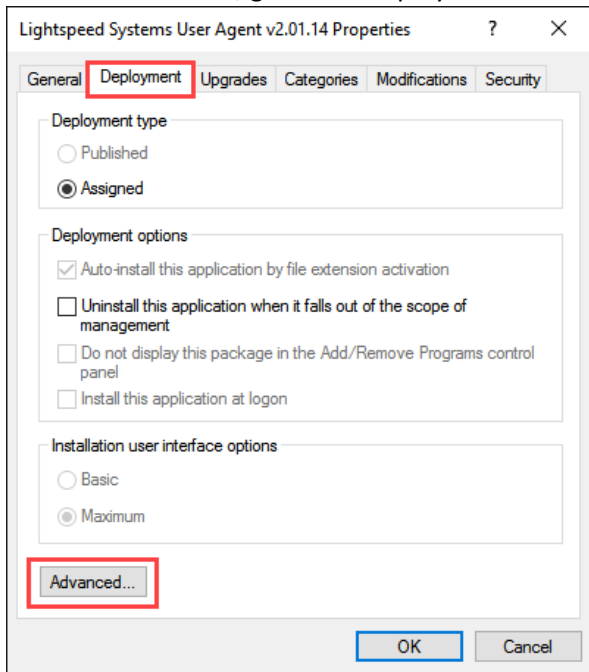
4. Browse to the 32-bit MSI, select it, and click Open.



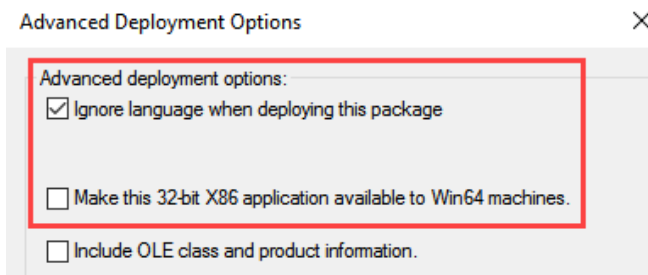
5. Select "Advanced" for the deployment method



6. In the next window, go to the Deployment Tab and click Advanced:

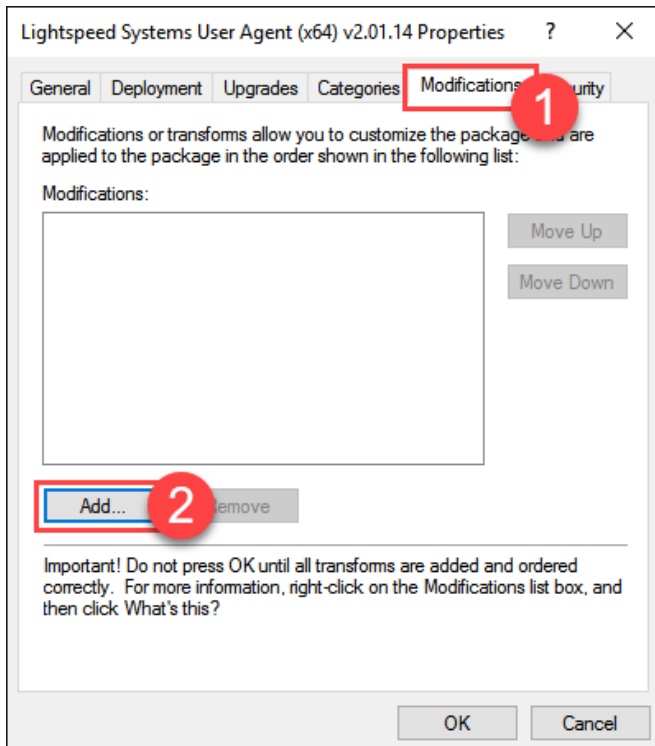


7. **CHECK** "Ignore language when deploying this package"
UNCHECK "Make this 32-bit X86 application available to Win64 machines" (only necessary for the 32-bit MSI)

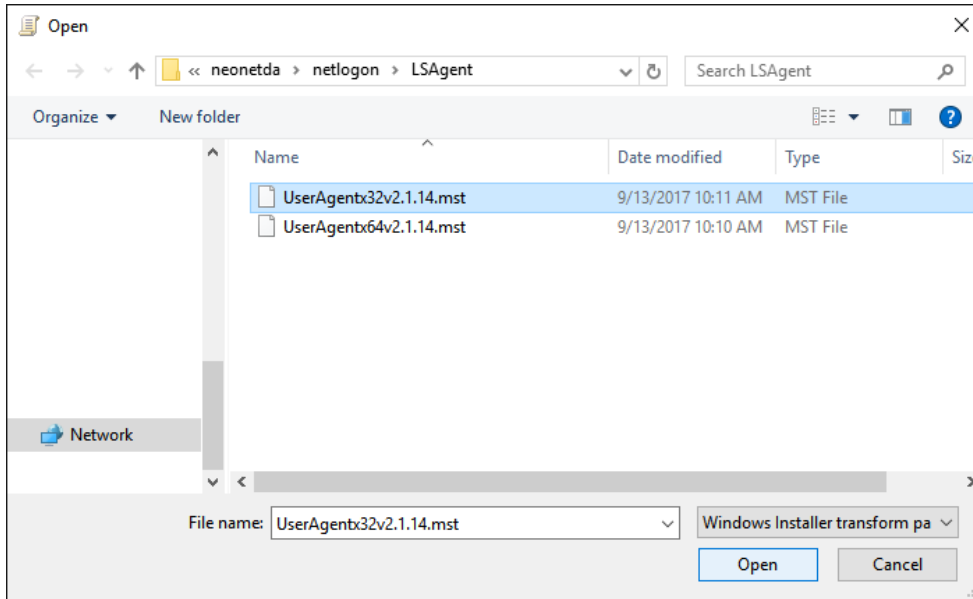


8. Click OK.

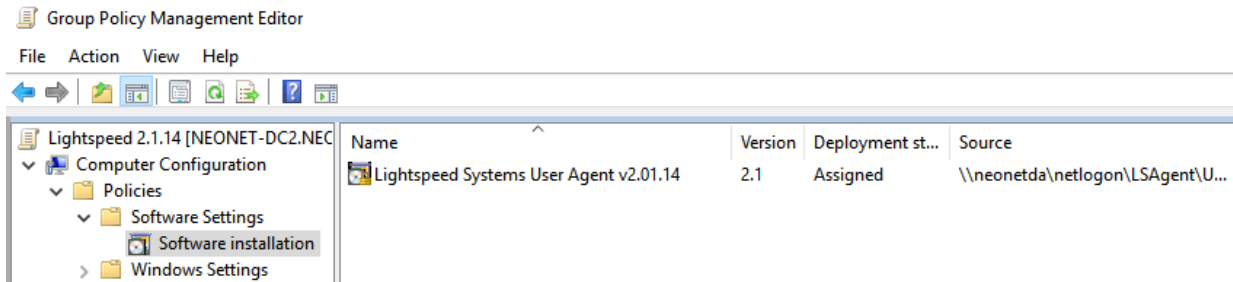
9. Go to the Modifications tab and click Add:



10. Browse to the same folder where the MSI/MST is located. Select the 32-bit MST and click Open



11. Click OK in the properties window. This should return you to the GPO window with a new line for the 32bit installation:



12. Repeat from step 3 for the 64-bit MSI.

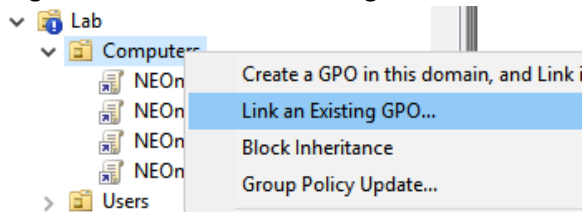
Group Policy Object Linking

This is a computer deployment, so the GPO MUST be linked to OUs containing computer objects. If you link this GPO to an organizational unit containing only users, the LSAgent will not install. You may link it to your OUs as necessary via normal procedures.

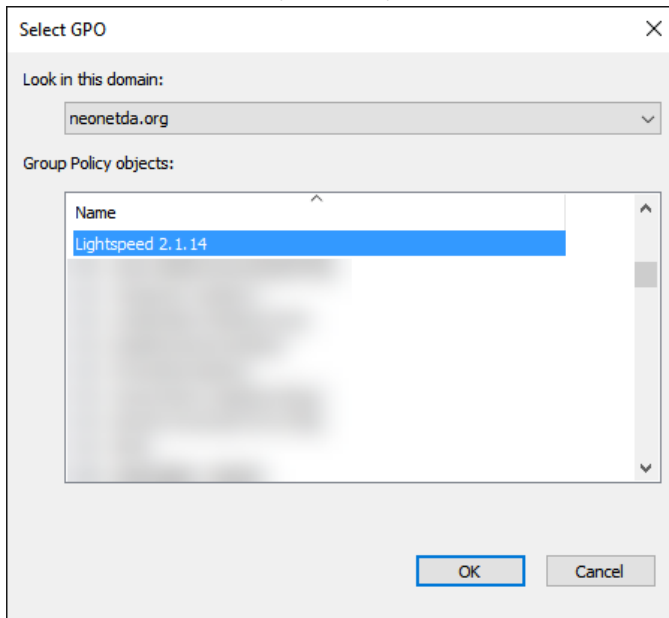
NEONet's Domain

This GPO already exists in NEONet's Active Directory environment.

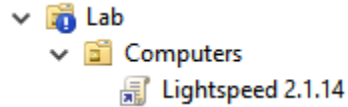
1. Expand the OU tree to reach the target OU
2. Right click and "Link an Existing GPO"



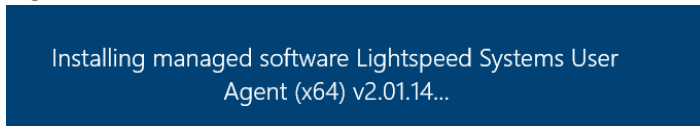
3. Find the GPO in the list, select it, and click OK



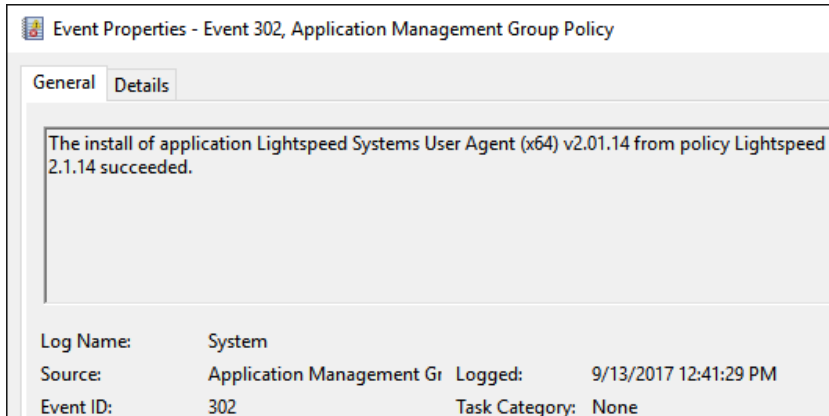
4. The GPO link will appear in the OU



5. After Group Policy has updated on the machine, upon reboot, you will see the following appear prior to the logon screen



6. You should also see Event ID 302 in the System Log:



Issues Related to Master Images

Each installation generates a UUID for the computer upon the first start of the service. If the Agent is installed on a master image and allowed to start, the UUID will be distributed to all computers which use that image. This will cause performance and reporting issues that will initially be difficult to track down.

If you do wish to forego GP or third party deployment, you *can* install this on a master image, with some extra steps...

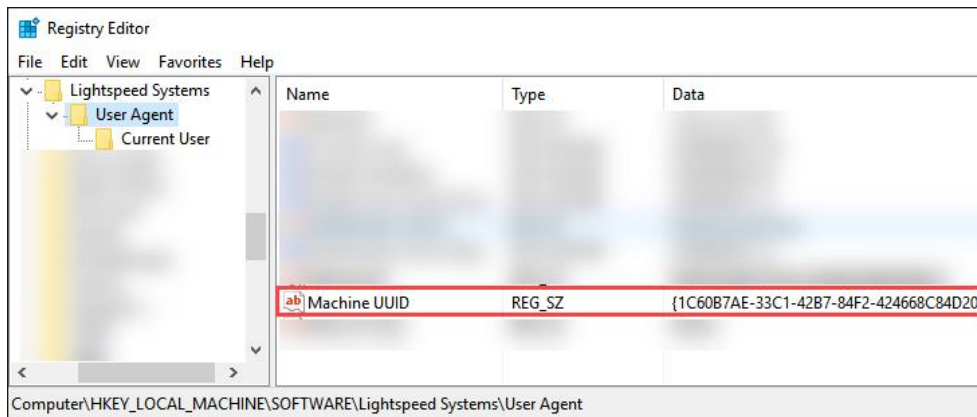
Pre-Sysprep Actions

1. Once installed on the image, immediately prior to running sysprep, stop the UAService service:

```
c:\> Administrator: Command Prompt
Microsoft Windows [Version 10.0.10586]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>net stop uaservice
.
The User Agent Service service was stopped successfully.
```

2. Delete the following registry entry
Key: HKEY_LOCAL_MACHINE\SOFTWARE\Lightspeed Systems\User Agent
Name: Machine UUID



3. Continue to sysprep the machine as usual. The UUID will regenerate at the first start of the UAService service.

Troubleshooting

Application not installed as expected during computer startup

Check Group Policy Result

- Ensure group policy has actually propagated between the domain controllers. You can check to see if the computer is receiving the policy and application deployment by running the following in an administrative command prompt:

```
gpresult /h %USERPROFILE%\Desktop\gpresult.html /f
```

- This will generate an HTML file on the current user's desktop. Open this file in any web browser and you will see the policies applied to the computer.

Check Event Viewer for Errors

- Check the System log in the Event Viewer for Group Policy related errors. If you see event ID 101 for "Application Management Group Policy" with "The assignment of application Lightspeed Systems User Agent (x64) v2.01.14 from policy Lightspeed 2.1.14 failed. The error was : %%1274" (specifically error 1274) the network was not available at the time the computer attempted to process group policy. You like need to do **one or both** of the following
 1. Enable "Always wait for the network at computer startup and logon" in Computer Configuration > Policies > Administrative Templates > System > Logon.
 2. Enable "Specify startup policy processing wait time" in Computer Configuration > Policies > Administrative Templates > System > Group Policy.
 - Set the time to something greater than 30 seconds. 90-120 is likely sufficient
 - Windows will check every two seconds during boot for network availability and proceed once it is available. This setting will force Windows to wait a **maximum** of X seconds before proceeding regardless of network connection.

Contact NEOnet

NEOnet can offer limited troubleshooting for Group Policy and third party deployment. Please be prepared to run through the same troubleshooting steps above. Of course, all environments are unique in their own ways, so we cannot foresee all errors and issues.

Please send an email to technicalhelp@neonet.org or submit a ticket through the Cherwell Portal at <https://servicedesk.neonet.org/CherwellPortal/itcbs>