

# Group Policy Deployment Guide

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## Preface

This guide is for deploying **SymWriter 2**, **First Keys 3**, or **InPrint 3** to your network via Group Policy.

This guide assumes that you have already configured your admin packages for deployment. If you have **not** done this yet, please refer to the **Network Installation Guide** for your products.

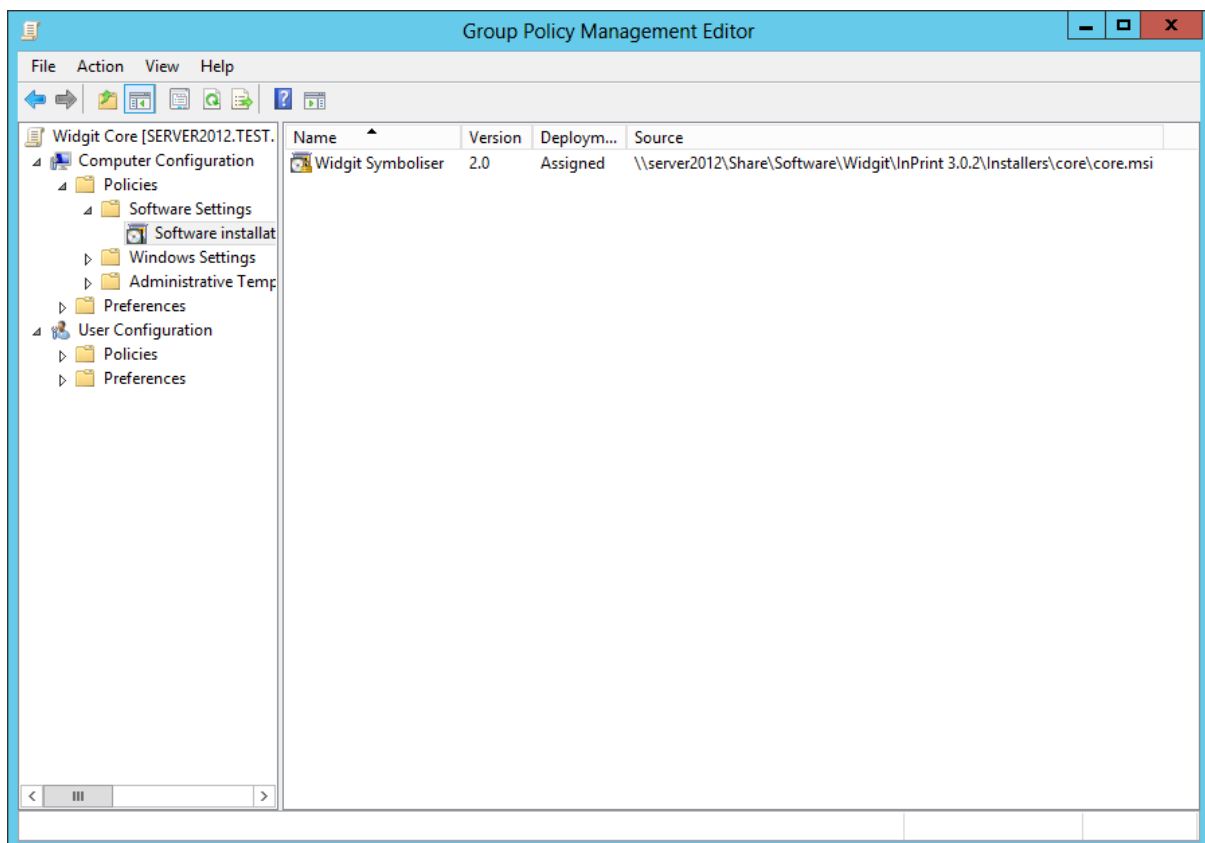
The examples and screenshots shown in this document use Windows Server 2012; other versions may differ slightly but the concepts should remain the same.

## Creating the Group Policy objects

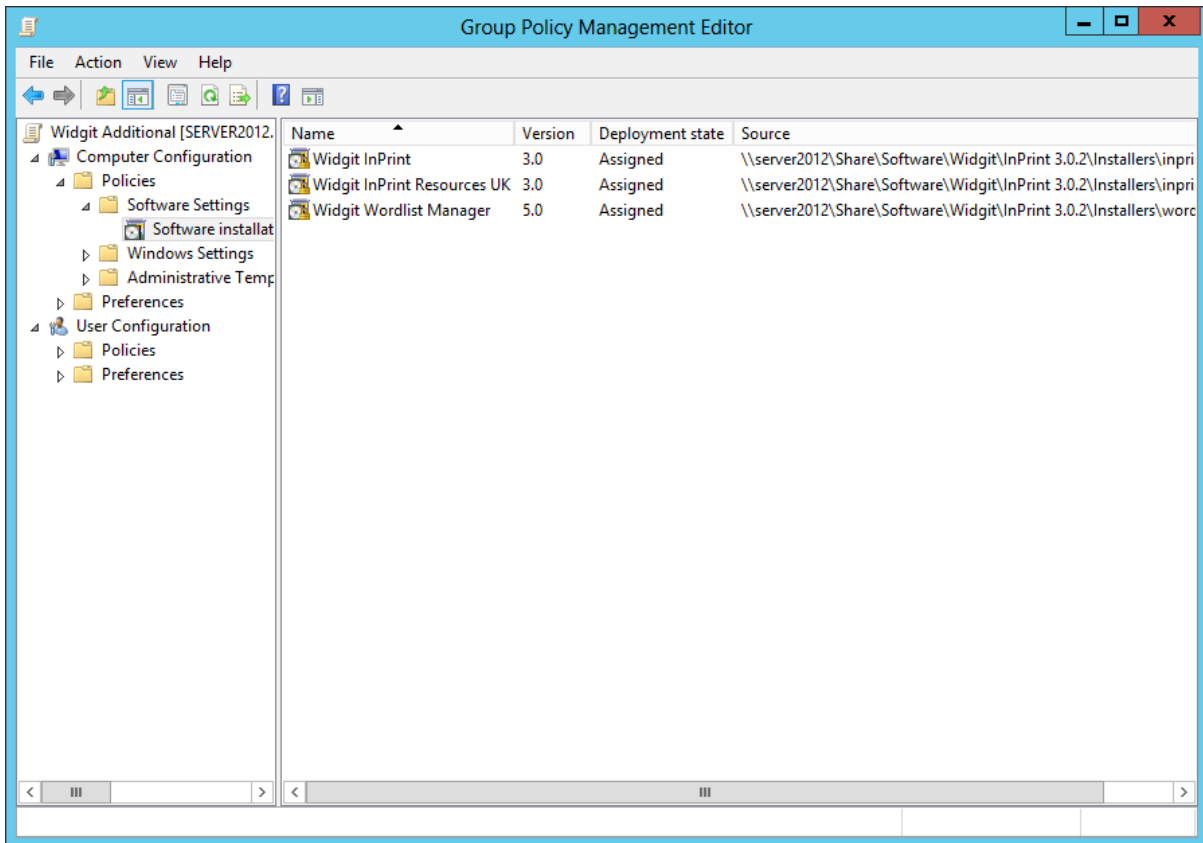
The most important component of Widgit Products is the **Core** component. It contains the shared components (Symbols and language databases) that are required for any Widgit Product to run. All other Widgit MSIs depend on the Core component.

When deploying Widgit Products to your network, the Core component must be deployed before any other Widgit MSIs. To do this, you will want to create **two** separate Group Policy objects:

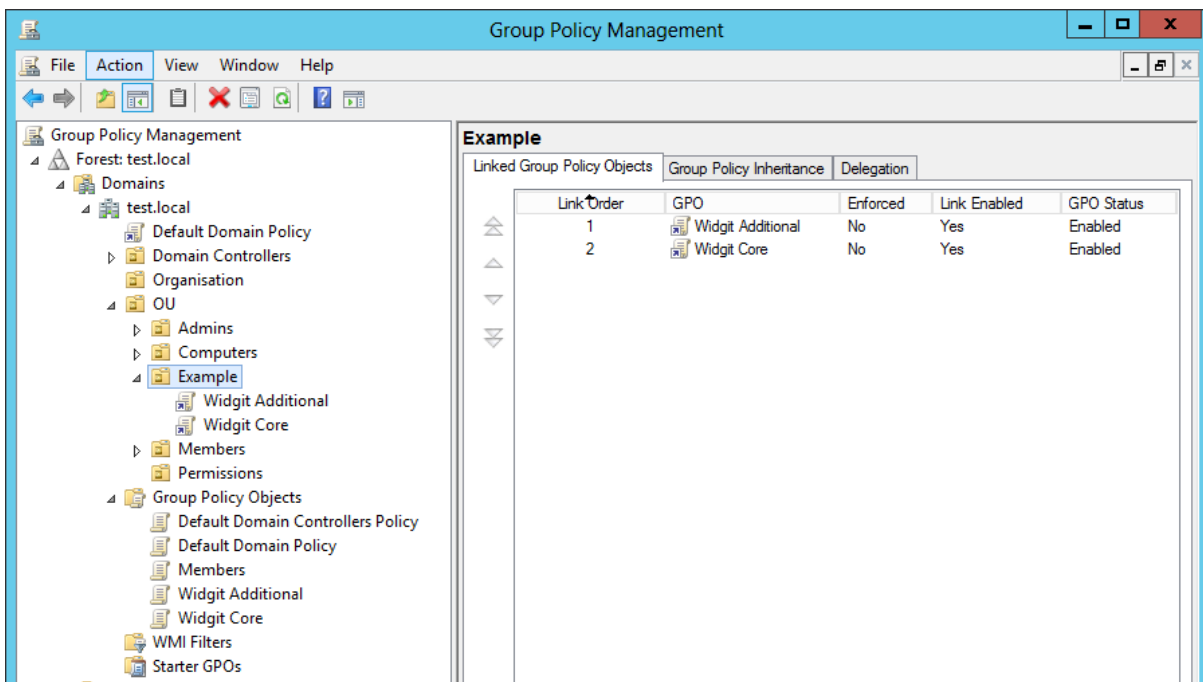
- One for the Core Component, which contains the core admin image



- And a second for additional Widgit MSI packages



To ensure that the Core package object is applied before the object containing additional packages you will need to set the **Link Order** of the objects when you add them to your Organisation Unit. The position of the **Core** Group Policy object in the Link Order needs to be **higher** than the position of the **Additional** Group Policy object.



## Permissions when deploying Widgit Products

When deploying a Widgit Product over Group Policy, you will need to ensure that any network share locations you configured for **Shared Documents** or **Shared Application Data** have correct permissions to allow for a successful deployment.

Information about how these locations are configured in the creation of the Core admin image can be found in the **Network Installation Guide**.

### Permissions for deployment

The **SYSTEM** user will be the user running the Group Policy install and will need read and write permissions to any file share location that is used for **Shared Documents** or **Shared Application Data**. Without these permissions the installation will most likely fail.

### Permissions for users of the software

We recommend that all users have at least read access to the locations of **Shared Documents** and **Shared Application Data**. Without read access they will not be able to see files such as Example Files, Templates, Resource Packs, or Wordlists.

## Deploying multiple Widgit Products

This section describes the situation where you want to deploy multiple Widgit Products at the same time. It also describes what to do if you already have one Widgit Product deployed and you want to deploy a second, or third.

Each Widgit Product ships with a **Core MSI** component however you can only have **one** Core deployed to your network at a time. If you try to deploy two cores, it will either fail to install or cause problems. To ensure that all of your products are compatible with Core you will need to use the most up-to-date Core.

**NOTE:** We recommend that you download the latest network MSIs from our website before continuing. They are available from <https://download.widgit.com/network/>.

Similar to the single Widgit Product deployment, you will need one Group Policy object to hold the Core component. You can then either add all of the other MSIs into a second Group Policy object or you can use multiple objects to split out the products depending on your own requirements.

Finally, remember to set the **Link Order** correctly as described on Page 2 of this guide.

### Deploying a second Widgit Product

If you already have a Widgit Product deployed to your network and you want to deploy a second or third on top, you will need to follow slightly different steps.

If you have one Widgit Product installed you will already have the Core component installed. To ensure that all Widgit Products are compatible you will need to use the most **up-to-date Core**. We recommend you download this from our website – a download link is available in the previous section.



Once you have the latest Core component you will need to configure an admin image from that Core. Information on how to configure your Core component can be found in the **Network Installation Guide**.

**NOTE:** If you configured the previous Widgit Product Core component to use specific locations (such as a network share) for your **Shared Documents** and/or **Shared Application Data** we recommend you configure the latest Core to use the same locations. If you use different locations this may affect the Widgit Product you currently have deployed.

Once you have a Core admin image configured you will need to replace the old Core component in your Group Policy object with the new Core. This should work as an upgrade from the previously deployed core and is safe to do.

You can either add the remaining additional MSI packages for the new Widgit Product to another Group Policy object or to the same Group Policy object where the MSI packages for the currently deployed Widgit Product are.

Be aware that some MSI packages are shipped with multiple products. An example of this is the Wordlist Manager package which is shipped with all of our products. Be sure to only deploy one version of this package as multiple installations of the same package at different versions might cause problems.

## Troubleshooting

### MSI Logging

Sometimes an installation will fail and not provide any reasonable feedback to the user as to why this has happened. This can be even harder with Group Policy installs. Windows Installer can use logging to help assist in troubleshooting issues with installing software packages.

To turn on Windows Installer logging, you need to set a registry key on the computer that the software is being installed on. This key is:

|        |  |
|--------|--|
| Key    | HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows\Installer |
| REG_SZ | Logging  |
| Value  | voicewarmupx   |

Once this registry key is set, you can retry the problem installation and Windows Installer will write a log to the Temp folder (For Group Policy, where the SYSTEM user runs the installation, the log files are created in the C:\Windows\Temp folder). The new log's file name is random. However, the first letters are "Msi" and the file name has a ".log" extension.

Note: This change should be used only for troubleshooting and should not be left on because it will have adverse effects on system performance and disk space. Each time that you use the Add or Remove Programs item in Control Panel, a new Msi\*.log file is created.

### Activation

Another reason that Group Policy installs might fail is due to the automatic activation process that happens if you specified a license key during the Core component admin configuration.

At the end of the Core installation, it will attempt to activate your software by talking to our activation server. If this fails, the installation will fail also. This can be caused by lack of internet access, firewalls blocking our activation servers, or incorrect proxy server details.

To see if the activation failed during an installation process you can find a log file of all activations in the Widgit Program Files folder. The default location for this is:

C:\Program Files (x86)\Widgit\Common Files\Activator\activationlog.txt

This should provide information about why the activation failed.

### Contact support

If you have a problem with installation you can contact our support team using the details below. To help us resolve the issue as quickly as possible we ask that you provide the **Msi logs, activation logs,** and a **directories.xml** file along with your query. Details on how to get these files are described in this troubleshooting section.

The directories.xml is a file which contains information that our programs use as reference to file locations. They can be found in any of the Widgit Product folders, for example:

C:\Program Files (x86)\Widgit\Common Files\SymWriter\directories.xml

C:\Program Files (x86)\Widgit\Common Files\First Keys 3\directories.xml

C:\Program Files (x86)\Widgit\Common Files\InPrint\directories.xml

We recommend that if you are installing a specific product, you provide the directories.xml from that products folder. If these folders are not present after the attempted installation, you can use the directories.xml in the **Bridge** or **Activator** folder instead.

You can contact our support team by telephone: **01926 333686** or by email: [support@widgit.com](mailto:support@widgit.com)