

Deployment with an Installer Package

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Applies To: ☐ New PoliteMail ☒ Legacy PoliteMail

Version: ☒ 4.9+ ☐ 5.0+

Creating a MSI installer package for managed deployment is a simple process executing commands against the integrated PoliteMail Client installer and then, once installed, registering the PoliteMail DLLs with the PoliteMail InstallUtility.exe application.

The PoliteMail Install Utility executable is available on systems that already have the PoliteMail Client installed or available separately upon request. For systems with PoliteMail client installed, the default location is: C:\Program Files (x86)\Salestream Software\PoliteMail v5 . The default directory above will be used in this document.

1. Create a staging directory in an easily accessible location, such as C:\SETUP.
2. Copy the PoliteMail installer executable (client.exe) into this directory. You may need to extract the client.exe file from the client ZIP archive.
3. Open a command prompt as Administrator and execute the following command, making special note of the spacing. This command extracts the PoliteMail client MSI from the InstallShield executable.

```
C:\SETUP>client.exe /s /x /b"C:\SETUP" /v"/qn"
```

An MSI named PoliteMail Client v5.0.msi will now appear in the C:\SETUP staging directory. PoliteMail can now be deployed to end user systems according to your organization's requirements.

Please note that manual installation of the MSI is not supported, and Administrator privileges are required for CLI installation (e.g. CMD or PowerShell must be running as Admin). The install can be invoked by executing the following command, using the \q flag for quiet installation:

```
C:\SETUP>"PoliteMail Client v5.0.msi" /q
```

Registering the DLLs

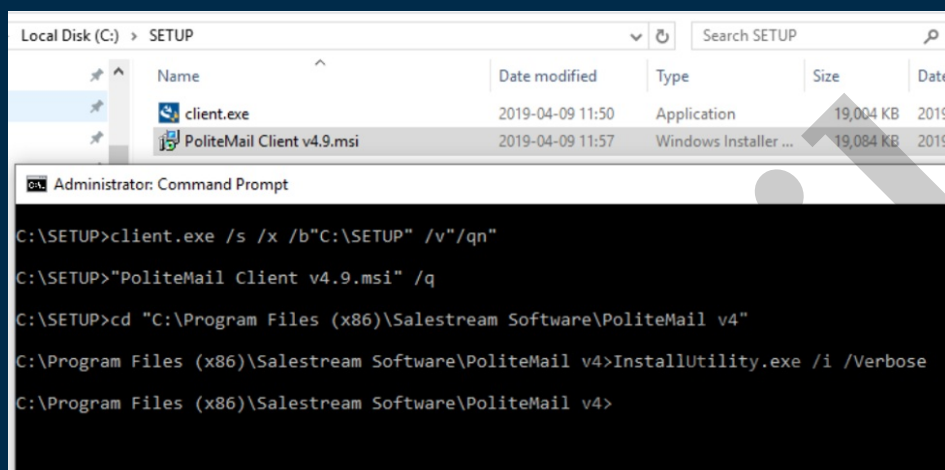
After deploying the PoliteMail client via the MSI installer package, the DLLs must be registered on the local machine.

1. Open a command prompt as Administrator and execute the below command. This command changes the directory to the location of the InstallUtility.exe.

```
C:\SETUP>cd C:\Program Files (x86)\Salestream Software\PoliteMail v5
```

- Next, enter the command below to register the DLLs for the PoliteMail client for the local machine.

```
C:\Program Files (x86)\Salestream Software\PoliteMail v5>InstallUtility.exe /i /Verbose
```



Deploying the PoliteMail Package

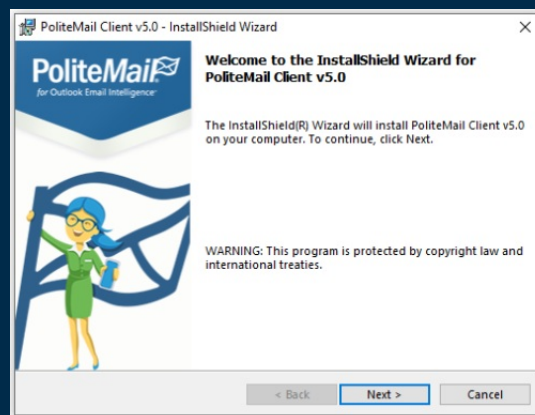
Make sure you apply your company's policies **before** installation. Generally, an out-of-the-box installation will deploy without any issues, but some organizations have policies that may affect the setup (such as whitelisting).

Deploying the PoliteMail client through a package is a useful tool for organizations who have many users in their environment and would like to easily maintain and implement the software. With the packaged client, an administrator can quickly deploy a new version or update to all users at once.

Deploying updates is usually performed by Microsoft Endpoint Configuration Manager (formerly known as System Center Configuration Manager, or SCCM) but could be managed through a software center for some organizations.

Standard Installation

- Double-click the Client.exe file.
- The InstallShield Wizard will open and ask you to confirm the installation. Click **Next**.
- Read and accept the terms in the License Agreement. Click **Next**.
- PoliteMail will now ask which folder you would like to install the software. If you need to change the destination, click the



Change button. Click **Next** to confirm.

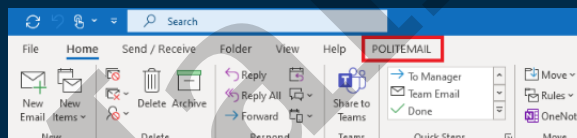
To install for the **current user only**, use the below location. This does not require Administrator privileges on a fresh install.

```
C:\Users\<installinguser>\AppData\Roaming\Salestream Software\PoliteMail v5
```

Installation for **all users** on this machine uses the below location. This is typically best used in packaging.

```
C:\Program Files (x86)\Salestream Software\PoliteMail v5
```

5. Once the software has finished installing, you will see a completed screen. Click **Finish** to complete the installation.



6. Close and reopen Outlook. You will see a new **POLITEMAIL** tab in your ribbon.

InstallShield Deployment

Performing the InstallShield deployment silently will accomplish everything out of the box. Commands for install using InstallShield:

Command	Entry
Install	client.exe
Silent	client.exe /S /v"/qn"
Silent All Users	client.exe /S /v"/qn ALLUSERS=1"
Logging	client.exe /debuglog"C:\SS_EXEs\setupexe.log" /V"/L*v

MSI Deployment

When using the provided client.exe file to get the MSI package, it will need to be extracted. Use this command:

```
client.exe /s /x /b"C:\SETUP" /v"/qn"
```

Commands for MSI Install

Command	Entry
Install	msiexec /i "C:\SETUP\PoliteMail Client v5.0.msi"
Silent	msiexec /i "C:\SETUP\PoliteMail Client v5.0.msi" /qn
Silent All Users	msiexec /i "C:\SETUP\PoliteMail Client v5.0.msi" /qn ALLUSERS=1

Command	Entry
Logging	msiexec /i "C:\SETUP\PoliteMail Client v5.0.msi" /L*V example.log
Silent Logging	msiexec /i "C:\SETUP\PoliteMail Client v5.0.msi" /qn /L*V example.log
Silent Log All Users	msiexec /i "C:\SETUP\PoliteMail Client v5.0.msi" ALLUSERS=1 /qn /L*V example.log

General Installation Flow

1. Execute From Command Line
2. Install Prerequisites
3. InstallShield Welcome
4. Directory Selection
5. Install Process Begins
6. Registration Begins
7. Complete

Install Utility Commands

```
cd <installLocation>
```

Task	Entry
Register PoliteMail	InstallUtility.exe /i /verbose
Unregister PoliteMail	InstallUtility.exe /u /verbose
Remove Artifact Entries	InstallUtility.exe /clean (optionally add /dev)
Remove Artifact Entries with Logging	InstallUtility.exe /clean /verbose