

Remote/Silent Installation

Reporter also provides a Remote/Silent Install option. The Remote/Silent installation provides users with multiple networked sites a way to deploy Reporter installation packages from the IT datacenter to multiple network accessible computer systems and install the Reporter Software without any user intervention.

See [Appendix D](#) for detailed instruction on Remote/Silent installs.

If upgrading from Communicator to Reporter via Remote/Silent Installation, see [Upgrading from Communicator Software to Reporter Software](#)

Appendix D: Remote/Silent Install Instructions

Remote/Silent Install Overview

In addition to the local install application, which is run manually on a computer system to install a single instance of the Reporter Application. Reporter also provides a 2nd installation option, Reporter Remote/Silent Install. The purpose of this **Remote/Silent** installation is to provide the larger enterprise size customer a way to deploy Reporter installation packages from the IT datacenter to multiple network accessible computer systems and install the Reporter application without any user intervention.

Customers should formulate and document a Reporter roll out plan for their Remote installation that includes endpoint identification, Reporter settings needed, installation type; (Communicator upgrade, new system, Reporter upgrade, there are numerous considerations. How will the Reporter Remote install files be used or delivered to the endpoints?

The Reporter Application can be installed remotely and silently by an IT operator in an Enterprise data center. The remote/silent install is the same product software version as the Reporter. NeuroMetrix has provided a few example batch file examples on how to silently install this product without requiring any User interaction with the installer program. Using the included example batch files, shows an IT Admin the programs and files that are necessary so that they may create their own remote/silent installations using their respective 3rd party tools & scripts to perform a silent install of the Reporter on a remote system without any popups or User interaction at the installation endpoint computer . (*as with the standard install*)

1. The IT Administrator can perform the installation from the Enterprise/Data Center

The IT administrator would include the Reporter Remote/Silent Install batch files as part of their IT software Install and Deployment.

For this example we are using the folder DPNCheckReleases\V2.0\Build_v2_0_30_2_Release

There are 8 files in the NeuroMetrix Remote Install folder.

Name	Date modified	Type	Size
CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
LowerLimitsNormal.xml	12/21/2020 7:40 AM	XML Document	1 KB
setup.exe	12/21/2020 7:53 AM	Application	628 KB
SilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SilentInstall2.bat	1/5/2021 2:59 PM	Windows Batch File	1 KB
SilentUninstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SL.COM.Setup.msi	12/21/2020 7:53 AM	Windows Installer ...	15,677 KB
SLReporterStng.xml	12/21/2020 7:40 AM	XML Document	5 KB

The above folder contains 3 Reporter Remote install files:

- CleanSilentInstall.bat
- SilentInstall.bat
- SilentUnInstall.bat

Each of the 3 batch “.bat” install files for Remote/Silent installs and uninstalling are described here.

Name	Date modified	Type	Size
CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
LowerLimitsNormal.xml	12/21/2020 7:40 AM	XML Document	1 KB
setup.exe	12/21/2020 7:53 AM	Application	628 KB
SilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SilentInstall2.bat	1/5/2021 2:59 PM	Windows Batch File	1 KB
SilentUninstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SL.COM.Setup.msi	12/21/2020 7:53 AM	Windows Installer ...	15,677 KB
SLReporterStng.xml	12/21/2020 7:40 AM	XML Document	5 KB

CleanSilentInstall.bat performs the following operations

- This batch file first removes the Reporter (any existing C:\DPNCheck files remain)
- A log file is created "C:\DPNCheck\DPNCheckSilentUninstallLog.txt" this location can be configured as desired by IT.
- Then Installs the Reporter Application
- A log file is created "C:\DPNCheck\DPNCheckSilentInstallLog.txt" this location can be configured as desired by IT.
- Copies included LowerLimitsNormal.xml to the local system overwriting any existing Normal limits file.
- Copies included SLReportStng.xml to the local system overwriting any existing LowerLimitsNormal.xml file.

```

CleanSilentInstall.bat x
msiexec /uninstall SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentUninstallLog.
msiexec /i SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentInstallLog.txt"
xcopy LowerLimitsNormal.xml C:\DPNCheck /y
xcopy SLReporterStng.xml C:\DPNCheck /y

```

Remote installation is complete and ready for use.

SilentInstall.bat below performs the following operations

CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
LowerLimitsNormal.xml	12/21/2020 7:40 AM	XML Document	1 KB
setup.exe	12/21/2020 7:53 AM	Application	628 KB
SilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SilentInstall2.bat	1/5/2021 2:59 PM	Windows Batch File	1 KB
SilentUninstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SL.COM.Setup.msi	12/21/2020 7:53 AM	Windows Installer ...	15,677 KB
SLReporterStng.xml	12/21/2020 7:40 AM	XML Document	5 KB

SilentInstall.bat Operations performed as following operations

- The Reporter is installed
- A copy of LowerLimitsNormal.xml is copied/overwriting any existing LowerLimitsNormal.xml file.
- A log file is created "C:\DPNCheck\DPNCheckSilentInstallLog.txt" this location can be configured as desired by IT.

SilentUnInstall.bat below performs the following operations

Name	Date modified	Type	Size
CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
LowerLimitsNormal.xml	12/21/2020 7:40 AM	XML Document	1 KB
setup.exe	12/21/2020 7:53 AM	Application	628 KB
SilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SilentInstall2.bat	1/5/2021 2:59 PM	Windows Batch File	1 KB
SilentUninstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SL.COM.Setup.msi	12/21/2020 7:53 AM	Windows Installer ...	15,677 KB
SLReporterStng.xml	12/21/2020 7:40 AM	XML Document	5 KB

```
SilentUninstall.bat x
msiexec /uninstall SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentUninstallLog.txt
```

SilentUnInstall.bat operations performed

- The Reporter is uninstalled (C:\DPNCheck files remain)
- A log file is created "C:\DPNCheck\DPNCheckSilentUninstallLog.txt" this location can be configured as desired by IT.

The 2 files below **Setup.exe** and **SL.COM.Setup.msi**, are Reporter installations executables.

Name	Date modified	Type	Size
CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
LowerLimitsNormal.xml	12/21/2020 7:40 AM	XML Document	1 KB
setup.exe	12/21/2020 7:53 AM	Application	628 KB
SilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SilentInstall2.bat	1/5/2021 2:59 PM	Windows Batch File	1 KB
SilentUninstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SL.COM.Setup.msi	12/21/2020 7:53 AM	Windows Installer ...	15,677 KB
SLReporterStng.xml	12/21/2020 7:40 AM	XML Document	5 KB
StudyGenerator.exe	12/21/2020 7:51 AM	Application	18 KB

The last file below, is **DPNCheckUnlock.exe**. This is a required program for the Remote IT Administrators. The program is used to unlock a Reporter User (either Local or Remote) whose UserID is locked from logging into the Reporter application because 3 concurrent failed login attempts failed.

Name	Date modified	Type	Size
 CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
 DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
 LocalInstallManual.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB

Example Workflow Configuring Reporter for a Remote/Silent installation: The Remote/Silent installation package used by IT for distribution to predefined designated systems will support 3 install types.

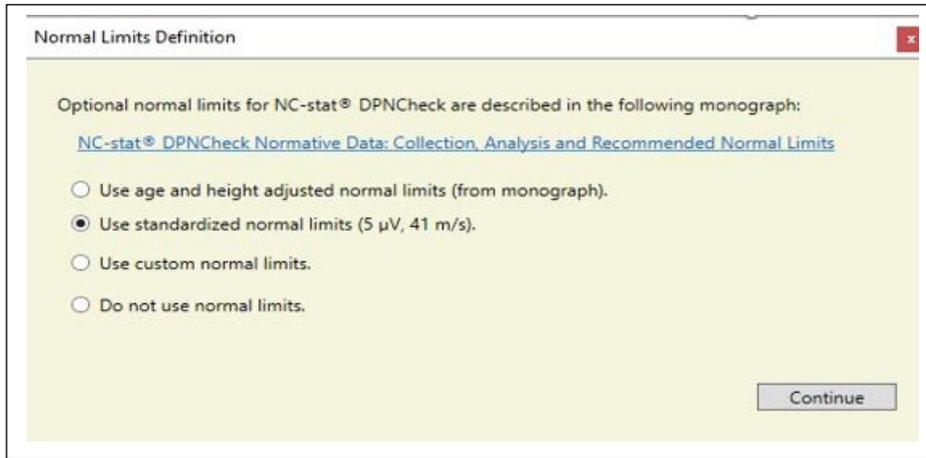
1. **New:** Install Reporter on a clean system with no previous Reporter instance
2. **Upgrade:** A Communicator system to the Reporter
3. **Upgrade/Patch:** A system that has a previous version of Reporter installed

For each option 1 – 3: The IT Administrator must generate and save a Remote install package containing the appropriate Reporter App configuration settings for each type of install. These Reporter settings you configure will eventually be used by the remote systems Reporter Users each time they log into Reporter, after the Remote/Silent install is completed.

To create the Remote/Silent Install package App settings, (*settings targeted for your end users*) the IT Administrator will first *install and Run the Local Reporter* application on their IT system. After installation is complete. Open the Reporter Application and start configuring your Reporter settings, previously outlined in your IT Reporter role out plan. Remember you may be targeting Reporter user group(s) that have a common settings theme. Once you have completed your configuration settings per your roll out plan, save and transfer those settings files from your IT system to your Reporter Remote/Silent install .bat solution. Use the following settings examples and the .bat files included in the Reporter ReleaseSilent folder in accordance with your remote roll out plan.

A required setting that must be done as part of your roll out plan is the Normal Limits setting.

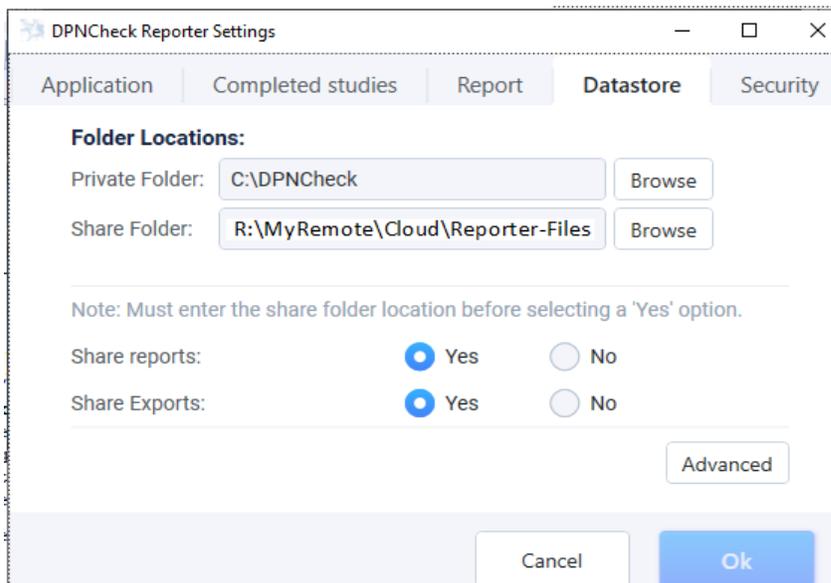
i.e. Set the Normal Limits as required for your organization



The Normal Limits Options setting *must* be set by the customers IT. This setting for the normal limits must be a part of the Reporters Remote/Silent Install. The Reporters app captures/saves this normal limits setting in the LowerLimitsNormal.xml file after the Normal limits pop up is accepted by the IT Admin while configuring this setting. The IT Admin will copy that required user setting (**LowerLimitsNormal.xml**) to their customers Silent Install folder.

1. NOTE: If this file is not present when the Reporter app is started by the User after the Remote installation is completed, a **default LowerLimitsNormal.xml file will automatically be created.** The **LowerLimitsNormal.xml file** is located in the folder **C:\DPNCheck**

Example of some Optional settings for Reporter include



2. **The Reporter application settings** are set by the customers IT. As previously stated, these settings configurations are to be included as part of the Reporter Remote/Silent Install planning effort. After completion of your Reporter settings, IT Admin will copy your planned application settings from **SLReporterStng.xml** to the customers Silent Install folder.

The **SLReporterStng.xml** file is located in the folder **C:\DPNCheck**

Additional examples of configuration settings your planned roll out may consider are

- i.e. Configure Physicians
 - i.e. Configure Technicians
 - i.e. Configure Local language
 - i.e. Configure Security login settings
 - i.e. Configure Option to “Lock local user” from changing Remote settings set by IT
- See Reporter User Guide “Settings” for complete overview of Reporter settings and their use.

For this example after you have completed your configuration changes, those settings will be captured and save in the **LowerLimitsNormal.xml and SLReporterStng.xml files both** located in the folder **C:\DPNCheck**. These two files that contain your setting will need to be copied to the Remote install folder.

Name	Date modified	Type	Size
CleanSilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
DPNCheckUnlock.exe	12/21/2020 7:51 AM	Application	15 KB
LowerLimitsNormal.xml	12/21/2020 7:40 AM	XML Document	1 KB
setup.exe	12/21/2020 7:53 AM	Application	628 KB
SilentInstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SilentInstall2.bat	1/5/2021 2:59 PM	Windows Batch File	1 KB
SilentUninstall.bat	12/21/2020 7:40 AM	Windows Batch File	1 KB
SL.COM.Setup.msi	12/21/2020 7:53 AM	Windows Installer ...	15,677 KB
SLReporterStng.xml	12/21/2020 7:40 AM	XML Document	5 KB

They will replace the two demo files, LowerLimitsNormal.xml and SLReporterStng.xml in the above Remote install folder. The Remote install folder is now updated and ready to be sent to any Remote systems for installation.

Workflow: *Transferring the Remote Install solution to a remote system for testing purposes.*

The Reporter Remote installation folder contains no tools – utilities-software for delivering/transferring the Reporter Remote Install files to any targeted system. Because each

Enterprise IT organization can use different solutions, policies etc. Delivering the Reporter Remote install files to endpoints for use is left up to the IT organization for implementation, using their own software distribution methods.

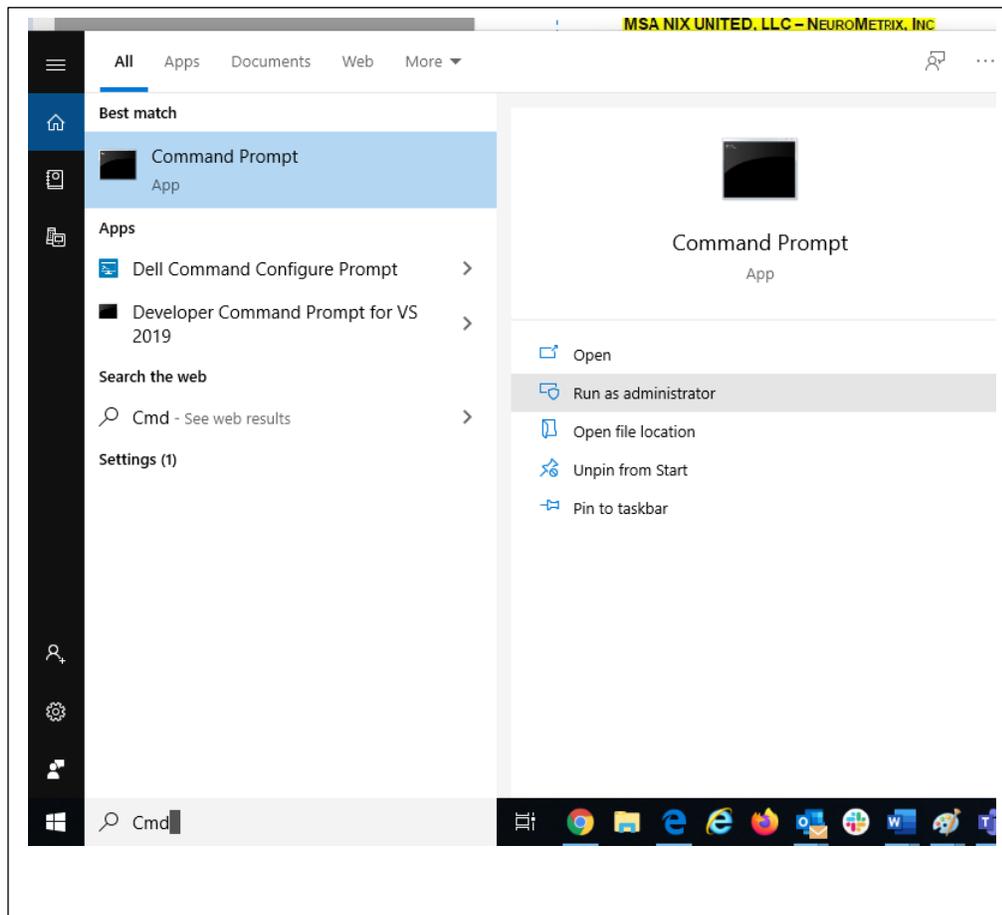
For the sake of verifying that your updated Remote install file will work on the Remote system, copy the Install folder and its content to a USB drive, move the USB drive to a remote system that you had planned to install Reporter remotely. Or you can use whatever IT tools or services on hand to accomplish the transfer of files to the remote system. The remote system now has the Reporter remote install files on it.

Workflow: *Installing Reporter App (to validate your setting are correct) –*

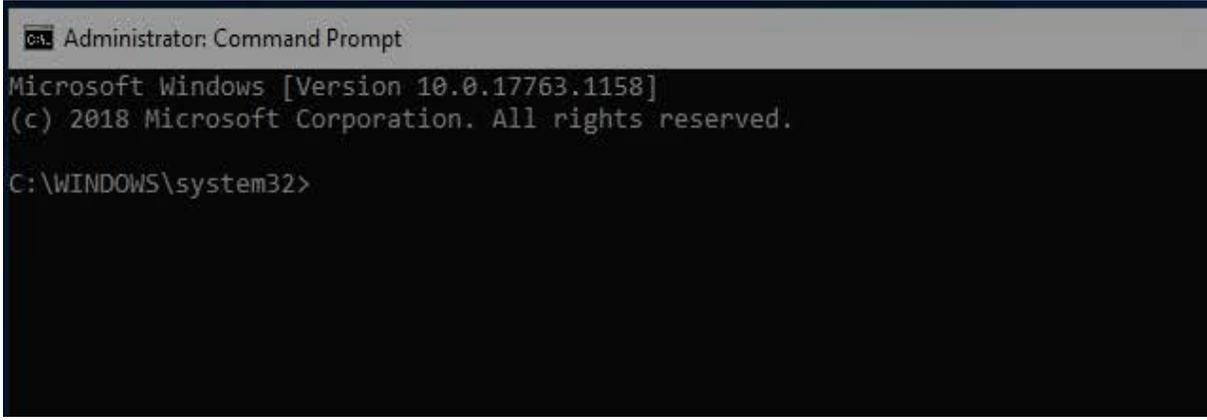
To do this, you will need to Run the Install programs from the Widows CMD line.

Open the command line as administrator and do the following:

To test the **silentInstall.bat** file open the windows cmd window as Administrator.



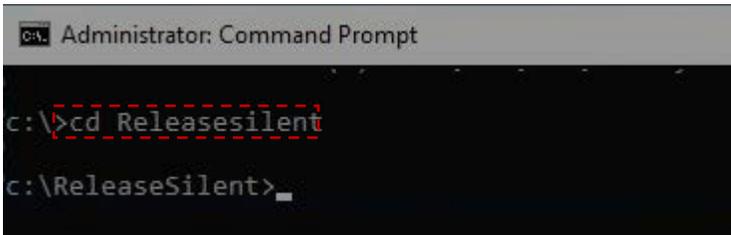
The CMD window opens and you will need to go to the Silent Install Directory you copied to the C Drive



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.17763.1158]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>
```

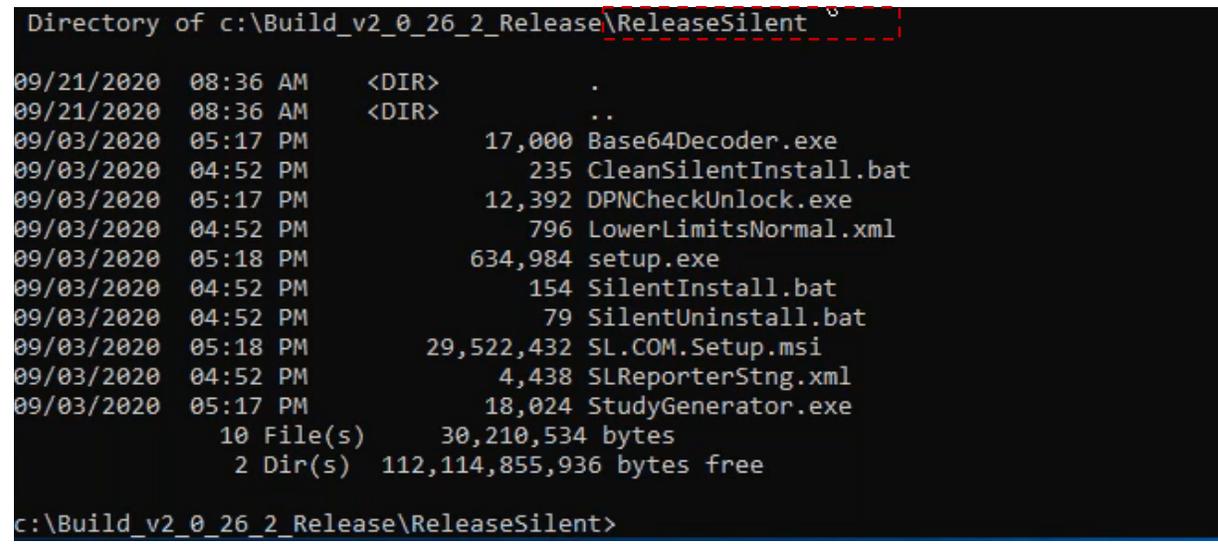
Change the Directory to the Silent Install Directory on your C Drive



```
Administrator: Command Prompt

c:\>cd ReleaseSilent
c:\ReleaseSilent>
```

Next, Use the “Dir” command to view the files in the Release Silent folder



```
Directory of c:\Build_v2_0_26_2_Release\ReleaseSilent
09/21/2020 08:36 AM <DIR> .
09/21/2020 08:36 AM <DIR> ..
09/03/2020 05:17 PM      17,000 Base64Decoder.exe
09/03/2020 04:52 PM         235 CleanSilentInstall.bat
09/03/2020 05:17 PM     12,392 DPNCheckUnlock.exe
09/03/2020 04:52 PM         796 LowerLimitsNormal.xml
09/03/2020 05:18 PM    634,984 setup.exe
09/03/2020 04:52 PM         154 SilentInstall.bat
09/03/2020 04:52 PM          79 SilentUninstall.bat
09/03/2020 05:18 PM   29,522,432 SL.COM.Setup.msi
09/03/2020 04:52 PM         4,438 SLReporterStng.xml
09/03/2020 05:17 PM     18,024 StudyGenerator.exe
                10 File(s)      30,210,534 bytes
                2 Dir(s)   112,114,855,936 bytes free

c:\Build_v2_0_26_2_Release\ReleaseSilent>
```

Next, In the cmd window run Silent Install batch program by typing command **SilentInstall.bat**

```
c:\ReleaseSilent>dir
Volume in drive C is OS
Volume Serial Number is 6EF4-4CC1

Directory of c:\ReleaseSilent

02/07/2020  11:57 AM    <DIR>          .
02/07/2020  11:57 AM    <DIR>          ..
02/05/2020  05:41 PM              796 LowerLimitsNormal.xml
02/06/2020  03:25 PM          636,928 setup.exe
02/07/2020  12:24 PM           113 SilentInstall.bat
02/03/2020  06:18 PM           71 SilentUnInstall.bat
02/06/2020  03:26 PM      28,070,400 SL.COM.Setup.msi
             5 File(s)      28,708,308 bytes
             2 Dir(s)  112,093,884,416 bytes free

c:\ReleaseSilent>SilentInstall.bat
```

The Silent Install will execute - giving the following view

```
c:\Build_v2_0_26_2_Release\ReleaseSilent>silentinstall.bat

c:\Build_v2_0_26_2_Release\ReleaseSilent>msiexec /i SL.COM.Setup.msi /qn /L* "

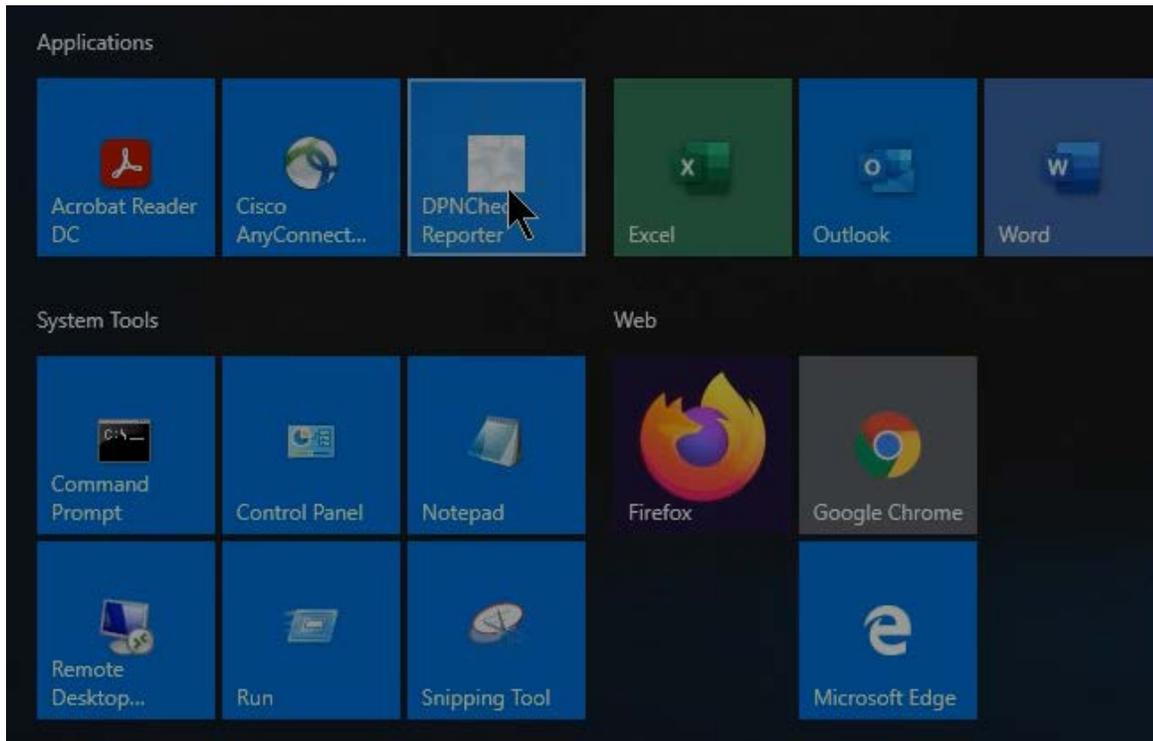
c:\Build_v2_0_26_2_Release\ReleaseSilent>xcopy LowerLimitsNormal.xml C:\DPNCheck
C:\LowerLimitsNormal.xml
1 File(s) copied

c:\Build_v2_0_26_2_Release\ReleaseSilent>xcopy SLReporterStng.xml C:\DPNCheck
```

The files have been copied to the C: \DPNCheck folder

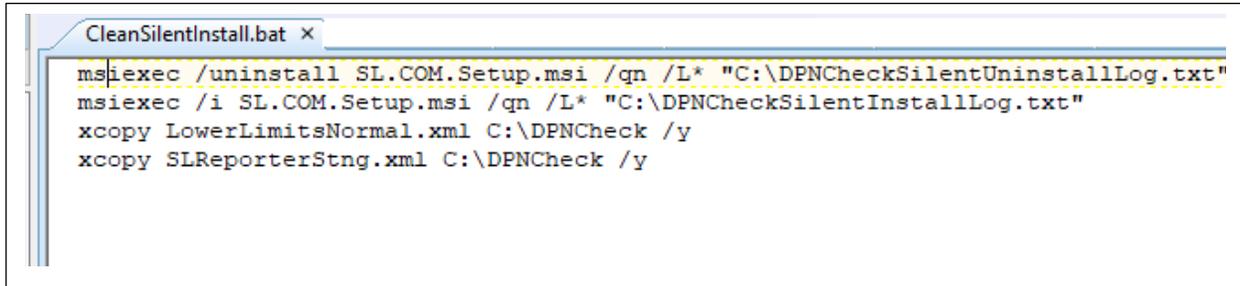
Reporter has been installed

Go to the Applications to See DPNCheck Reporter Icon – Select and Start reporter



Reporter will Start and you can begin verifying your settings are correct and match the original settings

Included Sample .bat files used “Clean Install” – Uninstalls any Reporter already installed and installs the new version of Reporter – Not to be use for an update of an existing Reporter or upgrade of Communicator to Reporter. **CleanSilentInstall.bat**



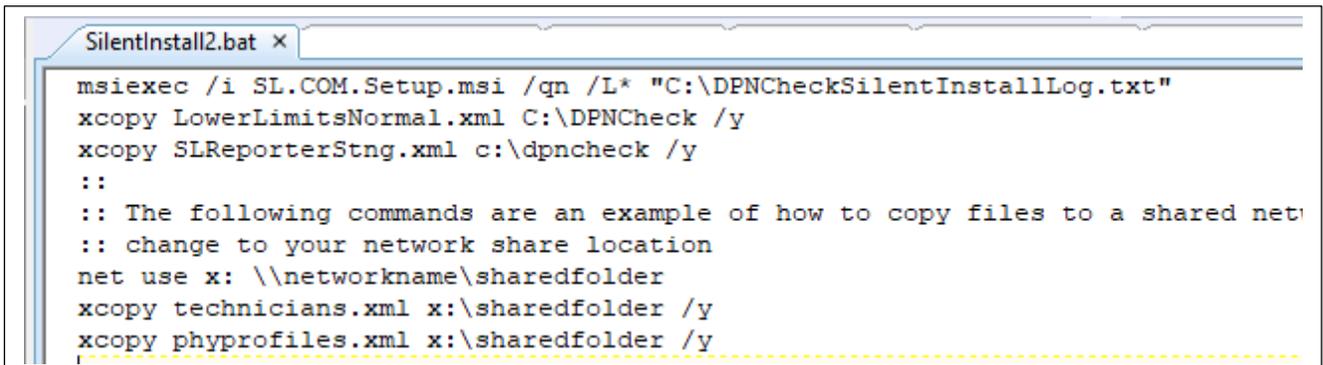
```

CleanSilentInstall.bat x
msiexec /uninstall SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentUninstallLog.txt"
msiexec /i SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentInstallLog.txt"
xcopy LowerLimitsNormal.xml C:\DPNCheck /y
xcopy SLReporterStng.xml C:\DPNCheck /y

```

Update group of end users with the same configuration data - Example .bat file (install on new group of Reporter users, or upgrade existing Reporter users to a common group of settings: **SilentInstall2.bat**

- List of Physicians
- List of Technicians
- Local and Shared network drive destination
- Normal limits



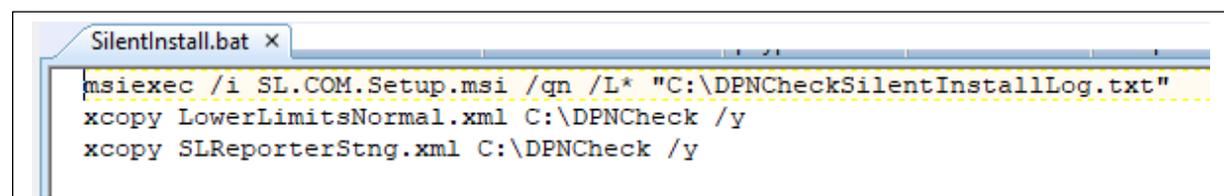
```

SilentInstall2.bat x
msiexec /i SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentInstallLog.txt"
xcopy LowerLimitsNormal.xml C:\DPNCheck /y
xcopy SLReporterStng.xml c:\dpncheck /y
::
:: The following commands are an example of how to copy files to a shared net
:: change to your network share location
net use x: \\networkname\sharedfolder
xcopy technicians.xml x:\sharedfolder /y
xcopy phyprofiles.xml x:\sharedfolder /y

```

Upgrading Communicator to Reporter: Include example file: SilentInstall.bat below

Upgrades Communicator to Reporter, transferring any new and Archived Studies as well as many existing Communicator settings supported in Reporter.



```

SilentInstall.bat x
msiexec /i SL.COM.Setup.msi /qn /L* "C:\DPNCheckSilentInstallLog.txt"
xcopy LowerLimitsNormal.xml C:\DPNCheck /y
xcopy SLReporterStng.xml C:\DPNCheck /y

```

In addition to allowing you to remotely install Reporter, your Remote Install can also support your IT expert with the ability to configure a group of Reporter endpoint users with a common set of configuration parameters or theme. Planning for group configurations can be useful when supporting large numbers of remote roll outs clients and should be included as part of your roll out plan.

As an IT expert, I wish to distribute DPNCheck Reporter to 50 endpoints with a common set of configuration settings – for example.

IT may want a group of end users to all have the same group of Physician data (Dr's names, Practices – addresses). IT may do this because I want to avoid end users data entry mistakes they may have by manually adding or editing the doctors information. IT would preconfigure the physician's data and include that in the software distribution package

IT may want a group of end users to all have the same Technician's data (Name and email address) again I may do this because I want to avoid end users data entry mistakes they may make by manually adding or editing information. IT would preconfigure the Technician data and include that in the company's software distribution package.

IT may want a group of end users to all store Reporter data on their local computer systems C: drive, or a sharable Network drive within the company's domain or maybe a combination of both local and network share. Reporter user groups can all store their data on the same network drive – in a common folder – each Reporter client can send/store data to that common drive, without any comingling of data between the Reporter clients. This is important for organizations that want to control where clients store Reporter data, either locally or remotely to a secure location.

This configuration is done via Settings > Datastore path settings in the Reporter. This group setting allows IT to set where an entire group of remote Reporter users send their data to be stored a company secure network share destination. With Reporters capability to set a group of users to use a secure network share location on your domain, it also means that a Reporter client/user can be mobile. The user can take his laptop with the Reporter Application anywhere and connect over the company VPN and perform patient testing from a remote location while continuing to store data on the companies secure data resources.

There are numerous Reporter configurations options – including User Login security and Locking the local user from changing settings set by IT.

With so many important settings options to consider, It is extremely important to outline a Reporter roll out plan for remote distribution/installation that meets your organization's needs.

Appendix E: Reporter Remote Install Lock Settings

Lock Local Users Use of Settings

Remote Install Settings set by IT Resource

Settings Category	Settings Category Feature	Set Remotely	Lock Local User
Application	Language Setting	Yes	Lock = Yes
	Auto Populate ID	Yes	Lock = Yes
	File Name	Yes	Lock = Yes
Report	Measurement (US or Metric)	Yes	Lock = Yes
	Show Severity		
	Scale/Interpretation Guide	Yes	Lock = Yes
	Include Technician Name	Yes	Lock = Yes
Datastore	Set Private Folder	Yes	Lock = Yes
	Set Share Folder	Yes	Lock = Yes
	Share Reports	Yes	Lock = Yes
	Share Exports	Yes	Lock = Yes
Datastore Advanced	Temperature	Yes	Lock = Yes
	EMR Export	Yes	Lock = Yes
	Auto-Export	Yes	Lock = Yes
Security	User Login Security	Yes	Lock = Yes
	App Install Type	Yes	Lock = Yes
	Lock Local User	Yes	Lock = Yes
Normal Limits	Normal Limits Selection	Yes	Lock = Yes
	Custom Normal Limits Parameters	Yes	Lock = Yes