

Kofax Communication Server

Client Applications Installation Manual

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The KOFAX logo is rendered in a bold, blue, sans-serif typeface. The letters are thick and closely spaced, with a consistent weight throughout the word.

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Chapter 1

Preface

This document provides detailed information about installing client applications in a Kofax Communication Server setup.

Important The Kofax Communication Server and its components formerly used the name **TOPCALL**. Some screen shots and texts in this manual may still use the former name.

KCS Requirements

KCS Client Applications require compatible KCS server software. Chapters [Server Requirements](#) and [Link Requirements](#) show the earliest Server and Link Package versions required to run certain features. With Kofax Communication Server 7.90.xx, former Server Package and Link Package are merged into one.

Server Requirements

With KCS Server Package (TC/SP) 7.70.00 all features are available. The oldest supported TC/SP version is TC/SP 7.23.02.

For TC/SP below 7.70.00 see the following restrictions:

- VoiceLink 2 (including mailbox detection) requires **TC/SP 7.70.00** or higher
- IPPrinter requires **TC/SP 7.70.00** or higher
- Lotus Notes 7.x support requires **TC/SP 7.65.14** or higher
- Support of TC/DigiSign requires at least **TC/SP 7.59.06**
- Support of Automatic Fault Tolerant Voice Server requires at least **TC/SP 7.59.06**
- Support of TC/Message Analyzer requires at least **TCOSS 7.57.04** and **TCSI 2.52.00**
- Support of time zones requires at least **TCOSS 7.57.04** and **TCSI 2.52.00**
- Support of Custom Fields in the Mail Entry requires at least **TCOSS 7.55.00**
- Support of Account Lockout requires at least **TCOSS 7.54.00**
- Support of location based routing requires at least **TCOSS 7.53.00**
- Support of queue age monitoring requires at least **TCOSS 7.51.00**
- TC/WEB identity rights require **TCSI 2.46.00** or higher, all enhanced user profile rights checks on the server require TC/SP 7.50.00 or higher.
- Support of unified distribution lists and queue age monitoring require at least **TCOSS 7.48.01** and **TCSI 2.44.00**
- Events filtered on reception errors require **TCOSS 7.47.07** and **TCSI 2.43.00**
- Asynchronous Call Establishment of the TC/Player requires at least **TCOSS 7.44.05**

- Support of TC/Broadcast Integration requires at least **TCOSS. 7.44.03**
- Multi Fax support requires at least **TCOSS 7.44.03** and **TCSI 2.40.01**
- **TCPTCfW.OCX 4.02.00** is required to enable/disable multiple TCfW instances and to enable/disable the menu item “Close” in the system menu
- For customizing TC/WEB at least TC/WEB version 3.04 is required
- Splitting of messages in image mode requires at least **TCOSS 7.42.03**
- Support for TC/Report 1.3 requires at least **TCOSS 7.41.00**
- The fields Channel-Nr, Media Server, Received At in the Inbox/Outbox require **TC/SP 7.38.05** or higher
- Handle invalid recipients and Auto reject feature require **TC/SP 7.36.00** or higher
- Expire password feature requires **TC/SP 7.33.00** or higher
- Latest delivery requires **TC/SP 7.30.00** or higher
- All-For-One key-system support requires **TC/SP 7.30.00** or higher
- MS-Outlook Voice Integration requires **TC/SP 7.29.00** or higher
- The right “Correct Send Order” requires **TC/SP 7.27.00** or higher
- TCClientPro – Integrated Archiving requires **TC/SP 7.27.00** and for the archive server **TC/SP 7.26.00** or higher
- TC/Archive group support requires **TC/SP 7.26.00** or higher
- User group support in Inbox and Outbox requires **TC/SP 7.25.01** or higher
- The Proxy address view requires **TC/SP 7.22.00** or higher
- TCfW in general requires **TC/SP 7.01.01** or higher
- Support for TC/Report 1.3 requires at least TCOSS 7.41.00
- Splitting of messages in image mode requires at least TCOSS 7.42.03
- Support of TC/Broadcast Integration requires at least TCOSS. 7.44.03
- Asynchronous Call Establishment of the TC/Player requires at least **TCOSS 7.44.05**
- Events filtered on reception errors require **TCOSS 7.47.07** and **TCSI 2.43.00**
- Support of unified distribution lists and queue age monitoring require at least **TCOSS 7.48.01** and **TCSI 2.44.00**
- Support of queue age monitoring requires at least **TCOSS 7.51.00**

Link Requirements

With TC/LP 2.20.00 or higher all features are available. The oldest supported TC/LP version is 1.10.01.

For TC/LP below 2.20.00 see the following restrictions:

- Kofax Capture Release Controller (TC/LINK-RS) requires **TC/LP 2.20.00** or higher
- MFPCconnect 2.0 requires **TC/LP 2.20.00** or higher
- Lotus Notes 7.x support requires **TC/LP 2.15.14** or higher

Supported Operating Systems

Information about supported operating systems and other Kofax Communication Server requirements is available on the Kofax Support Web pages at www.kofax.com.

Notes:

- KCS applications are generally not supported when you upgrade Windows to a newer release (for example from Windows 7 to 8). Install KCS anew after upgrading the operating system.
- Windows 7 and later operating systems are also supported when virtualized on a Hyper-V host with Windows Server 2008 R2 or later.
- For installation on Windows Vista and later operating systems, refer to [Installing KCS Clients on Windows Vista and Later](#).

Supported Mail Clients

Supported Outlook versions:

- Outlook 2007
- Outlook 2010
- Outlook 2013

Supported Notes versions:

- Lotus Notes 8.x
- Lotus Notes 9.x

Microsoft Outlook must be installed to use fax printer MAPI with Lotus Notes. Outlook does not need to be configured and no license is required.

With MAPI printer, the default email client is used.

License Requirements

The following table contains an overview of the licenses you need for specific features:

Feature	License type
TCfW Communication Server Client	License for KCS client for Windows
Fax Viewer	No license
Voice Player	TC/Player
TC Fax Printer (MAPI)	TC/LINK-LN or TC/LINK-MX7 license
TC Printer Driver	No license
Management Console	No license

Necessary User Rights for Installation, Update or Modification

Administrator rights are necessary for the following reasons:

- Writing into the section

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Print\Printers
of the Windows registry.

- Writing to *Windows system* or *Windows system32* directory and subdirectories.

- Writing into the section

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\RunOnce
of the Windows registry.

- Writing into the section

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Telephony\Providers

of the Windows registry.

- Writing into the section

HKEY_LOCAL_MACHINE\Software

of the Windows registry

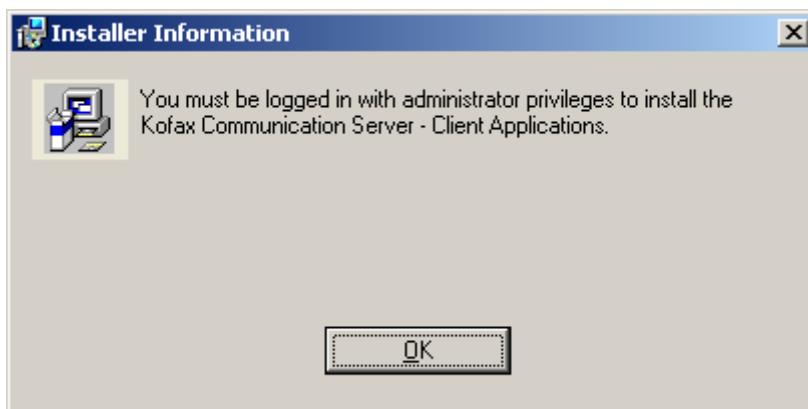
- Writing into the section

HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Session Manager

of the Windows registry.

For the **Administrative Installation** you also must have Administrator rights.

Setup stops with the following message if administrator rights are not available:



Unicode Support

Unicode is supported in the TCfW Communication Server Client and the Management Console; restrictions apply. See *Unicode Installation Guide*.

The following client applications do not support Unicode:

- TC/Player (voice only, no text; configuration options don't support all Unicode characters)
- TC/PDD (fax and MAPI printer: you can print Unicode documents, but configuration options don't support all Unicode characters)
- Fax Viewer (image only, no text; configuration options don't support all Unicode characters)

Chapter 2

Restrictions

This section describes the applicable restrictions for installing client applications.

Concurrent Installation with KCS Server

On computers where KCS server software is running, only the installation of *TCfW Communication Server Client* and *Management Console* is supported. Setup takes into account an existing “Shared directory” and updates the appropriate modules in this location.

Installing the Client Applications on a computer with older KCS server software may cause undesired results, as the shared modules directory is updated. See [KCS Requirements](#).

TCfW Communication Server Client

- TC/DigiSign requires TCfW 5.16.00 (included in KCSClients 5.10.04) or higher.
- TC/Message Analyzer requires TCfW 5.14.02 (included in KCSClients 5.09.03) or higher.
- Time zones requires TCfW 5.14.02 (included in KCSClients 5.09.03) or higher.
- Mail entries created with previous releases of TCOSS have no TIME_INTENDED field.
- TCfW can only display user-defined log entries with two hierarchy levels. For a more detailed description see TCOSS 7.41.00 Release description.
- A maximum of 30 columns for Fieldname/Value are displayed in the “Log entries” folder.
- The list for the queue length log agent is limited to 50 entries per user.
- If a user profile is saved with a previous version of TCfW, the settings for the queue length agent are lost.

- Alerts:
 - The trigger limits are checked once a minute and compared with the actual value. This means that warnings may be generated with a maximum delay of one minute.
 - If the warning message specified with folder and file name in the user profile does not exist no warning is generated without any further error handling.
 - If the originator defined in the header of a warning message does not exist at the time the alert is triggered no warning is generated without any further error handling.
 - If some or all recipients defined in the header of a warning message do not exist the warning is not sent to those recipients without any further error handling.
 - After system start up the first queue length check is done assuming that the previous queue length was zero. This means that warning messages may be repeated after a power failure. Warning retractions may be lost.
 - TCfW version 4.02.07 is required to set alerts in the user profile. User profiles saved with old client versions lose their alert settings.
- Message splitting:
 - Splitting is only available in distribution mode.
 - Splitting is only possible between pages, it is not possible within a page.
 - Splitting is only possible, if the user right "Split messages" in the distributor panel of the user profiles is set.
 - The alternate content of the message is not split. If a message is split, the alternate content of the message is deleted.
- The distribution list fields "Number of entries" and "Usage count" are only resolved correct in distribution lists without nesting levels.
- Events filtered on reception errors - It is not supported to define more than 1 filter for a service. Wildcards in filters are not supported.
- The rights check for the group user profile right is not implemented in TCfW.
- In the folder view it is not supported to delete files from the +USER folder.

TC Printer Driver

- The variable &temp must be directly at the beginning of the string specified in the "Filename:" edit field.
- If a user changes the content of his TEMP environment variable, he must restart TCLAUNCH.EXE. If he does not, the &temp variable is replaced with the old content of the TEMP environment variable, not with the new content.
- Printing from a Citrix Terminal to a local installed KCS Printer Driver does not work.
- Changing the language of a KCS Printer Driver changes the language of all KCS Printer Drivers.
- There is one important restriction when printing to an application like TCfW on a Citrix/TS System. The printing user may have only one Citrix/TS session open when printing. Otherwise the printer does not know to which application in which session of that user he shall print and it is not predictable to which session the output will go.
- When TCfW is used in remote application mode, printing via fax printer does not work. (tclaunch.exe cannot be started in remote app mode.) The same restriction applies to MAPI printer. (Remote application mode is only possible with a remote desktop server, formerly known as terminal server.)

TC Voice Player

- When playing a voice message from a Citrix Terminal, than the time slider of the Voice Player does not show the right values.
- Recording a voice message from a Citrix Terminal via the local installed multimedia device is not possible, as Citrix only supports the playing via the local sound card.

Chapter 3

Installation

Feature / Function	Supported	Not supported	Remark
Setup without admin rights		X	
Setup without admin rights via SMS	X		SMS user must have admin rights on the computer where KCSClients should be installed
Silent new installation without administrative installation before	X		<ol style="list-style-type: none"> 1. use TCMC or REGEDT32 for entering server names 2. Cancel TCfW login and enter server names with preferences
Silent new installation with administrative setup before (selecting applications and server names)	X		
Installation of additional applications with same KCSClients version when these applications have been hidden in the administrative setup		X	<ol style="list-style-type: none"> 1. Use uninstall – new install 2. Personal settings lost
Setup incl. application selection without prior administrative installation	X		<ol style="list-style-type: none"> 1. use TCMC or REGEDT32 for entering server names 2. Cancel TCfW login and enter server names with preferences
Uninstall without admin rights		X	Because Spooler has to be stopped/ started
Administrative installation – user installation (not silent) selection only a subset of the applications (only TCfW and TCPlayer)	X		
No silent new installation without administrative setup before (selecting applications and server names)	X		<ol style="list-style-type: none"> 1. use TCMC or REGEDT32 for entering server names 2. Cancel TCfW login and enter server names with preferences
Administrative installation – user installation and then the Administrative installation directory is lost (deleted)-uninstall possible	X		<ol style="list-style-type: none"> 1. No repair possible 2. No modify possible

Feature / Function	Supported	Not supported	Remark
Mail path(s) detection for user installation (after administrative installation)	X		First found file (Outlook.exe, MAPI32.dll, Notes.exe, ...) will be used
Uninstall of KCSClients only when it was installed on a TCOSS, LINK or Voice server	X		
Silent update from KCSClients 3.xx.xx or 4.xx.xx to 5.xx.xx without prior administrative setup	X		
Update from KCSClients 3.xx.xx or 4.xx.xx to 5.xx.xx – then uninstall 5.xx.xx – is 3.xx.xx or 4.xx.xx restore of old KCSClients		X	
Administrative installation 1 – local installation PC1 Administrative installation 2 – local installation PC1		X	<ol style="list-style-type: none"> 1. Use uninstall – new install 2. Personal settings lost
Administrative installation to (network) drive- second administrative installation to different (network) drive	X		
Possibility to reduce the required ~ 80MB for an administrative setup		X	
Administrative setup 5.00.05 – update this administrative setup later to 5.00.06	X		

KCS Clients package is delivered as part of the KCS ISO image.

The setup is initiated by starting Setup.exe. Three installation modes are supported, Standard Installation, Quiet Installation and Administrative Installation. To start the administrative installation, the command line switch **/A** must be provided. For a quiet installation specify **/Qn+ /I** (no installation prompts are displayed, only one window at the end).

If a log file is wanted, setup can be started with `SETUP /L* LogFileName /I`

Although the Microsoft Installer supports more command line switches, the usage is to own risk and additional switches have not been tested by Kofax.

Setup.exe checks if the proper version of MS-Installer exists on the target system. If necessary the MS-Installer is installed first. The machine must then be rebooted. After reboot setup continues automatically.

It is also possible to start Setup.MSI – not recommended. In this case **no check** for the MS-Installer is done. Setup aborts if the appropriate version of the MS-Installer does not exist on the target machine.

If the setup files are removed after successful execution of setup, the installation options **Repair an Installation** and **Modify an Installation** are not available, only the option **Remove an Installation** will work.

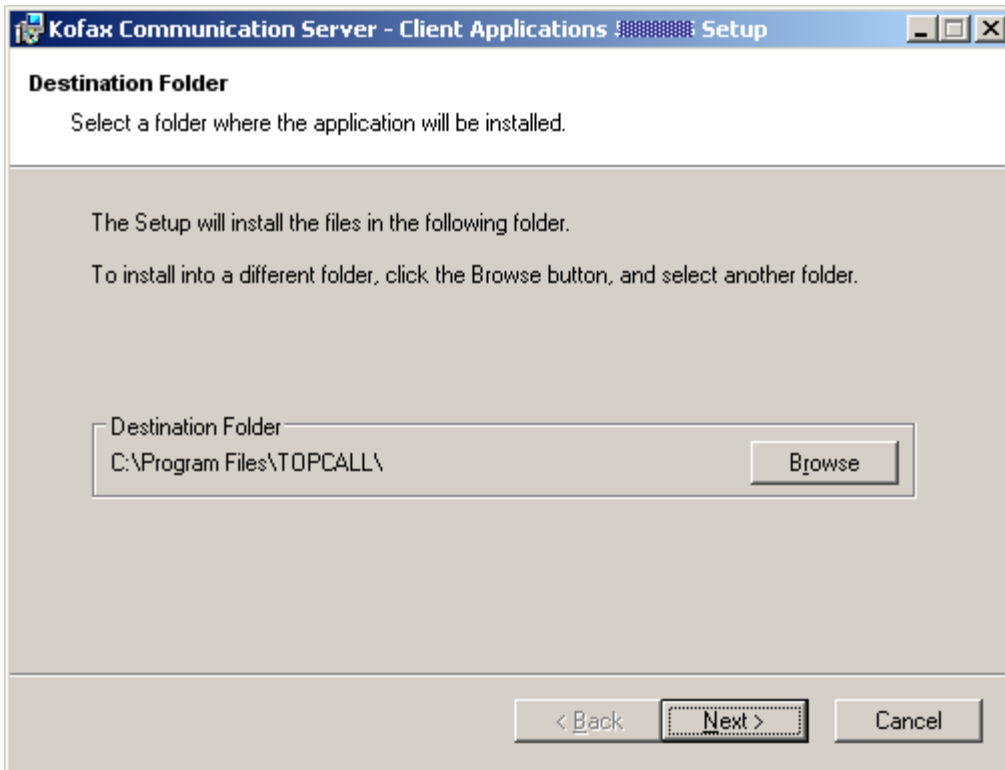
Supported languages: The installation language is English. The installed applications support the following languages: English (default), German, French, Spanish, Italian, Simplified Chinese, Japanese, Portuguese (Brazilian), and Russian.

If a standard installation is done without doing an administrative setup before the following defaults apply:

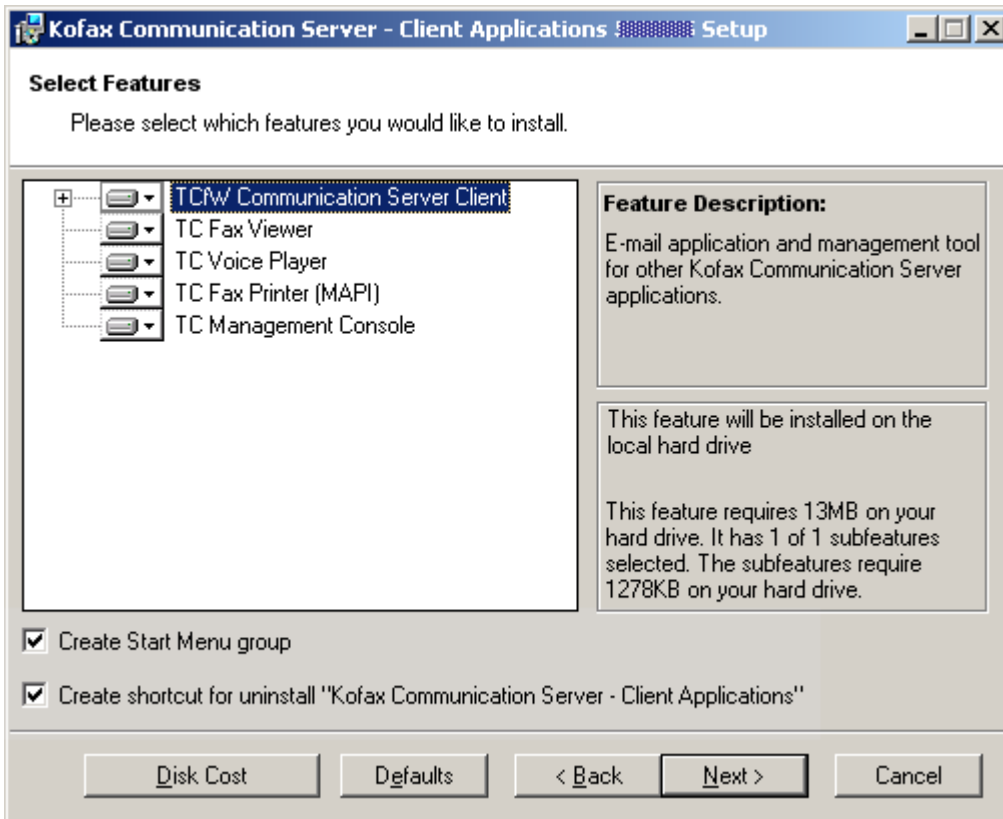
Parameter	Default
Create Start Menu group	Yes
Create shortcut for uninstall "KCS Client Applications"	Yes
KCS Archive Server Name	<empty>
KCS Archive Server Path	<empty>
KCS Message Server Name	<empty>
KCS Message Server Path	<empty>
KCS Voice Server Name	<empty>
KCS Voice Server Group	<empty>
Voice Server Resources	telephone
– Force above settings regardless of registry value	No
Application Language	As configured in the operating system
Network Protocols	TCP/IP
Transport type	RPC
Sound Device	PC
No local multimedia device for playing / recording	No
TC/Player Extension	.TCS
TC/Player Stream Format	PCM8
Install Light Version of TCfW	No
TC Printer driver: Paper size	A4 (210*297mm)
TC Printer driver: Resolution	Fine 204 DPI
TC Printer driver: Scaling	Fit to A4 sized FAX
TC Printer driver: Orientation	Portrait

Standard Installation (Setup.EXE)





In this window you can set the installation directory. Please note that some components (e.g. the printer driver or Microsoft runtime files) are installed to the Windows System directory.



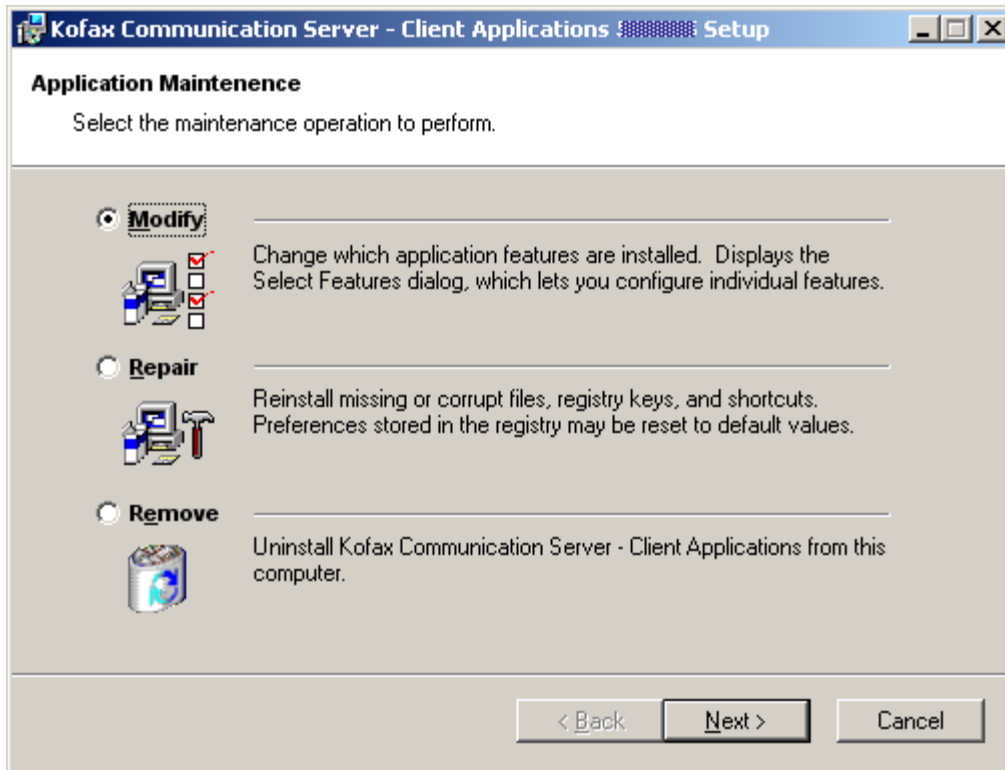
In case of an update the found features are selected. For new installations, “TCfW Communication Server Client”, “TC Fax Viewer” and “TC Voice Player” are selected by default.

Wait until the software is installed and click **Finish**.

Change Existing Installation

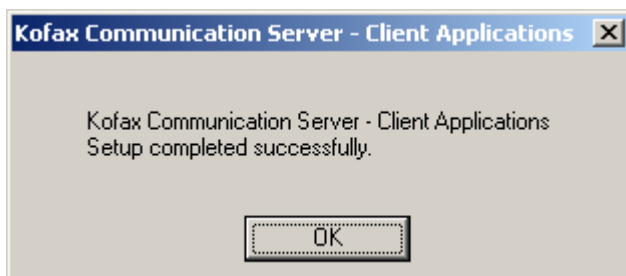
An existing installation can be changed by starting either in the Kofax Communication Server program group “Uninstall Kofax Communication Server – Client Applications” or by starting in the control panel “Add/Remove Programs” – **Kofax Communication Server – Client Applications**. Both options offer the window below.

The options **Modify** and **Repair** will only work if the KCSClients setup files are still available on the same path where setup was executed!



Quiet Installation (Setup.exe /Qn+ /I)

When started with the command line option “/Qn+ /I”, setup shows no input windows. Only one window at the end of the setup indicates that setup has finished.



Specifying the Destination Folder on a Quiet Installation

With the following command line it is possible to define a destination folder for the KCS Client Applications.

Setup.exe INSTALLDIR=“<folder to install the client apps>” /Qn+ /I

For example:

Setup.exe INSTALLDIR="C:\tccp\" /Qn+ /I

Suppress Reboot for Distributions

If you want to suppress any kind of reboot at the end of the Installation you have to enter the following command:

SETUP.EXE NOREBOOT=1 /I

Note Use this command only for distribution of the KCS Client Applications in a company and also make sure that a reboot will be done before any program is started, otherwise it cannot be guaranteed that all programs will work properly.

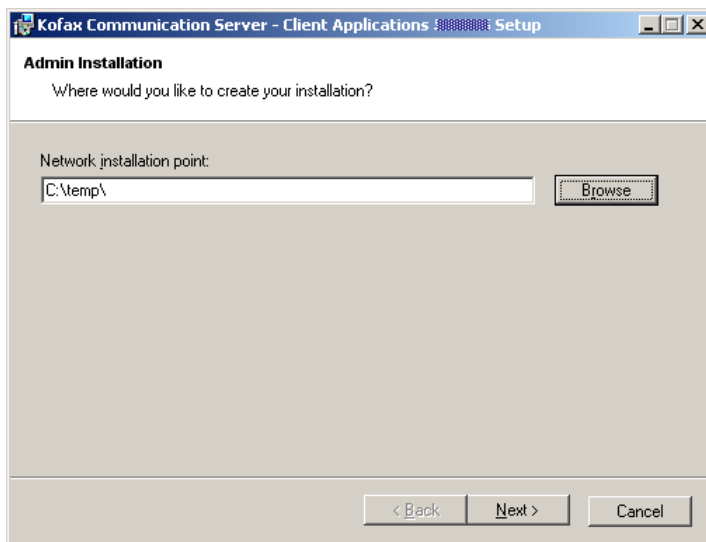
Administrative Installation (Setup.EXE /A)

The administrative installation serves to customize essential parameters like server names and LAN protocols to the local needs in order to ease the installation on the clients. During the administrative installation a new set of setup files is created in a user selected directory.

If a real setup is done without prior doing an administrative installation, the package defaults are used.

Note If you are running an administrative installation, make sure the Installation Database file is named **setup.msi**. Do not rename it or you will get problems during the administrative installation.

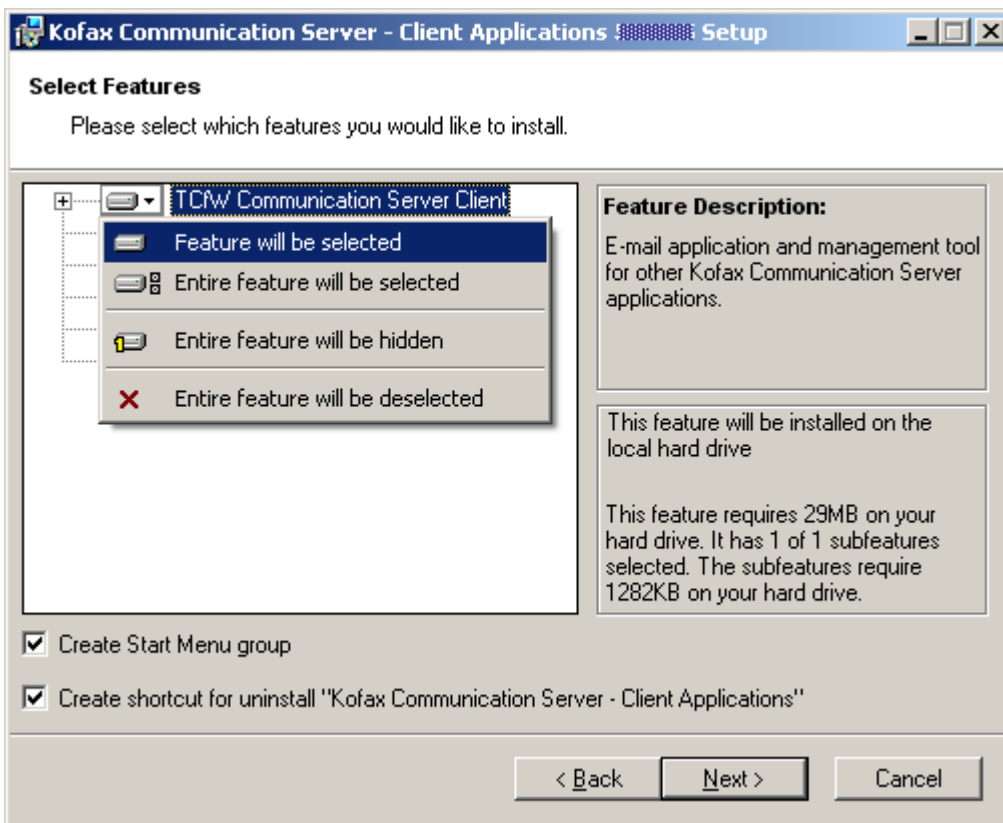
Destination Path



The location used for subsequent installations must be entered here.

Select the Features

This panel offers the possibility to pre-select the features for subsequent installations. A feature can be completely hidden by selecting the option **Entire feature will be hidden** or deselected by selecting **Entire feature will be deselected**.



Note *Create shortcut for uninstall ...* can only be selected if *Create Start Menu group* is selected because the uninstall shortcut is created in the group.

On Windows 8 / 8.1, even if you select to create the uninstallation shortcut, it is not available in the Apps view.

The following screens may vary depending on the selected features.

Kofax Communication Server Settings

Kofax Communication Server - Client Applications Setup

Administration Dialog

Please enter values for the following properties

Mail server name:

Mail server path:

Archive server name:

Archive server path:

Name of a voice server :

Group membership:

Voice server resources:

Connect directly to the voice server

Force above settings regardless of registry values

< Back Next > Cancel

This panel holds the Kofax Communication Server names and the voice server resources.

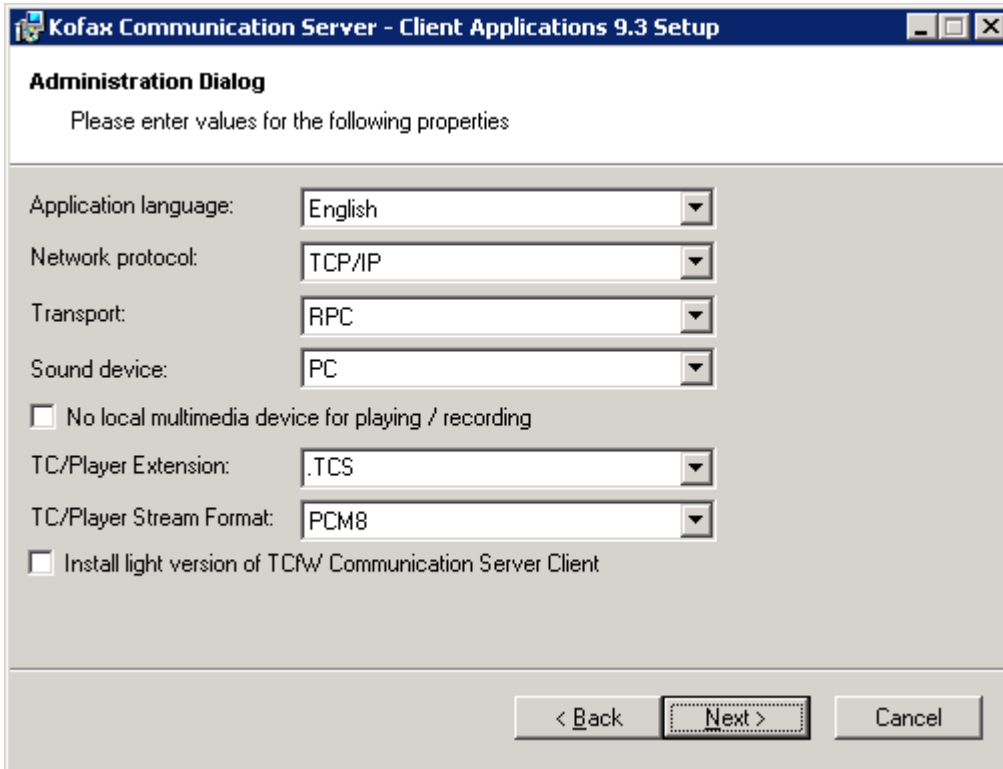
- **Name of a voice server:** If the checkbox “Connect directly to the voice server” is checked, the remote engine connects only to this voice server (see below).
- **Group membership:** A group membership can be used by the remote engine to find the voice server. Refer to the *Remote Engine documentation* for details.
- **Voice server resources:** The voice server resources are virtual endpoints for the remote engine to connect to different voice server instances on the same machine. You can specify more than one resource by separating them with a \$ sign. (e.g.: tel01\$tel02)
- **Connect directly to the voice server:** If this checkbox is checked the remote engine creates a direct connection to the voice server that is specified in the field “Name of a voice server”.

If the checkbox is clear, the remote engine creates the connection using the group member ship. If the resource (e.g. telephone) of a voice server does not work, the remote engine retries automatically the next voice server with the wanted resource in the same group member ship.

Note The remote engine supports automatic load balancing. For this feature the checkbox must not be checked!

- **Force above server settings regardless of registry value:** The server names specified above are written in any case to the registry in the sections “Common/Server1”, “Common/ArcServer1” and “RemoteEngine”.

Language and Protocol Settings



In this panel the default language for the installed applications can be selected. A package delivered by Kofax contains the following languages: English, German, French, Spanish, Italian, Simplified Chinese, Japanese, Portuguese (Brazilian), and Russian. For more information on changing the language, see the Toolkit Package – TC/TP.

- **No local multimedia device for playing / recording:** If this is checked TC/Player will not use a local sound card for playback.
- **TC/Player Extension:** This value allows you to select with which extension the TC Player should be registered.
- **TC/Player Stream Format:** This value allows you to specify in which format the TC Player should record its voice messages via the sound card.
- **Install light version of TCfW Communication Server Client:** By selecting this checkbox the light version of TCfW is installed only. This restricts the “Admin” menu to the following entries: Address Book, Login, Change Password, Start Distribution, Stop Distribution and Application Preferences.

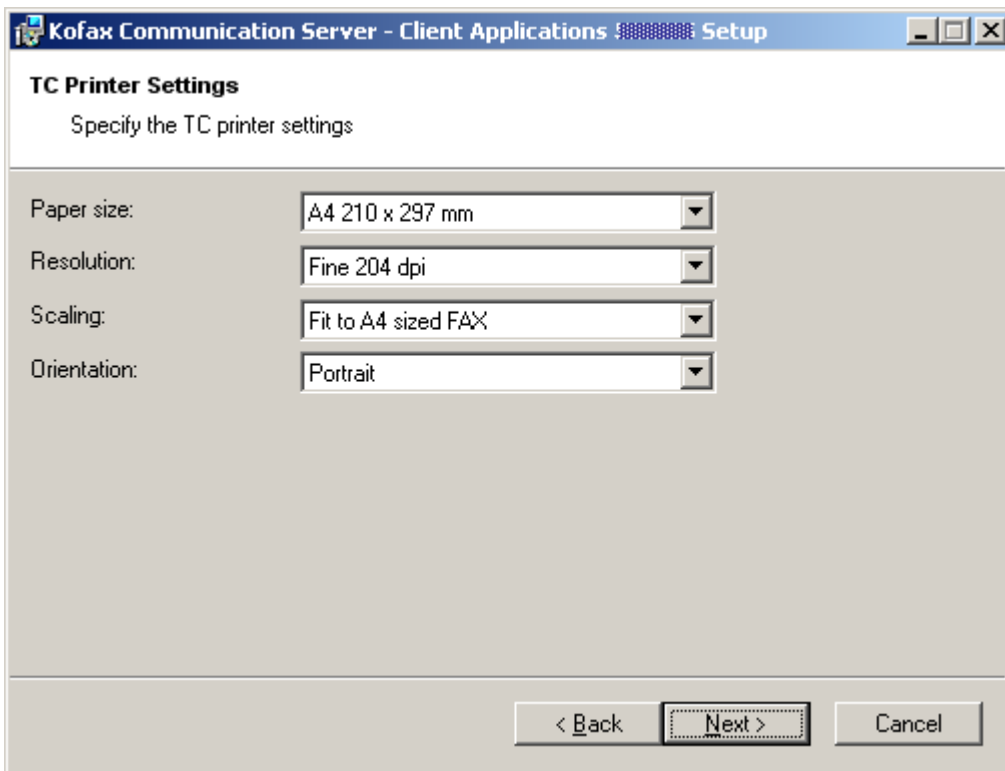
HKEY_CURRENT_USER Registry Support

The *HKEY_CURRENT_USER Registry Support* feature behaves like this:

- All registry values are created with proper defaults under HKEY_LOCAL_MACHINE by the KCSclients setup (standard behavior of the setup)

- The registry value HKLM\Software\TOPCALL\TerminalServerSupport (REG_SZ) is created with the value “Y” to simulate a *Terminal Services* environment to the KCS client applications when they access the registry
- When a Kofax application queries a registry value, the value is first read from HKEY_CURRENT_USER. If it does not exist there, it is read from HKEY_LOCAL_MACHINE as a fallback to the defaults created by the KCSClients setup.
- When a Kofax application writes a registry value, it always does this under HKEY_CURRENT_USER. This assures that any changes the user made in the settings are stored in his private registry hive, but does not overwrite the default settings for all other users, which the KCSClients setup created under HKEY_LOCAL_MACHINE.

TC Printer Settings



The defaults here apply for all installed printer drivers.

Installing KCSClients on Windows Vista and Later

Note the following guidelines when installing KCS Client Applications on a computer with Windows Vista or later operating systems:

- Depending on your settings of Windows Firewall, some Kofax products might be restricted from connecting to the network. Make sure to unblock all connections for Kofax products or disable the firewall completely.

- Windows System Restore feature (allows to restore your computer to an earlier state) cannot be used to roll back to a different KCSClients version. Instead, uninstall KCSClients and then install the version you need.

Additional information for using KCSClients on Windows Vista was collected in the hint number 13309 *"Hint: Using TC/CP under Windows Vista"*. Please refer to this document for further details.

Note For Client Applications installations, upgrading operating system to a new version, such as from Windows 7 to Windows 8, is not supported.

Even when a computer contains no KCS components during upgrade from Windows Vista to Windows 7, if Microsoft Office had been installed prior to upgrade, the KCS MAPI printer will not function. Uninstalling all Office components and all KCS software may be needed.

Upgrading from Windows 8 to Windows 8.1 is supported.

Installing KCSClients on a Terminal Server

Before you create an administrative installation of the client applications, all mapped drives **must** be disconnected; otherwise setup will fail with "Error 1327 Invalid Drive". If you have not disconnected all mapped network drives, then setup will show a message window, and tells you which disk drives must be disconnected.

Setting the terminal server to the installation mode is not necessary because an MSI setup is used to install KCS Clients.

Note on Registry:

Because Windows Server already has a terminal server installed, the client package does notice this and all settings are installed under "HKey_Current_User" instead of "HKey_Local_Machine". This is important to know when manual changes have to be done in the registry.

When for some reason it is necessary to have the client package settings under "HKey_Local_Machine" instead, this can be achieved by creating the key "HKLM\Software\TOPCALL\TerminalServerSupport" [Reg_SZ] with the value "N". With this key set, all settings are read from "HKey_Local_Machine".

This behavior applies to all terminal servers.

Note Since Windows Server 2008 R2, Terminal Services are called Remote Desktop Services.

Installing KCSClients with Microsoft SMS

If you want to deploy the Client Applications via Microsoft SMS (Version 2.0 or higher), you first have to create an administrative installation, where you select the features you want to install and set all servers defaults, etc. (See Installation Manual for more details). Afterwards you have to put the Setup.SMS into the administrative installation directory.

Then start the SMS Administrator and create a new package, import the Setup.SMS file and choose the installation mode. Afterwards select the workstations, where you want to install the Client Applications and the location where SMS can access the administrative installation directory.

Finally create a *Run Command on Workstation* job and select the intended installation mode.

Note If SMS is not running as a service, the logged on user must have administrator rights on the workstation, where the software is installed.