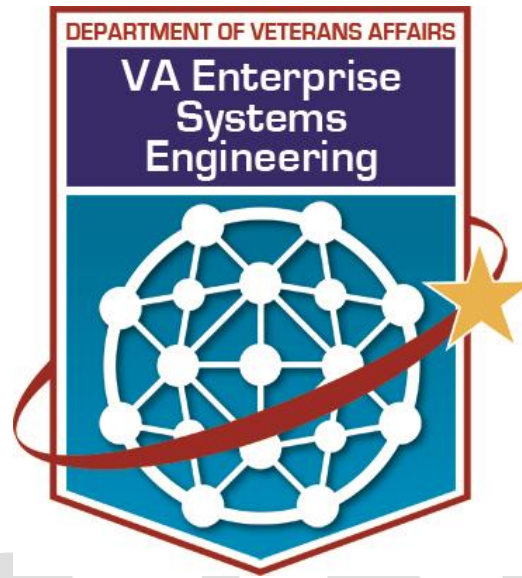# DEPARTMENT OF VETERANS AFFAIRS

OFFICE OF INFORMATION AND TECHNOLOGY

ENTERPRISE SYSTEMS ENGINEERING

CLIENT SERVICES

DESKTOP TECHNOLOGIES

[Product Name] [Product Version]

Build Document

Desktop Technologies Change Order: xxxxxx (Documenter)

National Change Order: xxxxxx (Documenter)

Version 0.00

Month Day, Year

Revision History

Date	Reason for Changes	Version	Author
<mark>MM/DD/YYYY</mark>	Initial Document	1.0	

Table of Contents

Patching

[Delete this section (heading and text) if not required]

Patch system using SCCM Software Updates module to patch with [Software Name]. This update was initiated with National Change Order Number COxxxxxxxxx. Please take note that this is a cumulative patch which will not require the installation of previous patches. [Remove this statement if not accurate and replace with accurate statement]

Purpose

This document describes the content and functionality of the [Software Name] installation build created by ESE, Client Services, Desktop Technologies.

[Software Name] is an application that … [Describe what the application does.]

[Software Name] runs on the following operating systems:

- Windows 7, 32 and 64-bit
- Windows 8.1, 32 and 64-bit
- [Specify other operating systems as necessary]

Table 1 shows the prerequisites for [Software Name]. If these applications are not present on the target computer, the [Software Name] setup or the application will fail.

Table 1: Prerequisites

Product Name	Product Version	How to Check Whether it is Installed	Link for Package Build Document
MSXML 6.0 Parser	6.10.1129.0	Look for the file: [SystemFolder]msxml6.dll File version: 6.10.1129.0 or later	

[Software Name] Build Contents

The [Software Name] build includes the following files provided by [Vendor] and the VA.

- Install.cmd
- MSI\Data1.cab
- MSI\ProductName.msi
- [Include any other files in the media.]

[Software Name] Build Process

The installation performs the following actions.

1. Checks whether the account running Install.cmd has administrator rights.
2. Creates a log file directory.
3. Runs the ProductName.msi package silently.
4. The setup copies the application files to:

   [ProgramFilesFolder]ProductName\

Behavior if an Older Version of [Software Name] is Already Installed

Describe what happens, and whether the setup returns any error codes.

Behavior if the Same Version of [Software Name] is Already Installed

Describe what happens, and whether the setup returns any error codes.

SCCM Package Information

Note to SCCM Admin: Please be sure to use SCCM collections to control the operating systems you are targeting when deploying. **This installation has no operating system checks in the logic.**

Note: Please contact the CAMT (Configuration and Asset Management Technologies) Team via Remedy for replication issues.

The [Software Name] installation package can be found on the System Center Configuration Manager (SCCM) central site at the following locations.

Package Name

[Provide package name.]

Package ID

[Provide package ID.]

Package Size

[Provide package size.]

Test Location

VA Central Site Packages > Test > Package Folder

Production Location

VA Central Site Packages > Production > 1VA – Applications > Package Folder

Manual Package Installation

For manual installations, execute the following steps in order. [Provide step-by-step manual installation instructions. Following is an example. If the package is designed to run on servers, add information for those servers under Step 3.]

1. Log on to the system using an account with administrative privileges; and do not open any applications.

2. Go to the current location of the package as listed below. [Please make sure that Word does not insert a hyperlink when you add the Package Directory to the Test and Production locations. If you do not hit Enter or the spacebar after inserting the Package Directory, it won't create a hyperlink.]
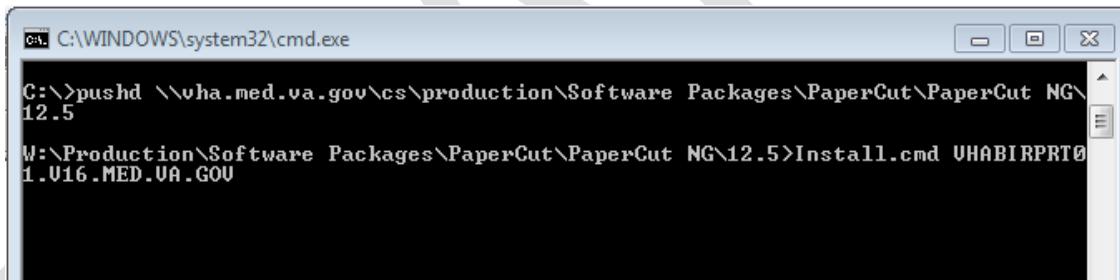
   Test Location

   \\vha.med.va.gov\cs\Test\Software Packages\Package directory

   Production Location

   \\vha.med.va.gov\cs\Production\Software Packages\Package directory

3. [Include pushd command for setting the system to the required DFS directory when a switch is required on the command line along with install.cmd. Example follows.]

   [The pushD screen should be deleted if it is not required.]

4. Right-click the Install.cmd file and select to run as administrator. Do not open any applications while the installation is running.

Package Installation Issues

If you experience any issues with this package installation, please follow the below listed process:

1. Report issue to local desktop support group.

2. Local desktop support group will troubleshoot the issue, using package installation logs listed in this build document.

3. If local desktop support group is not able to resolve, escalate the issue to the regional client tech team or equivalent to see if they are aware of the issue and for further troubleshooting.

4. Regional client tech team or equivalent will attempt to resolve the issue, and will report issue using the below listed methods, if not able to resolve.

   a. CA Service Desk Manager

   - Change order on pre-production test steps - Edit your pre-production step

     o Change status to "Needs Revision"

     o Notate issue in task comments

   - Change order open and application being deployed (AI is open)

     o Send a **Manual Notify** to the **EDT Request Administrators** group and document the issue in the message text box.

   b. Desktop Technologies Feedback

   - Use if change order has closed (AI has closed)
     http://vaww.eie.va.gov/SysDesign/CS/Lists/Build%20Changes/All%20Open%20Tasks%20by%20category.aspx

   - When opening, Choose Category of Application and Sub-Category of Application; or other, if not listed.

Programs and Features Information

[Replace the following image with the screenshot for the application. Make sure it shows the product information in the detail area at the bottom of the window.]
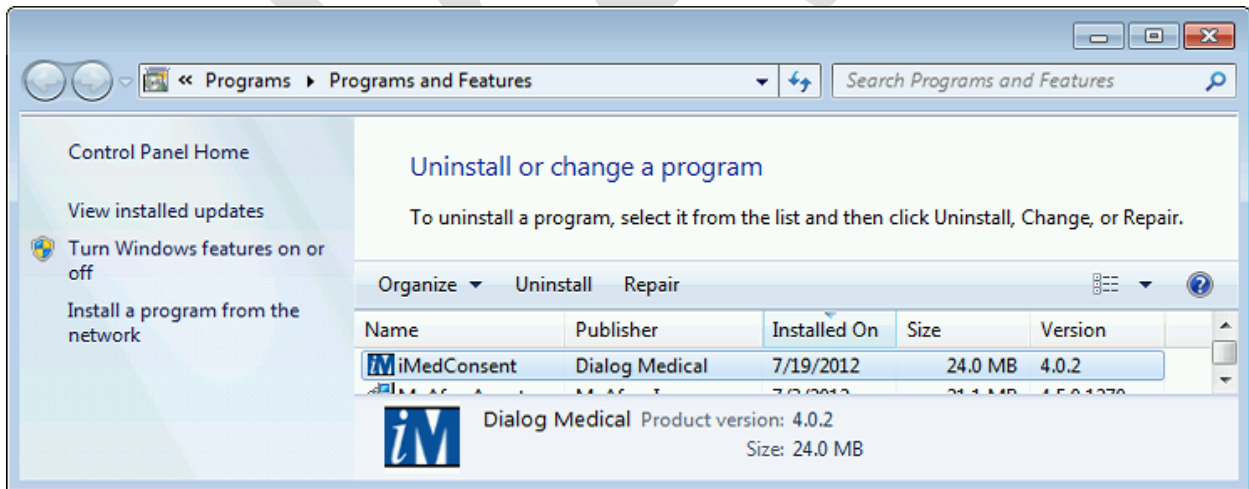
[Software Name] Log Files

The setup for [Software Name] creates the log files shown in Table 2. [Add more rows if this package targets other operating systems.]

Table 2: Log files

Operating System	Log File
Windows 7 and 8.1	%ALLUSERSPROFILE%\DeptOfVeteransAffairs\ Logs\[ProductName]_[Version].log

Virtualization

The [Software Name] has been tested successfully on the following application virtualization platforms.

Table 3: Virtualization

Platform	Application Version	Operating System Version

Back Out - Command Line Strings

Run the following command line to uninstall the full [Software Name] application.

Windows 7

msiexec.exe /x {D52BABB8-600D-4201-B31B-572733315689} /qn /L*v "%ALLUSERSPROFILE%\DeptOfVeteransAffairs\Logs\[ProductName]_[Version]_Uninstall .log"

Windows 8.1

msiexec.exe /x {D52BABB8-600D-4201-B31B-572733315689} /qn /L*v "%ALLUSERSPROFILE%\DeptOfVeteransAffairs\Logs\[ProductName]_[Version]_Uninstall .log"