



## System Agent Installation

To install System Agents automatically using Labtech please see our instructions here.

**\*\*\*It is recommended that prior to large scale deployments you should first have your ticketing system integration with AutoElevate complete. For limited testing purposes you can deploy agents manually.\*\*\***

To manually install the System Agent or using another management tool here is what you'll need:

- 1) A valid AutoElevate license key which should be provided to you upon Trial registration or purchase.
- 2) The latest AEAgent.msi file which can be downloaded from <http://www.autoelevate.com/msi/>

### Installation

You can install the Agent MSI manually on each machine which will allow you to specify client company names and locations for each installation. Manual installation is especially helpful if you are wanting to deploy a handful of Agents for testing or demonstration purposes. To install manually you will need to supply the following information during installation:

Setup AutoElevate

Please fill in all fields.

License Key:

Company Name:

Company Initials:

Location Name:

NOTE: If the Company and Location don't already exist in the Admin Portal, they will be created.

Install Cancel

**License Key:** Provided to you upon Trial registration or purchase.

**Company Name:** Enter a client company name such as "Contoso, Inc.". If the company name entered here does not already exist in the Admin Portal it will be created automatically.

**Company Initials:** Enter 2 or 3-character initials for the company which will serve as a quick reference in the Mobile Notification app. So as an example, for Contoso, Inc. you may want to enter "CI".

**Location Name:** Enter a location name for the machine to be organized into such as "Laptops", "Denver", or "Main Office". If the Location doesn't already exist for the company it will be created automatically.

Make sure Company, Location, and Initials are consistently and precisely entered since each time a machine is installed that has a unique Company/Location/Initials a new Company or Location will be created in the Admin Portal. So as an example, if you install one machine as "Contoso" and then another as "Contoso, Inc." in the Admin Portal you will have 2 separate Companies that will be created. If both machines are installed as "Contoso, Inc." then both machines will be listed under the same company. To avoid variations in your installations we would recommend installing using the MSI deployment options below combined with a deployment tool (such as ConnectWise Automate, Kaseya, Autotask, SolarWinds, etc.), Group Policy, or deployment script.

To install Agents with Company or Location IDs that match up to your RMM tool you will need to install from your RMM tool or using the MSI deployment script with matching options below.

## Scripted MSI Deployment

The AutoElevate Agent can be installed using the following common installation options:

**/i** = sets the MSI to install. Options below must be set for successful installation.

**/uninstall** = sets the MSI to uninstall. Uninstall should be done from add/remove applications but can also be done from the MSI file directly. When done from the MSI the other AutoElevate specific options below such as "LICENSE\_KEY" do not need to be specified.

**/quiet** = silent installation with no user interaction.

**/lv** = log file with verbose output – specify the log file name that should be created.

The following AutoElevate specific options must be set for successful installation. Use values specific to your needs and practice:

**LICENSE\_KEY="123456789ABCDEFGHIJKYOURLICENSEKEYHERE"** – Supplied to you upon sign-up and/or purchase

**COMPANY\_ID="001"** – This should be a unique number that you make up or can be a specific number that corresponds to the Company ID or reference in your RMM tool.

**COMPANY\_NAME="Contoso, Inc."** – This should match the Company Name or reference in your RMM or Ticketing system.

**COMPANY\_INITIALS="CI"** – Short initials that will serve as a quick reference in the Mobile Notification app.

**LOCATION\_ID="001"** – This should be a unique number for the location within the company, or can be a specific number that corresponds to the Location IDs or reference in your RMM or Ticketing system.

**LOCATION\_NAME="Main Office"** – This should match the Location Name or reference in your RMM or Ticketing system.

**AGENT\_MODE="live"** – This can be set to "live", "audit", or "technician" so that the Agent installer can override the current mode or be set to automatically install in the mode of your choice.

Here is an example of what the installation command might look like (assuming the AESetup.msi file is located in the "C:\Downloads" folder) for a silent unattended installation and to make a log file called AEInstallLog:

```
msiexec /i C:\Downloads\AESetup.msi /quiet /lv AEInstallLog.log  
LICENSE_KEY="123456789ABCDEFGHIJKYOURLICENSEKEYHERE " COMPANY_ID="001"  
COMPANY_NAME=" Contoso, Inc." COMPANY_INITIALS="CI" LOCATION_ID="001"  
LOCATION_NAME="Main Office" AGENT_MODE="audit"
```

Here is an example of what the uninstall command might look like (assuming the AESetup.msi file is located in the "C:\Downloads" folder) for a silent unattended uninstallation and to make a log file called AEUninstallLog:

```
msiexec /uninstall C:\Downloads\AESetup.msi /quiet /lv AEInstallLog.log
```

## After Deployment

Upon successful installation of the AEAgent.msi on the target system, you should have a new service named **“AutoElevate Agent”** which will start as part of the install and is also set to start automatically at Windows startup. If you check running processes you should see the **“AutoElevate Agent”** process which is started by the service as well as the **AEAlert** and **AEUACAgent** application processes which are spawned and monitored to run anytime a user is logged into the system.

If an Agent has not previously been installed on the machine the AutoElevate Agent will automatically be set to run in **“Audit”** mode after installation.

When **“Audit”** mode is active all UAC activity for the user is tracked but there is no change in the user experience. When **“Live”** mode is active the UAC events are intercepted and replaced by customized AutoElevate dialog boxes.

After on-boarding it is recommended that you run for a period of time in **“Audit”** mode so you can evaluate the current user behavior, system settings, and activity and then make a corresponding plan of action for each client before switching them to **“Live”** mode. *Please see our guide on Client Onboarding.*