ESET Tech Center

DESlock+ Windows Installer (MSI)

Anish | ESET Nederland - 2018-03-07 - Comments (0) - ESET Endpoint Encryption

Background

The installation for DESlock+ is a Windows Installer (MSI) package. This enables deployment using a variety of methods.

The DESlock+ installation is provided as either a 32-bit (x86) or 64-bit (x64) package. Localised versions are available in various languages.

Aside from these differences the same package is used for all editions (licence types) of DESlock+ and the same package is used for managed users.

When managing clients using our Enterprise Server a *Merged Installation* package must first be downloaded or pushed from an Enterprise Server. It is vital that a merged installation package is used as this pairs the client workstation with the Enterprise Server for secure communication. From the moment DESlock+ is installed the *Workstation Policy* chosen when downloading or pushing the install package is applied for all users.

When downloading or pushing the installation from an Enterprise Server you can also enable *Managed Uninstall Mode* which will block the removal of DESlock+ by all users (including Administrators) unless a unique Uninstall Code or optional password is supplied.

Ways to deploy the DESlock+ client software

Manually. Run the installation package from a network location or any removable media like USB flash drive or CD-ROM.
KB217: How do I download a merged install for installation on a Workstation?

Using the push install feature from a DESlock+ Enterprise Server.
KB109: How do I send a push install of DESlock+?

Using GPSI (Group Policy Software Installation).
GPSI is available in any Active Directory Domain Services environment and is often used by third-party enterprise management software.

If you forget to generate a *Merged Installation* and install the normal package on a workstation the following article describes how to fix that without having to uninstall and reinstall.

KB286: How do I convert a standalone installation of DESlock+ to a managed installation?

We do not support, or recommend installation via the use of software that attempts to capture and replay actions performed by our install. This may result in all or some components of our software being installed incorrectly and will remove additional safety checks we have in place to protect users. The most important of these prevents end-users removing the software when their workstation is Full Disk Encrypted. The Windows Installer package should come directly from our website, or be downloaded from an Enterprise Server.

Can I activate a user during installation?

No. Activation has to take place when the user being licenced is logged in to their Windows profile. DESlock+ is licenced and managed on a per-user basis. During deployment, especially when using push install, installation is often performed in the context of an Administrative user meaning there is nothing to connect a licence to a user during installation.

DESlock+ has a simple, single-click activation scheme described here KB216: How do I activate a new client (Enterprise Server v2.5.2 or later)?All that is required, providing options are set correctly, is for the user to click a link in an email.

Upgrading

DESlock+ does not usually require the use of a *Merged Installation* package when upgrading.

The exception to this is where the Workstation being upgraded was originally installed using a package with *Managed Uninstall Mode*enabled. In this case it is only possible to upgrade by using an installation package that has also been generated from an Enterprise Server via *Download Merged Installation* with *Managed Uninstall Mode* enabled or through the use of the client updater.

Uninstalling

See KB248: Removing DESlock+ from a workstation.

Command-line parameters

As the installation is a standard Windows Installer (MSI) package all standard *msiexec.exe* command-line parameters can be used.

Silent installation

To install silently you can use the /q command line switch when calling the client package as a parameter of msiexec.

This will automatically reboot once installation has completed.

Command-line: *msiexec /i "DESlock.msi" /q*

Silent installation without automatic reboot

Similar to the above, but with the addition of a parameter to stop it automatically rebooting. You will not be able to use DESlock+ until a full reboot has been performed.

Command-line: *msiexec /i "DESlock.msi" /q REBOOT=ReallySuppress*

Uninstalling

All uninstall actions require a unique identifier (UID). This identifier changes for every version of DESlock+, and changes each time a merged installation package is downloaded from an Enterprise Server.

Finding the UID for DESlock+. Easy way (can be slower)

> Open an elevated (Administrator) command prompt
> Type *wmic product where "Name like 'DESlock+'" get Name, Version,*

IdentifyingNumber
Wait until result is displayed (On a fresh copy of Windows this can be instant, this can take a while, 10 minutes is not unheard of)
Results similar to the following will be displayed:

IdentifyingNumber	Name	Version
{09EEF587-681B-4974-8C02-22ED3EC3127A}	DESlock+	4.8.1

Take note of the UID. (In this case {09EEF587-681B-4974-8C02-22ED3EC3127A})

Example:



Finding the UID for DESlock+. Advanced way (faster).

Run regedit.exe
Navigate to, and select the key *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products*
Search for "deslock"
The key selected is the Windows Installer entry for the DESlock+ installation.
The UninstallString and ModifyPath values contain the UID

Starting uninstallation from the command-line

Command-line: msiexec /x {UID}



Additional parameters when silently uninstalling

The same parameters that can be used during installation can be used when uninstalling.

Silently uninstalling from the command-line

This will automatically reboot once installation has completed.

msiexec /x {UID} /q

Silently uninstalling from the command-line without automatic reboot

In this case, re-installation of DESlock+ will not be possible until a full reboot has been performed. It is also worth pointing out that although the workstation is not rebooted Windows Explorer will be restarted.

msiexec /x {UID} /q REBOOT=ReallySuppress

Diagnosing problems related to installation

If a problem with the installation, or uninstallation appears to be connected to the DESlock+ Window Installer package we will need a log to investigate further. Details of how to create one can be found in KB224: How to enable Windows Installer (MSI) logging.