

# IntervalZero

## **Silent Installation Guide for:**

**RTX 2009 with Service Pack 2**

**and**

**RTX 2009 SMP with Service Pack 2**

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RTX 2009 with Service Pack 2 Silent Installation Guide

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## About the RTX 2009 Runtime with Service Pack 2 Silent Installer

This document describes the RTX 2009 Runtime with Service Pack 2 Silent Installer that provides a command line interface to the RTX Runtime product installation. The command line interface can be invoked from the command line or used within your own product installation process so as not to require user interaction during the installation process.

### System Requirements

The RTX 2009 Runtime with Service Pack 2 Silent Installer has the same system requirements as RTX 2009 Runtime with Service Pack 2. See the *RTX 2009 with Service Pack 2 and RTX 2009 SMP with Service Pack 2 Installation Guide* for complete details.

### Getting the Installation Package

This release is available as a Microsoft installation package (.msi) that can be downloaded from IntervalZero's website or copied from the IntervalZero CD.

## Installing RTX 2009 Runtime with Service Pack 2 from the Command Line

The silent installer provides the ability to install the RTX runtime from the command line. This installation option makes it possible to install the RTX Runtime from within another product installation. Take note of the following information before you begin.

**Reboot after installation** — A system reboot is required after the installation of RTX. Without the reboot, RTX cannot work properly. It is the responsibility of the process that spawns the RTX silent installation from the command-line to reboot the system when the installation has completed.

**Administrator privileges are required** — Installation must be done from an account that has administrator privileges. This can be done in one of several ways:

From any version of Windows:

- Right-click on the installer and select **Run as...** from the pop-up menu.
  - In the Run As window, select an account with administrator privileges to execute the installation.
- Right-click to start a command prompt and select **Run as...** from the pop-up menu.
  - In the Run As window, select an account with administrative privileges.
  - After the command prompt appears, run the installer.  
(This is the suggested method to run the silent installer.)

From a pre-Vista version of Windows:

- Log onto an account with administrative privileges and begin the installation as described in this document.

From Windows Vista or Windows 7:

- Double-click the executable file.
  - If the user is logged on as an administrator, Windows Vista (or Windows 7) will prompt to confirm that the program should execute.
  - If the user is logged on without administrator privileges, Windows Vista (or Windows 7) will prompt for the credentials of an account with administrator privileges.

**Obtain an OEM PAC** — Make sure you have an RTX 2009 Site/OEM PAC number for license key entry. You can obtain one from IntervalZero Sales.

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**Evaluation Note:** Due to the way that licenses are registered, a silent installation of the evaluation version of RTX 2009 with Service Pack 2 or RTX 2009 SMP with Service Pack 2 can only be performed one time. The RTX evaluation kit that was silently installed can be removed, but it cannot be reinstalled without reinstalling the base operating system. A new evaluation kit cannot be installed on top of an existing installation.

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## Command Line Arguments

The command line arguments to the RTX 2009 Silent Installer are:

| Argument              | Description  |
|-----------------------|--|
| LICENSE=<License#>    | <p><b>Required.</b> The Site/OEM PAC Number for the RTX 2009 Runtime version.</p> <p>The <i>LICENSE#</i> is used to validate that you are using a licensed copy of RTX.</p>  |
| TARGETDIR=<Directory> | <p><b>Optional.</b> Installation directory. If you omit this parameter, the installation process installs RTX 2009 Runtime into this directory:</p> <p>&lt;WINDISK&gt;\Program Files\IntervalZero\RTX</p> <p>where &lt;WINDISK&gt; represents the disk on which Windows is currently installed. If you use this parameter, your installation process is responsible for verifying that the disk exists and the directory is valid and writeable.</p> |
| ICONS                 | <p><b>Optional.</b> The ICONS parameter instructs the installer to add RTX to the Start menu. If you want RTX to be somewhat hidden from the user, do not use this parameter. Users still have access to the <b>Start</b> menu functionality by opening the <b>RTX Properties</b> control panel. When this parameter is not specified, no startup icons are displayed.</p>   |
| NO_RTXUAC             | <p><b>Optional.</b> The NO_RTXUAC parameter is used to suppress installation of the RTX User Account Control Override service. By default, the RTX User Account Control Override service is installed.</p>   |
| MANAGED               | <p><b>Optional.</b> The MANAGED parameter is used to include RTX Win32 Managed Code Support. If this parameter is not present, managed code support will not be included.</p>  |
| SAMPLES               | <p><b>Optional.</b> The SAMPLES parameter is used to include sample programs in the installation. If this parameter is not present, samples will not be included.</p>  |

## Format

The complete format of the installation command is:

```
"IntervalZero RTX 2009.msi" /qn OPTIONS="LICENSE=<license#>;  
TARGETDIR=<Directory>;ICONS;MANAGED;NO_RTXUAC"
```

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**Note:** Items in boldface are required (including the final ").

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For example:

```
"IntervalZero RTX 2009.msi" /qn OPTIONS="LICENSE=12345-12345-12345-  
12345-12345;  
TARGETDIR=c:\Program Files\IntervalZero\RTX;ICONS;MANAGED;NO_RTXUAC"
```

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**Note:** Parameters are separated by semicolons. The /qn parameter is required and must be placed before all other parameters in the command line.

**Note:** The RTX 2009 Runtime with Service Pack 2 Silent Installer uses the standard Windows Installer Component (`msiexec.exe`) to perform the installation. You can also use any of the other `msiexec.exe` switches if desired. For a list of `msiexec.exe` switches, enter this command in a command prompt window:

```
msiexec.exe /?
```

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## Silent Installation of OEM Evaluation Kit

If you want to request an OEM evaluation kit for the silent installation of RTX 2009 with Service Pack 2 or the silent installation of RTX 2009 SMP with Service Pack 2, contact [Sales@IntervalZero.com](mailto:Sales@IntervalZero.com).

## Silent Warning Messages

If a warning was issued during the silent install, the following key will be in the registry after the installation has completed:

```
HKLM\SOFTWARE-  
\Microsoft\Windows\CurrentVersion\Uninstall\{54063936-  
3D73-4973-BFE7-E20599F4DFEB}\Warnings
```

The Warning registry key will contain registry values, the name of the string will be a warning number and the value will be a description of the warning. See [Appendix A](#) for a list of installation warning messages.

## Post-Installation Verification by Other Programs

With the new RTX Properties DLL that comes as part of the SDK, you can verify your RTX installation with the `RtcplGetRuntimeVersion` and `RtcplGetRuntimeDirectory` APIs.

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## Uninstalling Using the Command Line

The complete format of the command line interface for uninstalling RTX 2009 Runtime with Service Pack 2 is:

```
msiexec /qn /x{54063936-3D73-4973-BFE7-E20599F4DFEB}
```

---

**Note:** Uninstallation of the RTX 2009 Runtime with Service Pack 2 requires a reboot of the system in order to complete the uninstallation process. It is the responsibility of the program that spawns the RTX 2009 Runtime with Service Pack 2 uninstallation to perform the reboot.

**Note:** It is the OEM's responsibility to warn the user that uninstallation stops all running RTSS processes. The silent installer does not warn the user before stopping RTSS processes.

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## Getting Support

IntervalZero offers a number of support options for RTX users, including technical support and the IntervalZero Web site.

### Third-Party Support

If you are a customer who purchased an IntervalZero product through a third-party reseller, contact the reseller for support.

### Before Calling Technical Support

Please have the following information ready before calling IntervalZero Technical Support:

#### Your Support ID

Customers who purchase direct support receive an e-mail address and password for use when accessing the IntervalZero support web site.

#### The Version Number of Your RTX Software

Before calling technical support, determine the version of RTX installed on your system.

To obtain the RTX version number:

1. From the start menu, select **IntervalZero > RTX 2009 > RTX Properties**.
2. Record the RTX version that is shown in the RTX Properties window.

If the RTX Properties window is not available from the Start menu, select it from the Windows Control Panel.

### IntervalZero Web Site

The IntervalZero Customer Support Web page is located at:

<http://www.intervalzero.com/support.htm>

The IntervalZero support web pages provide electronic access to the latest product releases, documentation, and release notes. With a valid e-mail address and password, you can access the online problem report database to submit new issues or to obtain the status of previously reported issues.

### Contacting Technical Support by Phone

For technical support related to installing and using RTX, you can call technical support at these numbers:

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From *inside* the United States, call 1-800-334-8649. At the prompt, press 3 for Support and then Press 2 for RTX.

From *outside* the United States, call 1-781-996-4481 (Ext. 226) for RTX.

Hours are Monday - Friday, 8:30 a.m. – 5:30 p.m. US Eastern time (GMT-500), excluding holidays.

## Appendix A: Installation Warnings

Possible registry key values in case of a warning during a silent install are shown in the following table.

| <b>Nbr</b> | <b>Description of the warning</b>   |
|------------|---|
| 500        | Unable to back up boot.ini file.  |
| 501        | Unable to back up boot.ini file.  |
| 502        | Unable to back up boot.ini file.  |
| 505        | Setup was unable to interface with the power management service. Please note that an RTX-Compatible power configuration will not be created. See the RTX Installation Guide for details on the RTX Recommended power state. |
| 506        | Setup was unable to interface with the power management service. Please note that an RTX-Compatible power configuration will not be created. See the RTX Installation Guide for details on the RTX Recommended power state. |
| 507        | There was an error enabling the RT-TCP/IP stack.  |
| 508        | There was an error setting TCP/IP-USB dependency.   |
| 509        | There was an error enabling the RTX USB stack.  |
| 510        | Setup was unable to save your current boot configuration. During the upgrade process, the default RTX boot configuration will be created.   |
| 511        | Setup was unable to save your current boot configuration. During the upgrade process, the default RTX boot configuration will be created.   |
| 512        | Setup was unable to save your current boot configuration. During the upgrade process, the default RTX boot configuration will be created.   |
| 513        | Setup was unable to save your current boot configuration.   |
| 514        | Setup was unable to save your current boot configuration. During the upgrade process, the default RTX boot configuration will be created.   |
| 515        | Unable to back up boot.ini file.  |
| 516        | Unable to back up boot.ini file. The upgrade process will revert your RTX boot configuration to RTX defaults.   |
| 517        | Unable to restore boot.ini file. Your boot configuration settings are saved in boot.ini_bak. You may manually copy this file over the boot.ini file to restore your settings.   |
| 518        | Before installing RTX 2009, setup created a backup of your original (pre RTS 2009) boot.ini file and named it "boot.ini_". During the current upgrade   |

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|     |  |
|-----|--|
|     | process, setup copied this backup file before uninstalling RTX 2009. Setup is trying to copy the second backup "boot.ini__bak" back to "boot.ini_" for later use, but failed to do so. |
| 519 | There was an error disabling the RTX USB stack.  |
| 520 | There was an error removing the RT-TCP/IP-USB dependency.  |
| 521 | Setup failed to stop the RTX Realtime Subsystem or failed to determine its state.  |