

# IntervalZero

**Silent Installation Guide for:**

**RTX<sup>®</sup> 2009 with Service Pack 1**

**and**

**RTX<sup>®</sup> 2009 SMP with Service Pack 1**

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RTX 2009 Silent Installation Guide

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# About the RTX 2009 Runtime with Service Pack 1 Silent Installer

This document describes the RTX 2009 Runtime with Service Pack 1 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 1 Silent Installer has the same system requirements as RTX 2009 Runtime with Service Pack 1. See the *RTX 2009 with Service Pack 1 and RTX 2009 SMP with Service Pack 1 Installation Guide* for complete details.

## Getting the Installation

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

## Before You Begin

Before beginning the installation, verify that the system requirements described in the *RTX 2009 with Service Pack 1 and RTX 2009 SMP with Service Pack 1 Installation Guide* have been met:

- Verify that you have administrator privileges on your system. You cannot install RTX 2009 Runtime with Service Pack 1 unless you are logged on with administrator privileges.
- Make sure you have an RTX 2009 Site/OEM PAC number for license key entry. You can obtain one from IntervalZero Sales.
- **Optionally**, deselect the **Automatically restart** option (Control Panel > System > Advanced tab > Startup and Recovery > Settings).
- Exit all Windows programs.

# Installing RTX 2009 Runtime with Service Pack 1 Using the Command Line Interface

This option provides the command-line interface that allows the installation program to be called from another installer without requiring the user to manually execute the GUI-based installation. This installation option may be useful to those who have a need to install the RTX Runtime from their own product installation.

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**Note:** The installation of the RTX 2009 Runtime with Service Pack 1 requires a reboot of the system on which it is being installed to complete the installation. Without the reboot, RTX cannot work properly. It is the responsibility of the installation process that spawns the RTX 2009 Runtime with Service Pack 1 installation from the command-line to reboot the system at the end of the installation process.

**Note:** It is the responsibility of the installation process that spawns the RTX 2009 Runtime with Service Pack 1 installation from the command-line to verify that RTX is not already installed on the target system. If the RTX 2009 Runtime installation detects that RTX is already installed, it displays a dialog box stating so and aborts.

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## Command Line Arguments

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

Argument	Description
LICENSE=<License#>	<b>Required.</b> The Site/OEM PAC Number for the RTX 2009 Runtime version. LICENSE is used to validate that you are using a licensed copy of RTX.
TARGETDIR=<Directory>	<b>Optional.</b> Installation directory. If you omit this parameter, the installation process installs RTX 2009 Runtime into this directory:  <WINDISK>\Program Files\RTX  where <WINDISK> 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.
ICONS	<b>Optional.</b> The ICONS parameter instructs the installer to create icons on 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 Control Panel</b> or by going to the <b>Add/Remove Programs</b> in the Control Panel (to uninstall RTX 2009 Runtime). When this parameter is not specified, no icons are displayed.

## Format

The complete format of the installation command is:

```
"RTX2009SilentInstaller_with_SP1.msi" /qn OPTIONS="LICENSE=<license#>;  
TARGETDIR=<Directory>;ICONS"
```

---

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

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For example:

```
"RTX2009SilentInstaller_with_SP1.msi" /qn OPTIONS="LICENSE=1234-PAC-1234512345-67890;  
TARGETDIR=C:\RTX;ICONS"
```

---

**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 1 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, including `/norestart` to prevent a restart after RTX 2009 Runtime with Service Pack 1 is installed. For a list of `msiexec.exe` switches, enter this command in a command prompt window:

```
msiexec.exe /?
```

---

## 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.

## Uninstalling Using the Command Line

The complete format of the command line interface for uninstalling RTX 2009 Runtime with Service Pack 1 is:

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

---

**Note:** Uninstallation of the RTX 2009 Runtime with Service Pack 1 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 1 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. Click **Start > All Programs > IntervalZero > RTX > RTX Properties**.
2. Record the RTX version that is shown in the RTX Properties window.

### 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:

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.

## **IntervalZero Products Forum**

The IntervalZero Embedded Products Forum is intended to facilitate the flow of information among our customers, and provide an environment to share questions, issues, tips, tricks and ideas between members who use IntervalZero software products. You can find the IntervalZero Forum at:

<http://forums.intervalzero.com>

To join, you must be a currently active IntervalZero customer, however, blog information is available to anyone. Click the join link from the home page and enter your membership data. Your request is verified and, after you receive a welcome email message, you can log into the site and have full access to post and respond to the forums.