



Installation Instructions: Windows Agent



1. Introduction

This guide gives step-by-step instructions on how to set up your On-Premise environment for Cloudamize Assessment. This guide will walk you through the steps you will need to take in order to set up your Cloudamize Assessment. This covers how to create your Cloudamize login, and set up your On-Premise Windows Machines.

If you require assistance, do not hesitate to contact us at helpdesk@cloudamize.com or via phone at 215-557-3735

2. Creating your Login

Step 1: Navigate to the Pre-Cloud application from <http://www.cloudamize.com/app> and click Register. Enter the required information to create your Cloudamize login and click “Sign Up.”

Cloudamize Contact | Support

1. Sign Up 2. Billing Details 3. IaaS settings 3. Add Accounts

Sign Up

Welcome to Cloudamize. Please enter your information below to get started.

First Name

Last Name

Company

Email

Password

Phone Number

cloudestimator.cloudamize.com/estimator

Step 2: Select Data Center region

Select Regions

Please select a region for each IaaS provider



- None
- US East (N. Virginia)
- US West (N. California)
- US West (Oregon)
- South America (Sao Paulo)
- EU (Frankfurt)
- EU (Ireland)
- Asia Pacific (Tokyo)
- Asia Pacific (Singapore)
- Asia Pacific (Sydney)

Step 3: Select Microsoft Hyper-V to download windows client.

Connect Infrastructure

Please select your infrastructure type to get started.


vmware
Setup


On-Premise
Setup


Microsoft
Hyper-V
 Setup

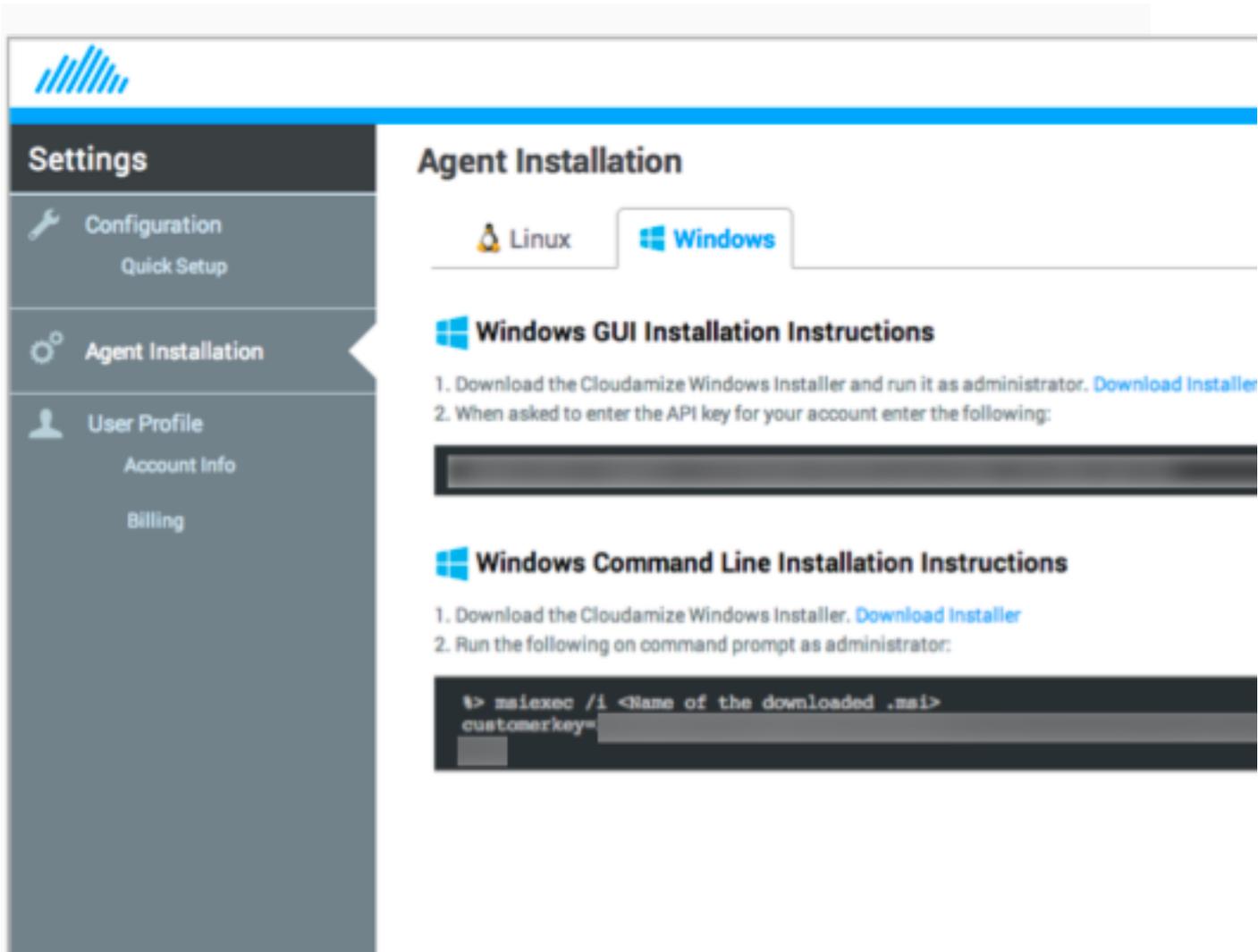
Continue

3. Setting up on-premise Windows machines

- Download the Cloudamize Windows agent.
 - Click on the Windows tab in Agent Installation.
 - Click Download Installer. An MSI file will be downloaded.
 - Before running the MSI file, please make sure that **your Internet connection with the outgoing port 443 is allowed**. This connection will be a direct connection to the

Cloudamize server. For an indirect connection, you can specify your own proxy during the installation. In this case, our Cloudamize agent will communicate with the Cloudamize server via your proxy.

- Select GUI or command-line installation.



The screenshot displays the Cloudamize web interface. On the left is a dark grey sidebar with a blue header containing the Cloudamize logo. The sidebar has three main sections: 'Settings' (with sub-items 'Configuration' and 'Quick Setup'), 'Agent Installation' (highlighted with a white arrow), and 'User Profile' (with sub-items 'Account Info' and 'Billing'). The main content area is titled 'Agent Installation' and has two tabs: 'Linux' and 'Windows', with 'Windows' selected. Below the tabs, there are two sections: 'Windows GUI Installation Instructions' and 'Windows Command Line Installation Instructions'. The GUI section lists two steps: 1. Download the Cloudamize Windows Installer and run it as administrator. 2. When asked to enter the API key for your account enter the following: followed by a redacted input field. The Command Line section lists two steps: 1. Download the Cloudamize Windows Installer. 2. Run the following on command prompt as administrator: followed by a code block showing the command: `msiexec /i <Name of the downloaded .msi> customerkey=` with a redacted input field.

3.1. GUI (Graphical User Interface) Installation

- Run the MSI file by double-clicking it and click "Next".



- Accept the End-User License Agreement and click "Next."
- Enter the customer key (API key) that was generated for you and is available on the Cloudamize Agent Installation webpage). To use your proxy server, enable "Use proxy" and type in HTTPS proxy and port. If your proxy server needs user credentials, enable "Use proxy credential" and enter the User name and Password. Click "Next".



Cloudfamize Windows Agent Setup



Customer Information

Please enter your information



Customer Key:

Please enter or copy the Customer Key generated for you when you registered for Cloudfamize Services.

Use proxy

HTTPS proxy:

Port:

Use proxy credential

User name:

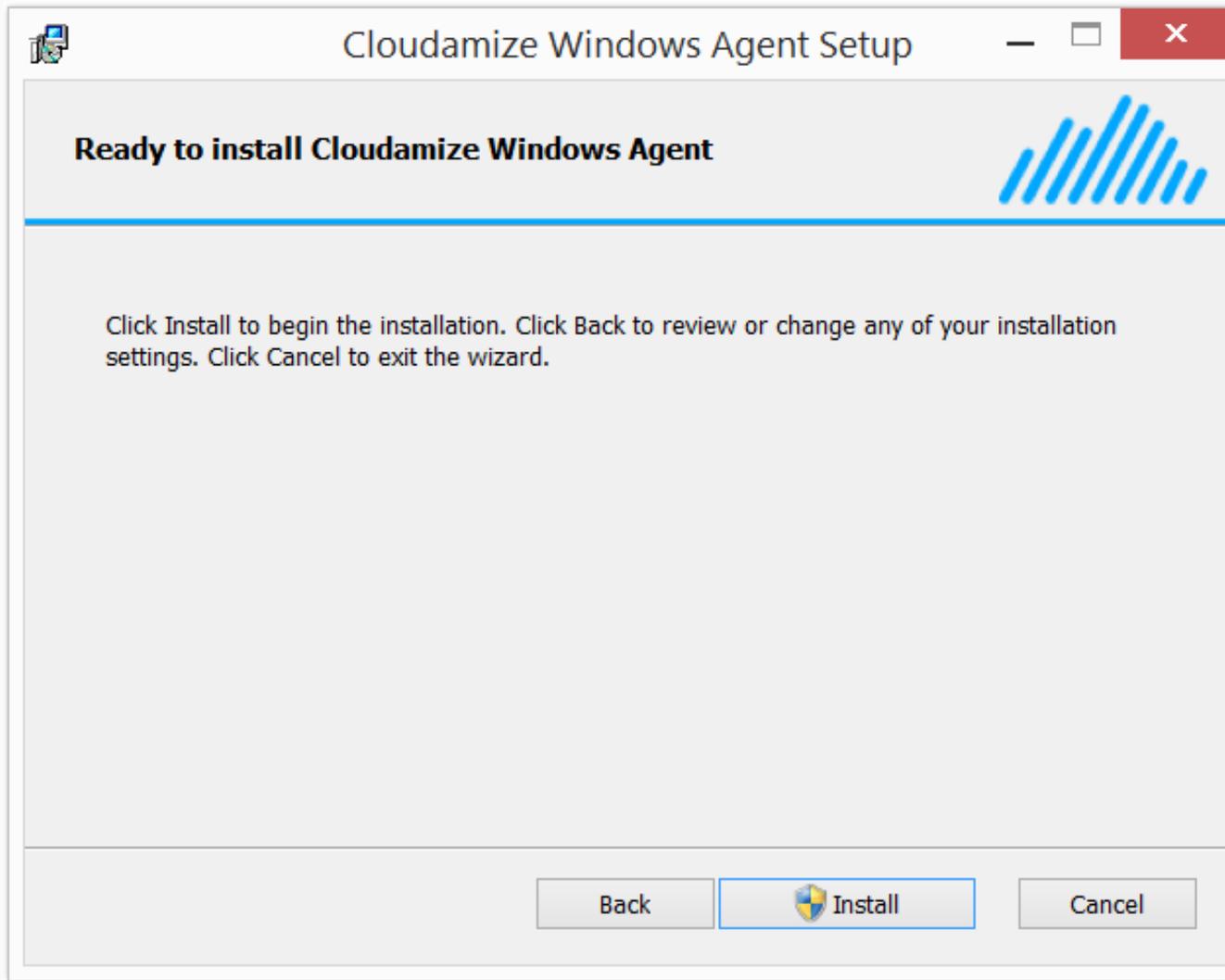
Password:

Back

Next

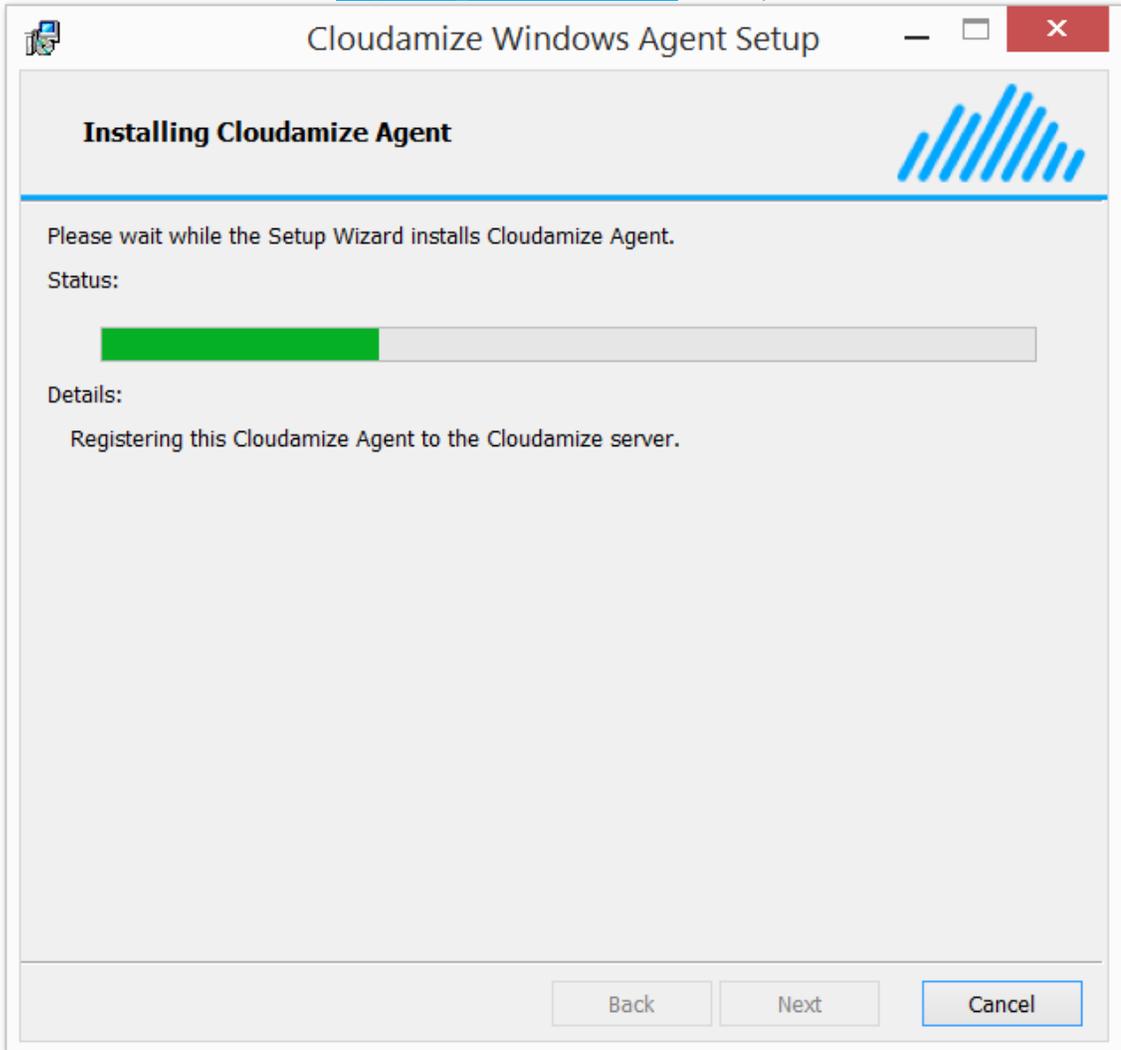
Cancel

- It is ready to install Cloudamize Windows Agent. Click "Install".

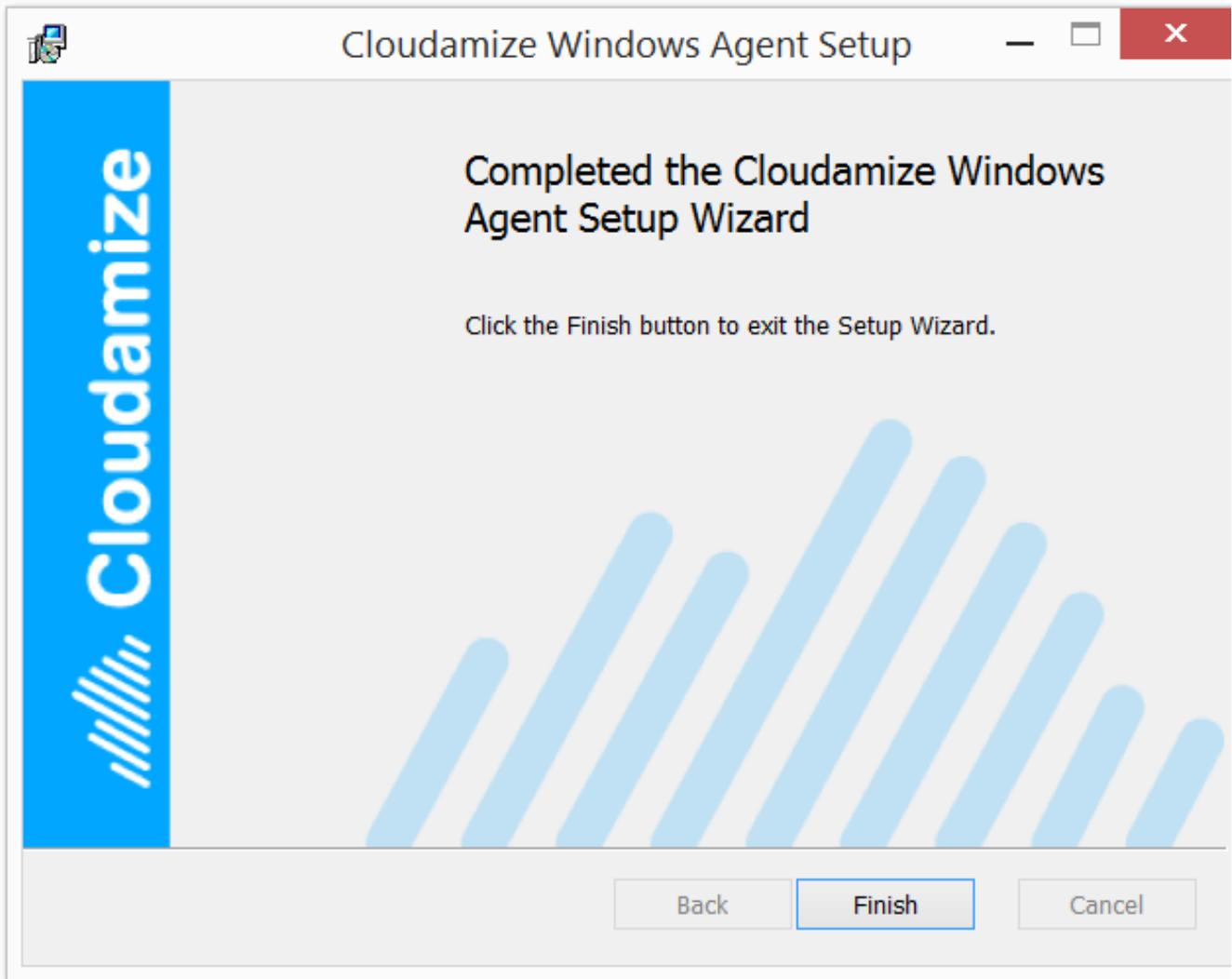


- Installation status and details information will be shown. In order to ensure successful deployment of the agent, connectivity to Cloudamize servers, OS corruption, and several other error scenarios are tested. For this reason, this step can take several minutes. In the event that a problem is detected, instructions are given to help resolve the problem. If needed, please contact

Cloudamize for assistance at helpdesk@cloudamize.com or via phone at 215-557-3735



- Installation is successful and click "Finish".



3.2. Command-line Installation with GUI

This method is suitable for stand-alone servers (that is, Windows machines without a GUI). In this case, same pop-up dialog boxes will appear as in the GUI-based installation as described in Section 3.1.

Please select one of the following commands and run it as **administrator** (i.e., run **Command Prompt as administrator** and type in one of commands)

- When a proxy server is not used,
 - `msiexec /i <downloaded MSI file> CUSTOMERKEY="your key"`
- When a proxy server is used but proxy credentials are not used,
 - `msiexec /i <downloaded MSI file> CUSTOMERKEY="your key" USE_PROXY=1
HTTPS_PROXY="https://www.your_own_proxy.com"
PROXY_PORT="your_proxy_server_port"`
- When a proxy server is used and proxy credentials are used,

- `msiexec /i <downloaded MSI file> CUSTOMERKEY="your key" USE_PROXY=1 HTTPS_PROXY="https://www.your_own_proxy.com" PROXY_PORT="your_proxy_server_port" USE_PROXY_CREDENTIAL=1 PROXY_USER_NAME="user_name" PROXY_PASSWORD="password"`

Note that these command lines are the same as those given in Section 3.3, except that they are missing the `/qn` at the end.

3.3. Command-line Installation with silent mode and without GUI

We recommend first attempting installation with the GUI. Once installation is successful on a handful of machines, the command-line method can be used.

Please select one of the following commands and run it as **administrator**.

- When a proxy server is not used,
 - `msiexec /i <downloaded MSI file> CUSTOMERKEY="your key" /qn`
- When a proxy server is used but proxy credentials are not used,
 - `msiexec /i <downloaded MSI file> CUSTOMERKEY="your key" USE_PROXY=1 HTTPS_PROXY="https://www.your_own_proxy.com" PROXY_PORT="your_proxy_server_port" /qn`
- When a proxy server is used and proxy credentials are used,
 - `msiexec /i <downloaded MSI file> CUSTOMERKEY="your key" USE_PROXY=1 HTTPS_PROXY="https://www.your_own_proxy.com" PROXY_PORT="your_proxy_server_port" USE_PROXY_CREDENTIAL=1 PROXY_USER_NAME="user_name" PROXY_PASSWORD="password" /qn`

Note that in many cases, the installation command will return immediately and does not provide any indication of success or failure. In some cases, the `msiexec` command fails, for example, when the MSI file is [not accessible or missing](#). If the command returns without an error, then the installation will progress and could take some time to complete. In this case, the success or failure can be determined with the Windows EventViewer as follows.

1. Execute the EventViewer,
2. Click Windows Logs → Application.
3. Filter Current Log and set Event Source to "MsiInstaller." One of three outcomes is possible:
 1. An event is found with a message indicating successful installation of the agent, for example, the message text includes "Product: Cloudamize Windows Agent -- Installation completed successfully."
 2. An event is found with a message indicating failure, for example, the message text includes "Product: Cloudamize Windows Agent -- Installation failed."
 - In this case, detailed error messages can be found in the Event Log by search for Windows Logs → Application, setting Event Source to "Cloudamize Windows Installation"
 - If any event is found, please follow the instructions shown in the event details. If needed, please contact Cloudamize for assistance at helpdesk@cloudamize.com or via phone at 215-557-3735
 3. Neither of the above events is found, in which case the installation is still underway.
 - In order to ensure successful installation, problems with connectivity are resolved by reattempting connections. These reattempts will continue for up to 24 hours, allowing installation to withstand significant network outages. For this reason, it is possible that neither of the above events will appear for 24 hours.

- If problems are encountered, Warning messages are sent to the EventViewer (with source "Cloudamize Windows Installation"). The event message provides information about the problem encountered.
- Generally, some message regarding success, failure, or a problem will appear in the Event Log within 10 minutes after the msiexec command is executed.
- One problem that can arise is when a proxy is used and the user name or password are set incorrectly. In this case, connectivity through the proxy is reattempted for 24 hours. In this case, a warning message can be observed with the EventViewer. To fix the problem reattempt installation after failure message appears in the Event Log. Alternatively, installation can be manually terminated. However, when manually terminating installation, it is **critical** that all msiexec process are terminated and the processes are **terminated in the correct order** (refer to [Manual cancellation of Cloudamize Windows agent installation](#)).

- For information on using the EventViewer to search for installation errors, see [Command-line installation and Application Warning/Error Log](#)
- For information on resolving issues related to the MSI file not being accessible, see [2. Incorrect Security Permission](#)