



# APP NOTES

Onsight Connect for Windows  
Standard vs. Enterprise

July 2016

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Name of Librestream Software OnSight Connect

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# 1. Overview

This document describes the OnSight Connect for Windows software installation procedures for either a per-user (Standard) or per-machine (Enterprise) basis. The Standard installation option provides a way for OnSight Connect users that do not have Administrator privileges on their Windows PC to install the application. The purpose of this App Note is to provide an overview of the two different installation options.

All releases of OnSight Connect software have been validated with their concurrent release of OnSight software products and are compatible with the previous revision of all OnSight products. The OnSight operations-driven video collaboration system provides interactive video, audio, images and telestration to immediately connect remote teams, suppliers and customers. Using OnSight Connect, teams can collaborate fully across distant locations to quickly solve problems, monitor projects and improve overall communication.

## 1.1 Software Requirements and Installation

For installation information, see the OnSight Connect for Windows User Manual provided online at <http://www.librestream.com/support>

The minimum requirements for installation on the PC are:

Operating System:	Microsoft Windows* 10, 8, 8.1, and 7.	
Disk space:	Up to 120 MB required (if Microsoft DirectX, Microsoft .NET Framework, and the required Visual C++ runtime components are not already installed).	
Network:	Wired 10/100 Ethernet port. For better performance, a wireless network connection is not recommended.	
Video Card:	V7 or higher: minimum OpenGL v1.X. V6.7 or lower: minimum OpenGL v1.x or DirectX 9.0c compatible video graphics card.	
Audio support:	For voice and audio support, the computer must have a microphone and speakers and/or headset and/or external speakerphone.	
	Non-conference host	Conference host
Processor speed:	1 GHz (1.5 GHz recommended)	2 GHz
Memory:	1 GB (2GB recommended)	2 GB recommended

\* Windows RT is not supported by OnSight Connect for Windows

The PC requirements necessary to host an OnSight conference vary with the number of participants and the collaboration content. Performance also varies with the processor and memory architecture of the PC. OnSight monitors computer utilization in order to assist the user in determining the number of participants that should be allowed. The network bandwidth available to the conference host may limit the ability to host a conference. Consult your system administrator or Librestream support for specific advice.

## 2. OnSight Connect for Windows – Standard vs. Enterprise Install

OnSight Connect for Windows can be installed on either a per-user (Standard) or per-machine (Enterprise) basis. Previous OnSight Connect for Windows versions only supported the Enterprise installation option. The Standard installation option was added to enable installations of OnSight by users that do not have Administrator privileges on their Windows PC. The purpose of this App Note is to provide an overview of the two different installation options.

### 2.1 Main Differences Between Standard and Enterprise Installs

The OnSight Connect for Windows installation options are functionally identical, with the following exceptions:

- OnSight can be installed and upgraded using the Standard option without Administrator privileges on the PC (provided that all of the software prerequisites are already installed).
- After a Standard installation, OnSight Connect is only available to the user that installed it. After an Enterprise installation, OnSight Connect is available to all users on that computer.
- OnSight Connect-on premise (local login method) is not supported with the Standard installation option. A valid OnSight Connect service user license is required for the Standard installation option.
- The Standard installation does not support remote management over SNMP. Remote management with OnSight Management Suite must be performed using the Remote Management Web Service.

### 2.2 Recommended Installation Option for System Administrators

You will want to install OnSight Connect using the Enterprise option on your user's computers if any of the following statements are true:

- You want greater control over which version of OnSight Connect your users are running.
- You will be using OnSight Management Suite to push out software updates and configuration packages.
- You are using standalone licensing / Local Service as opposed to the OnSight Account Service.
- You require the ability to manage OnSight Connect using SNMP.

If none of the above is true, you may find that the Standard edition is sufficient, especially if your users do not have Administrative privileges and you want them to be able to upgrade or install OnSight Connect on their own computers.

### 2.3 Location of Files

The default locations for application/program files, user configuration settings and user data are as follows:

Application Files	Standard	C:\Users\ <username&gt;\appdata\local\librestream connect<="" td="" technologies\onsight=""> </username&gt;\appdata\local\librestream>
	Enterprise	C:\Program Files\Librestream Technologies\Onsight Connect
Settings and Log Files	Standard	C:\Users\ <username&gt;\appdata\local\librestream td="" technologies\settings<=""> </username&gt;\appdata\local\librestream>
	Enterprise	C:\ProgramData\MCA
Recordings and Images	Standard	C:\Users\ <username&gt;\documents\onsight connect<="" td=""> </username&gt;\documents\onsight>
	Enterprise	C:\Users\Public\Documents\Onsight Connect

### 2.4 Onsight Connect Installation Prerequisites

Onsight Connect for Windows can be installed using the Standard or Enterprise option on Windows 10, 8, and 7.

The Enterprise option will be required if Microsoft.NET Framework 2.0 or higher is not already installed on the PC. Installing Microsoft .NET Framework 2.0 requires Administrator privileges.

### 2.5 Performing New Installations Manually

If Onsight Connect is not already installed on the user’s computer and they run Setup.exe, they will be presented with two options for installing the software:

- “Just me” - for themselves only, performs the Standard Installation
- “Everyone” - for every user of the computer, performs the Enterprise Installation

Optionally, the Standard and Enterprise installers can be run directly (without giving the user the option) by running Standard\SetupStandard.exe or Enterprise\SetupEnterprise.exe respectively. The Standard and Enterprise installers are available on request from Librestream.

### 2.6 Performing New Installations using the Onsight Connect Service

If Onsight Connect is not already installed on the user’s computer, the choice of which version to install will be made automatically.

The Enterprise option will be used and installed if either of the following is true:

- The user is an Administrator on the computer OR
- Per-user MSI installations are disabled on the computer through Group Policy. In this case, the user will be required to elevate to Administrator privileges in order to complete the installation.

The Standard option will be used and installed if both of the following are true:

- The user is not an Administrator on the computer AND
- Per-user MSI installations are not disabled on the computer through Group Policy.

## 2.7 Performing OnSight Connect Updates

If OnSight Connect is already installed on the user's computer, the installation option is automatic as follows:

- If the Enterprise version is already installed on the user's computer, the Enterprise version will be installed. The user must have Administrator privileges on the computer in order to perform the upgrade.
- If the user has previously installed the Standard version of software, and the Enterprise version has not been installed simultaneously on the same computer, the Standard version will be installed.

## 2.8 OnSight Connect Pre-Version 6.1

All versions of OnSight Connect prior to 6.1 were installed per-machine, which is equivalent to the Enterprise installation option.

## 2.9 Can the Standard and Enterprise versions be installed simultaneously?

The Enterprise version can be installed on a computer, even if one or more users have already installed the Standard version.

*If the Enterprise version has been installed on a computer, no user will be able install or upgrade to the Standard version until the Enterprise version is uninstalled.*

## 2.10 If both the Standard and Enterprise version are installed, which one is run when a user launches OnSight Connect?

Users with both the Standard and Enterprise version installed on their computer's can run either version by double-clicking the appropriate icon on their desktop (note that they can not be running simultaneously).

The Standard and Enterprise versions do not share configuration and media files, this may lead to confusion. For this reason, it is highly recommended that you remove/uninstall all Standard versions of the software before installing the Enterprise version of the software.

## 2.11 I don't want my users to be able to install OnSight Connect without my permission. How can I prevent my users from installing the Standard version?

If the Enterprise version of OnSight Connect is already installed on the computer by an Administrator, users will automatically be prevented from installing or upgrading to the Standard version of the software. Additionally, only Administrators will be able to update the installed Enterprise version of the software to a later version.

For added security, per-user MSI installations can be disabled entirely using the 'DisableMSI' or 'DisableUserInstalls' Group Policy settings. Note that the use of these settings will disable installation of all per-user MSI packages on the user's computer, not just the installation of OnSight Connect.

For more information, see:

[http://msdn.microsoft.com/en-us/library/windows/desktop/aa369784\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa369784(v=vs.85).aspx)

## 2.12 Where is the silent installation package?

Starting with version 6.1, the OnSight Connect installer can be run in silent mode by running `setup.exe` using the `"/silent"` command line switch, or by running either `SetupStandard.exe` or `SetupEnterprise.exe` directly using the `"/exebasicui /qb"` command line switches.

The upgrade package for use with OnSight Management Suite already contains the required command line switches to install in silent mode when pushed out to an endpoint.

## 2.13 Can I continue to push out configuration packages with OnSight Management Suite to users running the Standard version?

While pushing out software and configuration update packages to the Standard (per-user) version is supported, it is not recommended in environments where more than one user shares a computer. An OnSight Management Suite update job will only be applied to the user that happens to be running OnSight Connect at the time the job is initiated, and only that user will receive the configuration changes contained in the update package.

For this reason, it is recommended that the Enterprise version be used when remote management through OnSight Management Suite is required.

## 2.14 What are the alternatives to OnSight Management Suite if I want to enforce security policies (such as encryption, privacy, etc) for users that are running the Standard version?

OnSight Account Service client policy settings are the recommended way of enforcing security policies for users running the Standard version of OnSight Connect.

# 3. End User License Agreement

This software is licensed under the terms of an End User License Agreement (EULA), the latest version of which can be found at:

<http://www.librestream.com/products/termsofuse.html>

# 4. For More Information

If you need assistance please contact Librestream at [support@librestream.com](mailto:support@librestream.com).