# ENGINEERING DOCUMENT

Microsoft Software

# [Microsoft LivePerson v8.4.0.0]

Ticket #1639473    **Push:** a9aea441c06b08b6bf256a3670ba0460|LivePerson_8.4_Push.exe    **Pull:** 507380913d64d192fdf090ce35829ec1|Microsoft_LivePerson_8.4.exe

**MSI:** .msi    **GUID:** { }

**Purpose:**  Install LivePerson from LANDesk.
**Local contact:**  Eddie Jackson [407-xxx-xxxx]      **Manager:**  Ted xxxxxxxx [602-xxx-xxxx]      **Remote Contact:**  _website_

**Design criteria:** Create push and pull to be deployed from LANDesk, and return error code back to LANDesk.
**Scope:**  Enterprise; all LivePerson users.
**Expected completion date:** _Tuesday, June 20th, 2011_   **Actual completion date: Tuesday, June 20th, 2011**
**Source files:** http://servername/apps/Microsoft/LivePerson/8.4.0.0/
**Alpha testing:** Started- Tuesday, June 14th, 2011          Completed- Thursday, June 16th, 2011
**Beta testing:** Started- Friday, June 17th, 2011          Completed- Friday, June 17th, 2011
**Pilot testing:** Started: Monday, June 20th, 2011          Completed- Monday, June 20th, 2011
**Total time:** 45h 11m 20s

## Timeline

**Mon**    **06/20/2011 (100%) – Pilot Testing Win7/XP from LANDesk**
**Fri**      **06/17/2011 (080%)** – Beta Testing Win7/XP
**Thu**     **06/16/2011 (060%)** – Alpha testing Windows XP
**Wed**     **06/15/2011 (040%)** – Alpha testing Windows 7
**Tue**      **06/14/2011 (020%)** – Create Engineering Doc.  Begin research.

**Alpha Test Group** (lab tests)

**#01 –**
**#02 –**


**Testing machines**

**Beta Test Group** (tests on production PCs)

**#01 –**
**#02 –**
**#03 –**
**#04 –**
**#05 –**

**Pilot Test Group** (tests from LANDesk)

**#01 –**
**#02 –**
**#03 –**
LANDesk Report 1  LANDesk Report 2
_Delivery method_ [1] [2] [system account]

Script

CODE

Win XP Demo

Win 7 Demo

Package Contents

06/22/2011

02:12:34PM

1

Beta Testing – Windows 7/XP Pull EXE

Testing on Machine lab50/WinXP machine, 1 of the 1 scripted apps are in testing

Pull        PC Info

*add firewall exception*

**EXE Pull testing…**
**PASS**/FAIL – EXE Pull script installs LivePerson
**PASS**/FAIL – LivePerson is added to Public/All Users Profile – Desktop
**PASS**/FAIL – LivePerson misc. icons are removed from Start menu
**PASS**/FAIL – No errors were reported to event logs
**PASS**/FAIL – LivePerson loads successfully
**PASS**/FAIL – Firewall exception was added
**PASS**/FAIL – Restart computer
**PASS**/FAIL – Uninstalled LivePerson using Add/Remove Programs
**PASS**/FAIL – LivePerson was removed from Add/Remove Programs
**PASS**/FAIL – Restarted Computer – no errors on startup

Testing on Machine lab52/Win7 machine, 1 of the 1 scripted apps are in testing

Pull        PC Info

**EXE Pull testing…**
**PASS**/FAIL – EXE Pull script installs LivePerson

2

PASS/FAIL – LivePerson is added to Public/All Users Profile – Desktop
PASS/FAIL – LivePerson misc. icons are removed from Start menu
PASS/FAIL – No errors were reported to event logs
PASS/FAIL – LivePerson loads successfully
PASS/FAIL – Firewall exception was added
PASS/FAIL – Restart computer
PASS/FAIL – Uninstalled LivePerson using Add/Remove Programs
PASS/FAIL – LivePerson was removed from Add/Remove Programs
PASS/FAIL – Restarted Computer – no errors on startup

## Thursday, 06/16/2011

Alpha Testing – Windows XP Pull EXE

Testing on Machine lab50/WinXP machine, 1 of the 1 scripted apps are in testing

Pull            PC Info

**EXE Pull testing…**
PASS/FAIL – EXE Pull script installs LivePerson
PASS/FAIL – LivePerson is added to Public/All Users Profile – Desktop
PASS/FAIL – LivePerson misc. icons are removed from Start menu
PASS/FAIL – No errors were reported to event logs
PASS/FAIL – LivePerson loads successfully
PASS/FAIL – Restart computer
PASS/FAIL – Uninstalled LivePerson using Add/Remove Programs
PASS/FAIL – LivePerson was removed from Add/Remove Programs
PASS/FAIL – Restarted Computer – no errors on startup

## Wednesday, 06/15/2011

Alpha Testing – Windows 7 Pull EXE

Testing on Machine 1-machine/Win7 machine, 1 of the 1 scripted apps are in testing

Pull     PC Info

**EXE Pull testing…**
**PASS**/FAIL – EXE Pull script installs LivePerson
**PASS**/FAIL – LivePerson is added to Public/All Users Profile – Desktop
**PASS**/FAIL – LivePerson misc. icons are removed from Start menu
**PASS**/FAIL – No errors were reported to event logs
**PASS**/FAIL – LivePerson loads successfully
PASS/FAIL – Restart computer
**PASS**/FAIL – Uninstalled LivePerson using Add/Remove Programs
**PASS**/FAIL – LivePerson was removed from Add/Remove Programs
PASS/FAIL – Restarted Computer – no errors on startup

## Tuesday, 06/14/2011

Alpha Testing – Create Engineering Doc, Research; begin testing Win 7

Testing on Machine 1-machine/Win7 machine, 1 of the 1 scripted apps are in testing

Push     PC Info

**EXE Push testing…**
**PASS**/FAIL – EXE Push script installs LivePerson

4

**PASS**/FAIL – LivePerson is added to Public/All Users Profile – Desktop

**PASS**/FAIL – LivePerson misc. icons are removed from Start menu

**PASS**/FAIL – No errors were reported to event logs

**PASS**/FAIL – LivePerson loads successfully

**PASS**/FAIL – Restart computer

**PASS**/FAIL – Uninstalled LivePerson using Add/Remove Programs

**PASS**/FAIL – LivePerson was removed from Add/Remove Programs

**PASS**/FAIL – Restarted Computer – no errors on startup

5

icons in engineering document