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# Installation Guide for MSI (Windows)

Domain administrators can automatically install GoToMeeting on multiple computers using the [GoToMeeting MSI](#). This is a very convenient way for administrators of a network domain to deploy and install the GoToMeeting desktop app to thousands of users or computers throughout the network.

To deploy GoToMeeting to multiple computers, domain administrators can create a group policy object (GPO) and link it to the network using the domain controller (Windows Server).

GoToMeeting can also be installed for all users on the machine by running the MSI manually (since v8.22.0, build 8473). The MSI supports installation for all users on the machine or for only the current user. This way of installation can be useful to administrators who want to create a single OS image including GoToMeeting, which is then distributed to multiple computers.

You may have multiple GoToMeeting versions installed from Windows Installer (MSI) files on your computer. The active version is set by your GoToMeeting administrator on our GoToMeeting server. If the active version is not available on your computer, it will be automatically downloaded and installed when you log in and start a session. To run sessions using the version installed by the MSI, your GoToMeeting account must have the same version set on the server.

**Note:** Installing via MSI is an advanced feature that requires administrator-level permissions on the target computer(s). Once GoToMeeting has been installed for all users on the machine, by default the [automatic upgrades](#) feature will be used to get updated versions as they are released and remove older ones (i.e., it is not necessary to install subsequent version updates via MSI). To control automatic upgrades on a computer level, a GPO policy controlling the automatic upgrades can be applied. Using SCCM or another tool to install the MSI on the SYSTEM Level does not allow for the setting flags to be modified.

## Override Default Preferences

Some GoToMeeting default preferences can be overridden and specified during the installation process by modifying the MSI Property table. The Custom parameters listed below can be controlled by command line arguments (for the [currently logged-in user](#)) or transform (.MST) files (for [multiple users on a network domain](#)).

| User Preferences  | Description  | Parameter             | Valid Values                        | Default Value                |
|---|--|-----------------------|-------------------------------------|------------------------------|
| <b>Install for all users or for the current user only</b> | <p>G2MINSTALLFORALLUSERS=1 means the product will be installed for all users on the machine.</p> <p>G2MINSTALLFORALLUSERS=0 means the product will be installed for the current user only. This is the default mode.</p> <p>Note that the product will be installed for all users if installed per machine via Group Policy, regardless of the value of the property.</p> <p>First version that supports these MSI parameters is in v8.22.0, build 8473.</p> | G2MINSTALLFORALLUSERS | 0 or 1                              | 0                            |
| <b>Start automatically at logon</b>                       | Start GoToMeeting automatically after the user logs in to the computer.  | G2MRUNATLOGON         | true or false                       | true                         |
| <b>Integration</b>  | Specify a GoToMeeting integration with other applications.   | G2MINTEGRATION        | None, Notes, Outlook, Email or Auto | none                         |
| <b>Record audio</b>                                       | Enable or disable the inclusion of the audio conference in your session recordings.  | G2MRECAUDIO           | true or false                       | true                         |
| <b>Recording convert</b>                                  | Convert the video content to Windows Media Player format.  | G2MRECCONVERT         | true or false                       | false                        |
| <b>Recording save location</b>                            | Specify the location where the <a href="#">session recording files</a> will be stored.   | G2MRECPATH            | <..valid path..>                    | <...user personal folder...> |
| <b>Chat save location</b>                                 | Specify the location where the <a href="#">chat log files</a> are stored.  | G2MCHATSAVEPATH       | <..valid path..>                    | <...user personal folder...> |
| <b>Perform automatic updates</b>                          | <p>Enable or disable the <a href="#">Automatic Updates</a> (which proactively download updates while not in session).</p> <p>For locked down environments, "false" is recommended because enabling automatic updates will also</p>   | G2MPERFORMAVC         | true or false                       | true*                        |

|  |   |   |               |                                 |
|--|---|---|---------------|---------------------------------|
|  | <p>remove older builds.</p> <p>Also see <a href="#">Control "Automatic Update" Settings (.ADM)</a> for information about changing this setting.</p>   |   |               |                                 |
| <b>Enable product entitlements and install shortcuts</b> | <p>By default, if none of these arguments are specified, the MSI will install the product with entitlement for GoToMeeting only. This means only shortcuts for GoToMeeting will be installed and the system tray menu will show only G2M product entries. If you desire to customize the initial product entitlements installed, these arguments can be specified to the MSI Installation. Note that the product entitlements will be refreshed with the actual entitlements for the account when the user logs in for the first time. So these parameters control only the initial shortcuts and system tray menu entries until the user logs in.</p> <p>For example, this can be useful if the customer has purchased both GoToMeeting and GoToWebinar, or only GoToWebinar. In this case, they might want to install the product with G2M and G2W shortcuts and system tray menu items, or only G2W respectively (thus removing the G2M shortcut). Note that regardless of the entitlements specified to the MSI Installation, the correct product shortcuts will be installed once the user logs in. In the two examples above, they would specify the following MSI parameters respectively:</p> <ul style="list-style-type: none"> <li>• G2WENABLED=true (adding G2W)</li> <li>• G2MENABLED=false<br/>G2WENABLED=true (removing the default G2M and adding G2W)</li> </ul> <p>Product entitlements specified at install time control:</p> <ul style="list-style-type: none"> <li>• at install time/on first run, which shorts are created</li> <li>• which products are shown in the system tray context menu</li> </ul> <p>First version that supports these MSI parameters is in v8.16.0, build</p> | <p>G2MENABLED<br/>G2WENABLED<br/>G2TENABLED</p> | true or false | <p>true<br/>false<br/>false</p> |

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\* Version 7.2.5, build 3356 and earlier has the "Perform automatic updates" preference set to "false" by default.

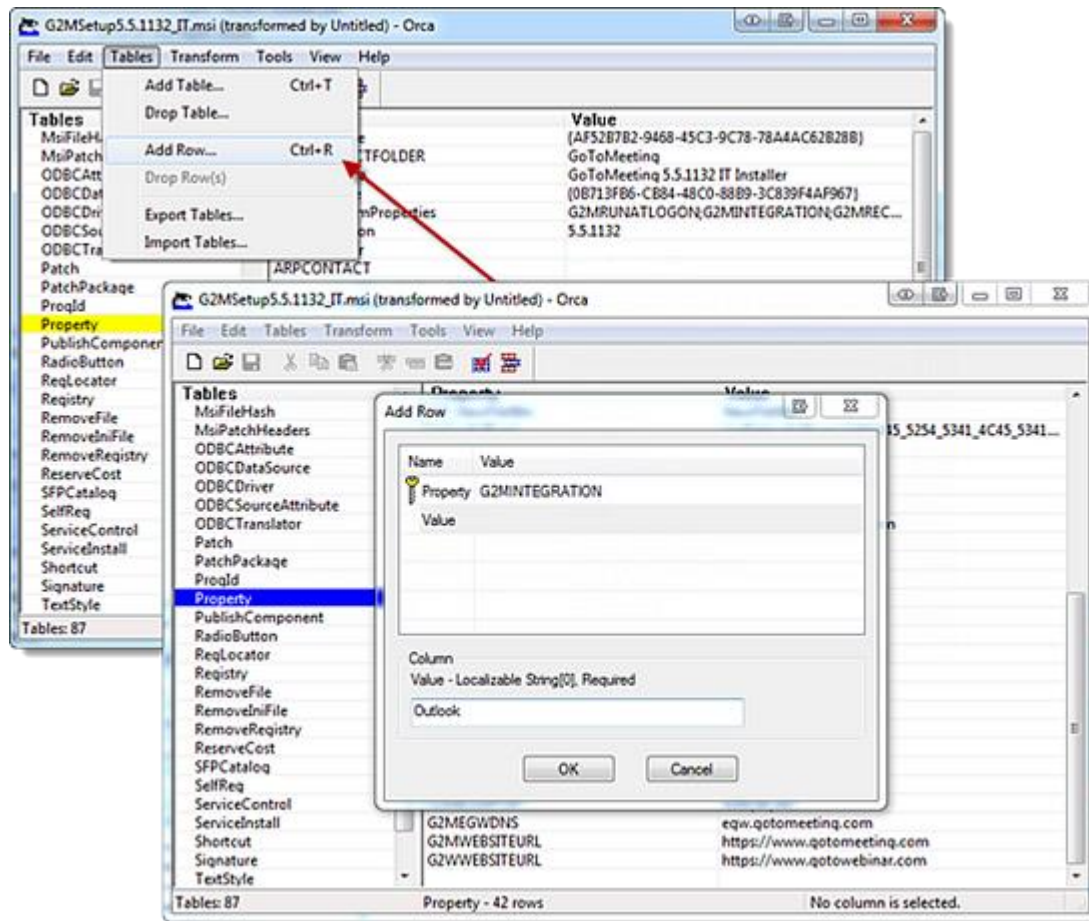
**Note:** If some of these options have an invalid value or the paths do not exist, the corresponding option results in its default value. If an existing GoToMeeting version is already setup with specific user preferences, those values are reset with the new values that were specified during the installation process. If GoToMeeting is running during the installation process, you must restart the GoToMeeting application to apply the new preferences.

## Pre-Configure Preferences with Transform Files (.MST)

Windows Transform files (.MST) provide you with a convenient way to install a specific configuration of [default preferences](#). You can pack commands in batch files or use a database editor like [Microsoft Orca](#) to add the variables in the MSI Property table, which will [override the default values](#).

- To apply a transform file for the [current user only](#), you can use the command line `msiexec /i <G2MSetupX.X.XXX_IT.msi> TRANSFORMS=CorporateSettings.mst`.
- To apply a transform file to a [domain installation](#), you can add it to the Group Policy Object.

See [About Transforms](#) on the Microsoft Support Site for more information.



## Install MSI for current user

This method can be used to install GoToMeeting on a single computer for the currently logged-in user. It is a good alternative for organizers who are having trouble installing the EXE file.

1. First, download the single-build MSI or multi-build MSI [here](#).

**Note:** If you do not need to configure any specific settings, you can simply double-click the MSI file to begin the installation instead of continuing on to Step #2.

2. Determine the appropriate command line text, as follows:

(a) Start with the basic installation text:

- **To install in default mode:**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi>
```

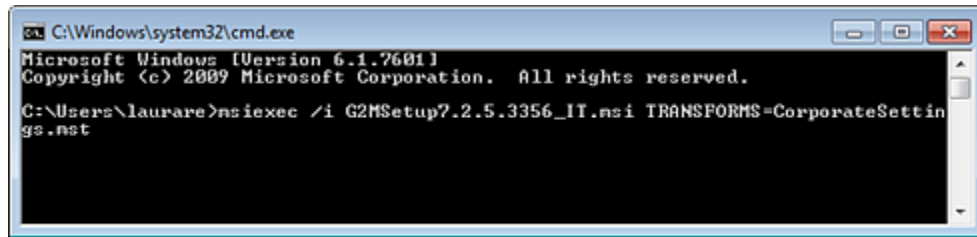
- **To install in quiet mode:**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi> /quiet
```

(b) Then add on variables as desired. See [examples](#) of each below.

- See [Override Default Preferences](#) to learn more about which preferences you can modify with variables.
- See [Pre-Configure Preferences with Transform Files \(.MST\)](#) to learn about pre-packaging those custom preferences into a separate file.

3. Open a [Command Prompt window](#), then enter the command line determined in Step #2.



## Example command lines

Below are examples of command lines that include custom parameters for setting the G2MSetup.msi's default preferences.

- **Override individual default user preferences with [custom values](#):**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi> G2MRUNATLOGON=false G2MINTEGRATION=Notes  
G2MRECAUDIO=false G2MRECONVERT=true G2MRECPATH="C:\My Recordings"
```

- **Enable the installation process logging (refer to the "msiexec.exe" command help for more options):**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi> /l* C:\MyLogFile.log
```

- **Apply a [transform file \(.MST\)](#)**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi> TRANSFORMS=CorporateSettings.mst
```

## Uninstall MSI for current user

**Note:** If multiple versions of GoToMeeting are installed on your computer from the GoToMeeting website and from the MSI file, uninstalling the MSI file may remove all existing versions of GoToMeeting.

1. Open a [Command Prompt window](#).
2. Enter the desired text:

- **To uninstall in default mode:**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi>
```

- **To uninstall in quiet mode:**

```
msiexec /i <G2MSetupX.X.XXX_IT.msi> /quiet
```

Alternatively, you can [uninstall GoToMeeting manually](#) under **Control Panel > Programs and Features**.

## Install MSI for all users

You can install GoToMeeting (v8.22.0, build 8473 and above) via MSI for all users on the machine or for only the current user. This can be controlled in two ways:

- The MSI wizard
- The "G2MINSTALLFORALLUSERS" property (for silent installations)

MSI versions older than v8.22.0, build 8473 does not have the right specifications to run manually for all users. The default mode is to install for only the current user. To install older versions for all users, the MSI should be installed via [Group Policy Object](#) per machine. Note that all versions will continue to support installation via GPO.

After installing the MSI for all users, the product shortcuts will appear the next time the user logs in to Windows (they will not appear for users currently logged in). Logged in users must log off and back on for the product shortcuts to appear.

## Install on Computers within Network Domains (GPO)

Domain administrators can automatically install GoToMeeting on multiple computers using the [GoToMeeting MSI](#). This is a very convenient way for administrators of a network domain to deploy and install the GoToMeeting desktop app to thousands of users or computers throughout the network.

To deploy GoToMeeting to multiple computers, domain administrators can create a group policy object (GPO) and link it to the network using the domain controller (Windows Server).

**Note:** The Group Policy installations do not support command line options. You may need to use transform (.MST) files to apply custom settings for multiple users.

## Specify the target audience

Domain administrators can choose to deploy GoToMeeting on a user-specific or computer-specific basis.

- **Deploying to users (or groups of users)** will assign GoToMeeting to specific individuals, regardless of which computer they log in to.
- **Deploying to computers** will assign GoToMeeting to specific computers only, regardless of which user logs into them.

**Note:** It is not possible to apply [transform \(.MST\) files](#) to installations being deployed to computers. You can only use them when deploying to users or groups.



## Specify the installation method

Domain controllers using [Active Directory](#) can choose how to install the desktop app once the MSI has been deployed. See [How to use Group Policy to remotely install software](#) on the Microsoft Support Site for more information.

- **Published [to users]:**

GoToMeeting will be made available to specific users (or groups of users) on the network domain. They will see GoToMeeting listed under Programs and Features, and it will be available for installation on demand.

To download the application, the user can go to **Control Panel > Programs and Features**. In the left navigation, they can click **Install a program from the network** to see all the software published to you and available for installation.

- **Assigned [to users or computers]:**

GoToMeeting will be automatically installed for specific users, groups of users or computers in the network domain. The installation will be automatically performed the next time each user logs in or when the computer starts up.

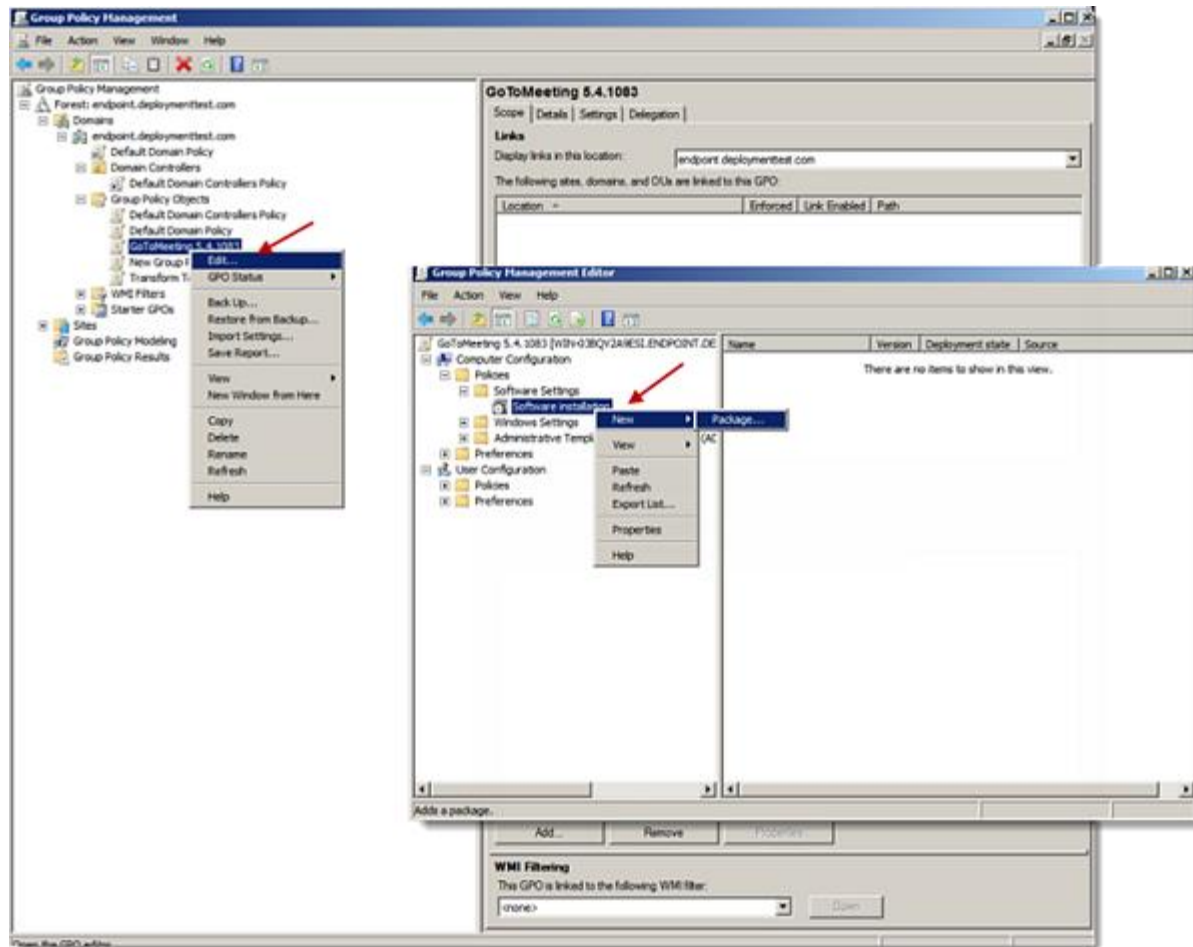
- **Advanced:**

Like with "Assigned", GoToMeeting will be automatically installed for specific users, groups of users or computers in the network domain. However, "Advanced" also provides the option to apply additional user preferences by using a [Windows Installer Transform \(.mst\) file](#) as the installation package.

## Override default preferences

Additionally, domain administrators have the ability to configure GoToMeeting installations with specific GoToMeeting user preferences.

- See [Override Default Preferences](#) to learn about the available custom parameters.
- See [Pre-Configure Preferences with Transform Files \(.MST\)](#) to learn more about pre-packaging the settings and applying them to your GPO.
- See [Control "Automatic Update" Settings \(.ADM\)](#) to learn more about changing the default settings for "Automatic Updates" (enabled by default).



## Uninstall on Computers within Network Domains (GPO)

**Note:** If multiple versions of GoToMeeting are installed on your computer from the GoToMeeting website and from the MSI file, uninstalling the MSI file may remove all existing versions of GoToMeeting.

**Note:** We recommend using Group Policy installations, but the current installer should cover the basic requirements and installation scenarios of more powerful deployment solutions like Microsoft's SMS/SCCM.

Domain administrators can automatically uninstall GoToMeeting from multiple computers by re-configuring the same Group Policy Object that they used to install GoToMeeting.

1. Right-click the GPO and select **Properties**.
2. On the Deployment tab, disable the "Uninstall this application when it falls out of the scope of management" check box.

**However, we do not recommend** using this method to uninstall GoToMeeting from multiple computers at once because not all aspects of the installation can be removed in this way, so some remnants will be left behind on the computers. Instead, please have organizers [uninstall GoToMeeting manually](#) under **Control Panel > Programs and Features**.

## Control "Automatic Update" Settings (.ADM)

By default, the MSI is configured to have [automatic updates](#) on (the same as when installed from the EXE download). This means that the GoToMeeting desktop app will update itself silently while the user is not in session (and also remove outdated builds). If you disable the setting, then the desktop app will wait until a session is joined or started to update itself.

Domain administrators also have the option to centrally control this settings by adding the GoToMeeting-AutomaticUpdates administrative template (.ADM) to their Group Policy Object Editor. This will automatically create a new GPO that provides additional configuration instructions. Domain administrators can request the GoToMeeting-AutomaticUpdates.adm file from a GoToMeeting representative. [Download the .ADM file now.](#)

**Note:** This is a registry-based policy, meaning that when the policy is configured by the IT admin, a registry AutomaticUpdatesSetting (value 0 or 1) will be created on the target machines/users under Software\Policies\GoToMeeting (in HKCU or HKLM for computer or user policy).

