Technical procedures

Installation and enterprise deployment

Applies to userXpress 2.0.0.0

Install userXpress with the EXE installer, complete the first start and request an MSI package for centralized deployment.

Before installation

Prepare the following before running setup:

- Obtain the userXpress EXE installer and license code from Delorion or your software administrator.
- Check the desktop requirements, including installation rights and any required SAP GUI or SNC components.
- Have the intended SAP system, client, connection file and logon method available.

Windows 11 includes the .NET Framework runtime required by userXpress.

Before installing, finish the current operation and close userXpress.

Install the program

1. Run the supplied EXE installer and approve the Windows elevation prompt with an account authorized to install software.
2. Read and accept the license agreement, then start installation. The setup executable uses the default installation folder.
3. Wait for installation to complete. On 64-bit Windows, the default folder is `%ProgramFiles(x86)%\Delorion\userXpress` (normally `C:\Program Files (x86)\Delorion\userXpress`).
4. Complete any restart requested by Windows before starting the application.

Setup creates a **userXpress** entry in the Windows Start menu. It installs the program for the machine.

Each user completes the following first-start steps in their own Windows account.

First start and license

1. Start **userXpress** from the Start menu under the normal Windows account of the person who will use it.
2. In **New Passphrase**, enter a **Passphrase**, repeat it in **Re-Enter**, and optionally enter a **Hint**. Choose **OK**. Keep the passphrase secure: it protects saved SAP logons. Choosing **Cancel** closes the application.

3. When the license window appears, choose **Enter new license**. Paste the supplied license code and choose **OK**. Check the license confirmation or registration details. If the code is rejected, obtain the correct code before continuing.
4. Replacing an expired or missing license closes userXpress. Start it again and enter your passphrase.
5. Open **Information** and record the displayed application version for your installation record.

On later starts, enter the same passphrase and choose **Unlock**. It is separate from your SAP password.

A forgotten passphrase requires a reset that clears saved logon credentials. See Reset a forgotten passphrase.

Deploy the MSI centrally

For centralized deployment, request the MSI package through the Delorion support portal. Run installation with machine administrator rights. Leave first-start configuration to the intended Windows user.

Run the following Windows Installer command in Command Prompt. It installs without displaying the wizard, suppresses an automatic restart and writes a verbose log.

Replace the example MSI path with the supplied package's actual path. The log directory must already exist and be writable by the deployment account.

```
msiexec.exe /i "C:\Packages\userXpress.msi" ^
  /qn /norestart ^
  /L*v "C:\Packages\userXpress-install.log"
```

Use these Windows Installer options with the `.msi` file. Configure SAP connections in the intended user's Windows account after installation.

Have the deployment tool wait for `msiexec` to finish and capture its exit code:

- `0`: installation succeeded.
- `3010`: installation succeeded and Windows needs a restart. Schedule that restart before handing over the workstation.
- For an error, retain the installation log and interpret the Windows Installer return code.

Upgrade or uninstall

To upgrade, finish the current operation, close userXpress and run the new EXE installer. The installer replaces the previous program version.

To uninstall, close userXpress and remove it through Windows' installed-applications controls. Uninstalling the program does not remove SAP accounts or role assignments.

Handle personal configuration, exports and recovery files separately under your retention policy.

If an upgrade must be reversed, contact Delorion support with the old and new version numbers and the failure details before restoring the old installation. Keep the previous installer available. Do not replace individual program files with older copies.