

Installomator






Troubleshooting



ENVØ IT



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ENVO IT

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22,632 trees planted (June 2023)

www.growingtrees.dk/envo-it

Installomator

Troubleshooting



Show hands!

- Who do not know or have not used Installomator yet?
 - Who is using Installomator now?
-

Agenda

- What is Installomator
 - Downloading latest release from GitHub
 - Flow chart
 - Labels
 - Variables
 - LOG output and troubleshooting
-

What is Installomator?

The one installer script to rule them all.

- Script to install latest version of some software
- <https://github.com/Installomator/Installomator>
 - Written in zsh
- MacAdmins Slack #Installomator channel
 - Sign up: <https://www.macadmins.org>
- A **label** describes the installation of a piece of software (a recipe)

Why NOT to use Installomator?

- Software has to be verified and approved before installation
- Specific versions of software should be installed
- Network blocks GitHub.com or other web-sites (maybe only some labels should be avoided)
- Not allowed for computers to access all sorts of web sites

Learn about Installomator?

- *Armin Briegel*: Automate installations with Installomator | JNUC 2021
 - <https://www.youtube.com/watch?v=14e3O8zIqJs>
- *Søren Theilgaard*: Installomator and Making Your Own Labels | JNUC 2022
 - <https://youtu.be/JaDrbSAtr-8>
- *Søren Theilgaard*: Installomator in various MDM solutions | MacSysAdmin 2022
 - <https://docs.macsysadmin.se/2022/video/day3session2.mp4>

Two kinds of MDMs



Demo

Installomator

Script locally installed:

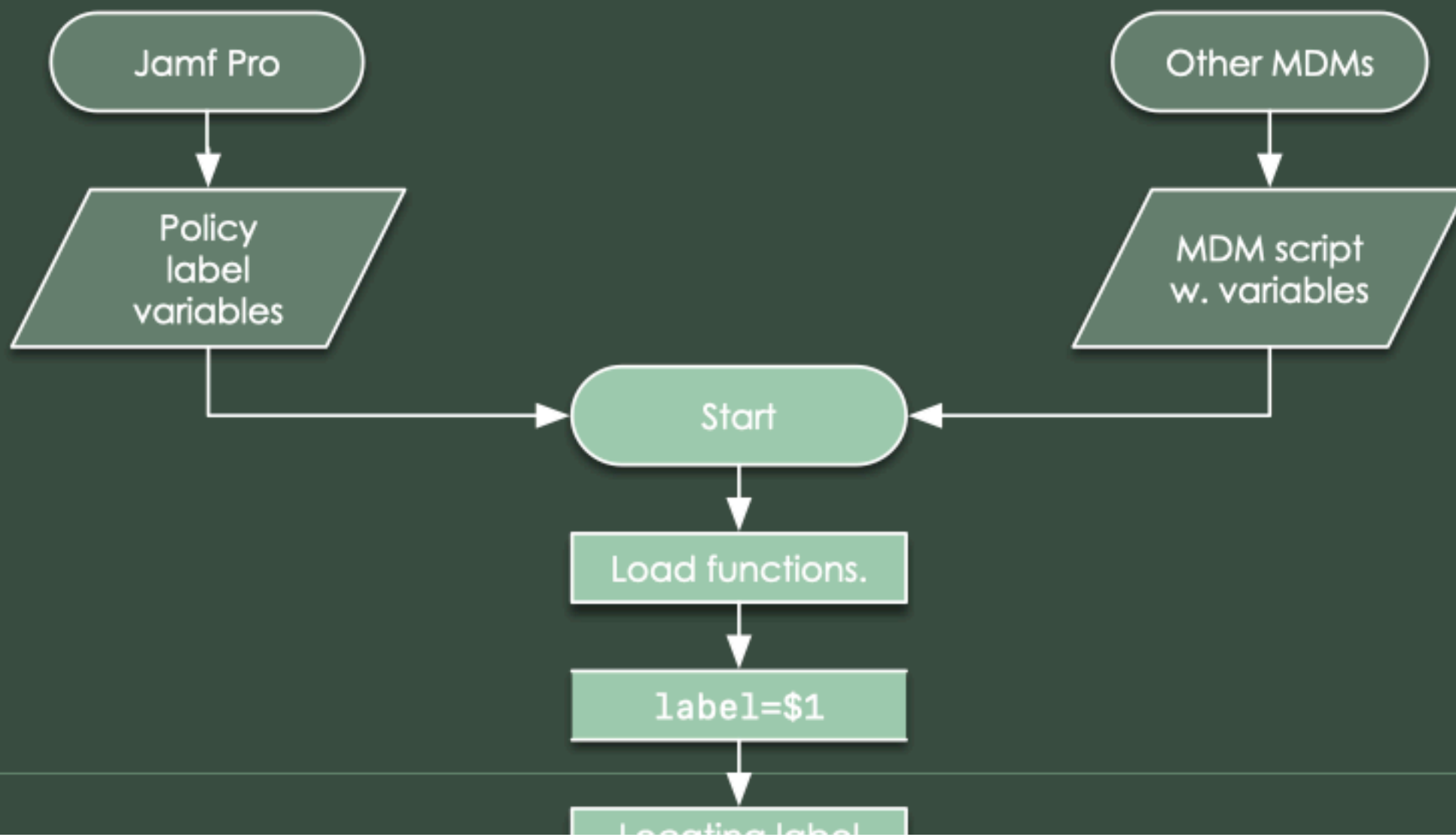
```
/usr/local/Installomator/Installomator.sh
```

Log:

```
/private/var/log/Installomator.log
```

Call:

```
Installomator.sh <label> <VARIABLE=this> <labelVariable=that>
```



Labels

Label: dockutil

```
name="dockutil"  
type="pkg"  
packageID="dockutil.cli.tool"  
downloadURL=$(downloadURLFromGit "kcrawford" "dockutil")  
appNewVersion=$(versionFromGit "kcrawford" "dockutil")  
expectedTeamID="Z5J8CJBUWC"  
blockingProcesses=( NONE )
```

Label: microsoftoffice365

```
name="MicrosoftOffice365"
type="pkg"
packageID="com.microsoft.pkg.licensing"
downloadURL="https://go.microsoft.com/fwlink/?linkid=525133"
appNewVersion=$(curl -fsIL "$downloadURL" | grep -i location: | grep -o "/
Microsoft_.*pkg" | cut -d "_" -f 5)
expectedTeamID="UBF8T346G9"
# using MS PowerPoint as the 'stand-in' for the entire suite
#appName="Microsoft PowerPoint.app"
if [[ -x "/Library/Application Support/Microsoft/MAU2.0/Microsoft AutoUpdate.app/
Contents/MacOS/msupdate" && $INSTALL != "force" && $DEBUG -eq 0 ]]; then
    printlog "Running msupdate --list"
    "/Library/Application Support/Microsoft/MAU2.0/Microsoft AutoUpdate.app/
Contents/MacOS/msupdate" --list
fi
blockingProcesses=( "Microsoft AutoUpdate" "Microsoft Word" "Microsoft PowerPoint"
"Microsoft Excel" "Microsoft OneNote" "Microsoft Outlook" "OneDrive" )
updateTool="/Library/Application Support/Microsoft/MAU2.0/Microsoft
AutoUpdate.app/Contents/MacOS/msupdate"
updateToolArguments=( --install )
```


Label: zohoworkdrivetruesync

```
name="Zoho WorkDrive TrueSync"  
type="pkg"  
#https://www.zoho.com/workdrive/truesync.html  
#https://files-accl.zohopublic.com/public/tsbin/download/  
c488f53fb0fe339a8a3868a16d56ede6  
downloadURL=$(curl -fs "https://www.zoho.com/workdrive/truesync.html"  
| tr '<' '\n' | grep -B3 "For Mac" | grep -o -m1 "https.*\" | cut -d  
'"' -f1)  
expectedTeamID="TZ824L8Y37"
```

"downloadURL=https://files-accl.zohopublic.com/public/
tsbin/download/c488f53fb0fe339a8a3868a16d56ede6"

Working on Installomator 11

- **Last year v10**
 - swiftDialog integration for Self Service installations
 - Improved variable loading (with variables from labels)
 - New variable to observe "Do Not Disturb":
INTERRUPT_DND
 - New variable to dismiss dialogs:
PROMPT_TIMEOUT
 - Improved MDM scripts
- **This year v11**
 - Proxy detection
 - Improved MDM scripts

Variables

Documentation on variables

<https://github.com/Installomator/Installomator/wiki/Configuration-and-Variables>

DEBUG

LOGGING

LOGO

BLOCKING_PROCESS_ACTION

PROMPT_TIMEOUT

INSTALL

IGNORE_APP_STORE_APPS

NOTIFY

NOTIFIER_APP

INTERRUPT_DND

SYSTEMOWNER

REOPEN

Variable: **DEBUG**

- =1** (default) will download to the directory the script is run in, but will not check the version
- =2** will download to the temp directory, check for blocking processes, check the version, but will not install anything or remove the current version
- =0** Runs fully with check and install/update

Variable: LOGGING

=DEBUG	Everything is logged
=INFO	(default) normal logging level
=WARN	only warning
=ERROR	only errors
=REQ	Required

NOTE: Especially for **valuesfromarguments**, it's useful with **LOGGING=DEBUG**

Variable: LOGO

=appstore	Icon is Apple App Store (default)
=jamf	JAMF Pro
=mosyleb	Mosyle Business
=mosylem	Mosyle Manager (Education)
=addigy	Addigy
=microsoft	Microsoft Endpoint Manager (Intune)
=ws1	Workspace ONE (AirWatch)
=filewave	FileWave

Variable: **BLOCKING_PROCESS_ACTION**

=tell_user	(default) Prompt user, but only allow OK
=tell_user_then_kill	Same but kill process after 3 failed prompts
=prompt_user	Ask before doing anything
=prompt_user_then_kill	Same but kill process after 3 failed prompts
=ignore	Don't look, just update (best for pkg)
=quit	Tell app to quit, hope user does not prevent it
=kill	We want this update to be installed
PROMPT_TIMEOUT=300	Only have prompt staying on screen for 5 minutes, default is 86400

Variable: **INSTALL**

=force will always install the latest version, no matter if it's the same version as currently installed

Variable: IGNORE_APP_STORE_APPS

Ignore if the app is currently installed from App Store?

=yes will update/install a non-App Store version on top of the current on.

Variable: NOTIFY and NOTIFIER_APP

- =success** (default) notify after updating/installing
- =silent** no notifications
- =all** Notify various steps to the user so they see progress. Old Self Service method, use swiftDialog
- =dialog** use swiftDialog for notifications

Variable: INTERRUPT_DND

Should Installomator ask to quit an app that uses "display assertion" (Do Not Disturb) that prevents the screen saver from starting?

=yes is the default

=no will not disturb

Variable combination: App update

Normal app:

`BLOCKING_PROCESS_ACTION=tell_user`

Security/browser app:

`BLOCKING_PROCESS_ACTION=tell_user_then_kill`

Service/background app (installed with pkg):

`BLOCKING_PROCESS_ACTION=ignore`

Service/background app (copied):

`BLOCKING_PROCESS_ACTION=kill`

Variable combination: 1st install

```
BLOCKING_PROCESS_ACTION=kill|ignore  
INSTALL=force  
IGNORE_APP_STORE_APPS=yes  
NOTIFY=silent|all  
REOPEN=0
```

Variable combination: Self Service (SS) w. swiftDialog

First some initialization of swiftDialog

```
BLOCKING_PROCESS_ACTION=prompt_user  
DIALOG_CMD_FILE="/var/tmp/dialog.log"
```

Finishing with closing swiftDialog

Demo

Troubleshooting logs

Example 1

```

2023-09-25 07:20:53 : REQ      : : shifting arguments for Jamf
2023-09-25 07:20:53 : REQ      : adobereaderdc-update : ##### Start Installator v. 10
2023-09-25 07:20:53 : INFO     : adobereaderdc-update : ##### Version: 10.5.5
2023-09-25 07:20:53 : INFO     : adobereaderdc-update : ##### Date: 2023-08-14
2023-09-25 07:20:53 : INFO     : adobereaderdc-update : ##### adobereaderdc-update
2023-09-25 07:20:53 : DEBUG    : adobereaderdc-update : DEBUG mode 1 enabled.
2023-09-25 07:20:53 : INFO     : adobereaderdc-update : SwiftDialog is not installed, copy cmd file
2023-09-25 07:20:54 : INFO     : adobereaderdc-update : Found /Applications/Adobe Acrobat Reader/Adobe Reader.app
2023-09-25 07:20:54 : INFO     : adobereaderdc-update : Adobe Reader Installed, running update.
2023-09-25 07:20:54 : INFO     : adobereaderdc-update : setting variable from argument NAME=ALL
2023-09-25 07:20:54 : INFO     : adobereaderdc-update : setting variable from argument BLOCKING=0
2023-09-25 07:20:54 : INFO     : adobereaderdc-update : setting variable from argument LIBRARY_PATH=/Library
2023-09-25 07:20:54 : INFO     : adobereaderdc-update : setting variable from argument BLOCKING_PROCESS_ACTION=prompt_user_then_kill
2023-09-25 07:20:54 : DEBUG    : adobereaderdc-update : name=Adobe Acrobat Reader
2023-09-25 07:20:54 : DEBUG    : adobereaderdc-update : appName=
2023-09-25 07:20:54 : DEBUG    : adobereaderdc-update : type=pkgInDmg
2023-09-25 07:20:54 : DEBUG    : adobereaderdc-update : archiveName=
2023-09-25 07:20:54 : DEBUG    : adobereaderdc-update : downloadURL=https://ardownload2.adobe.com/pu

```



Example 2

→ sudo /usr/local/Installomator/Installomator.sh dockutil

2023-09-30 21:12:06 : REQ : dockutil : #####
2023-06-02

2023-09-30 21:12:06 : INFO : dockutil : #####

2023-09-30 21:12:06 : INFO : dockutil : #####

2023-09-30 21:12:06 : INFO : dockutil : #####

2023-09-30 21:12:08 : INFO : dockutil : BLOCKING_PROCESS_ACTION=telluser

2023-09-30 21:12:08 : INFO : dockutil : NOTIFY=success

2023-09-30 21:12:08 : INFO : dockutil : LOGGING=INFO

2023-09-30 21:12:08 : INFO : dockutil : LOGO=/System/Applications/AppStore.app
AppIcon.icns

2023-09-30 21:12:08 : INFO : dockutil : Label type: pkg

2023-09-30 21:12:08 : INFO : dockutil : archiveName: dockutil.pkg

2023-09-30 21:12:08 : INFO : dockutil : No version found using package ID dockutil

2023-09-30 21:12:08 : INFO : dockutil : name: dockutil, appName: dockutil.app

2023-09-30 21:12:08 : WARN : dockutil : No previous app found



Example 2 DEBUG

```
→ sudo /usr/local/Installomator/Installomator.sh dockutil LOGGING=DEBUG
2023-10-04 09:39:30 : REQ      : dockutil : #####
                                     2023-06-02
2023-10-04 09:39:30 : INFO     : dockutil : #####
2023-10-04 09:39:30 : INFO     : dockutil : #####
2023-10-04 09:39:30 : INFO     : dockutil : #####
2023-10-04 09:39:31 : INFO     : dockutil : setting variable from argument
2023-10-04 09:39:31 : DEBUG    : dockutil : name=dockutil
2023-10-04 09:39:31 : DEBUG    : dockutil : appName=
2023-10-04 09:39:31 : DEBUG    : dockutil : type=pkg
2023-10-04 09:39:31 : DEBUG    : dockutil : archiveName=
2023-10-04 09:39:31 : DEBUG    : dockutil : downloadURL=https://github.com/kcrawford
                                     download/3.0.2/dockutil-3.0.2.pkg
2023-10-04 09:39:31 : DEBUG    : dockutil : curlOptions=
2023-10-04 09:39:31 : DEBUG    : dockutil : appNewVersion=3.0.2
2023-10-04 09:39:31 : DEBUG    : dockutil : appCustomVersion function: Not defined
```



Q & A