
LANrev Agent Branding Guide



www.heatsoftware.com

September 7, 2016

LANrev Agent Branding Guide - Documentation Release 6

This document, as well as the software described in it, is confidential and contains proprietary information protected by non-disclosure and license agreements. No part of this document may be reproduced in any form or disclosed to any party without the express written consent of HEAT Software USA Inc.

HEAT Software USA Inc. reserves the right to revise this document, and to periodically make changes in the content hereof without notice of such changes, unless required to do so by prior agreement.

Information contained herein is provided solely for guidance in product usage and not as a warranty of any kind. HEAT Software USA Inc. assumes no responsibility for use of this information, nor for any infringements of patents or other rights of third parties resulting from the use of this information.

HEAT Software USA Inc., 490 N. McCarthy Blvd., Milpitas, California USA 95035.

© 2009–2016 FrontRange Solutions Inc. All rights reserved.

This product is protected by US patents 7 818 557, 8 234 359, 9 009 857, and 9 081 639. Additional patents are pending.

LANrev Agent Branding Guide

Introduction

Thank you for choosing LANrev. The LANrev suite is a uniquely seamless, multi-platform client management solution for managing all of your macOS and Windows workstations in a single unified console on the platform of your choice. All LANrev components including the server, admin console, and clients can be mixed and matched from either platform.

LANrev Agent is available in Danish, English, French, German, Norwegian, and Spanish. LANrev always displays agent messages in the correct language by automatically detecting the language of the client OS.

LANrev also allows branding the agent's user interface, letting you replace many of the default logos and text strings such as those displayed by software distribution and power management. Customizing LANrev Agent to reflect your company's logo and wording helps assure end-users that the management action or software package is coming from the IT department and is not part of some malicious software.

Branding LANrev Agent

The branding is configured on the LANrev server and is synchronized with agents with each heartbeat. By default the branding files should be placed at the following locations.

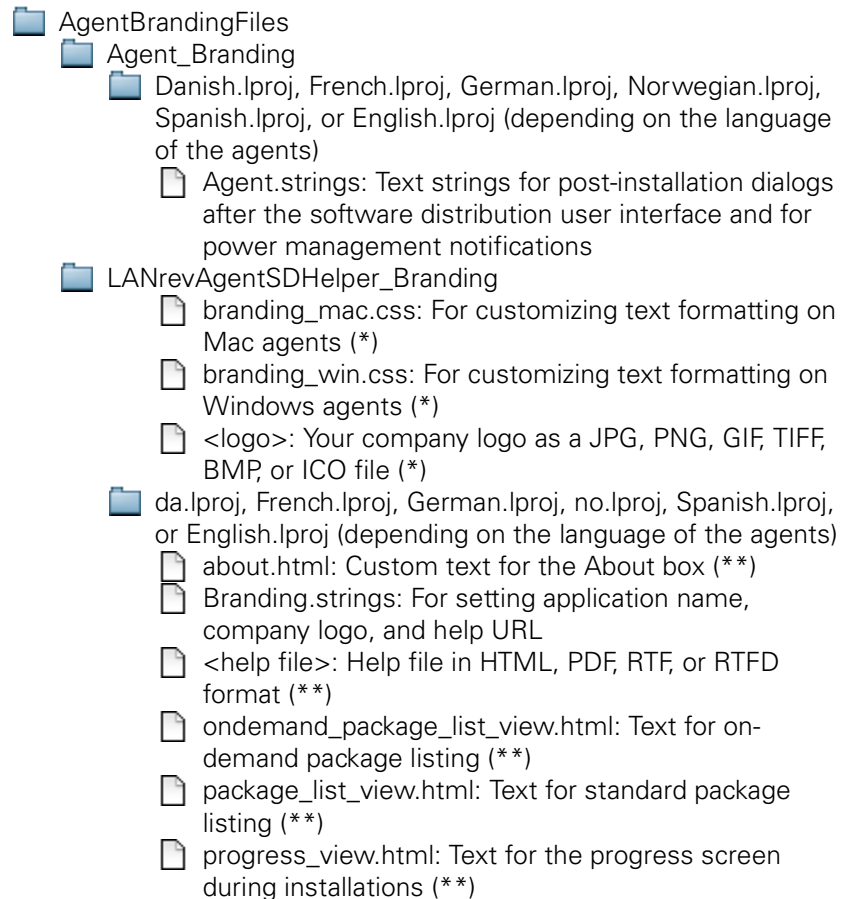
- macOS: /Library/Application Support/LANrev Server/AgentBrandingFiles
- Windows Vista and newer: %ProgramData%\Pole Position Software\LANrev Server\AgentBrandingFiles
- Windows XP and older: %ALLUSERSPROFILE%\Application Data\Pole Position Software\LANrev Server\AgentBrandingFiles

To store the branding files in a different location add the AgentBrandingFilesFolder setting in the "/Library/Preferences/com.poleposition-sw.lanrev_server.plist" file or the "HKLM\Software\Pole Position Software\LANrev Server\AgentBrandingFilesFolder" registry key and specify your custom path.

Because LANrev Agent is localized into multiple languages, you must place files in the correct localization folders (which have an .lproj filename extension) to brand the agent for that particular language. If you provide branding for multiple languages the agent will use the one that matches the client OS language. If there is no match, LANrev falls back to using the English branding. If there is no English.lproj folder

available, the agent will pick the first available language as the fallback language.

The structure of the AgentBrandingFiles folder is similar to this:



* Name & location defined by references from the HTML documents
 ** If missing, the built-in contents will be used instead

Each time you modify any file in the AgentBrandingFiles folder you must force the server to reload its settings. This can be done by sending a HUP or Trigger signal to the server:

- macOS: Run “sudo killall -HUP "LANrev Server"” from the Terminal window or select the LANrev Server process in Activity Monitor, choose **View > Send Signal to Process**, and choose **Hangup (SIGHUP)** signal.
- Windows: Set the “HKLM\Software\Pole Position Software\LANrev Server\Trigger” registry value to 1.

The branding instructions that follow assume that you are branding an English agent. If your agents are localized into any of the other languages, replace all references to the English.lproj folder with one appropriate to your locale: da.lproj (Danish), French.lproj, German.lproj, no.lproj (Norwegian), or Spanish.lproj.

Replacing the default LANrev icon

1. Add your logo in JPG, PNG, GIF, TIFF for the Mac and JPG, PNG, GIF, BMP, or ICO format for Windows to the AgentBrandingFiles > LANrevAgentSDHelper_Branding folder. The logo should be no larger than 64 by 64 pixels in size. Otherwise it will be resized automatically to fit within a 64 by 64 pixel space.

On Windows, branded icons that are to appear in the application switcher and in the task bar are limited to BMP or ICO (Windows icon file) format. For the HTML branding contents, you can use the formats as specified above for the appropriate OS, remembering that macOS does not support BMP or ICO formats and Windows does not support the TIFF format.

2. Edit the **application icon file** value in the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj > Branding.strings file to reference the file name of your new logo.

Customizing the Software Distribution Helper user interface

1. Specify an application name, abbreviated application name, and suite name in the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj > Branding.strings file. These three items typically have the same value. Setting the application name will also customize the application name in all of the application menus for the software distribution helper user interface.
2. The software distribution helper user interface is composed of four screens in the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj folder:
 - about.html: displays the About application dialog
 - ondemand_package_list_view.html: displays list of packages available for on-demand installation
 - package_list_view.html: displays list of packages available for a standard installation
 - progress_view.html: displays installation progress for packages

You can provide all or some of these content screens. If any of them is missing from the branding folder, the built-in contents will be used instead.

Edit the above HTML pages to modify the text you want to be displayed for these screens. These files also accept the following placeholders:

- `<!--APPLICATION_NAME-->`
This placeholder will be replaced with the branded application name (default: "LANrev Software Updates"; branding string key: **application name**).
- `<!--ABBREV_APPLICATION_NAME-->`
This placeholder will be replaced with the branded application name (default: same value as application name, branding string key: **abbreviated application name**).
- `<!--SUITE_NAME-->`
This placeholder will be replaced with the branded application suite name (default: "LANrev" or abbreviated application name if branded; can be branded in Branding.strings using the key **suite name**).
- `<!--INSTALLATION_PROGRESS_TITLE-->`
This placeholder will be replaced with "`<suitename>` is installing `<n>` software packages...", where `<suitename>` is the branded application suite name (see `<!--SUITE_NAME!-->`) and `<n>` will be replaced with the number of packages to install while the installation is proceeding. Once the installation is done, the replacement will change to "Installation complete".
- `<!--PACKAGE_INSTALL_COUNT-->`
This placeholder will be replaced with the number of packages being installed.
- `<!--IF_MAC_OS_X-->...<!--ENDIF_MAC_OS_X-->`
The contents between these two delimiters will be replaced with empty contents if not running on macOS, but will be left as is when running on macOS (useful for, e.g., including platform-dependent style sheets).
- `<!--IF_WINDOWS-->...<!--ENDIF_WINDOWS-->`
The contents between these two delimiters will be replaced with empty contents if not running on Windows, but will be left as is when running on Windows (useful for, e.g., including platform-dependent style sheets).
- `<!--APPLICATION_COPYRIGHT_INFO-->`
This placeholder will be replaced with the application's copyright info.
- `<!--APPLICATION_VERSION_INFO-->`
This placeholder will be replaced with the application's version info.
- `<!--APPLICATION_ICON-->`
This placeholder will be replaced with the file name of the branded application icon (as specified by Branding.strings using the key **application icon file** or the built-in one if none specified).
- `<!--APPLICATION_ICON_FILE_URL-->`
This placeholder will be replaced with the file URL to the branded application icon.

Customizing the post installation and power management dialogs

The post installation dialogs notifying the end-user that the software installation is finished or warning them that they need to restart can be customized by editing the AgentBrandingFiles > Agent_Branding > English.lproj > Agent.strings file. Edit the text on the right hand side of each line and replace “MyApp” with your own custom application name, as well as any parts of the text you’d like to change. This file also contains all text strings for all LANrev agent power management dialogs.

Customizing the online help

Place a help file in one of the formats listed below in the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj folder. The agent will look for the following branding contents in the order specified below. The first document found will be opened with the default application assigned to that document type (e.g., Safari for HTML documents, Preview for PDFs, and TextEdit for RTF and RTFD documents on macOS; Internet Explorer for HTML documents, Acrobat for PDF files, and WordPad for RTF documents on Windows).

1. CHM document called Help.chm (Windows only)
2. HTML document called Help.html
3. PDF document called Help.pdf
4. RTF document called Help.rtf
5. RTFD document called Help.rtf (Mac only)
6. URL from the **help url** value in the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj > Branding.strings file. Only HTTP and HTTPS URLs are supported. This URL is assumed to point to a help page and the URL will be opened in the user’s default browser. This URL is only used if there is no help document present in one of the previous formats.

Customizing the About box

The software distribution helper About box will be automatically branded with the application name and logo specified in the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj > Branding.strings file. Additional text can be added by editing the AgentBrandingFiles > LANrevAgentSDHelper_Branding > English.lproj > about.html file. When loading the about.html document, the agent looks for an HTML comment in the format “<!-- WINDOW_SIZE=(<width>,<height>)-->”, where <width> and <height> are integer numbers that specify the window size in pixels. If such a

comment exists, the window will be sized as specified (on Windows, the size is taken to be the desired size of the branding view, i.e., excluding the extra space for margins and **OK** button).

Branding in conjunction with on-demand software installation

Normally users click the **Show On-Demand Software** button in the agent preference pane or control panel to display the on-demand installation user interface. However, you wouldn't do this if the agent was branded since the preference pane or agent control panel itself cannot be branded. Instead use one of the following methods to bring up the on-demand software distribution helper user interface on the agent machine without having to open the LANrev Agent preference pane or control panel.

- Use the following URL handler via a web browser: `lanrevagent://ShowOnDemandPackages`. This can easily be embedded into any web page.
- For Macs run `"/Library/Application\ Support/LANrev\ Agent/LANrev\ Agent.app/Contents/MacOS/LANrev\ Agent – ShowOnDemandPackages"`. This can be easily embedded in a shell script or AppleScript.
- For PCs run `"%ProgramFiles%\Pole Position Software\LANrevAgent\LANrev Agent.exe" --ShowOnDemand-Packages"`. This can be easily embedded in a BAT script, VB Script, or Autolt script.