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Using this Configuration Guide

This Guide is for administrators at companies using Global Relay services, who are responsible for user management and the daily management of Global Relay Message for Desktop.

This Guide provides an overview of how this service works and details the steps involved for installing Global Relay Message for Windows, macOS, and Linux.

You can install Global Relay Message for Windows manually or in bulk via group policy deployment.

If you have Global Relay Message for Windows installed, you now have your choice of keeping but upgrading your existing controlled-update version, which requires you to actively install every new release, or migrating to an auto-update version, which installs every new release for you.

Use the following table to determine which procedures to use:

<table>
<thead>
<tr>
<th>Platform: Installation Type</th>
<th>Manual / Group Policy</th>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows:</strong> New Installation / Upgrading a Controlled-Update</td>
<td>Manual</td>
<td>Manually Installing Global Relay Message for Windows: New Installations and Upgrading a Controlled-Update Version</td>
</tr>
<tr>
<td><strong>Windows:</strong> New Installation / Upgrading a Controlled-Update</td>
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</tr>
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<td><strong>macOS:</strong> All installation types</td>
<td>Manual</td>
<td>Manually Installing Global Relay Message for macOS</td>
</tr>
<tr>
<td><strong>Linux:</strong> All installation types</td>
<td>Manual</td>
<td>Manually Installing Global Relay Message for Linux</td>
</tr>
</tbody>
</table>
System Prerequisites

Operating System Versions

- Global Relay Message for Desktop supports the following versions:

  Windows:
  - Windows 7
  - Windows 8.1
  - Windows 10

  macOS:
  - macOS 10.12
  - macOS 10.12

  Linux:
  - Ubuntu 16.04.4
  - Ubuntu 17.10.10

Manual Installations

- The Global Relay Message for Desktop installer (.exe) files are provided to you via links or in the package you receive from Global Relay. For more information, see Installing Global Relay Message for Desktop Manually.

Group Policy Deployments

- To deploy Global Relay Message for Windows via group policy, you must download the Global Relay Message for Windows installer (.msi) files from the link Global Relay provides you. For more information, see Installing Global Relay Message via Group Policy Deployment.

- The machines requiring Global Relay Message for Desktop must be in one or more Organizational Units (OU) in your company’s Active Directory.

- The Global Relay Message for Windows installer (.msi) files must be located in a shared folder that every Global Relay Message for Windows machine has read and execute access to. The file name and the path to the shared folder cannot contain any spaces.
URL Access

- Global Relay Message for Desktop requires access to the following URLs:
  - https://login2.globalrelay.com
  - https://portal.globalrelay.com
  - https://msg.globalrelay.com
  - https://msg1.globalrelay.com
  - https://msg2.globalrelay.com
  - https://msg3.globalrelay.com
  - https://msg4.globalrelay.com
  - https://msg5.globalrelay.com
  - https://msg6.globalrelay.com
  - https://msg7.globalrelay.com
  - https://msg8.globalrelay.com
  - https://downloads.globalrelay.com
    This URL is used for auto-updates.
Installing Global Relay Message for Desktop Manually

Using the installation package provided to you by Global Relay, users can manually install Global Relay Message for Desktop with auto-update or controlled-update installer files:

- **Auto-update installer files**: Once installed, Global Relay Message for Desktop will automatically update to the latest version each time a new version is available.

  Windows:
  - Global Relay Message Setup x.x.x.exe (32 and 64 bit versions)
  For more information on auto-updating Global Relay Message for Windows and whether it’s the right option for you, see Auto-Updating Global Relay Message for Windows.

  macOS:
  - GlobalRelayMessage-x.x.x-x-mac-prod.dmg

  **NOTE**: Ensure that access to https://downloads.globalrelay.com over PORT443 is open to each workstation that will auto-update.

- **Controlled-update installer files**: Once installed, users must manually update to the latest version of Global Relay Message for Desktop each time a new version is available.

  Windows:
  - GlobalRelayMessage-x.x.x-x-win-32-bit.exe
  - GlobalRelayMessage-x.x.x-x-win-64-bit.exe

  Linux:
  - GlobalRelayMessage-x.x.x-x-deb-64-bit.deb

  **NOTES**:

  - Users must have administrative privileges to run the Global Relay Message controlled-update installer files.
  - If you installed a previous version of Global Relay Message for Desktop, complete the following procedures to upgrade to the latest version.
  - Currently, there is no controlled-update installer file available for Global Relay Message for macOS.
  - Currently, there is no auto-update installer file available for Global Relay Message for Linux.
Manually Installing Global Relay Message for Windows

Depending on whether you are manually installing Global Relay Message for Windows the first time or if you are migrating from controlled-updates to auto-updates, complete one of the following sections:

- Manually Installing Global Relay Message for Windows: New Installations
- Manually Installing Global Relay Message for Windows: Upgrading from Controlled-Updates to Auto-Updates

Manually Installing Global Relay Message for Windows: New Installations and Upgrading a Controlled-Update Version

If you are manually installing Global Relay Message for Windows for the first time:

- Double-click the appropriate .exe file.

Manually Installing Global Relay Message for Windows: Migrating from Controlled-Updates to Auto-Updates

If you are upgrading from controlled-updates to auto-updates of Global Relay Message, complete the following procedures.

Step 1: Uninstalling Global Relay Message for Windows

Prior to installing the auto-update version of Global Relay Message for Windows, you must first uninstall the previous, controlled-update version of Global Relay Message for Windows.

To uninstall Global Relay Message for Windows:

1. Click the Start menu.
2. Open the Control Panel.
3. Select Uninstall a Program.
4. Select Global Relay Message.
5. Click Uninstall.
6. In the uninstall confirmation dialog, click Yes.

Step 2: Manually Installing Global Relay Message for Windows

Once you have uninstalled the previous, controlled-update version, install the latest, auto-update version.
To manually install Global Relay Message for Windows:

- Double-click the appropriate .exe file.

**Configuring Integrated Windows Authentication (Optional)**

Complete this procedure if SAML is your authentication method and you want to make use of Integrated Windows Authentication (IWA).

![Image](image)

**NOTE:** To complete these steps, you may require local Windows administrator privileges. For more information, contact your IT administrator.

1. Open Internet Explorer.
2. From the Tools menu, click **Internet options**.
   The Internet Options dialog displays.
3. Click the **Security** tab.
4. Click **Local intranet**.
5. Click **Sites**.
6. Click **Advanced**.
7. Enter the URL of your identity provider (e.g. https://idp.mycompany.net) and click **Add**, if this URL is not already there.
8. Click **Close**, and then click **OK** to close the Local intranet dialog.

9. Ensure that Internet Explorer is configured to use IWA:
   
   i. In Internet Options, click the **Advanced** tab
   
   ii. In the **Security** section, ensure that **Enable Integrated Windows Authentication** is selected.

10. Click **OK** to close Internet Options.
Manually Installing Global Relay Message for macOS

1. Double-click the .dmg file.

2. Drag the Global Relay Message icon into the Application folder.

3. If you are upgrading to a new version, click Replace.

Manually Installing Global Relay Message for Linux

- Run the following command in the terminal:
  
  i. `dpkg -i GlobalRelayMessage-x.x.x.x-deb-64-bit.deb`
  
  ii. `sudo apt-get -f install`

  This command will install any missing dependencies.

Manually Changing an Environment to Run Global Relay Message for Desktop

Complete the following, applicable procedure to specify a vHost in your environment.

NOTE: You must have administrative access to complete the following steps.

Manually Changing an Environment to Run Global Relay Message for Windows


2. Press Windows key + R to open Run box.
3. In the Run line, enter `regedit` and click OK.

4. In the left pane, open HKEY_LOCAL_MACHINE.
   If the string value `Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Global Relay Communications Inc\Global Relay Message\GR_MSG_VHOST_URL` already exists, skip to step 11.
   **NOTE:** If the 32-bit installer is installed on a 64-bit machine, the string GR_MSG_VHOST_URL should be under:
   `Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Global Relay Communications Inc\Global Relay Message`

5. Locate and right-click Software, click New and select Key.

6. Rename the key Global Relay Communications Inc

7. Right-click Global Relay Communications Inc, click New and select Key.

8. Rename the key Global Relay Message.

   The new value displays in the main pane.

10. Rename the string value GR_MSG_VHOST_URL

11. Right-click GR_MSG_VHOST_URL and select Modify.
   The Edit String dialog displays.

12. In the Value data field, enter a URL that Global Relay Message for Desktop will connect to.


Once these procedures are completed, the following table outlines the user login experience for Global Relay Message for Windows, assuming the user has successfully logged in to Windows.

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</table>

**Manually Changing an Environment to Run Global Relay Message for macOS**

1. Open Terminal.

2. Enter the command: `vim ~/.bash_profile`
3. Add the following line:
   `launchctl setenv GR_MSG_VHOST_URL <i.e. https://vhostURLHere.com>`

4. Save the change.

5. Enter the command: `source ~/.bash_profile`

6. Restart Global Relay Message for macOS.

**NOTE**: If necessary, to remove the GR_MSG_VHOST_URL:

i. Remove the GR_MSG_VHOST_URL line in `.bash_profile`

ii. Enter the command: `source ~/.bash_profile`

iii. In the terminal, enter: `launchctl unsetenv GR_MSG_VHOST_URL`

iv. To check whether the line has been removed, enter:
   `launchctl getenv GR_MSG_VHOST_URL`

---

**Manually Changing an Environment to Run Global Relay Message for Linux**

1. Add the following line inside the `/etc/environment` file:
   `GR_MSG_VHOST_URL=<PORTAL_URL_HERE>`

2. Source your `/etc/environment` file: `source /etc/environment`

3. Log out and then log in to Linux again.
Installing Global Relay Message via Group Policy Deployment

Using a group policy deployment, you can install Global Relay Message on multiple user desktops at once with auto-update or controlled-update installer files:

- Auto-update installer files: Once deployed, Global Relay Message for Desktop will automatically update to the latest version each time a new version is available. If you have deployed a controlled-update MSI, you must first uninstall it before deploying the auto-update version. For more information on how to uninstall the MSI, see Uninstalling an MSI for Upgrades.

- Controlled-update installer files: Once deployed, you must uninstall the current MSI and redeploy each time a new version of Global Relay Message for Desktop is available. For more information on how to uninstall the MSI, see Uninstalling Global Relay Message for Desktop.

Depending on whether you are installing Global Relay Message via group policy deployment for the first time or if you are upgrading from controlled-updates to auto-updates, complete one of the following sections:

- Installing Global Relay Message via Group Policy Deployment: New Installations
- Installing Global Relay Message via Group Policy Deployment: Upgrading from Controlled-Updates to Auto-Updates

For the initial step of the group policy deployment process, you must create a group policy object for the Global Relay Message for Desktop Windows installer (.msi) file.

The Global Relay Message for Desktop Windows installer (.msi) file will be provided to you in the Global Relay Message package you receive:

- Auto-update:
  - Global Relay Message Setup x.x.x.msi (32 and 64 bit versions)

  **IMPORTANT:** After the .msi file has been deployed, users must sign out and sign in again for Global Relay Message for Desktop to appear in the Start menu and on their Desktop.

- Controlled-update:
  - GlobalRelayMessage-x.x.x-win-32-bit.msi
  - GlobalRelayMessage-x.x.x-win-64-bit.msi

  **NOTE:** If you installed a previous version of Global Relay Message for Desktop, remove the old GPO object and complete the following procedures to upgrade to the latest version.
Installing Global Relay Message via Group Policy Deployment: New Installations and Updating a Controlled-Update Version

If you are installing Global Relay Message via group policy deployment for the first time, complete the following procedures.

**IMPORTANT**: After the .msi file has been deployed, users must reboot their machines to complete the installation. For more information, see Notifying Users to Restart.

Creating a GPO for the Global Relay Message for Desktop Installers

1. Launch Group Policy Management.
2. From the Group Policy Management tree on the left, open the Domain folder followed by your organization’s domain folder.
3. Right-click the Group Policy Object folder and select New.

The New GPO dialog displays.

4. Enter a name for the GPO, e.g. Global Relay Message Desktop Client, ensure none is selected from the Source Starter GPO drop-down menu, and click OK.
5. Complete the following steps to edit the Group Policy Object for adding scripts at startup:
   i. Right-click the GPO you created and select **Edit**.

   ![Group Policy Management Editor dialog](image)

   The Group Policy Management Editor dialog displays.

   **NOTE**: Perform the rest of these steps for BOTH the 32-bit and 64-bit installers.

   ii. In the left pane, sequentially open the following folders:

   a. User Configuration
   b. Polices
   c. Software Settings
iii. Right-click **Software Installations**, select **New**, and then select **Package**.

![Group Policy Management Editor](image)

iv. Browse for and add one of the following Global Relay Message for Desktop Windows installer files:

- GlobalRelayMessage-x.x.x.x-win-32-bit.msi
- GlobalRelayMessage-x.x.x.x-win-64-bit.msi
- Global Relay Message Setup x.x.x.msi (32 or 64 bit version)

**NOTE**: Ensure this path is accessible from all the controlled machines you want to install the application on.

The Deploy Software dialog displays.
v. Select the **Advanced** radio button and click **OK**. The Global Relay Message Properties dialog displays.

vi. On the Deployment tab, select the **Uninstall this application when it falls out of scope of management** checkbox.

vii. Click **Advanced**.

viii. Ensure the “Make this 32-bit X86 application available to Win64 machine” checkbox is:

- SELECTED for a 64-bit installer.
- DESELECTED for a 32-bit installer.
ix. Repeat steps ii to viii for the other .msi installer.

**Setting the Windows Registry with GPO for a Custom vHost**

If you have a custom vHost, complete the following procedure to set the Windows registry with GPO:

1. Open the Group Policy Management Console.

2. Right-click the Group Policy object (GPO) containing the new preference item and click **Edit**.

3. In the console tree under Computer Configuration or User Configuration, open Preferences followed by Windows Settings.

4. Right-click the Registry node, select **New**, and then select **Registry Item**.

5. In New Registry Properties, enter the following registry settings for Group Policy:

   - **Action**: Update
   - **Hive**: HKEY_LOCAL_MACHINE
   - **Key Path**: Software\Global Relay Communications Inc\Global Relay Message
   - **Value name**: GR_MSG_VHOST_URL
- **Value type**: REG_SZ
- **Value data**: The custom vHost URL (e.g. https://lautnerwealth-portal.globalrelay.com)

6. Click **OK**.
   The new preference item displays in the details pane.

7. Link the new GPO to your domain.
   Once the policy is pushed, the MSI will install on the next reboot. You can force an update by running the command `gpupdate /force`

Once these procedures are completed, the following table outlines the user login experience for Global Relay Message for Windows, assuming the user has successfully logged in to Windows.

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(Optional) Configuring Integrated Windows Authentication through GPO Deployment

If SAML is your authentication method and you want to use Integrated Windows Authentication (IWA), complete the following steps.

1. Right-click the GPO you created and select **Edit**.

   ![Group Policy Management Editor](image)

   The Group Policy Management Editor dialog displays.

2. In the left pane, sequentially open the following folders:
   i. Computer Configuration
   ii. Policies
   iii. Administrative Templates
   iv. Windows Components
   v. Internet Explorer
   vi. Internet Control Panel
   vii. Security Page

3. In the details pane, double-click **Site to Zone Assignment List**.
The Site to Zone Assignment List dialog displays.

4. Click the **Enabled** radio button.

5. In the same dialog under Options, click **Show**.
The Show Contents dialog displays.

6. In the Value name column, enter the URL of your identity provider, e.g. https://idp.mycompany.net.

7. In the Value column, enter 1 (indicating the local intranet zone), and then click OK.
8. In the Show Contents dialog, click **OK**.

9. In the Site to Zone Assignment List dialog, click **OK**.

10. In the Group Policy Management Editor, click **Intranet Zone**.

11. From the details pane, double-click **Logon options**.

12. In the Logon options dialog, click **Enabled**.

13. In the Logon options list, click **Automatic logon only in Intranet zone**, and then click **OK**.
14. Close the Group Policy Management Editor.

**Assigning the GPO’s to the Organizational Unit (OU)**

Once the necessary GPO’s have been created, you must link them to the OU containing the user machines on which you want to install Global Relay Message for Windows.

1. Within Group Policy Management, locate the OU containing the machines to install Global Relay Message.

2. Right-click the OU and select **Link an Existing GPO**.
The Select GPO dialog displays.

3. Select the GPO that you created, and click **OK**.
IMPORTANT: Notifying Users to Restart

After a time determined by your policy deployment configuration (e.g. four hours), the group policy will be pushed to your machines requiring installation. If you have a large number of machines requiring installation, the group policy will be pushed again until all machines receive the installation.

- Notify users to reboot their machines to complete the installation.

Installing Global Relay Message via Group Policy Deployment: Migrating from Controlled-Updates to Auto-Updates

If you are upgrading from controlled-updates to auto-updates of Global Relay Message via group policy deployment, complete the following procedures.

IMPORTANT: After the .msi file has been deployed, users must reboot their machines to complete the installation.
For more information, see Notifying Users to Restart.

Uninstalling an MSI for Controlled Updates

Prior to creating a group policy object for the Global Relay Message for Desktop Windows installer (.msi) file, you must uninstall the previous, controlled-update .msi file you have installed for group policy deployment.

1. Enter the command: msiexec /u < location of the MSI file used to install the client>

2. Run the following commands in a custom script that is deployed via GPO:
   - taskkill /im "Global Relay Message.exe" /t /f
   - "C:\Program Files\Global Relay Message\Uninstall Global Relay Message.exe" /S

   OR

   "C:\Program Files (x86)\Global Relay Message\Uninstall Global Relay Message.exe"

Creating a GPO for the Global Relay Message for Desktop Installers

1. Launch Group Policy Management.

2. From the Group Policy Management tree on the left, open the Domain folder followed by your organization’s domain folder.

3. Right-click the Group Policy Object folder and select New.
The New GPO dialog displays.

4. Enter a name for the GPO, e.g. Global Relay Message Desktop Client, select **None** from the Source Starter GPO drop-down menu, and click **OK**.

5. Complete the following steps to edit the Group Policy Object for adding scripts at startup:
   i. Right-click the GPO you created and select **Edit**.
The Group Policy Management Editor dialog displays.

**NOTE**: Perform the rest of these steps for BOTH the 32-bit and 64-bit installers.

ii. In the left pane, sequentially open the following folders:
   a. Computer Configuration
   b. Polices
   c. Software Settings

iii. Right-click **Software Installations**, select **New**, and then select **Package**.
iv. Browse for and add one of the following Global Relay Message for Desktop Windows installer files:
- GlobalRelayMessage-x.x.x.x-win-32-bit.msi
- GlobalRelayMessage-x.x.x.x-win-64-bit.msi
- Global Relay Message Setup x.x.x.msi (32 or 64 bit version)

**NOTE:** Ensure this path is accessible from all the controlled machines you want to install the application on.

The Deploy Software dialog displays.

v. Select the **Advanced** radio button and click **OK**. The Global Relay Message Properties dialog displays.

vi. On the Deployment tab, select the **Uninstall this application when it falls out of scope of management** checkbox.

vii. Click **Advanced**.
viii. Ensure the “Make this 32-bit X86 application available to Win64 machine” checkbox is:

- SELECTED for a 64-bit installer.
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ix. Repeat steps vii to viii for the other .msi installer.

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If you have a custom vHost, complete the following procedure to set the Windows registry with GPO:

1. Open the Group Policy Management Console.
2. Right-click the Group Policy object (GPO) containing the new preference item and click Edit.
3. In the console tree under Computer Configuration or User Configuration, open Preferences followed by Windows Settings.
4. Right-click the Registry node, select New, and then select Registry Item.
5. In New Registry Properties, select New, and then select Registry Item.
6. Action: Update
7. Hive: HKEY_LOCAL_MACHINE
- **Key Path**: Software\Global Relay Communications Inc\Global Relay Message
- **Value name**: GR_MSG_VHOST_URL
- **Value type**: REG_SZ
- **Value data**: The custom vHost URL (e.g. https://lautnerwealth-portal.globalrelay.com)

6. Click **OK**. The new preference item displays in the details pane.

7. Link the new GPO to your domain. Once the policy is pushed, the MSI will install on the next reboot. You can force an update by running the command `gpupdate /force`

Once these procedures are completed, the following table outlines the user login experience for Global Relay Message for Windows, assuming the user has successfully logged in to Windows.

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3. In the details pane, double-click Site to Zone Assignment List.
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6. In the Value name column, enter the URL of your identity provider, e.g. https://idp.mycompany.net.

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8. In the Show Contents dialog, click **OK**.

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10. In the Group Policy Management Editor, click **Intranet Zone**.

11. From the details pane, double-click **Logon options**.

12. In the Logon options dialog, click **Enabled**.

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14. Close the Group Policy Management Editor.

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1. Within Group Policy Management, locate the OU containing the machines to install Global Relay Message.

2. Right-click the OU and select **Link an Existing GPO**.
The Select GPO dialog displays.

3. Select the GPO that you created, and click OK.
**IMPORTANT: Notifying Users to Restart**

After a time determined by your policy deployment configuration (e.g. four hours), the group policy will be pushed to your machines requiring installation. If you have a large number of machines requiring installation, the group policy will be pushed again until all machines receive the installation.

- Notify users to reboot their machines to complete the installation.
Troubleshooting

Global Relay Message will not install after manually uninstalling a previous version

If Message was installed via group policy deployment and then manually uninstalled on the Global Relay Message for Desktop administrator machine, a new group policy deployment will fail from that machine. The old GPO registry key must be removed from the registry of the Global Relay Message for Desktop administrator machine before reattempting installation via group policy deployment.

To fix this issue:

1. Open the Registry Editor on the machine:
   i. Open a command prompt.
   ii. Type `regedit` and press Enter.

2. Locate
   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Group Policy\AppMgmt

3. Delete the key with the following characteristics:
   - A string named "Deployment Name" with a value equal to "Global Relay Message"
   - A string named "GPO Name" with a value equal to the name of the GPO you created to install Global Relay Message for Desktop

4. Perform one of the following actions:
   - Wait up to 90 minutes for the GPO to be pushed to the machines.
   - Apply the GPO immediately:
     i. Open a command prompt.
     ii. Run the command `GPUpdate.exe/force`
        User machines will be prompted to restart.

![Command Prompt - gpupdate.exe/force](image)
Your internet connection could not be verified

If you receive the following error, ensure your vHost is properly set up:

- "Message Service URL could not be resolved. Please verify your internet connection. If the problem persists please contact your administrator."

Find the client log

To locate your client log, enter the following command:

- **Windows**: AppData\Roaming\Global Relay Message\grMsgLog.log
- **Linux**: ~/.config/<app name>/grMsgLog.log
- **macOS**: ~/Library/Application Support/<app name>/grMsgLog.log
Appendix A: Auto-Updating Global Relay Message for Windows

If you decide to auto-update Global Relay Message for Windows – either per user or by group deployment - consider the following:

- **Auto-Updating per User**: Use this option to have users manually install an auto-updating version of Global Relay Message for Windows, where every time a new version is available, Global Relay Message for Windows will automatically update per user.

  What to consider:
  - Updates are downloaded and installed automatically.
  - You do NOT need admin rights to install.
  - Global Relay Message for Windows will be installed to %LOCALAPPDATA%
  - Every user on a single machine will have and maintain their own version of Global Relay Message for Windows.
  - To install, download and open the .exe file provided to you.

- **Auto-Updating via Group Deployment**: For IT administrators, use this option to centrally deploy an auto-updating version of Global Relay Message for Windows to your users via a Windows group policy update.

  What to consider:
  - Updates are downloaded and installed automatically.
  - Global Relay Message for Windows will be installed to %LOCALAPPDATA%
  - Every user on a single machine will have and maintain their own version of Global Relay Message for Windows.
  - Uninstalling the MSI installer will **NOT** remove Global Relay Message for Windows from user accounts. Each user must then uninstall Global Relay Message for Windows manually from their machine.
  - To view Global Relay Message for Windows in the Start menu and Desktop, users must sign out and then sign into their Windows accounts again after the GPO deployment.
Appendix B: Uninstalling Global Relay Message for Desktop

If you are switching from controlled-update installations to auto-update installations, you must first uninstall your current version of Global Relay Message for Desktop.

To uninstall Global Relay Message for Windows:

1. Click the Start menu.
2. Open the Control Panel.
3. Select Uninstall a Program.
4. Select Global Relay Message.
5. Click Uninstall.
6. In the uninstall confirmation dialog, click Yes.

To uninstall Global Relay Message for macOS:

1. Open the Applications folder.
2. Locate and right-click Global Relay Message.
3. Click Move to Trash.

To uninstall Global Relay Message for Linux:

- Open a terminal instance and enter: 'sudo apt-get purge globalrelaymessage'
Appendix C: Uninstalling Message via Group Policy

If you did NOT select the Uninstall this application when it falls out of scope of management option when installing Global Relay Message via group policy, you can still uninstall Message by completing the applicable procedure:

- Uninstalling Message via Group Policy: Auto-Update Version
- Uninstalling Message via Group Policy: Controlled-Update Version

Uninstalling Message via Group Policy: Auto-Update Version

1. Create a new GPO object.

2. Create an autoupdate-uninstall.ps1 script in a shared folder that is accessible to the domain client.

3. In the autoupdate-uninstall.ps1 script, copy and paste the following code:

```powershell
Function cleanApp {
    $GlobalRelayMessageRunning = Get-Process "Global Relay Message" -ErrorAction SilentlyContinue
    if ($GlobalRelayMessageRunning) {
        Stop-Process -Name "Global Relay Message"
    }
    if (Test-Path $env:LOCALAPPDATA/GlobalRelayMessage) {
        CD $env:LOCALAPPDATA/GlobalRelayMessage
        if (Test-Path Update.exe) {
            if (-Not (Test-Path .dead)) {
                ./Update.exe --uninstall
            }
        }
    }
    CD $env:LOCALAPPDATA
    if (Test-Path GlobalRelayMessage) {
        Start-Sleep -s 5
        Remove-Item GlobalRelayMessage -recurse -force
    }
}

Function cleanMachineWideInstaller {
    $app = Get-WmiObject -Class Win32_Product -Filter "Name = 'Global Relay Message Machine-Wide Installer'"
    if ($app) {
        $app | Remove-WmiObject
    }
}
cleanMachineWideInstaller

cleanApp
```
4. Open the **Group Policy Object**.

5. Open the following folders:
   i. User Configuration
   ii. Policies
   iii. Windows Settings
   iv. Scripts

6. Right-click Logon and select **Properties**.

7. In the PowerShell Scripts tab, click **Add**, browse for and select the autoupdate-uninstall.ps1 script you created in **step 2**, and click **OK**.

   **NOTE**: Make sure the path is from the shared folder.
8. Click **Apply**.

9. Link the new GPO to your domain.
   After the policy has been pushed, Global Relay Message will be uninstalled on the next user login. You can also force the push by running the command `gpupdate /force` on the client machine.

**Uninstalling Message via Group Policy: Controlled-Update Version**

1. Create a new **GPO object**.

2. In a shared folder that is accessible to the domain client, create an Uninstall.bat script.

3. In the Uninstall.bat script, copy and paste the following code:

   ```
   msiexec /u "<INSERT SHARED PATH OF THE INSTALLATION MSI>" /quiet
   cd "c:\Program Files\Global Relay Message"
   ```
taskkill /im "Global Relay Message.exe" /t /f
"Uninstall Global Relay Message".exe /S /quiet

Replace the "<INSERT SHARED PATH OF THE INSTALLATION MSI>" with the MSI installation path.
E.g. \DC1\Users\gradmin\Desktop\Electron-GPO\Electron 1.12\GlobalRelay.msi

4. Open the **Group Policy Object**.

5. Open the following folders:
   i. User Configuration
   ii. Preferences
   iii. Control Panel Settings
   iv. Scheduled Tasks

6. Right-click **Scheduled Tasks**, select **New**, and then select **Scheduled Tasks**.

7. In the General tab, complete the following:
   i. From the Action drop-down menu, select **Update**.
   ii. Enter a name for the task, e.g. Remove Global Relay Message 1.2.0.
   iii. Select the **Run with highest privileges** checkbox.
8. In the Trigger tab, click **New** and complete the following in the New Trigger dialog:

   i. From the Begin the task drop-down menu, select **At log on**.
   
   ii. Click **OK**.

   ![New Task (At least Windows 7) Properties]

9. In the Action tab, click **New** and complete the following in the New Action dialog:

   i. From the Action drop-down menu, select **Start a program**.

   ii. In the Program/script field, enter the shared path of the Uninstall.bat script.

   iii. Click **OK**.
10. Click Apply.

11. Link the new GPO to your domain.

After the policy is pushed, Global Relay Message will be uninstalled on the next user log in. You can also force the push by running this command on the client machine:

gpupdate /force