



Universal Care Plan

Valida Machine Wide Install / Uninstaller Guide

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Approval Sign-off (For formal issue) <i>For completion by Review Panel</i>			
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Purpose

The Valida Client is the software used to integrate the OneLondon Universal Care Plan with EMIS and SystemOne. The Valida Client is a thick client installed to the user's profile on each machine they use. The Partner APIs and the IM1 interface exposed by EMIS Web/Community and SystemOne respectively are COM APIs which necessitates a desktop component.

The mechanism adopted to achieve installation of this desktop component to each machine and ultimately to each user profile on each machine, without the need for the end user to have any administrator rights on that machine, is as follows:

1. To get local desktop support with administrator rights to deploy a "machine wide installer" that includes an installer and the version of the Valida Client current at the time of deployment. This was supplied to IT support for rolling out across the estate.
2. New users are then able to access the Valida Client from within their own Windows profile.
3. The version of the client that is installed to that new profile is the version originally installed at the time the original machine wide installer was deployed.
4. Once installed to that profile, the Client identifies whether there are newer versions of the client and seeks to update itself.
5. This process works well, and multiple updates have been rolled out using this process. However, a breaking change was introduced with the upgrade of a 3rd party library which results in the application shortcut not being created as expected. Hence the Valida client doesn't automatically start, and the user can't easily find and start the application manually.
6. All other users with profiles on that machine who have kept their instance up to date remain unaffected. Those who have not kept the software update and not installed the latest version of the Valida client when released, may also experience this problem. This appears to be a relatively small proportion of the active users.
7. All new profiles created from this older version of the Valida client will be affected unless the machine is cleaned of the original machine wide installer and a new version of the installer incorporating a version of the Valida Client beyond the breaking change is installed on the affected machines.

Current Status

The uninstaller has been developed as a configurable .exe file for use by local desktop support. This has been tested to the extent possible in the test environment.

Uninstaller

The uninstaller is available here: <https://ds2-client.care-is.co.uk/Uninstaller.exe>

The Uninstaller allows arguments to be passed in to allow the following options:

--remove_everything Remove all files. This includes current and previous versions of the client, the machine wide installer, deployment tool, machine wide config and dead files (that prevent the client being re-installed by the deployment tool)

--uninstall_broken_versions_and_machine_wide_installer Uninstall broken versions and machine-wide installer

--uninstall_deployment_tool Uninstall deployment tool

--uninstall_machine_wide_installer Uninstall machine-wide installer

--remove_machine_config Remove machine-wide configuration (Note: This or keep_machine_config must be used, but not both)

--keep_machine_config Keep machine-wide configuration (Note: This or remove_machine_config must be used, but not both)

--remove_dead_files Removes files left behind by the uninstaller that prevents the client from being re-installed by the deployment tool

--skip_logging Skips any logging to file

[It is anticipated that the following options will be selected:](#)

--uninstall_broken_versions_and_machine_wide_installer

--keep_machine_config

Reinstallation

Admin rights are required to uninstall and reinstall. The latest version of the Valida Client is 3.55: please download this from:

- Public Proxy: <https://client-prod.care-is.co.uk/adminsetup.exe>
- HSCN link: <https://ds2-client.care-is.thirdparty.nhs.uk/adminsetup.exe>
- Public Proxy: <https://client-prod.care-is.co.uk/setup.msi>
- HSCN link: <https://ds2-client.care-is.thirdparty.nhs.uk/setup.msi>

Note:

It is essential that only the latest version of the client is used: 3.55.

The installer should be configured to suppress the End User License Agreement (EULA): To ensure SILENT INSTALL, Set Windows Environment Variable VALIDA_SKIPEULA to TRUE before installing.

The Script used successfully by the pilot ICB (North West London) was as follows:

```
xxxxx
```

```
@ECHO OFF
```

```
MsiExec.exe /X{058EAF2C-C235-44F1-A9E6-E6226DBB04F6} /quiet
```

```
MsiExec.exe /X{E63AA64F-7C6B-454F-A169-FC37A982A7DC} /quiet
```

```
MsiExec.exe /X{F97322A9-2377-466F-84B0-F55BD1EE2EB1} /quiet
```

```
MsiExec.exe /X{9F341A01-013D-4F89-9169-DF4EC7865440} /quiet
```

```
TIMEOUT /T 30
```

```
setx VALIDA_SKIPEULA TRUE /m
```

```
set VALIDA_SKIPEULA TRUE
```

```
%SystemRoot%\System32\msiexec.exe /i "Valida-ClientDeploymentTool-Apr2023.msi"  
/quiet
```

```
TIMEOUT /T 30
```

```
Valida-Uninstaller.exe --uninstall_broken_versions_and_machine_wide_installer --  
keep_machine_config --quiet
```

Xxxxxxx

Contact for issues

If you have any issues, please e-mail:

Support@xycare.global

With the following in the in the subject line:

[Your organisation name]: Valida Client reinstall.