



# **OfficeExpert EPM Client Installer**

2022-05-11

©panagenda

## About this document

This document describes all options to install the panagenda OfficeExpert EPM client component as of May 2022.

panagenda OfficeExpert EPM is the one and only solution to help your employees enjoy smooth communication and collaboration with Microsoft Teams – and soon beyond. EPM stands for **E**ndpoint **P**erformance **M**onitoring.

Customers with more than 14 million licenses in over 70 countries trust panagenda.

## Table of contents

About the OfficeExpert EPM Client .....	3
The OfficeExpert EPM Client Installer: How to get the download link? .....	3
The OfficeExpert EPM Client Installer: Install.....	3
The OfficeExpert EPM Client Installer: Uninstall .....	4
The OfficeExpert EPM Client Installer: Command line options.....	4
Appendix A: List of OfficeExpert EPM Client Installer Error (Return) Codes .....	4

## About the OfficeExpert EPM Client

The panagenda OfficeExpert EPM Client has been designed with two primary goals in mind:

- To collect and analyze all relevant insights necessary to ensure that end users enjoy smooth collaboration and communication with M365 solutions
- To enforce your desired best configuration for your collaborative IT landscape

## The OfficeExpert EPM Client Installer: How to get the download link?

The download link to the panagenda OfficeExpert EPM Client will be directly send to you by our team.

## The OfficeExpert EPM Client Installer: Install

The Installation is very simple. There are currently three installers available and every customer will only get the one installer which fits to the corresponding M365 tenant type/region:

- **panagendaOfficeExpertInstallerUS.exe**  
→ If the customers M365 tenant is in the US
- **panagendaOfficeExpertInstallerEU.exe**  
→ If the customers M365 tenant is in the EU
- **panagendaOfficeExpertInstallerGCC.exe**  
→ if the customers Tenant is in the Government Community Cloud

The Installer needs to be executed with admin-privileges or SYSTEM. Here are some command line examples:

- **Multi-User install with progress bar (splash screen)**  
`panagendaOfficeExpertInstallerUS.exe`
- **Multi-User install without progress bar (no splash screen)**  
`panagendaOfficeExpertInstallerUS.exe /silent`
- **Multi-User install without progress bar (no splash screen) for VDI**  
`panagendaOfficeExpertInstallerUS.exe /silent /vdi`

During the installation, the installer will create a logfile in the source folder called “OEInstallerUS.log”, “OEInstallerEU.log” or “OEInstallerGCC.log” with details about the installation progress. If you run the install with a software deployment solution like Intune, SCCM or others, the installer will send the correct return code after the install or uninstall progress was finished. A successful install or uninstall progress will return “0”. For all other error/return codes, please check “Appendix A” of this document.

Updates will be performed like an initial install (no need to uninstall first – the installer takes care about this automatically).

## The OfficeExpert EPM Client Installer: Uninstall

For the rare need to remove the OfficeExpert EPM Client the following command line must be executed (with admin-privileges or SYSTEM):

- **Complete uninstall with progress bar (splash screen)**  
panagendaOfficeExpertInstallerUS.exe /uninstall /all
- **Complete uninstall without progress bar (no splash screen)**  
panagendaOfficeExpertInstallerUS.exe /uninstall /all /silent

## The OfficeExpert EPM Client Installer: Command line options

To install the OfficeExpert client, the following command line parameters allow you to take full control:

Option	Description	Remarks
/silent	Use to suppress progress bar display, success- and error dialogs	
/vdi or /citrix or /wts	Sets HKLM64\SOFTWARE\panagenda\OfficeExpert\WTS to 1	Use only in corresponding environments, NOT on normal Windows clients!
/uninstall /all	Uninstalls ALL client(s)	

## Appendix A: List of OfficeExpert EPM Client Installer Error (Return) Codes

- 4710 Unable to open log file
- 4800 Insufficient rights, RunAs Administrator or SYSTEM required
- 4804 Unable to resolve Program Files folder
- 4805 Program Files folder not found
- 4806 Unable to resolve Startup folder
- 4807 Startup folder not found
- 4808 Unable to resolve Launcher folder
- 4809 Unable to write to registry
- 4810 Unable to create install resources folder
- 4811 Unable to deploy install resource
- 4820 Failed to delete registry entry
- 4830 PowerShell error