



Install Assist Unattended Agent using Microsoft Intune

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Steps to deploy Unattended Agent through Intune

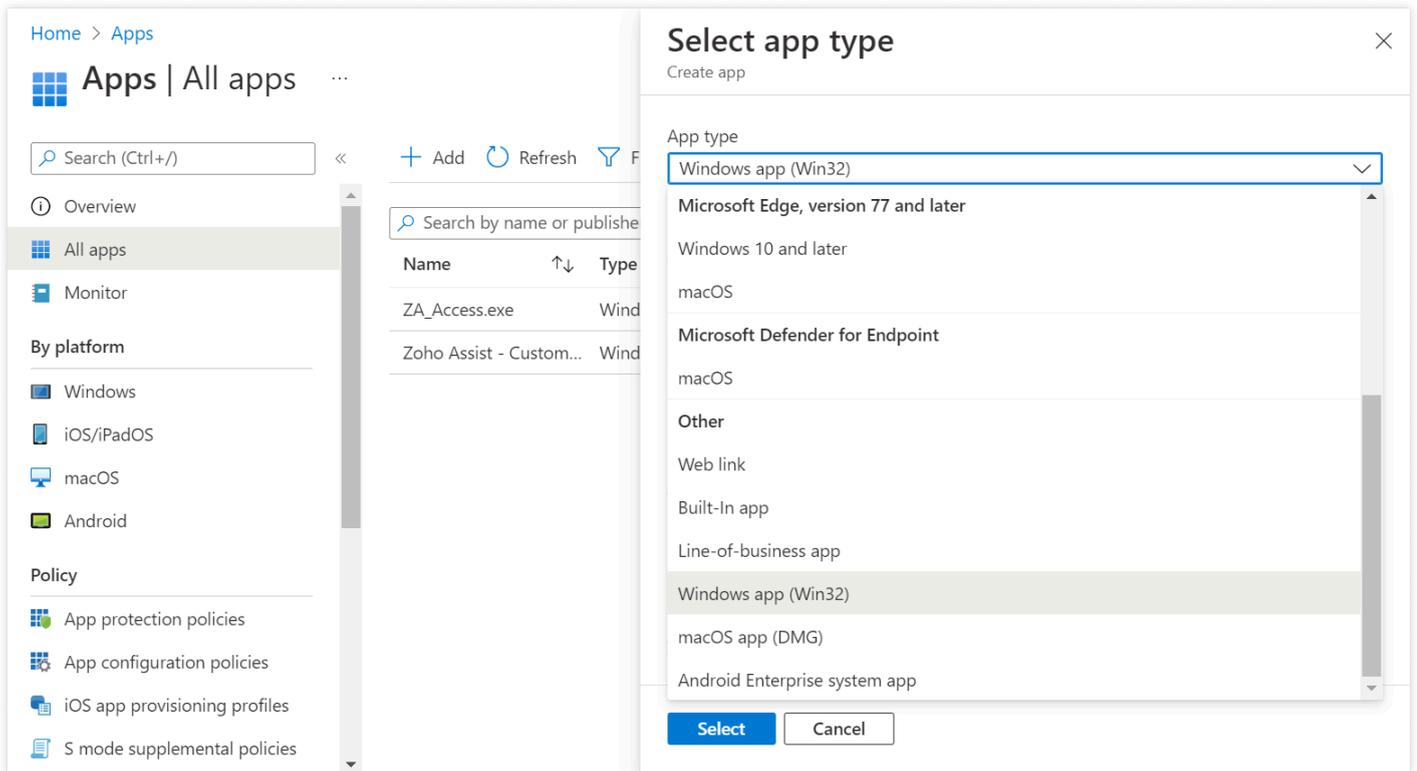
1. Navigate to **Unattended Access > Deployment > Intune**.
2. Click **ZohoAssistStartupScript.zip** and download the agent file (You can choose from the installer type : **EXE or MSI**) unzip and save it in a folder.
3. In case of EXE installer, required files are **ZA_Access.exe** and **ZohoAssistAgent.iss**. In case of MSI installer, the necessary files are **ZA_Access.msi** and **info.json**.
4. Use **IntuneWinAppUtil.exe** to generate an intunewin package from the above files (exe and iss). Use the following command to create intunewin package.

```
IntuneWinAppUtil -c <setup folder> -s <setup folder>\ZA_Access.exe -o <output folder>
```

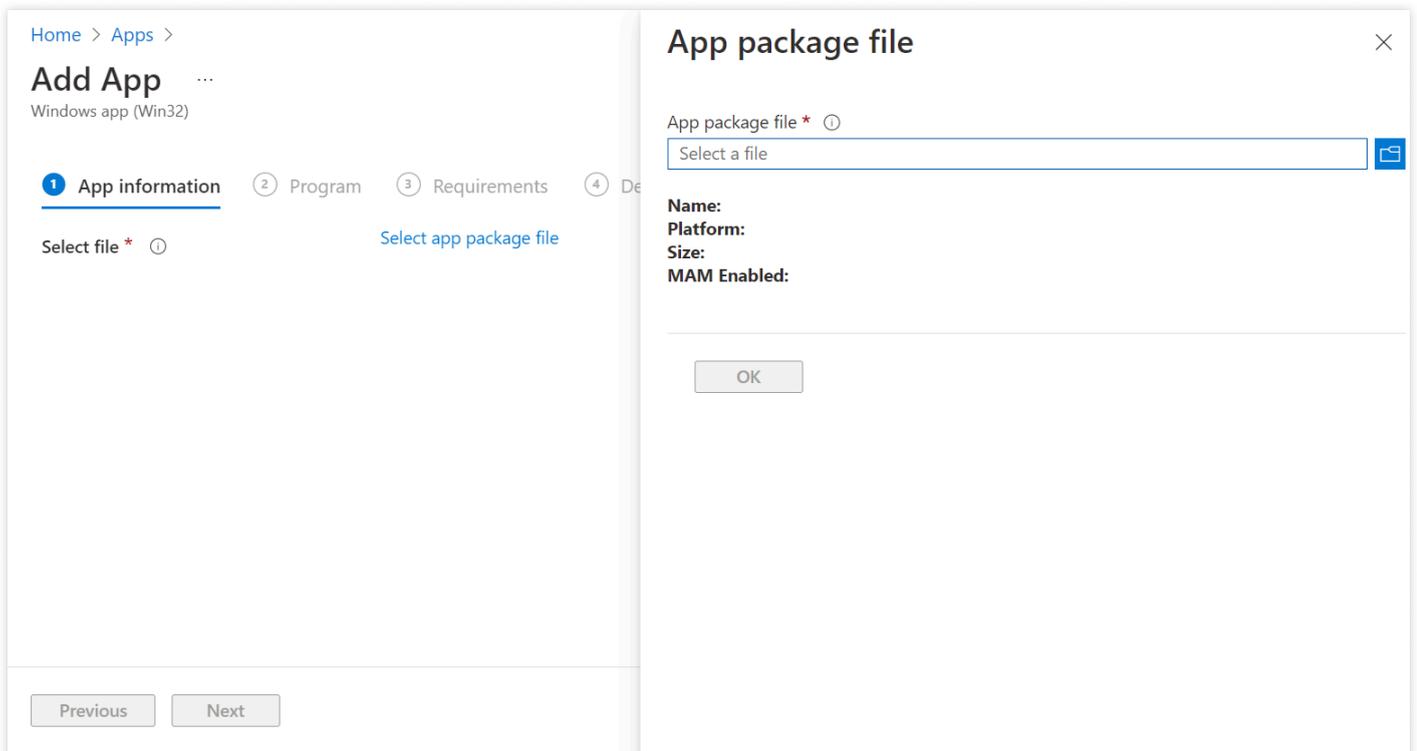
IntuneWinAppUtil is available in this [github repo](#).

5. Login to the Endpoint Manager Admin Center. Select Apps->All Apps-> Add The below screen displays.

6. Select App Type as **Windows app (Win32)** and click **Select**.



7. Next in the Add App window, click "**select app package file**". Attach the intunewin file created in step 2.



8. Click **OK** once the package is attached.

9. Enter publisher name as "**Zoho Assist**" and click **Next**.

Home > Apps >

Add App

Windows app (Win32)

Name *

Description *

[Edit Description](#)

Publisher *

App Version

Category

Show this as a featured app in the Company Portal

Information URL

Privacy URL

10. Now enter Install command as

```
ZA_Access.exe -qn -s -f1".\ZohoAssistAgent.iss"
```

In case of MSI, use the following command :

```
msiexec /i ZA_Access.msi /qn SILENT=TRUE
```

```
Enter Uninstall command as - msiexec /x {0BEBF161-20E6-4A74-8420-EAF1BEEA7BC8} /qn
```

11. Click **Next**.

Specify the commands to install and uninstall this app:

Install command * ✓

Uninstall command * ✓

Installation time required (mins)

Allow available uninstall Yes No

Install behavior System User

Device restart behavior ▼

In case of MSI,

Specify the commands to install and uninstall this app:

Install command * ✓

Uninstall command * ✓

Installation time required (mins)

Allow available uninstall Yes No

Install behavior System User

Device restart behavior ▼

12. Select Requirements according to the devices you manage.

13. Next.

The screenshot shows the 'Add App' wizard for a Windows app (Win32). The 'Requirements' step is active, indicated by a blue circle with the number 3. The previous steps, 'App information' and 'Program', are marked with green checkmarks. The next steps, 'Detection rules', 'Dependencies', and 'Supersedence (preview)', are marked with grey circles containing numbers 4, 5, and 6 respectively. The instruction reads: 'Specify the requirements that devices must meet before the app is installed:'. Below this, there are several input fields: 'Operating system architecture *' with a dropdown menu showing '2 selected'; 'Minimum operating system *' with a dropdown menu showing 'Windows 10 1607'; 'Disk space required (MB)'; 'Physical memory required (MB)'; 'Minimum number of logical processors required'; and 'Minimum CPU speed required (MHz)'. At the bottom, there are 'Previous' and 'Next' buttons.

14. In the Detection Rules section, select "Manually Configure Detection Rule" for Rules format. Click Add.

The screenshot shows the 'Add App' wizard with the 'Detection rules' step active, indicated by a red circle with an 'X' and the number 4. The previous steps are marked with green checkmarks. The instruction reads: 'Configure app specific rules used to detect the presence of the app.'. Below this, there is a 'Rules format *' dropdown menu with 'Manually configure detection rule' selected. A table with columns 'Type' and 'Path/Code' is shown, containing the text 'No rules are specified.' and a '+ Add' button. To the right, a 'Detection rule' dialog box is open, showing the instruction 'Create a rule that indicates the presence of the app.' and a 'Rule type *' dropdown menu with 'Select one' selected. At the bottom of the dialog, there is an 'OK' button.

15. Select "Registry" under Rule type.

16. Fill Key path as

"hklm\software\zoho assist\unattended remote support"

17. Select **"Key exist"** for Detection method. Click **OK**. And then click **Next**.

The screenshot shows the 'Add App' wizard for a Windows app (Win32). The 'Detection rule' step is active, with a red 'X' icon above the 'Detection rule' tab. The 'Key path' is set to 'hklm\software\zoho assist\unattended remote support' and the 'Detection method' is set to 'Key exists'. The 'Associated with a 32-bit app on 64-bit clients' option is set to 'No'. The 'OK' button is highlighted in blue.

Home > Apps > Add App ...
Windows app (Win32)

✓ App information ✓ Program ✓ Requirements ✗ Detection rule

Configure app specific rules used to detect the presence of the app.

Rules format * ⓘ Manually configure detection rule

Type	Path/Code
No rules are specified.	

+ Add ⓘ

Previous Next

Detection rule

Create a rule that indicates the presence of the app.

Rule type * ⓘ Registry

Key path * ⓘ hklm\software\zoho assist\unattended remote support ✓

Value name ⓘ

Detection method * ⓘ Key exists

Associated with a 32-bit app on 64-bit clients ⓘ Yes **No**

OK

18. Click **Next** in Dependencies

Home > Apps >

Add App

Windows app (Win32)

✓ App information
✓ Program
✓ Requirements
✓ Detection rules
5 Dependencies
6 Supersede (preview)

Software dependencies are applications that must be installed before this application can be installed. There is a maximum of 100 dependencies, which includes the dependencies of any included dependencies, as well as the app itself. [Learn more](#)

Name	Automatically Install
No results.	

[+ Add](#)

19. Click **Next** in Supersede.

Home > Apps >

Add App

Windows app (Win32)

✓ App information
✓ Program
✓ Requirements
✓ Detection rules
✓ Dependencies
6 Supersede (preview)

When you supersede an application, you can specify which app will be updated or replaced. To update an app, disable the uninstall previous version option. To replace an app, enable the uninstall previous version option. There is a maximum of 10 updated or replaced apps, including references to other apps. For example, your app references another app. This other app references other apps, and so on. This scenario creates a graph of apps. All apps in the graph count toward the maximum value of 10. [Learn more](#)

Apps that this app will supersede

Name	Publisher	Version	Uninstall previous version
No results.			

[+ Add](#)

20. In Assignments section, under Required, select **+Add all users**

21. Now click **Next**.

Home > Apps >

Add App

Windows app (Win32)

Program Requirements Detection rules Dependencies Supersedence (preview) **7 Assignments**

i Any Win32 app deployed using Intune will not be automatically removed from the device when the device is retired. The app and the data it contains will remain on the device. If the app is not removed prior to retiring the device, the end user will need to take explicit action on the device to remove the app.

Required

Group mode	Group	Filter mode	Filter	End user notifications	Availability	Installation deac
+ Included	All users	None	None	Show all toast notifications	As soon as possible	As soon as possi

+ Add group + Add all users + Add all devices

Available for enrolled devices

Previous **Next**

22. In the next window, click **Create**

Home > Apps >

Add App

Windows app (Win32)

Requirements Detection rules Dependencies Supersedence (preview) Assignments **8 Review + create**

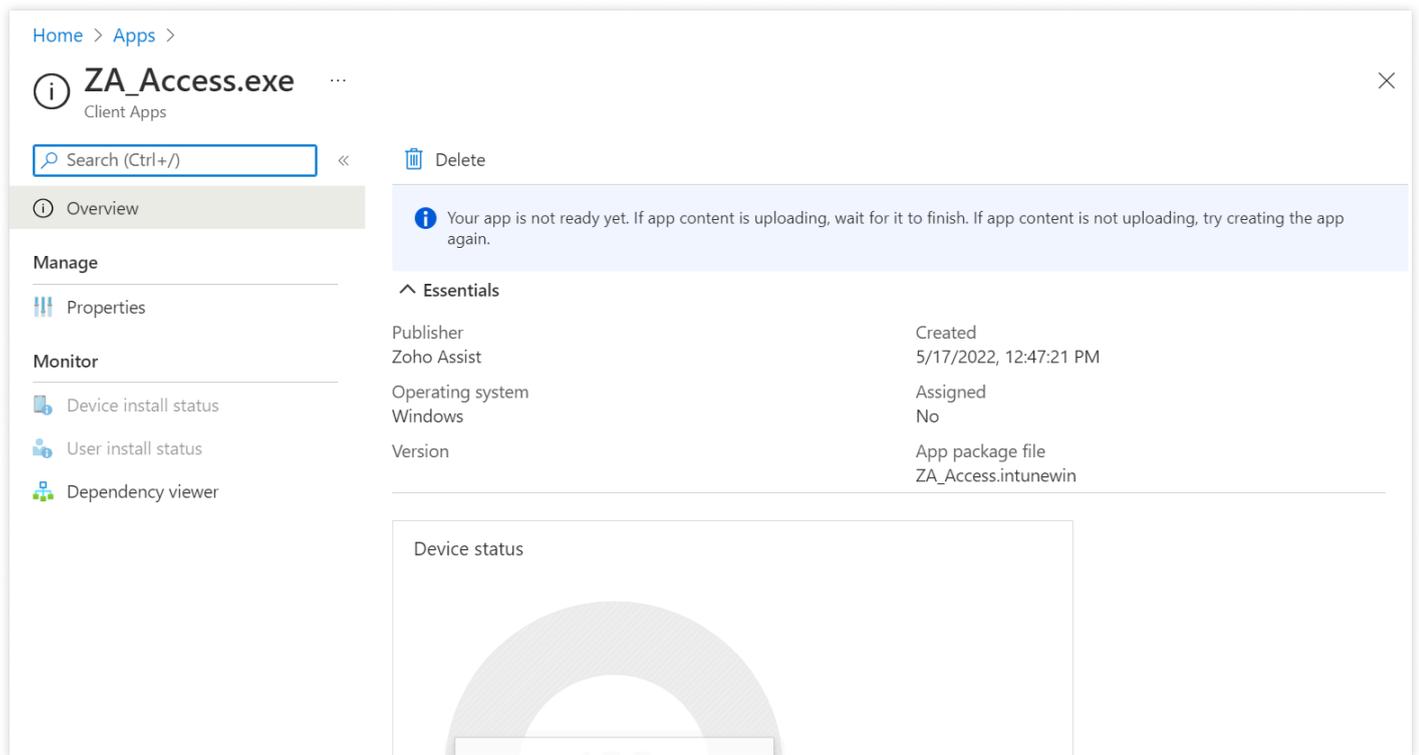
Summary

App information

App package file	ZA_Access.intunewin
Name	ZA_Access.exe
Description	<input type="text" value="ZA_Access.exe"/>
Publisher	Zoho Assist
App Version	--
Category	--
Show this as a featured app in the	No

Previous **Create**

23. Now it takes some time to upload your package to Intune and apply it to your devices.



24. Once this is done, restart your device and check if Unattended Agent is deployed in it.