

Unable to install software from a ...



[RickCousin](#) 3 posts since

Apr 15, 2009

Using VMware Lab Manager, I have set up a VM and can access it via Windows Remote desktop. I can access shared drives through the network in the VM and can see their contents with no problem. However, when I try to install software via a shared drive or folder, it fails.

Are there any settings I need to configure to allow software installs from a shared, say, DVD drive? This is vital to my testing efforts.

Thanks in advance.



[norregaard](#) 237 posts since

Nov 26, 2007 1. **Re: Unable to install software from a shared drive in Lab Manager** Apr 15, 2009 10:33 AM

When you have deployed the VM via lab manager, then it should act/react as a regular VM. It's just another way of deploying. So if there's any restrictions it's probably on the template level, within Windows, or at least within Guest OS in some way - it shouldn't be related to Lab Manager. Can you provide info on the error message?



[RickCousin](#) 3 posts since

Apr 15, 2009 2. **Re: Unable to install software from a shared drive in Lab Manager** Apr 16, 2009 6:28 AM

👤 in response to: [norregaard](#)

Thanks so much for replying.

First what happens is that I double click on the setup.exe file and nothing happens for a little while. Then I get the Run/Cancel dialog, press Run and there's another pause. Then I get the InstallShield Wizard. It starts running and extracting the .msi file, but again, this takes an inordinately long amount of time, so this indicates to me there must be some network or server issues.

....and now the install seems to be working, albeit very slowly. So I guess my complaining got someone to sit up and notice and fix something.

So thanks again for your response. I guess the solution was complaining to the admin....and to continue to do so.



[Jovi87](#) 10 posts since

Nov 29, 2007 3. **Re: Unable to install software from a shared drive in Lab Manager** Apr 20, 2009 6:28 AM


Could you try to copy the installation folder to the vm and see if it runs properly then? I've come across the same problem myself and that was my workaround. Can't really say exactly why the problem occurs, but it seems to be network related.



[RickCousin](#) 3 posts since

Apr 15, 2009 4. **Re: Unable to install software from a shared drive in Lab Manager** May 12, 2009 7:42 AM

Unable to install software from a ...

 in response to: [Jovi87](#)

Well, then we have a space issue, because copying over the software and then installing it will take up a great deal of space with some apps. I may be using this in an environment with limited capacity.

However, the overall issue seems to be latency, as even copying over large amounts of data takes a considerable amount of time. So hopefully we will be able to overcome that.

However, I have noticed that, at least what I can see in Lab Manager, when I go to insert a CD from the console, the only option is to point to an ISO in the Library. Not been able to figure out how to point to a physical drive, outside of mapping it or sharing it.