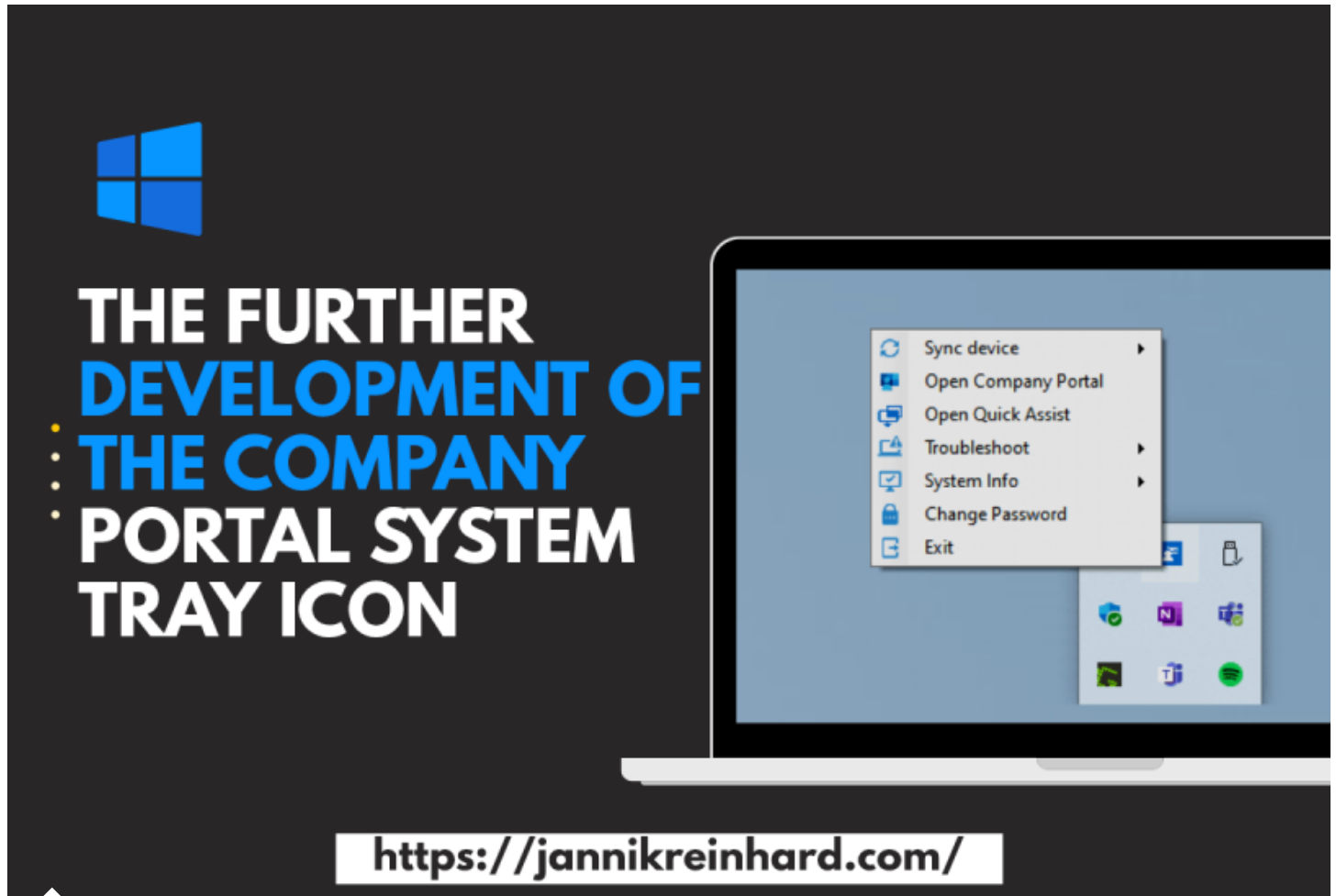


Modern Device Management

Jannik Reinhard



GENERAL

The further development of the Company Portal System Tray Icon

27. JULY 2022

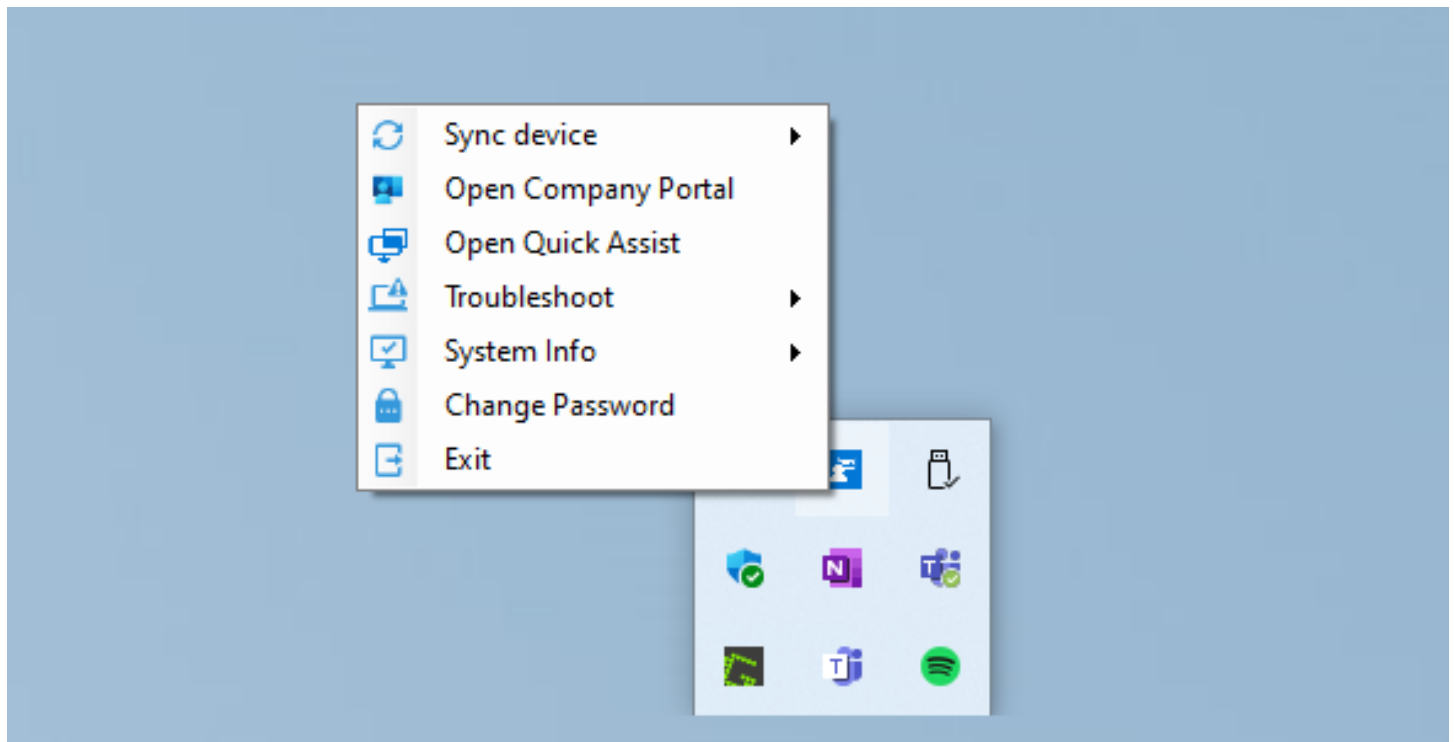
JANNIKREINHARD

2 COMMENTS

A few weeks ago I released the Company Portal System Tray tool (<https://jannikreinhard.com/2022/06/05/company-portal-system-tray-icon/>). The posts have a very good feedback and the tool was tested by some and also used productively. I have been working on

developing the tool further and integrating more useful functions that can help with troubleshooting. The first version of the Company Portal system tray icon has many quick access possibilities to system tools or logs that are important for troubleshooting an Intune managed device. In addition, this tool has a quick access to open the Company Portal.

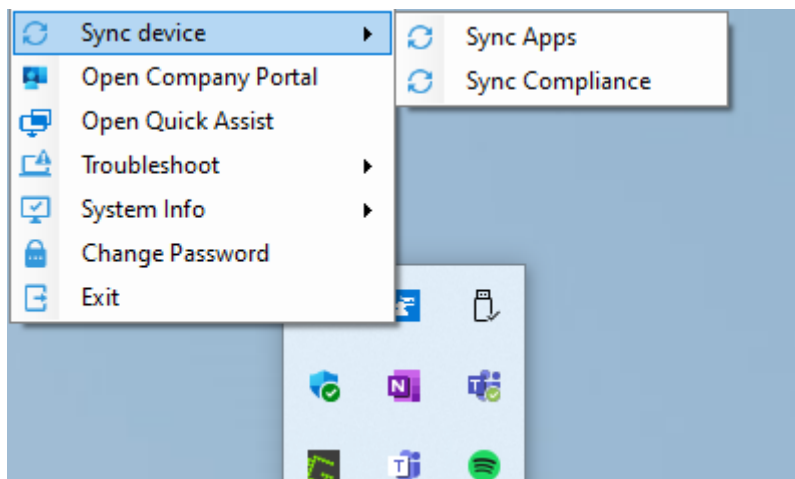
In this blog I want to introduce the new version of the Tool.



The new Features

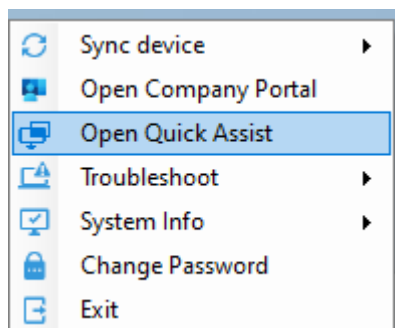
Sync device

In the previous version there was only the possibility to sync app. In this version there is also the possibility the device compliance state.



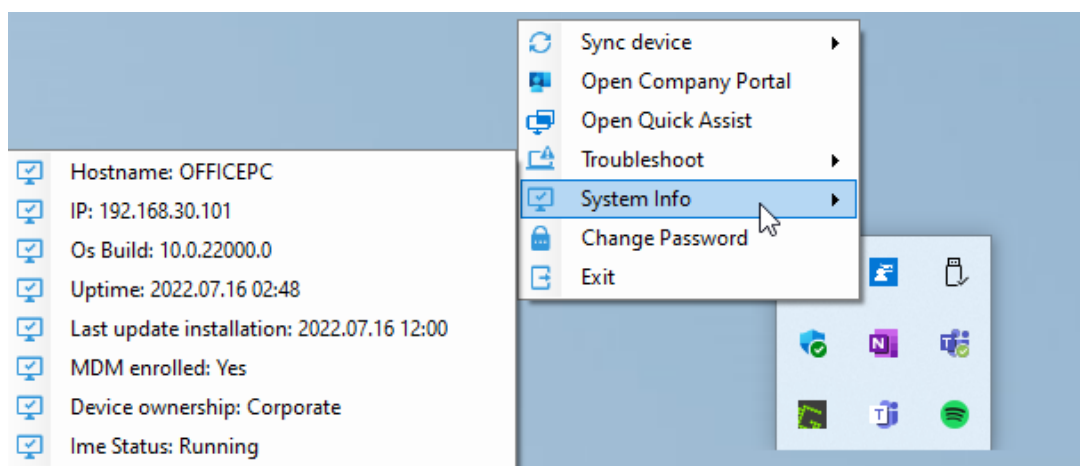
Open Quick Assist

There is a button to open quick assist to connect remotely to the device. If you use an other remote support tool you can also change this to team viewer or any desk.



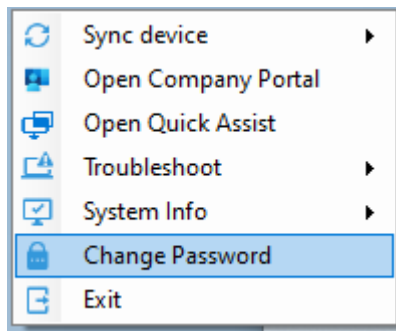
Get System Info

In this version is a menu with all important system information that can be important for supporting the device. You can see here for example the hostname, the IP, if the device is MDM managed and many more information. It is also not a big deal to add here more important informations.



Change the Password of the login user

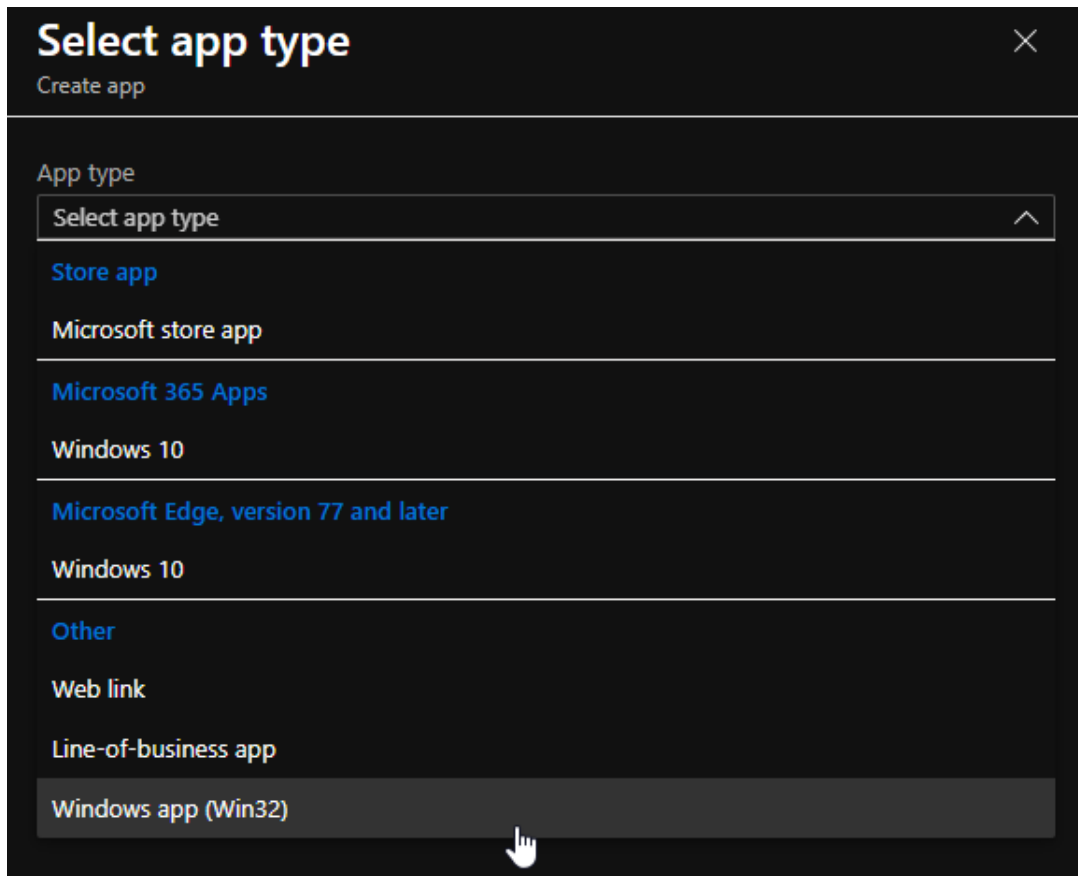
You will also find in the company portal system tray tool a quick access to change the password of the logged in user.



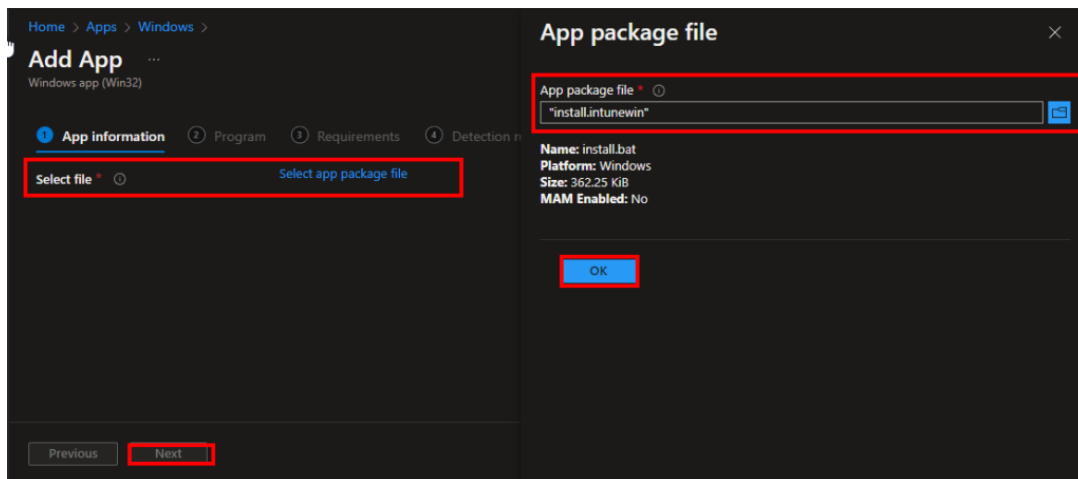
How to deploy the tool

In the version 1.0 of the Company Portal System Tray Icon the tool was deployed via a PowerShell script. In V2 I have decided to deploy the tool via a Win32 because it is better located in Apps as in scripts. This also simplifies the integration into your environment. Now I will explain how you can deploy the app:

- Download the [intune.win file from my repository](https://github.com/JayRHa/CompanyPortalSystemTrayTool/blob/main/install.intunewin) (<https://github.com/JayRHa/CompanyPortalSystemTrayTool/blob/main/install.intunewin>) or create a own intune.win file based on the [files in my repository](https://github.com/JayRHa/CompanyPortalSystemTrayTool) (<https://github.com/JayRHa/CompanyPortalSystemTrayTool>). How to create a intune.win file is explained in [this blog post](https://jannikreinhard.com/2021/07/24/deploy-an-win32-app-with-intune-cmtrace/) (<https://jannikreinhard.com/2021/07/24/deploy-an-win32-app-with-intune-cmtrace/>).
- Open the [MEM Portal](https://endpoint.microsoft.com/#home) (<https://endpoint.microsoft.com/#home>).
- Navigate to **Apps -> Windows**
- Click **Add**
- Select **Windows app (Win32)** as App type



- Click **Select app package file**
- Click **upload** und select the **.intunewin** file
- Click **OK**



- Give the application a **name** and **customize the app information**.
- Click **Next**

Home > Apps > Windows >

Add App

Windows app (Win32)

1 App information 2 Program 3 Requirements 4 Detection rules 5 Dependencies 6 Supersede (previous)

Select file * ⓘ install.intunewin

Name * ⓘ Company Portal System Tray Tool

Description * ⓘ Company Portal System Tray Tool

[Edit Description](#)

Publisher * ⓘ Jannik Reinhard

App Version ⓘ 2.0

Category ⓘ Other apps

Show this as a featured app in the Company Portal ⓘ ☒ Yes ☐ No

Information URL ⓘ Enter a valid url

Privacy URL ⓘ Enter a valid url

Developer ⓘ

Owner ⓘ

Notes ⓘ

Logo ⓘ [Select image](#)

[Previous](#) [Next](#)

- Enter **install.bat** and **deinstall.bat** as install/uninstall command
- Change the Device restart behavior to **No specific action**
- Click **Next**

Add App

Windows app (Win32)

1 App information 2 Program 3 Requirements 4 Detection rules 5 Dependencies 6 Supersede (previous)

Specify the commands to install and uninstall this app:

Install command * ⓘ install.bat ✓

Uninstall command * ⓘ deinstall.bat ✓

Install behavior ⓘ ☒ System ☐ User

Device restart behavior ⓘ No specific action

Specify return codes to indicate post-installation behavior:

Return code	Code type		
0	Success	✓	🗑️
1707	Success	✓	🗑️
3010	Soft reboot	✓	🗑️
1641	Hard reboot	✓	🗑️
1618	Retry	✓	🗑️

[+ Add](#)

- Select 32-bit and 64-bit as Operation system architecture
- Select a minimum OS Version

Hints: If you want to specify further requirements, such as minimum free disk space, you can do this in this step.

It is also possible to specify a file, a registry value or a script as a requirement.

Home > Apps > Windows >

Add App

Windows app (Win32)

☒ App information
 ☒ Program
 ☒ Requirements
 ☐ Detection rules
 ☐ Dependencies
 ☐ Superseded

Specify the requirements that devices must meet before the app is installed:

Operating system architecture * ⓘ 2 selected

Minimum operating system * ⓘ Windows 10 1607

Disk space required (MB) ⓘ ✓

Physical memory required (MB) ⓘ ✓

Minimum number of logical processors required ⓘ ✓

Minimum CPU speed required (MHz) ⓘ ✓

Configure additional requirement rules

Type	Path/Script
No requirements are specified.	

+ Add

- Select **Manually configure detection rules** as Rules format
- Click **Add**
- Select **File** as Rule type
- Enter “C:\Windows_Tools\” as **file path** and “IntuneSystemTrayV2” as **folder**.
- The detection method is **File or folder exists**
- Click **Next**

Home > Apps > Windows >

Add App

Windows app (Win32)

☒ App information
 ☒ Program
 ☒ Requirements
 ☒ Detection rules
 ☐ Dependencies
 ☐ Superseded

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

Rules format * ⓘ Manually configure detection rules

Type Path/Code

No rules are specified.

+ Add ⓘ

Detection rule

Create a rule that indicates the presence of the app.

Rule type * ⓘ File

Path * ⓘ C:\Windows_Tools\

File or folder * ⓘ IntuneSystemTrayV2

Detection method * ⓘ File or folder exists

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

Previous Next OK

- Skip the dependencies and supersedence step click **next**.
- Click **Next**

Home > Apps > Windows >

Add App

Windows app (Win32)

✓ App information ✓ Program ✓ Requirements ✓ Detection rules ✓ Dependencies ✓ Supersedence (preview) **Assignments** Review + create

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 deadline	Restart grace period	Delivery optimization...
Included	AllDevices	None	None	Show all toast notifications	As soon as possible	As soon as possible	Disabled	Content download in background

+ Add group + Add all users + Add all devices

Available for enrolled devices

No assignments

+ Add group + Add all users

Uninstall

No assignments

+ Add group + Add all users + Add all devices

Previous **Next**

- Click **Create**

Home > Apps > Windows >

Add App

Windows app (Win32)

✓ App information ✓ Program ✓ Requirements ✓ Detection rules ✓ Dependencies ✓ Supersedence (preview) ✓ Assignments **Review + create**

Summary

App information

App package file: installIntuneWin

Name: Company Portal System Tray Tool

Description: Company Portal System Tray Tool

Publisher: Jannik Reinhard

App Version: 2.0

Category: Other apps

Show this as a featured app in the Company Portal: No

Information URL: --

Privacy URL: --

Developer: --

Owner: --

Notes: --

Logo: --

Program

Install command: install.bat

Uninstall command: deinstall.bat

Install behavior: System

Device restart behavior: App install may force a device restart

Return codes: 0 Success

Previous **Create**

Conclusion

I hope I could help you with this little tool to simplify the troubleshooting process for the end user or to enable the end user who calls the support hotline to give more specific checks and answers. If you have ideas what I can add to the tool then let me know, I'm happy about any idea. You also have the possibility to add your own actions or checks that are specific to your environment.

Stay healthy, Cheers

Jannik

2 thoughts on “The further development of the Company Portal System Tray Icon”

Garrett Brown (@LazyLayerEight) says:

1. AUGUST 2022 AT 21:01

Excellent! An idea: Add an ‘Email the Helpdesk’ item. It could use a mailto: link formatted with everything from System Info automatically inserted into the body of a new message using the default mailto handler. Bonus points if the To address could be pre-filled using a .txt file that deploys during installation, but otherwise, the person could just type the helpdesk email address. Or a simple web link to a custom Helpdesk portal address, with the System Info data in the user’s clipboard so they could be directed to paste it in.

[REPLY](#)

jannikreinhard says:

1. AUGUST 2022 AT 21:06

Hey Garrett, nice idea. Let me include this.

[REPLY](#)

[BLOG AT WORDPRESS.COM.](#)

