

# All In One Installer (AIO)

## Brief Overview

WalkMe's All-in-One Installer (AIO) makes it easy for IT teams to widely deploy the WalkMe user extension across all browser types with a single installer file. The file offers a simple installation, allowing cross-browser use and minimizing deployment errors or malfunctions.

The All-In-One Installer is a single file, run by your IT admin, that will automatically install the browser extension on the relevant computers.

**Please note:** You will not be able to download the All-in-One Installer (AIO) on this page. The WalkMe team will provide you with a unique link to download according to your selected settings. Please contact the WalkMe Admin at your company or your WalkMe Customer Success Manager if you need assistance.

## Supported Browsers

	Internet Explorer	Edge Chromium	Safari (12v and up)	Firefox	Google Chrome
Windows	✓	✓		✓	✓
Mac			✓	✓	

**Note:** macOS Big Sur no longer supports AIO Installation on Chrome.

## Prerequisites

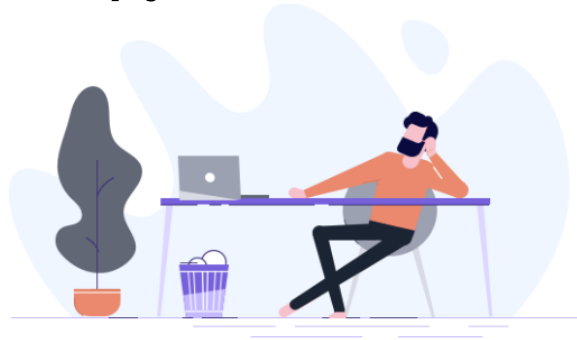
In order to properly implement WalkMe using the AIO Installer, the following conditions should be met:

- The WalkMe user extension must not already be installed for any browsers, whether it was installed manually or through mass deployment (must for Internet Explorer)
- If a WalkMe user extension is installed on any of the browsers, please make sure to have it removed prior to installing WalkMe using AIO

## Getting Started

When first downloading the relevant installer file it may take up to a minute. After this first time, each download request should take only a few seconds.

After authenticating, the download page looks like this:



### All-In-One Installer

Click the relevant button below



Windows Installer  
For Windows 7 and above

Windows 32-bit MSI

Windows 64-bit MSI



MacOS Installer  
For MacOS 10.12 (Sierra) and above

MacOS PKG

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- View the [Deploy methods course](#) in the *Technical Configuration* curriculum
- Don't have a DAI account yet? [Sign up here](#)

## Installation / Deployment Methods

The best practice for installing AIO is by mass deploying it to run when the computer is just starting.

Since you might have users with different hardware (32-bit/64-bit Windows or a Mac), we recommend splitting the deployment for each of the different setups. This will ensure that each hardware will have its matching WalkMe extension installed.

## Supported Mass Deployment Methods (MDM)

For Mac, the following MDMs are supported:

- Jamf
- AirWatch
- Mobile Iron
- Cisco Meraki
- Big Fix
- Intune
- Trend Micro

For Windows, the following MDMs are supported:

- GPO
- SCCM

## Mass Deploying with GPO

When mass deploying All-In-One with GPO, the following two policies are needed for the AIO deployment:

- **Computer→Configuration→Administrative Templates→System→Logon→** Always wait for the network at computer startup and logo.
- **Computer→Configuration→Administrative Templates→System→Group Policy→** Specify startup policy processing wait time: Set to 120

To avoid having a notification message on IE for “Speed up Browsing by Disabling Add-ons” the following additional policy is needed:

**Computer Configuration→Administrative Templates→Windows Components→Internet Explorer→Security Features→Add-on Management → Edit the “Add-on List”. Have it Enabled and in Options click the “Show...” button. Create a new row with the following values:**

**Name: {42ED1D51-363B-4BF1-BF36-A2E3B56EDD44}**

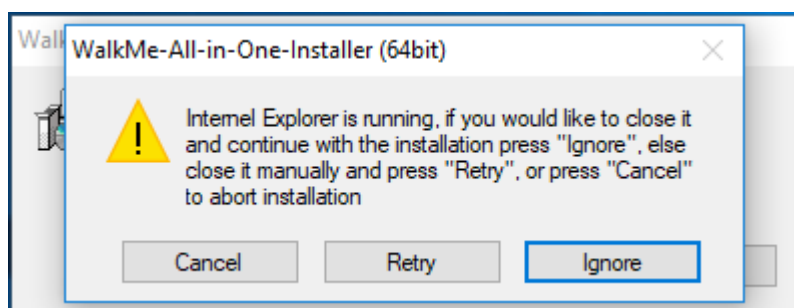
## Data: 1

### Installing WalkMe AIO Manually

Should you decide to manually install the AIO locally, please be sure to do the following:

- Internet Explorer and Firefox must be closed in order to successfully complete the installment or removal. If either is open, the following pop-up will show up on your computer asking to close IE/Firefox.
  - **Note:** If both are open, the end-user will get this pop-up twice (one for IE and one for Firefox).

**Ignore Button** - Will force close IE or Firefox and continue with the installation process.



### Installation Process for Batch

#### Steps to install:

1. Once on the AIO page, scroll all the way down. There you should find a link, which will lead you to the batch download page.
2. Follow the steps in the Batch Guide, please note you will need to download 4 files for this process.
3. After everything was modified as expected, you can go ahead and deploy!

</nas/content/live/kbwalkme/wp-content/uploads/2019/06/Screen-Recording-at-August-25th-2019-6.08.49-pm.mp4>

## Uninstalling

### Windows

Once the AIO is successfully downloaded, you will have one added application in Programs and Apps.

- WalkMe All-in-One Installer

Removing the WalkMe All-in-One Installer will remove the extensions installed on the following browsers in one click: **Firefox, Internet Explorer, Chrome, and Edge.**

## Mac

For Mac, it is only possible to manually remove the extensions installed for each browser, one at a time.