



# Riverbed Accelerator for O365 User Guide

December 2020

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NetApp Manageability Software Development Kit (NM SDK), including any third-party software available for review with such SDK which can be found at <http://communities.netapp.com/docs/DOC-1152>, and are included in a NOTICES file included within the downloaded files.

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# Welcome

## About this guide

Welcome to the *Riverbed Accelerator for O365 User Guide*. Read this preface for an overview of the information provided in this guide, the documentation conventions used throughout, and contact information.

This preface includes these sections:

- [“About this guide” on page 5](#)
- [“Documentation and release notes” on page 6](#)
- [“Contacting Riverbed” on page 6](#)

## Audience

This guide is written for network administrators who are familiar with administering and managing WANs. You must also be familiar with cloud services, Software as a Service (SaaS), and Microsoft Office 365 (O365).

This guide includes information relevant to the following products:

- Riverbed Optimization System (RIOS)
- Riverbed Accelerator for O365 (Accelerator for O365)

## Document conventions

This guide uses this standard set of typographical conventions:

Convention	Meaning
<i>italics</i>	Within text, new terms and emphasized words appear in <i>italic</i> typeface.
<b>boldface</b>	Within text, CLI commands, CLI parameters, and REST API properties appear in <b>bold</b> typeface.
Monospace	Code examples appear in monospace font: <pre>amnesiac &gt; enable amnesiac # configure terminal</pre>
< >	Values that you specify appear in angle brackets: <b>interface</b> <ip-address>
[ ]	Optional keywords or variables appear in brackets: <b>ntp peer</b> <ip-address> [version <number>]

Convention	Meaning
{ }	Elements that are part of a required choice appear in braces: {<interface-name>   ascii <string>   hex <string>}
	The pipe symbol separates alternative, mutually exclusive elements of a choice. The pipe symbol is used in conjunction with braces or brackets; the braces or brackets group the choices and identify them as required or optional: {delete <filename>   upload <filename>}

## Documentation and release notes

The most current version of all Riverbed documentation can be found on the Riverbed Support site at <https://support.riverbed.com>.

See the Riverbed Knowledge Base for any known issues, how-to documents, system requirements, and common error messages. You can browse titles or search for keywords and strings. To access the Riverbed Knowledge Base, log in to the Riverbed Support site at <https://support.riverbed.com>.

Each software release includes release notes. The release notes list new features, known issues, and fixed problems. To obtain the most current version of the release notes, go to the Software and Documentation section of the Riverbed Support site at <https://support.riverbed.com>.

Examine the release notes before you begin the installation and configuration process.

## Contacting Riverbed

This section describes how to contact departments within Riverbed.

**Technical support** - Problems installing, using, or replacing Riverbed products? Contact Riverbed Support or your channel partner who provides support. To contact Riverbed Support, open a trouble ticket by calling 1-888-RVBD-TAC (1-888-782-3822) in the United States and Canada or +1 415-247-7381 outside the United States. You can also go to <https://support.riverbed.com>.

**Professional services** - Need help with planning a migration or implementing a custom design solution? Contact Riverbed Professional Services. Email [proserve@riverbed.com](mailto:proserve@riverbed.com) or go to <http://www.riverbed.com/services/index.html>.

**Documentation** - Have suggestions about Riverbed's online documentation or printed materials? Send comments to [techpubs@riverbed.com](mailto:techpubs@riverbed.com).

# Using Accelerator for O365

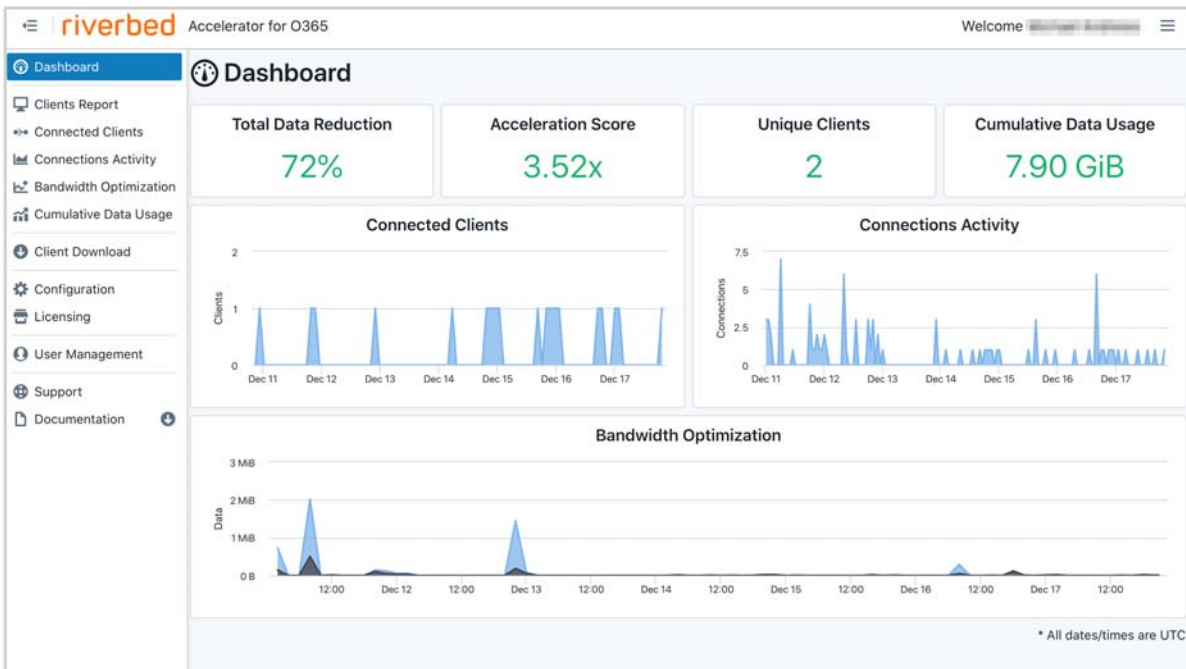
This chapter describes the Riverbed Accelerator for O365 product and includes these sections:

- “About Accelerator for O365” on page 7
- “About the initial setup” on page 8
- “About the client software” on page 10

## About Accelerator for O365

Accelerator for O365 is Riverbed’s software-defined, cloud-based service, which directly provides end-to-end acceleration and optimization of O365 traffic to client devices.

Figure 1-1. Accelerator for O365 dashboard



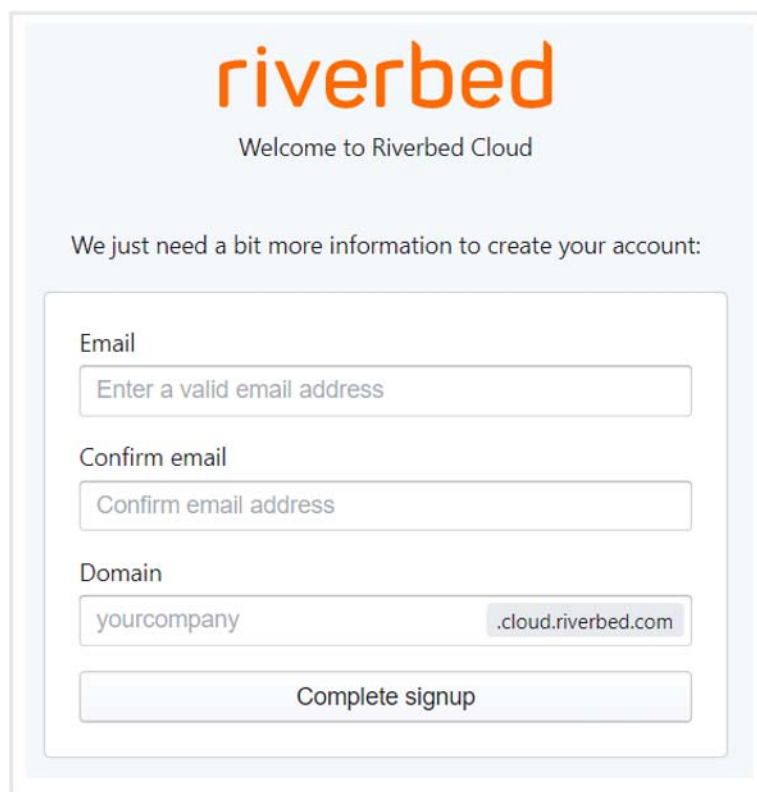
Accelerator for O365 is comprised of two components: a cloud-based server component hosted and managed by Riverbed, and client software that you install on all your endpoint devices where you want O365 optimization. The cloud component provides a graphical user interface (GUI) where an administrator can, depending on permissions, access configuration details, download client installation packages, view run-time and historical optimization statistics, manage users, view license information, find product documentation, and contact Riverbed Support.

To get the service up and running for your organization, all you need to do is perform a quick and easy initial setup on the cloud side. After the initial setup is complete, you can download client installation packages and apply them to endpoint devices. After installation, the client package requires no further configuration.

## About the initial setup

After you purchase Accelerator for O365, you will receive an email with a link to a form where you register on the Riverbed Cloud. The form requires a domain name for your organization and an email address for the administrator in your organization who will manage your Accelerator for O365.

Figure 1-2. Accelerator for O365 registration form

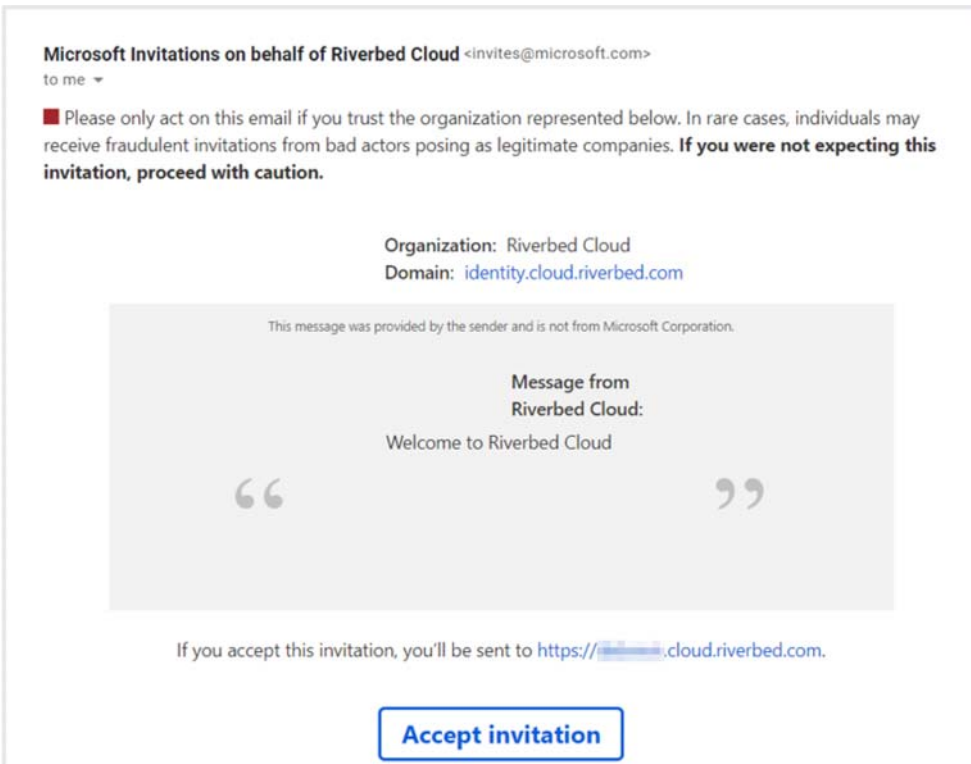


The image shows a web registration form for Riverbed Cloud. At the top, the Riverbed logo is displayed in orange, followed by the text "Welcome to Riverbed Cloud". Below this, a message states: "We just need a bit more information to create your account:". The form contains three input fields: "Email" with a placeholder "Enter a valid email address", "Confirm email" with a placeholder "Confirm email address", and "Domain" with a placeholder "yourcompany" and a dropdown menu showing ".cloud.riverbed.com". At the bottom of the form is a button labeled "Complete signup".



After you complete the cloud registration, Microsoft will send an email on behalf of Riverbed to the address you supplied in the cloud registration form. The email invites the recipient, your Accelerator for O365 administrator, to log in to Accelerator for O365 and complete the setup process.

Figure 1-3. Invitation email sent to your Accelerator for O365 admin



After your Accelerator for O365 administrator accepts the invitation, they will be forwarded to the Microsoft O365 account creation wizard if they do not already have an O365 account. If they do have an account, they will be prompted to log in to O365 and to grant permission to Riverbed Cloud to access information like your access credentials, name, email address, and photo.

**Note:** Consult Microsoft documentation for details about creating and logging in to Microsoft O365 accounts.

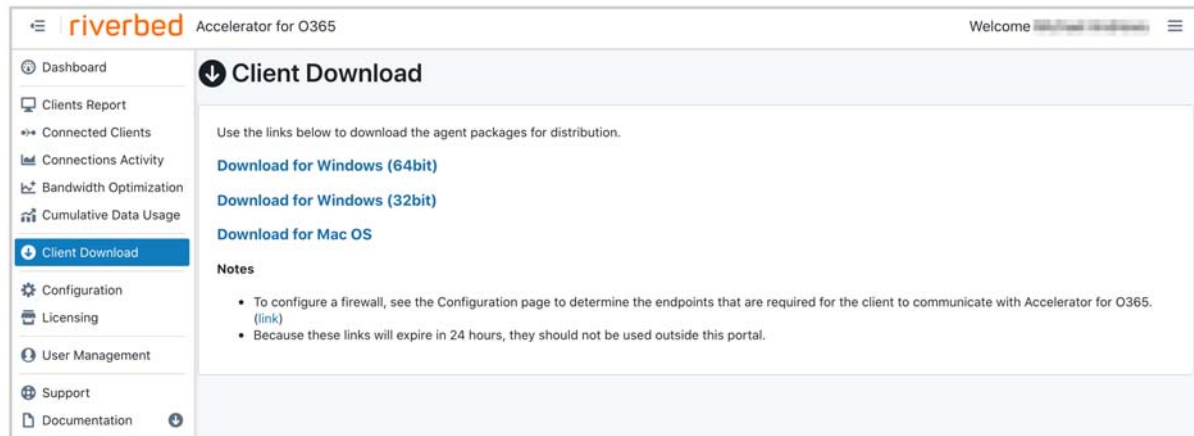
After your Accelerator for O365 administrator logs in and grants access, they are redirected to the Accelerator for O365 dashboard where they are prompted to complete the initial setup.

After the cloud side is set up, it's time to set up endpoint devices. See ["About the client software" on page 10](#).

## About the client software

The client software enables remote users to experience LAN-like performance regardless of how they connect (wireless, mobile, and so on). The client software connects an endpoint device to the Accelerator for O365 in the cloud and exchanges optimized data with the service. Install the client software on all endpoint devices where you want optimization.

Figure 1-4. Client download page



The client software is preconfigured for your environment. We recommend that an administrator download the client packages, and then distribute and install them on endpoint devices using their tool of choice.

**Note:** Links to the client download packages expire after twenty four (24) hours. Keep that time limit in mind when distributing these links. Links are refreshed soon after they expire, so you can simply redistribute the refreshed links if needed.

## Endpoint system requirements

Component	Requirement
Operating system	Windows 7 (32 and 64 bit), Windows 8 (32 and 64 bit), Windows 8.1 (64 bit), Windows 10 (32 and 64 bit) macOS 10.11 and later
CPU	1 GHz or higher
Memory	2 GB or higher
Data store	256 MB free disk space (min. required)
VSP, CPU, and Memory	Minimum 1 CPU (1 GHz or higher) and 3 GB or higher

## Firewall settings

Open outbound ports 7870 and 443 (to the Client Accelerator Controller) and 7810 (to the service cluster).

If you're using application control, you must allow these processes:

- **Windows** - rbtdebug.exe, rbtmon.exe, rbtsport.exe, and shmobile.exe.
- **macOS** - rbtdebug, rbtmond, rbtsport, and rbtuseragentd.

## Compatible VPN and antivirus software

Accelerator for O365 supports the virtual private network (VPN) and antivirus software listed in these sections.

**Note:** For details about supported VPN software, go to Knowledge Base article [S14999](#).

### Windows VPN and antivirus software

VPN software	VPN software (continued)	Antivirus software
Array Networks	Dell SonicWall Aventail	Netilla SSL VPN
AT&T NetClient	F5 Firepass	McAfee Internet Security Suite 2010
Checkpoint Remote Access Client	Fortinet VPN	Microsoft Windows Firewall (allow rbtsport)
Cisco SSL VPN AnyConnect	Juniper Network Connect	Symantec Endpoint Protection 11.0
Cisco VPN Client	Junos Pulse	
Citrix Access Gateway	Microsoft L2TP IPsec VPN and SSL VPN	
Citrix NetScaler VPN Client	Microsoft PPTP	

### Mac VPN and antivirus software

VPN software	Antivirus software
Apple VPN in PPTP mode	IP Firewall (IPFW)
Cisco SSL VPN AnyConnect	macOS X Application Firewall
Juniper Network Connect	McAfee Internet Security
Junos Pulse	Symantec for Mac
OpenVPN	
OpenVPN (Tunnelblick)	
Palo Alto Networks VPN (GlobalProtect)	



# Setting Up and Using Accelerator for O365

This chapter describes the Riverbed Accelerator for O365 product and includes these sections:

- [“Performing the initial setup” on page 13](#)
- [“Distributing and installing client software on endpoint systems” on page 14](#)
- [“Using the dashboard” on page 15](#)
- [“Managing user accounts” on page 16](#)
- [“Viewing reports” on page 17](#)
- [“Viewing configuration settings” on page 19](#)
- [“Viewing licensing information” on page 19](#)
- [“Getting support” on page 19](#)
- [“Accessing documentation” on page 20](#)

## Performing the initial setup

The initial setup is a one-time process. During this process, you set up an account on the Riverbed Cloud through Microsoft O365 and then specify your O365 region. See [“About the initial setup” on page 8](#).

### To perform the initial setup

1. In the Riverbed Cloud registration form, enter the email address that belongs to the administrator in your organization who will manage your Accelerator for O365.
2. Enter a domain name for your organization. This can be any arbitrary name.
3. Click **Complete Signup**.

Riverbed sends an email invitation to the specified address. The invitation contains a link to your Accelerator for O365.

**Note:** After clicking the link, your Accelerator for O365 administrator may be prompted to create a Microsoft O365 account and grant sign-in and other permissions to Riverbed Cloud. See [“About the initial setup” on page 8](#).

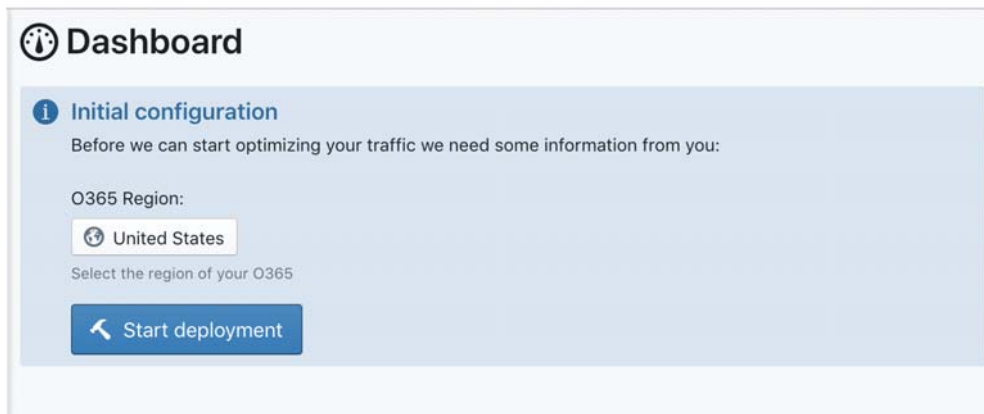
At first login, your administrator is prompted to specify the region that best matches your O365 location.

4. In Accelerator for O365, select Dashboard.

5. In the Initial configuration section, select your O365 region from the menu. Consult your O365 administrator if you do not know what region to select.

**Note:** You cannot change the O365 region after you set it. The United States region in Accelerator for O365 covers all O365 regions within the United States, so if your organization changes your O365 region from one United States region to another, then that change will not affect your Accelerator for O365. However, if your organization changes regions from, for example, United States East to Europe, then you will need to contact Riverbed Support for help in adjusting your Accelerator for O365.

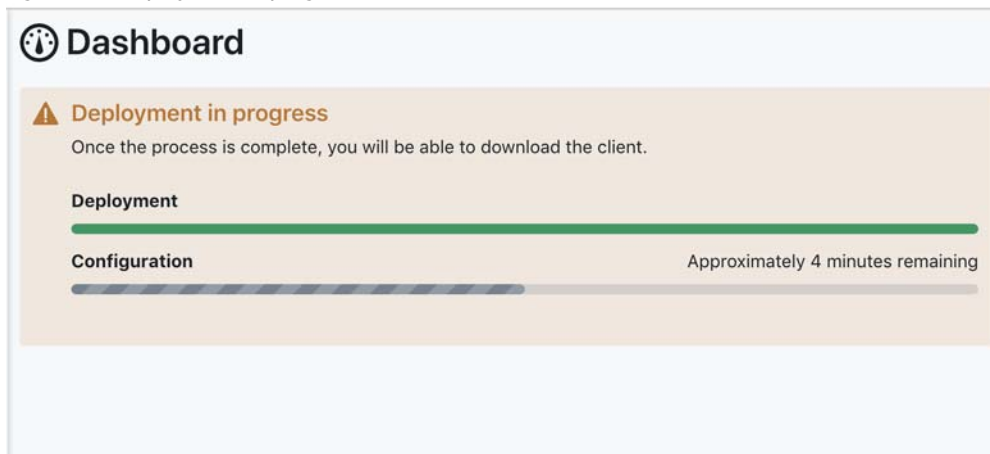
Figure 2-1. Initial configuration



6. Click **Start deployment**.

The system deploys all the resources, configuration settings, and policies required. Deployment can take several minutes.

Figure 2-2. Deployment in progress



After the deployment is complete, you can download and distribute the client installation packages.

## Distributing and installing client software on endpoint systems

Endpoint systems are your end-users' devices such as laptops, tablets, and smart phones. Accelerator for O365 provides client software for these systems. See ["About the client software" on page 10](#) for details such as endpoint system requirements, firewall settings, and compatible software.

After you complete the initial setup, you can download client installation packages.

**Note:** Links to the download packages expire. See [“About the client software” on page 10](#) regarding link expiration and renewal times.

The client installation software supports many Microsoft Windows Installer properties that you might find helpful in large, automated deployments. See [Appendix C, “Windows Installer Properties,”](#) for details.

#### To download client packages

1. Log in to Accelerator for O365, and then select Client Download.
2. Click the link for the client package you want to download.
3. Use your preferred method to distribute and install the client software on your organization’s client devices.

## Using the dashboard

Your dashboard displays useful statistics on data usage and data reduction. From the dashboard you can also:

- view configuration details such as your O365 region, your Accelerator for O365 license, the number of seats your license provides, and the date by which you need to renew your Accelerator for O365 subscription.
- download client installation packages.
- find links to product documentation and Riverbed Support.
- change between light and dark color themes.
- collapse or expand the sidebar navigation.
- log out.

## Using the toolbar

The toolbar at the top of the page contains items you can use to log out, change theme, display notifications, see your username, and show or hide the sidebar navigation.

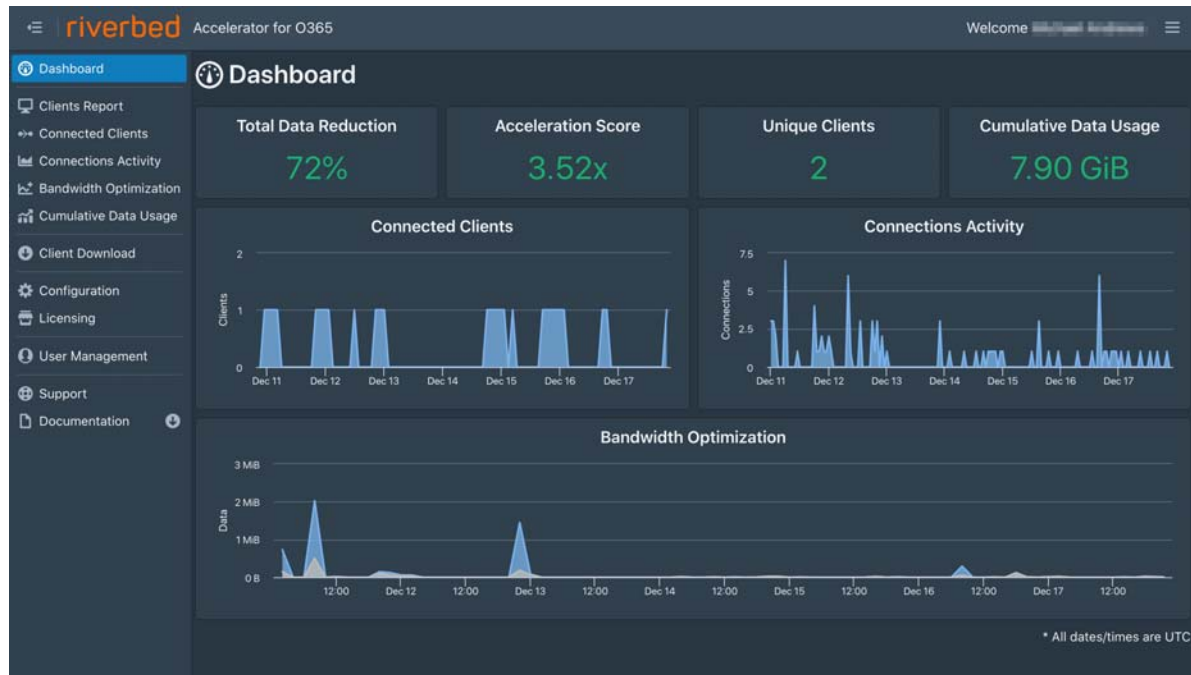
#### To log out of Accelerator for O365

- Click the menu icon in the upper right corner, and then select Logout.

### To change the theme color

- Click the menu icon in the upper right corner, and then select Light (or Dark) theme.

Figure 2-3. Accelerator for O365 dashboard using the dark theme



### To hide or show the sidebar

- Click the icon in the upper left corner.

## Managing user accounts

If your account has full administrator privileges, you can add and edit user accounts. Each account can be assigned one of these roles:

- O365 Admin – Full access to the system. This role is the only role that can view and edit user accounts.
- O365 Write – Write access to the system. This role has the ability to edit configuration parameters, and has access to the First Time wizard.
- O365 Read – Read-only access to the system. This role has the ability to read reports and filter report data.

### To access the User Management page

- Choose User Management from the navigation pane.

A list of user accounts appears. You can page through the list or adjust the number of items displayed per page by using the controls at the bottom of the page. You can also filter the list by entering a username, email address, or role in the search field at the top of the page.

Remember to click **Apply** to apply your filter to the list. Clear individual filters by clicking the X for the filter, or clear all filters by clicking the X to the right of the search field.



### To invite a user to register their O365 account with the system

1. In the User Management page, click **Invite User**.
2. Enter the user's email address, and then confirm the address.
3. Click **Submit**.

An invitation email is sent to the specified address. The user is added to the system after they accept the invitation.

### To edit or remove a user account

In the User Management page:

- click **Edit**, and then select a role from the Select Role menu.
- click **Remove**, and then click **Confirm**.

## Viewing reports

Your Accelerator for O365 reports provide information about your data usage, acceleration performance, and client activity. You can filter data for most reports.

**Note:** Report dates and times are in Coordinated Universal Time (UTC).

### To view reports

- Log in to your Accelerator for O365, and then select Dashboard or select a report from the navigation pane.

### To filter report data

Select a report from the navigation pane, and then:

- click the pencil icon for the filter you want to change.
- click **Add filter** and select the filter you want add.
- click the X icon for the filter you want to remove.

**Note:** You might need to delete a filter and then reselect it in order to change the filter's values.

## About the Total Data Reduction report

This report is displayed on the dashboard and shows the total data reduction provided by SaaS Accelerator since it was configured. Data reduction is a percentage based on LAN data compared to WAN data.

LAN data is the data transferred between the SaaS service cluster and the SaaS servers. The LAN data includes ingress and egress traffic on the SaaS LAN side.

WAN data is the data transferred between the SaaS service cluster and the client-side devices. The WAN data includes ingress and egress traffic on the WAN side.

## About the Acceleration Score report

This report is displayed on the dashboard and presents a gauge chart that shows your acceleration performance as a multiple. That is, if your data is reduced by 50 percent, then this chart will show an acceleration score of 2x.

You can select the date range for this chart.

## About the Unique Clients report

This report is displayed on the dashboard and shows the number of unique client endpoints registered in the system.

## About the Cumulative Data Usage report

A summary report is displayed on the dashboard and enables you to quickly see the amount of data used since Accelerator for O365 was licensed. A more detailed report, accessed by selecting it in the navigation pane, displays a graph with data usage on the vertical axis and time on the horizontal axis. Mouse over the graph to see the total cumulative data used up to a specific date.

## About the Clients report

Access this report by selecting it in the navigation pane. This report shows a list of clients. Report data can be filtered by date range, status, username, IP address, or subnet. For each client in the list, you can see client's platform, status, IP address, data reduction, LAN data, WAN data, and when it last connected to the system.

## About the Connected Clients report

A summary report is displayed on the dashboard and shows the number of clients connected to the system for each day in the selected date range. Mouse over the graph to display the number of connected clients, the date, and the time. If you want to see data from a different date range, select the report in the navigation pane. You can change the date range filter on this report page.

**Note:** Changes to filters persist while you remain on the page, but those changes revert to the filters' default values when you navigate away from the page. So, changing the date range here will not affect the data displayed in the dashboard's Connected Clients summary report.

## About the Connections Activity report

A summary report is displayed on the dashboard and shows the number of active connections for the selected date range. To view data for a specific date and time, mouse over that area of the graph. If you want to see data from a different date range, select the report in the navigation pane. You can change the date range filter on this report page.

## About the Bandwidth Optimization report

A summary report is displayed on the dashboard and shows the amount of data on the LAN side that was optimized and reduced on the WAN side. The difference between the two is the effectiveness of the optimization. To view data for a specific date and time, mouse over that area of the graph. If you want to see data from a different date range, select the report in the navigation pane. You can change the date range filter on this report page.

## Viewing configuration settings

The Configuration page has three tabs: Details, Advanced Access, and Upgrade Preferences. Select the Details tab to view these configuration settings:

- **Region** - Region where your O365 is located.
- **Serial number** - Serial number for your Accelerator for O365 instance.
- **Controller host name** - Host name of the Client Accelerator Controller used to manage Client Accelerator on endpoint devices.
- **Service cluster IP** - IP address of the service cluster dedicated to optimizing traffic. Client endpoints must be able to connect to this IP and port.

Select the Advanced Access tab for instructions on how to access additional read-only reports that are not currently available on Accelerator for O365.

Select the Upgrade Preferences tab to change your Client Accelerator upgrade options.

## Viewing licensing information

The Licensing page has two tabs: Licensed Seats and Purchased Seats.

Select the Licensed Seats tab to view the number of users licensed to use your Accelerator for O365 instance.

Select the Purchased Seats tab to view a list of purchased seats. The list includes the purchase start date, expiration date, and number of seats. Use the controls at the bottom to page through the display and to adjust the number of items displayed on a page.

**Note:** After expiration, optimization stops and traffic is passed through.

## Getting support

If you need help troubleshooting an issue, want to ask a question, or want to access Knowledge Base articles, contact our Support team.

### To contact Support

- Log in to Accelerator for O365, and then select Support.
- See [“Contacting Riverbed” on page 6](#) for the Riverbed Support phone number.

## Accessing documentation

To view Accelerator for O365 documentation, log in and select Documentation.

## Windows Installer Properties

This appendix describes the Windows installer properties.

- [“Windows installer properties overview” on page 21](#)

### Windows installer properties overview

The Client Accelerator Windows installer supports many Microsoft Windows Installer (MSI) properties that you can modify to control installation features. You can specify these properties from the Windows command-line by passing them to MSI executable file (msiexec.exe).

### Command-line properties

When you run the Client Accelerator installer from the command line, the properties can be passed to msiexec.exe using this syntax:

```
msiexec /i SteelheadMobile.msi <property-name>=<value> [/qn]
```

For example, you can specify the location of the installer and data store, set the size of the data store, and disable the desktop icon for the Client Accelerator using this syntax:

```
msiexec /i SteelheadMobile.msi RVBD_INSTALLDIR="E:\Riverbed" RVBD_DATASTOREDIR="E:\Datastore"  
RVBD_DATASTORESIZEMB=512 RVBD_DESKTOPICON=0 /qn
```

### Precedence rules

Properties can be set by multiple sources. A single property can be set from the command line, the installer user interface, or the value set by the administrator on the Client Accelerator when creating the package.

The installer uses these precedence rules (from highest to lowest) to choose the values it will use during installation:

1. Modified value from the installer UI. If a value is not modified in the installer dialog boxes, then the property's final value is set based on the rest of the rules.
2. Value passed on the Windows command line. If both INSTALLDIR and RVBD\_INSTALLDIR are set on the command line, the value of INSTALLDIR takes precedence.
3. Value set by the administrator on the Client Accelerator when creating the package.

This table describes the Windows installer properties and their values.

Property	Supported values	Description
INSTALLDIR	Absolute directory paths. Valid paths with embedded environment variables are also supported. For example:  INSTALLDIR="C:\Riverbed"  INSTALLDIR="%SYSTEMDRIVE%\Riverbed"	Determines the install directory path. Consider setting RVBD_INSTALLDIR instead of setting this property. If both INSTALLDIR and RVBD_INSTALLDIR are set, the value of INSTALLDIR takes precedence.
RVBD_CONTROLLERS	A string containing one or more controllers delimited by a semicolon (;). Controller port, if specified, must be delimited by a colon (:). Ports default to 7870 if they are not specified.  For example: RVBD_CONTROLLERS="1.2.3.4:7870;mv-gw1;mv-gw2.nbttech.com:8080"	Determines the controllers to which the client connects.
RVBD_DATASTOREDIR	Absolute directory paths. Valid paths with embedded environment variables are also supported. For example:  RVBD_DATASTOREDIR="C:\Datastore"  RVBD_DATASTOREDIR="%SYSTEMDRIVE%\Datastore"	Determines the location of the Client Accelerator data store.
RVBD_DATASTORESIZEMB	256, 512, 1024, 2048, 5120, 10240, 15360, and 20480.  For example: RVBD_DATASTORESIZEMB=512	Determines the size of the Client Accelerator data store.
RVBD_DESKTOPICON	0 - Don't create a desktop shortcut.  1 - Create a desktop shortcut.  For example: RVBD_DESKTOPICON=0	Determines whether or not to create a Windows desktop shortcut.

Property	Supported values	Description
RVBD_INSTALLDIR	<p>Absolute directory paths. Valid paths with embedded environment variables are also supported. For example:</p> <p>RVBD_INSTALLDIR="C:\Riverbed"</p> <p>RVBD_INSTALLDIR="%SYSTEMDRIVE%\Riverbed"</p>	<p>Determines the install directory path. We recommend that you use RVBD_INSTALLDIR over INSTALLDIR, as the installer performs additional error checks when RVBD_INSTALLDIR is set. If both INSTALLDIR and RVBD_INSTALLDIR are set, the value of INSTALLDIR takes precedence.</p>
RVBD_RANDOMIZECONTROLLERS	<p>0 - Don't select controllers at random.</p> <p>1 - Select a controller at random.</p> <p>For example:</p> <p>RVBD_RANDOMIZECONTROLLERS=0</p>	<p>Determines whether the client should choose a controller at random from the specified list of controllers and connect to it.</p>
RVBD_SHOWUI	<p>0 - Suppress the installer UI.</p> <p>1 - Display the installer UI.</p> <p>For example: RVBD_SHOWUI=0</p>	<p>Determines whether to show the installer UI dialogs during the installation.</p>
RVBD_STARTMENUICON	<p>0 - Don't create a shortcut in the Start menu folder.</p> <p>1 - Create a shortcut in the Start menu folder.</p> <p>For example:</p> <p>RVBD_STARTMENUICON=0</p>	<p>Determines whether or not to create a start menu shortcut.</p>

