Evaluator's Guide

PC-Duo Enterprise 1.2

Introduction

This Evaluator's Guide is designed to offer a concise, hands-on introduction to the PC-Duo Enterprise Desktop Management Suite and its Inventory, Metering and Distribution modules. If you want more information on the Remote Control, Diagnostics or HelpDesk modules, or if you have any questions regarding the PC-Duo Enterprise Suite, please consult the User Manuals or contact us.

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Key Features

Flexible Architecture

PC-Duo Enterprise uses a simple, powerful and scalable architecture. The PC-Duo Enterprise Console is the control point for interactive and scheduled PC management functions, as described below. To manage the PCs on your network from the Console, simply install the PC-Duo Enterprise Client software. Clients can be any mixture of networked, standalone or laptop PCs.

Manage your Hardware Assets

Hardware Inventory functions enable you to monitor all your organization's PC systems from DOS to Windows XP. A wealth of accurate hardware configuration information is available and key system details are checked for changes.

Collect User Information

The customizable user-prompting facility automates the collection of user information, such as location and telephone number. Pick-lists and data validation control are provided to simplify and ensure the reliability of user entries.

You can even collect asset information, such as environment variables and specified INI file settings, without user intervention.

Effective Software Inventory

Find out which software applications are installed within your organization at the click of a button.

The customizable Packages Database, along with discovery utilities, enables you to identify and manage applications.

Manage Software Deployment

Package Policy Manager helps you control the deployment of software throughout your organization. By defining rules on where applications must be, can be and must not be installed, you can pro-actively manage your users' requirements.

In addition, the Software Metering facility enables you to identify where applications are actually being used - an invaluable resource for managing costs.

Report Library

PC-Duo Enterprise is supplied with an extensive range of pre-formatted reports that cover the whole range of Desktop Management information.

Additionally, the Database Viewer gives you a customizable, immediate view of user-specified asset data. You can even save your Data View in HTML format, and publish it on your intranet.

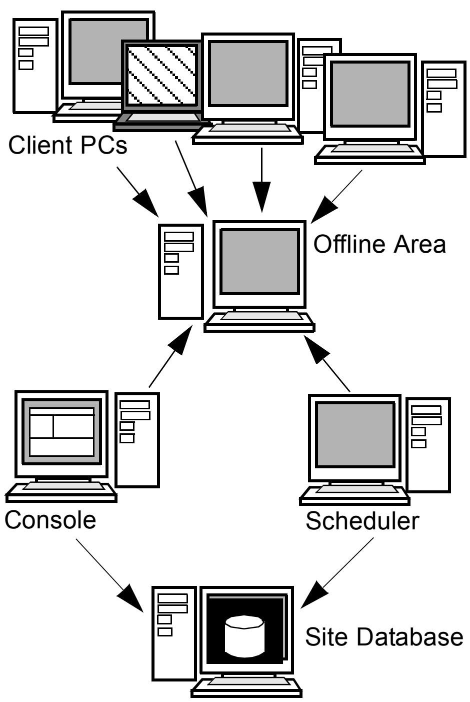
Reliable Software Distribution

PC-Duo Enterprise provides an easy-to-use, centralized and consistent method for installing applications, including system-level packages such as Windows Service Packs.

PC-Duo Enterprise Architecture

PC-Duo Enterprise gives you a real grasp of what you own. Its flexible and scalable architecture uses a repository on a network share to perform all its operations. This Offline Area enables it to support all PCs within your organization, even if they are not permanently connected to a network. In addition, the Auditing facility enables you to support PCs that are never connected to a network.

Furthermore, because Enterprise uses Microsoft Windows Networking functions, as used by standard tools such as Explorer, it provides maximum compatibility across PC networks.



Overview of Components

PC-Duo Enterprise contains the following components.

Clients

Each PC (or Client) pushes raw data to an intermediate location, called the Offline Area, on a specified server share. The Client software can be used with all Windows platforms. Automated rollout to a large number of Clients can be performed using the LANdeploy utility, or Logon Scripts.

For the evaluation, the Client software is installed using a Client Kit configured at the PC-Duo Enterprise Console.

Offline Area

The Offline Area is a shared directory. Client PCs store their raw inventory data in this area from where it can be retrieved and published to the Site Database. The Offline Area is also used to transfer instructions and distribute software to PCs on your network.

Console

The Console provides the interface to Clients and the Site Database. It enables you to retrieve data from the Offline Area and to run and schedule the tasks (known as operations) that you want to perform on the network. Multiple Consoles can be created, and you can also access multiple Site Databases from each Console.

Schedulers

Schedulers automate the execution of operations that have been defined and scheduled using a Console. This enables you to run operations when network activity is low, and to automate regular tasks, such as the collection of inventory data.

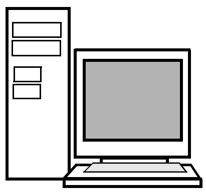
A Scheduler can run as a conventional application, or as a service on Windows NT4, 2000 and XP. To spread the inventory workload and minimize network traffic in segmented networks, Schedulers can be deployed on any available PCs.

Site Database

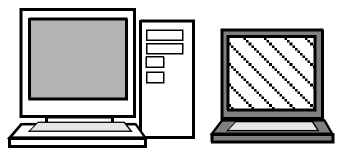
You can use a Microsoft Access, Microsoft SQL Server (version 7 SP3 or later), or Oracle (version 8.1.5 or later) database for your Site Database. The Database is accessed from PC-Duo Enterprise Consoles and Schedulers.

Getting Started

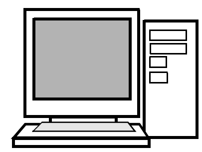
You can install and run PC-Duo Enterprise on one PC, but, to get the most out of your evaluation, we recommend the following set up for testing and demonstration purposes:



One PC running Windows NT4, 2000 or XP to host your Site Database, Offline Area, Console and Client



One or more networked Windows PCs on which to install additional Clients.



Another Windows PC, to host an additional Console and Scheduler

Installing from CD

To install the Console and Scheduler on a PC, follow these steps:

1. Insert the CD and wait for the Autorun program to appear. If the Autorun does not appear, start Autorun.exe from the root directory of the CD.
2. In the Autorun screen, select the Install MDAC Support option to install the latest MDAC (Microsoft Data Access Components) drivers onto your system. You can skip this step if you are sure you have suitable drivers.
3. Select the Install Enterprise Console option to install the PC-Duo Enterprise Console. The Console kit includes the Client components so you do not need to install the Client kit separately.

Installing from a Web Download

Before installing PC-Duo Enterprise, make sure you have downloaded the necessary components:

- The MDAC Support kit (You can skip this step if you are sure suitable drivers are already installed on your system.)
- The Enterprise Console kit

When you have downloaded these items, perform the following steps:

1. Open the MDAC Support kit to install the drivers.
2. Open the Enterprise Console kit to install the evaluation version of PC-Duo Enterprise.

Creating a New Site

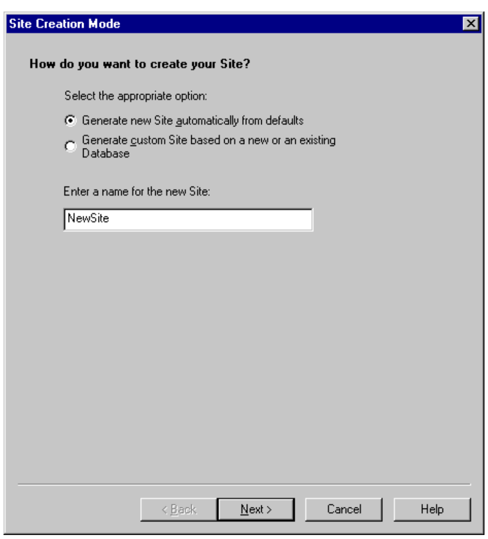
This section describes how to open the PC-Duo Enterprise Console and how to create a Site Database using the default settings in the New Site Wizard. It automatically creates a Site Database using Microsoft Access format; you do not need to have Access installed.

Using the New Site Wizard

1 To start the Console, click the Windows Start button, then choose Programs, PC-Duo Enterprise, Enterprise Console.

Because you need to create a Site Database before you can store and work with the data from your PCs, the New Site Wizard starts automatically the first time you open the PC-Duo Enterprise Console.

2 Read the information in the Welcome dialog, then click the Next button to open the Site Creation Mode dialog.

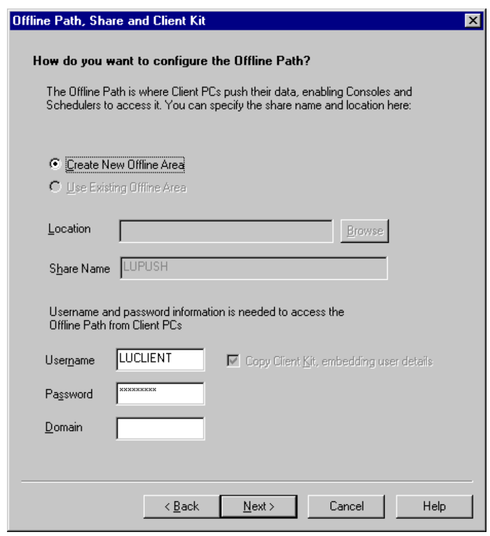


3 In the Site Creation Mode dialog, select the Generate new Site automatically from defaults option.

This option creates all the Site components needed to run PC-Duo Enterprise: a new Microsoft Access database, an Offline Area to which Clients push their data and a configured Client Kit for you to distribute to PCs.

4 In the Enter a name for the new Site field, type a name for your PC-Duo Enterprise Site. This name is also used as the DSN (Data Source Name) of the Site Database.

5 Click the Next button to display the Offline Path, Share and Client Kit dialog.



This dialog shows where the PC-Duo Enterprise Offline Area will be located. Default settings are used because the Site is being generated automatically.

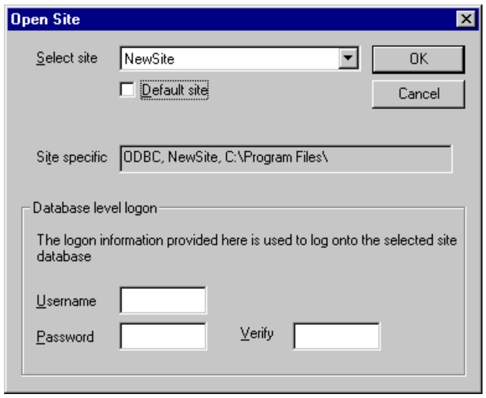
6 If the PC on which you are creating the Site belongs to a Windows Domain, enter the Domain name.

7 Click the Next button to display the Settings Complete dialog.

8 In the Settings Complete dialog, make sure the check box is selected, then click Finish to create the Site Database.

9 When the Open Site dialog is displayed, select your Site name from the Select site drop-down list.

You do not need to specify Database level logon details for the evaluation.



10 Click OK in the Open Site dialog. The new Site is displayed in the Console.

Installing Clients

When you have created a PC-Duo Enterprise Site, you must install the Client software on each PC that you want to manage. This is done using the Client Kit that was configured in the New Site Wizard.

You must use a Privileged NT account to install the Client software on Windows NT, 2000 or XP systems.

At each PC that you want to manage from your PC-Duo Enterprise Site:

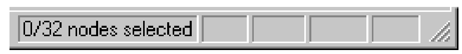
1 Use Windows Explorer to locate the configured Client Kit (by default, the New Site Wizard saves it in the \Lupush\Kit subdirectory of the Console’s Offline Area).

2 In the Kit directory, double-click Install.exe to install the Client software.

3 When the Client software is installed and has been initialized, the Hardware Inventory and Software Inventory data is pushed to the Site's Offline Area.

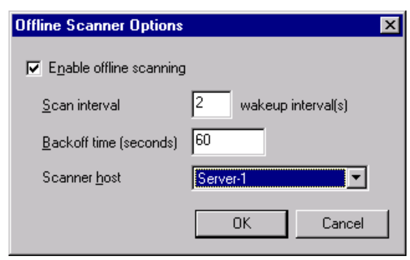
Populating Your Site with Clients

PC-Duo Enterprise detects PCs on which the Client software is installed using the Offline Scanner. When you create a new Site, the Offline Scanner starts automatically and monitors the Offline Area for new Clients. The status bar in the Console indicates when new Clients appear in the Database.



1 To view these new Clients in the Console, right-click in the empty Clients View (the top right area of the Console) and select Refresh in the shortcut menu.

It can take up to 10 minutes for new Clients to be detected by the Offline Scanner. If you want to speed up the scanner, choose the Site, Offline Scanner Options menu command, and change the Scan interval value to 1 wake-up interval. Click OK to return to the Console.



2 Leave the Console and WinScheduler running for some time to detect all your Clients.

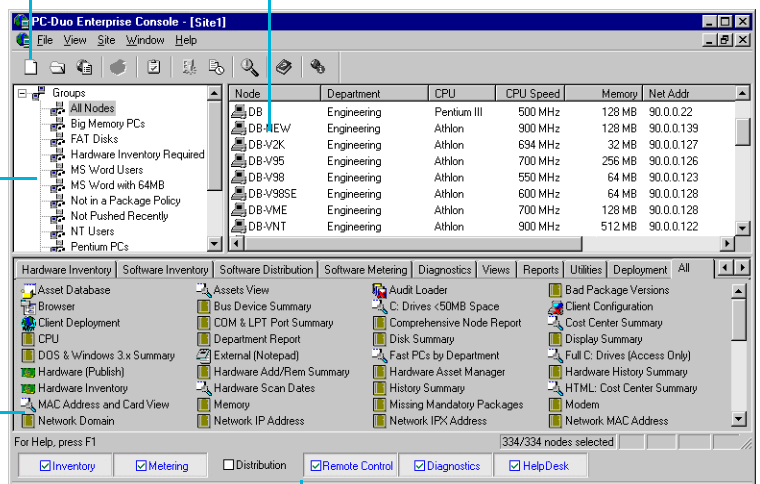
3 When all your Clients have been detected and are listed in the Console, the Offline Scanner is no longer required. If you want to disable it and save resources, choose the Site, Offline Scanner Options menu command, clear the Enable offline scanning check box, and click OK.

If you have installed the evaluation version of PC-Duo Enterprise, the Offline Scanner can collect data from up to 5 Clients.

Tour of the Console

Toolbar
Click these buttons to access the most commonly used features of the Console, such as Site Details.

Clients View
Lists the Clients belonging to the currently selected Group. It also shows Summary information for each Client. To list all the Clients, select the All Nodes group.



Groups View
Lists the Groups of Clients that have been defined at your Site.

Operations View
Contains the Desktop Management Operations you can perform. Right-click and choose a View option to change how operations are displayed.

Operations
Click these buttons to access the Operations and Reports supplied with Enterprise's optional modules.

Working with Groups

Groups enable you to identify and work with collections of Client PCs. For example, they enable you to organize PCs with similar characteristics, such as BIOS manufacturer, last inventory scan date, network domain and department. There are two types of group in PC-Duo Enterprise:

- Fixed Groups are groups of user-selected Clients. They are populated by dragging and dropping specific Clients into the Group.
- Dynamic Groups are defined by SQL statements. They include Client PCs that match given criteria.

Inspecting Group Definitions

1. In the Console's Groups View, right-click on a Dynamic Group such as Pentium PCs, and choose the Modify Group command from the shortcut menu. The Group definition is displayed in the Modify Group dialog.

   The Filter expression field contains the SQL expression that identifies the group's Clients. Because the expression is run each time the group is opened, it enables you to create groups that are automatically updated whenever the details of your PCs change.

   You can update the expression directly, or by using the buttons:

   The SQL Wizard button opens the SQL Wizard utility, which lets you create and copy SQL expressions using a natural language interface.

The Paste SQL button can be used to paste the generated SQL code into the dialog’s Filter expression field.

2 Click the OK button to return to the Console.

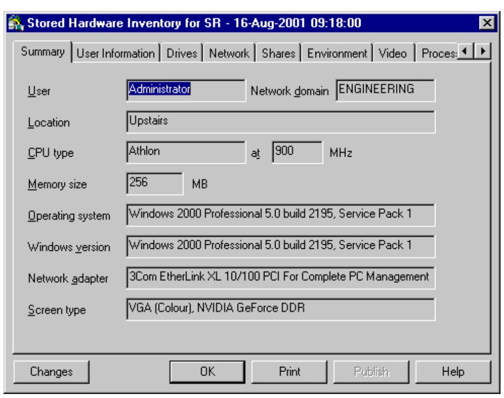
Viewing Inventory Data

One of the most important advantages of PC-Duo Enterprise is its ability to provide direct, centralized access to information about PCs within an organization. This section looks at the various types of asset information you can access from the Console.

Viewing Hardware Details

1 In the Groups View, select the All Nodes Group to list all the Clients at your Site.

2 Right-click on a Client, and choose Hardware Details from the shortcut menu to display the Stored Hardware Inventory dialog.



You can use this dialog for an instant survey of a Client’s hardware configuration.

3 The information in this dialog is organized into tabs. Right-click on the tab headings to display a complete list of these tabs.

4 After inspecting the Hardware Inventory data, click OK to close the dialog.

Viewing Software Details

1 Right-click on a Client and choose Software Details. The background in this window is color-coded:

White indicates the software has been previously detected.

Green indicates software has been detected for the first time.

Blue indicates a new version of previously installed software.

Red indicates software which has been uninstalled or deleted.

2 After studying the Software Details, close this window.

Viewing Client Properties

As well as software and hardware inventory data, PC-Duo Enterprise also enables you to collect and store user information with each Client.

To view these Client Properties, right-click on a Client in the Console window, and choose Properties to open the Node Properties dialog.

Package Policy Manager

Package Policy Manager is a powerful feature that enables you to plan, monitor and so control the rollout of software to your organization’s users. Use it to manage software requirements across the network, to control your organization’s spending by monitoring license usage, and to identify the use of prohibited or illegal software.

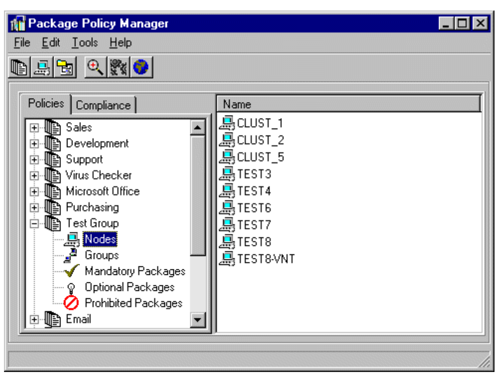
For example, if everyone in your Accounts department uses Microsoft Excel 2000, you can create a Package Policy that associates the department and the application. You could then use the policy to identify where Excel is installed, and, more importantly, to identify the Accounts PCs where it is not installed, or where the wrong version is installed.

Creating a Package Policy

1. In the PC-Duo Enterprise Console, double-click the Package Policy Manager Operation to open the Package Policy Manager window.
2. Right-click on the Tree view and select Add Policy in the shortcut menu to display the Package Policy Details dialog.
3. In the Name field, type a name for the new policy and click the OK button.

Adding clients to the package policy

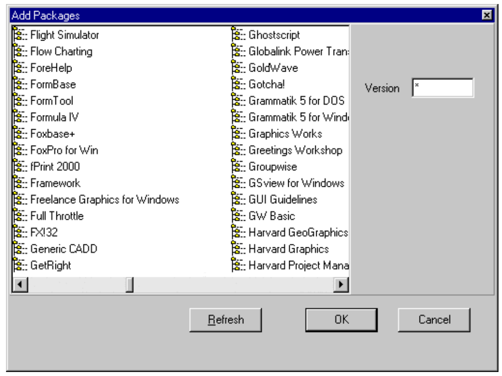
1. In the Tree View on the left of the Package Policy Manager window, expand the package policy you just created.
2. Right-click the Nodes entry and select Add Client in the shortcut menu to display the Add Clients dialog.
3. In the Add Clients dialog, select the nodes you want to add to the policy.
4. Click the OK button to add your selections to the policy and close the dialog.



Adding Packages to a Package Policy

1. In the Policies tree, select Mandatory Packages, Optional Packages, or Prohibited Packages to add a software package to that category.

   The List View displays the packages that are currently assigned to the option.
2. Choose the Edit, Add Package command to open the Add Packages dialog.

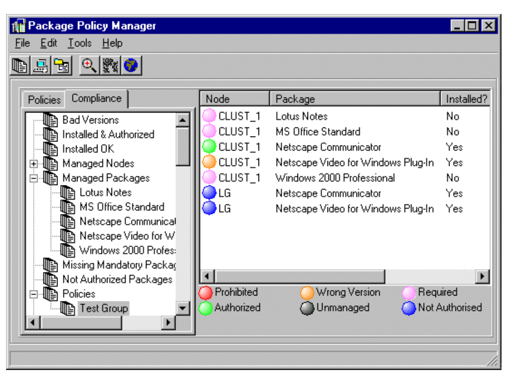


3. In the Add Packages dialog, select the package you want to add to the option, then click OK.

Analyzing Your Software Distribution

When you have created your package policies, you can use the Package Policy Manager to check how well the PCs in your organization conform to your policies:

1. In the Console, select the nodes you want to check, then double-click the Software (Publish) Operation to capture the latest Client data and save it in the Site Database.
2. In the Package Policy Manager, choose the Tools, Run Analysis menu command.
3. Select the Compliance tab. This contains a series of categories that identify the compliance status of software on your network.



4. Click the report you want to view. The results of the analysis are displayed in the List view on the right of the window.

Software Metering

While Package Policy Manager monitors and helps you regulate the software installed on your network, Software Metering enables you to monitor where software is being used, who is using it and the length of time each application is used for. You can then use Enterprise's pre-defined reports to identify and predict software usage requirements across your organization.

Viewing Software Usage Data

1 In the Console, select the Software Metering tab.

2 Double-click the Software Total Users by Day Report.

The metering module also enables the Package Policy Manager to generate the Unused Mandatory Applications report.

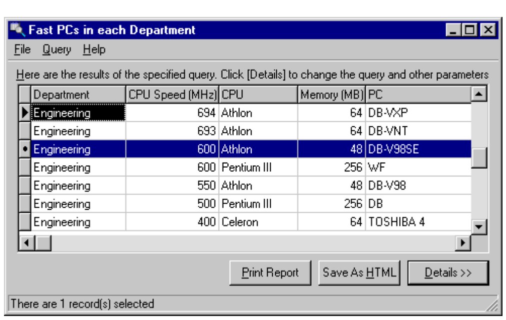
Database Views

PC-Duo Enterprise's Database Viewer gives you a customizable view of the Site Database.

Running Database Views

1 In the Console's Operations View, select the Views tab. This tab contains a selection of pre-defined Database Views.

2 Select some Clients in the Console's Clients View, then double-click a Database View to launch the Database Viewer.



The generated Database View shows fields of information for the selected Clients.

3 Click the Details button at the bottom of the Database Viewer window.

Notice the Details section contains the SQL (Structured Query Language) definition for this Database View. If you are familiar with SQL, you can modify this query to customize the information displayed in the Viewer. Alternatively, you can use the SQL Wizard to create the SQL using the natural language interface.

4 Close the Database Viewer.

As well as giving you on-screen views of specified data, the Database Viewer offers a flexible method of generating customized printed reports on your inventory and asset data.

You can also save your Data Views in customizable HTML for publishing on an intranet.

Reporting

PC-Duo Enterprise is supplied with over 50 pre-formatted Reports, covering such topics as Client Properties, Hardware Inventory details, Software Inventory information, and Software and Hardware Change History.

The Reports are listed in the Reports tab of the Console's Operations View. They can be previewed in PC-Duo Enterprise and printed and exported in various formats.

Previewing Reports

1 In the Console, select the Clients for which you want to create a report.

2 Select the Reports tab in the Operations View, then double-click a Report.

3 If you want to print the Report, click the Printer button in the Report window's Toolbar. To see more of PC-Duo Enterprise's Reporting facilities, repeat this procedure for different Client selections and Reports.

Working with Clients

When you have set up the Console and installed the Client Kit on the PCs within your organization, PC-Duo Enterprise provides a comprehensive range of PC management facilities.

Inventory Operations

You can obtain up-to-date information on your PCs at any time using the Inventory Operations.

Hardware Inventory

There are two default variants of the Hardware Inventory Operation that can be used to collect Client data from the Offline Area:

- The Hardware Inventory Operation presents the results in the Console. You can then save these results to the Database.
- The Hardware (Publish) Operation saves the Client data to the Database without displaying the results at the Console.

Customizing Operations

Like other PC-Duo Enterprise Operations, you can tailor the Inventory Operations to suit your requirements by right-clicking on them and choosing Customize. This enables you to create variants of operations to perform different tasks.

Running Hardware Operations

1. In the Console, select a Client, then double-click the Hardware Inventory Operation to collect the Client data and open the Offline Hardware Inventory dialog. The dialog contains all the Hardware Inventory information for the Client, spread across several tabs.
2. Click the Print button to print the information or to save the information to a text file.
3. Click the Publish button to save the information to the Database, then close the dialog.

User Prompting

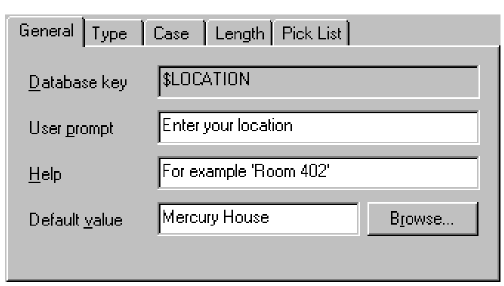
The User Prompt Refresh Operation sets up prompt files, which enable you to request information from users and Client PCs. Before running the Operation, we are going to configure it to distribute a customized User Prompt file.

Creating a New User Prompt

1. Right-click on the User Prompt Refresh Operation and choose Customize.
2. When the Customize dialog appears, select the Hardware tab.

The User Prompt Refresh Operation is a variant of the Hardware Inventory Operation that has only the User Prompting options enabled.

3. Notice the options in the User Prompting section of this tab. Use the Browse button to select the file LUTINFO.REF in the PC-Duo Enterprise installation directory.
4. Click the Edit button to load the file into RefEdit. RefEdit enables you to create and modify user prompt files.
5. In the RefEdit window, click the Add button to enter a new Database key. The new key appears in the Database keys list on the left of the RefEdit window. Make sure this key is selected.



6. Select the General tab, and enter the message that you want to display to users in the User prompt field.

7 Use the Type, Case and Length tabs to restrict user replies to specific formats and improve the consistency of the data entered. For example, you can convert replies into uppercase text, or limit the length of user input.

   Alternatively, use the Pick List tab to create your own list of pre-defined answers from which users can choose.

8 If you want to collect environment variables, network settings and INI file settings in addition to user-prompted information, click the Browse button.

9 When you have created your user prompt, click the Apply button. To save this User Prompt file under a new name, choose the File, Save As command.

10 Close the RefEdit Window to return to the User Prompt Refresh Customize dialog.

Distributing User Prompts

1 In the Customize dialog, update the file path to point to the new user prompt file by clicking on Browse, then selecting the user prompt file you just saved.

2 Click the Reload button. The revised questions are embedded in the Operation.

3 Click OK to save the new Operation.

4 Select one of your Clients in the Console window, then double-click the User Prompt Refresh Operation.

5 The new questions are distributed to the Client using the Offline Area. The user is prompted with the questions when the Client is next scheduled to check the Offline Area, or at the next PC reboot.

6 To avoid waiting or rebooting, click Start, Programs, and select Enterprise Client Startup in the PC-Duo Enterprise Client group. Your new questions are included in the user prompts. Answer the questions.

7 In the Console, double-click the Hardware Inventory Operation. The information is displayed in the User Information tab of the dialog.

8 Click Publish to save the results. The new user information is now associated with that Client PC in the database.

9 To view the Client Properties at the Console, right-click the Client and choose Properties.

Software Inventory

PC-Duo Enterprise includes a comprehensive, regularly-updated Packages Database that enables it to automatically recognize many commonly-used applications. The Software Inventory function uses this database to create and maintain accurate information on the software packages that are installed on all Clients on your network.

Performing Software Scans

1 Select one or more Clients, then double-click the Software Inventory Operation. As with the Hardware Inventory Operation, the Console collects Client data from the stored directory tree in the Offline Area. The Console analyzes the data and displays the results in the Software Inventory Results window.

2 By default, the results are sorted by Package. To change the sort order, click on the column headings.

3 Right-click on a result and choose Publish Results to the Database from the shortcut menu.

Package identification is not restricted to EXE files. Software can be identified by any combination of available file types.

Reporting Unrecognized Software

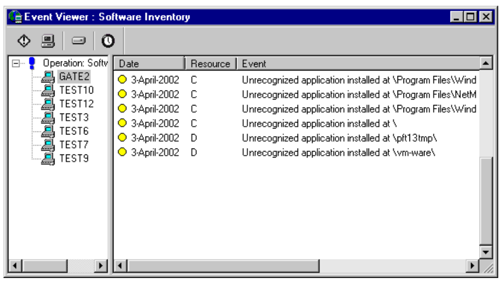
As well as recognizing standard applications, the Software Inventory Operation can be customized to report on directories that contain unidentified software packages.

1 Right-click on the Software Inventory Operation and choose Customize.

2 In the Customize Software Inventory dialog, click the Software tab.

3 Select the Report directories containing unrecognized applications of type(s) check box.

By default, the operation searches for unrecognized applications that have extensions of .COM or .EXE. To search for other file types, enter their extension in the adjacent field.



4 If you want the operation to ignore specific directories, select Exclude directories from unrecognized application report, and enter the directory names you don't want to check in the adjacent field.

5 Click the OK button to save your changes, then double-click the operation to update the report.

Software Distribution

Software Distribution enables you to remotely install and update software packages to PCs across your organization's networks. Distributing software with PC-Duo Enterprise is divided into three stages:

- Prepare a package installation kit on a network server.
- Configure the Package Distribution Definitions using PC-Duo Enterprise's PDEdit utility.
- Use the Software Distribution Wizard to select the package you want to distribute, and to specify its installation method.

The Client's Software Distribution Agent installs the application the next time the Client checks the Offline Area, or when the PC is next rebooted. You can monitor the progress of distribution operations using the Software Distribution Jobs Viewer, or the centralized error and progress logs.

The next sections take a closer look at some of these stages. For a comprehensive guide to Software Distribution, refer to the PC-Duo Enterprise User Manual.

Defining How Packages are Installed

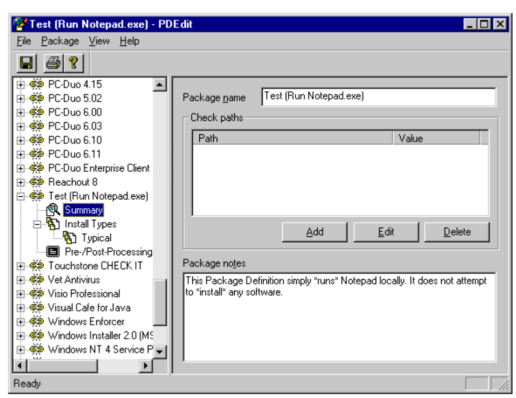
The Package Definition Editor enables you to create and edit Package Definitions, which contain precise details about how specific applications should be installed.

1 At the Console, double-click the Package Defn Editor Operation to start PDEdit.

The PDEdit window lists the currently available Package Definitions in the Tree View. PC-Duo Enterprise is supplied with Package Definitions for a wide range of applications.

2 To view the details of a Package Definition, click the plus symbol alongside an entry in the list.

3 Select the Summary section in the expanded definition. PDEdit displays the name of the package, any notes, and the check paths that are used to check whether the application is installed.



Check paths are the locations of files that are supplied with a package, such as the EXE file. They are tested before installing an application and, if any of the specified files are present, PC-Duo Enterprise assumes the package is already installed, and does not attempt to reinstall it.

Check paths are also tested after an installation, to check the application is correctly installed.

Notice the Value column in the Check paths list box. You can enter the file size in bytes for any Check paths - if the specified file is found, but is of the wrong size, the installation will still proceed.

4 Expand the Package's Install Types section and select an Install Type.

Many packages offer different types of installation to support different operating systems or for installing optional components. You can create a different install type for each combination of installation commands and command switches, and group them under an individual Package.

5 Select the Package’s Pre-/Post-Processing section. This specifies any commands that must be executed before and after the package is installed.

6 To conclude this look at the Package Definition Editor, scroll down the list and locate the Test (Run Notepad.exe) Package Definition.

7 Expand the Test (Run Notepad.exe) information. Notice the Install command for this Package is set to run Notepad on the local Client PC.

For a typical Package Definition, the Install command points to the installation kit's SETUP.EXE, located on a suitable file server.

8 Close the PDEdit window.

Performing a Distribution

1 In the Console, select the Clients to which you want to distribute the software.

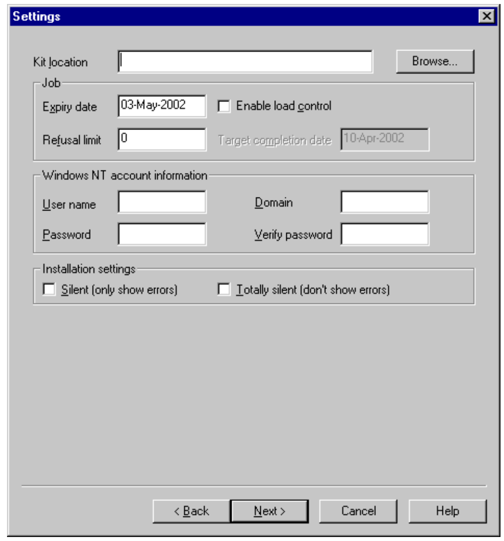
2 Double-click the Software Distribution Operation to start the Software Distribution Wizard. The Select Package dialog is displayed

3 The Select Package dialog enables you to select the Package Definition you want use to distribute the software package. Select the Test (Run Notepad.exe) Package Definition from the list.

4 Click Next to open the Client Filter dialog.

This dialog lets you filter out unsuitable Clients for your distribution. The filters are based on the Platforms supported (by the Package’s Install Type) and a Free disk space check. For this demonstration, do not make any changes.

5 Click Next to display the Settings dialog.



This dialog is used to confirm the location of the application's Installation kit, as well as specifying the last date on which the system will attempt to install the application.

The Kit location is typically specified as a UNC (Universal Naming Convention) path, including any necessary account information needed to access the kit location and install the software. Use the Windows NT account information section to provide these details. You must specify a valid Admin-level account if the Package requires a privileged installation.

6 For this demonstration, leave the Kit location empty, and enter today's date in the Expiry date field.

7 The Refusal limit field controls the maximum number of times that PC users can refuse an installation when prompted. Type 0 for this demonstration.

8 The options in the Installation settings section enable you to choose how the package will be installed. Leave these unchanged, and click Next to display the Monitoring and Logging dialog.

9 Make sure the Monitor distribution feedback for this job check box is selected, and enter a Job name. This name is used to identify the activities associated with this operation.

10 If you want to record the progress of the installation and any errors encountered during the distribution in separate log files, use the Browse buttons to specify the name and location of the files.

11 Click Finish to complete the Software Distribution Wizard.

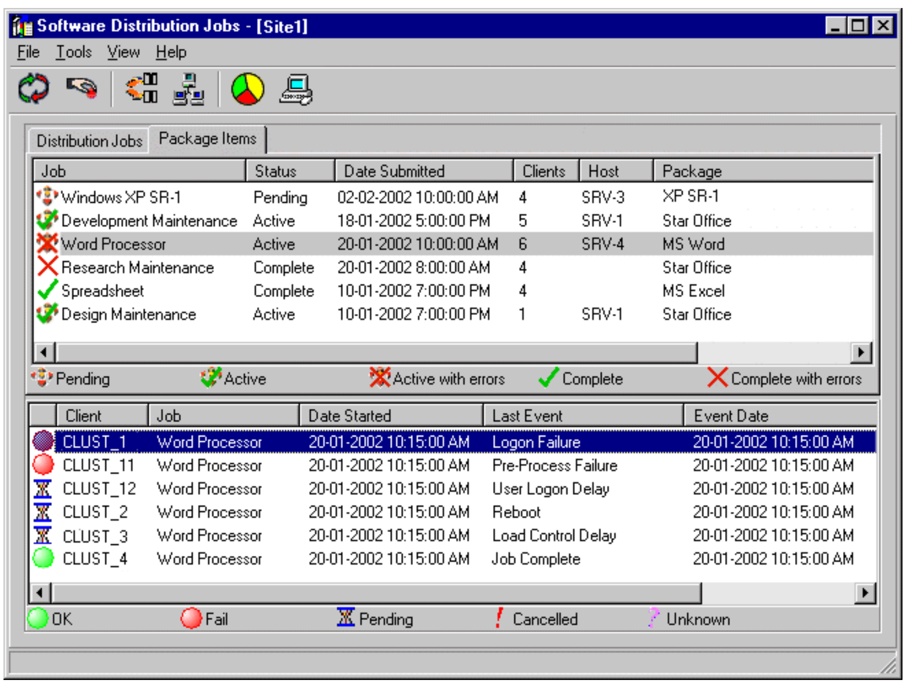
The Software Distribution Operation can be customized to set default values for kit locations, expiry dates, NT user names and passwords and log file locations.

The Software Distribution Agent

After completing the Wizard, the distribution information is transferred to the specified Client PCs using the Offline Area.

The Client's Software Distribution Agent collects the information from the Offline Area the next time the Client is scheduled to check the Offline Area, or at the next PC reboot. The Agent then connects to the installation kit and runs the specified command.

To monitor the progress of the software installation, double-click the S/W Dist Monitor Operation in the Console to open the Software Distribution Jobs Viewer.



Simulating an Installation on the Client

To avoid waiting or rebooting, you can force the installation to start right away by restarting the Distribution Agent.

For Windows 95, 98 or Me systems: click Start, Programs, and select PC-Duo Enterprise Client Startup in the Enterprise Client group.

For Windows NT, 2000, or XP systems: open the Services and restart the Enterprise Distribution Agent.

The Software Agent uses the local PC's path and runs Notepad.exe as the installation command (as specified in the Package Definition). When the Notepad window appears, close it.

Distributed Architecture

You have already set up and populated a Site Database. The next stage in your evaluation is to install another Console and Scheduler which share this Site Database.

Before installing other distributed Consoles, you must first share the Site Database.

Sharing the Site Database

1 At the PC where the Console is installed, use Windows Explorer to navigate to your PC-Duo Enterprise installation directory.

2 To share this directory, right-click on its entry in Explorer and choose Sharing.

3 Select the Shared as option, then enter a Share Name of LUDATA.

4 Click the Permissions button to open the Access Through Share Permissions dialog, then click the Add button to set the access permissions for this shared directory. For your evaluation purposes, use Guest access and full permissions.

The Site Database is shared and accessible from other Consoles. You can now install another Console and Scheduler, and submit and monitor Scheduled Jobs in a distributed environment.

Setting Up A New Console

1 On a new PC, install the PC-Duo Enterprise Console.

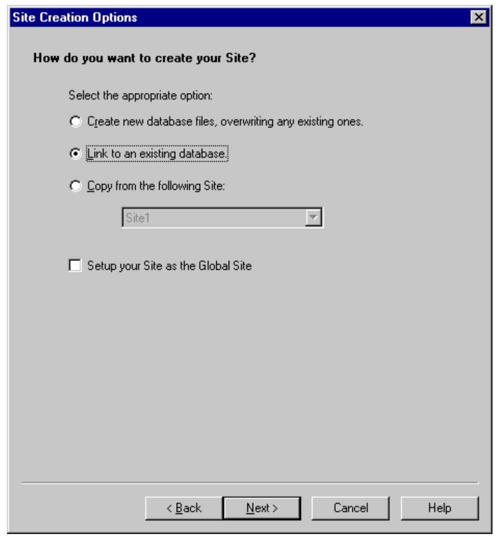
2 Start the Console. The Site Creation Wizard starts automatically.

3 In the Welcome dialog, click Next.

4 In the Site Creation Mode dialog, select the Generate custom Site based on a new or an existing Database option, and enter the name of your existing Site.

5 Click Next to display the Database Type dialog. Make sure Microsoft Access is selected, then click Next.

6 In the Site Creation Options dialog, select the Link to an existing database option, then click Next.



7 In the Access Database Configuration dialog, click the Browse button to display the Open dialog.

8 Use the Open dialog to navigate to the LUDATA share, and select the *SiteName*.mdb file in your PC-Duo Enterprise installation directory (where *SIteName* is the name of your original Site).

9 Click Open to return to the Access Database Configuration dialog, then click Next.

10 In the Settings Complete dialog, deselect the check box, then click Finish.

PC-Duo Enterprise creates a Data Source Name on this local PC, which points to the database file specified in the Location box.

11 In the new Console, choose the Site, Open menu command to open the Open Site dialog and select the Site. When the Site window opens, the Client data you have previously collected is immediately available. You are now sharing the Site Database with your first Console.

Configuring the Scheduler

The Scheduler for the new Console must now be configured to work with your shared Site database. To do this, you will use the WinScheduler application to set up the Database path definition and other Scheduler parameters in the registry.

1. Double-click the WinScheduler Operation in the Operations View. The WinScheduler appears as an icon in the system tray of the Windows Taskbar.
2. Double-click this icon in the System Tray to display the WinScheduler Properties dialog.
3. Click the Stop button to stop the WinScheduler. Select your Site in the Database site drop-down list.
4. Enter a name for the Scheduler Log file. The Scheduler defaults to the PC-Duo Enterprise installation directory, but any available path can be used.
5. Click the Start button to restart the WinScheduler, then click OK to close the dialog.

Checking the Scheduler Status

1. In the Console window, click the Show Jobs/Hosts button in the Toolbar (or right-click in the Operations View and choose Show Jobs/Hosts from the shortcut menu).
2. In the Jobs Database window, check that the WinScheduler is active by looking for a green indicator. If the indicator is not shown, open the Scheduler's log file to find out what has gone wrong.
3. If you are using Windows NT, Windows 2000, or Windows XP, you can use the WinScheduler's Stop and Run Service buttons to run the Scheduler as an NT Service.
4. In the Jobs Database window, you should be able to see that the Scheduler from the original Console, and the Scheduler from the new Console are both active.

Scheduled Jobs

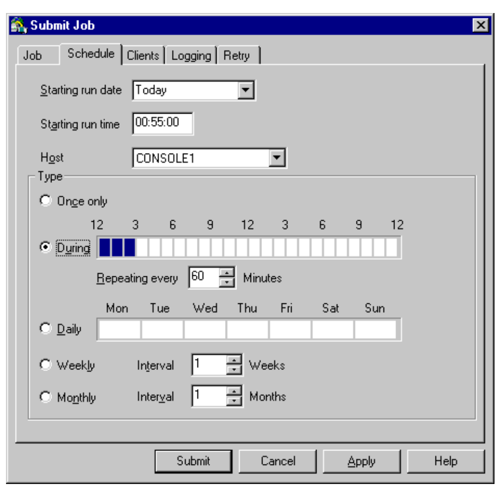
A Scheduled Job is a combination of an operation, the individual Clients and client Groups on which the operation is to be performed, Schedule settings that specify when the operation is to be run and logging instructions.

Jobs save results to the Database, and can generate events. All jobs can be monitored from the Console using the Jobs/Hosts view. Software distribution jobs can also be monitored stage by stage using the Software Distribution Jobs Viewer.

Submitting a Job

1. In the Console's Nodes View, select the PCs for which you want to schedule an Operation, then right-click on the Software (Publish) Operation to display the shortcut menu.
2. Choose the Submit Job command to open the Submit Job dialog.
3. In the Job tab, enter a Job name.
4. Select the Schedule tab, and select the PC that will be responsible for running the job from the Host list.

You can specify a default host for an operation, using the General tab in the Operation's Customize dialog.



5. The Schedule tab is also used to specify the job frequency. Select Hourly, mark all hours you want, and set the Interval value

at 60 minutes. This means the Inventory scan runs whenever it can during the hours marked, and will restart after 60 minutes.

In the Clients tab, any Clients previously selected are shown. You can now drag Clients and Groups from the Console onto the Clients tab.

6 Accept the default values in the Logging tab, then click the Submit button to submit this scheduled Job.

Monitoring Job Progress

1 Click the Show Jobs/Hosts button in the Toolbar to display the Jobs Database window. Your Job enters a Pending or Starting state.

2 When the Job starts, the Client currently being processed is indicated, along with the total number of Clients to be processed and the total number completed.

3 On completion, the Job enters a Reschedule state. (If the Job was scheduled to run again, it enters a Pending state.)

4 You can run a Job again immediately, without waiting for the 60 minute interval. To do this, right-click the Job and choose the Run Now command from the shortcut menu.

5 Look at the results of the first run. Right-click in the Jobs/Hosts view and choose the Show Job Logs from the shortcut menu. The Job Log Database window is displayed.

6 Right-click in this window to display the shortcut menu, then choose View Client Log.

7 After inspecting the Client Log, right-click in the Job Log Database window and choose View Event Log.

You can customize the Software Inventory Operation to report the paths with unrecognized applications, and then re-run this Job.

Concluding the Evaluation

This completes your initial overview of some of PC-Duo Enterprise's core functions. If you have time, we suggest you also look at:

Assets Database

Create your own asset types and record data on all the other classes of hardware and software that you are responsible for. The Database Viewer provides the views onto the new assets, and can be scheduled to run 'silently' and post HTML reports to your organization's intranet.

Remote Control

NetSupport PC-Duo, the remote control module of PC-Duo Enterprise, enables you to support users interactively. Its Chat function allows users to converse with support staff in real time, and its Watch, Share and Control modes enable support staff to work with or control users' PCs and fix problems directly.

Diagnostics and HelpDesk

PC-Duo Enterprise 1.2 also includes new, optional modules that enable you to diagnose and rectify configuration problems remotely, and track and manage support issues. To find out more about these features, install the evaluation kits from the CD or download them from our Web site.

Where to go Next

You can evaluate the product further, referring to the User Manual, which contains in-depth information about the product. The Console's Online Help system also offers a wealth of information about the product.

PC-Duo Enterprise on the Web

For the latest PC-Duo Enterprise information, software and updates, visit Vector Networks' Web site at www.vector-networks.com.