Evaluator's Guide

PC-Duo Enterprise 2.0

Introduction

This Evaluator's Guide is designed to offer a concise, hands-on introduction to the PC-Duo Enterprise Desktop Management Suite and its key features. For more detailed information, refer to the Enterprise User Manuals, or contact as using the details supplied at end of this guide.

Flexible Architecture

PC-Duo Enterprise uses a simple, powerful and scalable architecture. The Enterprise Console is the control point for interactive and scheduled PC management functions. 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 your organization's PC systems from DOS to Windows XP. A wealth of accurate hardware configuration information is available. You can also remotely collect system information, such as environment variables and specified INI file settings from PCs.

Collect User Information

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

Effective Software Inventory

Identify the software applications 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

Enterprise includes an extensive range of pre-formatted reports that provide a wide range of Desktop Management information. Additionally, the Database Viewer gives you a customizable, immediate view of user-specified asset data. You can then save your View in HTML format, and publish it on an 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.

Protect and Restore Applications

Enterprise Diagnostics enables you to protect and restore applications by taking automatic and scheduled snapshots of the applications installed on your networked PCs. You can repair applications interactively from the Console, and even fix common problems automatically using Diagnostics self-healing - sometimes before users are aware of the problem!

Diagnostics also provides change analysis capabilities. By comparing application and PC settings against a baseline or at different points in time you can quickly identify and correct changes that caused a problem.

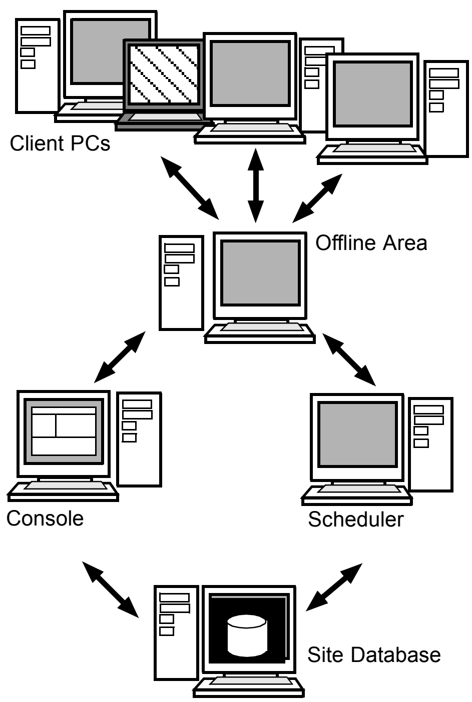
Track and Manage Support Issues

HelpDesk is a Web-based system for tracking and managing support issues and calls. It features a fully-configurable workflow system that enables you to tailor the system to the way you work, and account-controlled access that enables you to manage the data available to different types of user.

Enterprise Architecture

PC-Duo Enterprise gives you a real grasp of what you own. Its flexible and scalable architecture 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

PCs managed using Enterprise are called Clients. Each Client pushes raw data to an intermediate location, called the Offline Area, on a server share. The Client software can be used with all Windows platforms. You can automate the rollout of a large number of Clients using the Distribute Client Software Operation, or Logon Scripts. For the evaluation, the Client software is installed using a Client Kit configured at the Console.

Offline Area

The Offline Area is a shared directory. Client PCs store their raw inventory data in this area from where it is retrieved and published to the Site Database. The Offline Area is also used by Consoles and Schedulers to transfer instructions, such as software distribution details, to PCs on the network. Multiple Offline Areas can be used to support larger Sites.

Console

The Console provides the interface to your Site. It enables you to perform tasks (known as Operations) on Clients interactively, or to schedule them as Jobs. It also enables you to access the Client data through pre-formatted Reports, to control the Client PCs, and to perform other Site maintenance tasks. Multiple Consoles can be created, and you can access multiple Site Databases from each Console.

Schedulers

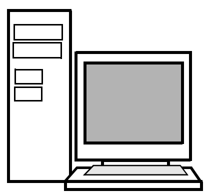
Schedulers execute Operations that have been scheduled from a Console. They enable you to run Operations when network activity is low, and to automate regular tasks, such as the collection of inventory data. A Scheduler can run as a conventional application, or as a service on Windows NT4, 2000 and XP. To spread the inventory workload and minimize network traffic in segmented networks, Schedulers can be set up on any PC where the Console software is installed.

Site Database

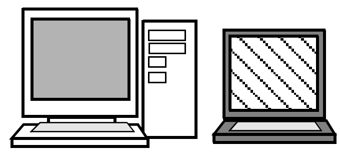
You can use a Microsoft Access, Microsoft SQL Server (version 7 SP3 or later), or Oracle (version 8.1.5 or later) database for your Site Database. Site Databases are accessed from Consoles and Schedulers.

Getting Started

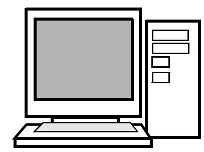
You can install and run PC-Duo Enterprise on one PC, but, to get the most out of your evaluation, we recommend the following set up for testing and demonstration purposes:



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:

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 Microsoft Data Access Component drivers onto your system. You can skip this step if you have suitable drivers.

3 If you want to run the Console on Windows 95, 98, Me, or NT, select the MMC option to install Microsoft Management Console 1.2.

4 Select the Install Console option to install the Console package. 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 (Skip this step if you are sure suitable drivers are already installed on your system.)
- The Microsoft Management Console (MMC) 1.2 from the Microsoft Web site (if you want to run the Console on a Windows 95, 98, Me or NT 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 Install the MMC kit if necessary.

3 Open the Console kit to install the evaluation version of PC-Duo Enterprise.

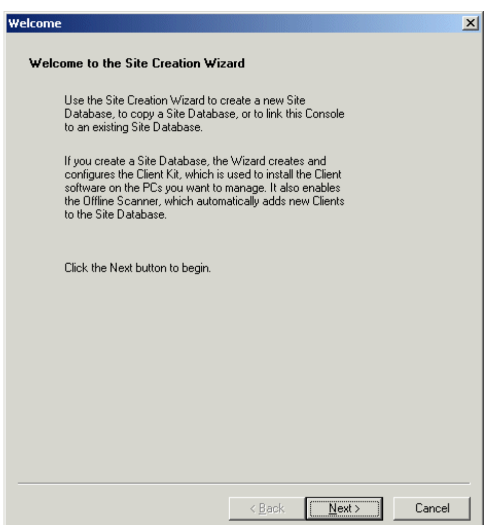
Creating a New Site

This section describes how to open the 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.

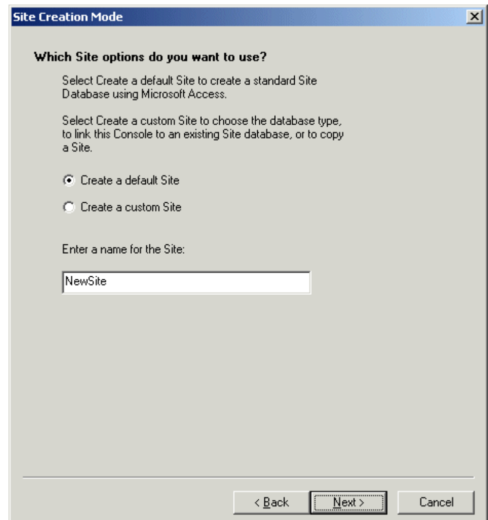
Because you must create a Site Database before you can store and work with the data from your PCs, the New Site Wizard starts automatically the first time you open the Console.



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

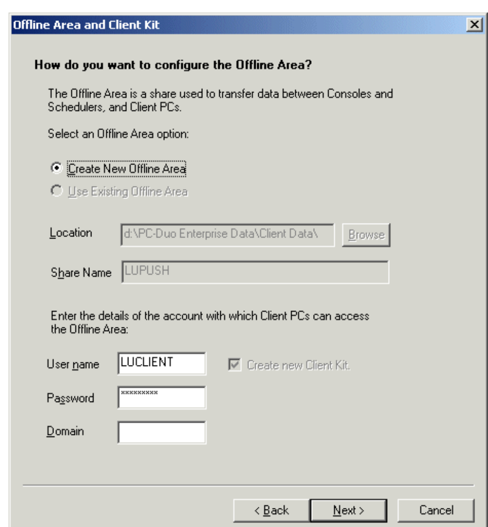
3 In the Site Creation Mode dialog, select the Create a default Site option.

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 Site Database field, type a name for your Site. This name is also used as the DSN (Data Source Name) of the Site Database.

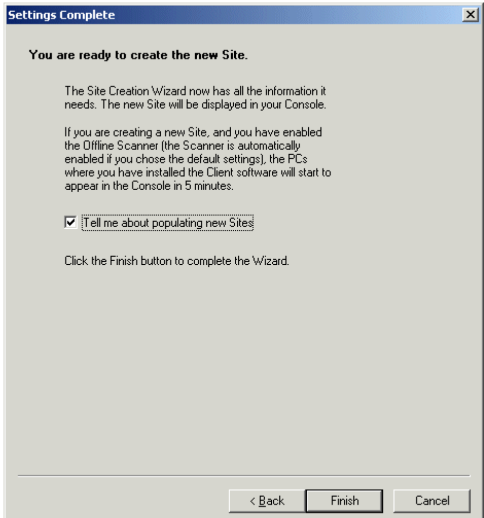
5 Click Next to display the Offline Area and Client Kit dialog.



This dialog shows where the 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 Next to display the Settings Complete dialog.



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

9 When the Site name is displayed in the Console's Tree View, select the Site to open it.

The Site folders are listed in the Tree View. Select an entry to display its contents in the right-hand pane.

Installing Clients

When you have created a Site, you must install the Client software on each PC that you want to manage. For this, you need to use the Client Kit that was configured as part of 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 Site:

1 Use Windows Explorer to locate the configured Client Kit. By default, the New Site Wizard saves it in the \Kit directory of the Console PC's Offline Area (in Windows Explorer, this appears as *ConsolePC*\LUPUSH\Kit).

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

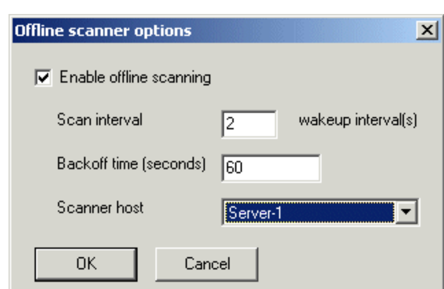
3 When the Client software is installed and has been initialized, the PC's hardware and software inventory data is pushed to the Site's Offline Area.

Populating Your Site with Clients

Enterprise detects PCs on which the Client software is running using the Console's Offline Scanner. When you create a new Site, the Offline Scanner starts automatically and monitors the Offline Area for new Clients.

To display the new Clients, select All Clients in the Console's Clients folder.

It can take up to 5 minutes for new Clients to be detected by the Offline Scanner. If you want to speed up the scanner, click Offline Scanner Options in the Site Management folder, and change the Scan interval value to 1. Click OK to save your changes and close the dialog.



Leave the Console and Scheduler until all your Clients have been detected and displayed in the Console's All Clients View.

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

Console View

Lists the contents of the selected folder. For example, to list all the Clients in the Site, select All Clients in the Clients Folder.

Operations

Contains the PC Management tasks you can perform. Select a folder to display the associated Operations.

Jobs and Schedulers

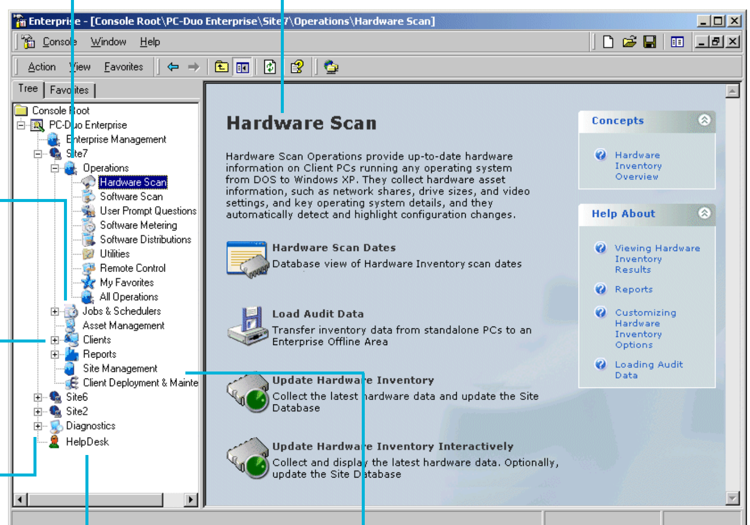
Lists the Jobs that have been scheduled for this Site, and the Schedulers that are available to manage them.

Clients

Lists the Groups of Clients defined for this Site.

Diagnostics

Identify the cause of software problems, and protect and restore critical applications.



HelpDesk

List and manage help desk issues and calls.

Reports

Lists the Database Views and Reports that enable you to access and work with your data.

Working with Groups

Groups enable you to organize and work with multiple Client PCs. Use them to identify PCs with similar characteristics, such as the last inventory scan date, network domain and department. To create a Group, right-click the Console's Clients folder, and choose Add Group from the shortcut menu. Enterprise supports two types of Group:

- Fixed Groups contain Clients selected by the user. To populate a Fixed Group, right-click its entry, and choose Add Clients from the shortcut menu.
- Dynamic Groups contain Clients that match criteria specified in a SQL expression. The expression is evaluated each time the Group is opened or used in an Operation. This means that Jobs are automatically kept up-to-date.

Inspecting Group Definitions

1. In the Clients folder, right-click a Dynamic Group such as PCs Below 256MB Memory, and choose Modify Group from the shortcut menu. The Group definition is displayed in the Modify Group dialog.

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

   SQL Wizard opens the SQL Wizard, which enables you create SQL expressions using a natural language interface.

   Paste SQL can be used to paste the SQL expression into the Filter expression field.

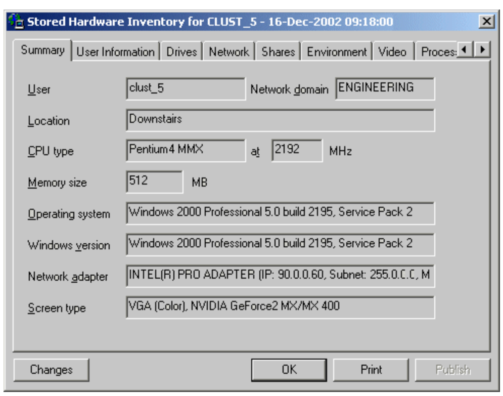
2. Click OK to return to the Console.

Viewing Inventory Data

One of the most important advantages of 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 Clients folder, select All Clients to list the Clients at your Site.
2. Right-click on a Client, and choose Show Hardware Details from the shortcut menu. The Stored Hardware Inventory dialog is displayed.



   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. Click a tab to display its data, or right-click on the tab headings to select a tab from the menu.
4. After inspecting the Hardware Inventory data, click OK to close the dialog.

Viewing Software Details

1. Right-click on a Client and choose Show Software Details from the shortcut menu. The background is color-coded:

   White indicates software that has been previously detected and which has not changed since the previous inventory.

   Green indicates software has been detected for the first time.

   Blue indicates a new version of previously installed software.

   Red indicates previously detected software which has been uninstalled.

2. When you have finished viewing the Software Details, close the window.

Viewing Client Properties

As well as software and hardware inventory data, Enterprise also enables you to collect and store user information for each Client using User Prompts.

To view the Client Properties, right-click a Client in the Console, and choose Properties to open the Client 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.

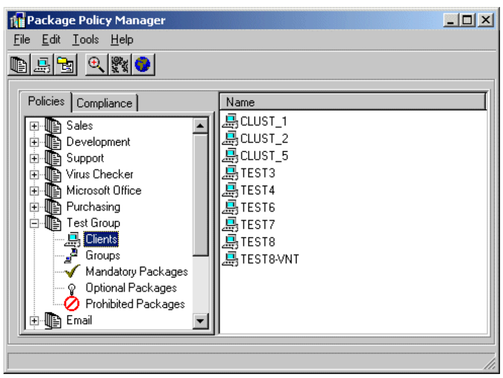
For example, if everyone in your Accounts department uses Microsoft Excel 2000, you can create a Package Policy that associates the department and the application. The Package Policy Manager can then compare the policy with actual installations to identify where Excel is correctly installed, and, more 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 Asset Management folder, click the Specify Package Policies Operation to open the Package Policy Manager.
2. Right-click on the Tree View and choose Add Policy from the shortcut menu to display the Package Policy Details dialog.
3. In the Name field, type a name for the new policy and click OK.

Adding Clients to a Policy

1. In the Tree View, expand the package policy you just created.
2. Right-click Clients and choose Add Client from the shortcut menu to display the Add Clients dialog.
3. In the Add Clients dialog, select the Clients you want to add to the policy.
4. Click OK to add your selections to the policy and close the dialog.

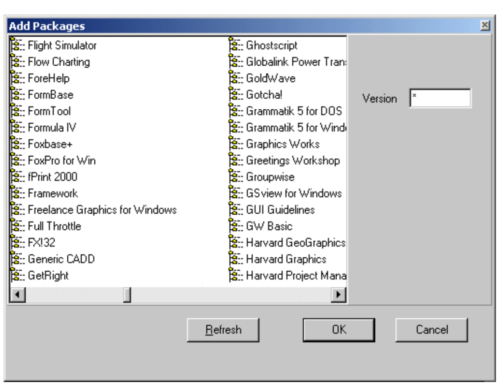


Adding Packages to a Policy

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.

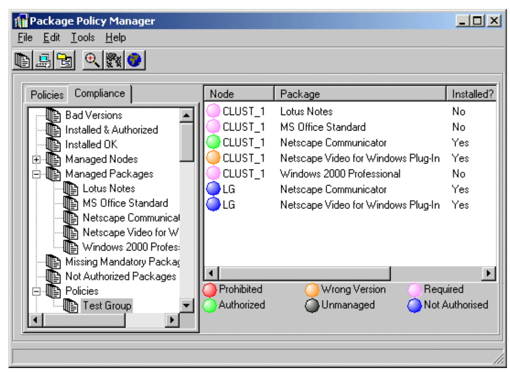


3. In the Add Packages dialog, select the package you want to add to the option, then click OK.

Analyzing your Software Assets

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 Clients you want to check, then click the Update Software Inventory 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.

This data is not normally available until the day after you commence software metering because, by default, Enterprise analyzes the metering data once per day at midnight.

Viewing Software Usage Data

1. In the Console, select Software Metering in an Operations folder.
2. Double-click the Software Total Users by Day Report.

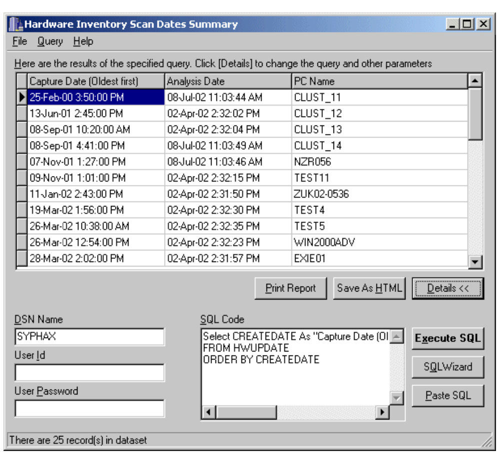
Software metering also enables the Package Policy Manager to generate the Unused Mandatory Applications report.

Database Views

The Database Viewer is a customizable View of the Site Database. It gives you on-screen views of selected data. It also enables you to print custom Reports on your inventory and asset data and to save your Views in HTML format.

Running Database Views

1. Select the Console's Reports folder. This contains a selection of pre-defined Database Views  and Reports . Click a Database View.
2. In the Select Clients dialog, select the Clients whose data you want to work with.



The View shows fields of information for the selected Clients.

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

   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.

In addition to displaying the contents of the Site Database, the Database Viewer offers a flexible method of generating customized printed reports on your inventory and asset data.

You can also publish your data on an intranet by saving your Database Views in customizable HTML format.

Reporting

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

Reports can be previewed from the Console and printed and exported in various formats.

Previewing Reports

1. In the Console's Reports folder, select Current Data Reports, and select a report type.
2. Click a Report in the Reports View.
3. In the Select Clients dialog, select the Clients for which you want to create a report. The Report is displayed.
4. If you want to print the Report, click the Printer button in the window's Toolbar. To see more of the Enterprise 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

Two variants of the Update Hardware Inventory Operation are supplied with Enterprise by default. Both are used to collect Client data from the Offline Area:

Update Hardware Inventory Interactively presents the results in the Console. You can then save the results to the Database.

Update Hardware Inventory saves the Client data to the Database without displaying the results at the Console.

Customizing Operations

Like other Enterprise Operations, you can create variants of the hardware inventory Operations and then optimize them to suit your requirements by right-clicking on their icon and choosing Customize.

Running Hardware Operations

1. In the Console's Hardware Scan folder, click Update Hardware Inventory Interactively.
2. In the Select Clients dialog, select the Client for which you want to collect inventory data and click OK.

   The data is displayed in the Offline Hardware Inventory dialog, spread across several tabs.
3. Click Print to print the information or to save it to a text file.
4. Click Publish to save the information to the Database, then close the dialog.

User Prompting

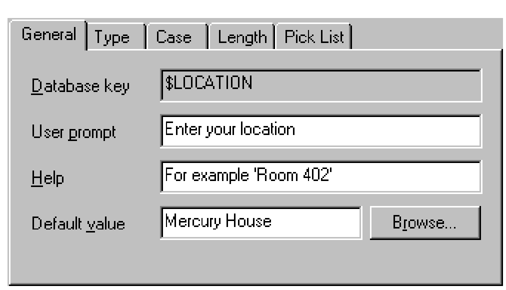
The Get User Data Operation distributes prompt files, which enable you to request information from users and their PCs. This section describes how to configure the Operation to distribute a customized prompt file.

Creating a New User Prompt

1. In the Operations folder, select User Prompt Questions. Right-click the Get User Data Operation and choose Customize.
2. In the Customize dialog, select the Hardware tab.

The Get User Data Operation is a variant of the Update Hardware Inventory Operation with only the User Prompting options enabled.

3. By default, a standard introductory message is displayed to users when user prompts are displayed on Client PCs. Edit the Introduction field to customize the text of the message.
4. Click Edit to open the User Prompt Editor and display the file. The Editor enables you to create and modify user prompt files.
5. In the Editor, click Add to enter a new Database key. The new key is displayed in the Database keys list.
6. Select the General tab, and enter the question 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 Browse.

9 When you have created your user prompt, click Apply. Save the file under a new name, by choosing Save As in the File menu.

10 Close the User Prompt Editor to return to the Customize dialog.

Distributing User Prompts

1 In the User Prompt Refresh Customize dialog, click Browse, then select the prompt file you saved.

2 Click Reload to embed the revised questions in the Operation.

3 Click OK to save the new Operation.

4 Click the Get User Data Operation, select a Client in the Select Clients dialog and click OK.

The new questions are distributed to the Client through 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.

5 To force the Client PC to display the prompts immediately, click Start in its Windows Taskbar, select Programs, PC-Duo Enterprise Client and select Enterprise Client Startup. Your new questions are included in the user prompts. Answer the questions.

6 In the Console, click the Update Hardware Inventory Interactively Operation. The new information is displayed in the User Information tab of the dialog.

7 Click Publish to save the results in the database.

8 To display the Client data, right-click the Client and choose Properties.

Software Inventory

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 packages that are installed on Client PCs.

Performing Software Scans

1 Click the Update Software Inventory Interactively Operation and select the Clients you want to scan.

The Console collects and analyzes the Client data from the Offline Area, and displays the results in the Software Inventory Results window. By default, the results are sorted by Package. To change the sort order, click the column headings.

2 Right-click 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 file types contained in the package.

Reporting Unrecognized Software

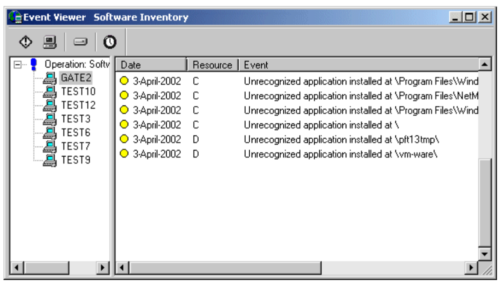
As well as recognizing standard applications, the Update Software Inventory Operation can be customized to report on directories that contain unidentified software packages.

1 Right-click the Update Software Inventory Interactively 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 OK 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 is performed in the following stages:

- Prepare a package installation kit on a network server.
- Configure the Package Distribution Definitions using the Package Definition Editor.
- Use the Software Distribution Wizard to select the package you want to distribute, to specify its installation method, and to deliver the information to each Client's Offline Area.

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 User Manual.

Specifying How Packages are Installed

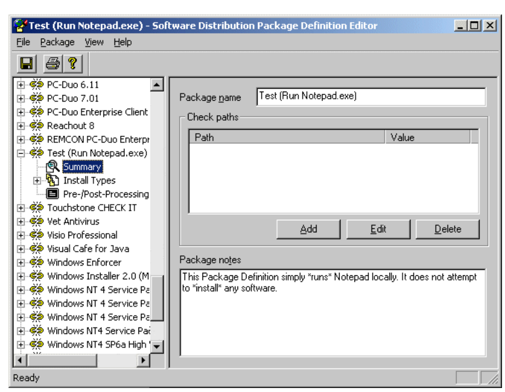
The Package Definition Editor enables you to create and edit Package Definitions, which contain details about how each application must be installed.

1 In the Software Distributions folder, click the Edit Distribution Definitions Operation to start the editor.

The Package Definition Editor lists the currently available Package Definitions in its Tree View. Enterprise is supplied with Package Definitions for a wide range of applications.

2 To view the details of a Package Definition, click its plus symbol.

3 Select the Summary section in the expanded definition. The editor displays the name of the package, any notes, and the check paths.



Check paths are the locations of files 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, Enterprise assumes the package is already installed, and does not attempt to reinstall it. They are also tested after the installation to check whether it has been successful.

You can enter the file size in bytes for any Check paths. If the specified file is found, but has a different size, such as when you are updating a package, 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 optional components. You can create a different install type for each combination of installation commands and command switches, and group them in a single definition.

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 Package Definition Editor.

Performing a Distribution

1 In the Console, click the Distribute Software Operation. The Select Clients dialog is displayed.

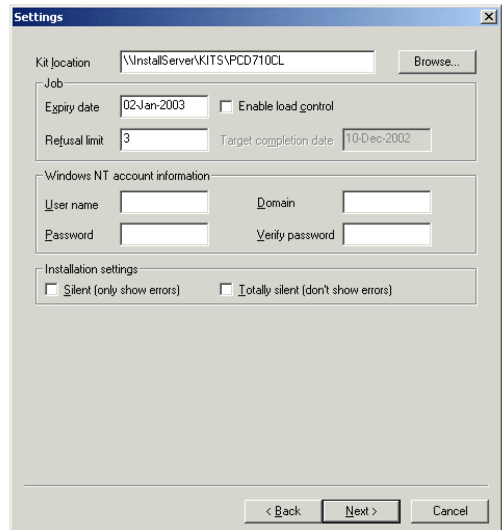
2 Select the Clients to which you want to distribute the software and click OK. The Select Package dialog is displayed.

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

4 Click Next to open the Client Filter dialog.

This dialog filters out Clients from the distribution. The filters are based on the Platforms supported and a Free disk space check. For this demonstration, do not make any changes.

5 Click Next to display the Settings dialog.



The Settings dialog is used to confirm the location of the application's Installation kit, and to specify the last date on which the system will attempt to install the application.

The Kit location is specified as a UNC (Universal Naming Convention) path, including any 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 identifies the activities associated with the 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.

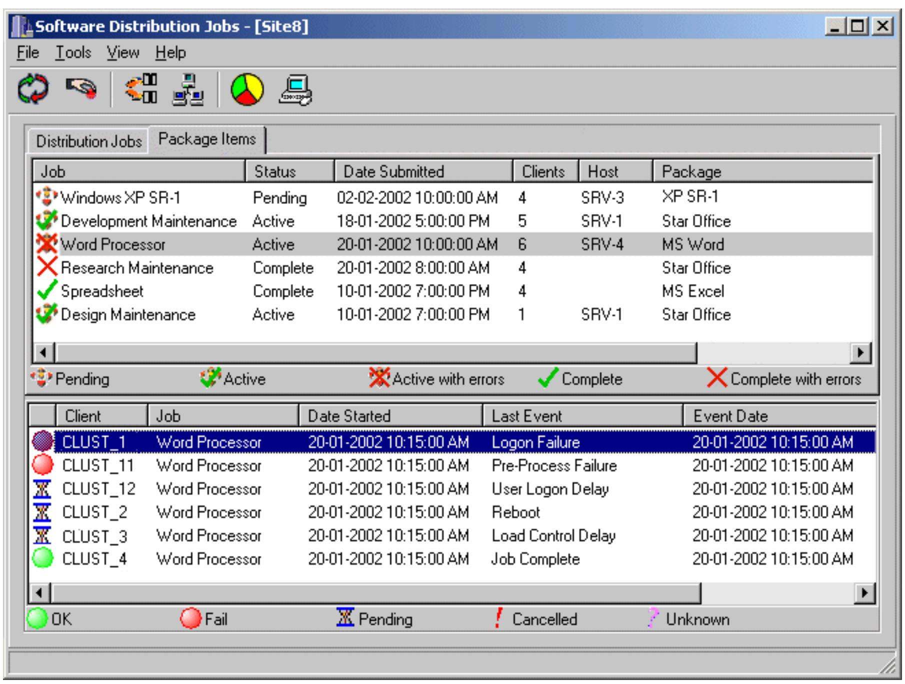
The Distribute Software Operation can be customized to set default values for kit locations, expiry dates, NT user names and passwords and log file locations.

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, click the Monitor Software Distribution 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 PC-Duo 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.

Diagnostics

Enterprise Diagnostics enables you to protect and restore applications by taking automatic and scheduled snapshots of the applications installed on your networked PCs. These can be any applications from small utilities to business critical applications with no limit on the number of protected applications.

Enterprise Diagnostics also provides change analysis capabilities to help determine root causes. By comparing application and PC settings against a baseline or at different points in time you can quickly identify and correct changes that caused a problem.

Diagnostics Architecture

Enterprise Diagnostics contains the following components.

Diagnostics Agents

Agents are installed on each PC on the Network and are tasked with the gathering of Audit data and the creation of Snapshots as and when requested by the Console.

SupportSite

The SupportSite is a shared directory. It manages the communication between Consoles and Agents, and also contains audit reports, profiles, installation kits, license information and configuration settings.

Console

The Diagnostics folder in the Console is used to create profiles, to audit applications and to protect, diagnose and fix applications.

Installing from CD

You can evaluate Diagnostics from the PC on which the Enterprise Console is installed. This PC will host the SupportSite and a local Agent. To install Enterprise Diagnostics:

1. Insert the CD and wait for Autorun to appear. If Autorun does not appear, start AUTORUN.EXE from the root directory of the CD.
2. In the Autorun screen, select Install Diagnostics and follow the prompts.

   Select Complete as the Setup Type, and enter a username and password for an account that has access to the share. The share is created with everyone – full control.

Diagnosing Applications

Before you can diagnose an application you must first create a Profile. It specifies the files, registry keys, and other components required by the application. Diagnostics includes tools to automate the creation of Profiles, and sample Profiles are available in the Diagnostics Profiles folder. See the online help for information about Profiles.

When you have generated a Profile, you can Audit and Protect the application:

Audit generates a baseline of the working application from the PC where it is installed. This produces a detailed view of how the application is currently installed. If the application subsequently fails, this data enables you to make a comparison between the working state and the broken state, and to identify possible problems.

Protect produces an audit report, and also creates a backup of the files used by the application. When a fault is detected, Diagnostics uses this to offer potential fixes, enabling you to repair the application quickly and easily. Protected applications can also be self-healed using repair jobs. Repair jobs are scheduled audits that automatically fix any problems they detect.

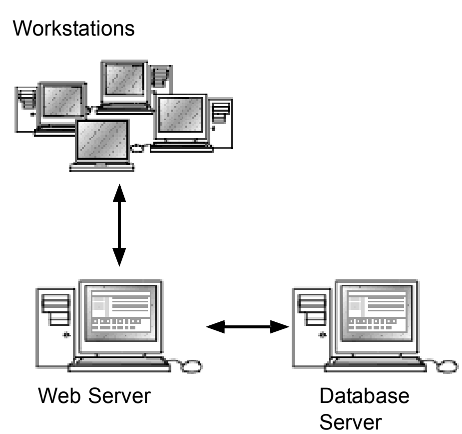
You can Audit and Protect applications by right-clicking on any PC in the Entire Network folder and choosing Audit or Protect. You can select any PC where the Diagnostics Client software is installed, or select groups of PCs by opening a Site in the Sites folder.

HelpDesk

Enterprise HelpDesk is a Web-based system for centrally tracking and managing help desk issues and calls. Because Enterprise HelpDesk is Web-based, you have access to issues from any browser, anywhere, any time from either an Access or SQL database. And since it's on the Web, deployment costs are minimized - there is nothing to install on supported PCs.

Although Enterprise HelpDesk is Web-based, it works like a Windows application, not like a set of static HTML pages. It uses pop-up dialogs for tasks like generating reports and attaching files to records.When you run a query, view a record, or submit a new issue, Enterprise HelpDesk dynamically updates its interface.

HelpDesk Architecture



Enterprise HelpDesk contains the following components.

HelpDesk Web

HelpDesk Web is a Web-based application that users run to enter issues, query the database, and generate reports. Each Web view is an instance of HelpDesk Web. Web views are generated using the Web View Editor.

HelpDesk Web Server

HelpDesk Web Server is the Web server component of HelpDesk Web and should be installed on a Web server (a PC running Internet Information Services). The HelpDesk Web Server installation includes a Microsoft Windows service (Mq Issue Agent) that generates and sends e-mail notifications.

HelpDesk Admin

HelpDesk information can be stored in one central database, known as a project, or distributed across multiple databases for different application areas or business units within your organization. Projects have common user accounts, group privileges and administration utilities, but they help you separate discrete domains of information. This enables you to optimize your system to suit the way you work.

HelpDesk Admin is a Microsoft Windows application for administering Enterprise HelpDesk projects.

Web View Editor

Web View Editor is a Microsoft Windows application that enables you to create Web Views for your Enterprise HelpDesk projects. Web Views are HTML/ASP pages that provide access to Enterprise HelpDesk projects through a Web browser.

HelpDesk Web Admin

HelpDesk Web Admin is a Web-based administration tool. It allows you to perform additional administrative tasks over the Web.

Installing from CD

You can evaluate Diagnostics from the PC on which the Enterprise Console is installed. This PC will host the HelpDesk installation. Other users will be able to access the HelpDesk from internet browsers.

IIS (Internet Information Services) must be installed to run HelpDesk. To install IIS click Add/Remove in the WIndows Control Panel, and select Add/Remove Windows Components.

To install Enterprise HelpDesk:

1. Insert the CD and wait for Autorun to appear. If Autorun does not appear, start AUTORUN.EXE from the root directory of the CD.
2. In the Autorun screen, select Install HelpDesk and follow the prompts. Select Complete as the Setup Type.
3. Enter a username and password in the HelpDesk Notification Service dialog. This Service sends e-mail notifications when a change is made to any monitored field in the HelpDesk.

   Evaluation license keys for Access and SQL are available from README.HTM.

Using HelpDesk

The HelpDesk installation includes several default accounts that provide different levels of access to its features. You can log on with any of the following accounts:

admin has full administrative privileges and a password of *admin*.

demo has full administrative privileges and no password.

guest has limited privileges.

analyst, group leader, employee are role-based accounts with different user permissions. They are used to demonstrate the workflow features of Enterprise HelpDesk. They have no password.

To log on to Enterprise HelpDesk:

1. Start your Web browser and open the Web view logon page (typically http://server/helpdesk, where **server** is the name of your Web server).
2. In the Logon Name field, type the user name and password you want to use.
3. Click Logon. HelpDesk lists the Web views that your account has permission to open.
4. Click a Project / View to open the Web view.

Finding and Listing Issues

Use the Query, Sort, and Layout lists to generate and format lists of issues in the Summary List. A layout is the set of columns displayed in the Summary List. The Summary List displays the results of a query as pages. The number of results can be defined by the HelpDesk administrator.

Building Ad-hoc Queries

The Ad-hoc Query Editor enables you to build queries that test the value of a single field. Predefined queries can find broad categories of issues, such as all open issues or all assigned issues. You can also search for issues submitted during a specific period, or keywords in the various issue fields.

To define an ad-hoc query:

1. Logon to HelpDesk using the Admin or Demo account, and click the Show button on the Toolbar.

Access to the Ad-hoc Query Editor is controlled by the privileges associated with the log on account.

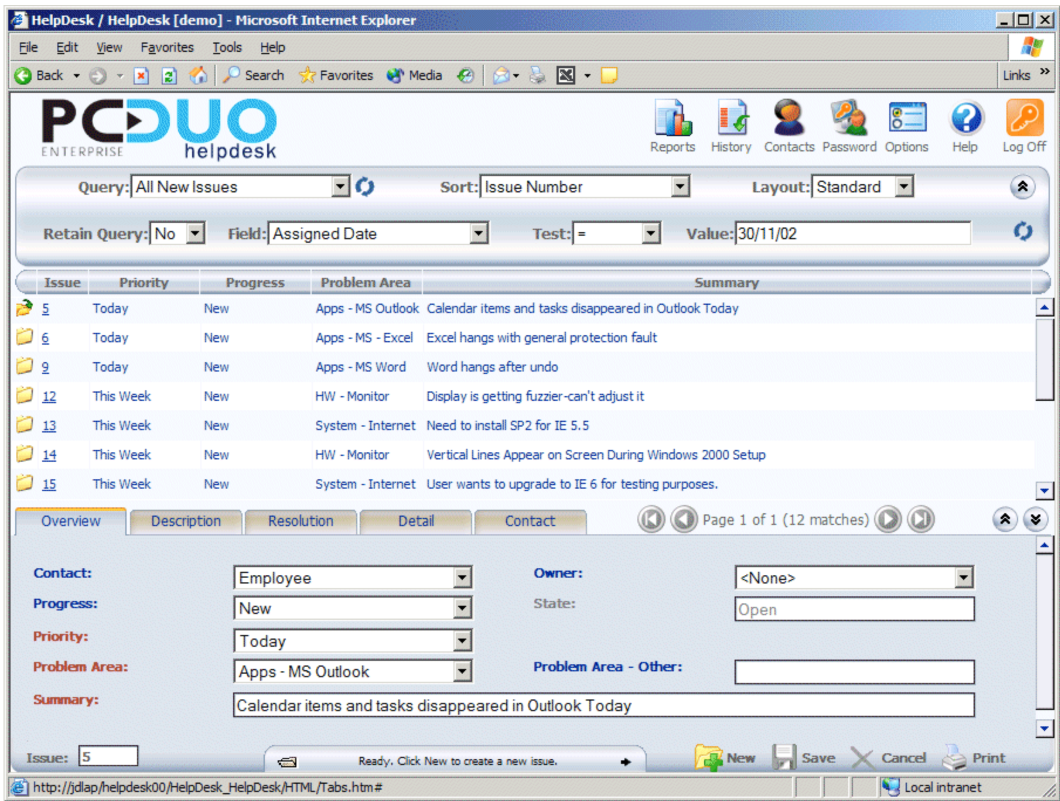
2. In the Field list, click the issue field you want to search.
3. In the Test list, click a query operator, enter the value you want to search against in the Value field and press Enter. Alternatively, choose a search value from the Value list.

HelpDesk Web Views

Enterprise HelpDesk provides Web-based views of projects. With Web views, you can provide separate views for employees and for help desk staff. Each view is accessed through the same Web-based interface. The main difference between views is the set of queries and fields available in the view:

Queries determine what issues users can retrieve from the project database. This enables you to restrict employee access to issues they submitted, while allowing support staff to access to all issues in the database.

Fields determine what information users can view and modify in each issue. Fields can be used to prevent employees from seeing the fields used to track and resolve issues.



Default Views

The HelpDesk contains two default views:

HelpDesk Displays all issues and issue information. Intended for use by support staff, the HelpDesk view defines the issue lifecycle and enforces workflow rules.

Employee Displays only the issues and information submitted by employees. It enables employees to submit new issues and check the progress of existing issues, but prevents them from viewing notes and information added by the support staff.

Issue Tracking

Organizations normally have a well-defined process for handling calls. In Enterprise HelpDesk, this process is implemented as a workflow. Each step in the process corresponds to a possible value of the Progress field. For example, the steps for resolving a simple problem might be New, Assigned, In Progress, and finally, Resolved.

To move an issue to the next step in the process, users change the value of the Progress field.

Log on as employee and create a new issue. Try logging on as different users and follow your issue through the workflow by changing the Progress field. For more information on flow charts, refer to the manual or the online help.

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.

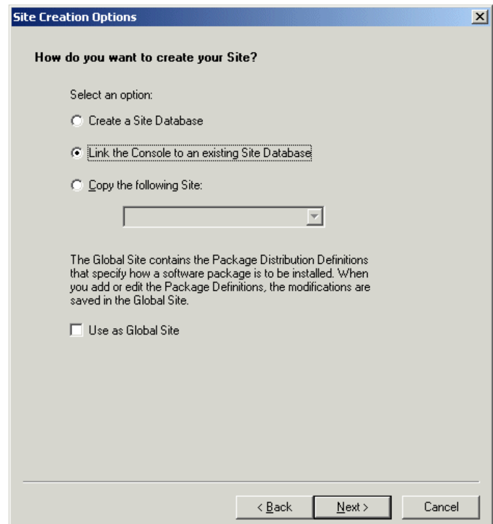
Sharing the Site Database

1. At the PC where the Console is installed, use Windows Explorer to navigate to the PC-Duo Enterprise Data\Databases directory. Share this directory, by right-clicking its entry in Explorer and choosing Sharing.
2. Select the Shared as option, then enter a Share Name of LUDATA.
3. Click Permissions to open the Access Through Share Permissions dialog, then click Add to set the access permissions for this shared directory. For 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 another PC, install the 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 Create a custom Site 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 Link the Console to an existing Site Database, then click Next.



7. In the Access Database Configuration dialog, click Browse to display the Open dialog.
8. In the Open dialog, navigate to the LUDATA share, and select the *SiteName*.mdb file in your 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 Tell me about populating new Sites check box, then click Finish.

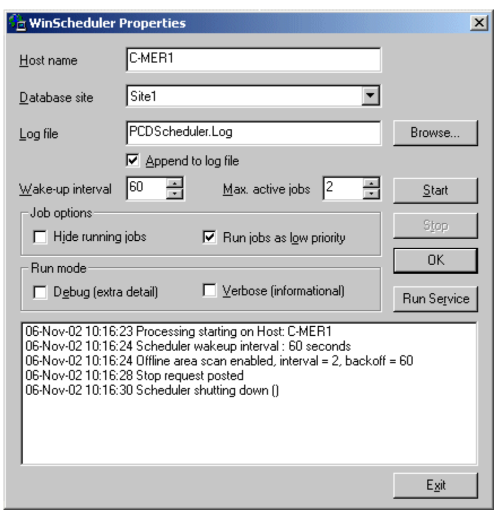
    Enterprise creates a Data Source Name on this PC, which points to the database specified in the Location field.
11. In the new Console Tree, select the Site. You are now sharing the Site Database with your first Console, and the Client data you have previously collected is immediately available.

Configuring the Scheduler

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

1 Click the Configure Scheduler Operation in the Site Management folder. The Scheduler appears as an icon in the system tray of the Windows Taskbar.

2 Double-click the icon in the System Tray to display the WinScheduler Properties dialog.



3 Click Stop to stop the WinScheduler. Select your Site in the Database site list.

4 Enter a location and name for the Scheduler Log file, or click Browse to select a file. By default, the file is saved to PC-Duo Enterprise Data\Logs, but any available path can be used.

5 Click Start to restart the Scheduler, then click OK to close the dialog.

Alternatively, if the Scheduler is running on Windows NT, Windows 2000, or Windows XP, click Run Service to run the Scheduler as a Service.

Checking the Scheduler Status

In the Console's Jobs and Schedulers folder, select Schedulers, and check the status of the local Scheduler.

The Scheduler from the original Console, and the Scheduler from the new Console are listed with a status of Active.

For information on Scheduler's and their status, you can check the log file specified in the WinScheduler Properties dialog.

Jobs

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

Jobs save their results to the Site Database, and can generate events. All jobs can be monitored from the Console using the Scheduled Jobs View. Software distribution jobs can also be monitored stage by stage using the Software Distribution Jobs Viewer.

Submitting a Job

1 In the Software Scan folder, right-click the Update Software Inventory Operation and choose Submit Job from the shortcut menu.

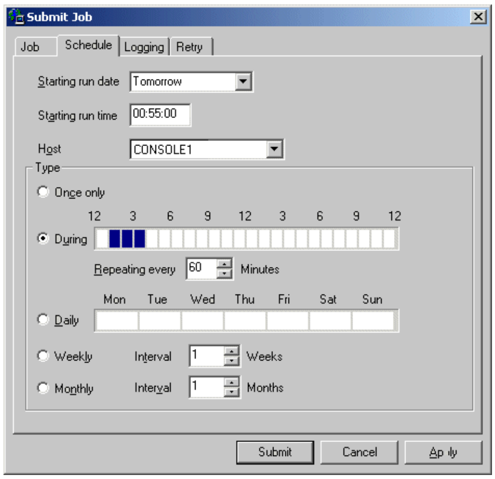
2 In the Select Clients dialog, select the Clients for which you want to collect software inventory data, and click OK. The Submit Job dialog is displayed.

3 In the Job tab, enter a Job name.

4 Select the Schedule tab. In the Host list, select the Scheduler that will be responsible for running the job from the Host list.

The Host list contains all the Schedulers available to run scheduled Operations at the current Site.

You can specify a default Scheduler 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 During, select the hours in which you want the Job to run, and set the Repeating every field to 60 minutes. This means the Inventory scan runs whenever it can during the hours marked, and will restart every 60 minutes.

6 Accept the default values in the Logging tab, then click Submit to schedule the Operation.

Monitoring Job Progress

1 Click Scheduled Jobs in the Jobs and Schedulers folder to display the Jobs View. Your Job has a status of Pending until it is scheduled to start.

2 On completion, the Job is deleted if it was scheduled to run once, or placed in Pending status if it was scheduled to repeat.

3 If you want to run a Pending Job again, without waiting for the 60 minute interval, right-click the Job and choose Run Now from the shortcut menu.

4 When the Job is finished, select Job Logs in the Jobs and Schedulers folder to look at the results of the first run. The Job Log View is displayed.

5 Right-click the Job in the Job Logs View, and choose View Client Log from the shortcut menu.

6 After inspecting the Client Log, right-click the Job in the Job Log View again and choose View Event Log.

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

Concluding the Evaluation

This completes your overview of PC-Duo Enterprise. To evaluate the product further, look at some of the other features, such as the Assets Database, which enables you to define your own asset and store customized asset data, and NetSupport PC-Duo, the remote control module of Enterprise, which enables you to support users interactively. You can also refer to the User Manuals and online help, which contain in-depth information about the various product features.

Contact Us

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.

In the US or Canada

toll free: 800 330 5035
email: support@vector-networks.com

Outside the US and Canada

call: +44 (0) 1827 67333
email: support@vector-networks.co.uk

PC-Duo Enterprise on the Web

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