

Vision

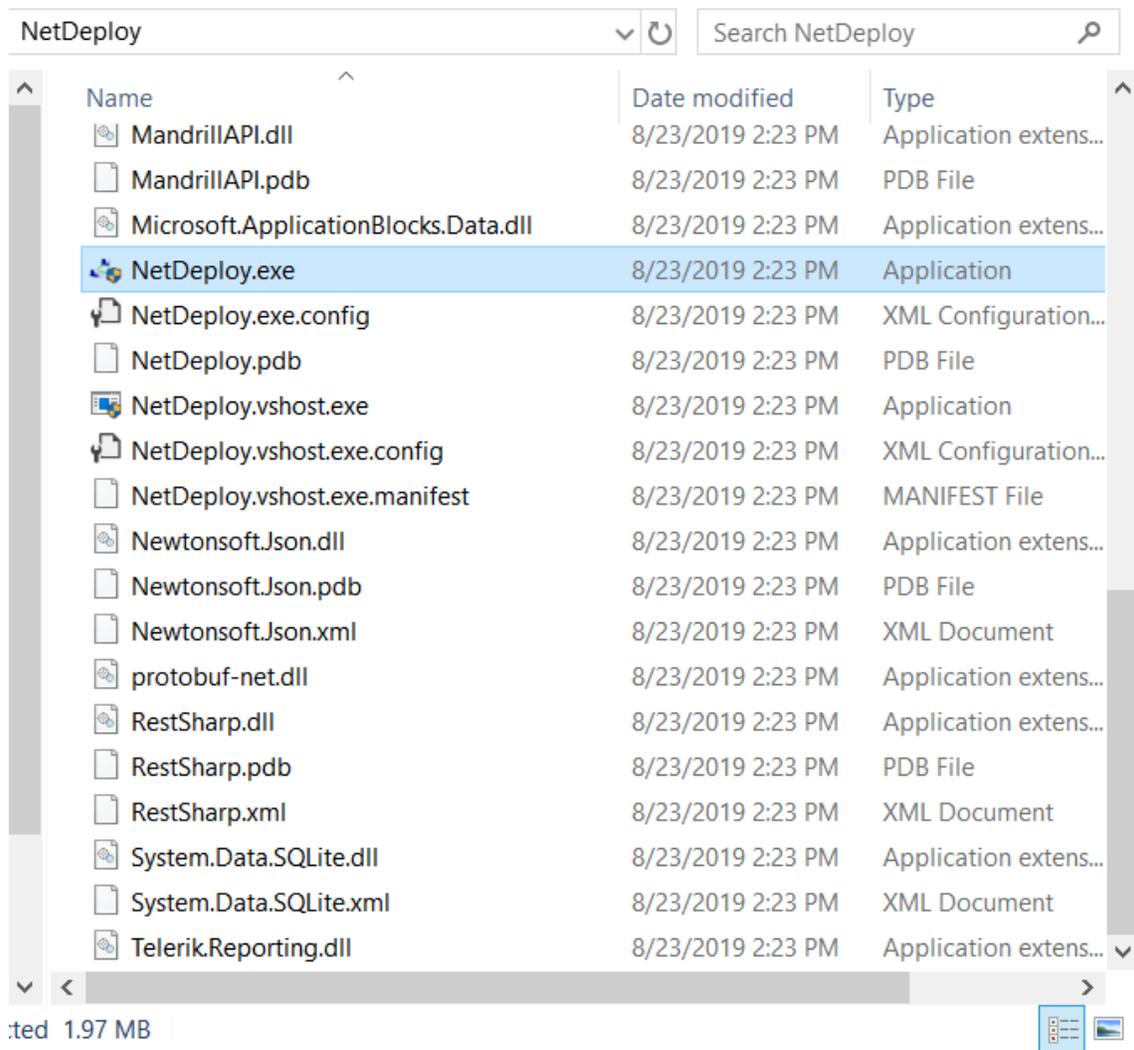


NetDeploy User Guide

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Section 1 – Launching NetDeploy Application



(Figure 1)

After downloading and extracting the NetDeploy package .zip file, select to open the Netdeploy.exe file (see Figure 1). For using NetDeploy on Windows 7 and Windows Server 2008R2 or newer please make sure to right click and select to “Run as Administrator.”

NetDeploy can run on any machine that is connected to the Active Directory forest or local network used to deploy to. Pre-requisites for deployment are as follows:

For the machine you are deploying from:

- The user must be logged into Windows with full Domain Administrator credentials with permissions to install software on all machines that they wish to deploy to.

For the machines you are deploying to:

- Computers that are selected to be deployed to must be powered on with a valid domain connection and can be “pinged.” A user does not need to be currently logged into Windows for deployment to succeed.

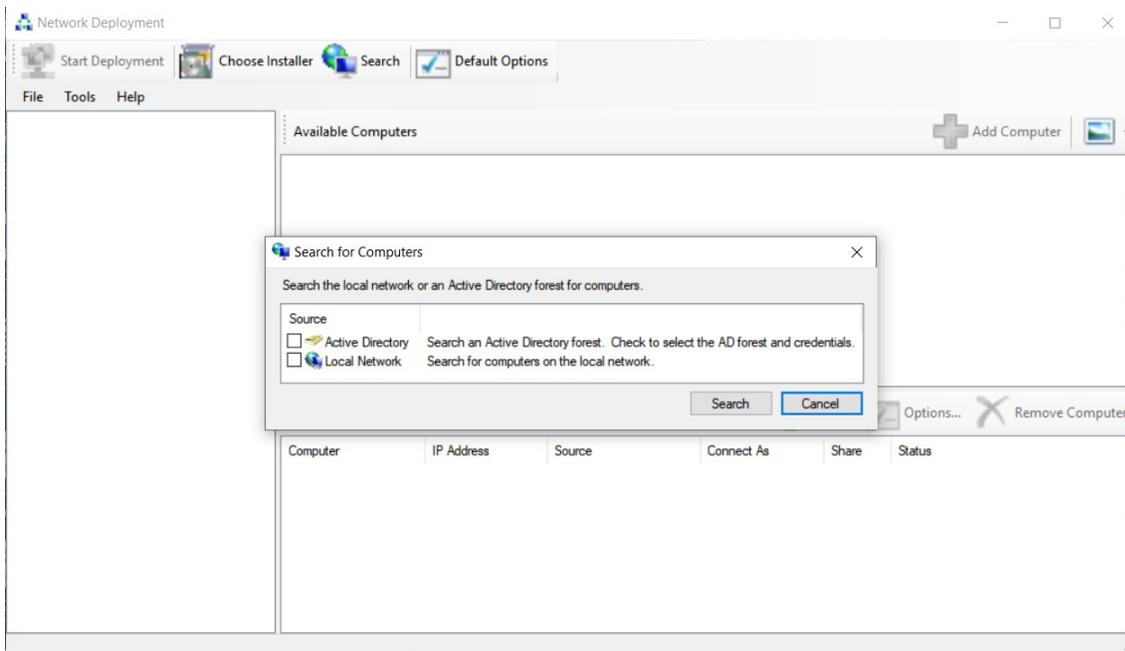


Figure 2

After launching the NetDeploy application, the user will be prompted to select either available Active Directory or Local Networks to scan for available machines (see Figure 2).

1.1 Active Directory Deployment

When using an Active Directory forest to find available machines and deploy, NetDeploy will prompt the user for authentication. At this time, the user can switch their credentials for deployment if they are currently not logged into Windows as a Domain Administrator. After authentication, NetDeploy will search for available groups that exist on the Active Directory forest.

1.1.1 Selecting Computers to Deploy to

Available computers can be selected and added to the lower pane window where they will be queued for deployment. This can be done with either the “add computer” button:



Or, by utilizing the “drag and drop” feature by selecting a computer and dragging it from the top pane to the lower pane. Computers can also be added manually if they do not appear in the AD forest when browsing. In this case, the user will need to select the “New” button and follow the prompts to manually add a computer (see Figure 3).

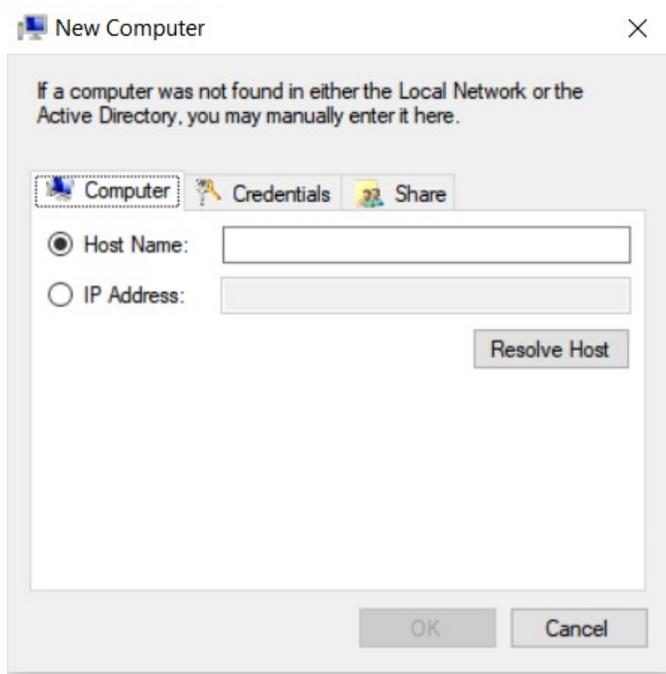


Figure 3

Host name or IP address can be used to find and select a computer for deployment. At this time, the credentials used for deployment and the type of Share used can also be changed. Once the computer is selected, click “Ok”.

Once a computer has been added to “Selected Computers” it will then show the identifiers of that machine. By default, NetDeploy will use the available Admin\$ (Admin sharing) on the client, however this can be changed if the client does not have this feature enabled by default.

1.1.2 Changing the Share for deployment

After a computer is added to “selected computers” the share can be changed by selecting the computer to highlight it and click on “Options.” Once options is selected, navigate to the “Share” tab. By deselecting the default share you will be able to choose a new share and implement by clicking “Ok.”

1.1.3 Choosing the Installer and Starting Deployment

Once ready to begin deployment and the desired computers are selected, the user will need to choose the installer to deploy to the client computers. The “Choose Installer” button will prompt for a folder path to find the downloaded silent installer package. A “silent” installer will always have the word silent in the filename to distinguish it from a regular installer, please ensure that this file is the one selected. Once the installer is selected, the option to “Start Deployment” will begin the process of pushing the software to the selected machines. After an attempt, NetDeploy will return with either a success or failure. If there is a successful attempt a green check mark will appear next to the host name and the user must log into the Control Console to confirm under the Settings > Downloads and Licensing section that the computer name is present.

Section 2 – Troubleshooting

2.1 Successful Deployment without Client Registration

At this time, NetDeploy only has the ability to verify a successful file transfer and execution of the installer; it will not be able to verify if the client registers the license. After a successful deployment please navigate to the Settings > Downloads and licensing section of the Control Console under License Management to locate the computer name that was recently deployed to. If the computer name does not appear, please follow these steps:

2.1.1 Troubleshooting Client Registration Issues

Firstly, please ensure that the computer which has been successfully deployed to is currently connected to the internet; this is required for it to register the license with the server. When a computer is turned on with a valid internet connection it should register within 5-10 minutes of installation. It will also continue to attempt registration every one minute indefinitely, however If it does not register:

1. Select to reboot the client machine. This can be done remotely through the CMD prompt or by manually rebooting the client computer. Once the computer boots back into Windows check the Control Console again to see if this computer name appears under License Management.
2. If the computer name still does not appear in the Console, please test the “hot key” sequence while on the target computer. The “hot key” sequence is unique to your account and can be found in the Settings > Account Information section of the Console. If the client is installed but simply not registered, a screen will appear stating “This product is not yet registered.” At this time, you can manually register the software by following the prompts on the screen. If manual registration is not possible, please contact our support for further assistance.

2.1.2 Troubleshooting No Client “Check-In”

After the client software installs and registers in the Control Console, it should immediately start to check-in with ATI’s servers. If the client never produces a check-in date and time after a reboot and log into Windows with a valid internet connection, further troubleshooting will be required.

2.1.3 Anti-Virus Exclusions

Various Anti-Virus software will require folder exclusions be implemented prior to installing the software. If Anti-Virus software has quarantined the software there may not be a check-in time present in the License Management section or the client will stop checking in immediately after installation. Please select the Download link from the Inventory section in Downloads & Licensing from the Control Console to access the Anti-Virus exclusion guide for your specific product. Once exclusions are set, you will need to re-deploy the software.

2.2 Failed Deployment

If the deployed package fails to install on the remote machine, NetDeploy will return a red X designating the aborted installation. Details on the specific error message are important to finding a resolution to the issue.

2.2.1 Cannot Resolve Host Path

When NetDeploy cannot resolve the client machine an error will be returned regarding this. Please make sure that the computer in question is currently powered on and can be “pinged” when deployment is attempted. If the computer cannot be pinged, it cannot be deployed to. Once the computer is available again on the network please attempt deployment again.

2.2.2 – Cannot use Default Admin\$

By Default, NetDeploy will attempt to use the Admin\$ (Administrative Share) for deploying the client installer package. If this Share is not enabled on the target machine, an error will be returned regarding this. At this time, the Share can be changed accordingly by highlighting the computer and selecting the Options button and selecting the Share tab. By unchecking the “Use Default Share” box, the user can change the Share that NetDeploy uses.