

DESKTOP AUTHORITY[®] 7



Desktop Authority Installation/Upgrade Guide

SCRIPTLOGIC

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Server Requirements

Please review this section carefully to understand your system requirements.

Supported Operating Systems

- Microsoft Windows Server 2003 Standard Edition with SP1
- Microsoft Windows Server 2003 Enterprise Edition with SP1
- Microsoft Windows 2000 Server with SP3+
- Microsoft Windows 2000 Advanced Server with SP3+

Desktop Authority will not manage 64-bit workstations or 64-bit Terminal Servers. However, the product will exit without incident if it detects it is running on either 64-bit platform. We are currently investigating a fix to allow the product to function normally on 64-bit operating systems. For information about other ScriptLogic products, please visit ScriptLogic KB article 1525.

Although Desktop Authority can still be installed on a domain controller, ScriptLogic Corporation strongly suggests installing Desktop Authority on a member server.

Supported Domains

- Microsoft Windows 2000 domain
- Microsoft Windows 2003 domain
- Microsoft Windows NT4 domain

While Desktop Authority itself has to be installed on a Windows 2000 or 2003 server, it will function properly when that server is a member of a Windows NT4 domain. NT4 domain controllers still support the ScriptLogic Service and act as replication targets.

Additional Server Software Requirements

These additional applications are required and will install as part of the Desktop Authority package. Also note that installation of these additional applications may require a system reboot.

- Microsoft Windows Installer 3.1¹
- Microsoft Data Access Components (MDAC) 2.8¹
- Microsoft SQL-DMO (SQL Distributed Management Objects)¹
- Microsoft Database Engine 2000 (MSDE) – MSDE is installed if a SQL Server instance is not selected.
- Microsoft .NET Framework version 1.1¹ - Desktop Authority requires (and installs) .NET Framework 1.1 and will not use or have issues with .NET Framework 2.0 present.

¹ If not already present, these applications will install on the workstation where Desktop Authority Manager runs from a shortcut.

User-id Permission Requirements

For use with Desktop Authority services:

- One admin level account with read/write access to all NETLOGON share(s) and a member of the local Administrators group on all applicable workstations (if installed on a domain controller, user account must be a domain admin)
- One domain user level account

Users of Desktop Authority Manager:

- Any user opening Desktop Authority Manager must be a member of the local Administrators group on the machine where they run the manager from (if opened on a domain controller, user must be a

domain admin)

Carefully consider all requirements, specifically the additional server software prerequisites, when deciding where to install Desktop Authority 7.6.0. If you choose to install on a domain controller, make sure these prerequisites are acceptable before starting the installation there.

Install/Upgrade to Desktop Authority 7.6.0

The upgrade process, as you've come to expect from ScriptLogic Corporation, is simple.

Upgrading from Desktop Authority or ScriptLogic Enterprise version 6.0x or earlier

You must upgrade to version of 6.5x before continuing to Desktop Authority 7.6.0. For further information and instructions on upgrading to version 6.5x, read the 6.5 Release Notes or contact ScriptLogic Technical Support. Once complete, continue with instructions below. Desktop Authority Install/Upgrade from 6.5x

Upgrading from Desktop Authority or ScriptLogic Enterprise version 6.5x

Step 1: Perform a Backup

As with any software installation, it is strongly recommended that a backup be performed before the new software is installed. The simplest way to backup your files is to navigate to C:\Program Files\ScriptLogic Manager (using Windows Explorer) on the server where ScriptLogic Enterprise/Desktop Authority is installed. Create a new folder in a different location and copy the ScriptLogic Manager folder (and everything under it) to the new folder.

If upgrading to Desktop Authority 7.6.0 on the same machine as the existing version, skip to step 3.

If the existing version is on a domain controller and you wish to migrate and upgrade to a member server, continue to step 2 below.

Step 2: Migrate Existing Settings to Member Server before Upgrade

For this step, we will use these terms:

Server1 = current location (moving FROM)

Server2 = new location (moving TO)

- Copy \Program Files\ScriptLogic Manager and all subfolders from Server1 to the same location on Server2. For example, if the \ScriptLogic Manager folder was in C:\Program Files\ on Server1, copy it to C:\Program Files\ on Server2.
- On Server2, rename the following files:
Program Files\ScriptLogic Manager\slmgr.ini to slmgr.old
Program Files\ScriptLogic Manager\slreport.ini to slreport.old
Program Files\ScriptLogic Manager\slsvmgr.ini to slsvmgr.old
- Install Desktop Authority 6.5x to Server2. Choose "Typical" when prompted. The install will default to the C:\Program Files\ScriptLogic Manager folder. If the files copied above were copied to a different folder, be sure to change the location on the setup dialog. Note: A "Cannot find engine: slengine.dll" error may occur during install, this error can be ignored.

- Upon completion of the installation, Server Manager will be launched. Add all servers back to the list and click **Save**.
- Exit Desktop Authority Manager.

Step 3: Install Desktop Authority 7.6.0

Launch the Desktop Authority 7.6.0 setup program on the server where Desktop Authority will reside. You will be guided through the install via the setup wizard. Fill in the prompts on each screen and press the **Next** button to continue to the next dialog.

Select a setup destination system. Select *This Computer* to install Desktop Authority to the computer which is running the installation program. Select *Remote Computer* to install Desktop Authority to a remote computer. To install to a remote computer type in the NetBIOS computer name of the remote computer. Press the **Next** button to continue to the next dialog.

On the Setup Type dialog, select from either **Typical Installation** or **Express Upgrade**.

A typical installation will request Customer Information (User Name and Company Name), provide version Release Notes, destination path, Log path and Log share details. This option should be selected for first time installations of the product or to view or change any of the mentioned dialogs.

Express upgrade will skip the above mentioned dialogs and go directly to the Ready to Install the Program dialog. This option should be chosen for upgrades only. Click **Next** to continue.

Read and continue through the Welcome and Software License Agreement screens of the installation. To continue with the upgrade, you must accept the Software License Agreement.

On the Registration dialog, enter the **User Name** and **Company** in the appropriate entries. These fields are required. If you have purchased Desktop Authority, enter your **Registration Key**.

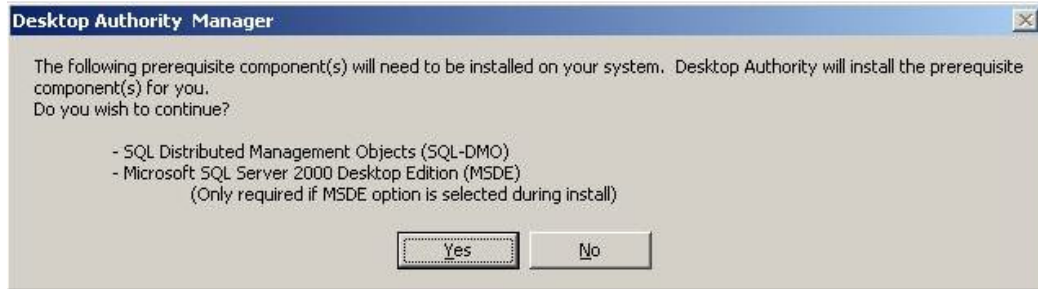
Verify the destination path where Desktop Authority will be installed. Press the **Next** button.

On the next two dialogs, confirm the log file path and share name.

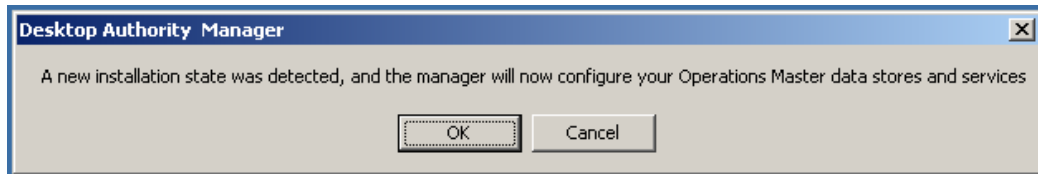
Select the appropriate Program Folder and confirm all installation settings. Press the **Next** button to complete the file-copy portion of the setup.

Step 4: Installing the Additional Software Requirements

Setup will determine which software requirements need to install and display a prompt. Press the **Yes** button to install the required prerequisite components. Depending on your server, your prerequisites may differ than those in the image below. Please note that some prerequisites will require a reboot of the server. Desktop Authority will continue after the reboot.

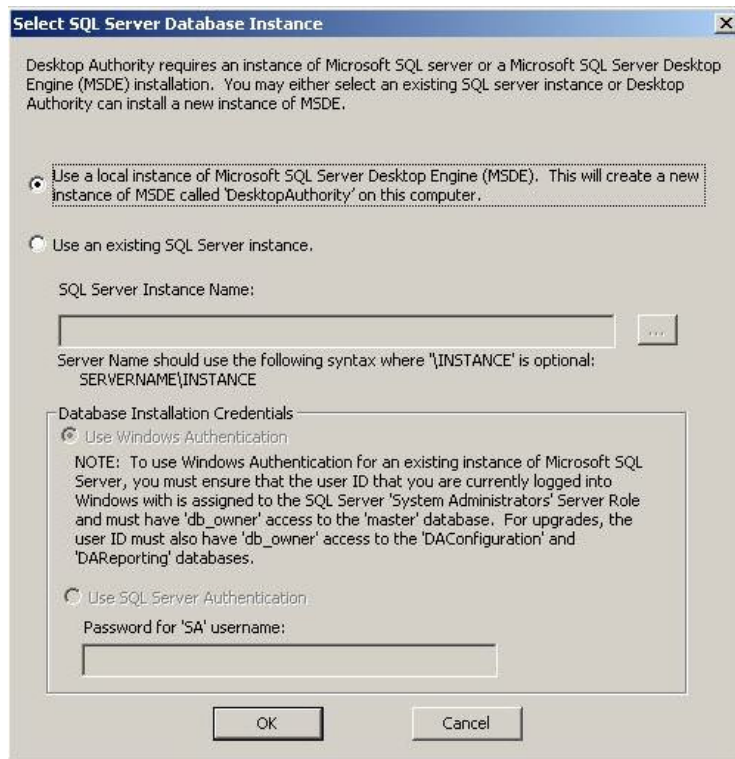


Next, Setup will go through configuration of the Operations Master databases and service.

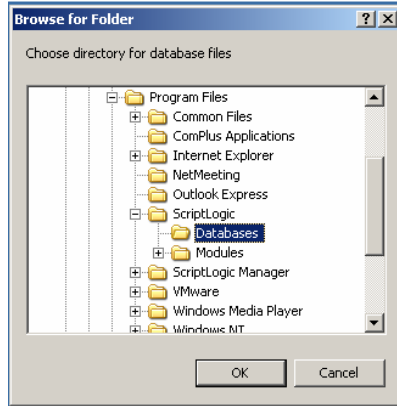


Using MSDE:

Choose “Use a local instance of Microsoft SQL Server Desktop Engine (MSDE)...”.

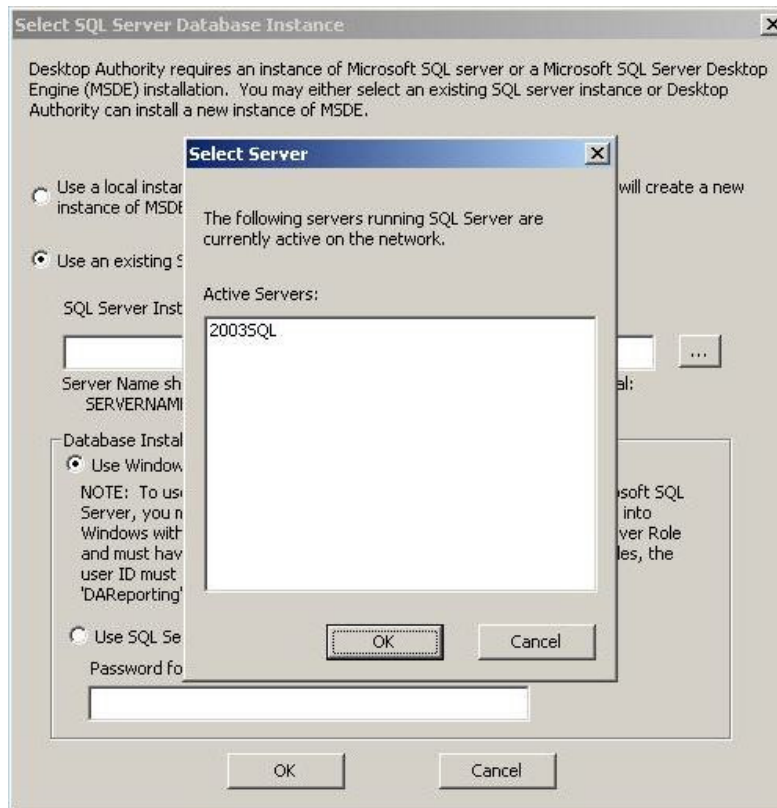


After selecting MSDE, choose the physical path for the database files to reside.



Using SQL Server:

To select an existing SQL Server (2000 or 2005) instance, enter the server name or click (...) to browse to it.



Choose the Database Installation Credentials by selecting an authentication method.

To use Windows Authentication, ensure that the userid you are currently logged into Windows with is assigned the SQL Server 'System Administrators' role. If this user is not assigned to the SA role, this user must have 'db_owner' access to the 'master' database to allow for the creation/modification of the DAConfiguration and DAReporting databases.

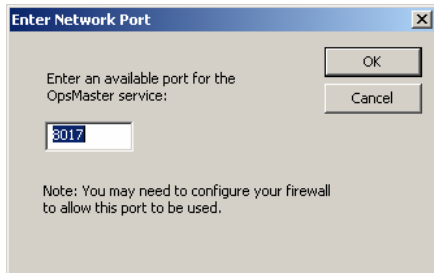
Otherwise, use SQL Authentication and enter the SA password.

Step 5: Installing the Desktop Authority OpsMaster Service

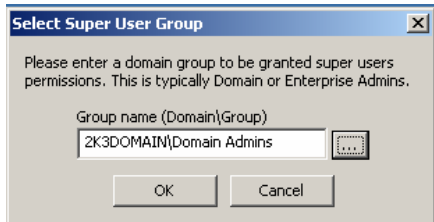
The Desktop Authority Manager uses the OpsMaster Service to convey information to the database as well as Replication. The user account that runs this service should be a Domain Admin account. If using a SQL Server instance, this account must also have 'db_owner' access to DAConfiguration and DAReporting databases within SQL. Enter a user account to start this service.



Choose a network port for the Desktop Authority OpsMaster Service. Enter **8017**. If 8017 is already in use, enter an available port number.



For the new Role Based Admin functionality, enter a group to be granted "Super User" permissions.



Installation is complete and the Desktop Authority Manager will open.

Step 6: Update the Settings and Services

Once the Manager opens, Desktop Authority Manager will detect existing settings and import them.

Server Manager will detect that the currently running services are outdated and prompt to update

them. Press the **Yes** button to automatically update them. Press **No** to update them later. If No is selected, icons next to the service status will be yellow to reflect the services are out of date.

Once the services have been updated, review the Server Manager settings to confirm that the appropriate domain controllers/servers are listed as replication targets and that the services have been successfully started on each. All the icons within Server Manager should be green.

Step 7: Verify Settings

While in Server Manager, press the **Options** button. Verify that the entry in Source Server matches the Computer Name of the machine Desktop Authority 7.6.0 is installed on. If not, update it to match the current Computer Name and press **OK**.

Verify that all profiles display properly and all elements are correct.

Expand the Profiles Object. Under each profile is a "Logging" object. Change the log file location if the path is no longer valid for each logging object under each profile. The data in this entry can be safely removed if logging is not desired.

The new settings must be saved and replicated. Click the toolbar **Save** button, then the **Replicate** button. Once the new configuration files are replicated, the update of Desktop Authority is finished.

Once the installation/upgrade is complete, Desktop Authority must be configured to execute on Microsoft Vista workstations that have User Account Control (UAC) enabled (if any exist in your network). It is required for Desktop Authority to deploy its new Group Policy Client Side Extension. This will deploy the necessary SL Client Service and SLAgent to Vista workstations.

This must be done in order for Desktop Authority to execute on Vista workstations with UAC enabled. If UAC is disabled, this is not necessary.

For more information on configuring Desktop Authority's Group Policy Client Side Extension, refer to the Administrators Guide and Getting Started Guide or the Desktop Authority online help.

Special Considerations after Migration (only applicable if step 2 was completed):

Once Desktop Authority 7.6.0 is functional, the old installation should be removed from the old server. Assuming the old machine is still in use, simply go to Add/Remove Programs on the old server and remove it. After uninstalling, delete the \Program Files\ScriptLogic Manager folder.

Modify any shortcuts that may have been created at remote locations that point to the Desktop Authority Manager on the old server. Change them to reference the new version on the new server.

Congratulations!

The Upgrade to Desktop Authority 7.6.0 is now complete.

Upgrading from Desktop Authority version 7.0x

There is NO option to migrate from MSDE to SQL Server during an upgrade from 7.0x to 7.6.0. Migration must occur before or after the upgrade. See Knowledge Base article 1495 for further details.

Step 1: Perform a Backup

To back up current configuration settings, copy **\ScriptLogic Manager\ and all subfolders** to a backup location.

To back up existing Profiles, right-click on each profile name and select **"Export Profile..."**. Select a location to save the profile and click **OK**. Repeat for each profile.

To make a backup of Desktop Authority 7.0x databases, browse to Server Manager and click on the **Database Configuration** tab. Near **"Physical Server"** click **"..."** to select the SQL/MSDE Server. Click **Connect**. Select **"DAConfiguration"** database. Under Database Operations, select **"Perform a Backup or Restoration"**. Click **"..."** to enter a path to save the file. Click **"Backup Database"** to complete the backup of DAConfiguration. Repeat steps to back up "DAReporting" database.

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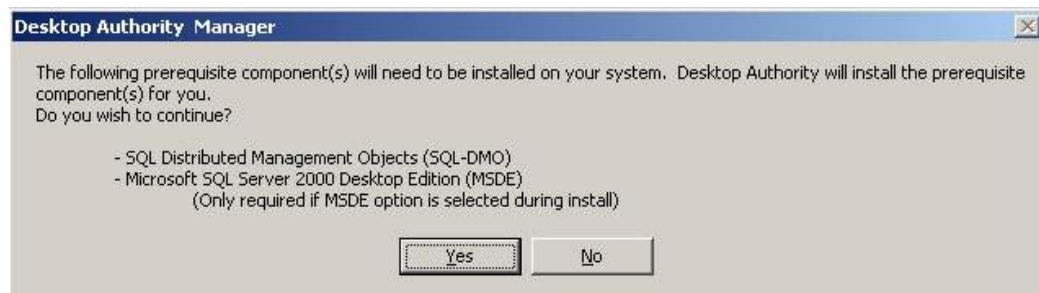
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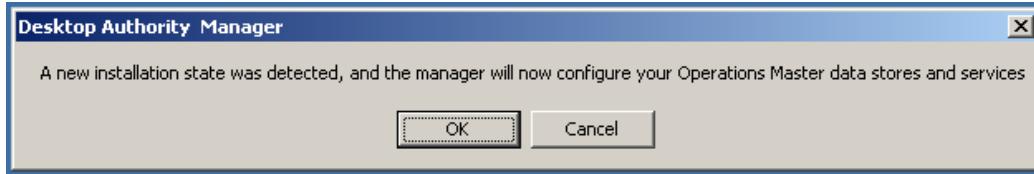
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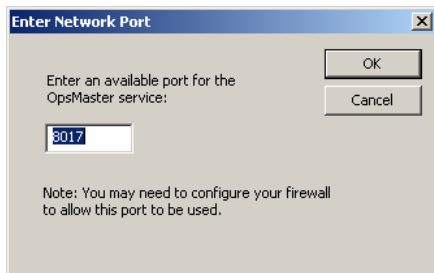
If upgrading from Desktop Authority version 7.0x to 7.6.0, the installation process will use your existing database configuration settings and default to Windows Authentication. Unless default MSDE security was changed or DA was migrated to SQL Server, leave it at Windows Authentication and click OK

Step 5: Installing the Desktop Authority OpsMaster Service

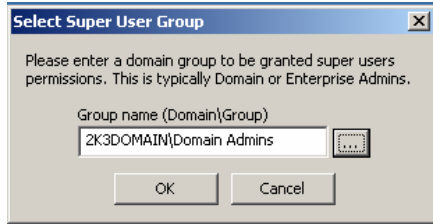
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