Adaptiva OneSite & Client Health

Installation Guide

Revision 1.01

February 12, 2014





Introduction

Adaptiva products are known for their simplicity and ease of installation. This guide explains how to install the OneSite and Client Health server components – including the server service and the management workbench – as well as the Adaptive client agent. The installation is the same for both products. The installer installs components shared between Client Health and OneSite; installing a valid license will enable the features of one or both. The server should be installed first, followed by the workbench and finally the clients.

The products also uninstall cleanly and leave no files behind so you can feel confident in installing the product for evaluation purposes.

Client Health may be installed on Systems Management Server (SMS) 2003 and System Center Configuration Manager (ConfigMgr) 2007 & 2012. OneSite is available for ConfigMgr 2007 & 2012.

Before Installation

The following sections detail architectural pre-requisites and recommendations for the deployment of OneSite and Client Health into your environment. Details given are for the most common scenarios, but other possibilities may exist. In general, the Keep It Simple Silly (KISS) philosophy should be used as your guiding principal.

ConfigMgr Hierarchy Considerations



For Client Health, the Adaptiva Server can be installed on any primary site and can perform health checks on any collections that the site has valid permissions to manage. Ideally, the server should be installed as high in the hierarchy as possible. The Adaptiva server does not need to be installed on all sites in the hierarchy though because child sites aged from parent sites.

can be managed from parent sites.

For OneSite, the Adaptiva Server should be installed on all primary sites. Note that primary sites eliminated by the introduction of OneSite do not need to have the Adaptiva Server installed.

In all cases, we recommend installing the Adaptiva Server on the primary site server itself. If installation on the primary site server is not possible (for technical or political reasons) you should install on a server within close proximity (network-wise) to the primary site server.

Database Location



The Adaptiva Server uses its own SQL Server database. This can be co-located with your ConfigMgr DB in the same SQL Server instance, on the same SQL server in a different instance, or on a completely different SQL Server. For simplicity, it is best to use the same instance of SQL Server that ConfigMgr is using. Note that SQL server must be properly

licensed for whatever configuration that you choose.

Because the Adaptiva server uses a separate database, it is necessary to create a link between the ConfigMgr database and the Adaptiva database to enable cross-database reporting. The Adaptiva



Server setup (discussed below in the "Server" section) will create the necessary links in two of the three possible cases:

- 1. Adaptiva and ConfigMgr databases share same SQL Server instance: The Adaptiva server setup will create the link automatically; the created link is named "LocalLinkServer."
- 2. Adaptiva and ConfigMgr databases share same SQL Server but use separate instance: The Adaptiva server setup will create two links, one in each instance linking to the other instance. The links will be named using the fully qualified domain name (FQDN) of the SQL Server system hosting the default instance or the instance name for a named instance; e.g., if the FQDN of the server is SQL-123.MyOrg.MyDomain.com, and the default instance is used then the link in the other instance will be named "SQL-123. MyOrg.MyDomain.com." Likewise if the database is in an instance named "Instance1" on the SQL-123 server described earlier, then the link in the other instance will be named "SQL-123. MyOrg.MyDomain.com\Instance1."
- 3. Adaptiva and ConfigMgr databases hosted by separate SQL Servers: Links must be manually created in each instance of SQL Server prior to installing the Adaptiva server. The linked server name on ServerA must be the FQDN (with instance name if needed) of the other SQL Server, and vice versa. Server setup will verify link existence and proper permissions before installation is successfully completed. To create a link, follow the directions on MSDN at http://msdn.microsoft.com/enus/library/ff772782.aspx ensuring that Collation Compatible is set to True.

Service Accounts and Permissions



As with most software, Adaptiva Server installation requires local administrator permissions on the chosen system. By default, the local SYSTEM account is used for the Adaptiva Server service account – if installed on the primary site server this account already has sufficient permissions and nothing more needs to be done unless you plan on

using SQL Server Reporting Services (see below). Alternatively, you can configure the Adaptiva Server service use a domain user account; i.e., service account.



The following table summarizes the permissions that must be granted to any service account:

Table 1: Service Account Permissions

Entity	Service Account Permissions Required
SQL Server, ConfigMgr Site DB	 Create, read, write, and delete permission on all SQL tables SQL functions Create, read, delete permission on all SQL views Create, read, execute, and delete permission on all Stored Procedures (The above permissions can all be granted using T-SQL and GRANT SELECT.)
SQL Server, instance hosting Adaptiva Server DB	Create DB
SQL Server, Adaptiva Server DB	db_datareader db_datawriter db_ddladmin The GRANT EXECUTE permission also needs to be given to the account for all stored procedures on the Adaptiva database.
Primary Site Server	Local Administrator
ConfigMgr	Class permissions for the following objects: Collection – Create, Delete, Delete resource, modify, modify collection setting, read, read resource Package – Create, Delete, Distribute, Modify, Read Advertisement – Create, Delete, Modify, Read Status message – Create, Delete, Read Site – Read, Modify Query – Create, Delete, Modify, Read Report – Create, Delete, Modify, Read Deployment Package – Create, Delete, Distribute, Modify, Read

SQL Server Reporting Services



To enable reporting using SQL Server Reporting Services (SSRS) and the SQL Reporting Service Point (SRP) introduced in ConfigMgr 2007 R2 you must grant the db_datareader role on the Adaptiva DB to the SRP execution account.



Firewall, Antivirus and Communication Ports



As a network application facilitating activity between the server and its clients, certain ports must be open or allowed between the server and client to enable communication. Please refer to "AdaptivaPortDetail.xlsx" in the product download for the list of all TCP/IP ports need to be enabled in any intervening firewalls. The ports listed should be excluded

from any network filtering or intervening network security devices to prevent a disruption in network communication Adaptiva setup creates rules for these ports automatically in the Windows firewall "Public Networks" if it is being used. If you customize the ports used by the Adaptiva server, client, or workbench, or use other firewalls or security software between the server, workbench or clients, then you must manually configure these exceptions or rules to enable communication.

For OneSite and content distribution, anti-virus scanning should be performed on the package source files to mitigate the risk of distributing malware. OneSite directly acquires content from the package source files and uses a secure hash to ensure content is not tampered with or corrupted in transit or when stored.

Server Exceptions: For systems running the Adaptiva server, the following anti-virus exceptions are recommended:

Description	Folder Exclusion
Server Installation Folder	Default path on 32-bit systems: C:\Program Files (x86)\Adaptiva
	Default path on 64-bit systems: C:\Program Files\Adaptiva
Adaptiva Content Library	The new location of the Adaptiva content library
(If moved from default location)	

Table 1: Server Folder Exclusions

Workstation Exceptions: For systems running the Adaptiva client, the following anti-virus exceptions are recommended:

Table 2: Client Folder Exclusions

Description	Folder Exclusion
Client Installation Folder	Default path on 32-bit systems: C:\Program Files (x86)\Adaptiva
	Default path on 64-bit systems: C:\Program Files\Adaptiva
Adaptiva Content Cache	\AdaptivaCache (exists at the root of every fixed logical drive by default)
SCCM Cache	Default SCCM 2007 path on 32-bit: C:\Windows\System32\CCM\Cache
	Default SCCM 2007 path on 32-bit: C:\Windows\SysWOW64\CCM\Cache
	Default SCCM 2012 path: C:\Windows\CCMCache



Installation

The following three sections describe how to install the different required components into your environment. Local administrator privileges are assumed for each along with the information presented in the **Before Installation** section above.

The installers for all three pieces are contained in the compressed (.zip) distribution file.

Server



1. There are two installers, depending on which operating system edition you have. Run the **AdaptivaServerSetup.exe** executable to start the interactive installation on a 64-bit operating system. The **AdaptivaServerSetup32.exe** installer is for installing on 32-bit operating systems. The setup executable must be run with elevated privileges.

2. Accept the End-Use License Agreement.



3. Click Install ...

aptiva Server Insta	ller v2.1.330	- (C) 2010 A	daptiva		
Current Adaptiva	Server Install	ation Status Is	Displayed Below		
Status					
Adaptiva Server Inst	allation Status				
Installer Version:	2.1.330				
Installation Status:	Not Installe	đ			
Installation Folder:					
- Adaptiva Database					
Machine Name:					
Database Name:					
-SMS/SCCM Site Serve	er				
Machine Name:					
Site Code:					
Site Database					
Machine Name:					
Database Name:					
	Γ	Install	Ungrade	Uninstall	Cancel



4. Installation Settings. On this page, enter the basic server installation information.

Adaptiva Server Installer - (C) 2010 Adaptiva
Please Specify Installation Settings For Adaptiva Server
Installation Settings
Installation Folder: S:\Program Files\Adaptiva\AdaptivaServer Browse
Superadmin Login ID And Password
These Will Become Your Adaptiva Login Superadmin ID And Password After Installation
Email Address:
Password:
Confirm Password:
Options
Maximum Data Memory Buffer Size For Adaptiva Server (In MB): 2048
Create An Add-remove Programs Entry
Add A Windows Firewall Exception For Adaptiva Server Application
Prev Next Cancel

- Installation Folder The local path where you want the server components installed. Note that the internal content library (where OneSite stores all published packages) will be in this folder by default so ensure the drive specified has adequate free space. If you are upgrading from a 32-bit version of Adaptiva to a 64-bit version, you may want to change the installation folder from Program Files(x86) to Program Files. If you do this, and the content library is in the default location it will be automatically moved.
- Email Address This will become the login ID for the Adaptiva Server's Superadmin.
- **Password** The password for the *Superadmin* account.
- Maximum Data Memory Buffer –This value defines an internal buffer size in RAM for the Adaptiva Server's exclusive use. On a 32-bit operating system this should be at least 512MB. On a 64-bit OS it should be set to at least 2048MB.
- Create an Add/Remove Programs Entry This creates an entry in Add/Remove Programs (Windows Server 2003) or Programs and Features (Windows Server 2008 and later) enabling you to uninstall the Adaptiva server installation from there.
- Add a Windows Firewall Exception Automatically adds local exceptions in the Windows firewall for the default server ports (see table 2 in the *Communication Ports* section above). Note that existing domain-based group policies that configure or restrict Windows firewall rules or rule creation may prevent or override the client agent installation's creation of these firewall exceptions.



5. ConfigMgr Site Server. On this page, enter the details for connecting to your ConfigMgr site.

Please Provide In	formation For The Site Server To Which This Adaptiva Server Will Connect
Machine Name:	dem07-cm1.demo2007.adaptiva.lab
Site Code:	pr1
SMS/SCCM Site Logi	n
🔽 Use Adaptiva Se	rver's Local System Account
Domain Name:	
User Name:	
Password:	
Confirm Password:	

- **Machine Name** The fully-qualified domain name (FQDN) of the ConfigMgr system hosting the SMS Provider for the site you are installing the Adaptiva server for.
- Site Code The three character site code specifying the ConfigMgr site code for the site you are installing the Adaptiva server.
- Use Adaptiva Server's Local System Account Leaving this option selected is the simplest method of authentication for connecting to the ConfigMgr site database. If the Adaptiva server is co-located with the SMS Provider, then no additional action needs to be taken. A summary of necessary permissions and combinations of account is listed in Table 5 below.

Table 2: Adaptiva Server Site Login Permissions

	Local to SMS Provider	Remote from SMS Provider
Local SYSTEM Account	No action needed	Grant permissions specified in the ConfigMgr section from Table 1 to the Active Directory computer account for the system hosting the Adaptiva Server.
Domain User Account	Grant permissions specified in the ConfigMgr section from Table 1 to the Active Directory domain account. If Kerberos authentication will be used, proper SPNs must be created in Active Directory.	Grant permissions specified in the ConfigMgr section from Table 1 to the Active Directory domain account.



6. ConfigMgr Site Database. In addition to connecting to ConfigMgr using the SMS Provider, the Adaptiva server directly queries the site database for real-time information.

Cite Detelese	on	
Machine Name:	dem07-cm1.demo2007.ada	otiva.lab
Database Name:	SMS_PR1	
SQL Instance Name:	Use Default SQL Instance	•
SQL Port:	Use Default SQL Port	1433
SQL Login		
Reuse Login Sett	ings That Were Specified For Sit	te Server Login
🔽 Use Windows Au	thentication	
🔽 Use Adaptiva Ser	ver's Local System Account	
Domain Name:		
User Name:		
Password:		
	,	

- Machine Name This is the FQDN of the system hosting your site's database.
- **Database Name** The database name for your site's database.
- **SQL Instance name** The name of SQL Server instance hosting the site database.
- **SQL Login** The account used to connect to SQL Server. Table 6 summarizes permissions necessary. Note that disabling Windows Authentication and using a local SQL Server account is not recommended.

Table 3: Adaptiva Server SQL Login Permissions

	Local to SMS Provider	Remote from SMS Provider
Local SYSTEM Account	No action needed	Grant permissions specified in the SQL Server , ConfigMgr Site DB section from Table 1 to the Active Directory computer account for the system hosting the Adaptiva Server.
Domain User Account	Grant permissions specified in the SQL Server, ConfigMgr Site DB section from Table 1 to the Active Directory domain account.	Grant permissions specified in the SQL Server , ConfigMgr Site DB section from Table 1 to the Active Directory domain account.
Local SQL Account	Grant permissions specified in the SQL Server, ConfigMgr Site DB section from Table 1 to the local SQL account.	Grant permissions specified in the SQL Server , ConfigMgr Site DB section from Table 1 to the local SQL account.



7. SQL Server authentication method. This dialog is where you will select the authentication method that will be used to connect to the ConfigMgr Site Database:



Kerberos is the default authentication method, and is required for deployments where the Adaptiva and SCCM databases are on separate SQL Servers. Make sure the Service Principal Names (SPNs) are created properly in Active Directory. The guidelines in this article are helpful: <u>http://support.microsoft.com/kb/2443457</u>.

If separate SQL Servers will not be used for the Adaptiva and SCCM databases, NTLM authentication can be used.

8. File System Access. On this page, specify credentials to access the local file system on the Adaptiva server.

Adapting Former Inst	aller (C) 2010 Adaptius		
Please Specify L	ogin Information For Access To the Site Server's File System		
Login Information			
🔽 Reuse Login Setti	ings That Were Specified For Site Server Login		
Use Adaptiva Server's Local System Account			
Domain Name:			
User Name:			
Password:			
Confirm Password:			
	Prev	Cancel	



9. Adaptiva Database. On this page specify the information for the Adaptiva database; setup will create this database according to these parameters.

aptiva Database Ini Adaptiva Database	formation		
Database Name:	adaptiva		
SQL Instance Name: 🔽 Use Default SQL Instance			
Create The Adapt	-		
SOL Login	uva parapase in the pre parapase perver And Use Same SQL Login Setting		
o qui uogini			
5QL Server Machine	e Name:		
5QL Server Machine	e Name:		
5QL Server Machine I Use Windows A Use Adaptiva S	e Name:		
SQL Server Machine SQL Server Machine Use Windows A Use Adaptiva S Domain Name:	e Name:		
SQL Server Machine ↓ Use Windows A ↓ Use Adaptiva 5 Domain Name: User Name:	e Name:		
SQL Server Machine Use Windows A Use Adaptiva S Domain Name: Jser Name: assword:	e Name:		

Clicking **Next** on this page will again take you to the SQL authentication dialog, this time for authentication to the server that will host the Adaptiva database. After selecting the authentication method and clicking **OK**, setup will immediately begin the server installation.

NOTE: The Adaptiva server provides a lot of flexibility allowing you to specify separate accounts for Site, SQL and file system access. With this flexibility comes complexity though; i.e., just because you can doesn't mean you should. In general, we always recommend that you adhere to the "Keep It Simple Silly" philosophy and use the server's local SYSTEM account for all activity just like ConfigMgr does. If you are unable to do this, use a single domain-based "service" account for these three activities.

Setup will now proceed to install the Adaptiva server using the options specified.

Adaptiva Server Installer - (C) 2010 Adaptiva	Adaptiva Server Installer - (C) 2010 Adaptiva
Server Installation Progress	Server Installation Progress
Progress	Progress
Percent Complete: 45	Percent Complete: 100
Invoking JVM API	Installation Completed Successfully!
Prev Next Cancel	Prev Next Cancel



A post-installation verification will run verifying all of the chosen accounts and settings.

Current Adaptiva Server Installation Status Is Displayed Below Status Ste Connection Checks Site With Provider Connectivity To The Site Control File: Passed Read And Write Access To Collections: Passed Read And Write Access To Collections: Passed Read And Write Access To Packages: Passed Adaptiva Database Connectivity To Adaptiva Database: Connectivity To Adapt	Adaptiva Server Installer - (C) 2010 Adaptiva	Adaptiva Server Installer v2.1.330 - (C) 2010 Adaptiva
Read Access Verification: Passed Write Access And SQL Triggers: Passed Site Database Machine Name: Connectivity To The Site Database: Passed Write Access And SQL Triggers: Passed Site Database Site Server File System File Read Access To Inbox Folders: OK Site Database Site Database	Adaptiva Server Installer - (C) 2010 Adaptiva Performing Post-Installation Verifications Site Will Provider Connectivity To The Site Control File: Passed Read And Write Access To Packages: Passed Adaptiva Database Connectivity To The Site Database: Passed Write Access And Site Verification: Passed Site Database Connectivity To The Site Database: Passed Site Database Connectivity To The Site Database: Passed Site Database Connectivity To The Site Database: Passed Write Access And SiteCode Verification: In Progress Write Access And SiteCode Verification: In Progress Write Access To Inbox Folders: File Creation Access To Inbox Folders: F	Adaptiva Server Installer v2.1.330 - (C) 2010 Adaptiva Current Adaptiva Server Installation Status Is Displayed Below Status Installer Version: 2.1.330 Installation Status Installation In
File Deletion Access To Inbox Folders: Database Name: Prev Next Cancel Install Upgrade Uninstall Carcel	File Deletion Access To Inbox Folders: Prev Next Cancel	Database Name: Install Upgrade Uninstall Cancel

Workbench



The Adaptiva Workbench is the GUI for communicating with the Adaptiva Server and performing configuration of OneSite and Client Health. The workbench can be installed on any machine with network connectivity to the Adaptiva Server. It can also be installed on as many machines as you would like. In most cases, it makes sense for Administrators to

install the workbench on their local machines.

To install the Adaptiva Workbench:

- 1. Run the **AdaptivaWorkbenchSetup.exe** executable to start the interactive installation.
- 2. Accept the End-Use License Agreement.
- 3. Installation Settings. On this page, enter the basic workbench installation information and click **Install**; workbench installation will begin immediately after clicking **Install**.

Adaptiva Workbench Installer v1.3.87 - (C) 2010 Adaptiva	Adaptiva Workbench Installer v1.3.87 - (C) 2010 Adaptiva
Please Specify Installation Settings For Adaptiva Workbench	Please Specify Installation Settings For Adaptiva Workbench
Installation Status Adaptiva Workbench: Not Installed	Installation Status Adaptiva Workbench: Not Installed
Installation Information	Installation Inf Adaptiva Workbench Setup
Installation Path: StyProgram Files (v86))Adaptiva)AdaptivaWorkbendn Browse Installation Options Create an Add-Remove Programs Entry Add Windows Firewall Exception For Workbench	Installation Pa Installation C Workbench installation completed successfully C Create Add Wr OK
Progress	Progress
	Workbench setup completed successfully
Install Upgrade Uninstall Cancel	Install Upgrade Uninstall Cancel



Client



The Adaptiva client needs to be installed on every SMS 2003, or ConfigMgr 2007 or 2012 client system that you wish to manage. The installer can be run both in interactive mode as well as silent mode using the command-line switches.

For initial deployment in a working ConfigMgr environment, deployment using Software Distribution is preferred. To ensure complete coverage, the client agent setup should also be added to a GPO enforced startup script, your OS deployment process and/or deployed using the peer to peer MSI (described below).

Note: An Adaptiva client should always be installed on the Adaptiva server system. You may also install more clients in the same subnet as the Adaptiva server for load sharing.

Manual Installation

Use this method on a one-off basis during test, initial rollout or to supplement automatic deployment.

- 1. Run the AdaptivaClientSetup.exe application.
- 2. Accept the End User License Agreement.



3. Installation Settings. On this page, enter the following information. Pressing **Install** will immediately begin installation.

Client:	Not Installed	4				
n Inform	ation	_				
Install Pa	th: C:VP	rogram Fi	les (x86)	Adaptiv	a (Adaptiva	Browse
a Server	Bindings	_				
To Serve	ar's DNS Nan	ne:				
To Serve	er's IP Addre	255: [1	
ion Optic	ns		U ninsl	allation	Options —	
ole Wake	On LAN		🗹 🗹 De	elete Ada	aptiva Cach	е
Remove	Programs E	ntry				
Windows	Firewall Exe	ception				
Allowed I	Memory Hea	ip Usage ((in MB):	32	*	
	n Inform Install Pa a Server To Serve To Serve tion Optio ole Wake /Remove Windows Allowed I	n Information Install Path: C: P a Server Bindings To Server's DN Shar To Server's IP Addre ion Options Je Wake On LAN /Remove Programs E Windows Firewall Ex Allowed Memory Hea	n Information Install Path: C: Program Fi a Server Bindings To Server's DNS Name: To Server's IP Address: 5 Jon Options De Wake On LAN Remove Programs Entry Windows Firewall Exception Allowed Memory Heap Usage	n Information Information Server Bindings To Server's DNS Name: To Server's DNS Name: To Server's DNS Name: To Server's DNS Name: Dirich Server's DNS	n Information Install Path: C: 'Program Files (x86) \Adaptiv a Server Bindings To Server's DNS Name: To Server's IP Address: Image: Compare Server's IP Address: Image: Compar	n Information Install Path: C:\Program Files (x86)\Adaptiva\Adaptiva Adaptiva S Server's DNS Name: To Server's IP Address: Im Options Die Wake On LAN Remove Programs Entry Windows Firewall Exception Allowed Memory Heap Usage (in MB); 32



- Adaptiva Install Path Directory where you would like to install Adaptiva client.
- Adaptiva Server Bindings Specify one of the following
 - i. Adaptiva Server's DNS Name
 - ii. Adaptiva Server's IP Address
- Enable Wake On LAN Allows the client to be woken up using peer-to-peer WoL.
- Add/Remove Programs Entry Adds an entry allowing for uninstallation of the client agent from the Control Panel.
- Add Windows Firewall Exception Adds exceptions to the local Windows Firewall for the default client ports (see Table 3 for a list of these ports).
- **Maximum Allowed Memory Heap Usage** This is an internal performance optimization value. Changing this is not recommended.

ConfigMgr Software Distribution

Using the power of ConfigMgr is a great way to go for large-scale, production deployment of the Adaptiva Client.

Creating the PDF Package for silent distribution

As with all Software Distribution in ConfigMgr, the first step is to create a Package and Program(s). To facilitate this, the server installation includes a ConfigMgr Package Definition File called AdaptivaClientSetupSilent.sms, located in the *<ADAPTIVAServerInstallDir>*\config folder.

- 1. Create a new folder in your package source file repository per you organization standards. Copy the AdaptivaClientSetup.exe file from the installation files to this folder.
- Right click on the Site Database→Computer Management→Software Distribution→Packages node (or a sub-folder per your organization standards and conventions) in the ConfigMgr Console and select the New→Package From Definition menu option.





3. On the **Welcome** page of the **Create Package from Definition** wizard, click the **Next** button.

Create Package from Definit	ion Wizard	×
Welcome		
Welcome Package Definition Source Files	Welcome to the Create Package from Definition Wizard	
Summary	This wizard helps you create a new package from a previously defined package definition file.	
	A package definition file is a template that specifies all the information needed to create a package except the location of its source files (the package's executables and data files).	
	To create a new package from a package definition file, click Next.	
	< Previous Next > Freich Carrel	1

 On the Package Definition page, click the Browse button, browse to <ADAPTIVAServerInstallDir>\config, and choose the AdaptivaClientSetupSilent.sms file. Make sure that Adaptiva is displayed in the Publisher drop box, choose the correct version of the AdaptivaClient in the Package definition list box and click Next.

Create Package from Definit	ion Wizard				X
Package Definition	1				
Welcome					
Package Definition					
Source Files					
Summary	Select the publisher	r and definition for your new	package. If the packag Browse.	e definition you need is	
	not notice and your		bromber		
	Publisher:	Adaptiva		 Browse 	
	Package definition:				
	Name		Version	Language	
	Companion		5.35	ALL	
	AdaptivaClient		2.1.330	ALL	
		in the second se	No. 1		1
		< Previous	Next >	Cancel	



5. On the Source Files page, choose Always obtain files from a source directory and click Next.



6. On the **Source Directory** page, choose the correct location type and enter or browse to the folder created in step 1 and click **Next**.

Create Package from Definitio	n Wizard	×
Source Directory		
Welcome Package Definition Source Files Source Directory	Source Directory Specify the directory containing the source files for this package.	
Summary	Make sure that this directory is accessible to the ConfigMgr Service Account for as long as the package: AdaptivaClient Source directory location: C Network path (UNC name) C Local drive on site server Source directory: example(\servername\sharename\path) Browse	*
	< Previous Next > Finish Cancel	

7. Click Finish on the Summary page.

The above procedure creates a package names **Adaptiva AdaptivaClient** <*version*> **ALL**. This package contains three programs:

- **Clean Install** Uninstalls the existing client installation and cleanly installs a new copy of the client.
- InstallOrUpgrade Installs the Adaptiva client or upgrades the existing one in place.
- Uninstall Uninstalls the Adaptiva client.



To suppress client side notifications on any of these programs, right-click the program and select **Properties**. Go to the **Advanced** tab and select **Suppress program notifications**.

CleanInstall Pro	perties			×		
Window	s Installer	MOM Maintena	ince Mode	1		
General	Requirements	Environment	Advanced	Ì.		
You can speci You can also t	You can specify additional criteria for installing and running this program. You can also temporarily disable the program.					
Run anoth	er program first:					
Package:			Browse			
Program:		7				
Always	run this program firs	ŧ				
When this pro	When this program is assigned to a computer:					
Run once for the computer						
Suppress program notifications						
A disabled pro	gram is not displayed	or run on clients.				
Disable this program on computers where it is advertised.						
Allow this program to be installed from the Install Software task sequence without being advertised.						
	ОК Са	ncel <u>Apply</u>	Help			

You can now advertise the desired program to the desired collections and systems in your environment according to your organization's standards and practices.

Command-line Options



The following command-line options are available for use during a scripted install, a manual install from the command-line or to create new programs in ConfigMgr.

Display Help

AdaptivaClientSetup -help

Clean Install or new install

AdaptivaClientSetup <-cleaninstall | -installorupgrade> <-servername <*servername>* | -serverip <*serverip>>* [-folder<*destination>*] [-nofirewall] [-noarp] [-nomif] [-nowol] [-mem <*MB>*] [-nologging]

Upgrade

AdaptivaClientSetup -installorupgrade

Uninstall

AdaptivaClientSetup -uninstall

-help – Shows available command-line options.

-cleaninstall – Installs a fresh client, removing previous installation if any.

-installorupgrade – Installs or upgrades the client as appropriate.

-uninstall – Uninstalls the existing client.



-folder <destination> – The desired installation path (default: %ProgramFiles%\AdaptivaClient)

-servername <hostname> – Host name of the Adaptiva Server.

-serverip <ipaddress> - IP Address of the Adaptiva Server.

-nofirewall – By default, the Adaptiva Client configures windows firewall to allow network traffic.

-**noarp** – Do not add entry to Add-Remove Programs.

-nomif – Do not send ConfigMgr mif status file in case of any errors found during installation.

-**nowol** – By default, the Adaptiva Client enables Windows Wake on LAN settings on all the network cards installed in the machine. Specify this option to disable Wake on LAN.

-mem – Maximum Java heap size, in MB (default: 32).

-nologging – Decreases the level of detail in the Adaptiva Client logs.

Peer-to-Peer (P2P) MSI

The Adaptiva client P2P MSI installer helps administrators in achieving 100% distribution of the Adaptiva client. In most common scenarios, ConfigMgr will be able to install the Adaptiva client onto most systems in an enterprise, but it is often difficult to ensure complete coverage. Using the Adaptiva client P2P MSI installer, the Adaptiva client can be pushed using a group policy, a startup script, psexec (from SysInternals) or any other remote execution method available.

Once executed, the Adaptiva P2P Client MSI installs the full Adaptiva Client agent. The MSI doesn't actually contain the full client installation though. Instead, the MSI – which is specific to a particular version of the Adaptiva client agent – first looks for the Adaptiva Client on a peer system in the same subnet with the correct version. If it finds one, it retrieves the setup from that local client and installs the Adaptiva Client from that setup. If it cannot find a peer with the correct version, the MSI retrieves the setup from a UNC path specified as command line option. If multiple systems run the MSI simultaneously and none of them find the correct version of the client locally, an election takes place among these clients. Only the "winner" of the election downloads the setup from UNC path and it then makes the setup available to the other client systems.

Note that Adaptiva P2P Client MSI is not an interactive installer; it is a completely silent installer with no user-interaction ever.

The P2P installer file is named **AdaptivaP2PClientInstaller.msi** and is in the compressed product distribution file.

Public Properties

The following MSI public properties are valid for the P2P client installer:

TARGETDIR - The installation folder of the Adaptiva Client. By Default it is

%SystemDrive\Program Files\Adaptiva OR %SystemDrive%\Program Files(x86)\Adaptiva



SERVERIP | **SERVERNAME*** – The Adaptiva server that this client will report to. SERVERIP takes precedence over SERVER if both are specified.

SOURCEUNCPATH* – The location to download the client installer from if it cannot be found in the local office.

ARPSYSTEMCOMPONENT – Suppresses the creation of an Add/Remove Program entry for the actual Adaptiva client. The P2P MSI never creates an Add/Remove Program entry for itself.

- 1: suppresses creation
- 0: does not suppress creation (default)

CLEANINSTALL – The type of client installation to perform.

- 1: performs a clean installation
- 0: perform an InstallOrUpgrade installation (default)

UNINSTALL – Ignores all other properties and performs an uninstallation of the Adaptiva client.

- 1: performs an uninstallation
- 0: performs an installation (default)

NOFIREWALL – Disables creating exceptions in the Windows Firewall for the Adaptiva client.

- 1: does not create any firewall exceptions
- 0: creates firewall exception (default)

NOWOL – Disables Wake-on-LAN.

- 1: disables WoL
- 0: enables WoL (default)

MEM – The amount of memory in MB to be used by the Adaptiva client. Default: 32 MB.

NOCACHEDEL – Preserves the Adaptiva client cache after uninstallation. This property is only valid when used in conjunction with the UNINSTALL.

- 1: cache is preserved
- 0: cache is deleted during uninstallation (default)

WANBYTESPERSECOND – The maximum download speed that will be used while downloading the Adaptiva client Installer exe over the WAN from the SOURCEUNCPATH.

- X: bytes per second
- 0: Unlimited (default)

WAITFORCOMPLETION – Specifies whether the Adaptiva P2P Client Installer MSI will wait until installation will be completed.



- 1: the MSI installer waits the client installation to finish
- 0: the MSI will not wait for Adaptiva Client installation to be completed (default)

NOLOGGING – Disabled default client logging.

- 1: only FATAL errors are logged, but no other logging is done (this option is helpful if the client system uses shared storage and you want minimal logging)
- 0: normal INFO logging (default)

* Options marked with an asterisk (*) are mandatory.

Usage

Configuration Manager

- 1. Place the P2P Client Installation MSI in a dedicated folder in your ConfigMgr source repository.
- Create a new ConfigMgr package using the New -> Package option browsing to the dedicated directory used in step 1 when prompted during the wizard for the source file location. Accept all other default values or configure as desired for your environment.

New Package Wizard	<u>×</u>	New Package Wizard	X
General		Data Source	
Ceneral Data Acces Data Acces Debrbuton Settings Reporting Security Summary Progress Confirmation	Adaptive Peer-To-Peer Client Installation v2.1.330 Nene: Peer-To-Peer Client Installation Version: v2.1.330 Menufacturer: Adaptiva Language:	General Data Scores Databuton Settings Reporting Security Summary Progress Confirmation	Specify whether this package contains source files. If it does, specify the Initial location of the files and set additional source file source are version: Image: Source decentry Source decentry Memil(confights/Plackages/Software/Adaptiva/P2PCIentInstater Set Use a compressed copy of the source decetory Aways obtain files from the source decetory Use a compressed copy of the source decetory Set Use a compressed copy of the source decetory Set Use a compressed copy of the source decetory Set Use a compressed copy of the source decetory Set Use a compressed copy of the source decetory Set Update debribution points on a schedule Schedule Persist content in the deert cache Enable binary differential reglication
	< Previous Next > Finish Cancel		< Previous Next > Finish Cancel

 Create two programs using the New Program Wizard launched by right-clicking the Programs node under the newly created package and selecting New -> Program having the below command-lines, running Whether or not a user is logged on, and checking the Suppress program notification option (if desired) – all other default options in the wizard are appropriate.



New Program Wizard	X	New Program Wizard	×
General		Environment	
General Regutements Environment Advanced Windows Installer Mort Martenance Summary Progress Confirmation	Name: Statistic Adaptive Climit F2/F Int/21 Tour use of software deployed by Confightyr may be subject to longe terms. You should review any applicable konse terms prior to deploying software. Comment: Comment: Comment: Image: Comment is a subject to compare the software is a subject to compare terms. You should review any applicable konse terms is a subject to longe terms is a subject to compare terms. You should review any applicable konse terms is a subject to compare terms. You should review any applicable konse terms. You should review any applicable konse terms is a subject to compare terms. You should review any applicable konse terms is a subject to compare terms. You should review any applicable konse terms. You should review any applicable konse terms is a subject to compare terms. You should review any applicable konse terms is a subject to compare terms. You should review any applicable konse terms. You should review any applicable konse terms is a subject to longe terms. You should review any applicable konse terms. You should review any applicable kony applicable konse terms. You should review any applicabl	General Requirements Environment Advanced Windows Instalar MOM Maintenance Summary Progress Confirmation	A program may require certain conditions to be true before it can run. Specify the conditions that matche met for the program to run.
New Program Wizard Windowski General Requirements Environment Advanced Windows Installer MCM Martenance Summary Progress Confirmation			<pre></pre>

• Install:

```
msiexec /I AdaptivaP2PClientInstaller.msi /q
SERVERNAME=AdaptivaServer
SOURCEUNCPATH=\\<path>\AdaptivaClientSetup.exe
WAITFORCOMPLETION=1
```

• Uninstall:

msiexec /I AdaptivaP2PClientInstaller.msi /q
UNINSTALL=1 WAITFORCOMPLETION=1

Note that this command line uninstalls any version of the Adaptiva client. Using the normal Windows Installer uninstall parameter (/x) only uninstalls the version of the Adaptiva client corresponding to the version of the MSI – the MSI packaged with each version of the product is specific to that client version of the product.

Group Policy

To set or customize the properties specified above, you must create a Microsoft Transform (MST). A variety of tools are available that you can use for this. Orca is a free tool available from Microsoft and is part of the Windows Installer SDK.



To create the MST with Orca, follow these steps:

1. Open AdaptivaP2PClientInstaller.msi using File -> Open or the Open icon from the toolbar.

🐣 AdaptivaP2PClientInstaller.msi	- Orca
File Edit Tables Transform Tools	View Help
Tables	
AdminExecuteSequence	,
AdminUISequence	
AdvtExecuteSequence	
Binary	
Component	
CustomAction	
Directory	
Feature	
FeatureComponents	
File	
InstallExecuteSequence	
InstallUISequence	
Media	
MsiFileHash	
Property	
Upgrade	
Validation	
$\sim \sim \sim$	$\sim \sim \sim \sim$

- 2. Select Transform -> New Transform to create a new transform.
- 3. Select the Property table in the Tables list on the left.
- 4. Modify the desired properties according to list in the "Public Properties" section above. At a minimum, you must modify **SOURCEUNCPATH** and either **SERVERIP** or **SERVERNAME**. Any properties that you modify will have a green outline.
- Select Transform -> Generate Transform... to create the MST file. Do not save changes to the MSI if prompted.

To create the actual group policy, follow these steps:

- Place the MSI and MST in a shared location accessible to all systems that will be targeted by the group policy being created – this location is referred to as a distribution point but this is not the same thing as a ConfigMgr distribution point – it is simply a location to serve the MSI and MST from.
- See Microsoft KB article 816102 (<u>http://support.microsoft.com/kb/816102</u>) for a detailed description of configuring a Software Installation Group Policy; when prompted, choose Advanced.

Deploy Software
Select deployment method:
C Published
O Assigned
Advanced
Select this option to configure the Published or Assigned options, and to apply modifications to a package.
OK Cancel

- 3. On the **Modifications** tab, add the MST created above by clicking the **Add...** button.
- 4. Target the group policy appropriately.



Other (including psexec or startup script)

Use an appropriate Windows Installer command-line and the public properties specified above in the "Public Properties" section to initiate the peer to peer installation of the Adaptiva client.

Client Logs

For troubleshooting client installation or normal operation, all client logs are located in <*ClientInstallDir*>\AdaptivaClient\logs\.

For troubleshooting P2P MSI Client Installation, the log is named AdaptivaP2PClientSetup.log and is located in AdaptivaP2PClient installer logs are created in *%WINDIR*%\AdaptivaSetuplogs\Client\.

Upgrade



To upgrade the components, run the corresponding setup executable for the new version of the component on the appropriate system and choose the **Upgrade** option. No further settings need to be specified. The current configuration and all settings will be preserved.

The order of the upgrade is important and should follow the top-down methodology that upgrading ConfigMgr also requires: Adaptiva Servers first, workbench next, and finally the clients.

Note that you can use the P2P Client MSI Installer to perform a client upgrade also as described above.

Uninstallation



To completely remove Adaptiva OneSite or Client Health from your environment or individual components, simply run the corresponding component's setup executable and select the **Uninstall** option. To run the uninstallation silently, run the corresponding installation executable with a **-uninstall** switch on the command-line. Uninstallation

should be bottom-up starting with the clients, the workbench, and then the Adaptiva Server instances.

Note that you can use the P2P Client MSI Installer to perform a client uninstallation also as described above.

Support



Adaptiva products are fully supported by Adaptiva's world-class support staff during your evaluation process and post sales. We promise quick resolution ensuring that the product performs flawlessly in your environment. When requesting support, please have the following information present in the message:

- 1. A detailed description of the problem including:
 - a. Expected behavior



- b. Desired behavior
- c. User Experience
- 2. Environmental factors that may be unique to your environment including:
 - a. Client firewalls
 - b. System lockdown
 - c. Anything else that you may think contributes
- 3. Steps to reproduce the problem

If you are experiencing trouble installing the product components, please include the following log files:

%windir%\AdaptivaSetupLogs\<Server|Client|Workbench>*.log

If you are experiencing trouble running product component, please include the following log files:

[InstallationPath]\Adaptiva<Server|Client|Workbench>\logs*.err

[InstallationPath]\Adaptiva<Server|Client|Workbench>\logs*.log

For live assistance, 24x7

Phone 425.823.4500, option 4 (WA, USA) or toll-free at 855.378.5222

Email support@adaptiva.com

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