

# ALTIRIS® Product Installation Guide

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# History

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# **Overview**

Altiris products (suites or solutions) provide IT lifecycle automation solutions designed to help IT organizations manage, secure, and support all IT assets, which promotes effective service delivery. All of these products rely on the Notification Server infrastructure for underlying support. There are two ways to install Altiris products.

- If Notification Server is already installed, use the Solution Center to install products:
  - 1. In the Altiris Console, click the **Configuration** tab.
  - 2. In the left pane, click Upgrade/Install Additional Solutions.
  - 3. In the right pane, click the product you want to install.

Follow the steps in the wizard to install the product.

• If Notification Server is not installed, the first step is to select and set up a server with the required hardware and software (see *Notification Server Requirements* on page 3). Then, you can install the product and Notification Server (see *Installing the Product* on page 4).

## **Notification Server Requirements**

Start by selecting an appropriate Windows\* server on which to install Notification Server. If you are evaluating a product, you only need a server in a lab environment with the minimum requirements and a few client computers (some suites and solutions do not even require any clients). This lets you run through the installation and get a feel for performing basic tasks. As you prepare to roll out to a production environment, you can increase RAM, increase disk space for the Notification Database, or upgrade your server depending on the number of managed computers, the particular solutions run, and the number of solutions run.

#### **Minimum Hardware Requirements**

Operating system	Windows Server 2003 (Standard or Enterprise) with SP1, Windows 2000 Server with SP4, or Windows 2000 Advanced Server with SP4
Processor	Pentium* III 800 MHz or faster
RAM	512 MB (1 GB recommended for increased speed)
Hard drive	5 GB (20 GB recommended)
File system	NTFS partition

Database	Microsoft SQL Server 2005 or Microsoft SQL Server 2000 SP3
Web server	Microsoft IIS 5.0
Services	Microsoft .NET 1.1 Framework (with ASP .NET) and Microsoft Data Access Control 2.8 (MDAC)
Browser	Microsoft Internet Explorer 6.0

After selecting a server, make sure that the required software is installed on the server. **Minimum Software Requirements** 

## **Installing the Product**

There are two main steps involved in installing the product:

- 1. Downloading and extracting the installer files.
- 2. Downloading and installing the product and Notification Server.

#### To download and extract the installer files

- 1. Go to the Altiris Web site download page (http://www.altiris.com/Download.aspx) and select the product you want to install.
- 2. Work your way through the wizard until you get to the page where you can download the product installer.
- 3. Download the product installer package and run it.
- 4. Specify a location for the installer files and click **Extract & Execute App**.

The installer (Altiris Installation and Configuration Manager) will start and walk you through the installation of the product. If you choose the **Extract Only** option, you can start the installer by running Setup.exe from the folder to which the files were extracted.



#### To install the product and Notification Server

### Note

If at any point during the installation you need to quit, you can do so by clicking the **Cancel** button. Later, when you restart the install program, you will have the option to restore the data you entered.

1. Start the installer program if it is not already running.

When you extracted the installer files, if you selected **Extract & Execute App**, the installer is already running. If you selected **Extract Only**, you can start the installer by running Setup.exe in the file extraction location (by default, the location is C:\Program Files\Altiris\Setup Files\AICM\*product name*\Data\Downloads).

#### Note

If Notification Server is already installed and you run the install program, the Altiris Console will open to the Solution Center.

2. Choose a product download option.



### Download and install on the computer

You will be prompted for information needed for the installation and configuration of the product and Notification Server. At the same time, the needed files are being downloaded in the background. You can see the download progress at the bottom of the page.



### Download only

This option can be used to copy the setup files to another computer for installation, possibly a computer without an Internet connection.



To install the product on a different computer, copy all of the setup files onto a CD or the computer on which you want to run the installation. The setup files are located in the location specified when you extracted the installer files (by default, C:\Program Files\Altiris\Setup Files\AICM\product name\Data\Downloads).

When you are ready to install the product, run Setup.exe again and continue with the installation.

Altiris Installation and Configuration Manager		
Downloading	$\bigcirc$	altiris
Client Management Suite - Level II has been downloaded successfully.		
To install, run Setup.exe found in C:\Program Files\Altiris\Setup Files\AICM\ClientManagementS	uite-Level	III\
✓ Place a shortcut on to Setup.exe on the Desktop		
		Finish

3. Accept the license agreement.



4. Specify a location where Notification Server will be installed. The location must be on the local computer and cannot be a network share or removable device.

Altiris Installation and Configuration Man	ager			_ 🗆 🗙
Altiris Notification Server Install Path The install path must be located on a local fixe	d disk.		$\bigcirc$	altiris
Install path:				
C:\Program Files\Altiris\				Browse
Step 2 of 8		/ Baak	Mauto	Curved
			<u>IN</u> ext >	
Downloading: Client Management Suite - Level II Progress:	Estimated time rema	ining 11 min 1 sec	(46.45 MB of 665.2	20 MB copied)

5. The installer checks if your computer meets the requirements for Notification Server. The results of the check are presented in a table on the page. The following table describes the possible results of each requirement check.

Icon	Description
<b>√</b>	The requirement and any recommendations are met.
•	The requirement has been met and you can continue with the installation, but there are some recommendations to consider.
*	The requirement has not been met. You cannot continue with the installation until the requirement has been met.

When there is an error or recommendation, click the associated text in the Help column for additional information.

After making changes to your computer, you can recheck your system by clicking the **Recheck Requirements** button.

con con	server meets the minimum requirements to in nmendations you might want to consider. Cli nmendations.	install Altiris Notification Server; however, we ck the Recommendation links in the Help coli	have some umn to view our
	Requirement	Current System	Help
Δ	Intel Pentium III 800 MHz	Intel(R) Pentium(R) M processor 1600MHz	Recommendations
1	500 MB RAM	988.49 MB	
Δ	5 GB Disk Space Available	13.16 GB Available	Recommendations
1	Microsoft ASP.NET 1.1	1.1.4322.0	
1	Microsoft .NET Framework 1.1.4322.2032	1.1.4322.573	
1	Microsoft Internet Explorer 6.0	6.0.3790.0	
1	Microsoft IIS 5.0	6.0	
1	Microsoft SQL Server 8.00.760	8.00.761	
1	Windows Server 2000 SP4	Microsoft Windows NT 5.2.3790.0	
530	of 8	<u> </u>	echeck Requirements

6. You can evaluate a product free for 30 days or apply license files you have received from purchasing the product. The evaluation period begins when you download the product installer files (not when you install the product).

Altiris Installation and Configuration Manager		
Altiris Product Licensing Evaluate this product or apply licenses.	(	🌖 altiris <sup>.</sup>
Evaluate (30 days left - <u>details</u> )     C <u>Apply licenses</u>		
Electros:		Agd Remove
Step 4 of 8	< <u>B</u> ack <u>N</u> ex	t> <u>C</u> ancel
Downloading: Client Management Suite - Level II Progress: Estima	ted time remaining 9 min 42 sec (86.08 MB	of 665.20 MB copied)

Apply license files.

a. Select Apply licenses and click Add.

b. Select an option for entering the license information and provide the information.

S Altiris Installation and Configuration Manager		×
Add Licenses		
Add license files using one of the following methods.		
<ul> <li>License file (adds the specified license file):</li> </ul>		Diama 1
J. J.		Browse
C License folder (adds all license files in this folder):		
		Blowse
C License text (paste the license text for one license here):		
		<u>^</u>
		Ψ.
	OV	o 1 1
	<u>U</u> K.	Lancel

- c. Click OK.
- d. Repeat this procedure if you need to apply additional licenses.
- 7. Enter the user name (include the domain) and password that you want to use to access Notification Server. The user name must be a Windows user with local administrator rights to the Notification Server computer. Also, specify the user name and password to be used to install the Altiris Agent on the computers you want to manage.

Altiris Installation	n and Configuration Manager			×
Altiris Notification Enter credentials v	n Server and Agent Credentials with local administrator rights.		$\bigcirc$	altiris
Enter the account Agent on managed	credentials needed to run the Altiris Notificat computers.	on Server and the credentials	s used to in	nstall the Altiris
Notification Server:				
	Oomain\User name			
<u>U</u> ser name:				
Password:		_		
Altiris Agent:				
Use <u>A</u> ltiris N	otification Server credentials			
C Sp <u>e</u> cify new	credentials			
	Domain\User name			
Use <u>r</u> name:		_		
Password:		_		
r agorrora.	1			
Step 5 of 8				1
		< <u>B</u> ack	<u>N</u> ext >	<u> </u>
ownloading: Client M	lanagement Suite - Level II			
Progress:	Estimated time re	maining 8 min 34 sec (140.02	MB of 668	5.20 MB copied)

 To configure the e-mailing of Notification Server events, provide the needed e-mail information. Enter the DNS name or IP address of your SMTP server. If the server requires authentication, enter a valid user name and password. Click Send Test Email to verify that Notification Server is sending e-mails to the correct address. If not, select **Later**. You can configure this at a later time through the Altiris Console.

🔥 Altiris Installal	ion and Configuration Manager			_ 🗆 ×
E-mail Configu	ration		$\bigcirc$	altiris
Configure e-mail	notifications:			
<u>T</u> o address:	<u> </u>			
<u>F</u> rom address:	AltirisNotificationServer@do-not-reply.com			
S <u>M</u> TP server:	Hostname or IP address			
For a protected User name:	SMTP gateway, enter authorized credentials.			
Password:				
			Se	nd Test <u>E</u> ∙mail
Step 6 of 8		< <u>B</u> ack	Next >	<u>C</u> ancel
Downloading: Clier Progress:	t Management Suite - Level II Estimated time ren	aining 7 min 3 se	c (257.95 MB of 665.2	20 MB copied)

9. Specify the credentials to access Microsoft SQL Server and the Notification Database.

Enter the name of the server running Microsoft SQL Server. You can install the Notification Database to a specific SQL Server instance by entering the server name and SQL instance. Example: SQL server name\SQL instance.

Altiris Installatio	n and Configuration Ma	anager					
Database Configu Specify the Micros	ration oft SQL Server used by A	ltiris Notification	Server.			$\bigcirc$	altiris
SQL S <u>e</u> rver name:	localhost						
• Use <u>W</u> indows a	uthentication						
$\bigcirc$ Use SQL login:							
<u>U</u> ser name:							
Password:							
Database name: © Cre <u>a</u> te new: © Use e <u>x</u> isting:	Altiris	<u></u>	<u>H</u> efresh				
itep 7 of 8				< <u>B</u> ack		<u>N</u> ext >	<u>C</u> ancel
ownloading: Client M rogress:	anagement Suite - Level	I Estimated time	remaining 6	min 12 sec	: (286.2	21 MB of 665	5.20 MB copied)

10. Select the management features you want to enable.

These features can also be enabled through the Altiris Console after the product is installed.

📕 Altiris Installation and Configuration Mar	ager
Enable Management Features	<ul> <li>altiris</li> </ul>
Eeatures:      Ecable application self heating     Track computer application usage     Patch my computers     Deploy virtual applications     Inventory my network devices     Deflow rendor my network devices     Deflow rendormer to computers	
Step 8 of 9	< Back Next > Cancel
Downloading: Client Management Suite - Level II Progress:	Estimated time remaining 9 min 56 sec (88.37 MB of 662.18 MB copied)

11. Select the computers you want to manage.

The install program lets you select up to 100 computers to manage. If you have additional computers, you can select them after the product is installed using the Altiris Agent rollout procedures.

You can select entire domains, individual computers, or both. The Altiris Agent will be installed on these computers to let you manage them. If you cannot find a computer, you can manually specify it by entering its IP address or DNS name.

Altiris Installation and Configuration Manager		_
Select Computers to Manage		🌖 altiris <sup>.</sup>
If you cannot find a specific computer, add it to the list by name o	r IP address.	
Computers:	Name or <u>I</u> P address:	Add
Step 8 of 8	< <u>B</u> ack <u>N</u> e	xt > Cancel
Downloading: Client Management Suite - Level II Progress: Estimated time rem	aining 5 min 45 sec (305.94 M	B of 665.20 MB copied)

12. Verify that the configuration summary is correct. If there is an error, go back and make the needed changes.

Ensure your configura	Configuration Summary tion information is correct.	()	altir
If you need to make a to install Client Manag	change, click the Back button to locate the settings you want to change ement Suite - Level II using this configuration.	. Click the	Next button
Notification Server	Install Location		
Path:	C:\Program Files\Altiris\		
Notification Server	Credentials		
User name:	ns6server\administrator		
SQL Database Sett	ings		
Server name:	localhost		
Database name:	Altiris		
Login:	Using Windows authentication		
			ন
	< <u>B</u> ack    <u>N</u>	ext >	<u>C</u> ance

13. When the installation completes, click **Finish**. If the installation is in progress, the **Finish** button is not available.

After the installation completes, Notification Server and the selected product are installed.

Altiris Installation and Configuration Manager		_
Installing	$\bigcirc$	altiris
Alkirs Installation and Configuration Manager has finished gathering the information it needs Management Suite - Level II. The install progress will be displayed at the bottom of the wizard components will take longer than others to install.	to install ( I. Note tha	Jient at some
		<u>C</u> ancel
Downloading: Client Management Suite - Level II Progress: Estimated time remaining 5 min 13 sec (373.31	MB of 66	5.20 MB copied)

# **After Installation**

After the installation, the Altiris Console opens. The Altiris Console is a Web browserbased console for interacting with Notification Server and Altiris solutions. The console lets you perform tasks, schedule events, run reports, perform configuration, and more.

For information on using the product or Notification Server, you can access documentation through the help icons in the Altiris Console. The 0 icon opens the documentation index page, which lists the available documents, including product

guides, administrator guides, reference guides, help files, and release notes. The  $\blacklozenge$  icon displays context-sensitive help for the page currently displayed in the right pane.

For additional information, you can go to the documentation page on the Altiris Web site (altiris.com/Support/Documentation) or the Altiris Knowledgebase (kb.altiris.com).