

ALTIRIS
DOCUMENTATION
**BEST PRACTICES
ARTICLE**



ALTIRIS® **Product Installation Guide**

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altiris®

History

| Additions / Edits | Date |
|--------------------------|-------------|
| 1st Draft | 7/25/2006 |
| Final Draft | 7/27/2006 |
| Dev Tech Edit | 7/28/2006 |
| QA Tech Edit | 7/28/2006 |
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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 |

After selecting a server, make sure that the required software is installed on the server.

Minimum Software Requirements

| | |
|------------|---|
| 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 |

Installing the Product

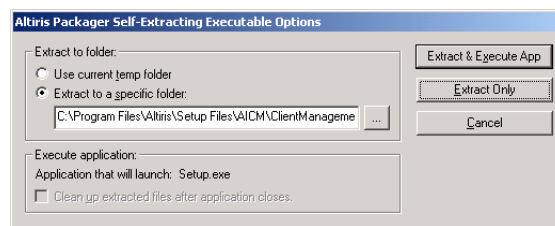
There are two main steps involved in installing the product:

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.

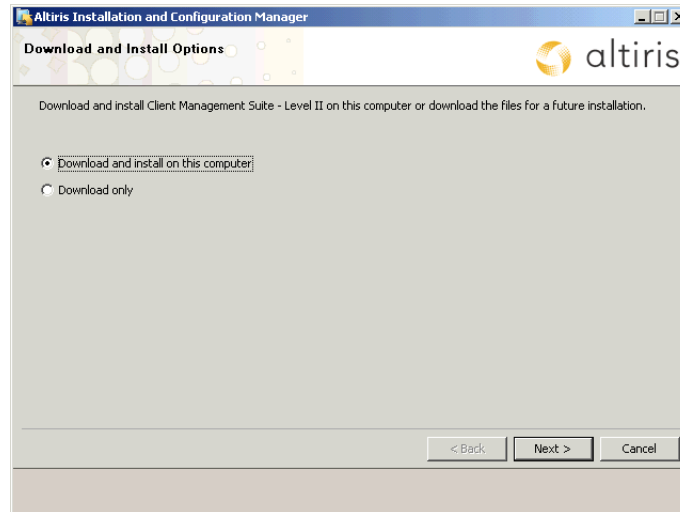
1. Start the installer program if it is not already running.

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

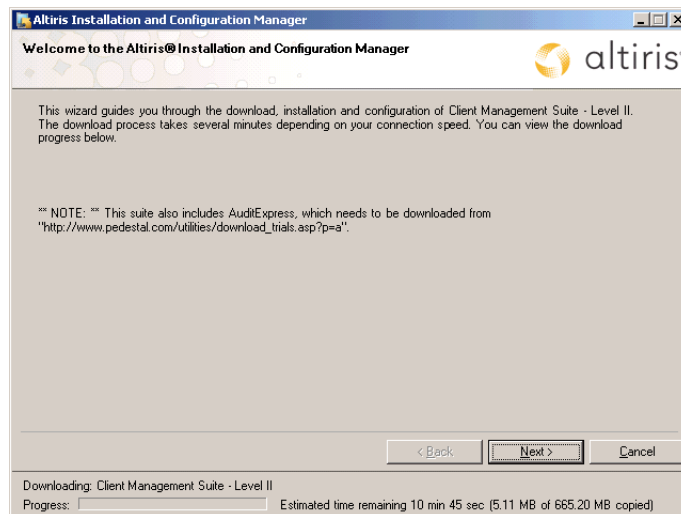
If Notification Server is already installed and you run the install program, the Altiris Console will open to the Solution Center.

2. Choose a product download option.



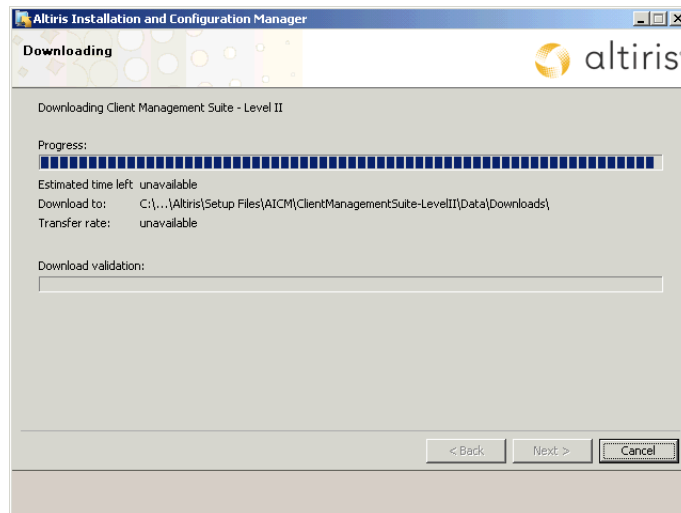
■ **Download and install on the computer**

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.



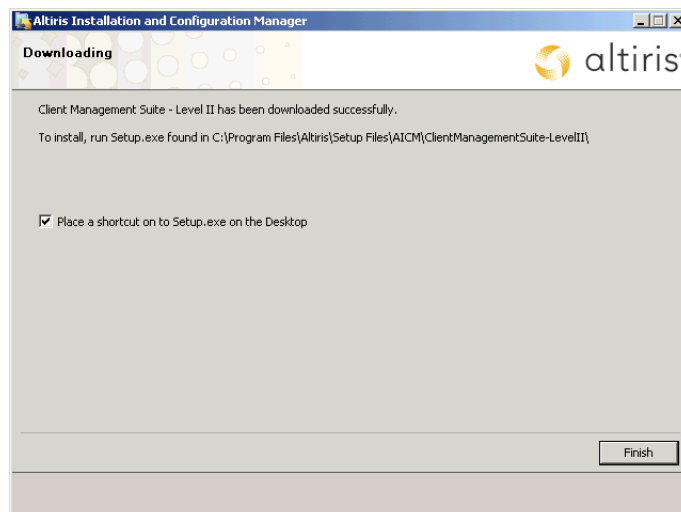
- **Download only**

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

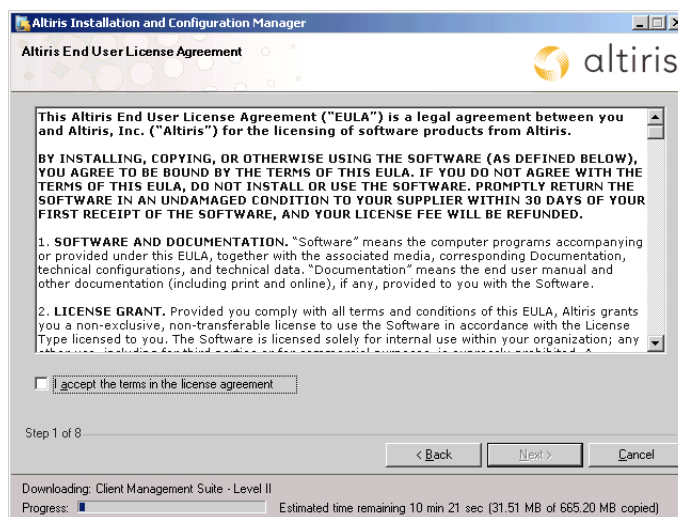


To install the product on a different computer, copy all of the setup files onto a CD or the computer on which you want to run the installation. The setup files are located in the location specified when you extracted the installer files (by default, C:\Program Files\Altiris\Setup Files\AICM\product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

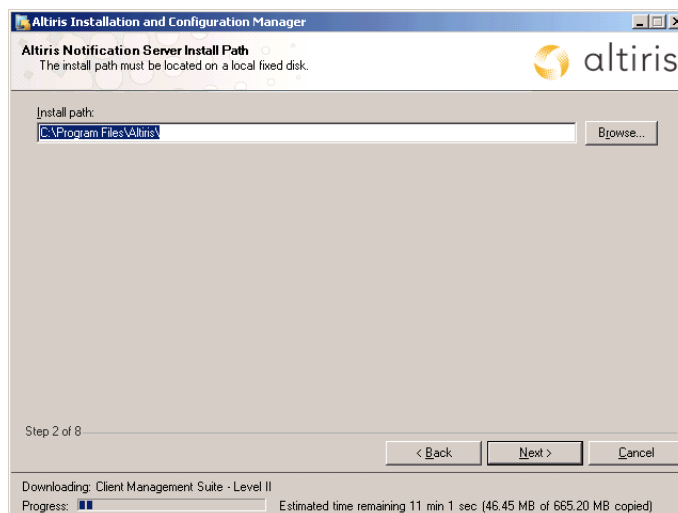
When you are ready to install the product, run Setup.exe again and continue with the installation.






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.

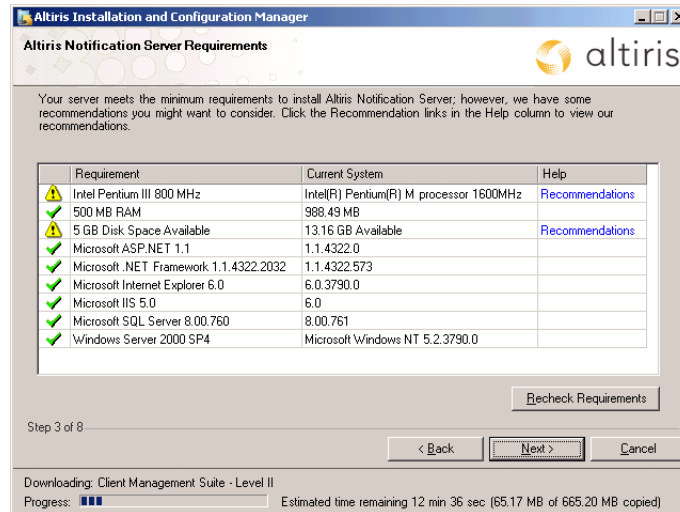


5. The installer checks if your computer meets the requirements for Notification Server. The results of the check are presented in a table on the page. The following table describes the possible results of each requirement check.

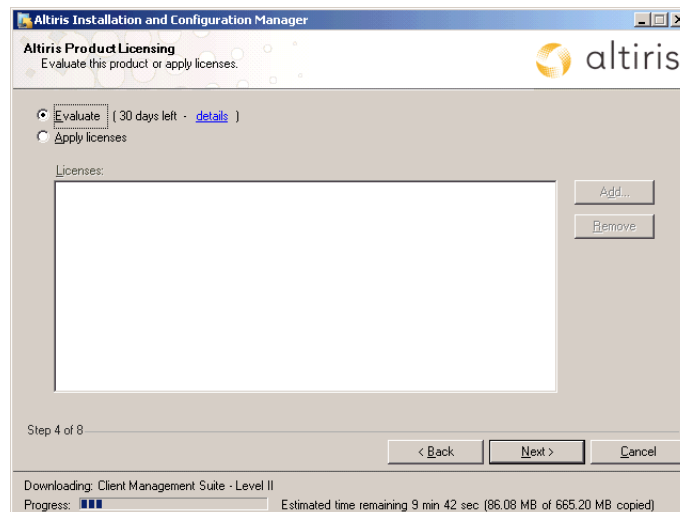
| Icon | Description |
|---|--|
|  | The requirement and any recommendations are met. |
|  | The requirement has been met and you can continue with the installation, but there are some recommendations to consider. |
|  | The requirement has not been met. You cannot continue with the installation until 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.



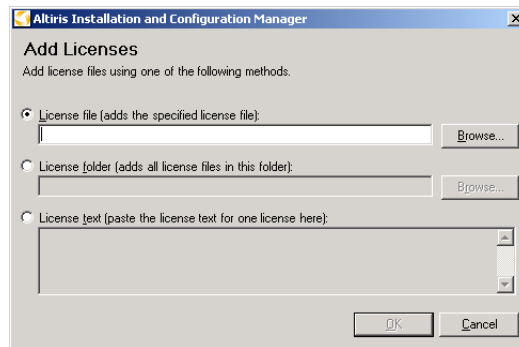
6. You can evaluate a product free for 30 days or apply license files you have received from purchasing the product. The evaluation period begins when you download the product installer files (not when you install the product).



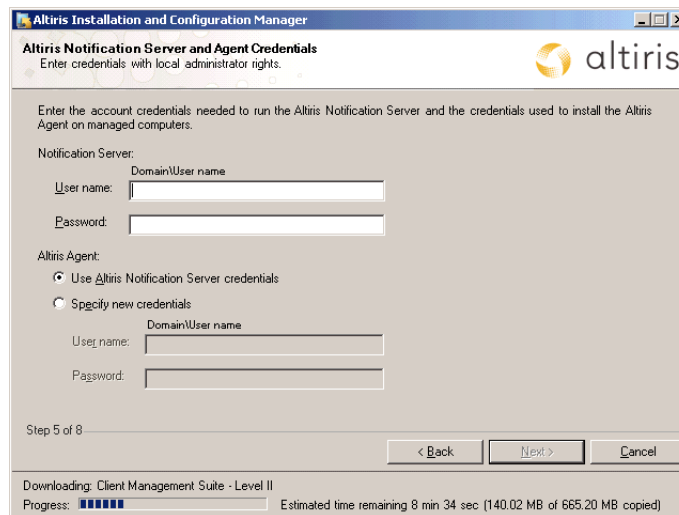
Apply license files.

- a. Select **Apply licenses** and click **Add**.

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

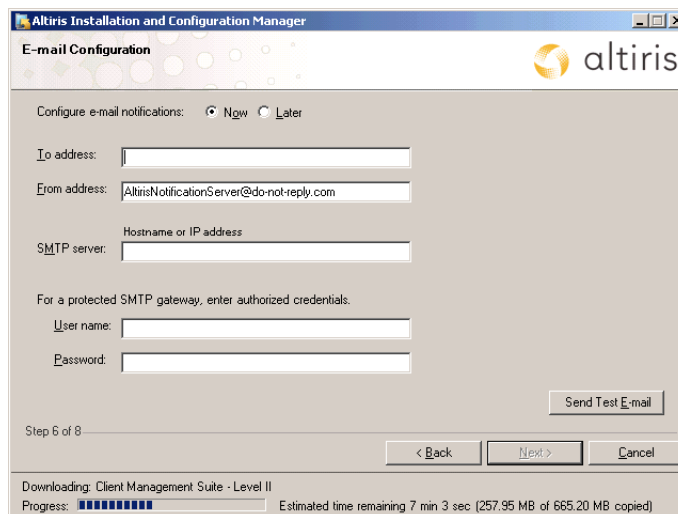


- c. Click **OK**.
- d. Repeat this procedure if you need to apply additional licenses.
7. Enter the user name (include the domain) and password that you want to use to access Notification Server. The user name must be a Windows user with local administrator rights to the Notification Server computer.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



8. 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 E-mail** to verify that Notification Server is sending e-mails to the correct address.

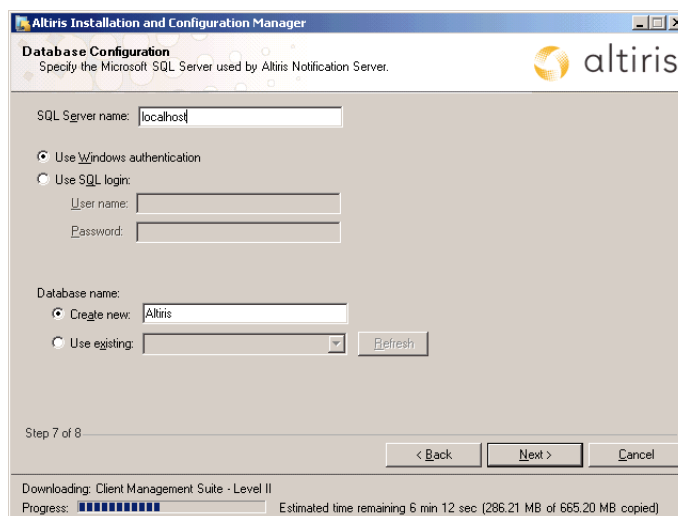
If not, select **Later**. You can configure this at a later time through the Altiris Console.



The screenshot shows the 'E-mail Configuration' window in the Altiris Installation and Configuration Manager. It features the Altiris logo in the top right. The window is titled 'E-mail Configuration' and has a subtitle 'Configure e-mail notifications:'. There are two radio buttons: 'Now' (selected) and 'Later'. Below this, there are text input fields for 'To address:', 'From address:' (pre-filled with 'AltirisNotificationServer@do-not-reply.com'), and 'SMTP server:' (with a hint 'Hostname or IP address'). Below the SMTP field, there is a section for 'For a protected SMTP gateway, enter authorized credentials:' with 'User name:' and 'Password:' fields. A 'Send Test E-mail' button is on the right. At the bottom, it says 'Step 6 of 8' and has '< Back', 'Next >', and 'Cancel' buttons. A progress bar at the very bottom shows 'Downloading: Client Management Suite - Level II' with a progress of 100% and 'Estimated time remaining 7 min 3 sec (257.95 MB of 665.20 MB copied)'.

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

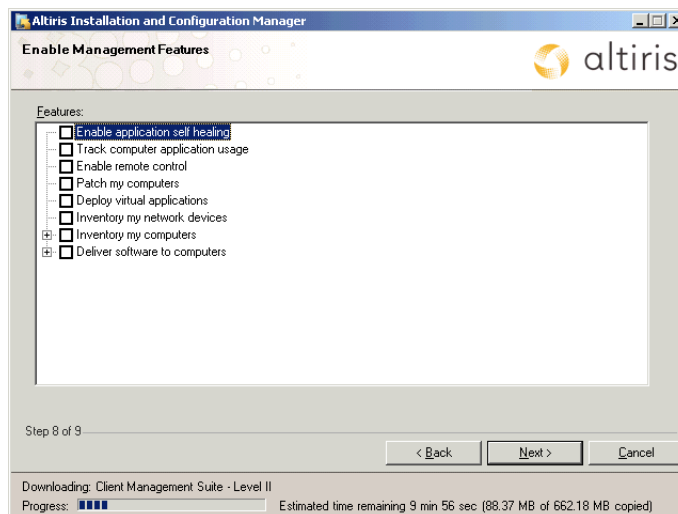
Enter the name of the server running Microsoft SQL Server. You can install the Notification Database to a specific SQL Server instance by entering the server name and SQL instance. Example: `SQL server name\SQL instance`.



The screenshot shows the 'Database Configuration' window in the Altiris Installation and Configuration Manager. It features the Altiris logo in the top right. The window is titled 'Database Configuration' and has a subtitle 'Specify the Microsoft SQL Server used by Altiris Notification Server.' Below this, there is a text input field for 'SQL Server name:' (pre-filled with 'localhost'). There are two radio buttons: 'Use Windows authentication' (selected) and 'Use SQL login:'. Below the 'Use SQL login:' radio button, there are 'User name:' and 'Password:' fields. Below these, there is a section for 'Database name:' with 'Create new:' (selected) and 'Use existing:' (with a dropdown menu and a 'Refresh' button). The 'Create new:' field is pre-filled with 'Altiris'. At the bottom, it says 'Step 7 of 8' and has '< Back', 'Next >', and 'Cancel' buttons. A progress bar at the very bottom shows 'Downloading: Client Management Suite - Level II' with a progress of 100% and 'Estimated time remaining 6 min 12 sec (286.21 MB of 665.20 MB copied)'.

10. Select the management features you want to enable.

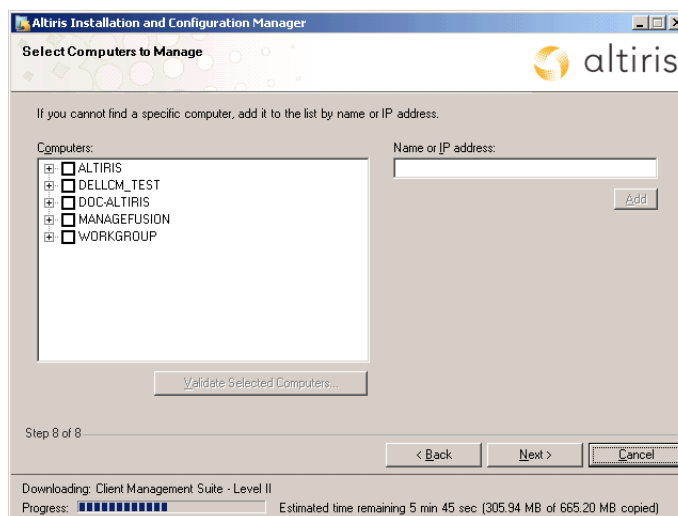
These features can also be enabled through the Altiris Console after the product is installed.



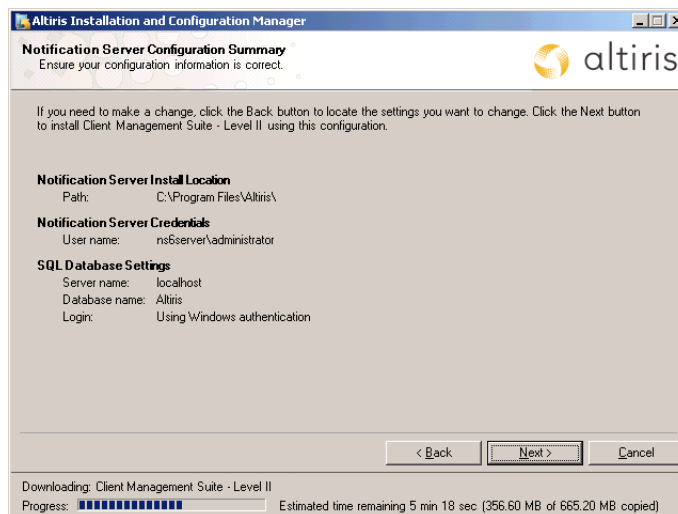
11. Select the computers you want to manage.

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.

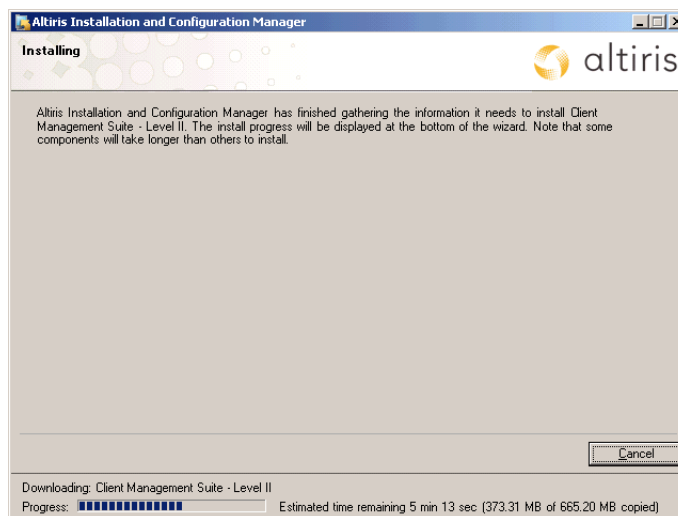


12. Verify that the configuration summary is correct. If there is an error, go back and make the needed changes.




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.



After Installation

After the installation, the Altiris Console opens. The Altiris Console is a Web browser-based 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  icon opens the documentation index page, which lists the available documents, including product

guides, administrator guides, reference guides, help files, and release notes. The  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).

