

# Chapter 2: Installation Guide

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"Deployment Solution is designed to meet deployment, management, and migration needs for small, medium and large organizations with diverse topologies and varying computer management requirements." (DS User Guide)

From this Altiris/Symantec statement, eXprescient with DS eXpress Tools has developed a tool set that exceeds the original design goals of DS, by adding to the capabilities of that product. This section provides steps for installing DS express Tools.

## Prerequisites

DS express Tools version 1.5 that you are about to install works in conjunction with (Symantec) Altiris Deployment Solution version 6.9. This makes the list of prerequisites to the installation very simple. Here are a few questions that will be asked through the installation wizard.

- Where is Altiris Deployment Solution (DS) installed?
- What is the name and password of the user controlling the Database for DS?
- What is the name of the organization assigned to the DeT license?
- What is the DeT license Key?

Also, it is very important that the user that is running the DeTSetup program is an administrative user that has SQL Server sysadmin rights. DeTSetup creates a database for use by the DeT Server and grants appropriate rights on that new database (as well as on the existing DS database) to the service account specified in the installation process.

## Firewall Considerations

Before installing, you will need to examine your firewall configurations on network routers and on the various machines that house your databases, DS, and the machine where you will be installing the DeT server. Make sure that appropriate firewall settings are in place to allow the DeT Server to communicate with the database server, with DS, and with the DeT Console. The only additional port that is required above the standard DS ports is the DeT Console to DeT Server communication port (default is 9050), and can be changed in the install process to any port you prefer.

### Decisions

DS express Tools (DeT) has a very simple install process but some decisions need to be made before you start. DeT has two components that will be installed. One is the DeT Server and the other is the DeT Console. The DeT Server is a Microsoft Windows Managed Service and is installed in the Windows OS as an active service providing access to the information contained in the DS Database. The DeT Console is the user interface that contacts one or more DeT Servers to display and organize the DS information in the form of reports that can be saved, e-mailed or printed. It can run DS jobs and honors DS security roles and access scopes. The DeT console can be a replacement for your DS console, or can be launched as an extension to the DS console from the DS console tools menu.

### On/Off DS box

The first decision to be made is whether to install DeT on the same computer that hosts DS or to install on a different computer or do a split install. From the introductory information the DeT Server communicates with DS, so you might want to install the DeT Server on the same computer as DS. Or because of separation of functionality policies you may need to do an interdependent install of DeT on a separate box. A split configuration might also be beneficial if you want to avoid installing any applications on a live DS server.

DeT has a concept of primary and secondary or affiliated connections and the console is always installed to communicate with a primary DeT/DS server, with configurable affiliations to other DeT/DS servers. In a simple one DS environment the DeT Console will communicate only with the primary DeT Server. In a multiple DeT/DS environment, the DeT Console will communicate with the primary DeT/DS server first to verify configuration information before communicating with the affiliated set of DeT/DS servers.

The DeT Console can be installed on the same computer as DS and the DeT Server, but it can also be installed on a remote computer. This split configuration will increase network traffic, but with multiple DeT/DS servers installed and affiliated together this extra traffic to the primary DeT Server will not be noticed.

### NT or SQL authentication

With the current installation of DS you were required to choose whether to use NT authentication or SQL authentication. The choice you made was likely based on how the Microsoft SQL server was configured, and whether your server is functioning in a Workgroup or an NT Active Directory domain.

If SQL authentication was used you provided a SQL user account and password that was independent of the service account and password which the DS services used. You also had to provide a SQL server name, and the name for the DS database. provide a Database user name and an authentication method. By choosing the defaults DeT will use the DS authentication for access to the database. But you can choose either the Windows NT authentication or the SQL user authentication credentials.

### Service Account

DeT Server is installed as a Windows Service and is managed by the server OS. Each service must have a logged on user account that can start the service and communicate across the network to

other DS installations. In some cases this service account must be a domain administrator to allow access to all of the remote computer that the DeT Console will try to connect to.

## **DeTSetup.exe**

This is the only file that is needed to install DS express Tools. This install application has been constructed to install on both 32 bit and 64 bit Windows OS installed computers. On 64 bit OS systems it installs as a native 64 bit application and not as a 32 bit application.

All necessary files and registry information are installed and set when this file is run and finishes successfully. It can be launched from a network share and will determine whether or not you have the required version of .NET installed on the machine. However, it will not install .NET if it is not already installed.

## **Install Wizard**

When DeTSetup.exe is launched the install wizard will start. Follow the wizard step by step to install DS eXpress Tools. Prior to starting the actual install, you are presented a summary page that identifies all the settings that you have entered in the wizard. Examine it carefully and return to previous wizard pages to change any incorrect setting.

All wizard fields are validated, and some like the service user account and SQL server address are verified fully to ensure a successful install.

## **Optional Sequences**

The sequencing of wizard pages is dynamic based on the type of install and the environment where it is installed. The following decision points will affect the wizard sequence.

- Whether the DeT Console, the DeT Server or both are to be installed
- Whether DS is on the same system where the DeT Server is installed
- Whether NT or SQL authentication is used
- Most installation failures (see exception below)

Proper consideration of the prerequisites and decision points previously mentioned before starting DeTSetup will improve the likelihood of a satisfactory and successful installation

The single non-fatal installation failure occurs when DeT is installed on a box separate from DS. There are tools that DeT needs DS to include in some of the DeT specific jobs. These tools are copied to the DS installation tree (typically the DS "express" share) by the installer. Occasionally, because of firewall or other restrictions this operation is not successful. When this occurs DeTSetup will report this failure, but complete the remainder of the install successfully. It is important to follow the remediation steps outlined by the error message, or DeT Remote Control services will not be available.